

Highways Agency 2009 People Survey results

Theme	Question No.	People Survey Question Text	2009 Score (% positive)
1. My Work	B01	I am interested in my work	90%
	B02	I am sufficiently challenged by my work	70%
	B03	My work gives me a sense of personal accomplishment	74%
	B04	I feel involved in decisions that affect my work	48%
	B05	I have a choice in deciding how I do my work	64%
2. Organisational Objectives & Purpose	B07	I have a clear understanding of the Agency's purpose	82%
	B08	I have a clear understanding of the Agency's objectives	79%
	B09	I understand how my work contributes to the Agency's objectives	78%
3. Resources & Workload	B06	In my job, I am clear what is expected of me	77%
	B10	I get the information I need to do my job well	49%
	B11	I have clear work objectives	68%
	B25	I have the skills I need to do my job effectively	83%
	B34	I have the tools I need to do my job effectively	55%
	B35	I have an acceptable workload	59%
	B36	I achieve a good balance between my work life and my private life	64%
4. Line Management	B12	My manager motivates me to be more effective in my job	58%
	B13	My manager is considerate of my life outside work	71%
	B14	My manager is open to my ideas	72%
	B15	My manager helps me to understand how I contribute to the Agency's objectives	56%
	B16	Overall, I have confidence in the decisions made by my manager	66%
	B17	My manager recognises when I have done my job well	72%
	B18	I receive regular feedback on my performance	57%
	B19	The feedback I receive helps me to improve my performance	52%
	B20	I think that my performance is evaluated fairly	57%
	B21	Poor performance is dealt with effectively in my team	36%
	B22	The people in my team can be relied upon to help when things get difficult in my job	81%
5. My Team	B23	The people in my team work together to find ways to improve the service we provide	76%
	B24	The people in my team are encouraged to come up with new and better ways of doing things	64%
	B26	I am able to access the right learning and development opportunities when I need to	52%
6. Learning & Career Development	B27	Learning and development activities I have completed in the past 12 months have helped to improve my performance	48%
	B28	There are opportunities for me to develop my career in the Agency	38%
	B29	Learning and development activities I have completed while working for the Agency are helping me to develop my career	40%
7. Inclusion & Fair Treatment	B30	I am treated fairly at work	74%
	B31	I am treated with respect by the people I work with	82%
	B32	I feel valued for the work I do	58%
	B33	I think that the Agency respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	64%
8. Pay & Benefits	B37	I feel that my pay adequately reflects my performance	32%
	B38	I am satisfied with the total benefits package	40%
	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	25%
	B40	I feel the Agency as a whole is managed well	34%
	B41	Senior managers in the Agency are sufficiently visible	31%
	B42	I believe the actions of senior managers are consistent with the Agency's values	31%

9. Leadership & Change Management	B43	I believe the Board has a clear vision for the future of the Agency	33%
	B44	Overall, I have confidence in the decisions made by the Agency's senior managers	28%
	B45	I feel that change is managed well in the Agency	18%
	B46	When changes are made in the Agency they are usually for the better	18%
	B47	The Agency keeps me informed about matters that affect me	49%
	B48	I have the opportunity to contribute my views before decisions are made that affect me	23%
	B49	I think it is safe to challenge the way things are done in the Agency	36%
Engagement	B50	I am proud when I tell others I am part of the Agency	55%
	B51	I would recommend the Agency as a great place to work	48%
	B52	I feel a strong personal attachment to the Agency	40%
	B53	The Agency inspires me to do the best in my job	36%
Taking Action	B54	The Agency motivates me to help it achieve its objectives	32%
	B55	I believe that senior managers in the Agency will take action on the results from this survey	27%
Data Security	B56	I believe that managers where I work will take action on the results from this survey	42%
	C01	I know where to go to find out about how to handle personal and sensitive information	80%
Plans for the Future	C02	In the past 12 months, have you received training on handling data and procedures to protect personal and sensitive information?	95%
	C03	Which of the following statements most reflects your current thoughts about working for the Agency?	
	"	<i>I want to leave the Agency as soon as possible</i>	6%
	"	<i>I want to leave the Agency within the next 12 months</i>	11%
	"	<i>I want to stay working for the Agency for at least the next year</i>	25%
Civil Service Code	"	<i>I want to stay working for the Agency for at least the next three years</i>	58%
	C04	Are you aware of the Civil Service Code?	80%
	C05	Are you aware of how to raise a concern under the Civil Service Code?	48%
Discrimination, Harassment & Bullying	C06	Are you confident that if you raised a concern under the Civil Service Code in the Agency it would be investigated properly?	52%
	C07	During the past 12 months, have you personally experienced discrimination at work?	16%
		IF YES AT C07 THEN:	
	C08	On which of the following grounds have you personally experienced discrimination in the past 12 months?	
	"	<i>Age</i>	14%
	"	<i>Disability</i>	7%
	"	<i>Ethnic Background</i>	7%
	"	<i>Gender</i>	12%
	"	<i>Gender Reassignment or perceived gender</i>	-
	"	<i>Religion or belief</i>	3%
	"	<i>Sexual Orientation</i>	3%
	"	<i>Any other grounds</i>	54%
	C09	During the past 12 months, have you personally experienced bullying or harassment at work?	17%
		IF YES AT C09 THEN:	
	C10	Who were you bullied or harassed by at work in the past 12 months?	
"	<i>A colleague</i>	22%	
"	<i>Your manager</i>	24%	
"	<i>Another manager in your part of the Agency</i>	20%	
"	<i>Someone you manage</i>	3%	
"	<i>Someone who works for another part of the Agency</i>	6%	
"	<i>A member of the public</i>	11%	
"	<i>Someone else</i>	2%	
"	<i>Prefer not to say</i>	11%	