National Records of Scotland

Returns : 285   Response rate : 62%   Civil Service People Survey 2019

✧ Statistically significant difference from comparison

Engagement Index

56%

Difference from previous survey	+5 ✧
Difference from CS2019	-7 ✧
Difference from CS High Performers	-11 ✧

My work

75%

Difference from previous survey	+6 ✧
Difference from CS2019	-2
Difference from CS High Performers	-5 ✧

Organisational objectives and purpose

71%

Difference from previous survey	+5 ✧
Difference from CS2019	-11 ✧
Difference from CS High Performers	-15 ✧

My manager

69%

Difference from previous survey	+7 ✧
Difference from CS2019	-2
Difference from CS High Performers	-5 ✧

My team

79%

Difference from previous survey	+3
Difference from CS2019	-3
Difference from CS High Performers	-6 ✧

Learning and development

45%

Difference from previous survey	-4
Difference from CS2019	-10 ✧
Difference from CS High Performers	-15 ✧

Inclusion and fair treatment

74%

Difference from previous survey	+4
Difference from CS2019	-4 ✧
Difference from CS High Performers	-7 ✧

Resources and workload

70%

Difference from previous survey	+1
Difference from CS2019	-3 ✧
Difference from CS High Performers	-7 ✧

Pay and benefits

43%

Difference from previous survey	+6 ✧
Difference from CS2019	+9 ✧
Difference from CS High Performers	+2

Leadership and managing change

31%

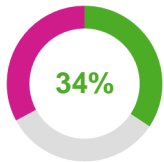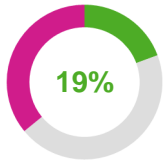| Difference from previous survey | +2 |
| Difference from CS2019 | -18 ✧ |
| Difference from CS High Performers | -27 ✧ |

Taking action

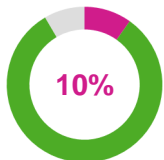■ % responding positively   □ % responding neutrally   ■ % responding negatively

34% — B52. I believe that Senior Managers in NRS will take action on the results from this survey
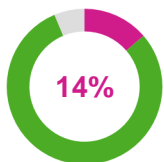
19% — B53. Where I work, I think effective action has been taken on the results of the last survey

Discrimination, bullying and harassment

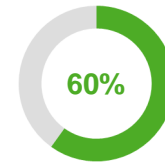■ % responding Yes   ■ % responding No   □ % responding Prefer not to say

10% — E01. Have you been discriminated against at work, in the past 12 months?

14% — E03. Have you been bullied or harassed at work, in the past 12 months?

Wellbeing

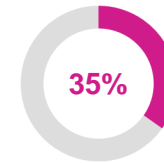■ % responding positively to W01 - W03   ■ % responding negatively to W04
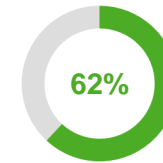
60% — W01. Overall, how satisfied are you with your life nowadays?

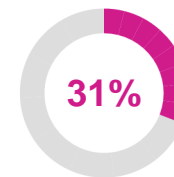**62%** — W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?
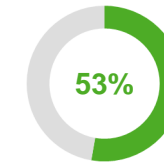
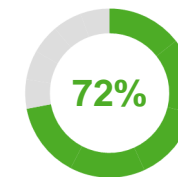**53%** — W03. Overall, how happy did you feel yesterday?

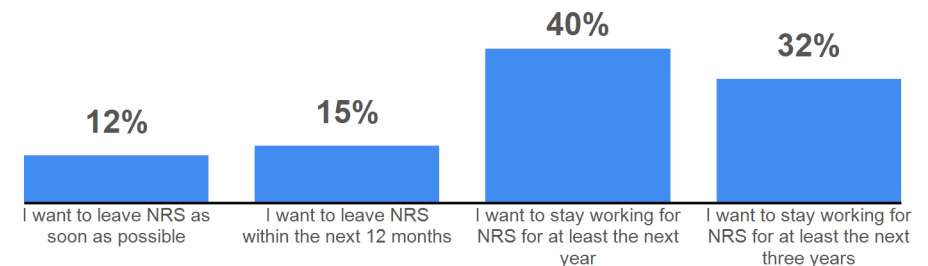**35%** — W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index

31%

PERMA Index

72%

Your plans for the future

12% — I want to leave NRS as soon as possible

15% — I want to leave NRS within the next 12 months

40% — I want to stay working for NRS for at least the next year

32% — I want to stay working for NRS for at least the next three years
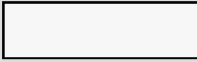
Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	93%	B43 When changes are made in NRS they are usually for the better	48%	B42 I feel that change is managed well in NRS	56%
B09 My manager is considerate of my life outside work	88%	B53 Where I work, I think effective action has been taken on the results of the last survey	45%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	40%
B31 I have the skills I need to do my job effectively	87%	B51 NRS motivates me to help it achieve its objectives	43%	B45 I have the opportunity to contribute my views before decisions are made that affect me	40%
B54 I am trusted to carry out my job effectively	86%	B50 NRS inspires me to do the best in my job	43%	B23 There are opportunities for me to develop my career in NRS	37%
B18 The people in my team can be relied upon to help when things get difficult in my job	84%	B22 Learning and development activities I have completed in the past 12 months have helped to improve my performance	43%	B38 Senior Managers in NRS are sufficiently visible	37%

Please note that only questions B01-B60 are included in the above rankings

Returns : 285   Response rate : 62%   Civil Service People Survey 2019

All questions by theme

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My work — 75% — +6 ✧ Difference from previous survey

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01	I am interested in my work	37	55				93%	+4 ✧	+2 ✧	0
B02	I am sufficiently challenged by my work	27	51	13	8		78%	+2	-2	-5 ✧
B03	My work gives me a sense of personal accomplishment	26	50	16	6		75%	+6 ✧	-2	-5 ✧
B04	I feel involved in the decisions that affect my work	12	40	20	22	6	52%	+5 ✧	-8 ✧	-12 ✧
B05	I have a choice in deciding how I do my work	24	54	14	5		78%	+12 ✧	0	-4 ✧
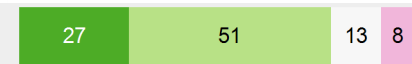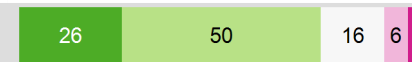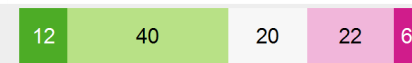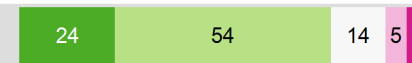
Organisational objectives and purpose — 71% — +5 ✧ Difference from previous survey

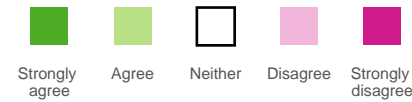|		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B06	I have a clear understanding of NRS' objectives	16	53	17	11		69%	+5 ✧	-13 ✧	-17 ✧
B07	I understand how my work contributes to NRS' objectives	21	53	20	5		74%	+5 ✧	-10 ✧	-14 ✧
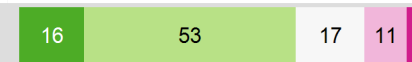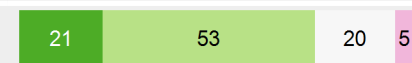
National Records of Scotland

All questions by theme

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^ indicates a variation in question wording from your previous survey

My manager — 69% — +7 ◇ Difference from previous survey

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job — 21, 48, 19, 7, 5	69%	+9 ◇	-3	-6 ◇
B09	My manager is considerate of my life outside work — 48, 40, 7	88%	+4 ◇	+1	-1
B10	My manager is open to my ideas — 38, 46, 8, 5	84%	+11 ◇	0	-2
B11	My manager helps me to understand how I contribute to NRS' objectives — 16, 46, 25, 8, 5	62%	+8 ◇	-5 ◇	-9 ◇
B12	Overall, I have confidence in the decisions made by my manager — 33, 40, 15, 7, 5	73%	+8 ◇	-4 ◇	-8 ◇
B13	My manager recognises when I have done my job well — 29, 53, 11, 5	82%	+8 ◇	+2	-1
B14	I receive regular feedback on my performance — 21, 46, 18, 12	67%	+3	-2	-5 ◇
B15	The feedback I receive helps me to improve my performance — 18, 43, 24, 11	61%	+9 ◇	-3 ◇	-7 ◇
B16	I think that my performance is evaluated fairly — 22, 47, 19, 8	69%	+7 ◇	+1	-3
B17	Poor performance is dealt with effectively in my team — 8, 26, 40, 13, 13	33%	0	-7 ◇	-10 ◇

National Records of Scotland

Returns : 285   Response rate : 62%   Civil Service People Survey 2019

All questions by theme

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My team — 79% +3 Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Strongly agree	Agree	Neither			% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	36	48	11			84%	-1	-2	-5 ✧
B19	The people in my team work together to find ways to improve the service we provide	32	50	13			82%	+1	0	-4 ✧
B20	The people in my team are encouraged to come up with new and better ways of doing things	26	45	16	9		71%	+9 ✧	-6 ✧	-9 ✧

Learning and development — 45% -4 Difference from previous survey

Strongly agree | Agree | Neither | Disagree | Strongly disagree

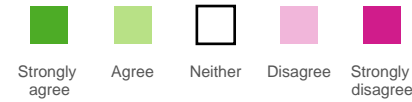|							% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	13	50	22	9	5	63%	-3	-2	-8 ✧
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	12	33	43	8		45%	-8 ✧	-9 ✧	-14 ✧
B23	There are opportunities for me to develop my career in NRS	9	22	31	20	18	31%	-6 ✧	-20 ✧	-27 ✧
B24	Learning and development activities I have completed while working for NRS are helping me to develop my career	10	30	37	13	9	40%	+1	-10 ✧	-16 ✧

All questions by theme

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Inclusion and fair treatment

74% **+4** Difference from previous survey

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	27	55	10	5		81%	+7 ◇	0	-3 ◇
B26	I am treated with respect by the people I work with	31	52	9	5		83%	+2	-3 ◇	-5 ◇
B27	I feel valued for the work I do	19	42	20	11	7	61%	+6 ◇	-7 ◇	-12 ◇
B28	I think that NRS respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	22	50	20	6		72%	+3	-6 ◇	-9 ◇

Resources and workload

70% **+1** Difference from previous survey
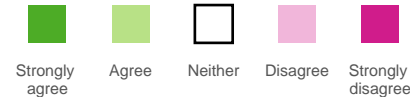
		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B29	I get the information I need to do my job well	10	53	19	14		63%	+1	-8 ◇	-13 ◇
B30	I have clear work objectives	14	59	14	7	5	73%	+9 ◇	-2	-6 ◇
B31	I have the skills I need to do my job effectively	25	62	8			87%	+3	-1	-4 ◇
B32	I have the tools I need to do my job effectively	12	51	20	12	5	63%	-4	-10 ◇	-15 ◇
B33	I have an acceptable workload	11	52	18	12	7	63%	-3	-1	-5 ◇
B34	I achieve a good balance between my work life and my private life	19	54	15	8		73%	+1	+2	-3

Returns : 285   Response rate : 62%   Civil Service People Survey 2019
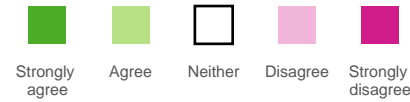
All questions by theme

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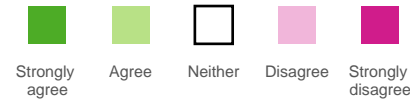|	Pay and benefits	**43**%	**+6** ◇	Difference from previous survey	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35	I feel that my pay adequately reflects my performance				5	40	19	24	12	45%	+7 ◇	+11 ◇	+4 ◇
B36	I am satisfied with the total benefits package				6	42	25	18	9	48%	+5 ◇	+10 ◇	0
B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable				6	30	23	24	16	37%	+7 ◇	+9 ◇	+1
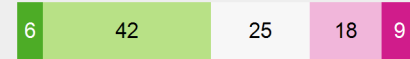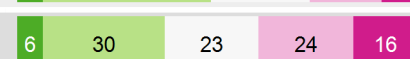
	Leadership and managing change	**31**%	**+2**	Difference from previous survey	Strongly agree	Agree	Neither	Disagree	Strongly disagree				
B38	Senior Managers in NRS are sufficiently visible				6	36	21	23	14	42%	+6 ◇	-21 ◇	-31 ◇
B39	I believe the actions of Senior Managers are consistent with NRS' values				6	31	40	12	12	36%	+5 ◇	-18 ◇	-28 ◇
B40	I believe that the Senior Leadership Team has a clear vision for the future of NRS				5	27	35	20	13	32%	+5 ◇	-18 ◇	-29 ◇
B41	Overall, I have confidence in the decisions made by NRS' Senior Managers					29	34	20	14	32%	+5 ◇	-19 ◇	-31 ◇
B42	I feel that change is managed well in NRS					12	31	33	23	13%	-3	-22 ◇	-32 ◇
B43	When changes are made in NRS they are usually for the better					15	48	18	16	18%	-4	-18 ◇	-26 ◇
B44	NRS keeps me informed about matters that affect me				5	36	34	15	10	41%	-1	-19 ◇	-27 ◇
B45	I have the opportunity to contribute my views before decisions are made that affect me					25	32	24	16	29%	+2	-12 ◇	-22 ◇
B46	I think it is safe to challenge the way things are done in NRS				5	28	36	18	13	33%	-2	-17 ◇	-24 ◇
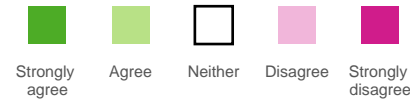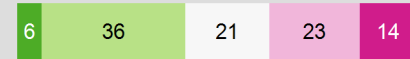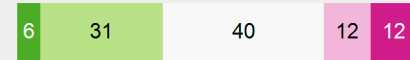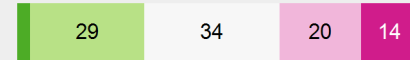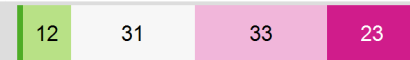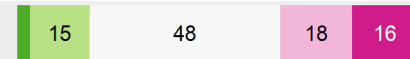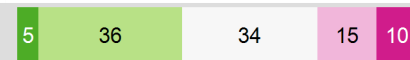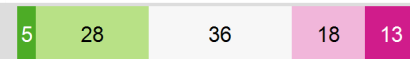
National Records of Scotland

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All questions by theme

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Engagement

The following five questions, measuring pride, advocacy, attachment, inspiration and motivation, are used to create your Employee Engagement Index score.

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B47	I am proud when I tell others I am part of NRS	13	45	33	6		58%	+11 ◇	-9 ◇	-15 ◇
B48	I would recommend NRS as a great place to work	9	31	35	18	7	40%	+5	-21 ◇	-30 ◇
B49	I feel a strong personal attachment to NRS	13	31	35	16	5	44%	+7 ◇	-8 ◇	-14 ◇
B50	NRS inspires me to do the best in my job	9	25	43	16	7	35%	+4	-17 ◇	-25 ◇
B51	NRS motivates me to help it achieve its objectives	8	24	43	17	8	31%	+2	-19 ◇	-25 ◇

Taking action

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive			
B52	I believe that Senior Managers in NRS will take action on the results from this survey	5	29	33	15	18	34%	+6 ◇	-17 ◇	-26 ◇
B53	Where I work, I think effective action has been taken on the results of the last survey		15	45	18	18	19%	+7 ◇	-19 ◇	-25 ◇

All questions by theme

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Organisational culture

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B54	I am trusted to carry out my job effectively	29	57	8			86%	+3	-3 ◇	-5 ◇
B55	I believe I would be supported if I try a new idea, even if it may not work	17	49	21	9		66%	+5 ◇	-7 ◇	-10 ◇
B56	In NRS, people are encouraged to speak up when they identify a serious policy or delivery risk	11	38	29	13	9	49%	-1	-21 ◇	-25 ◇
B57	I feel able to challenge inappropriate behaviour in the workplace	11	49	19	13	7	60%	-1	-6 ◇	-10 ◇
B58	NRS is committed to creating a diverse and inclusive workplace	13	50	29	5		63%	+2	-13 ◇	-17 ◇

Civil Service vision

Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B59	I am aware of the Civil Service vision for 'A Brilliant Civil Service'		40	20	26	10	45%	+11 ◇	-13 ◇	-24 ◇

Leadership statement

Legend: Always | Most of the time | Sometimes | Rarely | Never

		Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B60	Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	12	37	35	12		49%	New	-17 ◇	-24 ◇

The % positive for this question is the proportion who selected either "Always" or "Most of the time".

All questions by theme

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Wellbeing

The four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') and where 10 is equivalent to 'completely' (e.g. 'completely satisfied' or 'completely anxious').

For questions W01, W02 and W03 the percent positive is the proportion answering 7, 8, 9 or 10 to each question.

Legend	Low (0-4)	Medium (5-6)	High (7-8)	Very High (9-10)

	Low (0-4)	Medium (5-6)	High (7-8)	Very High (9-10)	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	14	26	49	11	60%	0	-7 ✧	-11 ✧
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	11	28	48	14	62%	-2	-9 ✧	-12 ✧
W03 Overall, how happy did you feel yesterday?	19	28	36	16	53%	-6 ✧	-10 ✧	-12 ✧

For question W04 the percent negative is the proportion answering 6, 7, 8, 9 or 10 to the question.

	Very Low (0-1)	Low (2-3)	Medium (4-5)	High (6-10)	% Negative			
W04 Overall, how anxious did you feel yesterday?	18	28	18	35	35%	+1	+3	+4 ✧

All questions by theme

Your plans for the future

C01. Which of the following statements most reflects your current thoughts about working for NRS?

		Difference from previous survey	Difference from CS2019
I want to leave NRS as soon as possible	12%	-1	+5
I want to leave NRS within the next 12 months	15%	-4	0
I want to stay working for NRS for at least the next year	40%	+6	+7 ✧
I want to stay working for NRS for at least the next three years	32%	-1	-11 ✧

The Civil Service Code

Differences are based on '% Yes' score

▇ % Yes   ▇ % No

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?	91	9	91%	+1	0	-3 ✧
D02. Are you aware of how to raise a concern under the Civil Service Code?	66	34	66%	-3	0	-6 ✧
D03. Are you confident that if you raised a concern under the Civil Service Code in NRS it would be investigated properly?	68	32	68%	+1	-3 ✧	-8 ✧

All questions by theme

◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Discrimination

E01. Have you been discriminated against at work, in the past 12 months?^

		Difference from previous survey	Difference from CS2019
Yes	10%	-1	-1
No	82%	0	0
Prefer not to say	8%	+1	0

Your survey included a question about whether the discrimination occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

For respondents who selected 'Yes' to E01.
E02. On which of the following grounds were you discriminated against?^ (multiple selection)

	Response Count
Age	--
Caring responsibilities	--
Disability	--
Ethnic background	--
Gender	--
Gender reassignment or perceived gender	--
Grade or responsibility level	--
Main spoken/ written language or language ability	--
Marital status or civil partnership	--
Mental health	--
Pay	--
Pregnancy, maternity or paternity	--
Religion or belief	--
Sex	--
Sexual orientation	--
Social or educational background	--
Working location	--
Working pattern	--
Any other grounds	--
Prefer not to say	--

Please note: Counts of fewer than ten responses are suppressed and replaced with '--'

All questions by theme

✧ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Bullying and harassment

E03. Have you been bullied or harassed at work, in the past 12 months?^

		Difference from previous survey	Difference from CS2019
Yes	14%	+1	+2
No	80%	0	-2
Prefer not to say	6%	-1	0

Your survey included a question about whether the bullying and/or harassment occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

For respondents who selected 'Yes' to E03.
E03A. How would you describe the nature of the bullying and/or harassment you experienced?^ (multiple selection)

	Response Count
Comments about my personal appearance	--
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	--
Spreading gossip or making false accusations about me	--
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	16
Physical assault (e.g. object thrown at me, pushed, hit)	--
Humiliated in front of team or others	20
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	20
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	16
Treated less favourably to others	13
Ignored, excluded, marginalised	15
Undermining or taking credit for my work	15
Denied time off for personal ill health	--
Denied time off for family or caring responsibilities	--
Disclosure of personal / sensitive information to colleagues without my consent	--
Something else not listed here	--
Prefer not to say	--

Please note: Counts of fewer than ten responses are suppressed and replaced with '--'

All questions by theme

✧ indicates statistically significant difference from comparison
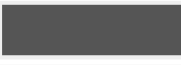^ indicates a variation in question wording from your previous survey

Bullying and harassment

For respondents who selected 'Yes' to E03.
E04. Who bullied and/or harassed you?^ (multiple selection)

Response Count

	Response Count
A colleague in my Area/Directorate/Division	13
A colleague in a different Area/Directorate/ Division of NRS	--
My manager	11
Another senior member of staff in NRS	10
Someone I manage	--
Someone working in a different Civil Service organisation	--
Someone working for a non-Civil Service organisation	--
A contractor	--
A service user (e.g. customer, claimant, offender)	--
A member of the public	--
Someone else not listed here	--
Prefer not to say	--

Please note: Counts of fewer than ten responses are suppressed and replaced with '--'

For respondents who selected 'Yes' to E03.
E05. Did you report your experience of bullying and/or harassment?^

		Difference from previous survey	Difference from CS2019
Yes	62%	+30 ✧	+11 ✧
No	38%	-14 ✧	-4
Prefer not to say	0%	-16	-7

For respondents who selected 'Yes' to E03.
E06. How would you describe your situation now?^

Difference from CS2019

Appropriate action was taken to address the behaviour I experienced

		Difference from CS2019
Yes	6%	-10
No	74%	+11 ✧
Prefer not to say	21%	-1

The bullying and/or harassment has stopped

Yes	31%	-6
No	47%	+10
Prefer not to say	22%	-2

The culture in my area allows this kind of behaviour to continue

Yes	77%	+22 ✧
No	11%	-14
Prefer not to say	11%	-7

I felt like I was punished for reporting the incident

Yes	15%	-3
No	53%	-2
Prefer not to say	32%	+5

I moved to another team or role to avoid the behaviour

Yes	Results for this response have been suppressed as there are fewer than ten responses	
No	71%	+10
Prefer not to say	Results for this response have been suppressed as there are fewer than ten responses	

Additional questions selected by organisation

Safe to Challenge
* indicates negatively phrased question(s) where % positive is the proportion who selected "no"

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQB1	In the last 12 months, I have seen someone else being bullied or treated unfairly in NRS*	Yes: 21% No: 69% Prefer not to say: 10%					69%	0
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	14	49	31	5		63%	-5 ◇
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	8	39	23	22	9	47%	-6 ◇
LQB4	I feel confident that if I challenged someone more senior than me in my Area/Directorate/Division they would be open to receiving the challenge	6	30	29	22	12	36%	-6 ◇

Wellbeing at Work
* indicates negatively phrased question(s) where % positive is the proportion who selected either "disagree" or "strongly disagree"

		Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1	During the last 12 months, I have felt unwell as a result of work-related stress*	13	23	16	37	11	48%	-3
LQF2	The people in my team genuinely care about my wellbeing	23	58	15			81%	+2
LQF3	My manager creates a positive atmosphere at work which supports my health and wellbeing	18	49	23	6		67%	-3 ◇
LQF4	After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 89% No: 11%					89%	+3

Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

Additional questions selected by organisation

◇ indicates statistically significant difference from comparison

Presenteeism and Absenteeism
* indicates negatively phrased question(s) where % positive is the proportion who selected "no"

■ Yes   ■ No

			% Positive	Difference from benchmark
LQG1	In the last 12 months, have you come to work, or worked at home, despite not feeling well enough to do your job?*	55 / 45	45%	+2

For respondents who selected 'Yes' to question LQG1.

			% Positive	Difference from benchmark
LQG1a	Did you feel pressure from your manager to work?*	11 / 89	89%	+9 ◇
LQG1b	Did you feel pressure from colleagues to work?*	12 / 88	88%	+10 ◇
LQG1c	Did you put yourself under pressure to work?*	84 / 16	16%	+3

■ Yes   ■ No   □ Prefer not to say

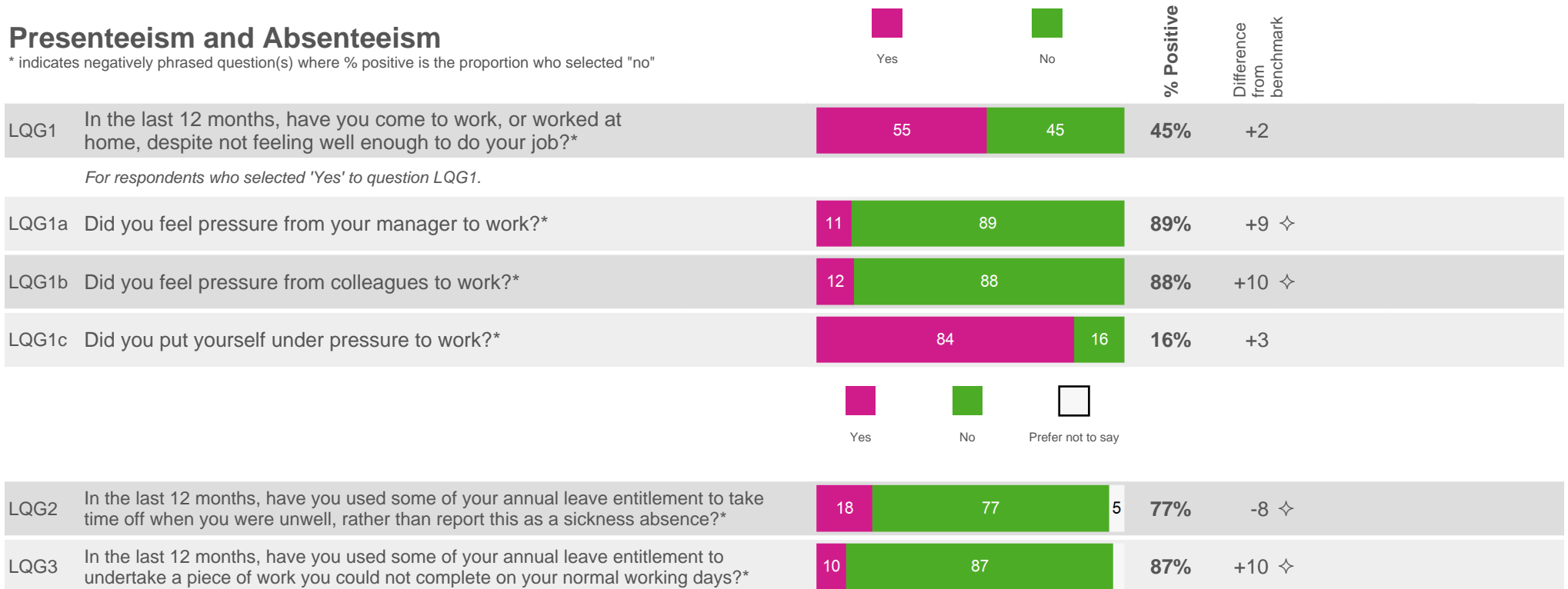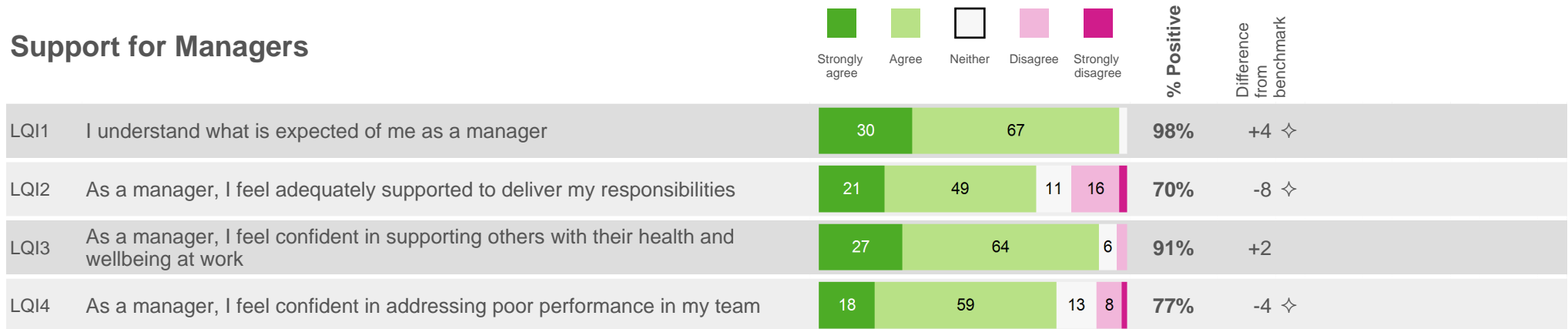|			% Positive	Difference from benchmark
LQG2	In the last 12 months, have you used some of your annual leave entitlement to take time off when you were unwell, rather than report this as a sickness absence?*	18 / 77 / 5	77%	-8 ◇
LQG3	In the last 12 months, have you used some of your annual leave entitlement to undertake a piece of work you could not complete on your normal working days?*	10 / 87	87%	+10 ◇

Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

Additional questions selected by organisation

✧ indicates statistically significant difference from comparison

Support for Managers

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark

| LQI1 | I understand what is expected of me as a manager | 30 | 67 | | | | 98% | +4 ✧ |
LQI2	As a manager, I feel adequately supported to deliver my responsibilities	21	49	11	16		70%	-8 ✧
LQI3	As a manager, I feel confident in supporting others with their health and wellbeing at work	27	64	6			91%	+2
LQI4	As a manager, I feel confident in addressing poor performance in my team	18	59	13	8		77%	-4 ✧

Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

National Records of Scotland

Returns : 285   Response rate : 62%   Civil Service People Survey 2019

Proxy Stress Index and PERMA Index

✧ indicates statistically significant difference from comparison
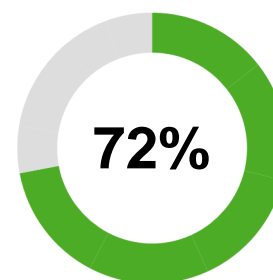** this is a negatively phrased question where % positive is the proportion who selected "no"
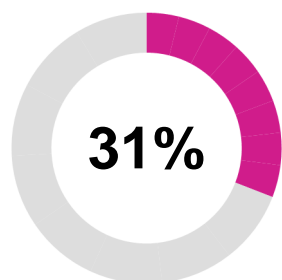
31%

Difference from previous survey	-3 ✧
Difference from CS2019	+3 ✧
Difference from CS High Performers	+5 ✧

72%

Difference from previous survey	+1
Difference from CS2019	-2 ✧
Difference from CS High Performers	-3 ✧

Proxy Stress Index

This index aligns to the Health and Safety Executive's stress management tool, using the 8 questions from the People Survey shown below. We calculate it in the same way as the Employee Engagement Index.
We have 'inverted' the final index so that it is a measure of conditions which can add to stress rather than alleviate stress, i.e. a higher index score represents a more stressful environment.

PERMA Index

This index measures the extent to which employees are 'flourishing' in the workplace around the 5 dimensions: Positive emotion, Engagement, Relationships, Meaning and Accomplishment.
The index is computed using the questions from the People Survey shown below and combining them in the same way as the Employee Engagement Index.
A high score represents a greater proportion of employees agreeing with the statements below or rating the two wellbeing questions as high.

		% positive
B05	I have a choice in deciding how I do my work	78%
B08	My manager motivates me to be more effective in my job	69%
B18	The people in my team can be relied upon to help when things get difficult in my job	84%
B26	I am treated with respect by the people I work with	83%
B30	I have clear work objectives	73%
B33	I have an acceptable workload	63%
B45	I have the opportunity to contribute my views before decisions are made that affect me	29%
E03	Have you been bullied or harassed at work, in the past 12 months?**	80%

		% positive
B01	I am interested in my work	93%
B03	My work gives me a sense of personal accomplishment	75%
B18	The people in my team can be relied upon to help when things get difficult in my job	84%
W01	Overall, how satisfied are you with your life nowadays?	60%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	62%

Appendix

Glossary of key terms

% positive	The proportion who selected either "agree" or "strongly agree" for a question (or all questions within a theme in the case of **Theme score % positive**), unless otherwise indicated.
Previous survey	Comparisons to the previous survey relate to the results from the 2018 Civil Service People Survey. Where a question is flagged as changed since the last survey (^) comparisons should be treated with caution as changes to wording may affect how people respond to the question.
CS2019	The CS2019 benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that participated in the 2019 Civil Service People Survey, where data was not suppressed.
CS High Performers	For each question, unless otherwise indicated, this is the upper quartile score across all Civil Service organisations that took part in the 2019 Civil Service People Survey, where data was not suppressed. For question W04 and the Proxy Stress Index, we have used the lower quartile.
Difference from benchmark	For these questions, the benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that selected these questions for inclusion in their 2019 Civil Service People Survey, so it is not representative of the whole Civil Service.

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, the differences presented in this report will not match the rounded figures of the scores being compared. For example, if your unrounded Engagement Index score is 75.43647583%, your organisation overall's score is 74.63572484% and the difference between the two is +0.800751%, in this report these scores would appear as 75%, 75% and +1.

Statistical significance: ✧

Statistical testing has been carried out to identify statistically significant differences between your results and a number of comparators. You can therefore be confident that the difference represents a real difference in opinion between the results. Please note that there needs to be 30 responses at question level, 20 responses at theme level and 10 responses at index level for statistical testing to be carried out on the corresponding scores. If you received a lower number of responses, then statistical significance testing won't have been conducted.

The employee engagement index

The survey includes five questions that make up the engagement index (B47-B51). The index score represents the average level of engagement in that unit and ranges from 0 to 100. An index score of 0 represents all respondents in that unit saying they strongly disagree to all five engagement questions and a score of 100 represents all respondents saying they strongly agree to all five engagement questions.

Confidentiality

The survey was carried out as part of the 2019 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ENGINE Transformation to carry out the survey. ENGINE Transformation is a member of the Market Research Society, and is bound by their strict code of conduct and confidentiality rules. These rules do not allow for the breakdown of the results to the extent where the anonymity of individuals may be compromised. Groups of fewer than 10 respondents will not be reported on, however their responses do contribute to the overall scores for the unit and organisation they belong to and the overall Civil Service results.

ENIGINE's Privacy Policy (https://transformation.enginegroup.com/privacy-notice) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.

The Civil Service People Survey Privacy Notice can be found on GOV.UK (https://www.gov.uk/government/publications/people-survey-privacy-information-notice/privacy-notice-civil-service-people-survey)