

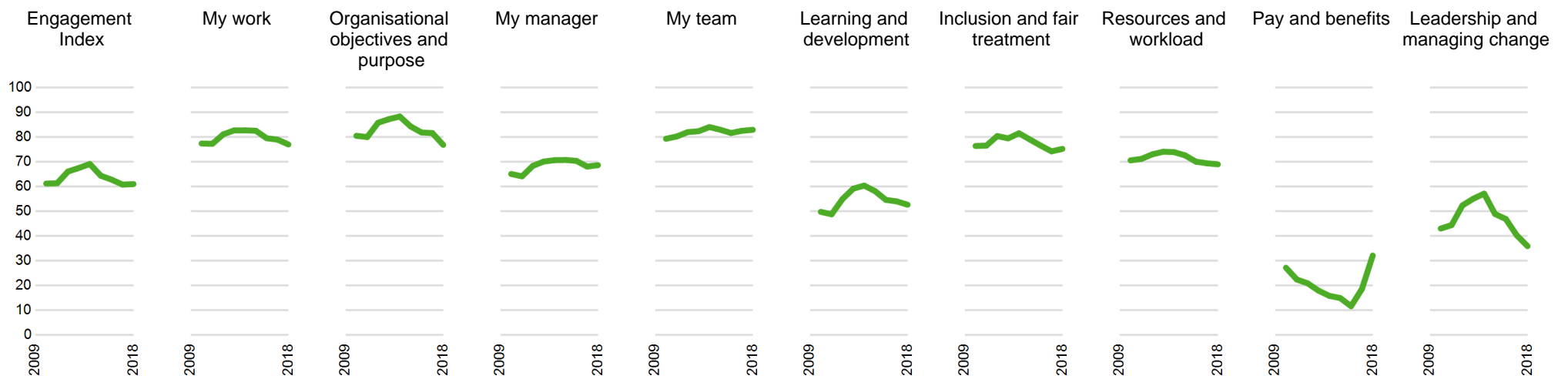
Employee engagement is shaped by experience at work, as measured by nine themes in the survey shown below.



Civil Service People Survey 2009 to 2018: Employee engagement and theme scores over time

The Civil Service People Survey has run in October each year since 2009, meaning that 2018 marks our 10 year anniversary. The table and charts below tell you how your average Employee Engagement Index and theme scores have changed over time, for each year your organisation has participated in the survey.

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Engagement Index	-	61%	61%	66%	67%	69%	64%	63%	61%	61%
My work	-	77%	77%	81%	83%	83%	82%	79%	79%	77%
Organisational objectives and purpose	-	80%	80%	86%	87%	88%	84%	82%	82%	77%
My manager	-	65%	64%	68%	70%	71%	71%	70%	68%	69%
My team	-	79%	80%	82%	82%	84%	83%	82%	82%	83%
Learning and development	-	50%	49%	55%	59%	60%	58%	55%	54%	53%
Inclusion and fair treatment	-	76%	76%	80%	79%	81%	79%	76%	74%	75%
Resources and workload	-	71%	71%	73%	74%	74%	73%	70%	69%	69%
Pay and benefits	-	27%	22%	21%	18%	16%	15%	12%	19%	32%
Leadership and managing change	-	43%	44%	52%	55%	57%	49%	47%	40%	36%
Response rate	-	67%	80%	78%	82%	82%	73%	76%	74%	74%



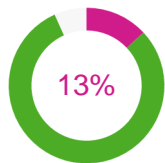
Statistical analysis has been used to explore the questions that have the strongest impact on engagement. By concentrating efforts on the drivers of engagement you are more likely to improve it.

Drivers of Engagement

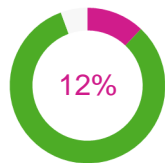
Rank			% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
1	F04	I feel committed to the Met Office's purpose 'to work at the forefront of weather and climate science for protection, prosperity and well-being'	81%	-1	--	--
2	F06	The Met Office acts in a positive manner in dealing with its staff, customers, suppliers and the wider community	64%	0	--	--
3	B27	I feel valued for the work I do	60%	+3 ◇	-7 ◇	-12 ◇
4	B01	I am interested in my work	91%	-2 ◇	+1 ◇	-1 ◇
5	B03	My work gives me a sense of personal accomplishment	79%	-2 ◇	+2 ◇	-1

Discrimination, bullying and harassment

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



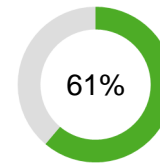
During the past 12 months have you personally experienced discrimination at work?



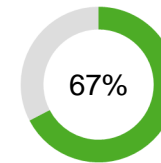
During the past 12 months have you personally experienced bullying or harassment at work?

Wellbeing

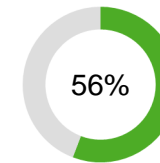
■ % responding positively (Answering 7,8,9 or 10 for W01 – W03)
 ■ % responding negatively (Answering 6,7,8,9 or 10 for W04)



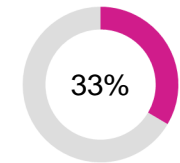
W01. Overall, how satisfied are you with your life nowadays?



W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?

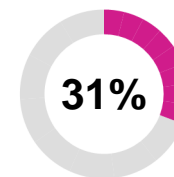


W03. Overall, how happy did you feel yesterday?

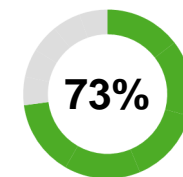


W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index

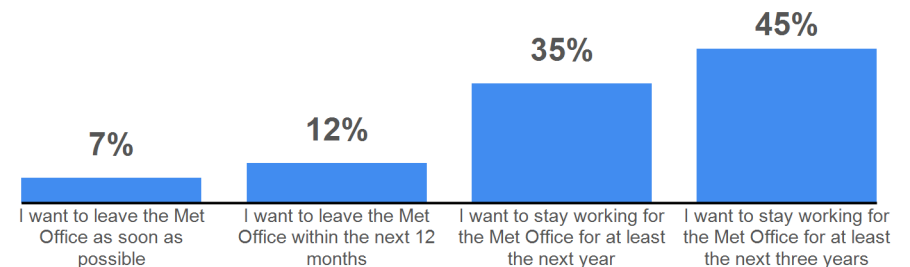


PERMA Index


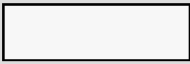


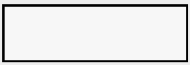

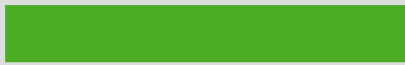
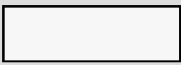




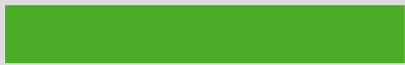




For further information about these indices, please refer to page 16.

Your plans for the future



Headline scores

Highest positive scoring questions		% Positive	Highest neutral scoring questions		% Neutral	Highest negative scoring questions		% Negative
B54	I am trusted to carry out my job effectively	 91%	B59	Senior managers (Heads, Executive Heads and the Executive Team) in the Met Office actively role model the behaviours set out in the Civil Service Leadership Statement	 41%	B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	 57%
B01	I am interested in my work	 91%	B17	Poor performance is dealt with effectively in my team	 41%	B42	I feel that change is managed well in the Met Office	 56%
F10	I am aware how my role contributes to meeting the customer needs	 88%	B53	Where I work, I think effective action has been taken on the results of the last survey	 39%	B35	I feel that my pay adequately reflects my performance	 45%
B31	I have the skills I need to do my job effectively	 87%	B43	When changes are made in the Met Office they are usually for the better	 34%	B36	I am satisfied with the total benefits package	 44%
B26	I am treated with respect by the people I work with	 87%	B39	I believe the actions of senior managers (Heads, Executive Heads and the Executive Team) are consistent with the Met Office's values	 33%	B45	I have the opportunity to contribute my views before decisions are made that affect me	 41%

All questions by theme

◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

My work

77%

-2 ◆ Difference from previous survey



% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B01 I am interested in my work	45	46	6			91%	-2 ◆	+1 ◆	-1 ◆
B02 I am sufficiently challenged by my work	38	46	10	6		83%	-2 ◆	+3 ◆	0
B03 My work gives me a sense of personal accomplishment	30	49	11	8		79%	-2 ◆	+2 ◆	-1
B04 I feel involved in the decisions that affect my work	15	41	17	17	10	56%	-3 ◆	-3 ◆	-7 ◆
B05 I have a choice in deciding how I do my work	29	47	13	8		75%	-2 ◆	-2 ◆	-6 ◆

Organisational objectives and purpose

77%

-5 ◆ Difference from previous survey



% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B06 I have a clear understanding of the Met Office's objectives	17	58	12	9		75%	-5 ◆	-6 ◆	-11 ◆
B07 I understand how my work contributes to the Met Office's objectives	23	55	13	7		78%	-5 ◆	-6 ◆	-10 ◆

All questions by theme

◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

My manager

69%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2018

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	21	45	19	10	5	67%	-1	-4 ◆	-9 ◆
B09	My manager is considerate of my life outside work	49	38	8	5	0	87%	+1	+1 ◆	-2 ◆
B10	My manager is open to my ideas	42	43	9	6	0	85%	+2 ◆	+2 ◆	-2 ◆
B11	My manager helps me to understand how I contribute to the Met Office's objectives	17	45	26	9	3	62%	-2	-5 ◆	-10 ◆
B12	Overall, I have confidence in the decisions made by my manager	29	45	14	8	6	74%	0	-2 ◆	-6 ◆
B13	My manager recognises when I have done my job well	30	48	13	7	4	78%	+1	-2 ◆	-6 ◆
B14	I receive regular feedback on my performance	20	46	17	14	5	66%	-1	-2 ◆	-7 ◆
B15	The feedback I receive helps me to improve my performance	17	43	24	12	6	60%	+1	-4 ◆	-8 ◆
B16	I think that my performance is evaluated fairly	21	48	18	9	4	69%	+3 ◆	+2 ◆	-4 ◆
B17	Poor performance is dealt with effectively in my team	8	31	41	13	8	39%	+1	-1	-5 ◆

All questions by theme

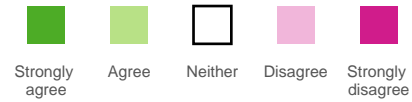
◆ indicates statistically significant difference from comparison
 ^ indicates a variation in question wording from your previous survey

My team

83%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2018

Difference from CS High Performers

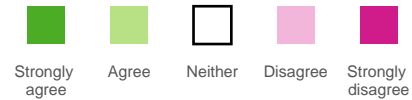
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	40	47	9	1	1	86%	+1	+1 ◆	-1 ◆
B19	The people in my team work together to find ways to improve the service we provide	36	49	10	1	1	85%	+1	+2 ◆	0
B20	The people in my team are encouraged to come up with new and better ways of doing things	29	49	13	7	1	78%	0	+1	-3 ◆

Learning and development

53%

-1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2018

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	13	48	21	14	5	61%	-2	-3 ◆	-8 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	14	39	33	11	1	52%	-1	-1	-7 ◆
B23	There are opportunities for me to develop my career in the Met Office	9	35	22	21	12	44%	-2	-4 ◆	-12 ◆
B24	Learning and development activities I have completed while working for the Met Office are helping me to develop my career	11	41	26	15	6	53%	0	+6 ◆	0

All questions by theme

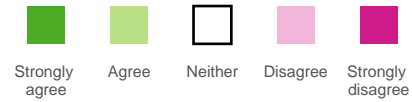
◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

Inclusion and fair treatment

75%

+1

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2018

Difference from CS High Performers

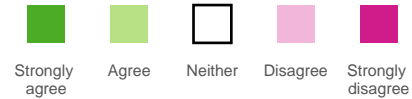
Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B25	I am treated fairly at work	25	53	12	7	7	79%	+2 ◆	-2 ◆	-6 ◆
B26	I am treated with respect by the people I work with	33	54	8	8	7	87%	+1	+2 ◆	-1
B27	I feel valued for the work I do	18	42	16	14	9	60%	+3 ◆	-7 ◆	-12 ◆
B28	I think that the Met Office respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	25	50	16	7	7	74%	-2 ◆	-2 ◆	-5 ◆

Resources and workload

69%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2018

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B29	I get the information I need to do my job well	10	56	19	12	7	66%	-3 ◆	-5 ◆	-10 ◆
B30	I have clear work objectives	16	58	14	9	7	74%	-1	-2 ◆	-6 ◆
B31	I have the skills I need to do my job effectively	22	65	9	9	7	87%	-1 ◆	-2 ◆	-4 ◆
B32	I have the tools I need to do my job effectively	13	54	15	14	7	67%	+2 ◆	-4 ◆	-10 ◆
B33	I have an acceptable workload	10	49	17	17	7	58%	+1	-2 ◆	-8 ◆
B34	I achieve a good balance between my work life and my private life	16	46	16	15	7	61%	0	-8 ◆	-13 ◆

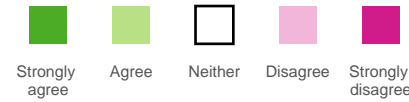
All questions by theme

◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

Pay and benefits

32%

+14 ◆ Difference from previous survey



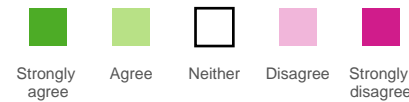
% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	5	31	19	23	23	35%	+16 ◆	+5 ◆	-2 ◆
B36 I am satisfied with the total benefits package	6	30	19	21	23	37%	+13 ◆	+1	-7 ◆
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable		20	19	29	29	24%	+11 ◆	-3 ◆	-9 ◆

Leadership and managing change

36%

-4 ◆ Difference from previous survey



% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B38 Senior managers (Heads, Executive Heads and the Executive Team) in the Met Office are sufficiently visible	5	40	22	23	10	45%	-4 ◆	-17 ◆	-26 ◆
B39 I believe the actions of senior managers (Heads, Executive Heads and the Executive Team) are consistent with the Met Office's values		38	33	15	9	43%	-4 ◆	-10 ◆	-19 ◆
B40 I believe that the Executive Team (Chief Executive and Directors) has a clear vision for the future of the Met Office		30	33	18	14	35%	-13 ◆	-13 ◆	-22 ◆
B41 Overall, I have confidence in the decisions made by the Met Office's senior managers (Heads, Executive Heads and the Executive Team)		27	33	22	15	30%	-8 ◆	-18 ◆	-28 ◆
B42 I feel that change is managed well in the Met Office	18	24	34	22	22	20%	0	-13 ◆	-22 ◆
B43 When changes are made in the Met Office they are usually for the better	23	34	26	15	15	25%	-1	-10 ◆	-17 ◆
B44 The Met Office keeps me informed about matters that affect me		44	26	17	9	48%	-3 ◆	-11 ◆	-18 ◆
B45 I have the opportunity to contribute my views before decisions are made that affect me		26	30	25	16	29%	-3 ◆	-12 ◆	-20 ◆
B46 I think it is safe to challenge the way things are done in the Met Office	7	42	24	17	10	49%	-3 ◆	+2 ◆	-4 ◆

All questions by theme

◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

Engagement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B47 I am proud when I tell others I am part of the Met Office	25	47	19	7		72%	0	+7 ◆	+2 ◆
B48 I would recommend the Met Office as a great place to work	14	37	25	16	8	52%	+1	-6 ◆	-14 ◆
B49 I feel a strong personal attachment to the Met Office	19	39	23	15		58%	+1	+6 ◆	0
B50 The Met Office inspires me to do the best in my job	11	37	28	17	7	48%	+1	-2 ◆	-9 ◆
B51 The Met Office motivates me to help it achieve its objectives	9	33	30	20	8	42%	0	-5 ◆	-12 ◆

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B52 I believe that senior managers (Heads, Executive Heads and the Executive Team) in the Met Office will take action on the results from this survey	5	33	26	21	16	37%	-5 ◆	-12 ◆	-21 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	5	22	39	20	14	27%	-4 ◆	-9 ◆	-18 ◆

All questions by theme

◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	34	57	5	2	2	91%	0	+2 ◆	0
B55 I believe I would be supported if I try a new idea, even if it may not work	21	54	15	8	2	75%	-1	+3 ◆	-1
B56 In the Met Office, people are encouraged to speak up when they identify a serious policy or delivery risk	17	52	18	10	3	69%	+4 ◆	+1 ◆	-4 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	16	53	18	10	3	69%	-1	+3 ◆	0
B58 The Met Office is committed to creating a diverse and inclusive workplace	19	55	17	6	1	75%	-3 ◆	0	-4 ◆

Leadership statement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B59 Senior managers (Heads, Executive Heads and the Executive Team) in the Met Office actively role model the behaviours set out in the Civil Service Leadership Statement	34	41	14	7	4	38%	-7 ◆	-11 ◆	-19 ◆
B60 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	18	49	25	5	1	67%	0	-1	-6 ◆

Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
B61 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	5	39	18	29	10	44%	+12 ◆	-7 ◆	-22 ◆
B62 I understand how my work contributes to helping us become 'A Brilliant Civil Service'	26	31	28	11	4	30%	+5 ◆	-12 ◆	-21 ◆

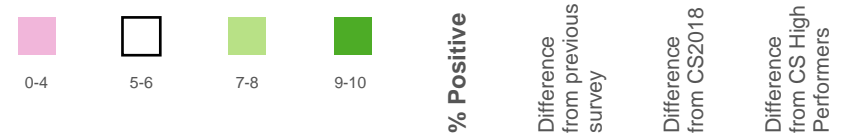
All questions by theme

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

Wellbeing

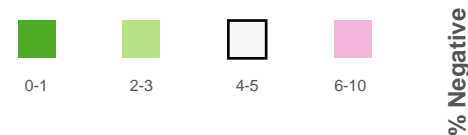
Unlike the questions B01-B62 which ask people to rate their agreement from strongly agree to strongly disagree, the four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') 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.



Question	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	18	21	51	10	61%	-1	-5 ◆	-8 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	20	50	18	67%	0	-4 ◆	-7 ◆
W03 Overall, how happy did you feel yesterday?	20	24	42	14	56%	-2	-7 ◆	-10 ◆

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



Question	0-1	2-3	4-5	6-10	% Negative	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
W04 Overall, how anxious did you feel yesterday?	17	29	20	33	33%	0	+1	+4 ◆

All questions by theme

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

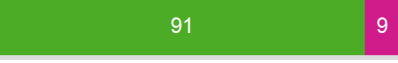





Your plans for the future

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

			Difference from previous survey	Difference from CS2018	Difference from CS High Performers
I want to leave the Met Office as soon as possible		7%	0	0	-5 ◇
I want to leave the Met Office within the next 12 months		12%	0	-3 ◇	-7 ◇
I want to stay working for the Met Office for at least the next year		35%	0	+1	-4 ◇
I want to stay working for the Met Office for at least the next three years		45%	+1	+2 ◇	-7 ◇

The Civil Service Code

Differences are based on '% Yes' score

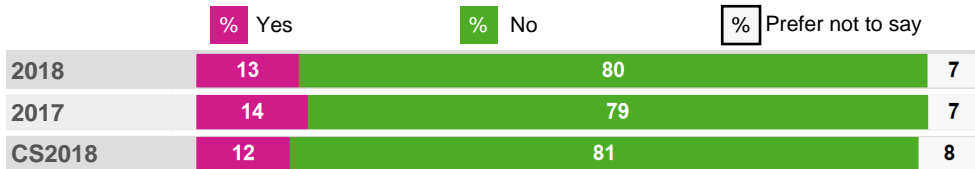
	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2018	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?			91%	-1 ◇	0	-3 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?			68%	+2 ◇	+1 ◇	-5 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in the Met Office it would be investigated properly?			75%	0	+5 ◇	-1

All questions by theme

◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

Discrimination, harassment and bullying

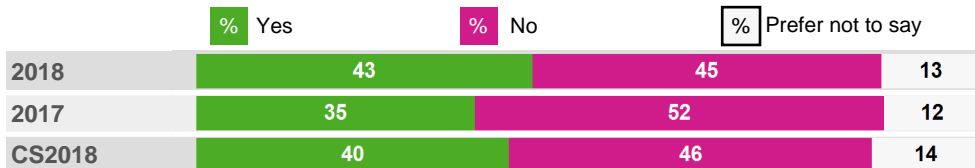
E01. During the past 12 months have you personally experienced discrimination at work?



E03. During the past 12 months have you personally experienced bullying or harassment at work?



For respondents who selected 'Yes' to question E03.
 E05. Did you report the bullying and harassment you experienced?



For respondents who selected 'Yes' to question E03.
 E06. In your opinion, has this issue been resolved?



For respondents who selected 'Yes' to question E01.

E02. On which of the following grounds have you personally experienced discrimination at work in the past 12 months? (multiple selection)

	Response Count
Age	43
Caring responsibilities	16
Disability	23
Ethnic background	--
Gender	48
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	70
Main spoken/written language or language ability	--
Marital status	11
Pregnancy, maternity or paternity	--
Religion or belief	--
Sexual orientation	--
Social or educational background	10
Working location	35
Working pattern	71
Any other grounds	35
Prefer not to say	--

For respondents who selected 'Yes' to question E03.

E04. Who were you bullied or harassed by at work in the past 12 months? (multiple selection)

	Response Count
A colleague	63
Your manager	30
Another manager in my part of the Met Office	52
Someone you manage	--
Someone who works for another part of the Met Office	39
A member of the public	--
Someone else	12
Prefer not to say	24

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

All questions by theme

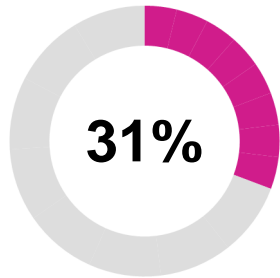
◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

Met Office questions

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01 Internal messages are communicated in a clear and relevant way	5	48	22	20	6	52%	-2 ◆
F02 My team is well managed	22	48	15	11	5	69%	-2 ◆
F03 I believe that the Met Office has a clear and credible set of plans in place to deliver its purpose and objectives	6	40	27	18	9	45%	-5 ◆
F04 I feel committed to the Met Office's purpose 'to work at the forefront of weather and climate science for protection, prosperity and well-being'	27	54	11	5		81%	-1
F05 The Met Office is committed to meeting its objectives in a sustainable way	16	52	22	8		68%	-3 ◆
F06 The Met Office acts in a positive manner in dealing with its staff, customers, suppliers and the wider community	11	53	20	11	5	64%	0
F07 I understand how I can demonstrate the Met Office values (visionary, united, drive, integrity) in my role	22	64	9			85%	+1
F08 I see evidence of the values being demonstrated by the organisation	10	54	23	9		64%	-1
F09 When needed, programmes across the Met Office work well together as a team	8	45	25	16	6	53%	+2
F10 I am aware how my role contributes to meeting the customer needs	31	57	9			88%	-1
F11 Requests for flexible working are carefully considered balancing individual and business requirements	24	51	17	5		74%	+3 ◆
F12 Do the processes that you use help you to do your job?	8	50	26	11		59%	+2 ◆
F13 I am aware of how to raise concerns in the Met Office	16	65	13	5		81%	New

Proxy Stress Index and PERMA Index

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



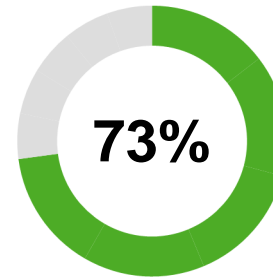
Difference from previous survey +1 ✦
 Difference from CS2018 +2 ✦
 Difference from CS High Performers +4 ✦

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.

	% positive
B05 I have a choice in deciding how I do my work	75%
B08 My manager motivates me to be more effective in my job	67%
B18 The people in my team can be relied upon to help when things get difficult in my job	86%
B26 I am treated with respect by the people I work with	87%
B30 I have clear work objectives	74%
B33 I have an acceptable workload	58%
B45 I have the opportunity to contribute my views before decisions are made that affect me	29%
E03 During the past 12 months have you personally experienced bullying or harassment at work?	82%



Difference from previous survey 0
 Difference from CS2018 -1 ✦
 Difference from CS High Performers -2 ✦

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
B01 I am interested in my work	91%
B03 My work gives me a sense of personal accomplishment	79%
B18 The people in my team can be relied upon to help when things get difficult in my job	86%
W01 Overall, how satisfied are you with your life nowadays?	61%
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	67%

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).
Previous survey	Comparisons to the previous survey relate to the results from the 2017 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.
CS2018	The CS2018 benchmark is the median percent positive across all organisations that participated in the 2018 Civil Service People Survey.
CS High Performers	For each question, this is the upper quartile score across all organisations that have taken part in the 2018 Civil Service People Survey. The 'CS High Performer' comparator for the Proxy Stress Index has been corrected (reissued 23/11/2018).

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.

*Note, there needs to be 30 responses at question level, 20 responses at theme level or 10 responses at index level for statistical testing to be carried out on the corresponding scores.

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.

The drivers of engagement

While the engagement index shows the average level of engagement, it does not show what you can do to improve engagement. A statistical technique (a form of regression) is used to identify the extent to which each question in the survey has an association with engagement. Questions identified as having an association are called 'Drivers of engagement': page 3 of this report shows the questions that had the strongest association with engagement in this unit.

Confidentiality

The survey was carried out as part of the 2018 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ORC International to carry out the survey. ORC International 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.

ORC's Privacy Policy (www.orcinternational.co.uk/privacy) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.