



The People Survey 2020

Headlines

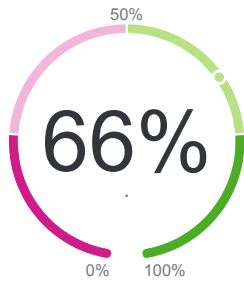
Responses: 1

270

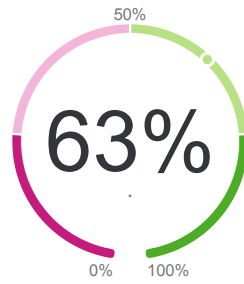
The 2020 People Survey ran from 1st October to 3rd November. 319,935 people, from 106 Civil Service organisations, completed the survey; giving us an overall response rate of 66%.

Here you'll find your Employee Engagement Index, Core Theme Scores, and Discrimination, Bullying and Harassment Rates. Remember to interpret any differences to 2019 with caution; the type of year we've had due to the coronavirus pandemic is not directly comparable to any other year.

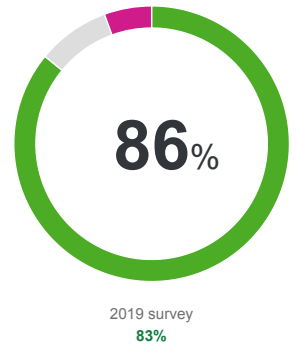
2020 Employee Engagement Index



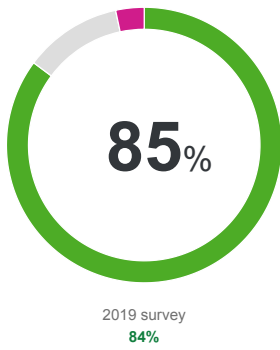
2019 Employee Engagement Index



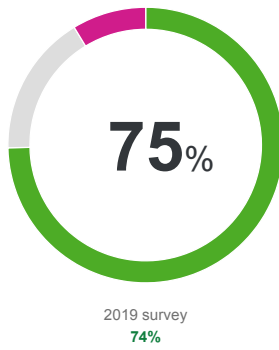
My Work



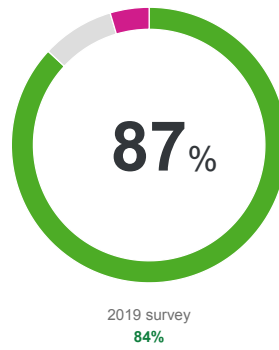
Org Objectives



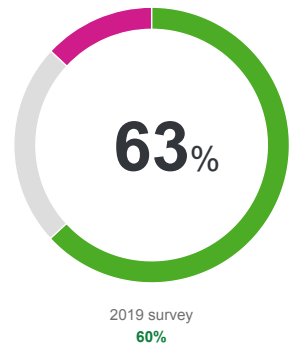
My Manager



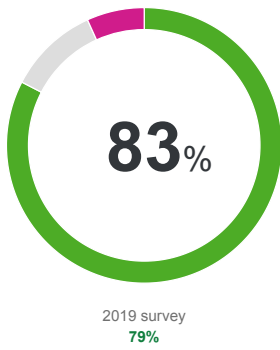
My Team



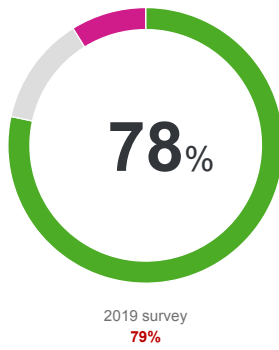
L&D



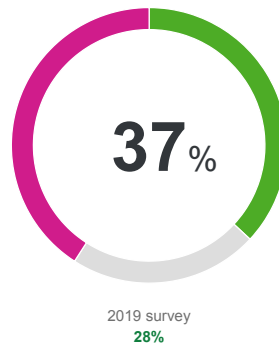
Inclusion



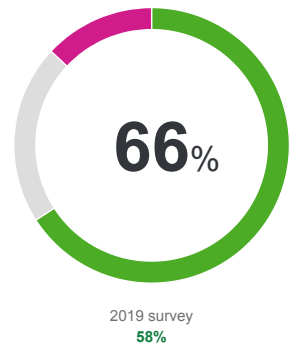
Resources, Workload



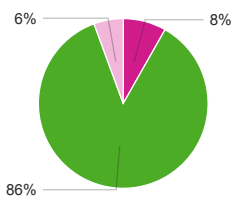
Pay & Benefits



Leadership & Change

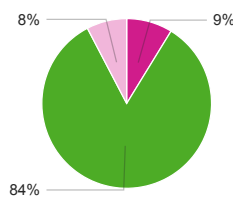


Discriminated against (2020)



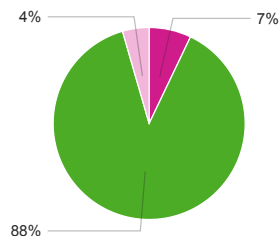
Yes No Prefer not to say

Discriminated against (2019)



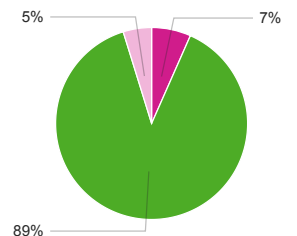
Yes No Prefer not to say

Bullied/Harassed (2020)



Yes No Prefer not to say

Bullied/Harassed (2019)



Yes No Prefer not to say

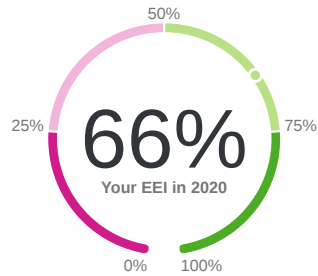


Employee Engagement & Core Theme Scores

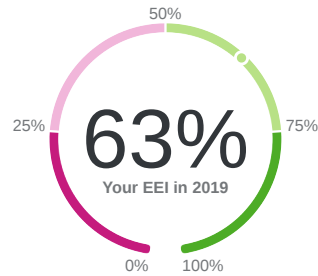
Employee Engagement

Employee engagement is a workplace approach designed to ensure that employees are committed to their organisation's goals and values, and are motivated to contribute to organisational success. We use five questions in the People Survey to measure employee engagement, and combine these responses into a summary index score to tell you where they sit on a scale of very disengaged (0%) through to very engaged (100%).

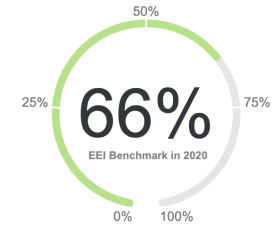
This year, your Employee Engagement Index is: 📊



Last year, your Employee Engagement Index was: 📊



The Civil Service Benchmark for 2020 is:



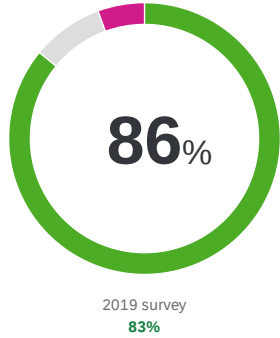
Employee Engagement Question Scores (2020) 📊

Question	Distribution ▼	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark
B48. I would recommend my organisation as a great place to work	<div style="display: flex; justify-content: space-between;"><div style="width: 73%; background-color: #4CAF50;"></div><div style="width: 21%; background-color: #9E9E9E;"></div><div style="width: 6%; background-color: #E91E63;"></div></div>	+11 ▲	0	+7 ▲
B47. I am proud when I tell others I am part of my organisation	<div style="display: flex; justify-content: space-between;"><div style="width: 64%; background-color: #4CAF50;"></div><div style="width: 31%; background-color: #9E9E9E;"></div><div style="width: 5%; background-color: #E91E63;"></div></div>	+5	0	-6 ▼
B50. My organisation inspires me to do the best in my job	<div style="display: flex; justify-content: space-between;"><div style="width: 57%; background-color: #4CAF50;"></div><div style="width: 32%; background-color: #9E9E9E;"></div><div style="width: 11%; background-color: #E91E63;"></div></div>	+4	0	-1
B51. My organisation motivates me to help it achieve its objectives	<div style="display: flex; justify-content: space-between;"><div style="width: 56%; background-color: #4CAF50;"></div><div style="width: 30%; background-color: #9E9E9E;"></div><div style="width: 13%; background-color: #E91E63;"></div></div>	+5	0	0
B49. I feel a strong personal attachment to my organisation	<div style="display: flex; justify-content: space-between;"><div style="width: 52%; background-color: #4CAF50;"></div><div style="width: 32%; background-color: #9E9E9E;"></div><div style="width: 16%; background-color: #E91E63;"></div></div>	+7	0	-4

Core Theme Scores

There are nine core theme scores within the Civil Service People Survey. Each theme measures a different dimension of employee experiences at work, which are known to have a strong relationship with engagement levels. Below, you'll find your overall theme score, plus the results for the individual questions underpinning each theme.

My Work Theme Score ⓘ

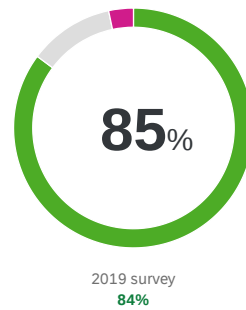


My Work Question Scores



Question	Distribution ▾	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark Report
B01. I am interested in my work		+4	0	+2
B05. I have a choice in deciding how I do my work		+4	0	+11 ^
B03. My work gives me a sense of personal accomplishment		+5	0	+6 ^
B02. I am sufficiently challenged by my work		+4	0	+1
B04. I feel involved in the decisions that affect my work		-2	0	+9 ^

Civil Service Benchmark: 80%
My Work

Organisational Objectives & Purpose Theme Score ⓘ

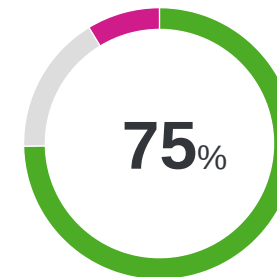


Organisation Objectives & Purpose Question Scores

Question	Distribution ▾	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark
B07. I understand how my work contributes to my organisation's objectives		+3	0	+1
B06. I have a clear understanding of my organisation's objectives		0	0	-2

Civil Service Benchmark: 85%
Organisational Objectives & Purpose

My Manager Theme Score ⓘ



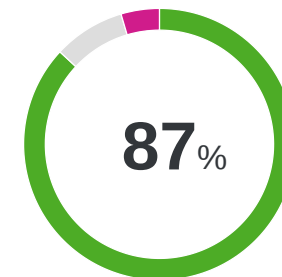
2019 survey
74%

My Manager Question Scores

Question	Distribution ▾	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark
B09. My manager is considerate of my life outside work		-2	0	+1
B10. My manager is open to my ideas		0	0	+2
B12. Overall, I have confidence in the decisions made by my manager		+2	0	+2
B13. My manager recognises when I have done my job well		-1	0	-2
B08. My manager motivates me to be more effective in my job		+4	0	+1
B14. I receive regular feedback on my performance		+3	0	+3
B11. My manager helps me to understand how I contribute to my organisation's objectives		+2	0	+2
B15. The feedback I receive helps me to improve my performance		+4	0	+4
B16. I think that my performance is evaluated fairly		-1	0	-4
B17. Poor performance is dealt with effectively in my team		-6	0	-2

Civil Service Benchmark: 74%
My Manager

My Team Theme Score ⓘ



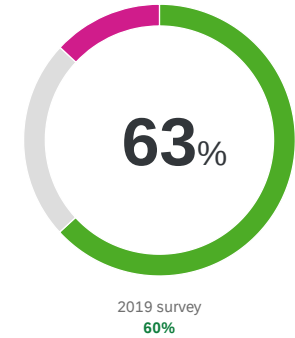
2019 survey
84%

My Team Question Scores

Question	Distribution ▾	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark
B18. The people in my team can be relied upon to help when things get difficult in my job		+4	0	+4 ^
B19. The people in my team work together to find ways to improve the service we provide		+4	0	+2
B20. The people in my team are encouraged to come up with new and better ways of doing things		+1	0	+1

Civil Service Benchmark: 84%
My Team

Learning & Development Theme Score ⁱ

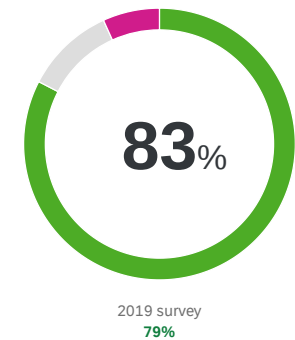


Learning & Development Question Scores

Question	Distribution ▾	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark
B21. I am able to access the right learning and development opportunities when I need to		+4	0	+11 ^
B22. Learning and development activities I have completed in the past 12 months have helped to improve my performance?		+4	0	+17 ^
B24. Learning and development activities I have completed while working for my organisation are helping me to develop my career		+5	0	+10 ^
B23. There are opportunities for me to develop my career in my organisation		+1	0	-8 v

Civil Service Benchmark: 56%
Learning & Development

Inclusion & Fair Treatment Theme Score ⁱ

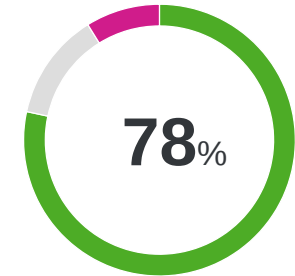


Inclusion & Fair Treatment Question Scores

Question	Distribution ▾	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark
B26. I am treated with respect by the people I work with		+2	0	0
B25. I am treated fairly at work		+3	0	+2
B28. I think that my organisation respects individual differences (for example cultures, working styles, backgrounds, ideas, etc.)		+3	0	+1
B27. I feel valued for the work I do		+6	0	+1

Civil Service Benchmark: 82%
Inclusion & Fair Treatment

Resources & Workload Theme Score



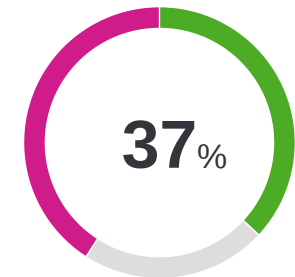
2019 survey
79%

Resources & Workload Question Scores

Question	Distribution ▾	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark
B31. I have the skills I need to do my job effectively		0	0	+3
B30. I have clear work objectives		+1	0	+6 ^
B32. I have the tools I need to do my job effectively		0	0	+1
B34. I achieve a good balance between my work life and my private life		+1	0	+5
B29. I get the information I need to do my job well		-2	0	+1
B33. I have an acceptable workload		-5	0	+1

Civil Service Benchmark: 75%
Resources & Workload

Pay & Benefits Theme Score



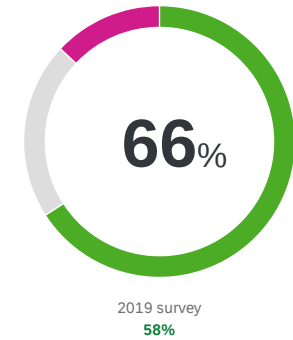
2019 survey
28%

Pay & Benefits Question Scores

Question	Distribution ▾	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark
B36. I am satisfied with the total benefits package		+11 ^	0	-8 ▾
B37. Compared to people doing a similar job in other organisations I feel my pay is reasonable		+9 ^	0	+3
B35. I feel that my pay adequately reflects my performance		+6	0	-4

Civil Service Benchmark: 40%
Pay & Benefits

Leadership & Managing Change Theme Score ⓘ



Leadership & Managing Change Question Scores

Question	Distribution ▾	2019 survey	ORR Office of Rail and Road (Corporate Report)	Civil Service Benchmark
B38. Senior managers in my organisation are sufficiently visible		+6	0	+4
B44. My organisation keeps me informed about matters that affect me		+6	0	+7 ^
B39. I believe the actions of senior managers are consistent with my organisation's values		+8	0	+4
B41. Overall, I have confidence in the decisions made by my organisation's senior managers		+7	0	+7 ^
B46. I think it is safe to challenge the way things are done in my organisation		+8	0	+12 ^
B40. I believe that my organisation's senior leaders have a clear vision for the future...		+21 ^	0	+4
B45. I have the opportunity to contribute my views before decisions are made that affect me		+3	0	+11 ^
B42. I feel that change is managed well in my organisation		+8 ^	0	+12 ^
B43. When changes are made in my organisation they are usually for the better		+8	0	+7 ^

Civil Service Benchmark: 58%
Leadership & Managing Change