



Returns : 1,042

Response rate : 80%

Civil Service People Survey 2014


 Strength of association with engagement


 Statistically significant difference from comparison

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



Returns : 1,042

Response rate : 80%

Civil Service People Survey 2014

The table below shows how you performed on each of the nine themes ranked by the strength of association with engagement. The themes which have the strongest association with engagement should be the focus for action. See the appendix for further details.

Drivers of Engagement

	Strength of association with engagement	Theme score % Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
Leadership and Managing Change		47%	-1	+4 ✧	-3 ✧
My work		81%	0	+6 ✧	+3 ✧
My manager		69%	+2 ✧	+1 ✧	-2 ✧
Pay and benefits		31%	-1	+3 ✧	-4 ✧
Organisational objectives and purpose		75%	-4 ✧	-8 ✧	-13 ✧
Learning and development		52%	-2	+2 ✧	-3 ✧
Resources and workload		78%	+2 ✧	+4 ✧	+1
My team		87%	+1	+8 ✧	+5 ✧
Inclusion and fair treatment		80%	0	+5 ✧	+2 ✧

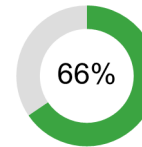


Strength of association with engagement

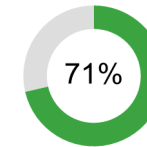


Statistically significant difference from comparison

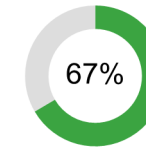
Wellbeing



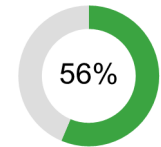
Overall, how satisfied are you with your life nowadays?



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

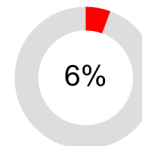


Overall, how happy did you feel yesterday?

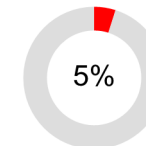


No or low anxiety yesterday

Discrimination, bullying and harassment

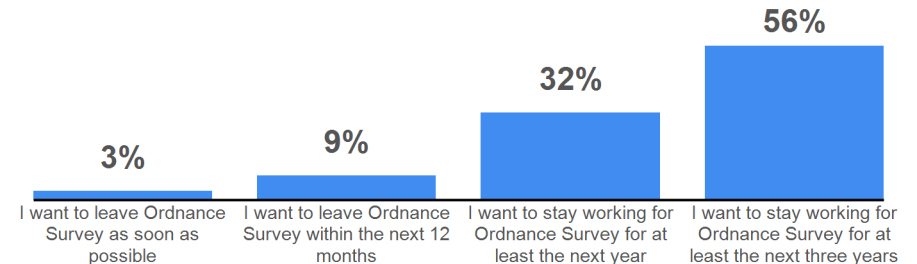


During the past 12 months have you personally experienced discrimination at work?



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

Your plans for the future



All questions by theme

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

My work

81% 0

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B01 I am interested in my work	50	45	1	1	1	94%	0	+5 ◆	+2 ◆
B02 I am sufficiently challenged by my work	36	48	10	5	1	84%	-3 ◆	+5 ◆	+2 ◆
B03 My work gives me a sense of personal accomplishment	33	50	12	5	1	83%	-1 ◆	+7 ◆	+4 ◆
B04 I feel involved in the decisions that affect my work	15	46	19	15	5	61%	+1	+5 ◆	-1
B05 I have a choice in deciding how I do my work	32	52	11	3	1	84%	+2 ◆	+9 ◆	+4 ◆

Organisational objectives and purpose

75% -4

Difference from previous survey



Strength of association with engagement



Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B06 I have a clear understanding of Ordnance Survey's purpose	18	58	13	9	3	76%	-3 ◆	-10 ◆	-15 ◆
B07 I have a clear understanding of Ordnance Survey's objectives	13	56	19	10	2	69%	-4 ◆	-12 ◆	-17 ◆
B08 I understand how my work contributes to Ordnance Survey's objectives	24	56	14	6	1	80%	-3 ◆	-4 ◆	-8 ◆

All questions by theme

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

My manager

69% +2
 Difference from previous survey



Strength of association with engagement



% Positive
 Difference from previous survey
 Difference from CS2014
 Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B09	My manager motivates me to be more effective in my job	23	45	21	8		67%	+3 ◆	-1	-4 ◆
B10	My manager is considerate of my life outside work	41	44	12			85%	+2 ◆	+4 ◆	0
B11	My manager is open to my ideas	36	48	11			84%	+2 ◆	+4 ◆	0
B12	My manager helps me to understand how I contribute to Ordnance Survey's objectives	20	49	23	6		69%	+2 ◆	+5 ◆	0
B13	Overall, I have confidence in the decisions made by my manager	28	48	17	6		75%	+2 ◆	+2 ◆	-2 ◆
B14	My manager recognises when I have done my job well	29	51	14	5		80%	+4 ◆	+3 ◆	-1
B15	I receive regular feedback on my performance	17	48	21	11		65%	+2 ◆	0	-4 ◆
B16	The feedback I receive helps me to improve my performance	17	42	31	8		59%	0	-2 ◆	-7 ◆
B17	I think that my performance is evaluated fairly	18	45	24	11		63%	-1	0	-4 ◆
B18	Poor performance is dealt with effectively in my team	8	34	45	10		42%	+3 ◆	+2 ◆	-1

My team

87% +1
 Difference from previous survey



Strength of association with engagement



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B19	The people in my team can be relied upon to help when things get difficult in my job	48	44	7			91%	+1	+7 ◆	+5 ◆
B20	The people in my team work together to find ways to improve the service we provide	43	46	8			88%	+1	+8 ◆	+5 ◆
B21	The people in my team are encouraged to come up with new and better ways of doing things	36	46	13			82%	+1	+8 ◆	+4 ◆

All questions by theme

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

Learning and development

52% -2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B22	I am able to access the right learning and development opportunities when I need to	11	50	29	8	2	61%	-4 ◆	-1 ◆	-6 ◆
B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	12	40	35	10	3	52%	-1	+1	-5 ◆
B24	There are opportunities for me to develop my career in Ordnance Survey	10	37	27	17	9	47%	0	+5 ◆	-2 ◆
B25	Learning and development activities I have completed while working for Ordnance Survey are helping me to develop my career	10	36	36	12	5	47%	-2	+3 ◆	-3 ◆

Inclusion and fair treatment

80% 0

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B26	I am treated fairly at work	29	55	9	6	1	84%	0	+4 ◆	+1 ◆
B27	I am treated with respect by the people I work with	36	55	6	1	1	91%	+1	+7 ◆	+4 ◆
B28	I feel valued for the work I do	20	45	18	11	6	66%	+2	+1	-3 ◆
B29	I think that Ordnance Survey respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	29	52	14	3	2	80%	0	+7 ◆	+2 ◆

All questions by theme

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

Resources and workload **78%** +2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B30 In my job, I am clear what is expected of me	26	60	9	1	4	86%	0	+2 ◆	-1 ◆
B31 I get the information I need to do my job well	14	56	18	9	3	70%	+2	0	-3 ◆
B32 I have clear work objectives	20	57	15	6	2	77%	-4 ◆	+2 ◆	-2 ◆
B33 I have the skills I need to do my job effectively	27	62	8	1	2	90%	+2 ◆	+1	-2 ◆
B34 I have the tools I need to do my job effectively	18	58	15	8	1	76%	+4 ◆	+4 ◆	0
B35 I have an acceptable workload	11	60	17	9	3	71%	+5 ◆	+12 ◆	+5 ◆
B36 I achieve a good balance between my work life and my private life	20	57	14	7	2	77%	+4 ◆	+11 ◆	+3 ◆

Pay and benefits **31%** -1

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B37 I feel that my pay adequately reflects my performance	26	19	30	22	3	29%	-2	0	-7 ◆
B38 I am satisfied with the total benefits package	5	35	26	22	11	41%	-2	+9 ◆	+1
B39 Compared to people doing a similar job in other organisations I feel my pay is reasonable	21	25	29	22	3	24%	-1	0	-7 ◆

All questions by theme

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 ^ indicates a variation in question wording from your previous survey

Leadership and Managing Change

47% -1

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question ID	Statement	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B40	I feel that Ordnance Survey as a whole is managed well	6	46	29	15	5	52%	-1	+6 ◆	-4 ◆
B41	Senior managers in Ordnance Survey are sufficiently visible	9	49	26	12	4	57%	+6 ◆	+4 ◆	-6 ◆
B42	I believe the actions of senior managers are consistent with Ordnance Survey's values	7	43	35	11	4	50%	0	+2 ◆	-6 ◆
B43	I believe that the Board has a clear vision for the future of Ordnance Survey	7	38	33	15	7	46%	0	+1	-7 ◆
B44	Overall, I have confidence in the decisions made by Ordnance Survey's senior managers	6	38	34	16	7	44%	-2	0	-7 ◆
B45	I feel that change is managed well in Ordnance Survey	7	32	31	26	7	36%	+1	+5 ◆	-2 ◆
B46	When changes are made in Ordnance Survey they are usually for the better	7	39	37	16	3	43%	+3 ◆	+14 ◆	+6 ◆
B47	Ordnance Survey keeps me informed about matters that affect me	7	52	23	14	5	58%	-4 ◆	0	-5 ◆
B48	I have the opportunity to contribute my views before decisions are made that affect me	5	31	30	26	9	35%	-6 ◆	0	-7 ◆
B49	I think it is safe to challenge the way things are done in Ordnance Survey	7	42	29	15	7	49%	-3 ◆	+8 ◆	+1 ◆

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 CS2014	Difference from CS High Performers
B50 I am proud when I tell others I am part of Ordnance Survey	34	47	16			81%	0	+22 ◆	+15 ◆
B51 I would recommend Ordnance Survey as a great place to work	21	42	25	9		63%	+1	+14 ◆	+3 ◆
B52 I feel a strong personal attachment to Ordnance Survey	26	42	22	8		69%	-1	+21 ◆	+15 ◆
B53 Ordnance Survey inspires me to do the best in my job	15	41	31	11		56%	-2	+11 ◆	+5 ◆
B54 Ordnance Survey motivates me to help it achieve its objectives	12	39	32	14		51%	+2	+8 ◆	+1

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B55 I believe that senior managers in Ordnance Survey will take action on the results from this survey	6	37	33	15	8	43%	+2	-2 ◆	-10 ◆
B56 I believe that managers where I work will take action on the results from this survey	13	51	22	9	5	65%	+1	+9 ◆	+4 ◆
B57 Where I work, I think effective action has been taken on the results of the last survey	7	32	42	14	6	38%	+1	+4 ◆	-2 ◆

All questions by theme

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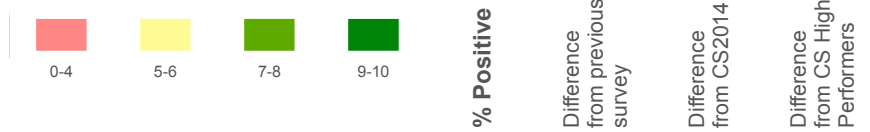
Organisational Culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B58 I am trusted to carry out my job effectively	40	53	5			93%	+1 ◇	+5 ◇	+3 ◇
B59 I believe I would be supported if I try a new idea, even if it may not work	23	55	15	5		79%	+4 ◇	+10 ◇	+6 ◇
B60 My performance is evaluated based on whether I get things done, rather than solely follow processes	18	54	20	6		72%	+1	+7 ◇	+2 ◇
B61 When I talk about Ordnance Survey I say "we" rather than "they"	28	50	15	6		78%	+2	+9 ◇	-1
B62 I have some really good friendships at work	30	49	17			79%	+1	+3 ◇	-1

All questions by theme

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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. For question W04 the percent positive is the proportion answering 0, 1, 2 or 3 to the question.

Question	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	13	22	54	11	66%	+3 ◆	+2 ◆	-1
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	20	55	16	71%	+1	+2 ◆	-1
W03 Overall, how happy did you feel yesterday?	12	21	47	20	67%	+5 ◆	+6 ◆	+3 ◆
W04 Overall, how anxious did you feel yesterday?	23	33	19	25	56%	+3 ◆	+6 ◆	+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 Ordnance Survey?

			Difference from previous survey	Difference from CS2014	Difference from CS High Performers
I want to leave Ordnance Survey as soon as possible		3%	-1	-4	-7
I want to leave Ordnance Survey within the next 12 months		9%	+2 ◇	-5 ◇	-9 ◇
I want to stay working for Ordnance Survey for at least the next year		32%	+4 ◇	0	-6 ◇
I want to stay working for Ordnance Survey for at least the next three years		56%	-5 ◇	+10 ◇	+2 ◇

The Civil Service Code

Differences are based on '% Yes' score

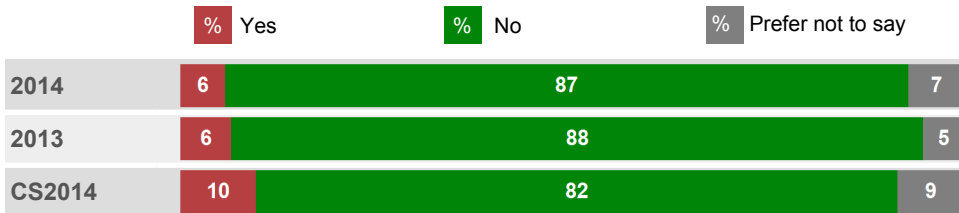
	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		10	90%	-3 ◇	0	-4 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		34	66%	-2 ◇	+2 ◇	-6 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in Ordnance Survey it would be investigated properly?		24	76%	-3 ◇	+7 ◇	+3 ◇

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?



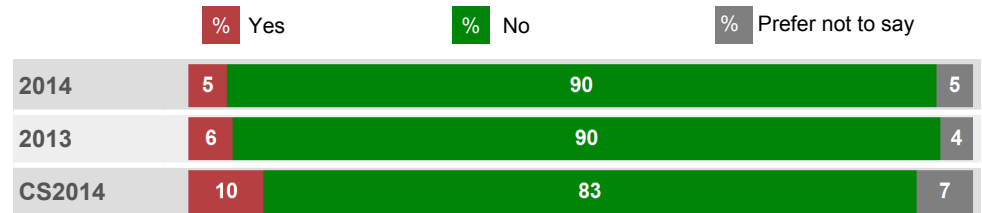
For respondents who selected 'Yes' to question E01.

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

Ground	Response Count
Age	14
Caring responsibilities	--
Disability	--
Ethnic background	--
Gender	--
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	23
Main spoken/written language or language ability	--
Religion or belief	--
Sexual orientation	--
Social or educational background	--
Working location	--
Working pattern	13
Any other grounds	12
Prefer not to say	--

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

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



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)

Who	Response Count
A colleague	23
Your manager	--
Another manager in my part of Ordnance Survey	15
Someone you manage	--
Someone who works for another part of Ordnance Survey	--
A member of the public	--
Someone else	--
Prefer not to say	--

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

All questions by theme

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Ordnance Survey questions

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01 The directors are sufficiently visible	7	41	28	17	6	48%	+10 ◇
F02 I believe that Ordnance Survey has a clear and credible set of plans in place to deliver its business priorities	5	44	31	15	5	49%	-4 ◇
F03 I am aware of how my role contributes to meeting my customers' needs	22	65	9			87%	-2 ◇
F04 I have the freedom to do what is needed to provide a great service for my customers	15	56	20	8		71%	--
F05 The Ordnance Survey competency framework helps me understand the competencies that will help me deliver my objectives and support the organisation	6	42	32	16	5	47%	0
F06 My manager encourages me to give feedback about them	10	36	31	17	5	47%	+1
F07 I believe managers are focused on ensuring value for money^	10	48	30	10		58%	+23 ◇
F08 Ordnance Survey feels more proactive than reactive	6	34	32	23	6	40%	--
F09 Ordnance Survey is run on strong values/principles	10	47	32	9		57%	--
F10 I am excited about where Ordnance Survey is going	11	34	36	13	6	45%	--

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 2013 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.
CS2014	The CS2014 benchmark is the median percent positive across all organisations that participated in the 2014 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 2014 Civil Service People Survey.

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy.

Statistical significance: ✨

Statistical testing has been carried out on the comparisons between this year's results and your previous survey, CS2014 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in opinion between the results.

The employee engagement index

The survey includes five questions that make up the engagement index (B50-B54). 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. Nine themes have been included in the survey to measure employees' experiences at work. A statistical technique, stepwise regression, is used to identify the extent to which each of these themes has an association with engagement. The themes identified as having an association are called the 'Drivers of engagement'. The strength of association with engagement varies by theme and is illustrated by a 4-bar icon, as shown below. Themes with a full 4-bar icon have the strongest association with engagement.

strength of association
with engagement



 the analysis has not identified a significant association with engagement

Confidentiality

The survey was carried out as part of the 2014 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 less 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.