

Civil Service People Survey 2019 report for Food Standards Agency

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Returns 1058

Response rate 87%

Engagement Index

Engagement index is 67%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median +4% This is a statistically significant difference

Difference from Civil Service High Performers 0%

My work

My work % positive theme score is 79%

Difference from previous survey +1%

Difference from Civil Service Median +2% This is a statistically significant difference

Difference from Civil Service High Performers -1%

Organisational objectives

Organisational objectives and purpose % positive theme score is 86% Difference from previous survey +1% This is a statistically significant difference

Difference from Civil Service Median +3% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

My manager

My manager % positive theme score is 75% Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +4% This is a statistically significant difference

Difference from Civil Service High Performers +2% This is a statistically significant difference

My team

My team % positive theme score is 83%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median +1% This is a statistically significant difference

Difference from Civil Service High Performers -2% This is a statistically significant difference

Learning and development

Learning and development % positive theme score is 64% Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +9% This is a statistically significant difference

Difference from Civil Service High Performers +4% This is a statistically significant difference

Inclusion and fair treatment

Inclusion and fair treatment % positive theme score is 81% Difference from previous survey +3% This is a statistically significant difference
Difference from Civil Service Median +2% This is a statistically significant difference
Difference from Civil Service High Performers -1%

Resources and workload

Resources and workload % positive theme score is 78% Difference from previous survey +3% This is a statistically significant difference
Difference from Civil Service Median +4% This is a statistically significant difference
Difference from Civil Service High Performers +1%

Pay and benefits

Pay and benefits % positive theme score is 30% Difference from previous survey +1%
Difference from Civil Service Median -4% This is a statistically significant difference
Difference from Civil Service High Performers -12% This is a statistically significant difference

Leadership and managing change

Leadership and managing change % positive theme score is 57% Difference from previous survey +5% This is a statistically significant difference
Difference from Civil Service Median +8% This is a statistically significant difference
Difference from Civil Service High Performers 0%

Headline scores

Taking action

B52 I believe that senior management (the Chief Executive and Directors) in the FSA will take action on the results from this survey

% Positive 62%

% Negative 18%

% Neutral 20%

B53 Where I work, I think effective action has been taken on the results of the last survey

% Positive 50%

% Negative 18%

% Neutral 31%

Discrimination, bullying and harassment

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

% Yes 13%

% No 78%

% Prefer not to say 10%

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

% Yes 13%

% No 81%

% Prefer not to say 6%

Wellbeing

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 negative is the proportion answering 6, 7, 8, 9 or 10 to the question

W01 Overall, how satisfied are you with your life nowadays? % positive 68%

W02 Overall, to what extent do you feel that the things you do in your life are worthwhile? % positive 74%

W03 Overall, how happy did you feel yesterday? % positive 64%

W04 Overall, how anxious did you feel yesterday? % negative 31%

Proxy Stress Index and PERMA Index

Proxy Stress Index 27%

PERMA Index 75%

Your plans for the future

I want to leave the FSA as soon as possible 8%

I want to leave the FSA within the next 12 months 11%

I want to stay working for the FSA for at least the next year 31%

I want to stay working for the FSA for at least the next three years 51%

Top 5 highest positive scoring questions

B01 I am interested in my work % positive 93%

B54 I am trusted to carry out my job effectively % positive 92%

B31 I have the skills I need to do my job effectively % positive 92%

B09 My manager is considerate of my life outside work % positive 88%

B26 I am treated with respect by the people I work with % positive 87%

Top 5 highest neutral scoring questions

B43 When changes are made in the FSA they are usually for the better % neutral 37%

B17 Poor performance is dealt with effectively in my team % neutral 33%

B53 Where I work, I think effective action has been taken on the results of the last survey % neutral 31%

B42 I feel that change is managed well in the FSA % neutral 30%

B49 I feel a strong personal attachment to the FSA % neutral 27%

Top 5 highest negative scoring questions

B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable % negative 62%

B35 I feel that my pay adequately reflects my performance % negative 60%

B36 I am satisfied with the total benefits package % negative 44%

B45 I have the opportunity to contribute my views before decisions are made that affect me % negative 24%

B42 I feel that change is managed well in the FSA % negative 23%

Results of all questions in theme order

My work

Theme score % positive is 79%

Difference from previous survey +1%

My work questions

B01 I am interested in my work

% strongly agree 47%

% agree 46%

% neither 4%

% disagree 2%

% strongly disagree 1%

% Positive 93%

Difference from previous survey +1% This is a statistically significant difference

Difference from Civil Service Median +3% This is a statistically significant difference

Difference from Civil Service High Performers +1% This is a statistically significant difference

B02 I am sufficiently challenged by my work

% strongly agree 39%

% agree 44%

% neither 8%

% disagree 6%

% strongly disagree 2%

% Positive 83%

Difference from previous survey -1%

Difference from Civil Service Median +3% This is a statistically significant difference

Difference from Civil Service High Performers 0%

B03 My work gives me a sense of personal accomplishment

% strongly agree 31%

% agree 48%

% neither 12%

% disagree 6%

% strongly disagree 3%

% Positive 79%

Difference from previous survey -3% This is a statistically significant difference

Difference from Civil Service Median +1% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

B04 I feel involved in the decisions that affect my work

% strongly agree 22%

% agree 43%

% neither 16%

% disagree 13%

% strongly disagree 7%

% Positive 65%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median +5% This is a statistically significant difference

Difference from Civil Service High Performers 0%

B05 I have a choice in deciding how I do my work

% strongly agree 34%

% agree 42%

% neither 12%

% disagree 8%

% strongly disagree 5%

% Positive 76%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median -2% This is a statistically significant difference

Difference from Civil Service High Performers -6% This is a statistically significant difference

Organisational objectives and purpose Theme score % positive is 86%

Difference from previous survey +1% This is a statistically significant difference

Organisational objectives and purpose questions

B06 I have a clear understanding of the FSA's objectives

% strongly agree 32%

% agree 53%

% neither 9%

% disagree 5%

% strongly disagree 2%

% Positive 85%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +3% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

B07 I understand how my work contributes to the FSA's objectives

% strongly agree 34%

% agree 52%

% neither 8%

% disagree 4%

% strongly disagree 2%

% Positive 87%

Difference from previous survey +1%

Difference from Civil Service Median +3% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

My manager

Theme score % positive is 75%

Difference from previous survey +2% This is a statistically significant difference

My manager questions

B08 My manager motivates me to be more effective in my job

% strongly agree 35%

% agree 40%

% neither 12%

% disagree 8%

% strongly disagree 5%

% Positive 75%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +3% This is a statistically significant difference

Difference from Civil Service High Performers -1%

B09 My manager is considerate of my life outside work

% strongly agree 52%

% agree 35%

% neither 7%

% disagree 4%

% strongly disagree 2%

% Positive 88%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +1% This is a statistically significant difference

Difference from Civil Service High Performers -2% This is a statistically significant difference

B10 My manager is open to my ideas

% strongly agree 45%

% agree 40%

% neither 8%

% disagree 4%

% strongly disagree 2%

% Positive 85%

Difference from previous survey +1% This is a statistically significant difference

Difference from Civil Service Median +2% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

B11 My manager helps me to understand how I contribute to the FSA's objectives

% strongly agree 32%

% agree 41%

% neither 17%

% disagree 7%

% strongly disagree 3%

% Positive 73%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median +6% This is a statistically significant difference

Difference from Civil Service High Performers +2% This is a statistically significant difference

B12 Overall, I have confidence in the decisions made by my manager

% strongly agree 39%
% agree 39%
% neither 11%
% disagree 7%
% strongly disagree 4%
% Positive 78%

Difference from previous survey +3% This is a statistically significant difference
Difference from Civil Service Median +1% This is a statistically significant difference
Difference from Civil Service High Performers -2% This is a statistically significant difference

B13 My manager recognises when I have done my job well

% strongly agree 44%
% agree 40%
% neither 8%
% disagree 6%
% strongly disagree 3%
% Positive 83%

Difference from previous survey +2% This is a statistically significant difference
Difference from Civil Service Median +3% This is a statistically significant difference
Difference from Civil Service High Performers 0%

B14 I receive regular feedback on my performance

% strongly agree 36%
% agree 41%
% neither 12%
% disagree 8%
% strongly disagree 3%
% Positive 77%

Difference from previous survey +1%
Difference from Civil Service Median +8% This is a statistically significant difference
Difference from Civil Service High Performers +5% This is a statistically significant difference

B15 The feedback I receive helps me to improve my performance

% strongly agree 31%
% agree 40%
% neither 18%
% disagree 7%
% strongly disagree 4%
% Positive 71%

Difference from previous survey +2% This is a statistically significant difference
Difference from Civil Service Median +7% This is a statistically significant difference
Difference from Civil Service High Performers +4% This is a statistically significant difference

B16 I think that my performance is evaluated fairly

% strongly agree 32%
% agree 42%
% neither 15%

% disagree 7%

% strongly disagree 4%

% Positive 74%

Difference from previous survey +4% This is a statistically significant difference

Difference from Civil Service Median +6% This is a statistically significant difference

Difference from Civil Service High Performers +2% This is a statistically significant difference

B17 Poor performance is dealt with effectively in my team

% strongly agree 15%

% agree 31%

% neither 33%

% disagree 12%

% strongly disagree 9%

% Positive 46%

Difference from previous survey +5% This is a statistically significant difference

Difference from Civil Service Median +6% This is a statistically significant difference

Difference from Civil Service High Performers +2% This is a statistically significant difference

My team

Theme score % positive is 83%

Difference from previous survey +3% This is a statistically significant difference

My team questions

B18 The people in my team can be relied upon to help when things get difficult in my job

% strongly agree 43%

% agree 42%

% neither 6%

% disagree 6%

% strongly disagree 3%

% Positive 85%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median -1% This is a statistically significant difference

Difference from Civil Service High Performers -4% This is a statistically significant difference

B19 The people in my team work together to find ways to improve the service we provide

% strongly agree 41%

% agree 43%

% neither 8%

% disagree 6%

% strongly disagree 3%

% Positive 84%

Difference from previous survey +4% This is a statistically significant difference

Difference from Civil Service Median +1% This is a statistically significant difference

Difference from Civil Service High Performers -2% This is a statistically significant difference

B20 The people in my team are encouraged to come up with new and better ways of doing things

% strongly agree 38%

% agree 41%

% neither 11%

% disagree 7%

% strongly disagree 3%

% Positive 79%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +3% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

Learning and development Theme score % positive is 64%

Difference from previous survey +2% This is a statistically significant difference

Learning and development questions

B21 I am able to access the right learning and development opportunities when I need to

% strongly agree 23%

% agree 52%

% neither 15%

% disagree 8%

% strongly disagree 3%

% Positive 74%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +10% This is a statistically significant difference

Difference from Civil Service High Performers +3% This is a statistically significant difference

B22 Learning and development activities I have completed in the past 12 months have helped to improve my performance

% strongly agree 22%

% agree 43%

% neither 22%

% disagree 9%

% strongly disagree 5%

% Positive 65%

Difference from previous survey +6% This is a statistically significant difference

Difference from Civil Service Median +11% This is a statistically significant difference

Difference from Civil Service High Performers +6% This is a statistically significant difference

B23 There are opportunities for me to develop my career in the FSA

% strongly agree 19%

% agree 40%

% neither 21%

% disagree 14%

% strongly disagree 7%

% Positive 58%

Difference from previous survey -1%

Difference from Civil Service Median +8% This is a statistically significant difference

Difference from Civil Service High Performers +1%

B24 Learning and development activities I have completed while working for the FSA are helping me to develop my career

% strongly agree 18%

% agree 38%

% neither 27%

% disagree 12%

% strongly disagree 5%

% Positive 56%

Difference from previous survey +1%

Difference from Civil Service Median +6% This is a statistically significant difference

Difference from Civil Service High Performers 0%

Inclusion and fair treatment Theme score % positive is 81%

Difference from previous survey +3% This is a statistically significant difference

Inclusion and fair treatment questions

B25 I am treated fairly at work

% strongly agree 36%

% agree 48%

% neither 8%

% disagree 6%

% strongly disagree 2%

% Positive 84%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median +2% This is a statistically significant difference

Difference from Civil Service High Performers 0%

B26 I am treated with respect by the people I work with

% strongly agree 41%

% agree 46%

% neither 6%

% disagree 4%

% strongly disagree 2%

% Positive 87%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +2% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

B27 I feel valued for the work I do

% strongly agree 31%

% agree 42%

% neither 14%

% disagree 9%

% strongly disagree 5%

% Positive 73%

Difference from previous survey +4% This is a statistically significant difference

Difference from Civil Service Median +4% This is a statistically significant difference

Difference from Civil Service High Performers -1%

B28 I think that the FSA respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)

% strongly agree 37%

% agree 43%

% neither 12%

% disagree 5%

% strongly disagree 3%

% Positive 80%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median +3% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

Resources and workload Theme score % positive is 78%

Difference from previous survey +3% This is a statistically significant difference

Resources and workload questions

B29 I get the information I need to do my job well

% strongly agree 20%

% agree 55%

% neither 14%

% disagree 9%

% strongly disagree 3%

% Positive 75%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +4% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

B30 I have clear work objectives

% strongly agree 25%

% agree 56%

% neither 10%

% disagree 6%

% strongly disagree 4%

% Positive 80%

Difference from previous survey +1%

Difference from Civil Service Median +5% This is a statistically significant difference

Difference from Civil Service High Performers +1% This is a statistically significant difference

B31 I have the skills I need to do my job effectively

% strongly agree 36%

% agree 56%

% neither 6%
% disagree 2%
% strongly disagree 1%
% Positive 92%

Difference from previous survey +1% This is a statistically significant difference
Difference from Civil Service Median +3% This is a statistically significant difference
Difference from Civil Service High Performers 0%

B32 I have the tools I need to do my job effectively

% strongly agree 27%
% agree 56%
% neither 9%
% disagree 6%
% strongly disagree 2%
% Positive 83%

Difference from previous survey +3% This is a statistically significant difference
Difference from Civil Service Median +10% This is a statistically significant difference
Difference from Civil Service High Performers +5% This is a statistically significant difference

B33 I have an acceptable workload

% strongly agree 17%
% agree 47%
% neither 16%
% disagree 14%
% strongly disagree 6%
% Positive 64%

Difference from previous survey +5% This is a statistically significant difference
Difference from Civil Service Median +1%
Difference from Civil Service High Performers -4% This is a statistically significant difference

B34 I achieve a good balance between my work life and my private life

% strongly agree 27%
% agree 46%
% neither 13%
% disagree 10%
% strongly disagree 4%
% Positive 73%

Difference from previous survey +6% This is a statistically significant difference
Difference from Civil Service Median +1% This is a statistically significant difference
Difference from Civil Service High Performers -3% This is a statistically significant difference

Pay and benefits

Theme score % positive is 30%
Difference from previous survey +1%

Pay and benefits questions

B35 I feel that my pay adequately reflects my performance

% strongly agree 4%

% agree 23%

% neither 13%

% disagree 28%

% strongly disagree 32%

% Positive 27%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median -7% This is a statistically significant difference

Difference from Civil Service High Performers -13% This is a statistically significant difference

B36 I am satisfied with the total benefits package

% strongly agree 7%

% agree 32%

% neither 17%

% disagree 23%

% strongly disagree 21%

% Positive 39%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median 0%

Difference from Civil Service High Performers -10% This is a statistically significant difference

B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable

% strongly agree 5%

% agree 18%

% neither 15%

% disagree 27%

% strongly disagree 35%

% Positive 23%

Difference from previous survey -3% This is a statistically significant difference

Difference from Civil Service Median -5% This is a statistically significant difference

Difference from Civil Service High Performers -12% This is a statistically significant difference

Leadership and managing change Theme score % positive is 57%

Difference from previous survey +5% This is a statistically significant difference

Leadership and managing change questions

B38 Senior management (the Chief Executive and Directors) in the FSA are sufficiently visible

% strongly agree 15%

% agree 49%

% neither 17%

% disagree 14%

% strongly disagree 6%

% Positive 64%

Difference from previous survey +4% This is a statistically significant difference

Difference from Civil Service Median +1% This is a statistically significant difference
Difference from Civil Service High Performers -9% This is a statistically significant difference

B39 I believe the actions of senior management (the Chief Executive and Directors) are consistent with the FSA's values

% strongly agree 14%

% agree 49%

% neither 26%

% disagree 6%

% strongly disagree 4%

% Positive 64%

Difference from previous survey +1%

Difference from Civil Service Median +9% This is a statistically significant difference

Difference from Civil Service High Performers 0%

B40 I believe that the senior management (the Chief Executive and Directors) have a clear vision for the future of the FSA

% strongly agree 15%

% agree 48%

% neither 26%

% disagree 7%

% strongly disagree 4%

% Positive 63%

Difference from previous survey 0%

Difference from Civil Service Median +13% This is a statistically significant difference

Difference from Civil Service High Performers +2% This is a statistically significant difference

B41 Overall, I have confidence in the decisions made by the FSA's senior management (the Chief Executive and Directors)

% strongly agree 14%

% agree 47%

% neither 26%

% disagree 8%

% strongly disagree 5%

% Positive 61%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +10% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

B42 I feel that change is managed well in the FSA

% strongly agree 6%

% agree 41%

% neither 30%

% disagree 17%

% strongly disagree 7%

% Positive 47%

Difference from previous survey +9% This is a statistically significant difference

Difference from Civil Service Median +12% This is a statistically significant difference
Difference from Civil Service High Performers +1% This is a statistically significant difference

B43 When changes are made in the FSA they are usually for the better

% strongly agree 7%

% agree 36%

% neither 37%

% disagree 15%

% strongly disagree 6%

% Positive 43%

Difference from previous survey +7% This is a statistically significant difference

Difference from Civil Service Median +7% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

B44 The FSA keeps me informed about matters that affect me

% strongly agree 11%

% agree 59%

% neither 18%

% disagree 8%

% strongly disagree 4%

% Positive 70%

Difference from previous survey +11% This is a statistically significant difference

Difference from Civil Service Median +10% This is a statistically significant difference

Difference from Civil Service High Performers +2% This is a statistically significant difference

B45 I have the opportunity to contribute my views before decisions are made that affect me

% strongly agree 10%

% agree 41%

% neither 25%

% disagree 16%

% strongly disagree 8%

% Positive 51%

Difference from previous survey +5% This is a statistically significant difference

Difference from Civil Service Median +10% This is a statistically significant difference

Difference from Civil Service High Performers 0%

B46 I think it is safe to challenge the way things are done in the FSA

% strongly agree 13%

% agree 41%

% neither 24%

% disagree 13%

% strongly disagree 9%

% Positive 54%

Difference from previous survey +5% This is a statistically significant difference

Difference from Civil Service Median +4% This is a statistically significant difference

Difference from Civil Service High Performers -3% This is a statistically significant difference

Engagement questions

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

B47 I am proud when I tell others I am part of the FSA

% strongly agree 29%

% agree 45%

% neither 16%

% disagree 6%

% strongly disagree 4%

% Positive 74%

Difference from previous survey +5% This is a statistically significant difference

Difference from Civil Service Median +7% This is a statistically significant difference

Difference from Civil Service High Performers +1% This is a statistically significant difference

B48 I would recommend the FSA as a great place to work

% strongly agree 26%

% agree 40%

% neither 20%

% disagree 8%

% strongly disagree 5%

% Positive 67%

Difference from previous survey +8% This is a statistically significant difference

Difference from Civil Service Median +5% This is a statistically significant difference

Difference from Civil Service High Performers -3% This is a statistically significant difference

B49 I feel a strong personal attachment to the FSA

% strongly agree 23%

% agree 33%

% neither 27%

% disagree 11%

% strongly disagree 6%

% Positive 56%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median +4% This is a statistically significant difference

Difference from Civil Service High Performers -2% This is a statistically significant difference

B50 The FSA inspires me to do the best in my job

% strongly agree 20%

% agree 41%

% neither 24%

% disagree 10%

% strongly disagree 5%

% Positive 61%

Difference from previous survey +6% This is a statistically significant difference

Difference from Civil Service Median +9% This is a statistically significant difference

Difference from Civil Service High Performers +2% This is a statistically significant difference

B51 The FSA motivates me to help it achieve its objectives

% strongly agree 19%

% agree 42%

% neither 25%

% disagree 8%

% strongly disagree 5%

% Positive 61%

Difference from previous survey +7% This is a statistically significant difference

Difference from Civil Service Median +11% This is a statistically significant difference

Difference from Civil Service High Performers +5% This is a statistically significant difference

Taking action questions

B52 I believe that senior management (the Chief Executive and Directors) in the FSA will take action on the results from this survey

% strongly agree 16%

% agree 46%

% neither 20%

% disagree 11%

% strongly disagree 7%

% Positive 62%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median +11% This is a statistically significant difference

Difference from Civil Service High Performers +2% This is a statistically significant difference

B53 Where I work, I think effective action has been taken on the results of the last survey

% strongly agree 15%

% agree 35%

% neither 31%

% disagree 11%

% strongly disagree 8%

% Positive 50%

Difference from previous survey +5% This is a statistically significant difference

Difference from Civil Service Median +12% This is a statistically significant difference

Difference from Civil Service High Performers +6% This is a statistically significant difference

Organisational culture questions

B54 I am trusted to carry out my job effectively

% strongly agree 44%

% agree 48%

% neither 5%
% disagree 2%
% strongly disagree 1%
% Positive 92%

Difference from previous survey +1% This is a statistically significant difference
Difference from Civil Service Median +3% This is a statistically significant difference
Difference from Civil Service High Performers +1% This is a statistically significant difference

B55 I believe I would be supported if I try a new idea, even if it may not work

% strongly agree 29%
% agree 47%
% neither 15%
% disagree 6%
% strongly disagree 3%
% Positive 76%

Difference from previous survey +3% This is a statistically significant difference
Difference from Civil Service Median +3% This is a statistically significant difference
Difference from Civil Service High Performers 0%

B56 In the FSA, people are encouraged to speak up when they identify a serious policy or delivery risk

% strongly agree 24%
% agree 48%
% neither 16%
% disagree 8%
% strongly disagree 4%
% Positive 72%

Difference from previous survey +3% This is a statistically significant difference
Difference from Civil Service Median +2% This is a statistically significant difference
Difference from Civil Service High Performers -3% This is a statistically significant difference

B57 I feel able to challenge inappropriate behaviour in the workplace

% strongly agree 21%
% agree 48%
% neither 16%
% disagree 10%
% strongly disagree 5%
% Positive 69%

Difference from previous survey +3% This is a statistically significant difference
Difference from Civil Service Median +3% This is a statistically significant difference
Difference from Civil Service High Performers -1%

B58 The FSA is committed to creating a diverse and inclusive workplace

% strongly agree 30%
% agree 48%
% neither 15%
% disagree 4%
% strongly disagree 3%

% Positive 78%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median +2% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

Civil Service vision question

B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'

% strongly agree 19%

% agree 45%

% neither 15%

% disagree 16%

% strongly disagree 4%

% Positive 65%

Difference from previous survey +7% This is a statistically significant difference

Difference from Civil Service Median +7% This is a statistically significant difference

Difference from Civil Service High Performers -4% This is a statistically significant difference

Leadership statement question

B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement The question text has changed since the previous survey so please exercise caution when comparing the results

% always 32%

% most of the time 42%

% sometimes 19%

% rarely 5%

% never 2%

% Positive 74%

The % positive for this question is the proportion who selected either "always" or "most of the time"

Difference from previous survey is not available

Difference from Civil Service Median +7% This is a statistically significant difference

Difference from Civil Service High Performers +1% This is a statistically significant difference

Wellbeing questions

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, for example not at all satisfied or not at all worthwhile,

and where 10 is equivalent to completely, for example completely satisfied or completely anxious

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

% Low 0 to 4 11%

% Medium 5 to 6 21%

% High 7 to 8 49%

% Very High 9 to 10 20%

% Positive 68%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +1% This is a statistically significant difference
Difference from Civil Service High Performers -2% This is a statistically significant difference

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

% Low 0 to 4 9%

% Medium 5 to 6 17%

% High 7 to 8 46%

% Very High 9 to 10 27%

% Positive 74%

Difference from previous survey +2% This is a statistically significant difference

Difference from Civil Service Median +2% This is a statistically significant difference

Difference from Civil Service High Performers 0%

W03 Overall, how happy did you feel yesterday?

% Low 0 to 4 16%

% Medium 5 to 6 19%

% High 7 to 8 39%

% Very High 9 to 10 25%

% Positive 64%

Difference from previous survey 0%

Difference from Civil Service Median +2% This is a statistically significant difference

Difference from Civil Service High Performers 0%

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

W04 Overall, how anxious did you feel yesterday?

% Very Low 0 to 1 24%

% Low 2 to 3 26%

% Medium 4 to 5 19%

% High 6 to 10 31%

% Negative 31%

Difference from previous survey +1%

Difference from Civil Service Median -1% This is a statistically significant difference

Difference from Civil Service High Performers +1%

Your plans for the future questions

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

I want to leave the FSA as soon as possible 8%

Difference from previous survey +1%

Difference from Civil Service Median +1%

I want to leave the FSA within the next 12 months 11%

Difference from previous survey -1%

Difference from Civil Service Median -4% This is a statistically significant difference

I want to stay working for the FSA for at least the next year 31%

Difference from previous survey 0%

Difference from Civil Service Median -3% This is a statistically significant difference

I want to stay working for the FSA for at least the next three years 51%
Difference from previous survey 0%
Difference from Civil Service Median +7% This is a statistically significant difference

The Civil Service Code questions

Differences are based on % Yes score

D01 Are you aware of the Civil Service Code? % Yes 95% % No 5%

Difference from previous survey 0%

Difference from Civil Service Median +3% This is a statistically significant difference

Difference from Civil Service High Performers +1% This is a statistically significant difference

D02 Are you aware of how to raise a concern under the Civil Service Code? % Yes 73% % No 27%

Difference from previous survey -4% This is a statistically significant difference

Difference from Civil Service Median +8% This is a statistically significant difference

Difference from Civil Service High Performers +2% This is a statistically significant difference

D03 Are you confident that if you raised a concern under the Civil Service Code in the FSA it would be investigated properly? % Yes 76% % No 24%

Difference from previous survey +4% This is a statistically significant difference

Difference from Civil Service Median +4% This is a statistically significant difference

Difference from Civil Service High Performers 0%

Discrimination questions

E01 Have you been discriminated against at work in the past 12 months? The question text has changed since the previous survey so please exercise caution when comparing the results

% Yes 13%

Difference from previous survey -1%

Difference from Civil Service Median +2% This is a statistically significant difference

% No 78%

Difference from previous survey +1% This is a statistically significant difference

Difference from Civil Service Median -4% This is a statistically significant difference

% Prefer not to say 10%

Difference from previous survey -1%

Difference from Civil Service Median +1% This is a statistically significant difference

Of those who said they had experienced discrimination at work in the last 12 months, 85% said it occurred in the FSA while 15% said it occurred in another organisation

E02 is for respondents who selected Yes to question E01

E02 On which of the following grounds were you discriminated against? The question text has changed since the previous survey so please exercise caution when comparing the results

Multiple selection

Counts of fewer than ten responses are not reported

Age 20 responses

Caring responsibilities data withheld due to anonymity

Disability 15 responses

Ethnic background 16 responses
Gender 17 responses
Gender reassignment or perceived gender data withheld due to anonymity
Grade or responsibility level 36 responses
Main spoken/ written language or language ability data withheld due to anonymity
Marital status or civil partnership data withheld due to anonymity
Mental health 11 responses
Pay 29 responses
Pregnancy, maternity or paternity data withheld due to anonymity
Religion or belief data withheld due to anonymity
Sex 11 responses
Sexual orientation data withheld due to anonymity
Social or educational background data withheld due to anonymity
Working location 19 responses
Working pattern 35 responses
Any other grounds 18 responses
Prefer not to say 20 responses
Bullying and harassment questions

E03 Have you been bullied or harassed at work, in the past 12 months? The question text has changed since the previous survey so please exercise caution when comparing the results

% Yes 13%

Difference from previous survey -1% This is a statistically significant difference

Difference from Civil Service Median +1% This is a statistically significant difference

% No 81%

Difference from previous survey +3% This is a statistically significant difference

Difference from Civil Service Median -1% This is a statistically significant difference

% Prefer not to say 6%

Difference from previous survey -2% This is a statistically significant difference

Difference from Civil Service Median 0%

Of those who said they had experienced bullying and/or harassment at work in the last 12 months, 88% said it occurred in the FSA while 12% said it occurred in another organisation

E03A is for respondents who selected Yes to question E03

E03A How would you describe the nature of the bullying and/or harassment you experienced? The question text has changed since the previous survey so please exercise caution when comparing the results

Multiple selection

Counts of fewer than ten responses are not reported

Comments about my personal appearance 16 responses

Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault) data withheld due to anonymity

Spreading gossip or making false accusations about me 34 responses

Intimidation or verbal aggression (e.g. shouting, swearing, making threats) 59 responses

Physical assault (e.g. object thrown at me, pushed, hit) data withheld due to anonymity

Humiliated in front of team or others 45 responses
Negative Micromanagement (e.g. excessive control; made to feel incompetent) 45 responses
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations 36 responses
Treated less favourably to others 40 responses
Ignored, excluded, marginalised 40 responses
Undermining or taking credit for my work 33 responses
Denied time off for personal ill health data withheld due to anonymity
Denied time off for family or caring responsibilities data withheld due to anonymity
Disclosure of personal / sensitive information to colleagues without my consent data withheld due to anonymity
Something else not listed here 13 responses
Prefer not to say data withheld due to anonymity

E04 is for respondents who selected Yes to question E03

E04 Who bullied and/or harassed you? The question text has changed since the previous survey so please exercise caution when comparing the results

Multiple selection

Counts of fewer than ten responses are not reported

A colleague in my Area/Directorate/Division 38 responses

A colleague in a different Area/Directorate/ Division of the FSA data withheld due to anonymity

My manager 29 responses

Another senior member of staff in the FSA 16 responses

Someone I manage data withheld due to anonymity

Someone working in a different Civil Service organisation data withheld due to anonymity

Someone working for a non-Civil Service organisation 19 responses

A contractor 13 responses

A service user (e.g. customer, claimant, offender) 12 responses

A member of the public data withheld due to anonymity

Someone else not listed here data withheld due to anonymity

Prefer not to say 19 responses

E05 is for respondents who selected Yes to question E03

E05 Did you report your experience of bullying and/or harassment? The question text has changed since the previous survey so please exercise caution when comparing the results

% Yes 55%

Difference from previous survey +19% This is a statistically significant difference

Difference from Civil Service Median +4% This is a statistically significant difference

% No 38%

Difference from previous survey -13% This is a statistically significant difference

Difference from Civil Service Median -4% This is a statistically significant difference

% Prefer not to say 7%

Difference from previous survey -7% This is a statistically significant difference

Difference from Civil Service Median 0%

E06 is for respondents who selected Yes to question E03

E06 How would you describe your situation now? The question text has changed since the previous survey so please exercise caution when comparing the results

E06.A Appropriate action was taken to address the behaviour I experienced

% Yes 18%

Difference from Civil Service Median +2%

% No 55%

Difference from Civil Service Median -8% This is a statistically significant difference

% Prefer not to say 27%

Difference from Civil Service Median +5% This is a statistically significant difference

E06.B The bullying and/or harassment has stopped

% Yes 37%

Difference from Civil Service Median -1%

% No 38%

Difference from Civil Service Median +1%

% Prefer not to say 25%

Difference from Civil Service Median +1%

E06.C The culture in my area allows this kind of behaviour to continue

% Yes 51%

Difference from Civil Service Median -5% This is a statistically significant difference

% No 23%

Difference from Civil Service Median -3% This is a statistically significant difference

% Prefer not to say 27%

Difference from Civil Service Median +8% This is a statistically significant difference

E06.D I felt like I was punished for reporting the incident

% Yes 15%

Difference from Civil Service Median -3%

% No 50%

Difference from Civil Service Median -5% This is a statistically significant difference

% Prefer not to say 36%

Difference from Civil Service Median +9% This is a statistically significant difference

E06.E I moved to another team or role to avoid the behaviour

% Yes 15%

Difference from Civil Service Median -7%

% No 63%

Difference from Civil Service Median +2%

% Prefer not to say 22%

Difference from Civil Service Median +6%

Additional questions selected by organisation

Please note that the benchmark for these questions 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

My Organisation questions

LQA1 I am familiar with the FSA's values / purpose / mission

% strongly agree 29%

% agree 59%

% neither 8%

% disagree 3%

% strongly disagree 1%

% Positive 89%

Difference from benchmark +2% This is a statistically significant difference

LQA2 I believe the process of filling vacancies within the FSA is fair

% strongly agree 14%

% agree 39%

% neither 24%

% disagree 14%

% strongly disagree 9%

% Positive 53%

Difference from benchmark +3% This is a statistically significant difference

LQA3 The FSA provides good support for employees' health, wellbeing and resilience

% strongly agree 24%

% agree 49%

% neither 16%

% disagree 8%

% strongly disagree 3%

% Positive 74%

Difference from benchmark +5% This is a statistically significant difference

LQA4 I believe my Area/Directorate/Division is taking action to combat discrimination, bullying and/or harassment

% strongly agree 21%

% agree 44%

% neither 26%

% disagree 6%

% strongly disagree 4%

% Positive 64%

Difference from benchmark +4% This is a statistically significant difference

Smarter Working questions

LQD1 My manager trusts me to do my job effectively even if working in a different location to them (for example, in a different office, or from home)

% strongly agree 60%

% agree 35%
% neither 4%
% disagree 1%
% strongly disagree 1%
% Positive 94%
Difference from benchmark +4% This is a statistically significant difference

LQD2 My manager supports me to work as flexibly as possible in line with the requirements of my role
% strongly agree 58%
% agree 32%
% neither 7%
% disagree 3%
% strongly disagree 1%
% Positive 90%
Difference from benchmark +2% This is a statistically significant difference

LQD3 Smarter Working allows me to be more productive in my role
% strongly agree 51%
% agree 30%
% neither 13%
% disagree 4%
% strongly disagree 2%
% Positive 81%
Difference from benchmark +2% This is a statistically significant difference

LQD4 I feel confident in using modern workplace technologies to connect and collaborate with colleagues
% strongly agree 47%
% agree 35%
% neither 8%
% disagree 7%
% strongly disagree 3%
% Positive 82%
Difference from benchmark 0%
Performance Management questions

LQH1 I feel empowered by my manager to do my job
% strongly agree 37%
% agree 42%
% neither 12%
% disagree 6%
% strongly disagree 3%
% Positive 80%
Difference from benchmark +3% This is a statistically significant difference

LQH2 The one-to-one conversations I have with my manager are helping me to achieve my full potential
% strongly agree 31%
% agree 38%

% neither 18%
% disagree 8%
% strongly disagree 5%
% Positive 69%

Difference from benchmark +7% This is a statistically significant difference

LQH3a In general, how often do you discuss the following with your manager: How well I am meeting my work objectives?

% weekly 19%
% monthly 54%
% quarterly 21%
% annually 3%
% never 4%

LQH3b In general, how often do you discuss the following with your manager: My development needs and career goals?

% weekly 6%
% monthly 45%
% quarterly 38%
% annually 4%
% never 6%

LQH3c In general, how often do you discuss the following with your manager: My personal wellbeing and/or work-related stress?

% weekly 26%
% monthly 48%
% quarterly 17%
% annually 2%
% never 8%

Collaboration questions

LQL1 My team works well together to achieve shared objectives

% strongly agree 36%
% agree 46%
% neither 11%
% disagree 6%
% strongly disagree 2%
% Positive 82%

Difference from benchmark -3% This is a statistically significant difference

LQL2 We regularly review our performance as a team

% strongly agree 26%
% agree 42%
% neither 16%
% disagree 13%
% strongly disagree 4%
% Positive 68%

Difference from benchmark +2% This is a statistically significant difference

LQL3 I believe my team works well with other parts of the FSA

% strongly agree 31%

% agree 49%

% neither 12%

% disagree 6%

% strongly disagree 2%

% Positive 80%

Difference from benchmark +3% This is a statistically significant difference

LQL4 I work with people from different teams or professions to improve the services we deliver

% strongly agree 35%

% agree 46%

% neither 12%

% disagree 5%

% strongly disagree 2%

% Positive 81%

Difference from benchmark 0%

Proxy Stress Index and PERMA Index

Proxy Stress Index 27%

Difference from previous survey -2% This is a statistically significant difference

Difference from Civil Service Median -1% This is a statistically significant difference

Difference from Civil Service High Performers +1% This is a statistically significant difference

This index aligns to the Health and Safety Executive's stress management tool, using the following 8 questions from the People Survey

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

B05 I have a choice in deciding how I do my work

% Positive 76%

B08 My manager motivates me to be more effective in my job

% Positive 75%

B18 The people in my team can be relied upon to help when things get difficult in my job

% Positive 85%

B26 I am treated with respect by the people I work with

% Positive 87%

B30 I have clear work objectives

% Positive 80%

B33 I have an acceptable workload

% Positive 64%

B45 I have the opportunity to contribute my views before decisions are made that affect me

% Positive 51%

E03 Have you been bullied or harassed at work, in the past 12 months?, this is a negatively phrased question where % positive is the proportion who selected "no"
% Positive 81%

PERMA Index 75%

Difference from previous survey 0%

Difference from Civil Service Median +1% This is a statistically significant difference

Difference from Civil Service High Performers -1% This is a statistically significant difference

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

B01 I am interested in my work

% Positive 93%

B03 My work gives me a sense of personal accomplishment

% Positive 79%

B18 The people in my team can be relied upon to help when things get difficult in my job

% Positive 85%

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

% Positive 68%

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

% Positive 74%

Appendix

Glossary of key terms

% positive is the proportion who selected either "agree" or "strongly agree" for a question or all questions within a theme in the case of the theme score % positive, unless otherwise indicated.

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.

The Civil Service Median 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.

For each question, unless otherwise indicated, the Civil Service High Performers 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.

For those questions where difference from benchmark is listed, 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, 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.

A score of 100 represents all respondents saying they strongly agree to all five engagement questions.

Confidentiality

This survey was carried out as part of the 2019 Civil Service People Survey.

This is managed by the Cabinet Office on behalf of all the 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 compromise.

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.

[ENGINE's Privacy Policy](#) 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