

CPS/RCPO People Survey October 2009

CPS/RCPO participated in the first cross-government Civil Service People Survey in October 2009. All CPS/RCPO employees were invited to participate and over 4,700 people did so: a response rate of 52 per cent. The results are set out below.

Theme	CSPS QNo.	CSPS Question Text	CPS/RCPO 2009 Score (% positive)
CPS/RCPO Engagement Index		Employee Engagement Index	56%
Organisational Objectives and Purpose	B01	I am interested in my work	92%
	B02	I am sufficiently challenged by my work	76%
	B03	My work gives me a sense of personal accomplishment	74%
	B04	I feel involved in decisions that affect my work	44%
	B05	I have a choice in deciding how I do my work	55%
	B07	I have a clear understanding of CPS' purpose	88%
	B08	I have a clear understanding of CPS' objectives	83%
	B09	I understand how my work contributes to CPS' objectives	85%
	Resources and Workload	B06	In my job, I am clear what is expected of me
B10		I get the information I need to do my job well	56%
B11		I have clear work objectives	70%
B25		I have the skills I need to do my job effectively	88%
B34		I have the tools I need to do my job effectively	60%
B35		I have an acceptable workload	47%
B36		I achieve a good balance between my work life and my private life	56%
Line Management	B12	My manager motivates me to be more effective in my job	52%
	B13	My manager is considerate of my life outside work	66%
	B14	My manager is open to my ideas	67%
	B15	My manager helps me to understand how I contribute to CPS' objectives	55%
	B16	Overall, I have confidence in the decisions made by my manager	60%
	B17	My manager recognises when I have done my job well	66%
	B18	I receive regular feedback on my performance	52%
	B19	The feedback I receive helps me to improve my performance	49%
	B20	I think that my performance is evaluated fairly	55%
B21	Poor performance is dealt with effectively in my team	30%	
Teamwork	B22	The people in my team can be relied upon to help when things get difficult in my job	76%
	B23	The people in my team work together to find ways to improve the service we provide	68%
	B24	The people in my team are encouraged to come up with new and better ways of doing things	54%
Learning and Career Development	B26	I am able to access the right learning and development opportunities when I need to	59%
	B27	Learning and development activities I have completed in the past 12 months have helped to improve my performance	50%
	B28	There are opportunities for me to develop my career in the CPS	37%
	B29	Learning and development activities I have completed while working for the CPS are helping me to develop my career	40%
Inclusion and Fair Treatment	B30	I am treated fairly at work	71%
	B31	I am treated with respect by the people I work with	79%
	B32	I feel valued for the work I do	51%
	B33	I think that CPS respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	67%
Pay and Benefits	B37	I feel that my pay adequately reflects my performance	38%
	B38	I am satisfied with the total benefits package	45%
	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	38%
Leadership and Change Management	B40	I feel the CPS as a whole is managed well	32%
	B41	DPP, CE, Group Chairs, CCPs, Business Managers, Directors and Deputies in the CPS are sufficiently visible	35%
	B42	I believe the actions of DPP, CE, Group Chairs, CCPs, Business Managers, Directors & Deputies are consistent with the CPS' values	37%
	B43	I believe the CPS Board has a clear vision for the future of the CPS	36%
	B44	Overall, I have confidence in the decisions made by the CPS' DPP, CE, Group Chairs, CCPs, Business Managers, Directors and Deputies	31%
	B45	I feel that change is managed well in the CPS	21%
	B46	When changes are made in the CPS they are usually for the better	18%
	B47	The CPS keeps me informed about matters that affect me	41%

	B48	I have the opportunity to contribute my views before decisions are made that affect me	24%
	B49	I think it is safe to challenge the way things are done in the CPS	26%
Engagement	B50	I am proud when I tell others I am part of the CPS	51%
	B51	I would recommend the CPS as a great place to work	40%
	B52	I feel a strong personal attachment to the CPS	49%
	B53	The CPS inspires me to do the best in my job	38%
	B54	The CPS motivates me to help it achieve its objectives	34%
Taking Action	B55	I believe that DPP, CE, Group Chairs, CCPs, Business Managers, Directors and Deputies in the CPS will take action on the results from this survey	29%
	B56	I believe that managers where I work will take action on the results from this survey	34%
Data Security	C01	I know where to go to find out about how to handle personal and sensitive information	85%
	C02	In the past 12 months, have you received training on handling data and procedures to protect personal and sensitive information?	97%
Plans for the Future	C03	Which of the following statements most reflects your current thoughts about working for [the organisation]?	
	"	<i>I want to leave the CPS as soon as possible</i>	7%
	"	<i>I want to leave the CPS within the next 12 months</i>	9%
	"	<i>I want to stay working for the CPS for at least the next year</i>	22%
	"	<i>I want to stay working for the CPS for at least the next three years</i>	62%
Civil Service Code	C04	Are you aware of the Civil Service Code?	70%
	C05	Are you aware of how to raise a concern under the Civil Service Code?	42%
	C06	Are you confident that if you raised a concern under the Civil Service Code in the CPS it would be investigated properly?	49%
Discrimination, Harassment and Bullying	C07	During the past 12 months, have you personally experienced discrimination at work?	13%
		IF YES AT C07 THEN:	
	C08	On which of the following grounds have you personally experienced discrimination in the past 12 months? <i>(percentage figures calculated on the 13 per cent of staff that answered yes to this question - not the overall respondents to the survey)</i>	
	"	<i>Age</i>	10.52%
	"	<i>Disability</i>	10.65%
	"	<i>Ethnic Background</i>	9.11%
	"	<i>Gender</i>	10.14%
	"	<i>Gender Reassignment or perceived gender</i>	figure too small to report on - to protect respondents
	"	<i>Religion or belief</i>	2.31%
	"	<i>Sexual Orientation</i>	1.92%
	"	<i>Any other grounds</i>	55.30%
	C09	During the past 12 months, have you personally experienced bullying or harassment at work?	11%
		IF YES AT C09 THEN:	
	C10	Who were you bullied or harassed by at work in the past 12 months? <i>(percentage figures calculated on the 11 per cent of staff that answered yes to this question - not the overall respondents to the survey)</i>	
	"	<i>A colleague</i>	22.94%
	"	<i>Your manager</i>	26.09%
	"	<i>Another manager in your part of the CPS</i>	21.89%
"	<i>Someone you manage</i>	4.65%	
"	<i>Someone who works for another part of the CPS</i>	5.40%	
"	<i>A member of the public</i>	2.10%	
"	<i>Someone else</i>	4.65%	
"	<i>Prefer not to say</i>	12.29%	