CIVIL SERVICE PEOPLE SURVEY – DCMS BENCHMARKING RESULTS 2011

Theme	CSPS Q No.	CSPS Question Text	DCMS 2011 Score (% positive)
My Work	**B01**	I am interested in my work	90%
	B02	I am sufficiently challenged by my work	73%
	B03	My work gives me a sense of personal accomplishment	73%
	B04	I feel involved in decisions that affect my work	57%
	B05	I have a choice in deciding how I do my work	77%
Organisational Objectives & Purpose	**B06**	I have a clear understanding of DCMS' purpose	73%
	B07	I have a clear understanding of DCMS' objectives	67%
	B08	I understand how my work contributes to DCMS' objectives	73%
Resources & Workload	**B30**	In my job, I am clear what is expected of me	81%
	B31	I get the information I need to do my job well	67%
	B32	I have clear work objectives	71%
	B33	I have the skills I need to do my job effectively	86%
	B34	I have the tools I need to do my job effectively	67%
	B35	I have an acceptable workload	58%
	B36	I achieve a good balance between my work life and my private life	63%
Line Management	**B09**	My manager motivates me to be more effective in my job	66%
	B10	My manager is considerate of my life outside work	81%
	B11	My manager is open to my ideas	83%
	B12	My manager helps me to understand how I contribute to DCMS' objectives	54%
	B13	Overall, I have confidence in the decisions made by my manager	75%
	B14	My manager recognises when I have done my job well	83%
	B15	I receive regular feedback on my performance	62%
	B16	The feedback I receive helps me to improve my performance	58%
	B17	I think that my performance is evaluated fairly	62%
	B18	Poor performance is dealt with effectively in my team	38%
Teamwork	**B19**	The people in my team can be relied upon to help when things get difficult in	83%

		my job	
	B20	The people in my team work together to find ways to improve the service we provide	78%
	B21	The people in my team are encouraged to come up with new and better ways of doing things	74%
Learning & Career Development	**B22**	I am able to access the right learning and development opportunities when I need to	41%
	B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	34%
	B24	There are opportunities for me to develop my career in DCMS	16%
	B25	Learning and development activities I have completed while working for DCMS are helping me to develop my career	28%
Inclusion & Fair Treatment	**B26**	I am treated fairly at work	78%
	B27	I am treated with respect by the people I work with	85%
	B28	I feel valued for the work I do	62%
	B29	I think that DCMS respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	70%
Pay & Benefits	**B37**	I feel that my pay adequately reflects my performance	31%
	B38	I am satisfied with the total benefits package	30%
	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	23%
Leadership & Change Management	**B40**	I feel DCMS as a whole is managed well	37%
	B41	Senior Managers in DCMS are sufficiently visible	47%
	B42	I believe the actions of Senior Managers are consistent with DCMS values	39%
	B43	I believe Senior Management has a clear vision for the future of DCMS	31%
	B44	Overall, I have confidence in the decisions made by DCMS Senior Managers	32%
	B45	I feel that change is managed well in DCMS	33%
	B46	When changes are made in DCMS they are usually for the better	20%
	B47	DCMS keeps me informed about matters that affect me	60%
	B48	I have the opportunity to contribute my views before decisions are made that affect me	47%

	B49	I think it is safe to challenge the way things are done in DCMS	42%
Engagement	**B50**	I am proud when I tell others I am part of DCMS	53%
	B51	I would recommend DCMS as a great place to work	32%
	B52	I feel a strong personal attachment to DCMS	46%
	B53	DCMS inspires me to do the best in my job	38%
	B54	DCMS motivates me to help it achieve its objectives	32%
Taking Action	**B55**	I believe that Senior Managers in DCMS will take action on the results from this survey	38%
	B56	I believe that managers where I work will take action on the results from this survey	39%
Data Security	**C01**	I know where to go to find out about how to handle personal and sensitive information	-
	C02	In the past 12 months, have you received training on handling data and procedures to protect personal and sensitive information?	-
Plans for the Future	**D01**	Which of the following statements most reflects your current thoughts about working for DCMS?	
	"	*I want to leave DCMS as soon as possible*	8%
	"	*I want to leave DCMS within the next 12 months*	22%
	"	*I want to stay working for DCMS for at least the next year*	41%
	"	*I want to stay working for DCMS for at least the next three years*	28%
Civil Service Code	**E01**	Are you aware of the Civil Service Code?	95%
	E02	Are you aware of how to raise a concern under the Civil Service Code?	62%
	E03	Are you confident that if you raised a concern under the Civil Service Code in [the organisation] it would be investigated properly?	74%
DCMS Engagement Index	**54%***		
Discrimination, Harassment & Bullying	**F01**	During the past 12 months, have you personally experienced discrimination at work?	7%
		IF YES AT C07 THEN:	
	F02	On which of the following grounds have you personally experienced discrimination in the past 12 months?	

	"	*Age*	
	"	*Disability*	
	"	*Ethnic Background*	*
	"	*Gender*	*
	"	*Gender Reassignment or perceived gender*	*
	"	*Religion or belief*	*
	"	*Sexual Orientation*	*
	"	*Any other grounds*	*
	F03	During the past 12 months, have you personally experienced bullying or harassment at work?	8%
		IF YES AT C09 THEN:	
	F04	Who were you bullied or harassed by at work in the past 12 months?	
	"	*A colleague*	*
	"	*Your manager*	*
	"	*Another manager in your part of [organisation]*	
	"	*Someone you manage*	*
	"	*Someone who works for another part of [organisation]*	*
	"	*A member of the public*	
	"	*Someone else*	
	"	*Prefer not to say*	*
		*Please note that where responses are replaced with * - this is to protect respondents anonymity.*	

*The Engagement index is not the average positive score for the five engagement questions.
 Each of the 5 response options is given a weighting where **strongly agree** equals 100%, **agree –** 75%, **Neither agree/disagree** – 25% and **strongly disagree** – 0%.