



Llywodraeth Cymru
Welsh Government

Welsh Government People Survey Snapshot 2020

Welsh Government Highlights Report



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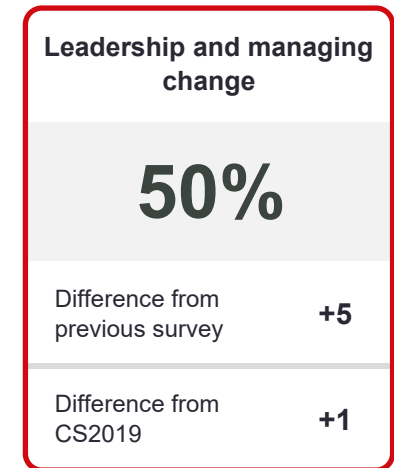
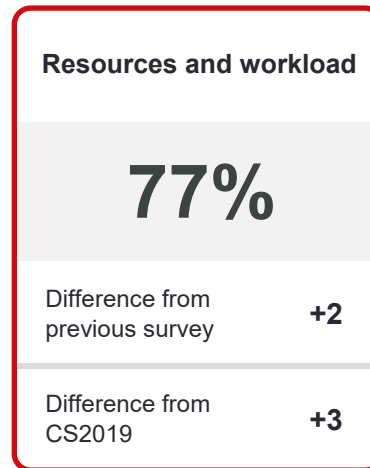
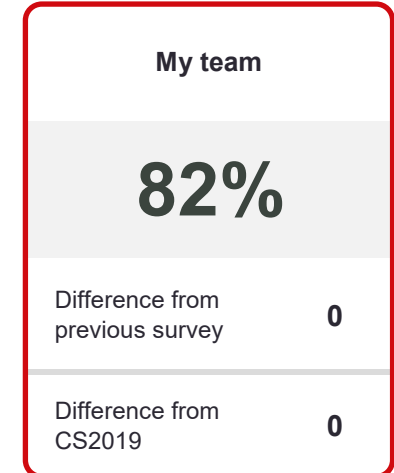
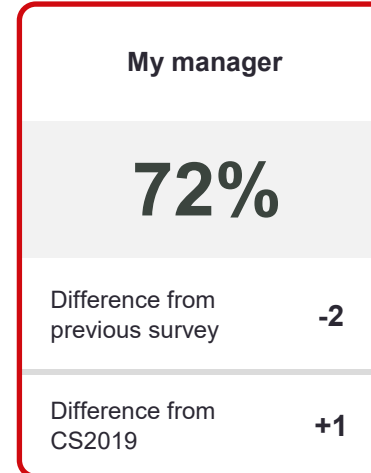
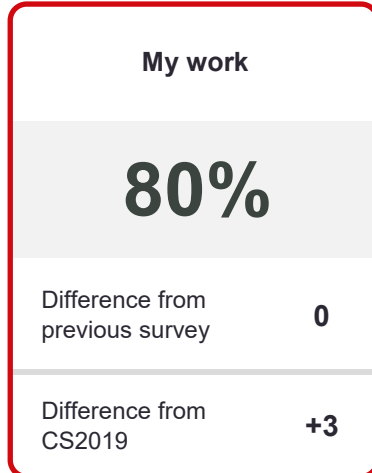
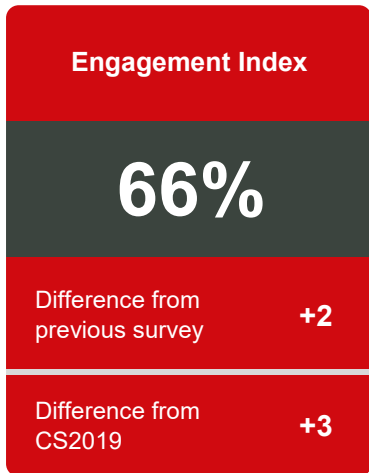
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People Survey Snapshot 2020

Number of Returns: 3350
Response Rate: 59%

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



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Welsh Government

People Survey Snapshot 2020

All questions by theme

My work

80% **0**

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

B01. I am interested in my work



92%

0

+2

B02. I am sufficiently challenged by my work



82%

+1

+2

B03. My work gives me a sense of personal accomplishment



80%

0

+2

B04. I feel involved in the decisions that affect my work



62%

-1

+2

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



82%

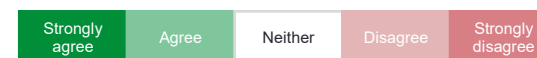
+1

+4

Organisational objectives and purpose

85% **+1**

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

B06. I have a clear understanding of the organisation's objectives



83%

+2

+1

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



86%

+1

+2



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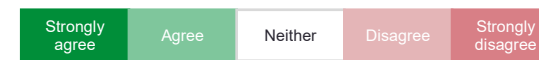
People Survey Snapshot 2020

All questions by theme

My manager

72% **-2**

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019
B08. My manager motivates me to be more effective in my job	30	44	14	9		74%	-1	+2
B09. My manager is considerate of my life outside work	56	35	6			91%	+1	+4
B10. My manager is open to my ideas	45	41	9	4		86%	-1	+3
B11. My manager helps me to understand how I contribute to the organisation's objectives	27	44	19	8		71%	-1	+4
B12. Overall, I have confidence in the decisions made by my manager	38	42	11	6		81%	0	+5
B13. My manager recognises when I have done my job well	43	40	10	5		83%	-1	+3
B14. I receive regular feedback on my performance	27	38	18	13	5	65%	-5	-4
B15. The feedback I receive helps me to improve my performance	26	37	24	9		63%	-4	-3
B16. I think that my performance is evaluated fairly	27	42	23	5		69%	-4	+1
B17. Poor performance is dealt with effectively in my team	11	26	39	15	9	37%	0	-3



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All questions by theme

My team

82% **0**

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

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



87%

0

+1

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



84%

0

+1

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



77%

0

0

Learning and development

54% **+2**

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

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



67%

+1

+3

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



52%

+4

-2

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



49%

0

-2

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



48%

+2

-2





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All questions by theme

Inclusion and fair treatment

82% **0**

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

B25. I am treated fairly at work



85%

0

+3

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



88%

0

+2

B27. I feel valued for the work I do

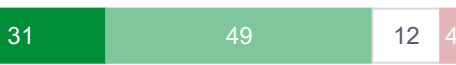


74%

0

+6

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



81%

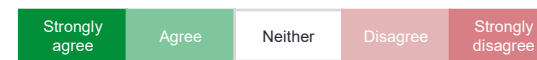
+2

+3

Resources and workload

77% **+2**

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

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



74%

+1

+3

B30. I have clear work objectives



75%

-4

-1

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



90%

0

+1

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



80%

+11

+8

B33. I have an acceptable workload



65%

+2

+2

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



76%

+1

+5



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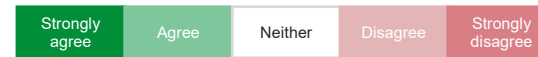
People Survey Snapshot 2020

All questions by theme

Pay and benefits

61% **+4**

Difference
from
previous
survey



% Positive

Difference
from
previous
survey

Difference
from
CS2019

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019
B35. I feel that my pay adequately reflects my performance	12	47	15	19	7	59%	+6	+25
B36. I am satisfied with the total benefits package	16	52	17	12	3	68%	+5	+29
B37. Compared to people doing a similar job in other organisations I feel my pay is reasonable	15	41	18	18	8	56%	+3	+28



iCrossing



All questions by theme

Leadership and managing change

50% **+5**

Difference from previous survey

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019
B38. Senior managers in the organisation are sufficiently visible	15	50	15	15	5	65%	+4	+2
B39. I believe the actions of senior managers are consistent with the organisation's values	13	45	27	10	5	58%	+6	+3
B40. Overall, I have confidence in the decisions made by senior managers within the organisation	12	42	25	14	6	55%	+9	+4
B41. I feel that change is managed well in the organisation	6	29	30	24	11	35%	+4	0
B42. When changes are made in the organisation they are usually for the better	6	29	40	18	7	34%	+6	-2
B43. The organisation keeps me informed about matters that affect me	10	52	22	11	5	61%	+5	+1
B44. I have the opportunity to contribute my views before decisions are made that affect me	7	35	31	19	9	42%	+3	+2
B45. I think it is safe to challenge the way things are done in the organisation	7	40	29	16	9	47%	+3	-3





All questions by theme

Engagement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019
B46. I am proud when I tell others I am part of the organisation	21	48	23	6		69%	+3	+2
B47. I would recommend the organisation as a great place to work	24	48	21	5		72%	+4	+11
B48. I feel a strong personal attachment to the organisation	18	39	29	11		57%	+3	+5
B49. The organisation inspires me to do the best in my job	15	39	30	12		54%	+4	+2
B50. The organisation motivates me to help it achieve its objectives	13	38	32	13		52%	+4	+2

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous	Difference from CS2019
B51. I believe that senior managers in the organisation will take action on the results from this survey	8	36	27	17	11	45%	+1	-6
B52. Where I work, I think effective action has been taken on the results of the last survey	9	26	43	13	10	34%	-2	-4





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All questions by theme

Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019
B53. I am trusted to carry out my job effectively	39	52	5			91%	-1	+2
B54. I believe I would be supported if I try a new idea, even if it may not work	23	51	17	8		74%	+1	+1
B55. In the organisation, people are encouraged to speak up when they identify a serious policy or delivery risk	16	48	22	10		64%	0	-6
B56. I feel able to challenge inappropriate behaviour in the workplace	15	46	22	12	5	61%	+2	-6
B57. The organisation is committed to creating a diverse and inclusive workplace	24	54	16			78%	+2	+2



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All questions by theme

Your plans for the future

C01. Which of the following statements most reflects your current thoughts about working for the Welsh Government?

	%	Difference from previous survey	Difference from CS2019
I want to leave the organisation as soon as possible	3%	-1	-4
I want to leave the organisation within the next 12 months	7%	+1	-8
I want to stay working for the organisation for at least the next year	22%	0	-11
I want to stay working for the organisation for at least the next three years	69%	-1	+25

The Civil Service Code

Differences are based on '% of Yes' score

	Yes	No	% Yes	Difference from previous survey	Difference from CS2019
D01. Are you aware of the Civil Service Code?	98	2	98%	+1	+6
D02. Are you aware of how to raise a concern under the Civil Service Code?	76	24	76%	0	+10
D03. Are you confident that if you raised a concern under the Civil Service Code in the Welsh Government it would be investigated properly?	75	25	75%	+2	+3

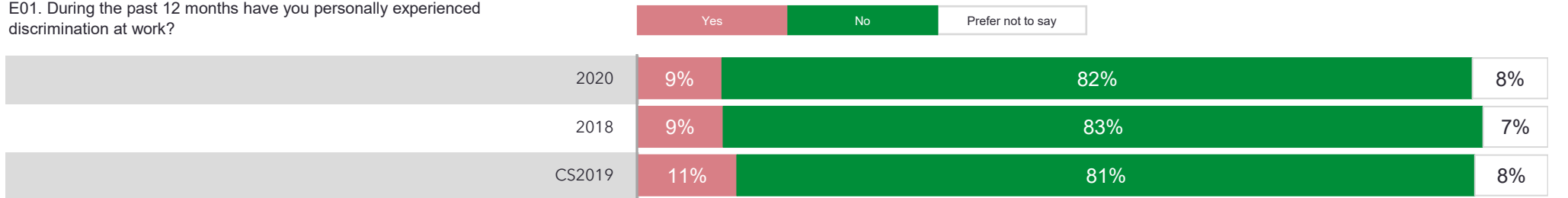




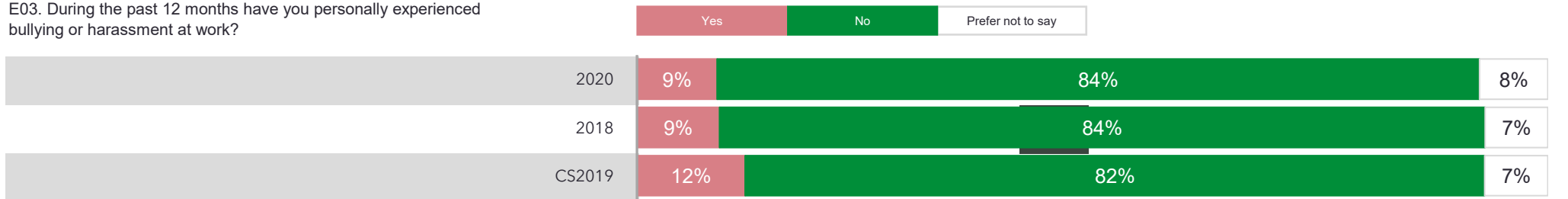
All questions by theme

Discrimination, harassment and bullying

E01. During the past 12 months have you personally experienced discrimination at work?



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





All questions by theme

Discrimination, harassment and bullying

For respondents who selected 'Yes' to question E01

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

	Response Count
Age	43
Caring responsibilities	29
Disability	34
Ethnic background	17
Gender	57
Gender reassignment or perceived gender	-
Grade, pay band or responsibility level	129
Main spoken/written language or language ability	23
Marital status	-
Pregnancy, maternity or paternity	11
Religion or belief	10
Sexual orientation	14
Social or educational background	22
Working location	47
Working pattern	63
Any other grounds	76
Prefer not to say	26

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





All questions by theme

Discrimination, harassment and bullying

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)

Response Count

A colleague	98
Your manager	67
Another manager in my part of WG	82
Someone you manage	14
Someone who works for another part of WG	44
A member of the public	12
Someone else	-
Prefer not to say	39

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



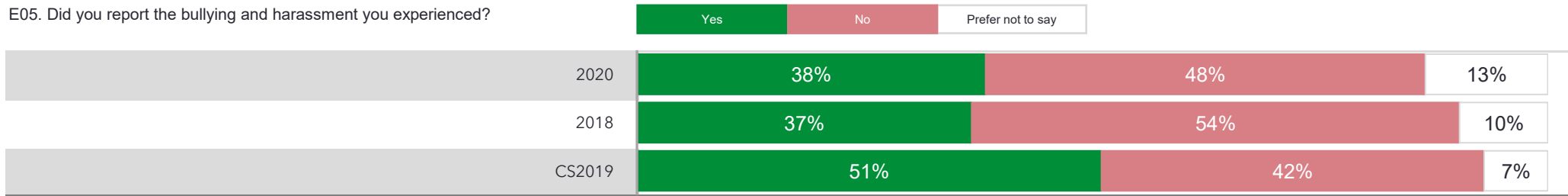


All questions by theme

Discrimination, harassment and bullying

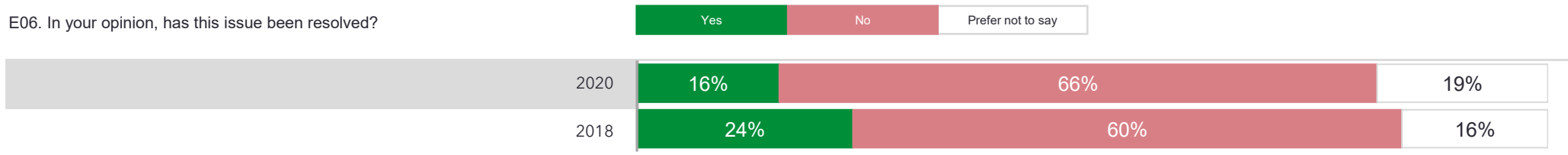
For respondents who selected 'Yes' to question E03

E05. Did you report the bullying and harassment you experienced?



For respondents who selected 'Yes' to question E03

E06. In your opinion, has this issue been resolved?





All questions by theme

Key areas of focus for the Welsh Government

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01. The organisation is focused on supporting Ministers to deliver outcomes for the people and communities of Wales	31	55			10	87%	-1
F02. The organisation is committed to moving resources to areas of Ministerial priority	17	48	23		9	66%	-2
F03. The organisation is committed to supporting the Welsh language to thrive	24	54	17			78%	-2
F04. The organisation is committed to working in partnership with Trade Union Side (TUS)	13	50	33			63%	-
F05. Future-proofing is having a positive impact on the way things are done in the organisation	11	35	41		10	46%	+4
F06. In my team, Smart Working is regarded as standard practice	38	45	10		5	83%	-
F07. Smart Working allows me to be more productive in my role	44	39	12			83%	-
F08. I am satisfied with my working environment	33	49	9		7	82%	+7
F09. I have the technology (ICT/IT) I need to do my job effectively	34	51	7		6	85%	+29
F10. The organisation is committed to building the capability and skills of its employees	19	48	22		9	67%	+3
F11. Where I work, I am supported to build my capability and skills	23	49	18		8	72%	+2





All questions by theme

Key areas of focus for the Welsh Government

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F12. Where I work, we regularly consider the link between our work and the work of other parts of the organisation	22	48	17	11		70%	-
F13. Where I work, we regularly look to collaborate with external stakeholders to help achieve the Welsh Government's objectives	28	47	19	6		75%	-
F14. Where I work, we regularly look to involve those who are affected by the work we do (e.g. citizens, customers)	22	47	22	7		69%	-
F15. Where I work, we regularly consider the long-term impacts of our work	24	48	17	8		72%	-
F16. Where I work, we regularly think about how to prevent problems occurring or getting worse	23	50	17	9		72%	-
F17. The organisation takes action to support the health and wellbeing of its workforce	25	56	11	6		81%	+6
F18. I regularly use my Wellbeing Hour as part of my working week	23	29	11	22	15	52%	-
F19. The organisation promotes the dignity and respect of all staff	25	54	15	5		78%	-
F20. I have heard of the Social Model of Disability	27	45	10	15		72%	-
F21. I have confidence in my manager at the following levels within my area: Team or Branch	48	37	9	5		84%	-1
F22. I have confidence in my manager at the following levels within my area: Division	35	41	14	7		75%	0
F23. I have confidence in my manager at the following levels within my area: Department	26	40	22	8	4	66%	+4
F24. I have confidence in my manager at the following levels within my area: Group or equivalent	22	39	29	7		61%	+3





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 2018 Civil Service People Survey. Where no comparisons to the previous survey are provided, it is because the questions are new this year.
CS2019	The CS2019 benchmark is the median percent positive across all organisations that participated in the 2019 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. 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.

The employee engagement index

The survey includes five questions that make up the engagement index (B46-B50). 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 Civil Service Benchmark

Where possible, survey questions are compared to the published Civil Service 2019 benchmark. When interpreting these figures, please note that only the rounded Civil Service benchmark scores are available and therefore the comparisons included in this report may be inaccurate by ± 1 percentage point.

Published Civil Service benchmark scores can be accessed at <https://www.gov.uk/government/collections/civil-service-people-surveys#annual-civil-service-people-survey-benchmark-results>

