

DWP People Survey October 2009

DWP participated in the first cross government Civil Service People Survey in October 2009. All DWP employees were invited to participate and over 78,000 people did so, a response rate of 68 per cent. The results are set out in a new format.

Theme	DPS QNo.	DWP People Survey 2009 Question Text	% positive score	% neutral score	% negative score
1. My Work	B01	I am interested in my work	84%	10%	4%
	B02	I am sufficiently challenged by my work	70%	14%	16%
	B03	My work gives me a sense of personal accomplishment	67%	17%	15%
	B04	I feel involved in decisions that affect my work	41%	23%	36%
	B05	I have a choice in deciding how I do my work	51%	20%	29%
2. Organisational Objectives & Purpose	B07	I have a clear understanding of DWP's purpose	80%	14%	5%
	B08	I have a clear understanding of DWP's objectives	76%	16%	5%
	B09	I understand how my work contributes to DWP's objectives	79%	15%	5%
3. Resources & Workload	B06	In my job, I am clear what is expected of me	81%	11%	7%
	B10	I get the information I need to do my job well	56%	23%	22%
	B11	I have clear work objectives	71%	17%	9%
	B25	I have the skills I need to do my job effectively	80%	12%	6%
	B34	I have the tools I need to do my job effectively	66%	18%	17%
	B35	I have an acceptable workload	59%	18%	22%
4. Line Management	B36	I achieve a good balance between my work life and my private life	66%	17%	17%
	B12	My manager motivates me to be more effective in my job	60%	23%	17%
	B13	My manager is considerate of my life outside work	70%	19%	11%
	B14	My manager is open to my ideas	69%	21%	11%
	B15	My manager helps me to understand how I contribute to DWP's objectives	58%	29%	13%
	B16	Overall, I have confidence in the decisions made by my manager	64%	21%	14%
	B17	My manager recognises when I have done my job well	73%	17%	7%
	B18	I receive regular feedback on my performance	66%	18%	16%
	B19	The feedback I receive helps me to improve my performance	59%	27%	14%
B20	I think that my performance is evaluated fairly	59%	25%	16%	
B21	Poor performance is dealt with effectively in my team	38%	37%	26%	

5. My Team	B22	The people in my team can be relied upon to help when things get difficult in my job	82%	11%	5%
	B23	The people in my team work together to find ways to improve the service we provide	76%	16%	6%
	B24	The people in my team are encouraged to come up with new and better ways of doing things	63%	22%	15%
6. Learning & Career Development	B26	I am able to access the right learning and development opportunities when I need to	60%	23%	18%
	B27	Learning and development activities I have completed in the past 12 months have helped to improve my performance	49%	32%	18%
	B28	There are opportunities for me to develop my career in DWP	43%	28%	29%
	B29	Learning and development activities I have completed while working for DWP are helping me to develop my career	38%	35%	28%
7. Inclusion & Fair Treatment	B30	I am treated fairly at work	77%	14%	6%
	B31	I am treated with respect by the people I work with	84%	11%	4%
	B32	I feel valued for the work I do	57%	24%	20%
	B33	I think that DWP respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	73%	18%	6%
8. Pay & Benefits	B37	I feel that my pay adequately reflects my performance	31%	21%	48%
	B38	I am satisfied with the total benefits package	38%	28%	34%
	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	30%	20%	50%
9. Leadership & Change Management	B40	I feel DWP as a whole is well managed	32%	32%	37%
	B41	Senior managers (Senior Civil Service) in DWP are sufficiently visible	28%	27%	45%
	B42	I believe the actions of senior managers [Senior Civil Service) are consistent with DWP values	27%	45%	28%
	B43	I believe the Executive Team has a clear vision for the future of DWP	25%	48%	27%
	B44	Overall, I have confidence in the decisions made by DWP's Senior Managers (Senior Civil Service)	23%	39%	39%
	B45	I feel that change is managed well in DWP	28%	29%	43%
	B46	When changes are made in DWP they are usually for the better	22%	37%	40%
	B47	DWP keeps me informed about matters that affect me	48%	28%	23%
	B48	I have the opportunity to contribute my views before decisions are made that affect me	23%	27%	50%
	B49	I think it is safe to challenge the way things are done in DWP	32%	33%	35%
	B50	I am proud when I tell others I am part of DWP	35%	38%	27%

Engagement	B51	I would recommend DWP as a great place to work	38%	36%	26%
	B52	I feel a strong personal attachment to DWP	32%	38%	30%
	B53	DWP inspires me to do the best in my job	33%	40%	28%
	B54	DWP motivates me to help it achieve its objectives	31%	40%	29%
Taking Action	B55	I believe that senior managers in DWP will take action on the results from this survey	28%	31%	41%
	B56	I believe that managers where I work will take action on the results from this survey	42%	27%	31%
DWP specific	P01	I understand how the values relate to my job	68%	25%	5%
	P02	I am given a real opportunity to improve my skills in this organisation	46%	30%	24%
	P03	The informtion technology (IT) I have access to provides effective support for the job I do	53%	20%	27%
	P04	We act on the feedback we receive from customers	50%	32%	17%
	P05	My part of DWP (e.g. JCP, PDCS, Shared Services, WWG,EG etc) is committed to delivering a quality customer service.	74%	15%	11%
	P06	In my experience, my DWP Executive Team (ET) member provides effective leadership	32%	44%	23%
	P07	Overall, I have confidence in the senior managers (Senior Civil Service0 within DWP	27%	38%	35%
	P08	I believe strongly in the purpose and objectives of DWP	53%	36%	11%
	P09	I am proud to work for DWP	43%	37%	20%
	P10	I am proud to work for my part of DWP (e.g. JCP, PDCS, Shared Services, WWG, EG etc)	51%	32%	17%
Data Security	C01	I know where to go to find out about how to handle personal and sensitive information	83%	11%	4%
	C02	In the past 12 months, have you received training on handling data and procedures to protect personal and sensitive information?	89%		11%
Plans for the Future	C03	Which of the following statements most reflects your current thoughts about working for DWP?			
	"	I want to leave DWP as soon as possible	8%		
	"	I want to leave DWP within the next 12 months	8%		
	"	I want to stay working for DWP for at least the next year	19%		
Civil Service Code	"	I want to stay working for DWP for at least the next three years	66%		
	C04	Are you aware of the Civil Service Code?	68%		32%
	C05	Are you aware of how to raise a concern under the Civil Service Code?	46%		54%

	C06	Are you confident that if you raised a concern under the Civil Service Code in DWP it would be investigated properly?	54%		46%
Discrimination, Harassment & Bullying	C07	During the past 12 months, have you personally experienced discrimination at work?	11%		
		IF YES AT C07 THEN:			
	C08	On which of the following grounds have you personally experienced discrimination in the past 12 months?			
	"	Age	15.40%		
	"	Disability	14.70%		
	"	Ethnic Background	8.90%		
	"	Gender	10.80%		
	"	Gender Reassignment or perceived gender	0.50%		
	"	Religion or belief	4.10%		
	"	Sexual Orientation	3.20%		
	"	Any other grounds	69.60%		
	C09	During the past 12 months, have you personally experienced bullying or harassment at work?	10%		
		IF YES AT C09 THEN:			
	C10	Who were you bullied or harassed by at work in the past 12 months?			
	"	A colleague	38.40%		
	"	Your manager	33.90%		
"	Another manager in your part of DWP	22.00%			
"	Someone you manage	4.50%			
"	Someone who works for another part of DWP	4.10%			
"	A member of the public	9.90%			
"	Someone else	2.60%			
"	Prefer not to say	11.90%			
Employee Engagement Index			51%		