



Department of Trade and Industry

2005 Staff Survey

Report for DTI Overall (excl. SBS and UKTI)

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1. All Question Results

This section shows the % positive scores for all questions for DTI Overall (excl. SBS and UKTI). Also shown is the breakdown for each question.

KEY: % Strongly Agree % Agree % Neither agree nor disagree % Disagree % Strongly disagree

Section A: Working for the DTI		DTI Overall (excl. SBS and UKTI) 2005	Significant Change from 2004	DTI Overall (excl. SBS and UKTI) 2004	DTI Overall (excl. SBS and UKTI) 2003
1. I know what is expected of me in my job.		90		89	89
2. I have enough time to do my job effectively		48		49	50
3. I am satisfied with my physical working conditions		58		57	
4. I am satisfied with my job		63			
5. I am kept well informed about what the DTI is doing		60	+	56	48
6. My job makes good use of my skills and abilities		64	-	71	67
7. I am satisfied with the DTI's flexible working policies as they apply to me (e.g. flexitime, compressed hours, job share, part time, etc.)		74		76	
8. I am able to strike the right balance between my work and home life without hindering my career prospects		56	+	51	52
9. I am treated with fairness and respect		75	+	70	
10. I believe that the DTI provides equal opportunities for all its people		57		59	
11. I believe that my manager supports the DTI's diversity and equality of opportunity policies		80		79	63
12. I understand what I am expected to do personally to act on the core commitments: 'reach out', 'value people' and 'be courageous'.		64		66	

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Section A: Working for the DTI (continued)					DTI Overall (excl. SBS and UKTI) 2005	Significant Change from 2004	DTI Overall (excl. SBS and UKTI) 2004	DTI Overall (excl. SBS and UKTI) 2003
13. In the last year I have seen evidence within my team of behaviours demonstrating the DTI core commitment: "reach out"	11	41	36	10	51	-	56	
14. In the last year I have seen evidence within my team of behaviours demonstrating the DTI core commitment: "value people"	12	44	29	11	56	-	63	
15. In the last year I have seen evidence within my team of behaviours demonstrating the DTI core commitment: "be courageous"	9	35	37	14	44		45	
16. I believe the quality of service from DTI to external customers is good	8	56	29	6	64			
17. I believe the quality of service from DTI to internal customers is good	6	51	30	12	57			
18. My team looks for ways to serve our customers better	22	59	16		81			
19. I would recommend the Department as a good place to work	9	45	31	11	54			
20. I am proud to work for this Department	10	39	38	10	48			
21. Overall the DTI is a good organisation to work for compared to other organisations I know about	10	44	32	10	55	+	48	49

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Section B: Communication		DTI Overall (excl. SBS and UKTI) 2005	Significant Change from 2004	DTI Overall (excl. SBS and UKTI) 2004	DTI Overall (excl. SBS and UKTI) 2003
22. The Department does a good job of keeping me informed about matters affecting me		60			
23. I am able to find the information and knowledge I need to do my job well		70	-	76	65
24. My team members and I communicate effectively with one another		84		83	90
25. I feel confident explaining to people outside the Department what the DTI does		61		63	
26. The results of the last annual survey were communicated to me effectively		59		58	
Section C: Recognition & Reward					
27. I am satisfied with my overall pay and benefits package (e.g. pension, annual leave)		42		39	
28. I believe I am valued for what I can offer the DTI		43		45	52

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Section D: Personal & Professional Development					DTI Overall (excl. SBS and UKTI) 2005	Significant Change from 2004	DTI Overall (excl. SBS and UKTI) 2004	DTI Overall (excl. SBS and UKTI) 2003
29. My performance has improved as a result of skills I have developed over the past year	11	50	28	10	61			
30. In my team we have the skills and knowledge we need to deliver our business objectives	13	65	16	6	77		80	75
31. Before I undertake a learning activity, I agree learning objectives with my manager	7	53	27	12	60		60	
32. I have enough time to undertake learning and development opportunities		40	24	26	6	44	46	48
33. I believe I have sufficient project management training to carry out my role effectively (where appropriate)	7	43	33	14	50	+	41	
34. I believe I have the opportunity for personal development and growth in the DTI	7	47	28	14	54			
35. I am clear about what I need to do to develop my career further within the Civil Service	5	40	33	17	5	46	42	

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Section E: Managing Performance					DTI Overall (excl. SBS and UKTI) 2005	Significant Change from 2004	DTI Overall (excl. SBS and UKTI) 2004	DTI Overall (excl. SBS and UKTI) 2003
36. I understand what standards of conduct, performance and attendance the Department expects of me	24	69	6		93		92	
37. I feel motivated to do the best that I can in my job	16	50	20	11	65	+	60	69
38. I receive regular and constructive feedback on my performance	8	49	24	15	57			
39. Poor performance is dealt with effectively where I work		32	38	18	7			
40. My team holds regular reviews of our progress on the delivery of business plan objectives	10	47	25	15	57		56	
41. I am involved in regular reviews of my team's performance	10	48	24	14	59			
42. I believe that diversity issues are taken into account when defining my team's objectives	8	43	37	10	50	-	53	47

1. All Question Results

This section shows the % positive scores for all questions for DTI Overall (excl. SBS and UKTI). Also shown is the breakdown for each question.

KEY: ■ % Strongly Agree ■ % Agree ■ % Neither agree nor disagree ■ % Disagree ■ % Strongly disagree

Section F: Leadership & Management

		DTI Overall (excl. SBS and UKTI) 2005	Significant Change from 2004	DTI Overall (excl. SBS and UKTI) 2004	DTI Overall (excl. SBS and UKTI) 2003
43. My team is well managed		71			
44. The Department as a whole is well managed		31			
45. I understand how my work contributes to the objectives of the Department		81		83	86
46. My manager communicates effectively with me		75	+	72	71
47. My manager recognises and acknowledges when I have done my job well		75	-	80	74
48. My manager asks me for feedback on his/her performance		43	-	46	
49. I have the opportunity to contribute my views before changes are made which affect my job		52	+	36	41
50. My manager involves me in bringing about change		62		61	
51. I think it is safe to speak up and challenge the way things are done in the Department		43	+	36	48
52. The DTI top team (Permanent Secretary and Directors-General) are sufficiently visible		26	+	20	
53. Overall I have confidence in the senior managers within my Department (e.g. DG, HMUs, Directors)		37			
54. The senior managers in my Group (e.g. HMUs, Directors) provide effective leadership		46	+	43	

1. All Question Results

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Section F: Leadership & Management (continued)					DTI Overall (excl. SBS and UKTI) 2005	Significant Change from 2004	DTI Overall (excl. SBS and UKTI) 2004	DTI Overall (excl. SBS and UKTI) 2003	
55. I am confident that the leaders (e.g. DG, HMUs, Directors) in my part of the organisation will manage change effectively	5	35	39	15	6	40	+	33	
56. I am clearly informed about the changes the DTI needs to make		42	35	15		46	-	62	
57. I feel that change is managed well in this Department		22	41	27	8	24			
58. I believe that there are signs of action being taken by DTI management as a result of feedback from staff		34	40	18	6	37		36	
59. I believe action will be taken in my Group related to the results of this survey		34	39	17	6	38	+	33	
60. I believe action will be taken in the Department related to the results of this survey		33	42	16	6	35	+	32	
61. I understand what the Department expects of me, as a manager	21	70			6	91		91	90
62. I feel equipped to handle staff problems in my team to do with attendance, conduct and performance	16	64	13		7	80		77	
63. I am equipped to advise/support my team members in relation to their career development and progression/promotion	15	61	15		7	76	+	68	
64. I am happy with the support I receive to help me develop my management skills	9	49	29		11	58	+	53	57
65. The people I manage have the skills they need to deliver their objectives	12	65	15		7	77			


Note: Questions 61-65 are only answered by those who selected 'Yes' to the question - 'I line manage people'

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Section G: Overall Satisfaction

		DTI Overall (excl. SBS and UKTI) 2005	Significant Change from 2004	DTI Overall (excl. SBS and UKTI) 2004	DTI Overall (excl. SBS and UKTI) 2003
66. Please rate your overall satisfaction with working for the DTI on a scale of 1 to 10*		55	+	47	64

* Where 10 is completely satisfied and 1 is completely dissatisfied. The chart shows %Positive (7-10), %Neutral (5-6) and %Negative (1-4)

2. Benchmark Comparisons

The results in this section show the % positive scores for DTI Overall (excl. SBS and UKTI) compared to the benchmark for other Central Government organisations and the benchmark for all organisations held within ORC International's Perspectives database.

ORC International facilitates a benchmarking programme which allows organisations to "benchmark" their results against other organisations in their sector. In this report the external benchmarks show the average positive scores achieved for particular questions from recent surveys of other central government organisations and from all other organisations. The data is taken from the two year period November 2003 to December 2005.

Note: Care should be taken when making comparisons as benchmark questions used are like for like and are not identical across organisations.

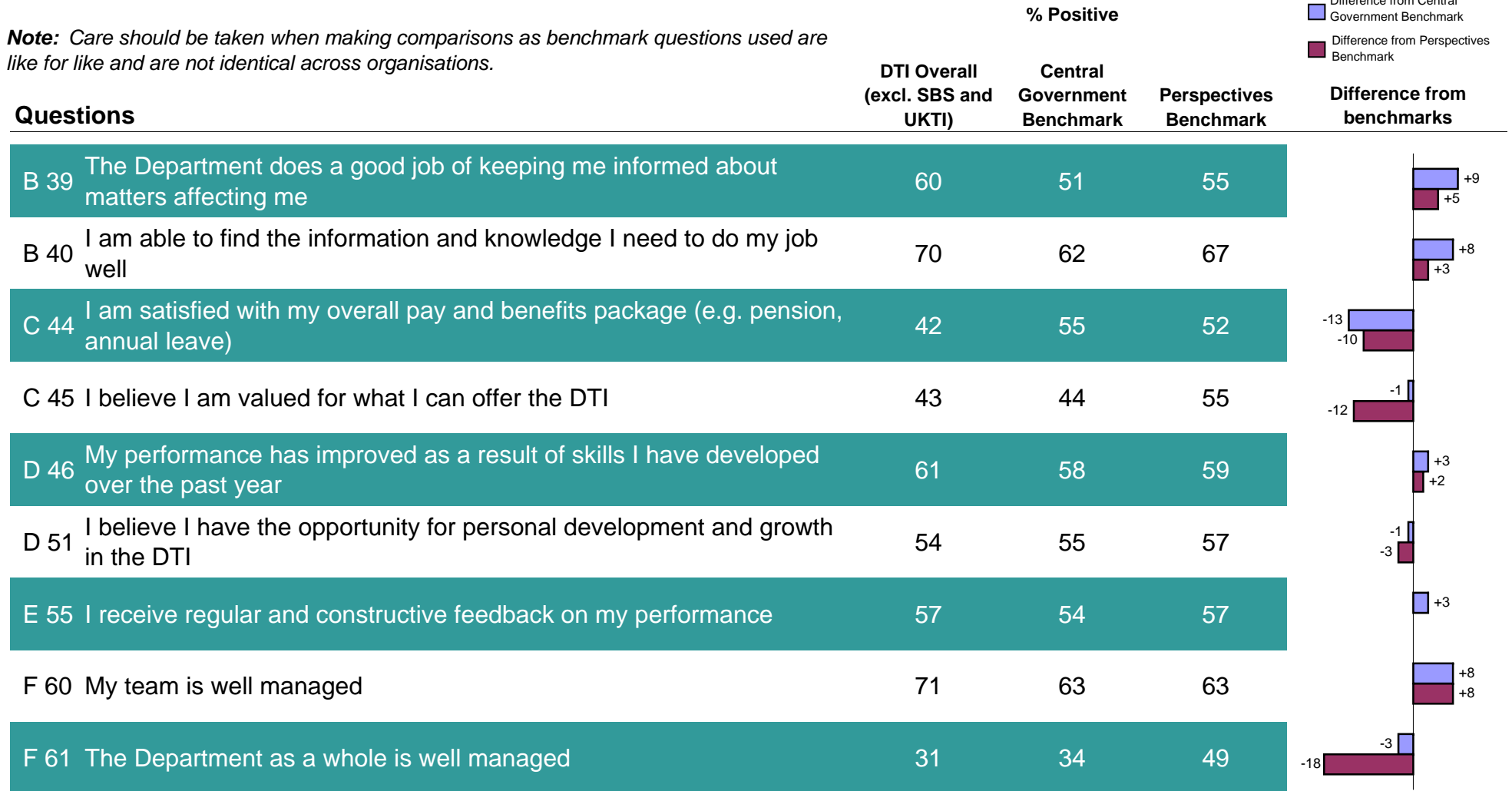


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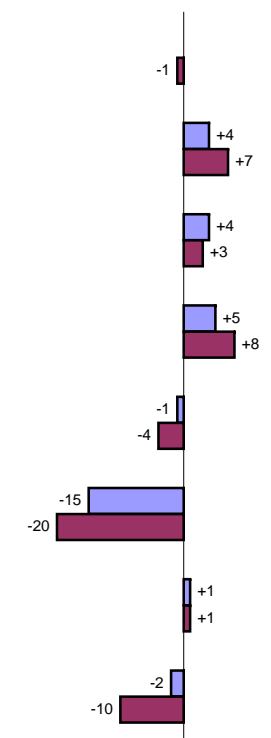
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Questions	DTI Overall (excl. SBS and UKTI)	% Positive		Difference from benchmarks
		Central Government Benchmark	Perspectives Benchmark	
F 62 I understand how my work contributes to the objectives of the Department	81	81	82	-1
F 63 My manager communicates effectively with me	75	71	68	+7
F 64 My manager recognises and acknowledges when I have done my job well	75	71	72	+3
F 66 I have the opportunity to contribute my views before changes are made which affect my job	52	47	44	+8
F 68 I think it is safe to speak up and challenge the way things are done in the Department	43	44	47	-4
F 69 The DTI top team (Permanent Secretary and Directors-General) are sufficiently visible	26	41	46	-20
F 70 Overall I have confidence in the senior managers within my Department (e.g. DG, HMUs, Directors)	37	36	36	+1
F 74 I feel that change is managed well in this Department	24	26	34	-10

Difference from Central Government Benchmark
Difference from Perspectives Benchmark



3. Cabinet Office Core and Optional Questions

This section shows the % positive scores for the Cabinet Office benchmark core and discretionary questions. These questions are drawn up by the Cabinet Office in consultation with Central Government Departments.

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Cabinet Office Core Questions

Questions	DTI Overall (excl. SBS and UKTI)	% Positive Central Government Benchmark	Perspectives Benchmark	Difference from benchmarks
A 25 I am treated with fairness and respect	75	71	70	+4 +5
A 37 I am proud to work for this Department	48	56	63	-8 -15
B 39 The Department does a good job of keeping me informed about matters affecting me	60	51	55	+9 +5
D 46 My performance has improved as a result of skills I have developed over the past year	61	58	59	+3 +2
E 55 I receive regular and constructive feedback on my performance	57	54	57	+3
E 56 Poor performance is dealt with effectively where I work	36	-	-	
F 60 My team is well managed	71	63	63	+8 +8
F 61 The Department as a whole is well managed	31	34	49	-3 -18

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Cabinet Office Core Questions

Questions	DTI Overall (excl. SBS and UKTI)	% Positive Central Government Benchmark	Perspectives Benchmark	Difference from benchmarks
F 62 I understand how my work contributes to the objectives of the Department	81	81	82	-1
F 68 I think it is safe to speak up and challenge the way things are done in the Department	43	44	47	-4
F 70 Overall I have confidence in the senior managers within my Department (e.g. DG, HMUs, Directors)	37	36	36	+1
F 83 The people I manage have the skills they need to deliver their objectives	77	-	-	+1

Cabinet Office Discretionary Questions

A 20 I am satisfied with my job	63	63	69	-6
A 35 My team looks for ways to serve our customers better	81	-	-	-
A 36 I would recommend the Department as a good place to work	54	55	62	-8
F 74 I feel that change is managed well in this Department	24	26	34	-10