

DWP Survey 2005

Results

Department For Work & Pensions Findings

Based on 74,900 responses

Response Rate: 58%

Date survey undertaken: October 2005

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1. Introduction

The aim of this report is to help you understand how DWP staff feel about their job and working for DWP. You should use it to identify strengths and opportunities for improvement and to guide your efforts to enhance people satisfaction.

To do this you will need to think about:

- How your people responded to each question
- Whether they responded more or less favourably than others in the organisation
- How responses to individual questions build a picture

Overview of contents:

Section 2: Indices

This section shows how your operational unit has performed on a number of key related questions, which are averaged and presented in the form of indices. The four indices are Communication, Leadership, Line Management and Employee Engagement. The aim of the indices is to provide a 'snapshot' of how a team or command are performing in these key areas, facilitating benchmarking. For each index measure, the results of your operational unit's 2005 and 2004 results, along with 2005 results for your parent unit and DWP overall are also provided.

Section 3: Highlights - Lowlights

The first page of the section shows the largest differences for your results from those of your operational unit last year.

The highlights are the five questions where there have been the biggest improvements i.e. the largest positive variances or the largest positive changes. This will give you an idea of the areas in which your staff have had more positive experiences, than either last year or others within your parent group.

The lowlights are the five questions where there have been the biggest negative changes i.e. the largest negative variances or the smallest positive changes. This will give you an idea of the areas in which your staff have had less positive experiences, than either last year or others within your parent group.

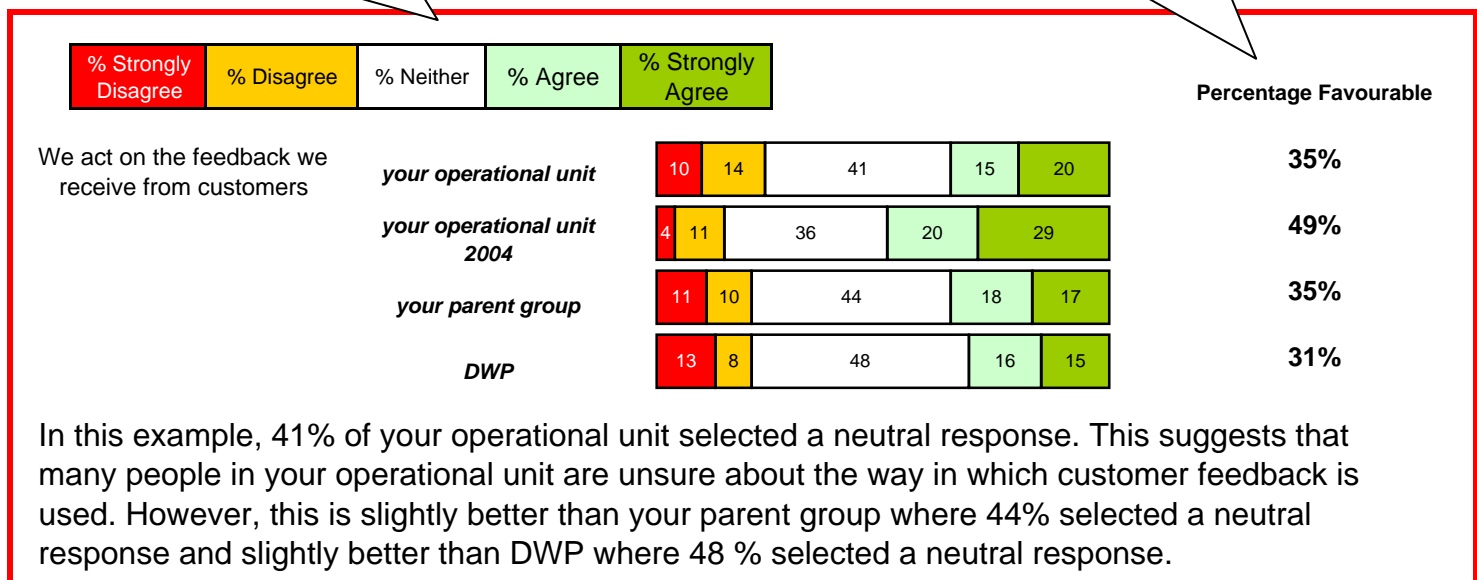
1. Introduction

Section 4: Results for all Questions

This shows detailed results for each question, in questionnaire order. An example of the information provided is given below:

The bars show % of respondents who selected each response option from strongly disagree to strongly agree. It is important to consider the percentages of neutral responses. Neutral responses are generally given by people who have no firm opinion or who feel that sometimes things are good and at other times not so good.

In this example, your score of 35% is higher than the aggregated units score of 31%, showing that your staff are more likely than most in the organisation to feel their team acts upon customer feedback.



Data is presented as whole numbers, which means that rounding has taken place. This may on occasion result in percentages not totalling exactly 100%. However the difference should rarely exceed plus or minus 1 percentage point.

Please refer to the Glossary at the end of this report for an explanation of terms.

Section 5: Diversity and Equal Opportunities

The scores shown here are the responses to the questions regarding unfair treatment and groups responsible for treating people unfairly. Respondents were asked to indicate all responsible parties from the options 'Managers', 'Colleagues', 'Members of the Public', and 'No (unfair treatment)'. The responses of your parent group, your unit in 2004 (if applicable) and DWP are given in brackets.

Section 6: Aspects of Reward Package/Working Life

This section shows the responses to question 33 which asks staff to rank various aspects of their working life. The graphs illustrate the proportion of staff that consider each aspect of their benefits package/working life to be the most important.

1. Introduction

Section 7: Management Standards for Well-being at Work

This section shows the responses to questions 4d, 4e, 4f, 4h, 4i, 11g and 18 which relate to the Management Standards and are the first phase measure of key stressors in the workplace.

Section 8: Snapshot of Who Responded

This section gives information about those people who responded to the survey from your operational unit.

Things to note:

If the number of responses to any question is less than 6, the results for this question will not be reported, "---" will be inserted in place of the result.

2. Indices

This section shows how your operational unit has performed on a number of related questions, which are averaged and presented in the form of indices. The four indices are Communication (questions 11a; 11b; 11c; 11d & 11g), Leadership (questions 28a; 28b; 28c; 28e & 30e), Line Management (questions 4b; 12b; 4d; 12a; 12d; 4c & 9e) and Employee Engagement (questions 31d; 31e; 6; 7; 4a; 31f; 29e; 31c).

The purpose of the indices is to provide a quick summary or 'snapshot' of how a team or command are performing in these key areas, facilitating benchmarking. Therefore, for each of the four areas, an index measure is provided for your operational unit's 2005 and 2004 results, along with 2005 results for your parent unit and DWP overall.

	Communication	Leadership	Line Management	Employee Engagement
Department For Work & Pensions 2005	41%	27%	51%	48%
Department for Work & Pensions 2004	44%*	--- *	54%*	48%

* Please note that the Leadership index includes five questions which are new to this years survey, therefore, trend data is not available. Questions 11b and 4b are also new to this years survey and have not been included in the 2004 indices for Communication and Line Management.

3. Highlights - Lowlights

This section shows the five highest and lowest scoring questions for Department For Work & Pensions (DWP) compared to the results for 2004, based upon % favourable responses.

Highlights: Compared to Department for Work & Pensions 2004

		DWP 2005	DWP 2004	Variance
14a	Receiving regular feedback from my line manager and having a personal development plan (PDP) are useful for identifying my learning and development needs	43%	19%	+24%*
12c	My last performance plan accurately reflected my performance during the year	58%	48%	+10%*
14b	The Performance and Development System enables a fair assessment of my performance to be established through comparison with my peers	20%	10%	+10%*
5	Please say how you feel about the following aspect of your job: Your job security	28%	22%	+6%*
27c	In comparison with people in similar jobs in other organisations, I feel my pay is reasonable	19%	14%	+5%*

Lowlights: Compared to Department for Work & Pensions 2004

		DWP 2005	DWP 2004	Variance
28e	Overall I have confidence in the senior managers (Senior Civil Service) within DWP	10%	18%	-8%*
9e	My line manager encourages and helps me to undertake the learning and development opportunities I need	45%	52%	-7%*
4c	My line manager encourages me to find ways to do my job better	49%	56%	-7%*
30a	I understand how the Values relate to my job	65%	72%	-7%*
11f	The Information Technology (IT) I have access to provides effective support for the job I do	46%	52%	-6%*

* An asterisk by the variance indicates that the score has statistical significance.

** Two asterisks by the question number signifies a negatively phrased question.

Questions on discrimination, harassment, bullying and pressure have been omitted.

4. Results for all Questions

This section shows the results in stacked chartbars for the Department For Work & Pensions (DWP) compared to the Department for Work & Pensions 2004 (DWP). The numbers reported on this page are all percentages.



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Section: Your Job

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	Percentage Favourable
4a	My job makes good use of my skills and abilities	DWP 2005	6	15	17	49	13	62%
		DWP 2004	6	16	16	49	13	62%
4b	I receive regular and constructive feedback on my performance	DWP 2005	8	22	22	42	7	48%
		DWP 2004						
4c	My line manager encourages me to find ways to do my job better	DWP 2005	6	18	27	41	8	49%
		DWP 2004	5	14	25	45	11	56%*
4d	My line manager recognises and acknowledges when I have done my job well	DWP 2005	6	13	18	48	15	63%
		DWP 2004	5	12	17	49	18	67%*
4e	I am clear about what is expected of me within my job	DWP 2005	4	10	15	57	14	72%
		DWP 2004	3	10	14	57	15	72%
4f	I get the help and support I need from colleagues	DWP 2005	7	16		57	18	75%
		DWP 2004	8	16		57	17	74%*

* An asterisk by the percentage favourable score indicates that the score varies significantly from Department For Work & Pensions.

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Section: Your Job

			Percentage Favourable					
			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	
4g	My work objectives are realistic and achievable	DWP 2005	10	18	24	43	6	48%
		DWP 2004	10	18	24	42	6	48%*
4h	I have a choice in deciding how I do my work (the percentage favourable score shown represents the proportion of people who indicated 'Sometimes', 'Often' and 'Always')	DWP 2005	7	14	33	34	12	79%
		DWP 2004	6	13	33	35	13	81%*
4i**	I have unrealistic time pressures at work (the percentage favourable score shown represents the proportion of people who indicated 'Never', 'Seldom' and 'Sometimes')	DWP 2005	9	22	45	19	6	69%
		DWP 2004	10	23	44	17	5	67%*
5	Please say how you feel about the following aspect of your job: Your job security	DWP 2005	25	26	21	25	3	28%
		DWP 2004	31	26	21	20	1	22%*
6	I intend to still be working for DWP in 12 months time	DWP 2005	9	8	26	36	21	57%
		DWP 2004	10	9	26	33	21	54%*
7	Considering everything about your present job, how satisfied are you with it?	DWP 2005	15	24	22	34	6	40%
		DWP 2004	15	24	21	34	6	40%

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4. Results for all Questions

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looking outwards

Section: Customer Service

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	Percentage Favourable
8a	My part of DWP is committed to customer satisfaction	DWP 2005	6	13	14	48	20	67%
		DWP 2004	5	10	13	50	21	72%*
8b	We act on the feedback we receive from customers	DWP 2005	7	17	24	41	11	52%
		DWP 2004	5	15	23	45	12	57%*
8c	We work to keep our promises to customers	DWP 2005	5	11	18	49	16	65%
		DWP 2004	4	10	17	51	18	69%*

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Section: Learning and Development

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree		Percentage Favourable
9a	I have had the right amount of learning and development to enable me to carry out my job with confidence	DWP 2005	8	22	21	43	6		49%
		DWP 2004	7	22	20	44	6		50%*
9b	I obtain relevant learning before any changes take place which affect my job	DWP 2005	12	34	25	27			29%
		DWP 2004	12	35	25	26			28%*
9c	I receive the learning and development I need to make effective use of Information Technology	DWP 2005	11	29	27	30			33%
		DWP 2004	11	29	25	32			34%*
9d	The learning and development opportunities I have received in the last 12 months have been delivered using methods that have helped me to learn effectively	DWP 2005	11	25	32	29			32%
		DWP 2004							
9e	My line manager encourages and helps me to undertake the learning and development opportunities I need	DWP 2005	7	17	31	39	6		45%
		DWP 2004	6	14	28	44	8		52%*
9f	My career development needs are being met	DWP 2005	19	27	33	19			21%
		DWP 2004	18	27	32	21			23%*

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4. Results for all Questions

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Section: Learning and Development

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree		Percentage Favourable
9g	Following my completion of any learning and development activity, my line manager helps me to put my learning into practice, to do my job better	DWP 2005	10	23	40	25			28%
		DWP 2004	12	27	30	28	3		31%*
9h	I am able to access the learning and development opportunities I require, when I need them	DWP 2005	10	24	32	31			34%
		DWP 2004	11	25	30	31			34%
9i	My performance has improved as a result of skills I have developed over the past year	DWP 2005	8	18	34	34	5		39%
		DWP 2004							
9j	I am given a real opportunity to improve my skills in this organisation	DWP 2005	17	29	33	19			22%
		DWP 2004	18	30	30	19			21%*
9k	The people I manage have the skills they need to deliver their objectives	DWP 2005	4	12	20	57	6		63%
		DWP 2004							

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4. Results for all Questions

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Section: Managing Resources

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree		Percentage Favourable
10a	I know how to obtain the information I need to assess the financial impact of decisions that I make at work	DWP 2005	7	20	30	38	5		43%
		DWP 2004	7	21	31	37	4		41%*
10b	I consider the financial impact of every decision or recommendation that I make at work	DWP 2005	5	16	31	40	7		47%
		DWP 2004	5	16	31	40	7		47%
10c	I understand the value of carrying out prescribed management checks and controls, for example VAT 2000, managing attendance etc	DWP 2005	5	10	24	49	12		61%
		DWP 2004	5	11	22	49	13		62%*

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4. Results for all Questions

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looking outwards

Section: Communication

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	Percentage Favourable
11a	I have enough information to do my job well	DWP 2005	6	19	22	48	5	53%
		DWP 2004	5	19	22	49	5	54%*
11b	DWP does a good job of keeping me informed about matters affecting me	DWP 2005	16	28	26	28		30%
		DWP 2004						
11ci)	I am satisfied with my access to information via: my line manager	DWP 2005	6	13	20	51	10	61%
		DWP 2004	5	12	18	53	12	65%*
11cii)	I am satisfied with my access to information via: electronic means (Internet, Intranet, Email)	DWP 2005	4	11	20	57	7	65%
		DWP 2004	4	12	18	58	9	67%*
11ciii)	I am satisfied with my access to information via: paper based corporate communication	DWP 2005	7	19	35	37		39%
		DWP 2004	5	18	32	42	3	45%*
11di)	I am given sufficient information regarding changes that are going to: be made within my part of DWP	DWP 2005	19	28	22	29		31%
		DWP 2004	21	29	20	28		31%*

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4. Results for all Questions

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looking outwards

Section: Communication

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	Percentage Favourable
11dii) I am given sufficient information regarding changes that are going to affect my job	DWP 2005	22	29	20	27			29%
	DWP 2004	24	29	19	26			28%*
11ei) I think that the Intranet: helps me to understand what is going on across the Department	DWP 2005	6	14	30	46	5		51%
	DWP 2004	6	14	29	45	5		50%
11eii) I think that the Intranet: helps me to easily find the information I need	DWP 2005	11	24	25	36	4		40%
	DWP 2004							
11f The Information Technology (IT) I have access to provides effective support for the job I do	DWP 2005	9	18	27	42	4		46%
	DWP 2004	7	15	26	45	7		52%*
11g I have the opportunity to contribute my views before changes are made which affect my job	DWP 2005	28	30	22	18			20%
	DWP 2004	28	30	22	18			20%*

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4. Results for all Questions

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Section: Line Management

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree		Percentage Favourable
12a	My line manager invites feedback on his or her leadership or management style	DWP 2005	14	28	24	28	6		34%
		DWP 2004	15	31	24	25	5		30%*
12b	My line manager gives due consideration to my ideas and opinions	DWP 2005	6	10	21	52	11		63%
		DWP 2004	6	10	21	52	11		62%
12c	My last performance plan accurately reflected my performance during the year	DWP 2005	9	13	20	46	13		58%
		DWP 2004	16	16	21	38	10		48%*
12d	I am given adequate opportunity by my line manager to discuss work pressures	DWP 2005	8	15	21	46	10		56%
		DWP 2004	9	17	21	44	9		54%*
12e	My line manager ensures I receive the coaching that I need	DWP 2005	8	17	34	35	6		42%
		DWP 2004	9	18	33	35	6		41%*
12f	My work objectives have been agreed with or set by my line manager	DWP 2005	4	9	14	56	9	7	65%
		DWP 2004	5	10	14	53	9	9	62%*

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4. Results for all Questions

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making a difference

Section: Line Management

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	% No objectives		Percentage Favourable
12g	I understand how my work objectives are linked to the objectives of my team	DWP 2005	3	6	16	58	10	6		69%
		DWP 2004	4	7	16	57	10	7		67%*

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Section: Human Resource (HR) Resources

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	Percentage Favourable
13a	The promotion systems used within my part of this organisation operate fairly	DWP 2005	27	26	33	12		13%
		DWP 2004	28	27	30	13		14%*
13b	Level (non-promotion) transfers are organised fairly within my part of this organisation	DWP 2005	22	22	42	13		14%
		DWP 2004	22	23	40	14		15%*
14a	Receiving regular feedback from my line manager and having a personal development plan (PDP) are useful for identifying my learning and development needs	DWP 2005	12	18	27	38	5	43%
		DWP 2004	35	24	22	18		19%*
14b	The Performance and Development System enables a fair assessment of my performance to be established through comparison with my peers	DWP 2005	33	27	21	17		20%
		DWP 2004	51	24	16	9		10%*

* An asterisk by the percentage favourable score indicates that the score varies significantly from Department For Work & Pensions.

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4. Results for all Questions

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respecting people

Section: Diversity and Equal Opportunities

		<table border="1"> <tr> <td style="background-color: red; color: white;">% Strongly disagree</td> <td style="background-color: yellow;">% Disagree</td> <td style="background-color: white;">% Neither</td> <td style="background-color: lightgreen;">% Agree</td> <td style="background-color: green;">% Strongly agree</td> </tr> </table>					% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	Percentage Favourable
% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree								
15	I think that this organisation respects individual differences (eg cultures, working styles, backgrounds, ideas)	DWP 2005	7	11	23	49	10	60%				
		DWP 2004	7	11	24	49	10	59%*				

* An asterisk by the percentage favourable score indicates that the score varies significantly from Department For Work & Pensions.

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4. Results for all Questions

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Section: Working Environment

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree		Percentage Favourable	
23	I am able to strike the right balance between my work and home life	DWP 2005	5	19	19	50	8		58%	
		DWP 2004	5	19	18	50	8		58%	
24	Over the last three months, how many hours per week (on average) have you worked over your contracted hours? (the percentage favourable score shown represents the proportion of people who indicated less than 3 hours)	DWP 2005	8	4	6	12	28	42	42%	
		DWP 2004	9	4	6	12	28	40	40%*	
25	In the last 12 months I have been unable to attend work due to ill health for: (the percentage favourable score shown represents the proportion of people who indicated '0', '1-3' and '4-7' days)	DWP 2005	6	5	6	14	28	38	4	79%
		DWP 2004	6	5	7	15	29	35	4	79%*
26	If you needed to use the free, confidential information, advice and counselling service (Right Corecare), do you know how to contact them?	DWP 2005	20	5		75				75%
		DWP 2004	17	5		77				77%*

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4. Results for all Questions

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respecting people

Section: Terms and Conditions

						Percentage Favourable	
		% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	
27a	DWP's pay system is clear and easy to understand						32%
		DWP 2005	18	30	20	29	
	DWP 2004						
27b	I am given sufficient information following the annual pay review to accurately calculate the impact on my pay						47%
		DWP 2005	9	20	24	44	
	DWP 2004						
27c	In comparison with people in similar jobs in other organisations, I feel my pay is reasonable						19%
		DWP 2005	35	32	14	17	
	DWP 2004	41	35	10	13		14%*

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4. Results for all Questions

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making a difference

Section: Leadership

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree		Percentage Favourable
28a	My team is well managed (please answer with regard to the team managed by your line manager)	DWP 2005	7	15	21	45	12		57%
		DWP 2004							
28bi	In my experience, the following grades within my part of DWP provide effective leadership: SEO (Band E)	DWP 2005	13	21	34	28	4		32%
		DWP 2004							
28bii	In my experience, the following grades within my part of DWP provide effective leadership: Grades 6 & 7 (Bands G & F)	DWP 2005	15	21	40	20			23%
		DWP 2004							
28biii	In my experience, the following grades within my part of DWP provide effective leadership: Senior Civil Service	DWP 2005	20	24	45	10			11%
		DWP 2004							
28c	My part of DWP manages change effectively	DWP 2005	16	26	31	24			27%
		DWP 2004							
28d	DWP as a whole is well managed	DWP 2005	26	33	30	11			11%
		DWP 2004							

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making a difference

Section: Leadership

		% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	Percentage Favourable	
28e	Overall I have confidence in the senior managers (Senior Civil Service) within DWP							
	DWP 2005	32	32	27	9		10%	
	DWP 2004	30	28	24	16		18%*	

* An asterisk by the percentage favourable score indicates that the score varies significantly from Department For Work & Pensions.

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4. Results for all Questions

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Section: Organisational Culture

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree		Percentage Favourable
29a	I think that it is safe to speak up and challenge the way things are done in my part of this organisation	DWP 2005	11	28	22	35	3		38%
		DWP 2004	14	28	22	33	3		36%*
29b	The sharing of good practice is encouraged within my workplace	DWP 2005	4	12	21	56	6		62%
		DWP 2004	5	12	23	53	6		60%*
29c	Poor performance is dealt with effectively where I work	DWP 2005	14	32	32	21			22%
		DWP 2004							
29d	I believe that action will be taken on problems identified in this survey	DWP 2005	30	30	24	15			16%
		DWP 2004	33	30	23	13			15%*
29e	I feel valued by my part of this organisation	DWP 2005	26	28	25	19			21%
		DWP 2004	29	28	23	17			19%*

* An asterisk by the percentage favourable score indicates that the score varies significantly from Department For Work & Pensions.

** Two asterisks by the question number signifies a negatively phrased question.

4. Results for all Questions

This section shows the results in stacked chartbars for the Department For Work & Pensions (DWP) compared to the Department for Work & Pensions 2004 (DWP). The numbers reported on this page are all percentages.



Section: The Values

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree	Percentage Favourable
30a	I understand how the Values relate to my job	DWP 2005	4	9	23	59	5	65%
		DWP 2004	7	18	61	11	72%*	
30b	The processes and procedures I have to follow in doing my work support the Values	DWP 2005	5	12	31	48	4	52%
		DWP 2004	4	12	30	47	7	54%*
30c	My team behaves in a way which supports these Values	DWP 2005	3	8	31	53	5	58%
		DWP 2004	8	29	53	8	60%*	
30d	My line manager behaves in a way which supports these Values	DWP 2005	5	9	30	50	6	56%
		DWP 2004	4	9	28	50	8	58%*
30e	Managers at SEO level and above behave in ways which support these Values	DWP 2005	11	17	42	26	3	29%
		DWP 2004	17	21	35	23	3	26%*

* An asterisk by the percentage favourable score indicates that the score varies significantly from Department For Work & Pensions.

** Two asterisks by the question number signifies a negatively phrased question.

4. Results for all Questions

This section shows the results in stacked chartbars for the Department For Work & Pensions (DWP) compared to the Department for Work & Pensions 2004 (DWP). The numbers reported on this page are all percentages.



making a difference

Section: Department for Work and Pensions (DWP)

			% Strongly disagree	% Disagree	% Neither	% Agree	% Strongly agree		Percentage Favourable
31a	I understand how my work contributes to the objectives of DWP	DWP 2005	5	18		66	8		74%
		DWP 2004							
31b	I understand the purpose and objectives of my part of DWP	DWP 2005	5	17		67	8		76%
		DWP 2004	5	15		67	11		77%*
31c	I know how my key work objectives contribute to the achievement of my part of DWP's objectives	DWP 2005	4	8	22	60	7		67%
		DWP 2004	4	9	20	58	8		67%
31d	I am proud to work for DWP	DWP 2005	16	22	37	21	4		25%
		DWP 2004	17	22	37	20	4		24%*
31e	I am proud to work for my part of DWP	DWP 2005	15	18	31	30	6		37%
		DWP 2004	14	17	32	30	7		37%
31f	My part of DWP does an important job	DWP 2005	3	4	14	56	22		79%
		DWP 2004	3	13		55	26		81%*

* An asterisk by the percentage favourable score indicates that the score varies significantly from Department For Work & Pensions.

** Two asterisks by the question number signifies a negatively phrased question.

4. Results for all Questions

This section shows the results in stacked chartbars for the Department For Work & Pensions (DWP) compared to the Department for Work & Pensions 2004 (DWP). The numbers reported on this page are all percentages.



making a difference

Section: Department for Work and Pensions (DWP)

	% Very dissatisfied	% Dissatisfied	% Neither	% Satisfied	% Very satisfied	Percentage Favourable
32 Considering everything, how would you rate your overall satisfaction with DWP at the present time						
DWP 2005	24	31	22	22		23%
DWP 2004	28	33	20	18		19%*

* An asterisk by the percentage favourable score indicates that the score varies significantly from Department For Work & Pensions.

** Two asterisks by the question number signifies a negatively phrased question.

5. Diversity and Equal Opportunities

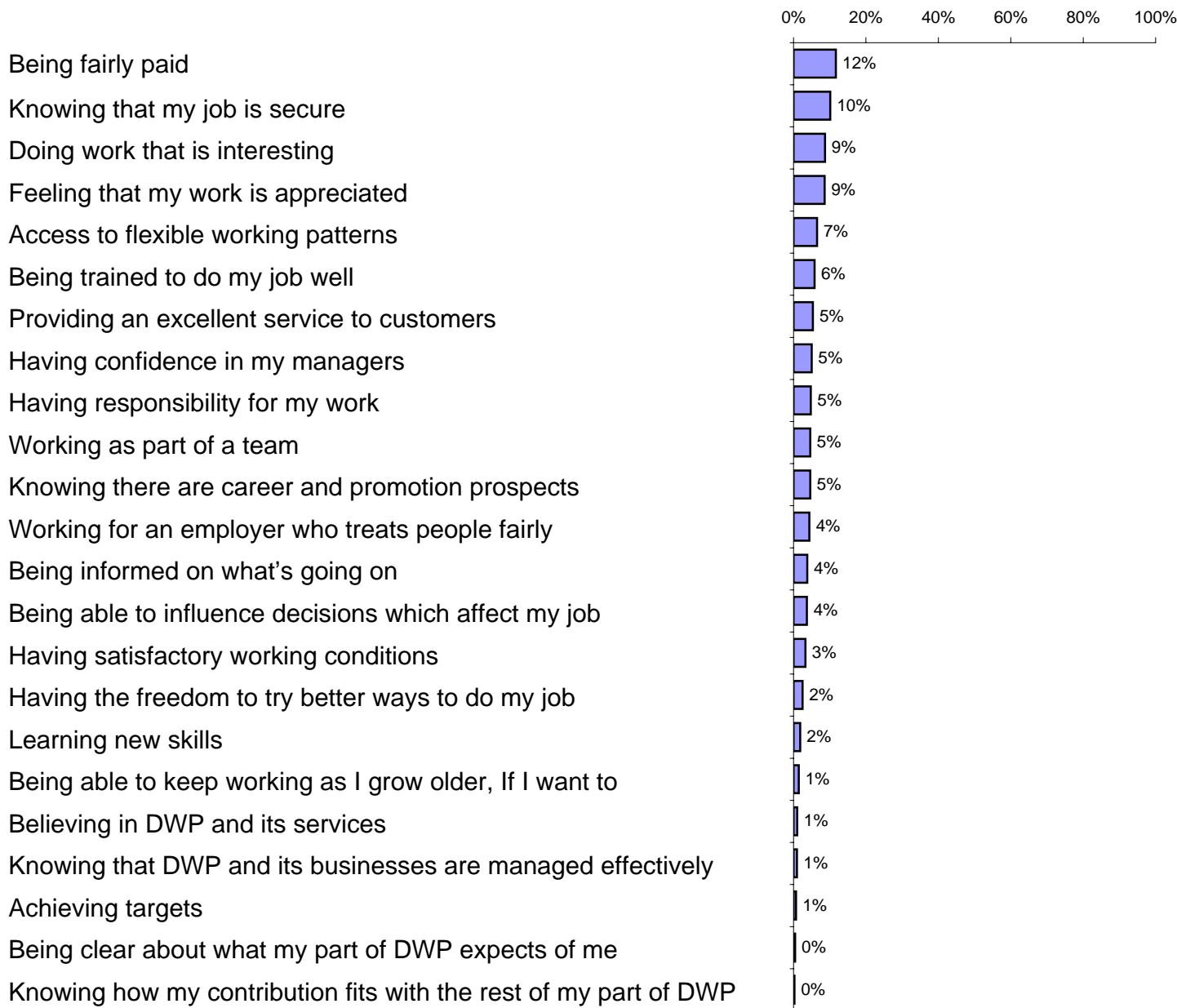
16** - In the past 12 months, while working for this organisation, do you feel that you have been treated unfairly by your managers, other colleagues, or members of the public, as a result of any of the following:

	Your Managers		Other Colleagues		Members of the public		No		Total No of responses
	DWP	DWP 2004	DWP	DWP 2004	DWP	DWP 2004	DWP	DWP 2004	
Gender	4%	(5%)	3%	(4%)	4%	(5%)	88%	(86%)	66768
Disability	5%	(5%)	3%	(3%)	1%	(1%)	91%	(92%)	38145
Race	2%	(3%)	2%	(3%)	3%	(4%)	93%	(91%)	65134
Age	5%	(6%)	4%	(5%)	2%	(3%)	88%	(85%)	66605
Working Pattern	14%	(14%)	9%	(10%)	1%	(2%)	76%	(75%)	55203
Religion	2%	(2%)	2%	(2%)	1%	(1%)	96%	(95%)	50801
Sexual Orientation	1%	(2%)	1%	(2%)	1%	(1%)	97%	(95%)	63890
Domestic/childcare or other caring responsibilities	9%	(9%)	5%	(5%)	1%	(1%)	85%	(85%)	52248
Health problems	13%	(11%)	4%	(4%)	1%	(1%)	82%	(84%)	53400
Educational background	2%	(3%)	2%	(2%)	1%	(1%)	96%	(94%)	64261
Grade	9%	(10%)	7%	(8%)	1%	(2%)	83%	(80%)	66632
Other	4%	(5%)	2%	(2%)	1%	(1%)	93%	(92%)	51374

** Two asterisks by the question number signifies a negatively phrased question.

6. Aspects of Working Life

Q33 - Which aspects of working life covered within this questionnaire do you feel are the most important to you? (please tick up to five which are most important to you)



Figures shown for each aspect of working life indicate the proportion of the overall response received.

7. Management Standards for Well-being at Work

Introduction

The DWP Well-being at Work policy and procedures aims to protect the health (including mental health) of all employees and assesses the risks of work-related stress, as specified by the Health and Safety at Work Act (1974) and Management of Health and Safety at Work Regulations (1999).

DWP Well-being at Work is underpinned by the Health and Safety Executive (HSE) Management Standards for stress, which covers the main risk factors for potential work-related stress. The main risk areas have been identified in the Management Standards as **Demands, Control, Support (from managers and colleagues), Role, Change and Relationships**.

Organisational assessment of work-related stress

The DWP Survey is the first stage of the annual organisational process for assessing work-related stress in DWP business units. The survey includes 7 questions, each of which relates to the Management Standards:

- **Demands** (Question 4i) “I have unrealistic time pressures at work”;
- **Control** (Question 4h) “I have a choice in deciding how to do my work”;
- **Support:**

Managerial support (Question 4d) “My line manager recognises and acknowledges when I have done a job well”;

Work Colleague support (Question 4f) “I get the help and support I need from colleagues”;

- **Role** (Question 4e) “I am clear about what is expected of me within my job”;
- **Change** (Question 11g) “I have the opportunity to contribute my views before changes are made which affect my job”;
- **Relationships** (Question 18) “In the past 12 months... have you been treated in a way you would describe as... bullying, harassment, discrimination, threat of violence, actual physical violence”.

Interpreting the results

The survey results relating to the management standards should be used to explore organisational issues and work-related stress in more detail, through the DWP Survey Feedback and Action Planning Process. The results are colour coded for easier interpretation,

- **green** indicates an acceptable standard has been attained ,
 - **amber** means the area may need more attention and should be included in the DWP Survey action planning process,
 - **red** indicates a priority area and must be addressed within the DWP Survey action planning
- The exception is the Relationships standard (Question 17). This area is not colour coded; the results are shown as a percentage and must be explored during the action planning process if less than 100%. The information that emerges from this question is whether there is a problem and the source of the problem.

How the results are colour coded

The percentages given in the results section represent the percentage of people who have responded positively to the question. For question 4i, a negatively phrased question, the percentage favourable score is the sum of those who answered ‘Never’, ‘Seldom’ and ‘Sometimes’. For question 4h, the percentage favourable score is the sum of ‘Sometimes’, ‘Often’ and ‘Always’. For questions 4d, 4f, 4e and 11g the percentage favourable score is the sum of ‘Strongly Agree’ and ‘Agree’. Research has shown that Demands, Control and Support are more likely to be sources of work-related stress, therefore the acceptable level is 85%. The acceptable standard for Role and Change is set at 65% and above. The cut-off points are shown below:

7. Management Standards for Well-being at Work

Percentage favourable response

100%

85%

64%

0%

Management Standards: Demands (question 4i) Control (4h) Support by Management (4d) Support by Colleagues (4f)	Green: Acceptable (85% - 100%)	Amber: Needs Attention (64 - 84%)	Red: Priority Area (0% - 63%)
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Percentage favourable response

100%

65%

49%

0%

Management Standards: Role (question 4e) Change (question 11g)	Green: Acceptable (65% - 100%)	Amber: Needs Attention (49 - 64%)	Red: Priority Area (0% - 48%)
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How to disseminate the results

The results should be brought to the attention of everyone in the business unit concerned. It would help if an explanation can be provided of the results for the business unit and the next steps, along with assurances that everyone will be involved, in some way, in the process.

Action to take on the results

As part of the DWP Survey action planning process, the Well-being results should be discussed, focussing on red (priority) and amber areas. Resulting actions are recorded on the DWP Survey action planning form as Well-being at Work issues. The principle of continuous improvement should be applied in all the Management Standards. Employees are consulted to confirm the problems, consider solutions and agree action. Progress is monitored and reviewed using the DWP Survey Process.

Further detail on the Well-Being Policy and Procedures can be found on the Department and You under Health or via the DWP A-Z index under W.

	Percentage Favourable	Action Required?
<u>Demands</u>		
4i** I have unrealistic time pressures at work	69%	Amber
<u>Control</u>		
4h I have a choice in deciding how I do my work	79%	Amber
<u>Support by Management</u>		
4d My line manager recognises and acknowledges when I have done my job well	63%	Red
<u>Support by Colleagues</u>		
4f I get the help and support I need from colleagues	75%	Amber
<u>Role</u>		
4e I am clear about what is expected of me within my job	72%	Green
<u>Change</u>		
11g I have the opportunity to contribute my views before changes are made which affect my job	20%	Red

**** Two asterisks by the question number signifies a negatively phrased question.**

7. Management Standards

18** - In the past twelve months, while working for this organisation, have you been treated in a way you would describe as any of the following:

	From Managers		From other colleagues		From members of the public		No		Total No of responses
	DWP	DWP 2004	DWP	DWP 2004	DWP	DWP 2004	DWP	DWP 2004	
Bullying	8%	(8%)	5%	(5%)	7%	(8%)	80%	(79%)	71196
Harassment	6%	(6%)	6%	(6%)	8%	(9%)	80%	(79%)	70793
Discrimination	10%	(13%)	4%	(4%)	2%	(2%)	84%	(82%)	70430
Threat of violence, intimidation or extreme verbal abuse	1%	(1%)	1%	(1%)	17%	(19%)	82%	(80%)	69342
Actual physical violence	0%	(0%)	0%	(0%)	1%	(1%)	99%	(99%)	68285

** Two asterisks by the question number signifies a negatively phrased question.

8. Snapshot of who responded

Gender	Number of respondents	Percentage of respondents
Male	22810	33%
Female	45286	66%
Transgender	218	0%

Age	Number of respondents	Percentage of respondents
20 or less	1015	2%
21 - 30	10518	16%
31 - 40	18079	27%
41 - 50	21992	33%
51 - 60	12336	19%
61 or more	2026	3%

Length of time in current job	Number of respondents	Percentage of respondents
0 to 6 months	10299	15%
6 months to 1 year	7803	12%
1 to 2 years	12458	18%
Over 2 years	36865	55%

Grade/Payband	Number of respondents	Percentage of respondents
Band A/AA	4349	6%
Band B/AO	31966	44%
Band C/EO	25958	36%
Band D/HEO	5936	8%
Band E/SEO	2215	3%
Band F/Grade 7	1015	1%
Band G/Grade 6	361	0%
Senior Civil Service	168	0%
Typists and Support Grades	129	0%
External Contractor	41	0%
Other or Not Sure	132	0%
Specialist	7184	10%

--- Three dashes instead of a number or percentage indicate that the number is too small to report in order to maintain anonymity.

9. Glossary

% Favourable Responses

To make it easier to compare responses to different questions and to compare your results against those of other parts of the organisation, a score or percentage favourable response has been calculated for each question. This shows the percentage of all responses that are favourable. Generally speaking, the higher this score is, the more positive the result.

For a positively phrased question such as “My job makes good use of my skills and abilities” the favourable response would be the percentage of ‘agree’ and ‘strongly agree’ responses. For a negatively phrased question such as “I do not admit to working for my part of DWP, other than to family and friends” it would be the percentage of ‘disagree’ and ‘strongly disagree’ responses.

Neutral Responses

It is very important to consider the percentage of neutral responses. Neutral responses are generally given by people who have no firm opinion, or who feel that sometimes things are good and other times not so good. A high neutral response can indicate a communication problem. As a rule of thumb, a neutral response of 30% or more can be considered high. Staff who select a neutral response can be seen as ‘floating voters’. If you are looking to increase satisfaction, it is likely that you will make more progress with an issue that is currently attracting a high neutral response, than one that is attracting a high unfavourable response.

Negatively Phrased Questions

Within the questionnaire, there are a few negatively phrased questions, such as Q22 ‘My job performance is decreased as a result of stress at work’. When a statement has been phrased negatively in this way, the Percentage Favourable score is calculated using the ‘None of the time’ and ‘Rarely’ options, i.e. a person has responded that their work performance is ‘rarely’ decreased due to stress, hence their response is favourable/positive. Another example of a negatively phrased question is Q4i: ‘I have unrealistic time pressures at work’, here the response options are different and the Percentage Favourable score is calculated using the ‘Never’, ‘Seldom’ and ‘Sometimes’ options.”

Scoring Scale

In most instances, respondents are given five response options to questions, strongly agree, agree, neither agree nor disagree, disagree and strongly disagree. This is typical for surveys like this, and enables us to benchmark our results against other organisations. There is a neither agree nor disagree option as the questions are about feelings and attitudes rather than facts.

Statistical Significance

Statistical significance indicates that there is a meaningful difference between two scores and that this difference has not occurred as a result of chance. Statistical significance partly depends on the size of the groups compared. A small number of respondents means that the difference has to be very large to be significant. A large number of respondents means that the difference may be very small and still be significant.

9. Glossary

Variance

The difference between the operational unit scores and those of the parent group have both been calculated for all questions to show the variance (for the highlights and lowlights section). If the variance is positive then the operational unit score is higher than that of the parent group. If the variance is negative then the operational unit score is lower than that of the parent group. The differences have also been calculated between the operational unit scores and those of the operational unit last year to show the variance. The variance score shows whether the operational unit is worse (lower) or better (higher) than last year.