

Filters



2024 Headlines

OFFICIAL SENSITIVE

The 2024 Civil Service People Survey ran from 10 September to 8 October. 354,962 people, from 103 Civil Service organisations, completed the survey; giving us an overall response rate of 61%.

In this page you will find your Employee Engagement Index, the nine Core Theme Scores, and the Discrimination, Bullying and Harassment rates.

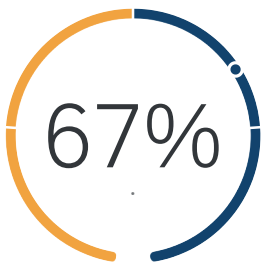
The scores are presented in the following order: your percent positive theme score first (in blue), then your percent neutral (in grey), and at the end your percent negative (in orange).

Responses: 934

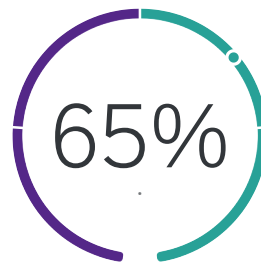
934

Your Employee Engagement Index - 2024 vs 2023

Your 2024 Employment Engagement Index.



Your 2023 Employment Engagement Index.



Core Themes

My Work Theme Score

79 %



vs 2023
▲ 2

Organisational Objectives and Purpose Theme Score

92 %



vs 2023
▲ 3

My Manager Theme Score

82 %



vs 2023
▲ 1

My Team Theme Score

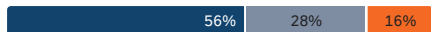
84 %



vs 2023
0

Learning and Development Theme Score

56 %



vs 2023
▲ 3

Inclusion and Fair Treatment Theme Score

87 %



vs 2023
▲ 2

Resources and Workload Theme Score

85 %



vs 2023

▲ 1

Pay and Benefits Theme Score

58 %



vs 2023

▲ 9

Leadership and Managing Change Theme Score

55 %



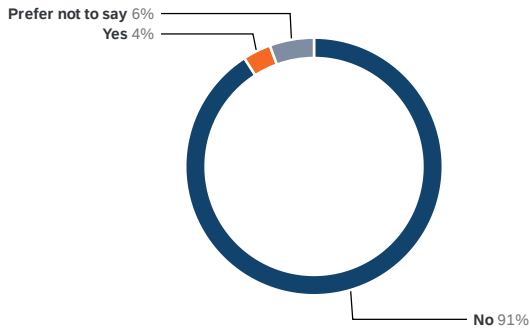
vs 2023

▲ 4

Discrimination, Bullying and Harassment - 2024 vs 2023

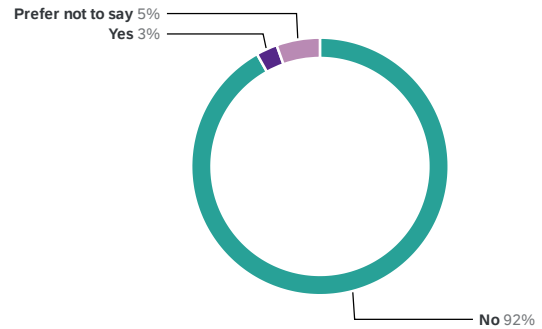
Note: In order to preserve respondent anonymity, we apply primary and secondary suppression to the data for sensitive questions when combined response counts are less than ten.

2024 Discriminated against grouped



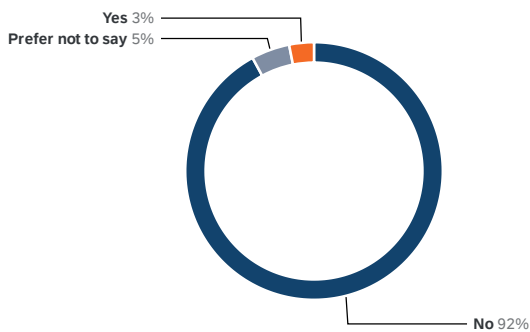
No Yes Prefer not to say

2023 Discriminated against grouped



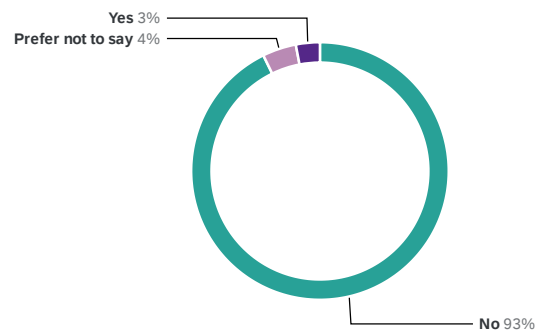
No Yes Prefer not to say

2024 Bullied and or Harassed grouped



No Prefer not to say Yes

2023 Bullied and or Harassed grouped



No Prefer not to say Yes

Filters



2024 Employee Engagement and Core Theme Scores

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This page includes the findings for your organisation and at Civil Service Level for employee engagement and the nine core themes: my work, organisational objectives, my manager, my team, learning and development; inclusion and fair treatment; resources and workload; pay and benefits; leadership and managing change. A comparison between 2024 and 2023 scores is also included.

The scores are presented in the following order: your percent positive theme score first (in blue), then your percent neutral (in grey), and at the end your percent negative (in orange).

Employee Engagement

Employee engagement is a workplace approach designed to ensure that employees are committed to their organisation's goals and values, and are motivated to contribute to organisational success. We use five questions (B47 - B51) in the People Survey to measure employee engagement, and combine all responses (positive, neutral and negative) into a summary index score to tell you where they sit on a scale of very disengaged (0%) through to very engaged (100%). This is different to how the theme scores (such as My Work) are calculated.

The Civil Service Employee Engagement Index (EEI) benchmark in 2024 is 64%.

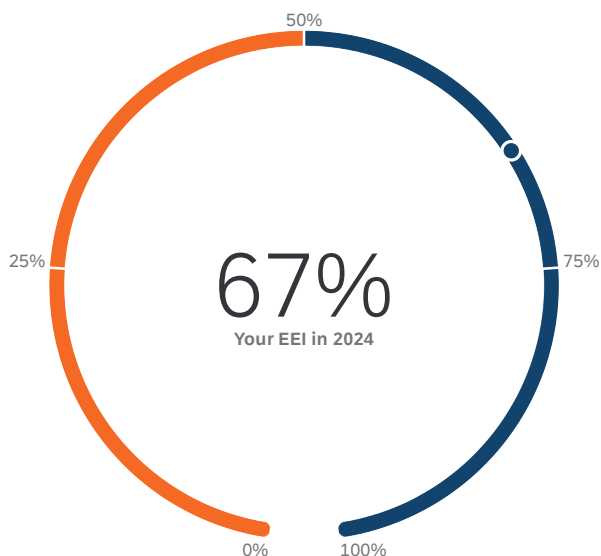
It is unchanged compared to 2023 (64% median score).

The graphs present your EEI for 2024 and 2023 and the five questions that are used to calculate your EEI.

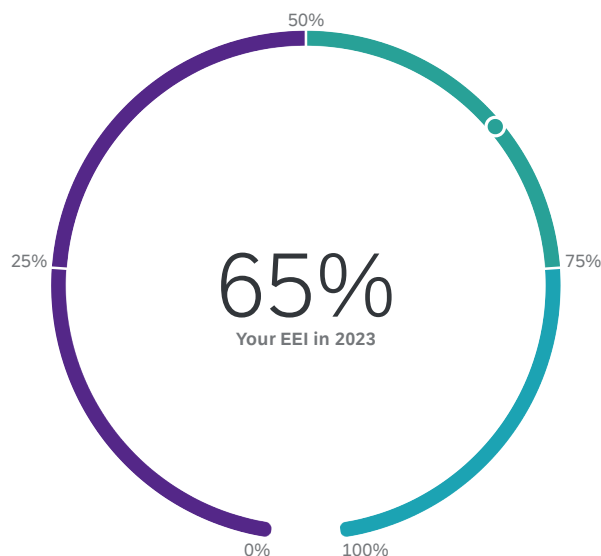
For each question, we've looked at the difference between the proportion of your employees who responded favourably (i.e. selected agree or strongly agree), and compared this to your 2023 results, your parent, and the Civil Service Benchmark.

If the difference is statistically significant, giving us confidence that the difference is not due to random chance, then an arrow will appear. If the arrow is pointing downwards "v" then your score is significantly lower than the comparison; if it is pointing upwards "^" then it is significantly higher.




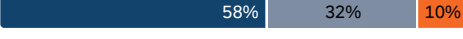

Your 2024 Employment Engagement Score



Your 2023 Employment Engagement Score



Employment Engagement Question Scores 2024 vs 2023 🔽

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
B48. I would recommend my organisation as a great place to work	 74% 21%	+11 ^	+4	+9 ^
B47. I am proud when I tell others I am part of my organisation	 60% 35%	-6 v	+2	-3
B51. My organisation motivates me to help it achieve its objectives	 58% 32% 10%	+5 ^	+6 ^	+8 ^
B50. My organisation inspires me to do the best in my job	 58% 32% 10%	+3 ^	+5 ^	+5 ^
B49. I feel a strong personal attachment to my organisation	 53% 32% 15%	+2	+4	+4 ^

Core Theme Scores

There are nine core theme scores within the Civil Service People Survey. Each theme measures a different dimension of employee experience at work, which are known to have a strong relationship with engagement levels.





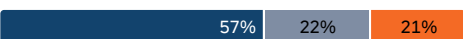

In the next section you'll find your overall theme score, plus the results for the individual questions underpinning each theme. Unlike the engagement score only positive responses count towards these scores. Findings in the graphs in this page are always presented as percentage positive first (in blue), followed by percentage neutral (in grey) and then percentage negative (in orange).

My Work

The Civil Service benchmark score for the My Work theme in 2024 is 77% (78% in 2023).

The graph in the next section presents the My Work score for your organisation, and the results for each of the theme questions (B01-B04).

My Work Question Scores 2024 vs 2023 🔽

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
My Work	 79% 13% 8%	+1	+2	+3
B01. I am interested in my work	 91% 6%	+1	+2	+1
B02. I am sufficiently challenged by my work	 85% 9% 6%	+3 ^	+2	+2
B03. My work gives me a sense of personal accomplishment	 79% 15% 6%	+2	+2	+3 ^
B04. I feel involved in the decisions that affect my work	 57% 22% 21%	-3 v	+1	+1
B05. I have a choice in deciding how I do my work	 84% 10% 6%	+3 ^	+5 ^	+6 ^

Organisational Objectives and Purpose

The Civil Service benchmark score for the Organisational Objectives and Purpose theme in 2024 is 83% (84% in 2023).

The graph in the next section presents the Organisational Objectives and Purpose score for your organisation, and the findings for each of the theme questions (B06-B07).

Organisational Objectives and Purpose Question Scores 2024 vs 2023 🔍

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
Organisational objectives and purpose	92% 7%	+8 ^	+3 ^	+8 ^
B06. I have a clear understanding of my organisation's objectives	91% 7%	+9 ^	+5 ^	+9 ^
B07. I understand how my work contributes to my organisation's objectives	92% 7%	+7 ^	+2	+8 ^

My Manager

The Civil Service benchmark score for the My Manager theme in 2024 is 78%; it did not vary compared to 2023 (78%).

The graph in the next section presents the My Manager score for your organisation, and the results for each of the theme questions (B08-B16).

B16A was asked for the first time in 2024 and is not included in the theme score. It is presented underneath the theme questions. The benchmark score in 2024 is 49% answered Yes they had heard of the line management standards.

My Manager Question Scores 2024 vs 2023 🔍

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
My Manager	82% 13%	+4 ^	+1	+5 ^
B08. My manager motivates me to be more effective in my job	77% 16% 7%	+1	0	+2
B09. My manager is considerate of my life outside work	92% 7%	+2	-1	+3 ^
B10. My manager is open to my ideas	86% 11%	0	0	+2
B11. My manager helps me to understand how I contribute to my organisation's objectives	81% 16%	+10 ^	+4 ^	+12 ^
B12. Overall, I have confidence in the decisions made by my manager	82% 13%	+1	+1	+3 ^
B13. My manager recognises when I have done my job well	87% 9%	+3 ^	+1	+3 ^
B14. I receive regular feedback on my performance	84% 11%	+10 ^	+4 ^	+11 ^
B15. The feedback I receive helps me to improve my performance	71% 23% 6%	+2	0	+2
B16. I think that my performance is evaluated fairly	78% 15% 8%	+5 ^	+2	+3

Additional My Manager question (yes/no)








Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
B16A. Have you heard of the Civil Service Line Management Standards?	42% 58%	-7 v		+5 ^

My Team

The Civil Service benchmark score for the My Team theme in 2024 is 84% (83% in 2023).

The graph in the next section presents the My Team score for your organisation, and the results for each of the theme questions (B18-B20).

My Team Question Scores 2024 vs 2023

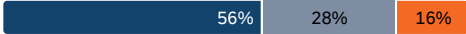



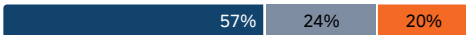


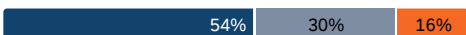



Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
My Team		0	0	+2
B18. The people in my team can be relied upon to help when things get difficult in my job		+3 	+1	+3 
B19. The people in my team work together to find ways to improve the service we provide		-1	-1	0
B20. The people in my team are encouraged to come up with new and better ways of doing things		-3 	+1	+1

Learning and Development

The Civil Service benchmark score for the Learning and Development theme in 2024 is 56% (also 56% in 2023).

The graph in the next section presents the Learning and Development score for your organisation, and the results for each of the theme questions (B21-B24).

Learning and Development Question Scores 2024 vs 2023

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
Learning and development		0	+3	+1
B21. I am able to access the right learning and development opportunities when I need to		-7 	+1	-2
B22. Learning and development activities I have completed in the past 12 months have helped to improve my performance		-2	0	+2
B23. There are opportunities for me to develop my career in my organisation		+5 	+5 	-1
B24. Learning and development activities I have completed while working for my organisation are helping me to develop my career		+3 	+6 	+6 

Inclusion and Fair Treatment

The Civil Service benchmark score for the Inclusion and Fair Treatment theme in 2024 is 81% (also 81% in 2023).

The graph in the next section presents the Inclusion and Fair Treatment score for your organisation, and the results for each of the theme questions (B25-B28).

Inclusion and Fair Treatment Question Scores 2024 vs 2023 📄

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
▼ Inclusion and fair treatment <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 87% 9% </div> </div>		+6 ^	+2	+6 ^
B25. I am treated fairly at work	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 90% 7% </div> </div>	+6 ^	+1	+6 ^
B26. I am treated with respect by the people I work with	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 93% </div> </div>	+5 ^	+1	+6 ^
B27. I feel valued for the work I do	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 76% 16% 8% </div> </div>	+4 ^	+4	+5 ^
B28. I think that my organisation respects individual differences (for example, cultures, working styles, backgrounds, ideas, etc)	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 88% 8% </div> </div>	+9 ^	+2	+9 ^

Resources and Workload

The Civil Service benchmark score for the Resources and Workload theme in 2024 is 76% (75% in 2023).

The graph in the next section presents the Resources and Workload score for your organisation, and the results for each of the theme questions (B29-B34).

Resources and Workload Question Scores 2024 vs 2023 📄

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
▼ Resources and workload <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 85% 10% </div> </div>		+9 ^	+1	+10 ^
B29. I get the information I need to do my job well	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 80% 13% 6% </div> </div>	+9 ^	+3	+12 ^
B30. I have clear work objectives	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 86% 9% </div> </div>	+9 ^	+4 ^	+11 ^
B31. I have the skills I need to do my job effectively	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 89% 8% </div> </div>	-1	0	-1
B32. I have the tools I need to do my job effectively	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 84% 10% 6% </div> </div>	+9 ^	0	+12 ^
B33. I have an acceptable workload	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 79% 13% 8% </div> </div>	+13 ^	0	+14 ^
B34. I achieve a good balance between my work life and my private life	<div style="display: flex; align-items: center; margin-top: 5px;"> <div style="width: 100%; height: 15px; background-color: #003366; position: relative;"> 88% 8% </div> </div>	+12 ^	+1	+11 ^

Pay and Benefits

The Civil Service benchmark score for the Pay and Benefits theme in 2024 is 34% (32% in 2023).

The graph in the next section presents the Pay and Benefits score for your organisation, and the results for each of the theme questions (B35-B37).

B37A and B37B were new questions from 2023 and are not included in the Pay and Benefits Theme Score. You can find their scores below.

Pay and Benefits Question Scores 2024 vs 2023 📄

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
Pay and benefits	58% 22% 20%	+24 ^	+9 ^	+2
B35. I feel that my pay adequately reflects my performance	57% 20% 23%	+22 ^	+11 ^	+1
B36. I am satisfied with the total benefits package (e.g base pay, benefits and pension)	62% 21% 17%	+22 ^	+7 ^	+1
B37. Compared to people doing a similar job in other organisations I feel my pay is reasonable	55% 25% 21%	+28 ^	+10 ^	+5 ^

Additional Pay and Benefits questions 2024 vs 2023

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
B37A. I am fully aware of the benefits available in my organisation, in addition to pay	86% 12%	+15 ^	+3	+15 ^
B37B. Over the last 12 months money worries have affected my ability to do my job	74% 20%	+12 ^	+6 ^	+3

Leadership and Managing Change

The Civil Service benchmark score for the Leadership and Managing Change theme in 2024 is 52% (also 52% in 2023).

The graph in the next section presents the Leadership and Managing Change score for your organisation, and the results for each of the theme questions (B38-B46).

Leadership and Managing Change Question Scores 2024 vs 2023

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
Leadership and managing change	55% 29% 16%	+2	+4	+7 ^
B38. Senior managers in my organisation are sufficiently visible	67% 20% 13%	-6 v	+10 ^	+4 ^
B39. I believe the actions of senior managers are consistent with my organisation's values	65% 28% 7%	-1	+7 ^	+6 ^
B40. I believe that my organisation's senior leaders have a clear vision for the future of my organisation	62% 29% 9%	+8 ^	+5 ^	+15 ^
B41. Overall, I have confidence in the decisions made by my organisation's senior managers	55% 32% 14%	-1	+3	+5 ^
B42. I feel that change is managed well in my organisation	40% 31% 29%	+7 ^	+4	+11 ^
B43. When changes are made in my organisation they are usually for the better	41% 41% 19%	+6 ^	+3	+8 ^
B44. My organisation keeps me informed about matters that affect me	70% 20% 10%	+6 ^	+1	+9 ^
B45. I have the opportunity to contribute my views before decisions are made that affect me	40% 32% 28%	+1	-1	+2
B46. I think it is safe to challenge the way things are done in my organisation	53% 30% 17%	+2	+3	+6 ^

Filters



2024 Discrimination, Bullying and Harassment Scores

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This page includes the findings for your organisation and at Civil Service Level for the following topics: discrimination; types of discrimination experienced; bullying and harassment at work; grounds and nature of bullying and harassment; reporting of the incident and outcomes.

A comparison between 2024 and 2023 scores is also included.

The scores are presented in the following order: your percent positive theme score first (in blue), then your percent neutral (in grey), and at the end your percent negative (in orange).

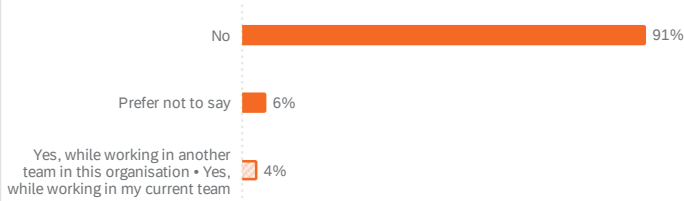
Note: In order to preserve respondent anonymity, we apply primary and secondary suppression to the data for

2024 Discrimination

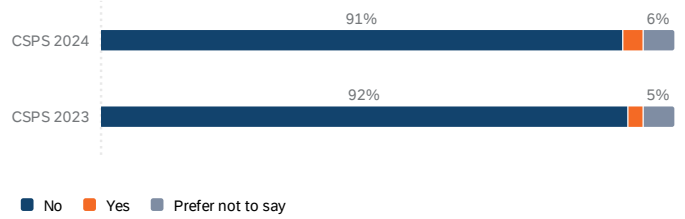
In 2024, 7% of Civil Servants (median score) indicated that they have been discriminated against at work in the past 12 months. Unchanged compared to 2023 (7%).

The graphs in this section present the figures for the organisation or team you have selected.

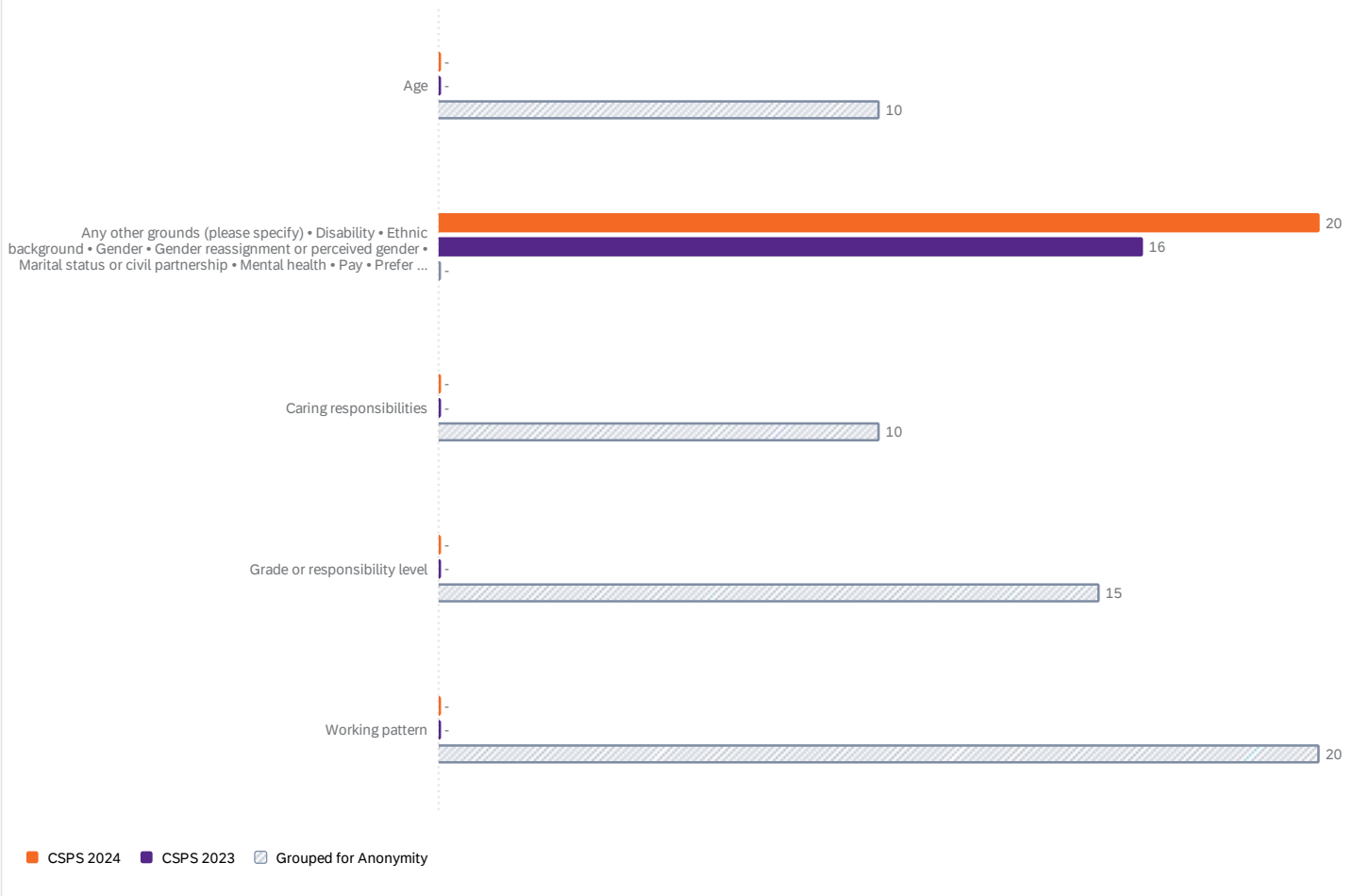
E01 Discriminated against at work 2024



E01. Discriminated against at work (grouped)



E02. Count of types of discrimination experienced (multiple choice allowed) 2024 vs 2023. Answer options with fewer than 10 responses are suppressed

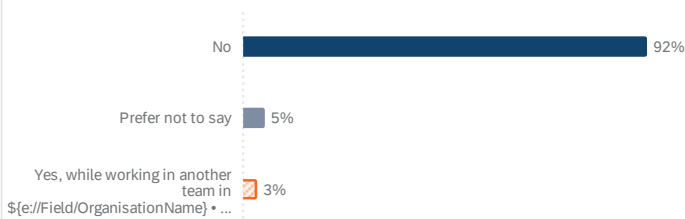


Bullying & Harassment

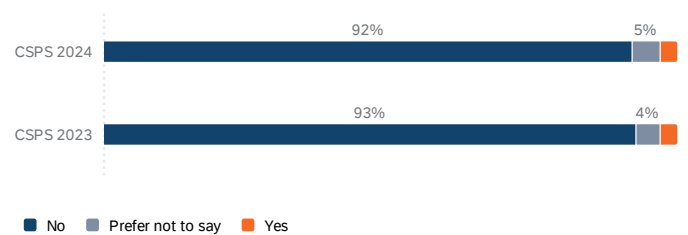
In 2024, 8% of Civil Servants indicated that they have been bullied and/or harassed at work in the past 12 months. Unchanged from 2023 (8%).

The graphs in this section present the figures for the organisation or team you have selected.

E03. Bullied and or harassed at work in 2024



E03. Bullied and or harassed at work 2024 vs 2023



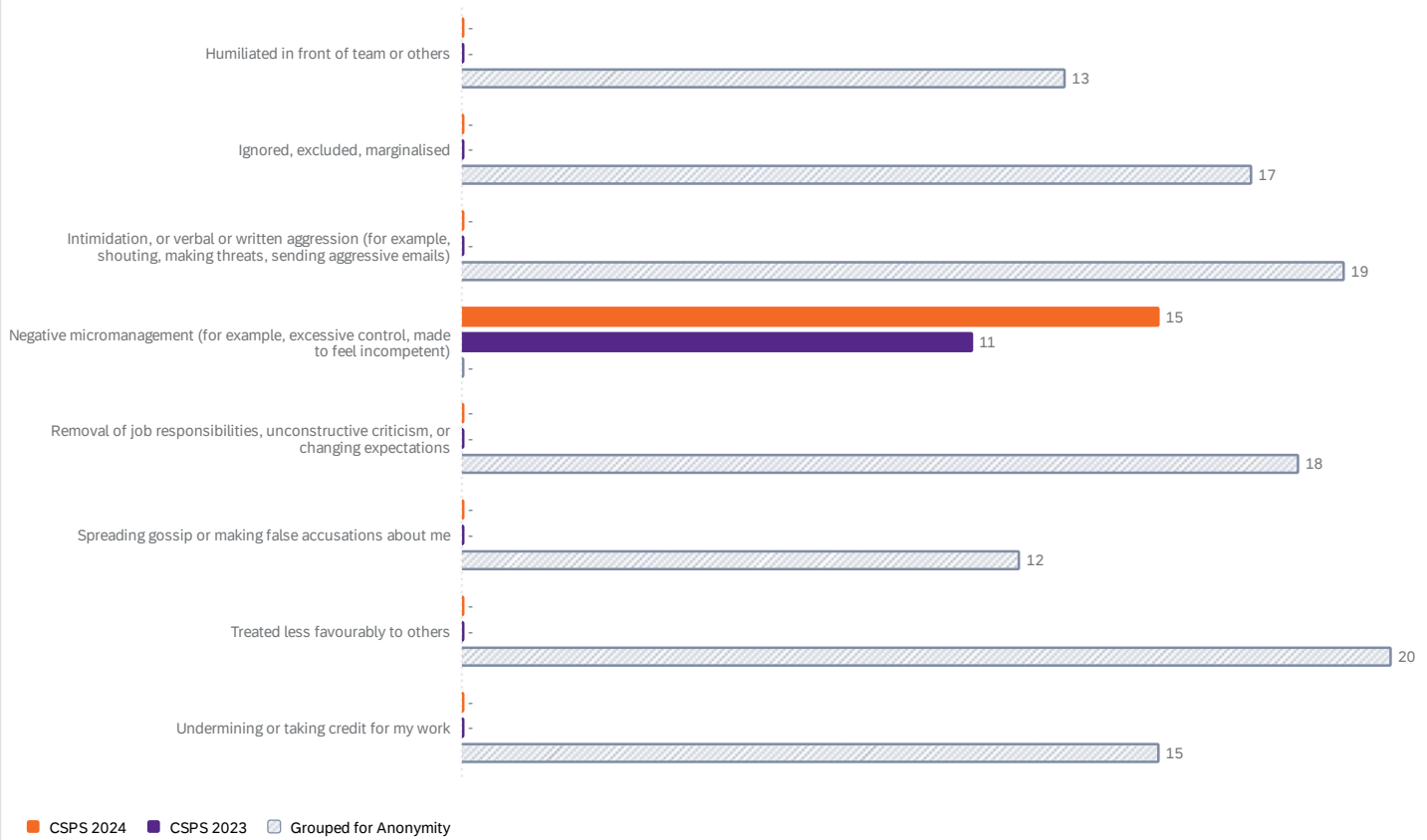
Grounds and nature of bullying and harassment

Of those who said they had experienced bullying and/or harassment at work in the past 12 months, these are the ground(s) on which they felt it was based (Question E03A).

Answer options with fewer than 10 responses will be suppressed to protect the anonymity of small groups of individuals.

Caution should be applied when comparing the two years, considering the change in the headcounts and that this question allowed multiple choices.

E03A. Count of nature of bullying and/or harassment experienced (multiple choice allowed) 2024 vs 2023



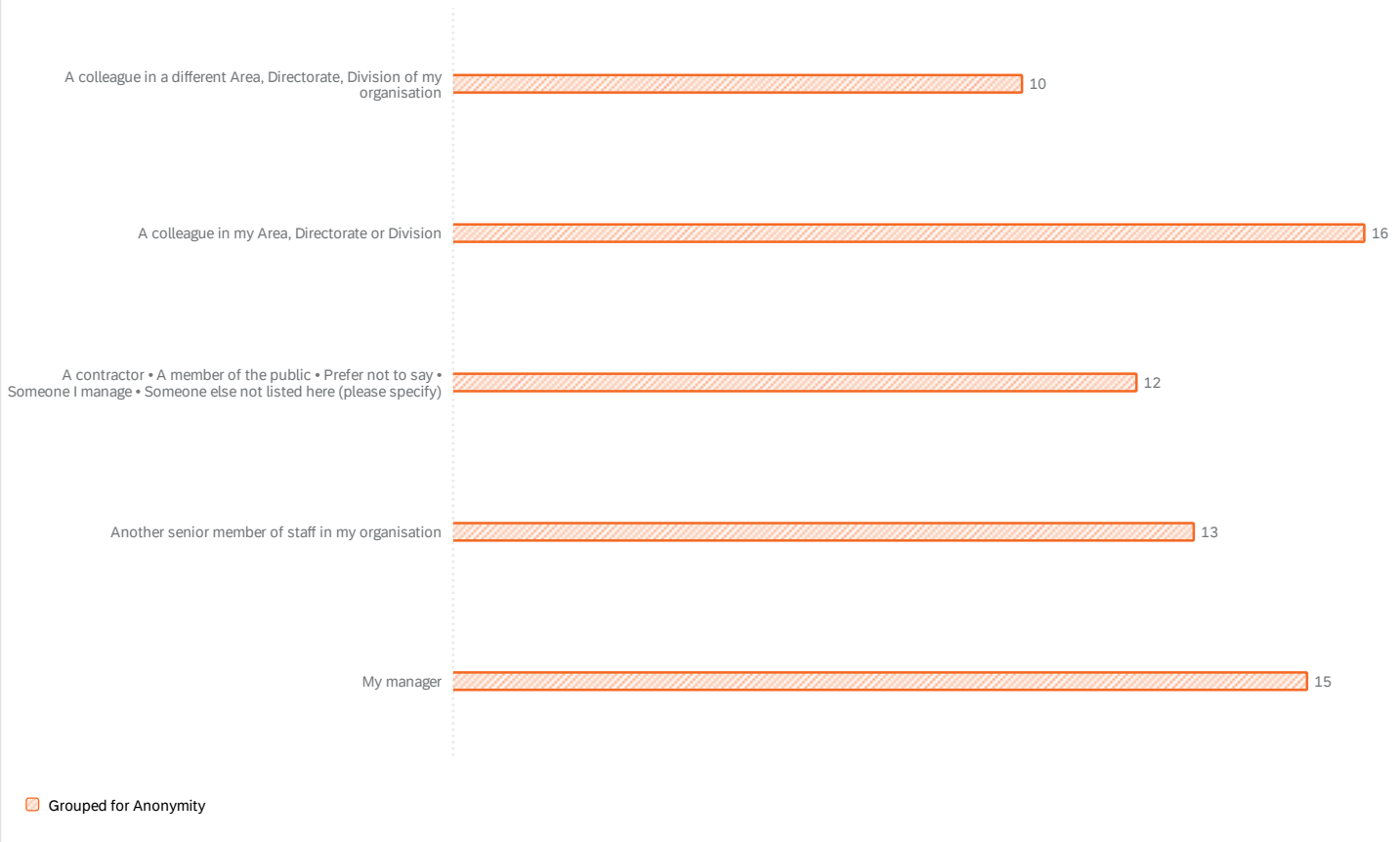
Perpetrator of bullying and harassment

Of those who said they had experienced bullying and/or harassment at work in the past 12 months, the graph below shows who bullied and or harassed them (Question E04).

Answer options with fewer than 10 responses will be suppressed to protect the anonymity of small groups of individuals.

Caution should be applied when comparing the two years, considering the change in the headcounts and that this question allowed multiple choices.

E04. Count of who perpetrated the bullying and/or harassment (multiple choice allowed) 2024 vs 2023



Whether and how the incident was reported

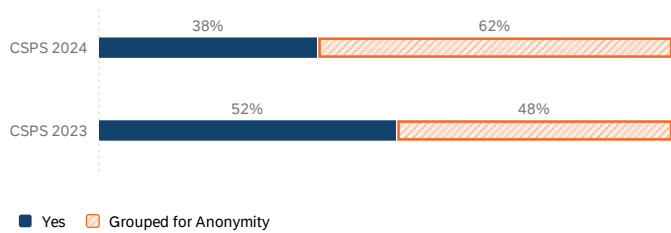
In 2024, 40% of Civil Servants indicated that they have reported their experience of bullying and harassment (also 40% in 2023) while 46% did not (45% in 2023).

Of those that reported it, 32% felt punished for doing so (31% in 2023).

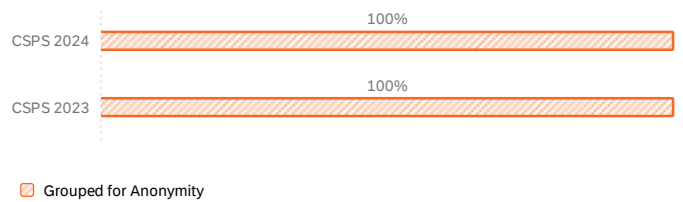
The graphs in the next section present the findings of reporting for your organisation or team for question E05, information on how people reported their experience (q. E05A); whether they felt punished for reporting it (q. E06_D) and why did they not report the incident (q. E05B).

Please note that for questions E05A and E05B multiple choice were allowed.

E05. Reported experience of bullying and or harassment in 2024 vs 2023



E06_D. Did you feel you were punished for reporting the incident? 2024 vs 2023



E05A. How the incident was reported, if reported (count - multiple choice allowed) 2024 vs 2023



Grouped for Anonymity

E05B. Why the incident was not reported for those who experienced bullying and or harassment (count - multiple choice allowed) 2024 vs 2023



Grouped for Anonymity

How respondents would describe their situation now

The graphs in the following sections present the findings for questions E06_A, E06_B and E06_C for the organisation or team you selected.

E06_A

In 2024, of those who said they had experienced bullying and/or harassment in the past 12 months, the proportion of Civil Servants who said they felt appropriate action was taken to address it is 29% (30% in 2023).

57% indicated that they feel that no action was taken (57% in 2023); and

14% preferred not to say (15% in 2023).

E06_B

In 2024, of those who said they had experienced bullying and or harassment in the past 12 months, the proportion of Civil Servants who said the behaviour has stopped at the point of completing the survey is 39% (41% in 2023).

33% indicated the behaviour is continuing (31% in 2023); and

29% preferred not to say (27% in 2023).

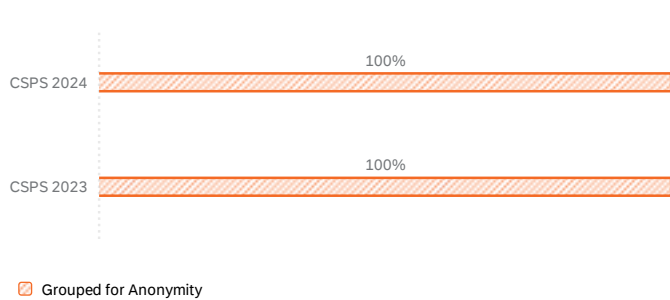
E06_C.

In 2024, of those who said they had experienced bullying and or harassment in the past 12, the proportion of Civil Servants who said the culture in their area allowed this behaviour to continue is 60% (60% in 2023).

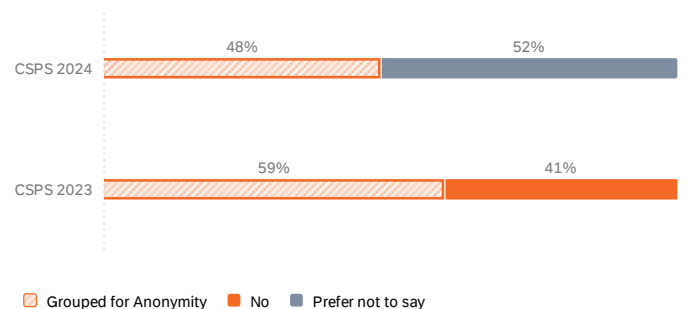
22% indicated that the culture in their area did not allow the behaviour to continue (22% in 2023); and

18% preferred not to say (18% in 2023).

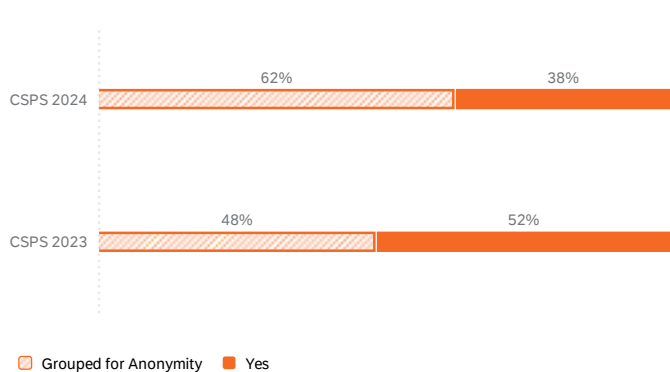
E06_A. Appropriate action was taken to address the behaviour 2024 vs 2023



E06_B. The bullying and or harassment has stopped 2024 vs 2023



E06_C. The culture in my area allows this behaviour to continue 2024 vs 2023



Filters



2024 Hybrid Working and Long Covid

OFFICIAL SENSITIVE

This page includes information on hybrid working and staff having 'long Covid'. The scores are presented in the following order: your percent positive theme score first (in blue), then your percent neutral (in grey), and at the end your percent negative (in orange). The comparison between 2024 (in blue) and 2023 (in turquoise) is also presented.

Hybrid Working

H10

In 2024, across the entire Civil Service respondents reported that:

- 5% were workplace based (5% in 2023);
- 2% were contractual home based worker (2% in 2023);
- 90% worked hybrid (89% in 2023);
- 1% worked mobile (1% in 2023).

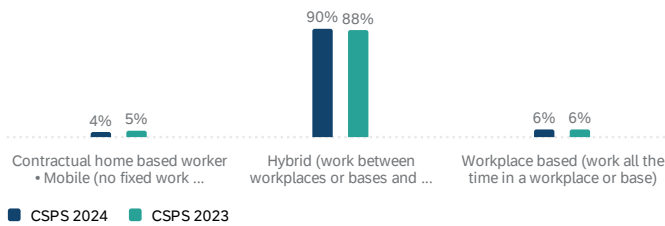
H02A

Of those civil servants who in 2024 indicated 'hybrid approach' to question H10 respondents reported that:

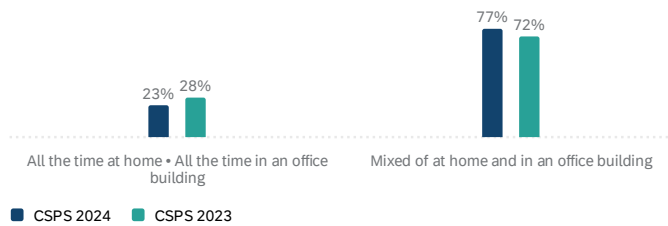
- 1% worked all the time at home (2% in 2023);
- 52% worked more time at home and some of the time in a workplace (66% in 2023);
- 21% worked equal amounts of time at home and in a workplace (20% in 2023);
- 19% worked more time in a workplace and some of the time at home (11% in 2023);
- <1% worked all the time in a workplace (<1% in 2023).

The graphs in the next sections present the figures for the organisation or team you have selected.

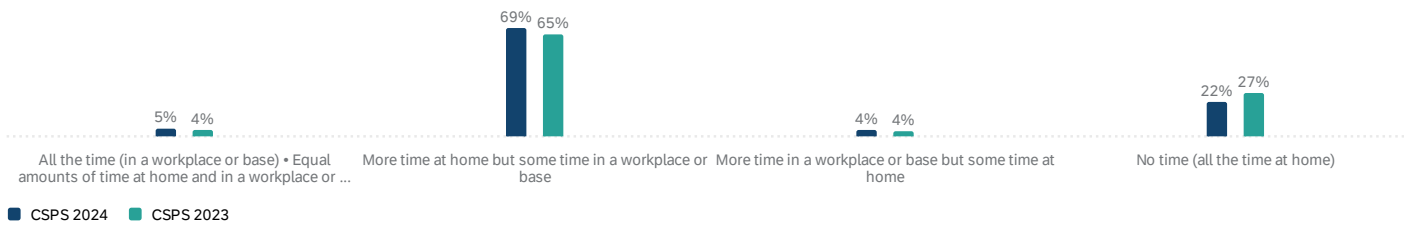
H10. 2024 Working arrangements



H02A. 2024 Hybrid working (Grouped)



H02A. 2024 Hybrid Working




Civil Servants who answered that they have mainly been working from home indicated:

H02B. 92% said that when they are working from home their colleagues are good at keeping in touch formally and informally (also 92% in 2023).

This question was not presented to respondents who said they have mainly been working in an office location.

H02B. Keeping in touch when working from home 2024 vs 2023

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate...
H02B. When working from home, my colleagues are good at keeping in touch formally and informally		-4 ↓	+1	-4 ↓

Long Covid

CV3. In 2024 we asked respondents whether they would describe themselves as having 'long Covid', that is, they were experiencing symptoms more than 4 weeks after they first had COVID-19, that were not explained by something else.

The figures below refer to civil servants who self-reported having 'long Covid' as per the definition above.

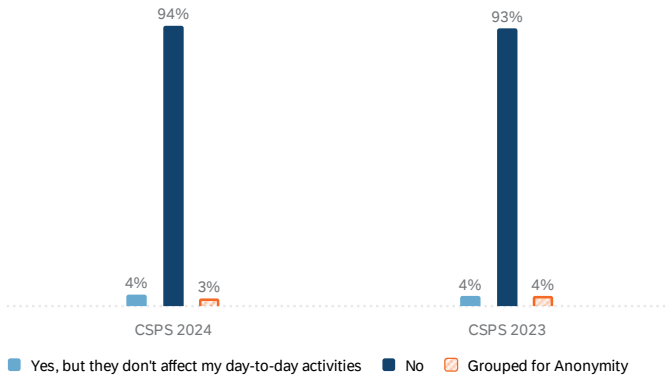
93% No experience of long Covid (92% in 2023);

3% Yes, with day-to-day activities not affected (4% in 2023);

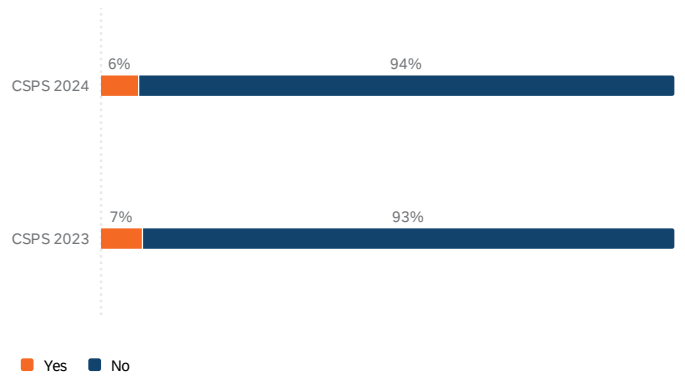
3% Yes, with day-to-day activities affected a little (4% in 2023);

1% Yes, with day-to-day activities affected a lot (1% in 2023).

CV3. 2024 Long Covid



CV3. 2024 Long Covid (Grouped)



Filters



2024 Personal Wellbeing

OFFICIAL SENSITIVE

The four questions (W01-04) are used by the Office for National Statistics (ONS) to monitor wellbeing across the UK, as part of their Measuring National Wellbeing Programme. One of the main benefits of collecting information in this way, is that it is based on people's views of their own individual wellbeing and takes account of what matters to people by allowing them to decide what is important when they respond to questions.

A comparison between 2024 and 2023 scores is also included.

The scores are presented in the following order: your percent positive theme score first (in blue), then your percent neutral (in grey), and at the end your percent negative (in orange).

Personal wellbeing response scale

The four questions on personal wellbeing use a response scale that ranges from 0 to 10, as shown below. You'll see that the scale is reversed for question W04, where the percent 'favourable' in blue is the proportion of respondents who said they have experienced low or very low levels of anxiety.

Response scale for questions W01, W02 and W03

High (7-8) or Very High (9-10) in blue

Medium (5-6) in grey

Low (0-4) in orange

Response scale for questions W04

Very Low (0-2) or Low (2-3) in blue

Medium (4-5) in grey

High (6-10) in orange

Response scale for questions W09

Strongly agree, Agree (4-5) in blue

Neither agree nor disagree in grey (3)

Disagree, Strongly disagree in orange (1-2)

Response scale for questions W10

Weekly, Monthly (4-5) in blue

Quarterly in grey (3)

Annually, never in orange (1-2)

The percent favourable represents the proportion of respondents who reported high or very high satisfaction or happiness levels, and the proportion who reported low or very low anxiety levels.

In 2024 at Civil Service Level:

W01. 68% of respondents are satisfied with their life nowadays (67% in 2023);

W02. 71% think that the things they do in their life are worthwhile (70% in 2023);

W03. 63% indicated that they felt happy yesterday (61% in 2023);

W04. 35% felt anxious yesterday (35% in 2023);





Wellbeing Support

W09. 60% think that their organisation provides good support for employee health, wellbeing and resilience (60% in 2023);



W10. 60% indicate that they discuss their personal wellbeing or work-related stress with their manager on a weekly or monthly basis (59% in 2023).

The graphs in the next sections present the findings for these questions for the organisation or team you have selected.

Personal Wellbeing Results 2024 vs 2023 📄

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
W02. Overall, to what extent do you feel that things you do in your life are worthwhile?		+4 ^	+1	+2
W01. Overall, how satisfied are you with your life nowadays?		+5 ^	+1	+2
W03. Overall, how happy did you feel yesterday?		+4 ^	+2	+3
W04. Overall, how anxious did you feel yesterday?		+3 ^	0	+3

2024 Wellbeing Support 📄

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
W09. My organisation provides good support for employee health, wellbeing and resilience		+21 ^	+2	+17 ^
W10. How often do you discuss your personal wellbeing and or work-related stress with your manager?		+13 ^	+7 ^	+8 ^

2024 Mental Health and Physical Health

To help organisations and teams understand what they can do better to support those with mental and physical health problems to remain in and thrive through work, we asked two questions specifically on these topics (based on the World Health Organization's Health and Work Performance Questionnaire). Due to the Coronavirus pandemic many of us changed the frequency we work at an office or traditional workplace. This meant working from home without office equipment so we have included a question on musculoskeletal disorders.

J04B. In 2024 73% of civil servants who responded to the survey, self-reported their overall mental health to be excellent, very good or good. 72% in 2023.

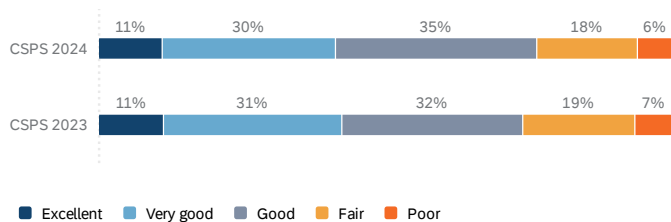
W05. In 2024 72% of civil servants who responded to the survey self-reported their overall physical health to be excellent, very good or good. 72% in 2023.

W06. In 2024 26% of civil servants self-reported that in the last year they have experienced musculoskeletal problems (MSD). 25% in 2023.

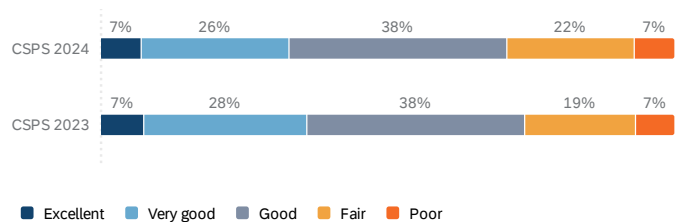
Please note that those who agreed or strongly agreed with the statement 'In the last 12 months I have experienced musculoskeletal problems' have been coded as "experienced MSD". Those who disagreed or strongly disagreed have been coded as "not experienced MSD". Those who answered 'neither agree nor disagree' are not shown.

The graphs in the next sections present the findings for the organisation or team you have selected.

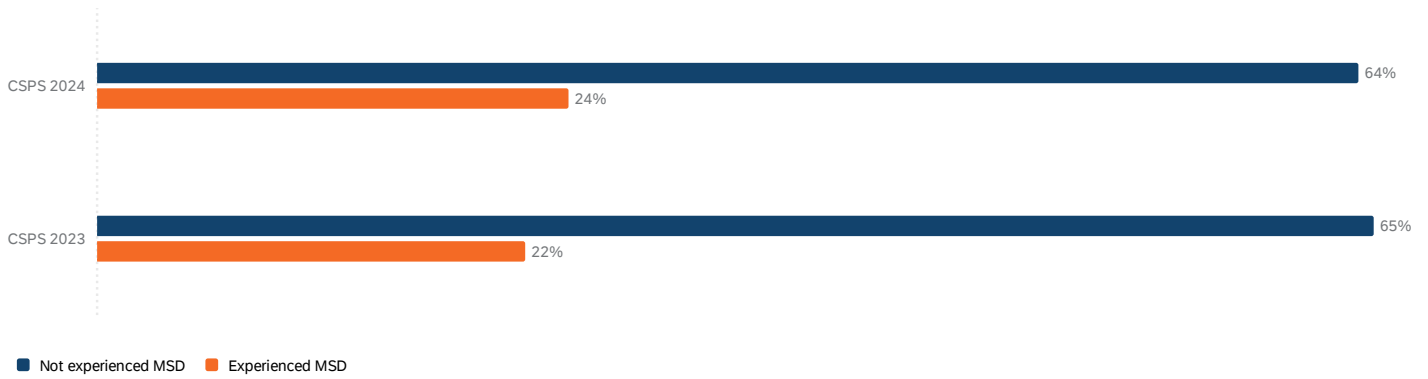
J04B. Self-reported overall mental health 2024 vs 2023



W05. Self-reported overall physical health now 2024 vs 2023



W06. Musculoskeletal problems (MSD) in the last 12 months 2024 vs 2023



2024 Factors influencing wellbeing

In the Civil Service People Survey we explore three main factors that can influence people's wellbeing: a stressful working environment; a flourishing working environment, and team support.

Stressful work environments

We use something called the Proxy Stress Index to measure conditions that can contribute to stressful environments. It is based on the following Health and Safety Executive stress management standards and People Survey insights:

Demands - 'I have an acceptable workload' (B33)

Control over work - 'I have a choice in deciding how I do my work' (B05)

Support - 'My manager motivates me to be more effective in my job' (B08) and 'I am treated with respect by the people I work with' (B26)

Relationships - 'The people in my team can be relied upon to help when things get difficult in my job' (B18) and 'During the past 12 months have you experienced bullying or harassment at work?' (E03)

Role in organisation - 'I have clear work objectives' (B30)

Change - 'I have the opportunity to contribute my views before decisions are made that affect me' (B45)

A score of 100% tells you that respondents gave the most negative response possible to all eight questions, suggesting they are operating in a highly stressful environment. A score of 0% tells you the opposite.

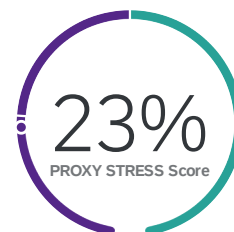
The 2024 Proxy Stress Index for all Civil Servants is 26%. 27% in 2023.

The graphs in the next sections present the Proxy Stress Indexes for 2024 and 2023 for the organisation or team you have selected.

Your Proxy Stress Index for 2024



Your Proxy Stress Index for 2023 884



Flourishing work environments

We use the PERMA Index to measure the extent to which employees are flourishing 'at work'. It is based on the work of psychologist Martin Seligman and looks at the following five dimensions of wellbeing and happiness, and People Survey insights:

Positive emotion - 'Overall, how satisfied are you with your life nowadays?' (W01)

Engagement - 'I am interested in my work' (B01)

Relationships - 'The people in my team can be relied upon to help when things get difficult in my job' (B18)


Meaning - 'Overall, to what extent do you feel the things you do in your life are worthwhile?' (W02)

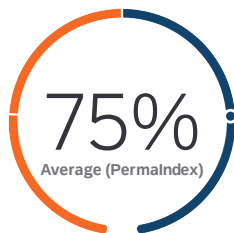
Accomplishment - 'My work gives me a sense of personal accomplishment' (B03)


A score of 100% tells you that respondents gave the most positive response possible to all five questions, whereas a score of 0% tells you the opposite.

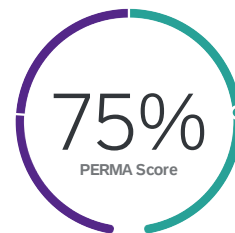
The 2024 PERMA Index for all Civil Servants is 74%. 74% in 2023.

The graphs in the next sections present the PERMA Indexes for 2024 and 2023 for the organisation or team you have selected.

Your PERMA Index for 2024 



Your PERMA Index for 2023 



Filters



2024 Civil Service Change, Culture, Code, Productivity and Efficiency plus Devolution

OFFICIAL SENSITIVE

This page includes the findings for five topics: Cross-Government Change and Modernisation, Civil Service organisational culture and leadership, the Civil Service Code, Productivity and Efficiency and Devolution.

The scores are presented in the following order: your percent positive theme score first (in blue), then your percent

Cross-Government Change and Modernisation

In 2024, at Civil Service level:

Civil Service Vision

B59. 60% indicated to be aware of the Civil Service vision for 'A Modern Civil Service'. 60% in 2023.

Cross-Government Change

B59A. 43% indicated they understand how they can help to achieve the vision for a 'A Modern Civil Service'. 42% in 2023.

B59B. 79% affirmed that the technology provided by their organisation enables them to easily connect and collaborate with the colleagues they need to for them to do their job effectively. 80% in 2023.

B59E. 73% indicated to have a choice in deciding where to do their work (usual workplace or base; another workplace; home) to best deliver their individual, team and organisation objectives. 83% in 2023.

B59F. 94% affirmed their manager trusts them to do their job effectively, even if they are not working from the same location as them. 95% in 2023.

The graphs in the next sections present the findings for the organisation or team you have selected.

Civil Service Vision 2024 vs 2023

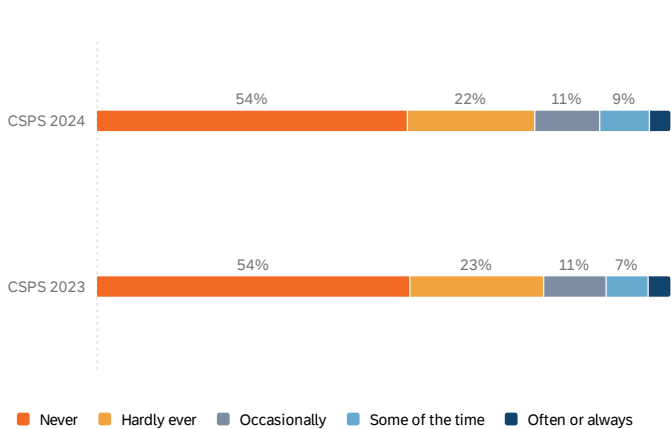
Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
B59F. My manager trusts me to do my job effectively, even if I am not working from the same location as them		+2 ^	-1	+4 ^
B59E. I have a choice in deciding where I do my work (usual workplace or base, another workplace, home)		+22 ^	-1	+20 ^
B59B. The technology provided by my organisation enables me to easily connect and collaborate with the colleagues that I need to for me to do my job effectively, from any location		+12 ^	+1	+15 ^
B59. I am aware of the Civil Service vision for 'A Modern Civil Service'		+2	0	+8 ^
B59A. I understand how I can help achieve the vision for 'A Modern Civil Service'		+4 ^	-1	+8 ^

B59C. In 2024 at Civil Service level, 39% of respondents indicate that they often/always or some of the time collaborate with colleagues in other government departments and agencies to achieve common goals. 37% in 2023.

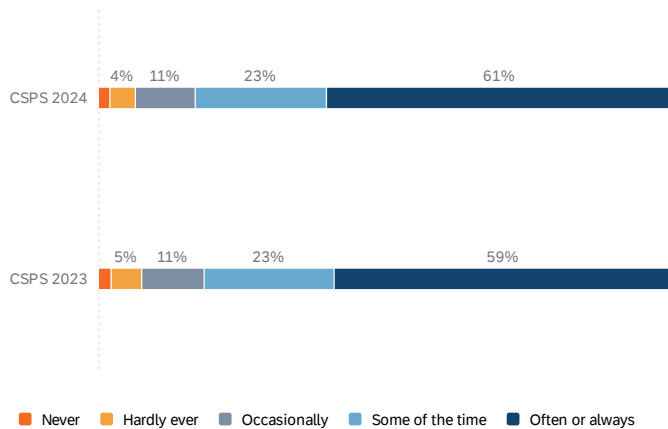
B59D. In 2024 86% of civil servants completing the survey always/often or sometimes consider how their work impacts upon the public in the course of carrying out their duties. 86% in 2023.

The graphs in the next sections present the findings for B59C and B59D for the organisation or team you have selected.

B59C. How often do you collaborate with civil servants in other Government departments and agencies to achieve common goals? 2024 vs 2023



B59D. I consider how my work impacts upon the public in the course of carrying out my duties 2024 vs 2023



Organisational Culture & Leadership

In 2024, at Civil Service level:

B54. 90% of respondents indicated that they are trusted to carry out their job effectively (90% in 2023);

B55. 75% believed they would be supported if they try a new idea, even if it may not work (75% in 2023);

B56. 74% agreed that in their organisation people are encouraged to speak up when they identify a serious policy or delivery risk (73% in 2023);

B57. 71% felt able to challenge inappropriate behaviour in the workplace (71% in 2023);

B58. 78% agreed that their organisation is committed to creating a diverse and inclusive workplace (78% in 2023).

The graph in the next section presents the findings for the organisation or team you have selected.

Organisational Culture Results 2024 vs 2023

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
B54. I am trusted to carry out my job effectively	95%	+5 ^	0	+6 ^
B58. My organisation is committed to creating a diverse and inclusive workplace	87% 11%	+9 ^	+2	+9 ^
B56. In my organisation, people are encouraged to speak up when they identify a serious policy or delivery risk	80% 14% 6%	+6 ^	+7 ^	+10 ^
B55. I believe I would be supported if I try a new idea, even if it may not work	72% 20% 8%	-3 v	+3	+2
B57. I feel able to challenge inappropriate behaviour in the workplace	71% 20% 9%	0	-1	+2

The Civil Service Code

D01A. In 2024, 92% of civil servants indicated that they understand the Civil Service Code and what it means for their conduct (88% in 2023).




D02. 70% of civil servants indicated to be aware of how to raise a concern under the Civil Service Code (70% in 2023).

D03. 76% of civil servants indicated to be confident that if they raised a concern under the Civil Service Code in their organisation it would be investigated properly (76% in 2023).

The graph present the results for the organisation or team you have selected.

Please note that blue shows the proportion of those who answered "Agree" or "Strongly Agree" for D01A and "Yes" for D02 and D03.

Civil Service Code 2024 vs 2023 📄

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
D01A. I understand the Civil Service Code and what it means for my conduct		+1	+5 ^	+2
D03. Are you confident that if you raised a concern under the Civil Service Code in your organisation it would be investigated properly?		+8 ^	+3	+11 ^
D02. Are you aware of how to raise a concern under the Civil Service Code?		+3 ^	-2	+5 ^

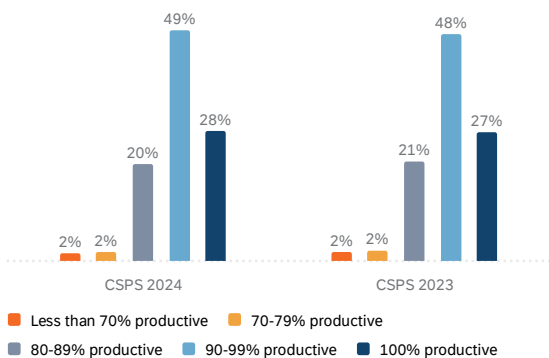
Productivity and Efficiency

B59G. At Civil Service level it emerged that over the last month 65% of civil servants indicated to have been between 100% and 90% productive (66% in 2023).


B59H. At Civil Service level it emerged that 52% agreed or strongly agreed that efficiency is a priority in their organisation (55% in 2023).

The graphs in the next section present the findings for the organisation or team you have selected.

B59G. Over the last month, roughly, how productive have you been? 2024 vs 2023



B59H. Efficiency is pursued as a priority in my organisation 📄

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate...
B59H. Efficiency is pursued as a priority in my organisation		+23 ^	+3	+23 ^

Devolution


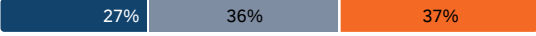
In 2024, we added new questions regarding devolution.

B60. I know about the devolution of powers from UK Government and Parliament to the Devolved Governments and Parliaments or legislatures in Scotland, Wales and Northern Ireland. The Civil Service benchmark score is 66%.

B61. I know where to access resources and training on devolution and intergovernmental working. The Civil Service benchmark score is 35%.

The graphs in the next section present the findings for the organisation or team you have selected.

Devolution

Name	Distribution	Civil Service Benchmark 2024	SG Scottish Government (Corporate Report)
B60. I know about the devolution of powers from UK Government and Parliament to the Devolved Governments and Parliaments or legislatures in Scotland, Wales and Northern Ireland		+7 ^	-7 v
B61. I know where to access resources and training on devolution and intergovernmental working		-8 v	-15 v

Filters



2024 Taking Action

OFFICIAL SENSITIVE

This page includes the findings in relation to belief that action has and or will be taken as a result of completing the Civil Service People Survey, a focus on the top drivers of staff engagement, and a summary of respondents' intentions to stay or leave the organisation in the future.

The scores are presented in the following order: your percent positive theme score first (in blue), then your percent neutral (in grey), and at the end your percent negative (in orange).

Did you know?...

Research suggests that teams are more likely to be engaged if time has been taken to study and understand their results, to build staff-led action plans.

It can also have an impact on how likely they are to participate in future insight gathering - people are less likely to contribute if their views are perceived to have been ignored in the past.

In 2024, at a Civil Service level (the median benchmark):

B52. 52% of respondents believe that senior managers in their organisation will take action on the results from the survey (51% in 2023);

B53. 38% of respondents indicated that where they work, they think effective action has been taken on the results of the last survey (38% in 2023).

The graph in the next section presents the results for the organisation or team you have selected.

Belief that action has and or will be taken 2024 vs 2023

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
B52. I believe that senior managers in my organisation will take action on the results from this survey		+3	+5 ^	+10 ^
B53. Where I work, I think effective action has been taken on the results of the last survey		+8 ^	+5 ^	+12 ^

Focus Areas

While the Engagement Index tells you how engaged your employees are, it does not tell you how to improve or maintain engagement. This is where key driver analysis comes in, as this pinpoints the factors that have the strongest association with your engagement levels.

The table below displays the five question results that have the strongest association with the engagement index (identified through correlation analysis) for the team or group of staff you are looking at, and ranks these in order of importance.

The order of importance is determined by something called an 'r' value, or Pearson Correlation Coefficient. If you hover over the blue dot in your key drivers table, you will see the r-value. The r-value can sit anywhere between -1 and 1. A positive r-value suggests that your engagement levels appear to increase as the % favourable score for a question increases; a negative r-value suggests the opposite. The larger the blue dot, the more that question is associated with your employee engagement score.

In the table, you'll also be able to see if these are areas that have improved or worsened over the past 12 months, where trend data is available.

In 2024, at Civil Service level, the correlation is as follows:

B41. $r(350,615)=0.63, p<.001$

B43. $r(350,754)=0.61, p<.001$

B52. $r(350,754)=0.61, p<.001$

LQC4. $r(205,152)=0.70, p<.001$

LQK4. $r(21,877)=0.62, p<.001$

Top drivers of engagement 2024 vs 2023

Impact	Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
	LQC4. I feel positive about the future of my organisation	60% 30% 9%	+13 ^	+5 ^	+11 ^
	B41. Overall, I have confidence in the decisions made by my organisation's senior managers	55% 32% 14%	-1	+3	+5 ^
	B52. I believe that senior managers in my organisation will take action on the results from this survey	55% 28% 17%	+3	+5 ^	+10 ^
	LQC3. I feel that change is managed well in my Area, Directorate or Division	53% 30% 17%	+13 ^	+3	+12 ^
	B03. My work gives me a sense of personal accomplishment	79% 15% 6%	+2	+2	+3 ^

Future Intentions

C01. In relation to employees' plans to remain within or leave their organisation in the future, in 2024 at Civil Service level:

6% indicated that they want to leave their organisation as soon as possible (7% in 2023);

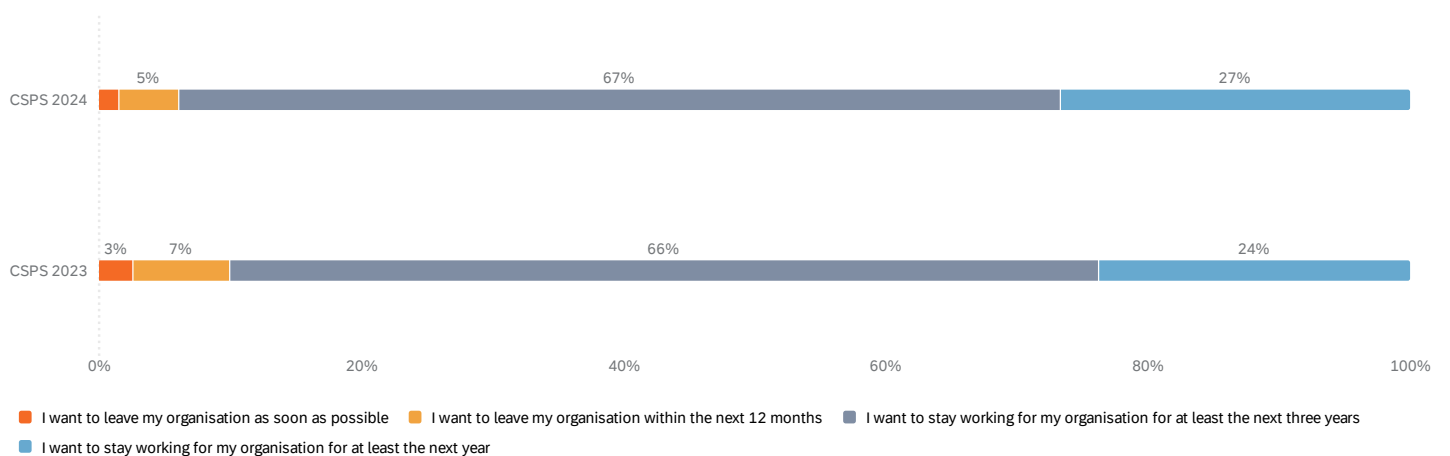
14% that they want to leave their organisation within the next 12 months (15% in 2023);

35% that they want to stay working for their organisation for at least the next year (36% in 2023);

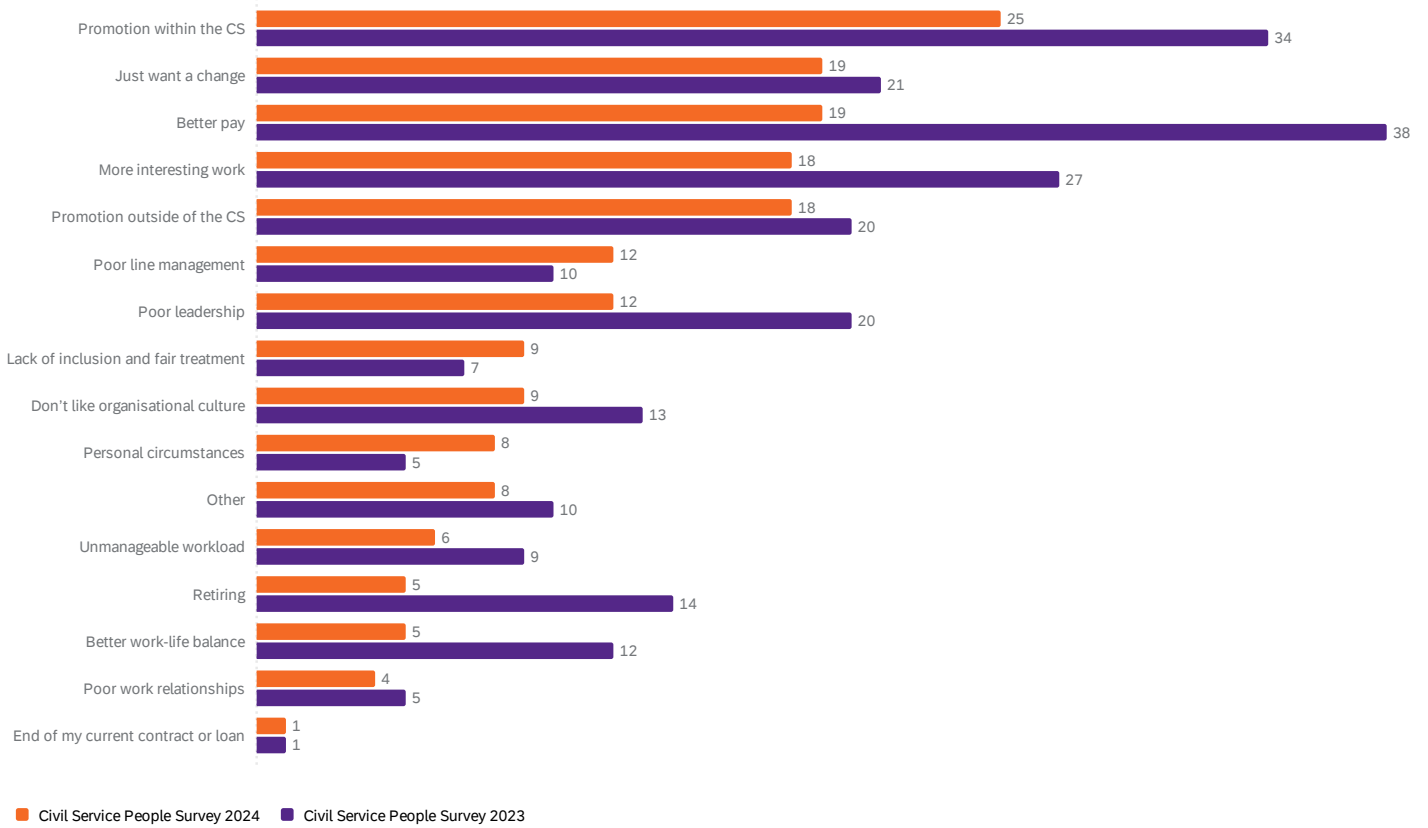
45% that they want to stay working for their organisation for at least the next three years (42% in 2023).

The graphs in the next sections present, for the organisation or team you have selected, the comparison between 2024 and 2023 for C01 (intention to leave or stay in the organisation) and C02, which indicates the reasons why people would like to leave their organisations (please note that this question allowed for multiple choices).

Future Intentions 2024 vs 2023



C02. 2024 Count of reasons for intention to leave the organisation 145



Filters



2024 Local questions: Change Management

OFFICIAL SENSITIVE

Local questions focuses on specific topics that your organisation wanted to explore in more detail. The graph presents the scores for the organisation or team you have selected.

The scores are presented in the following order: your percent positive theme score first (in blue), then your percent neutral (in grey), and at the end your percent negative (in orange).

Local question results: Change Management

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
LQC4. I feel positive about the future of my organisation		+13 ^	+5 ^	+11 ^
LQC1. I get to find out the reasons behind key changes that happen in my organisation		+16 ^	+4	+14 ^
LQC2. I understand what support is available to me as I am affected by organisational change		+9 ^	+2	+10 ^
LQC3. I feel that change is managed well in my Area, Directorate or Division		+13 ^	+3	+12 ^

Filters



2024 Local questions: Continuous Learning

OFFICIAL SENSITIVE

Local questions focuses on specific topics that your organisation wanted to explore in more detail. The graph presents the scores for the organisation or team you have selected.

The scores are presented in the following order: your percent positive theme score first (in blue), then your percent neutral (in grey), and at the end your percent negative (in orange).

Local question results: Continuous Learning

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
LQJ2. I am learning on a regular basis from working with my colleagues		+2	+2	+1
LQJ1. My current job makes the most of my skills and strengths		+4 ^	+3	+3
LQJ3. My manager coaches me regularly to support my continuous learning		-1	+1	+3
LQJ4. Investing time in learning and development activities is given priority in my Area, Directorate or Division		-9 v	+1	+1

Filters



2024 Local questions: Collaboration and Team Performance

OFFICIAL SENSITIVE

Local questions focuses on specific topics that your organisation wanted to explore in more detail. The graph presents the scores for the organisation or team you have selected.

The scores are presented in the following order: your percent positive theme score first (in blue), then your percent neutral (in grey), and at the end your percent negative (in orange).

Local question results: Collaboration and Team Performance

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
LQL1. My team works well together to achieve shared objectives		+2 ^	0	0
LQL3. I believe my team works well with other parts of my organisation		+3 ^	0	-2
LQL4. I work with people from different teams or professions to improve the services we deliver		-6 v	+2	-13 v
LQL2. We regularly review our performance as a team		-2	+1	-4 v