

Civil Service People Survey - The Royal Parks Benchmark Results

Theme	CSPS QNo.	CSPS Question Text	The Royal Parks 2009 Score (% positive)
My Work	B01	I am interested in my work	94%
	B02	I am sufficiently challenged by my work	83%
	B03	My work gives me a sense of personal accomplishment	80%
	B04	I feel involved in decisions that affect my work	67%
	B05	I have a choice in deciding how I do my work	90%
Organisational Objectives & Purpose	B07	I have a clear understanding of TRP's purpose	87%
	B08	I have a clear understanding of TRP's objectives	79%
	B09	I understand how my work contributes to TRP's objectives	84%
Resources & Workload	B06	In my job, I am clear what is expected of me	83%
	B10	I get the information I need to do my job well	61%
	B11	I have clear work objectives	75%
	B25	I have the skills I need to do my job effectively	88%
	B34	I have the tools I need to do my job effectively	77%
	B35	I have an acceptable workload	52%
	B36	I achieve a good balance between my work life and my private life	63%
Line Management	B12	My manager motivates me to be more effective in my job	59%
	B13	My manager is considerate of my life outside work	80%
	B14	My manager is open to my ideas	84%
	B15	My manager helps me to understand how I contribute to TRP's objectives	61%
	B16	Overall, I have confidence in the decisions made by my manager	72%
	B17	My manager recognises when I have done my job well	77%
	B18	I receive regular feedback on my performance	61%
	B19	The feedback I receive helps me to improve my performance	54%
	B20	I think that my performance is evaluated fairly	65%
	B21	Poor performance is dealt with effectively in my team	44%
Teamwork	B22	The people in my team can be relied upon to help when things get difficult in my job	83%
	B23	The people in my team work together to find ways to improve the service we provide	81%
	B24	The people in my team are encouraged to come up with new and better ways of doing things	74%
Learning & Career Development	B26	I am able to access the right learning and development opportunities when I need to	62%
	B27	Learning and development activities I have completed in the past 12 months have helped to improve my performance	62%
	B28	There are opportunities for me to develop my career in TRP	33%

	B29	Learning and development activities I have completed while working for TRP are helping me to develop my career	43%
Inclusion & Fair Treatment	B30	I am treated fairly at work	85%
	B31	I am treated with respect by the people I work with	91%
	B32	I feel valued for the work I do	70%
	B33	I think that TRP respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	85%
Pay & Benefits	B37	I feel that my pay adequately reflects my performance	29%
	B38	I am satisfied with the total benefits package	44%
	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	31%
Leadership & Change Management	B40	I feel TRP as a whole is managed well	53%
	B41	Senior managers in TRP are sufficiently visible	57%
	B42	I believe the actions of senior managers are consistent with TRP's values	47%
	B43	I believe senior management has a clear vision for the future of TRP	34%
	B44	Overall, I have confidence in the decisions made by TRP's senior managers	45%
	B45	I feel that change is managed well in TRP	35%
	B46	When changes are made in TRP they are usually for the better	37%
	B47	TRP keeps me informed about matters that affect me	62%
	B48	I have the opportunity to contribute my views before decisions are made that affect me	38%
Engagement	B49	I think it is safe to challenge the way things are done in TRP	51%
	B50	I am proud when I tell others I am part of TRP	84%
	B51	I would recommend TRP as a great place to work	70%
	B52	I feel a strong personal attachment to TRP	69%
	B53	TRP inspires me to do the best in my job	63%
Taking Action	B54	TRP motivates me to help it achieve its objectives	57%
	B55	I believe that senior managers in TRP will take action on the results from this survey	50%
Data Security	B56	I believe that managers where I work will take action on the results from this survey	47%
	C01	I know where to go to find out about how to handle personal and sensitive information	86%
Plans for the Future	C02	In the past 12 months, have you received training on handling data and procedures to protect personal and sensitive info	96%
	C03	Which of the following statements most reflects your current thoughts about working for TRP	
	"	I want to leave TRP as soon as possible	3%
	"	I want to leave TRP within the next 12 months	13%
	"	I want to stay working for TRP for at least the next year	27%
Civil Service Code		I want to stay working for TRP for at least the next three years	57%
	C04	Are you aware of the Civil Service Code?	67%
	C05	Are you aware of how to raise a concern under the Civil Service Code?	32%
	C06	Are you confident that if you raised a concern under the Civil Service Code in TRP it would be investigated properly?	63%

TRP Engagement Index ¹	72%		
Theme	CSPS QNo.	CSPS Question Text	The Royal Parks 2009 Score (% positive)
Discrimination, Harassment & Bullying	C07	During the past 12 months, have you personally experienced discrimination at work?	2%
		IF YES AT C07 THEN:	
	C08	On which of the following grounds have you personally experienced discrimination in the past 12 months?	
	"	Age	*
	"	Disability	*
	"	Ethnic Background	*
	"	Gender	*
	"	Gender Reassignment or perceived gender	*
	"	Religion or belief	*
	"	Sexual Orientation	*
	"	Any other grounds	*
	C09	During the past 12 months, have you personally experienced bullying or harassment at work?	6%
		IF YES AT C09 THEN:	
	C10	Who were you bullied or harassed by at work in the past 12 months?	
	"	A colleague	*
	"	Your manager	*
	"	Another manager in your part of TRP	*
"	Someone you manage	*	
"	Someone who works for another part of TRP	*	
"	A member of the public	*	
"	Someone else	*	
"	Prefer not to say	*	

Please note where responses are replaced with '*' left blank this is to protect respondents anonymity

1 The Engagement Index is not the average percentage positive score for the five engagement questions. Each of the five response options is given a weighting where strongly agree equals 100%, agree – 75%, neither agree/ disagree – 50%, disagree – 25% and strongly disagree – 0%