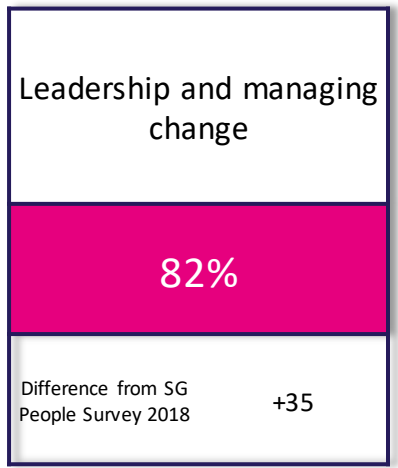
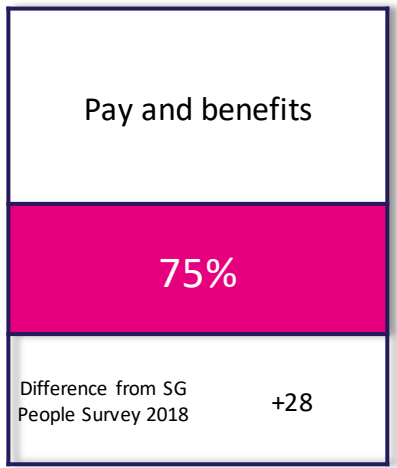
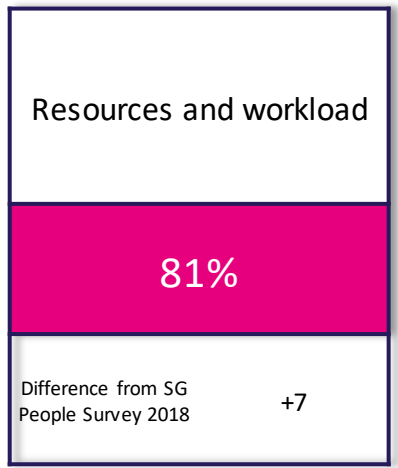
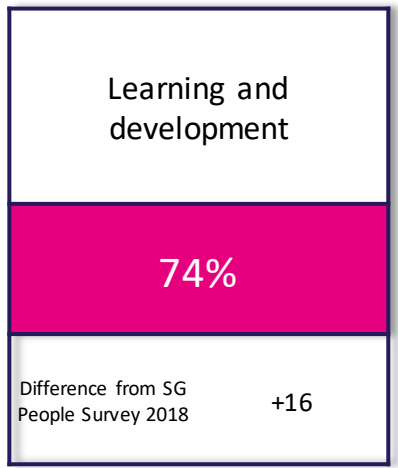
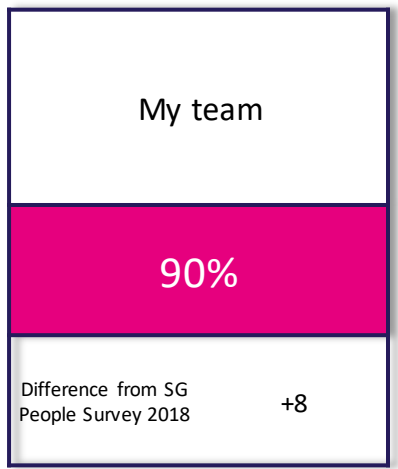
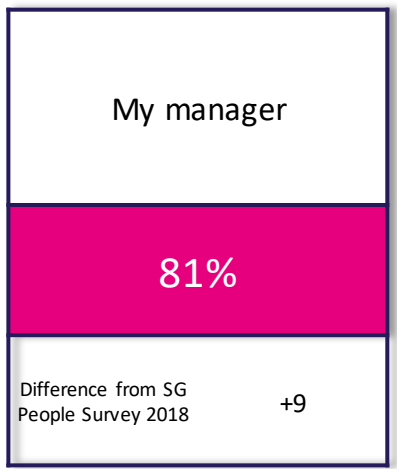
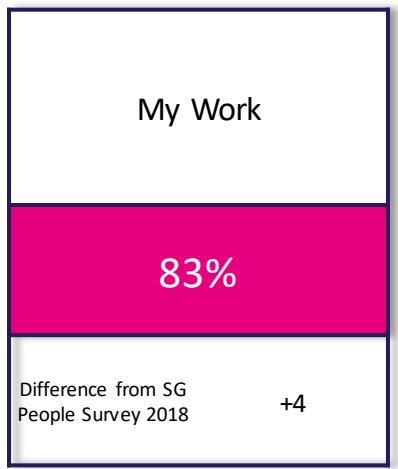
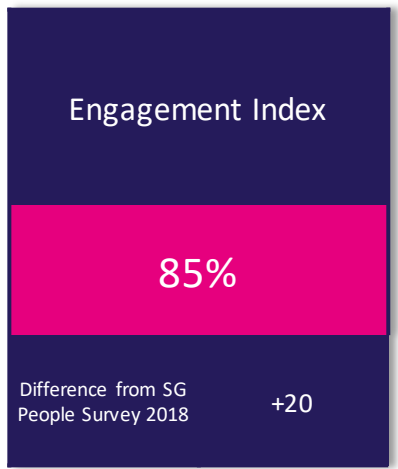




Returns: 193

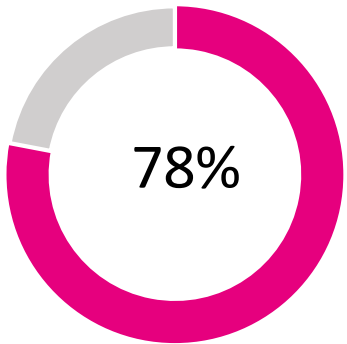
Response Rate: 97%



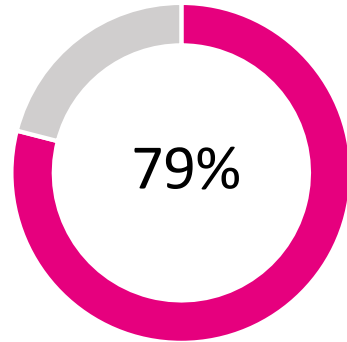


Wellbeing

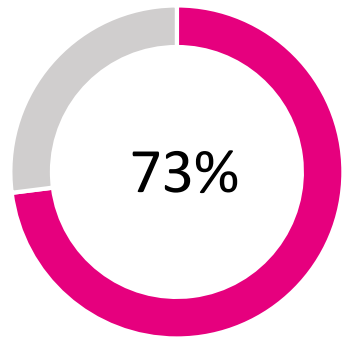
% responding positively (Answering 7,8,9 or 10 for 56.0– 58.0; Answering 0,1,2 or 3 for 59.0)



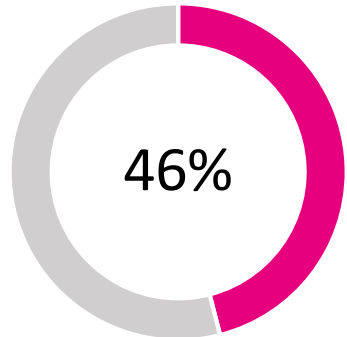
56.0 Overall, how satisfied are you with your life nowadays?



57.0 Overall, to what extent do you feel that things you do in your life are worthwhile?



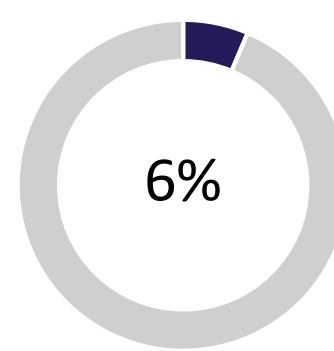
58.0 Overall, how happy did you feel yesterday?



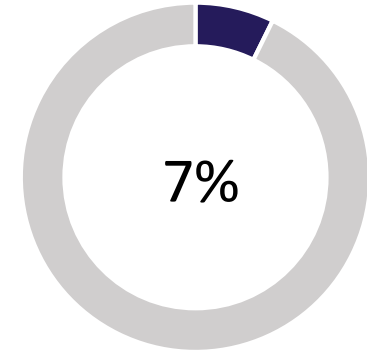
59.0 Overall, how anxious did you feel yesterday?

Discrimination, bullying and harassment

% responding yes

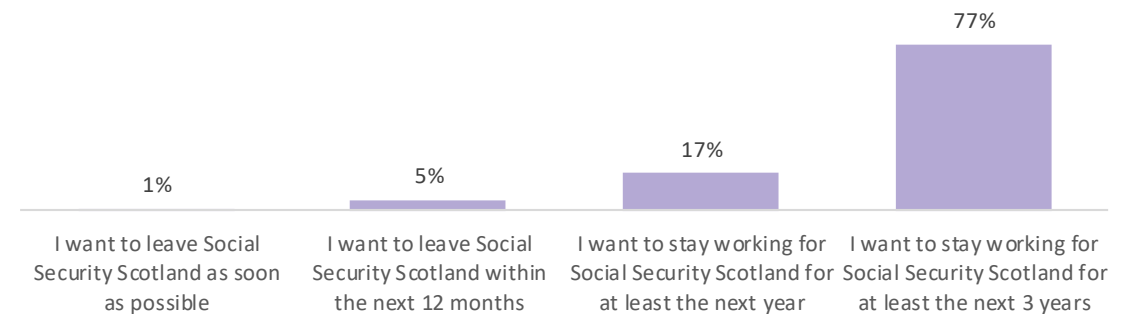


56.0 During the past 12 months have you personally experienced discrimination at work?



57.0 During the past 12 months have you personally experienced bullying or harassment at work?

Your plans for the future





Returns: 193

Response Rate: 97%

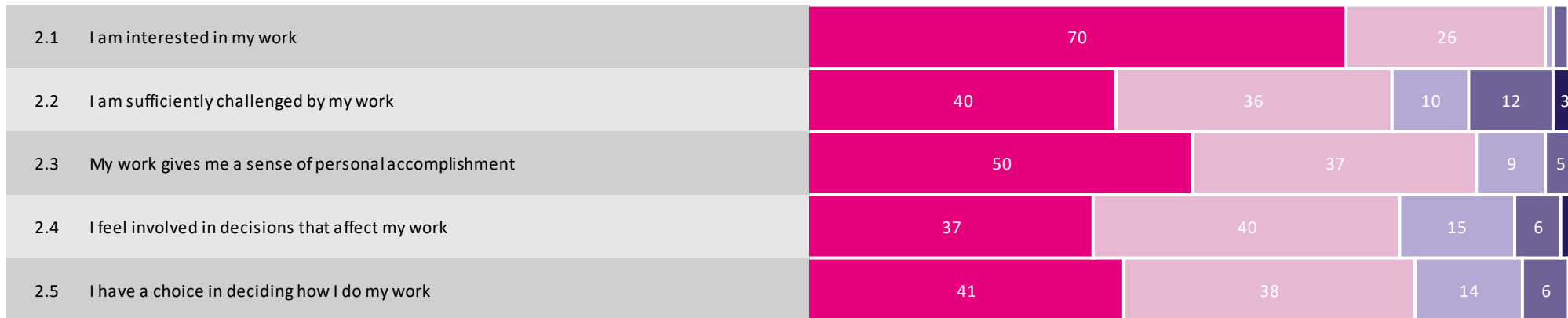
All questions by theme

My Work

83%



Difference from  
% Positive SG People Survey  
2018



Organisational objectives and purpose

95%



Difference from  
% Positive SG People Survey  
2018





All questions by theme

My manager

81%



Difference from  
% Positive SG People Survey  
2018

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from SG People Survey 2018
4.1	My manager motivates me to be more effective in my job	47	40	8	4		88	+15
4.2	My manager is considerate of my life outside work	59	33	6			92	+3
4.3	My manager is open to my ideas	54	36	7			90	+6
4.4	My manager helps me to understand how I contribute to Social Security Scotland's objectives	44	43	8	4		87	+24
4.5	Overall, I have confidence in the decisions made by my manager	52	36	7	3		89	+10
4.6	My manager recognises when I have done my job well	52	35	10			87	+5
4.7	I receive regular feedback on my performance	41	34	18	5		75	+4
4.8	The feedback I receive helps me to improve my performance	41	34	19	4		75	+8
4.9	I think that my performance is evaluated fairly	42	33	22			76	+3
4.10	Poor performance is dealt with effectively in my team	26	25	43	4		50	+10



Returns: 193

Response Rate: 97%

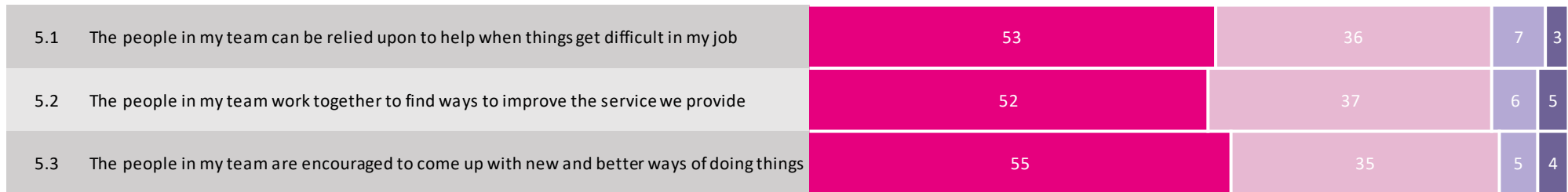
All questions by theme

### My Team

90%



Difference from  
% Positive SG People Survey  
2018



### Learning and Development

74%



Difference from  
% Positive SG People Survey  
2018





Returns: 193

Response Rate: 97%

All questions by theme

Inclusion and fair treatment

89%



Difference from  
% Positive SG People Survey  
2018



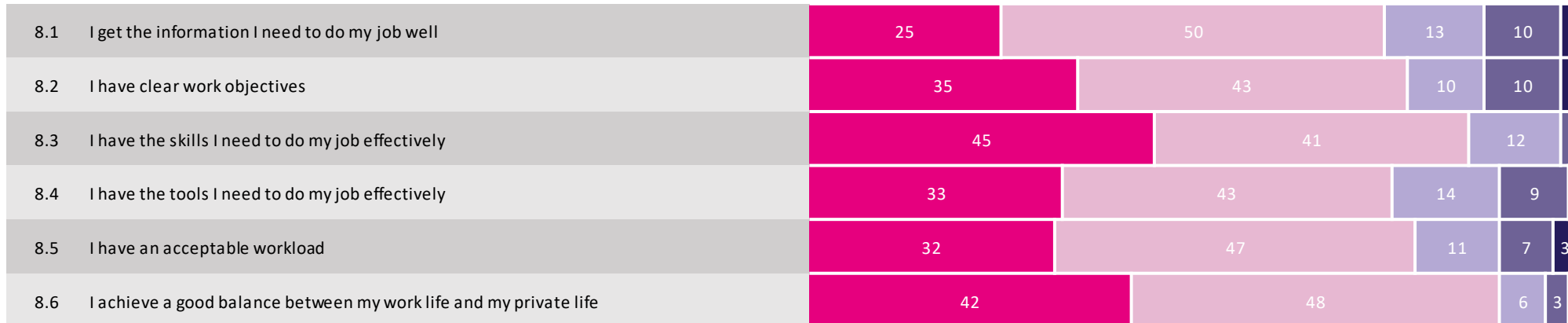
% Positive	Difference from SG People Survey 2018
92	+7
90	+4
85	+13
90	+7

Resources and workload

81%



Difference from  
% Positive SG People Survey  
2018



% Positive	Difference from SG People Survey 2018
76	+5
78	+4
86	-4
76	+1
79	+17
90	+17



All questions by theme

Pay and benefits

75%



Difference from  
% Positive SG People Survey  
2018

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from SG People Survey 2018
9.1	I feel that my pay adequately reflects my performance	17	58	14	6	5	75	+27
9.2	I am satisfied with the total benefits package	22	55	14	6	3	77	+25
9.3	Compared to people doing a similar job in other organisations I feel my pay is reasonable	21	51	15	7	7	72	+32

Leadership and managing change

82%



Difference from  
% Positive SG People Survey  
2018

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from SG People Survey 2018
10.1	The Senior Leadership Team in Social Security Scotland are sufficiently visible	54	39	4	1	1	93	+33
10.2	The actions of the Senior Leadership Team are consistent with Social Security Scotland's values	48	38	9	3	3	87	+31
10.3	I believe that the Senior Leadership Team has a clear vision for the future of Social Security Scotland	50	39	6	4	1	90	+46
10.4	Overall, I have confidence in the decisions made by Social Security Scotland's Senior Leadership Team	51	38	7	3	1	89	+37
10.5	I feel that change is managed well in Social Security Scotland	41	36	14	7	2	77	+46
10.6	When changes are made in Social Security Scotland they are usually for the better	40	31	23	4	1	72	+41
10.7	Social Security Scotland keeps me informed about matters that affect me	39	44	11	4	3	82	+22
10.8	I have the opportunity to contribute my views before decisions are made that affect me	35	37	16	9	3	72	+32
10.9	I think it is safe to challenge the way things are done in Social Security Scotland	38	42	13	4	3	80	+34



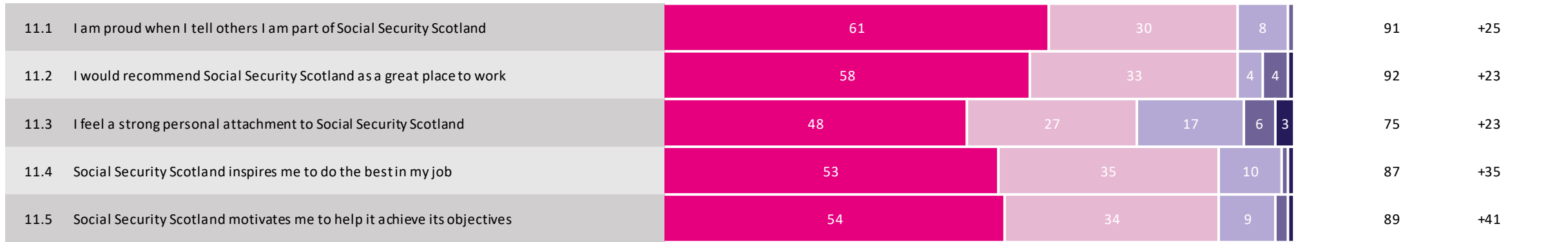
Returns: 193

Response Rate: 97%

All questions by theme

Engagement

87%



Taking action

82%







Returns: 193

Response Rate: 97%

All questions by theme

Organisational culture

88%



Difference from  
% Positive SG People Survey  
2018



Leadership statement

84%

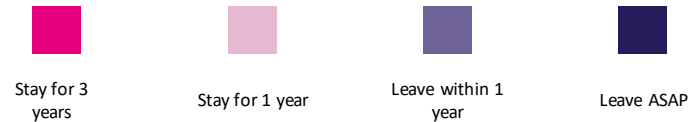


Difference from  
% Positive SG People Survey  
2018

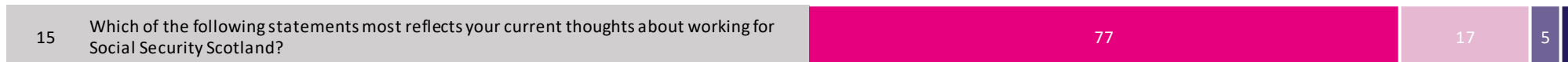


Your plans for the future

94%



Difference from  
% Positive SG People Survey  
2018





All questions by theme

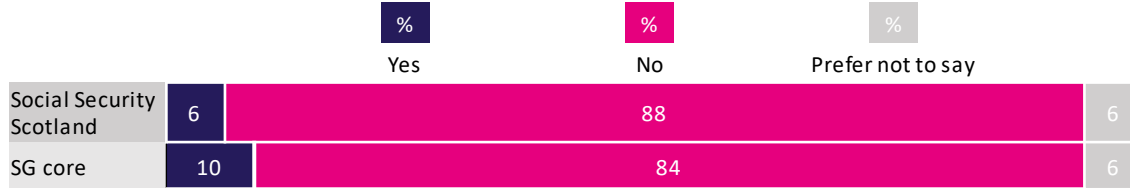
Civil Service Code		86%	% Yes	% No	% Positive	Difference from SG People Survey 2018
16.1	Are you aware of the Civil Service Code?		92	8	92	0
16.2	Are you aware of how to raise a concern under the Civil Service Code?		76	24	76	+6
16.3	Are you confident that if you raised a concern under the Civil Service Code in Social Security Scotland it would be investigated properly?		90	10	90	+16



All questions by theme

## Discrimination, harassment and bullying

17.0 During the past 12 months have you personally experienced discrimination at work?

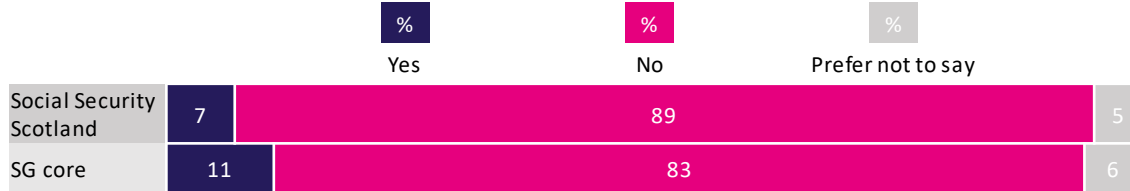


For respondents who answered "Yes" to question 17.0.

18.0 On which of the following grounds have you personally experienced discrimination at work in the past 12 months?

*Results for this question have been suppressed as there are fewer than ten responses*

19.0 During the past 12 months have you personally experienced bullying or harassment at work?



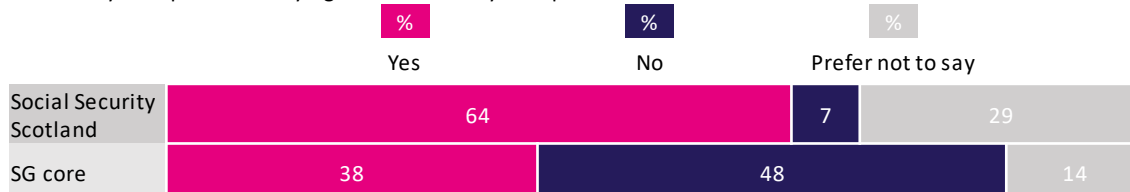
For respondents who answered "Yes" to question 19.0

20.0 Who were you bullied or harassed by at work in the past 12 months?

*Results for this question have been suppressed as there are fewer than ten responses*

For respondents who answered "Yes" to question 19.0:

21.0 Did you report the bullying or harassment you experienced?



22.0 In your opinion, has this issue been resolved?





Returns: 193

Response Rate: 97%

All questions by theme

Staff Health and Wellbeing

79%



Difference from  
% Positive SG People Survey  
2018

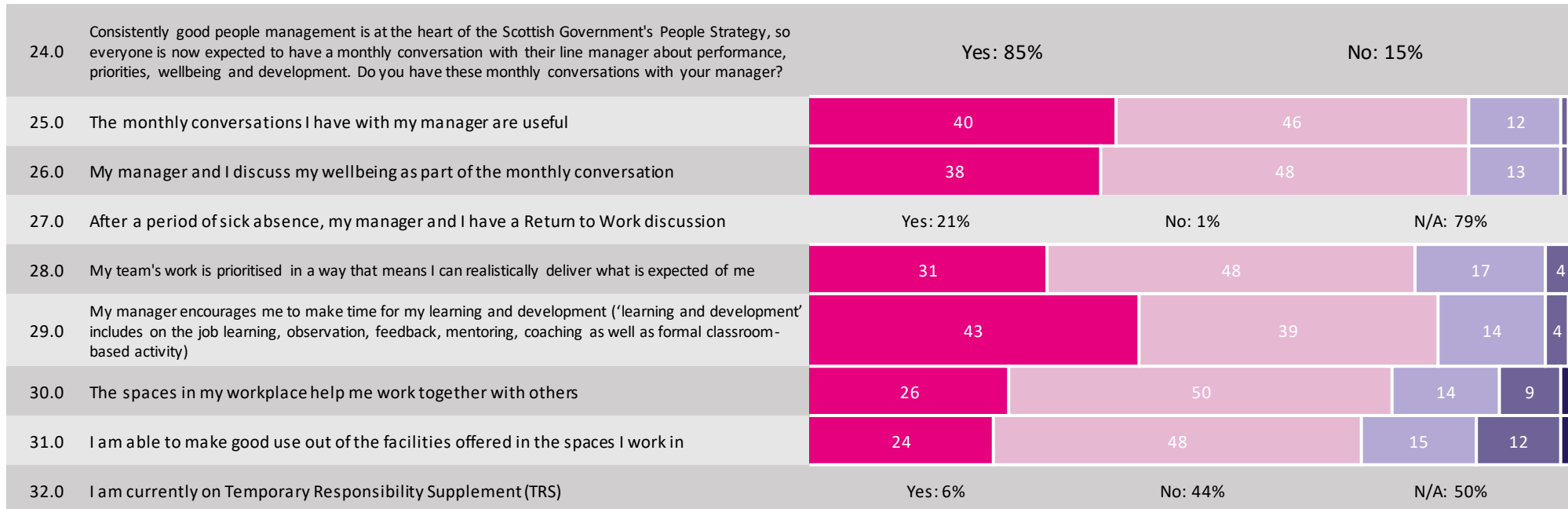


Social Security Scotland questions

80%



Difference from  
% Positive SG People Survey  
2018





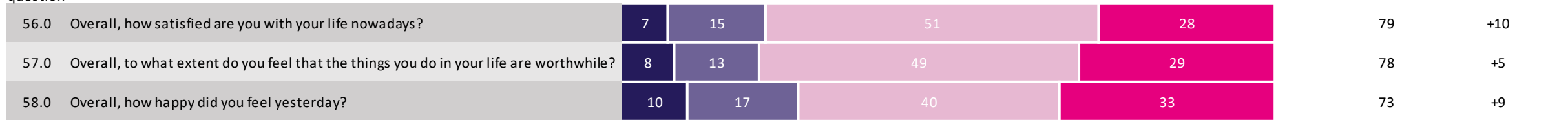
All questions by theme

The four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') and where 10 is equivalent to 'completely' (e.g. 'completely satisfied' or 'completely anxious').

Wellbeing

69%

For questions 56.0, 57.0 and 58.0 the percent positive is the proportion answering 7, 8, 9 or 10 to each question



For question 59.0 the percent positive is the proportion answering 0, 1, 2 or 3





## Appendix

### Glossary of key terms

% positive	The proportion who selected either “agree” or “strongly agree” for a question (unless otherwise specified e.g. questions 56.0 – 59.0).
Difference from SG People Survey 2018	The difference between the percent positive figure for Social Security Scotland and the percent positive figure for SG Core.
Response rate	All Agency staff who started on or before 01/10/2018 were invited to participate in the Social Security Scotland People Survey. A response rate of 97% has been calculated by comparing the total number of responses against headcount for the Agency (taken from eHR) on 01/10/2018. As the survey was distributed via a generic digital link, it is possible that a small number of staff who started after 01/10/2018 completed the survey but were not accounted for in the staff headcount for 01/10/2018, inflating the response rate slightly.

### Rounding

Results are presented as whole numbers for ease of rounding, with rounding performed at the last stage of calculation for maximum accuracy. Sometimes this will mean that the rounded figures shown in charts may not add up to their equivalent percent positive figures, however, any difference should not be larger than  $\pm 1$  percentage point.

### The employee engagement index

The survey included five questions that make up the engagement index (questions 11.1 – 11.5). For each respondent an engagement score is calculated as the average score across the five questions where strongly disagree is equivalent to 0, disagree is equivalent to 25, neither agree nor disagree is equivalent to 50, agree is equivalent to 75 and strongly agree is equivalent to 100. The engagement index is then calculated as the average engagement score in the organisation.

### Confidentiality

This survey was carried out as a standalone equivalent to the 2018 Civil Service People Survey, managed by the Social Security Scotland Insights Team within Governance and Strategy. Analysts within this team are bound by their strict code of conduct and confidentiality rules. These rules do not allow for the breakdown of the results to the extent where the anonymity of individuals may be compromised. Groups of fewer than 10 respondents will not be reported on, however their responses contribute to the overall scores for the organisation.