

# Key Messages 2020

What do the results tell us about the Civil Service in 2020 compared to 2017 and 2015?

## Positive Results from the Survey

**1** The results of the 2020 Civil Service Employee Engagement Survey are very positive



**2** The Civil Service reacted positively to the challenges of COVID-19



**3** The Civil Service is becoming a more innovative place to work



**4** Civil servants continue to feel highly engaged



**5** Civil servants feel more positive about the impact of their work



**6** Themes with the lowest scores in 2017 have all experienced positive increases



**7** Civil servants are becoming more positive about the leadership of their organisations



**8** Civil servants have reported that social supports remain strong despite the challenges of the COVID-19 pandemic

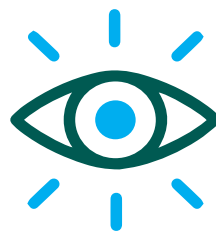


## Challenging Results from the Survey

**1** Civil servants continue to feel that the involvement culture in the Civil Service could be strengthened



**2** Civil servants continue to feel that the public does not value their contribution



**3** A level of frustration with the promotion process is evident amongst civil servants



**4** Civil servants continue to feel unhappy with how performance is managed

