



## THE 2015 CIVIL SERVICE EMPLOYEE ENGAGEMENT SURVEY

*What do the results tell us about the Civil Service?*

The Civil Service Employee Engagement Survey launched in September 2015 asking civil servants 112 questions about their views and perceptions on working in the Civil Service. More than 15,500 Irish civil servants worldwide responded to the survey.

### **Civil servants are highly engaged.**

At 70%, engagement levels across the Civil Service are high and show that civil servants have a strong sense of energy and connection with their work, can cope with the demands of their job and find their work fulfilling.

### **Civil Servants feel positive about their own work and their immediate working environment.**

Civil Servants like the work they do (70%), feel competent in their ability to do their jobs (80%), have good social supports and friendships at work (70%), experience a real sense of purpose and meaning at work (65%), and feel what they do has a positive impact on the public (68%).

### **Civil servants are highly resilient.**

The majority of civil servants experience a sense of wellbeing at work (75%) and feel able to cope with change (69%). This widespread resilience is a striking result in view of the often negative public commentary, changes to terms and conditions including reductions to core pay, reduced staff numbers and increasing demands for services that civil servants have experienced in recent years.

### **Civil Servants are noticeably less positive about their leaders and their organisations.**

Civil servants are less happy with the organisations in which they work (48%). Commitment to the organisation is low relative to other results at 48%; perception of support from the organisation is also low at 44% and feedback on support from managers and leaders are also mixed at 56% and 50% respectively. This suggests a difference of perception between the individual and the organisation.

### **Staff do not recognise a culture of involvement or innovation in the Civil Service.**

Staff do not feel involved in organisational decisions (36%) and do not feel that they have the opportunity to innovate and take the initiative (45%). These views are particularly strong at junior grades, providing evidence of a hierarchical culture. Responses to almost all the areas surveyed are more positive at senior rather than junior grades, in some cases markedly so.

### **Staff feel that their work is not fully valued by the public they serve.**

Perceptions of how the public values the work of civil servants, at 33%, is the lowest score of all the areas measured. This is in marked contrast to the strong results for the value and meaning staff attach to their own work (65%) and the extent to which staff feel their work impacts on citizens (68%). This is in stark contrast to the results of the Civil Service Customer Service Survey 2015 which showed consistently high satisfaction levels among the public.

### **The results compare well internationally.**

#### HOW CAN I FIND OUT MORE?



# Key Messages in the Civil Service Employee Engagement Survey 2015

## The Results for 2015

What are the headline results for each theme?

