



2024 Employee Engagement and Core Theme Scores

OFFICIAL SENSITIVE



2024

Have your say

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%.

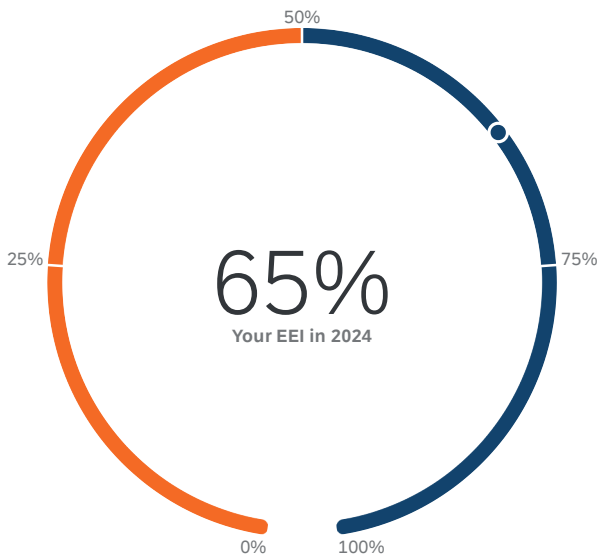
It is unchanged compared to 2023 (64% median score).

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

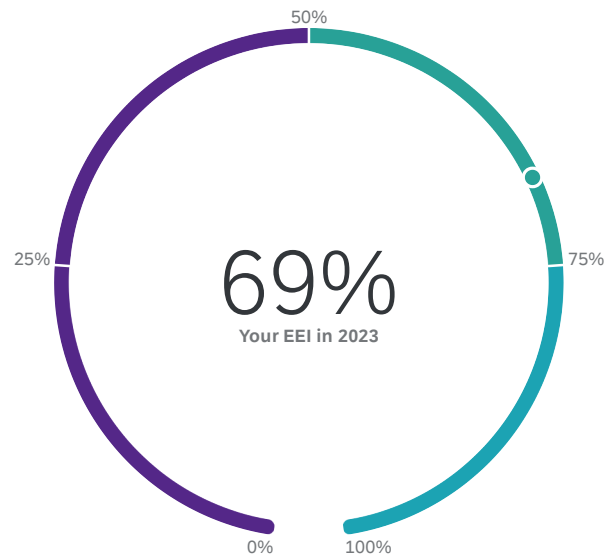
For each question, we've looked at the difference between the proportion of your employees who responded favourably (i.e. selected agree or strongly agree), and compared this to your 2023 results, your parent, and the Civil Service Benchmark.

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	<div><div>69%</div><div>20%</div><div>11%</div></div>	+6 ^	-5 v	+3 ^
B47. I am proud when I tell others I am part of my organisation	<div><div>66%</div><div>26%</div><div>8%</div></div>	0	-6 v	+3 ^

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
B50. My organisation inspires me to do the best in my job	<div><div>59%</div><div>28%</div><div>14%</div></div>	+4 ^	-7 v	+7 ^
B51. My organisation motivates me to help it achieve its objectives	<div><div>56%</div><div>28%</div><div>16%</div></div>	+3 ^	-7 v	+7 ^
B49. I feel a strong personal attachment to my organisation	<div><div>47%</div><div>32%</div><div>21%</div></div>	-4 v	-5 v	-2

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)		
<div>▼</div> My Work	<div><div>72%</div><div>12%</div><div>16%</div></div>	-6 ▼	-2	-4 ▼		
B01. I am interested in my work	<div><div>90%</div><div></div><div></div></div>	0	-1	0		
B02. I am sufficiently challenged by my work	<div><div>81%</div><div>9%</div><div>10%</div></div>	-1	0	-1		
B03. My work gives me a sense of personal accomplishment	<div><div>77%</div><div>12%</div><div>11%</div></div>	0	-3 ▼	+1		
B04. I feel involved in the decisions that affect my work	<div><div>45%</div><div>18%</div><div>36%</div></div>	-15 ▼	-5 ▼	-10 ▼		
B05. I have a choice in deciding how I do my work	<div><div>69%</div><div>12%</div><div>18%</div></div>	-12 ▼	-2	-8 ▼		

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)		
<div><div>▼</div>Organisational objectives and purpose</div>	<div><div></div><div>88%6%</div></div>	+4 	-2 	+5 		
B06. I have a clear understanding of my organisation's objectives	<div><div></div><div>88%6%6%</div></div>	+6 	-2 	+5 		
B07. I understand how my work contributes to my organisation's objectives	<div><div></div><div>88%7%</div></div>	+3 	-2 	+4 		

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	<div><div>81%</div><div>11%</div><div>7%</div></div>	+3 ^	-3 v	+4 ^
B08. My manager motivates me to be more effective in my job	<div><div>81%</div><div>11%</div><div>9%</div></div>	+5 ^	-3 v	+5 ^
B09. My manager is considerate of my life outside work	<div><div>91%</div><div></div><div></div></div>	+1	-1	+2 ^
B10. My manager is open to my ideas	<div><div>84%</div><div>10%</div><div>6%</div></div>	-2 v	-2 v	+1
B11. My manager helps me to understand how I contribute to my organisation's objectives	<div><div>77%</div><div>16%</div><div>7%</div></div>	+6 ^	-5 v	+7 ^
B12. Overall, I have confidence in the decisions made by my manager	<div><div>82%</div><div>10%</div><div>8%</div></div>	+1	-2 v	+3 ^
B13. My manager recognises when I have done my job well	<div><div>86%</div><div>9%</div><div></div></div>	+2 ^	-3 v	+2 ^
B14. I receive regular feedback on my performance	<div><div>80%</div><div>10%</div><div>10%</div></div>	+6 ^	-2	+7 ^
B15. The feedback I receive helps me to improve my performance	<div><div>75%</div><div>16%</div><div>9%</div></div>	+6 ^	-3 v	+6 ^
B16. I think that my performance is evaluated fairly	<div><div>77%</div><div>14%</div><div>9%</div></div>	+4 ^	-4 v	+1

Additional My Manager question (yes/no)

Name	Distribution	Civil Service Benchmark 2024	SG Scottish Government (Corporate Report)
B16A. Have you heard of the Civil Service Line Management Standards?	<div><div>42%</div><div>58%</div></div>	-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	<div><div>85%</div><div>9%</div><div>6%</div></div>	+1	-1	+3 ^
B18. The people in my team can be relied upon to help when things get difficult in my job	<div><div>91%</div><div></div><div></div></div>	+3 ^	-1	+4 ^

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
▼ My Team	<div><div></div><div></div><div></div></div> <div>85%9%6%</div>	+1	-1	+3 ^
B19. The people in my team work together to find ways to improve the service we provide	<div><div></div><div></div><div></div></div> <div>89%8%</div>	+4 ^	-1	+4 ^
B20. The people in my team are encouraged to come up with new and better ways of doing things	<div><div></div><div></div><div></div></div> <div>74%14%12%</div>	-5 v	-2	0

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	<div><div></div><div></div><div></div></div> <div>54%24%22%</div>	-2 v	-5 v	-1
B21. I am able to access the right learning and development opportunities when I need to	<div><div></div><div></div><div></div></div> <div>67%16%16%</div>	-1	-2	+5 ^
B22. Learning and development activities I have completed in the past 12 months have helped to improve my performance	<div><div></div><div></div><div></div></div> <div>52%28%20%</div>	-2	-8 v	+2
B23. There are opportunities for me to develop my career in my organisation	<div><div></div><div></div><div></div></div> <div>53%20%27%</div>	+1	-3 v	-4 v
B24. Learning and development activities I have completed while working for my organisation are helping me to develop my career	<div><div></div><div></div><div></div></div> <div>43%31%26%</div>	-8 v	-7 v	-6 v

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><div></div><div></div><div></div></div> <div>81%9%10%</div>	0	-3 v	+1
B25. I am treated fairly at work	<div><div></div><div></div><div></div></div> <div>85%7%7%</div>	+1	-3 v	+1
B26. I am treated with respect by the people I work with	<div><div></div><div></div><div></div></div> <div>90%</div>	+2 ^	-3 v	+3 ^

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
▼ Inclusion and fair treatment	<div><div>81%</div><div>9%</div><div>10%</div></div>	0	-3 ▼	+1
B27. I feel valued for the work I do	<div><div>71%</div><div>15%</div><div>15%</div></div>	-1	-3 ▼	0
B28. I think that my organisation respects individual differences (for example, cultures, working styles, backgrounds, ideas, etc)	<div><div>79%</div><div>10%</div><div>12%</div></div>	0	-5 ▼	-1

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><div>74%</div><div>12%</div><div>14%</div></div>	-2 ▼	0	0
B29. I get the information I need to do my job well	<div><div>60%</div><div>17%</div><div>22%</div></div>	-11 ▼	+1	-8 ▼
B30. I have clear work objectives	<div><div>76%</div><div>12%</div><div>13%</div></div>	-1	-2	0
B31. I have the skills I need to do my job effectively	<div><div>90%</div><div>6%</div><div></div></div>	0	0	0
B32. I have the tools I need to do my job effectively	<div><div>67%</div><div>14%</div><div>20%</div></div>	-8 ▼	+3 ^	-6 ▼
B33. I have an acceptable workload	<div><div>71%</div><div>14%</div><div>15%</div></div>	+5 ^	0	+5 ^
B34. I achieve a good balance between my work life and my private life	<div><div>83%</div><div>8%</div><div>8%</div></div>	+7 ^	-1	+6 ^

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	<div><div>64%</div><div>17%</div><div>19%</div></div>	+30 ^	+3 ^	+8 ^
B35. I feel that my pay adequately reflects my performance	<div><div>61%</div><div>17%</div><div>22%</div></div>	+26 ^	+3 ^	+5 ^
B36. I am satisfied with the total benefits package (e.g base pay, benefits and pension)	<div><div>70%</div><div>15%</div><div>15%</div></div>	+30 ^	+3 ^	+8 ^

Name	Distribution	Civil Service Benchmark 2024	vs 2023	SG Scottish Government (Corporate Report)
Pay and benefits	<div> <div>64%</div> <div>17%</div> <div>19%</div> </div>	+30 ^	+3 ^	+8 ^
B37. Compared to people doing a similar job in other organisations I feel my pay is reasonable	<div> <div>60%</div> <div>20%</div> <div>20%</div> </div>	+33 ^	+3 ^	+10 ^

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	<div> <div>71%</div> <div>14%</div> <div>15%</div> </div>	0	0	+1
B37B. Over the last 12 months money worries have affected my ability to do my job	<div> <div>69%</div> <div>22%</div> <div>10%</div> </div>	+7 ^	+8 ^	-3 v

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	<div> <div>45%</div> <div>24%</div> <div>30%</div> </div>	-7 v	-5 v	-2 v
B38. Senior managers in my organisation are sufficiently visible	<div> <div>60%</div> <div>15%</div> <div>25%</div> </div>	-13 v	-3	-4 v
B39. I believe the actions of senior managers are consistent with my organisation's values	<div> <div>54%</div> <div>23%</div> <div>23%</div> </div>	-12 v	-5 v	-5 v
B40. I believe that my organisation's senior leaders have a clear vision for the future of my organisation	<div> <div>48%</div> <div>30%</div> <div>22%</div> </div>	-6 v	-6 v	+1
B41. Overall, I have confidence in the decisions made by my organisation's senior managers	<div> <div>46%</div> <div>27%</div> <div>26%</div> </div>	-10 v	-4 v	-4 v
B42. I feel that change is managed well in my organisation	<div> <div>27%</div> <div>23%</div> <div>50%</div> </div>	-6 v	-7 v	-2 v
B43. When changes are made in my organisation they are usually for the better	<div> <div>35%</div> <div>37%</div> <div>29%</div> </div>	0	-8 v	+2 ^
B44. My organisation keeps me informed about matters that affect me	<div> <div>55%</div> <div>21%</div> <div>24%</div> </div>	-9 v	-5 v	-5 v
B45. I have the opportunity to contribute my views before decisions are made that affect me	<div> <div>32%</div> <div>21%</div> <div>46%</div> </div>	-7 v	-3 v	-5 v
B46. I think it is safe to challenge the way things are done in my organisation	<div> <div>49%</div> <div>23%</div> <div>28%</div> </div>	-2 v	-6 v	+2