

Annex B: Directorate Scores

Category 1: Communications	2009	Ove	DCC	Clerk	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HRM	Ops	BMD	PICT	Oper	Tech	Progr	Reso
<b>Overall Scores</b>		<b>77</b>	<b>80</b>							<b>68</b>					<b>82</b>					<b>80</b>					<b>75</b>				
My Department does an excellent job of keeping staff informed about matters affecting us	Q4		73	80	68	85	<u>65</u>	73	91	58	<u>36</u>	59	73	69	67	73	68	<u>59</u>	72	72	69	94	58	<u>50</u>	54	68	49	<u>38</u>	47
I understand how the work I do contributes to the achievement of my Department's goals	Q22		94	96	97	95	96	<u>85</u>	86	84	<u>80</u>	85	88	81	94	<u>92</u>	<u>92</u>	94	95	89	81	97	88	<u>70</u>	86	87	<u>83</u>	90	90
I have a clear understanding of the overall goals of my department	Q21a		92	93	92	95	94	<u>90</u>	86	76	<u>68</u>	79	79	75	93	<u>85</u>	100	94	92	90	88	100	91	<u>80</u>	89	90	<u>79</u>	100	97
I have a clear understanding of the overall goals of the House of Commons/ PICT	Q21b		82	87	87	85	78	<u>77</u>	59	61	<u>53</u>	58	70	72	80	85	<u>73</u>	85	72	83	88	100	72	<u>80</u>	86	88	<u>79</u>	95	90
I am sufficiently informed about my Department's performance against its goals	Q23		66	73	<u>57</u>	75	71	71	68	57	<u>36</u>	63	67	65	71	69	<u>68</u>	72	69	68	<u>56</u>	77	67	60	58	68	<u>48</u>	57	60
Do you feel you are given appropriate opportunities to express your views?	Q17		77	84	78	85	80	<u>58</u>	77	69	61	<u>60</u>	79	84	87	92	<u>84</u>	88	90	78	75	90	<u>67</u>	80	76	78	<u>71</u>	81	80

Category 2: Leadership	2009	Ove	DCC	Clerk	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HRM	Ops	BMD	PICT	Oper	Tech	Progr	Reso
<b>Overall Scores</b>		<b>50</b>	<b>51</b>							<b>47</b>					<b>51</b>					<b>54</b>					<b>44</b>				
In general, how effective is each of the following: The House of Commons Management Board	Q18a		40	47	37	40	<u>24</u>	56	41	39	<u>29</u>	38	52	38	35	42	35	<u>28</u>	38	46	38	55	44	<u>40</u>	29	32	30	<u>19</u>	27
The House of Commons Management Board provide a clear sense of direction	Q36		33	47	31	35	<u>24</u>	35	32	38	<u>21</u>	35	60	32	35	35	35	<u>27</u>	46	43	38	55	40	<u>20</u>	32	45	27	24	<u>23</u>
39. The Management Board are sufficiently visible to staff	Q39		31	31	30	45	<u>22</u>	42	23	34	<u>20</u>	29	55	35	27	27	27	<u>22</u>	41	36	38	39	33	<u>30</u>	26	37	<u>22</u>	29	13
There is sufficient contact between Senior Management and staff in my Department	Q5		66	76	60	95	<u>57</u>	65	73	52	<u>35</u>	50	64	69	63	65	76	<u>55</u>	64	69	63	81	<u>56</u>	70	48	57	37	<u>29</u>	67
In general, how effective is each of the following: Senior Management of your department	Q18b		67	76	65	90	<u>57</u>	71	50	55	<u>35</u>	60	64	69	65	<u>58</u>	84	<u>58</u>	64	63	56	84	58	<u>50</u>	49	53	46	<u>29</u>	63
Senior Management are sufficiently visible to staff	Q37		54	49	54	75	<u>43</u>	65	41	49	<u>32</u>	49	60	65	50	62	65	<u>41</u>	49	61	75	71	51	<u>50</u>	52	63	44	<u>38</u>	57

Overall I have confidence in decisions made by Senior Management of your department	Q38	54	71	<u>48</u>	75	47	56	45	43	<u>27</u>	41	57	52	48	46	62	<u>38</u>	59	54	<u>38</u>	71	51	50	39	42	33	<u>24</u>	53
How good a job do you think Senior Management of your Department are doing on: Setting objectives clearly	Q60a	64	69	<u>61</u>	75	63	71	41	53	<u>38</u>	51	68	65	68	65	78	<u>60</u>	77	67	<u>56</u>	90	58	60	61	72	<u>44</u>	52	80
How good a job do you think Senior Management of your Department are doing on: Working together as a team	Q60b	57	73	<u>50</u>	65	55	65	45	47	<u>35</u>	39	62	65	56	65	70	<u>44</u>	67	54	<u>50</u>	68	51	<u>50</u>	46	53	<u>35</u>	38	60
How good a job do you think Senior Management of your Department are doing on: Managing change	Q60c	52	64	46	70	<u>43</u>	60	45	48	<u>32</u>	45	61	65	48	42	65	<u>36</u>	67	55	50	81	<u>44</u>	50	47	55	37	<u>33</u>	63
How good a job do you think Senior Management of your Department are doing on: Making decisions promptly	Q60d	49	62	<u>40</u>	65	47	60	36	45	<u>24</u>	44	61	58	44	42	43	<u>37</u>	67	43	50	55	<u>33</u>	40	34	42	27	<u>19</u>	47
The management style in my Department encourages employees to give their best	Q24	54	71	<u>45</u>	70	55	58	45	53	<u>33</u>	50	68	68	60	65	73	<u>48</u>	74	51	44	65	47	<u>40</u>	40	47	38	<u>24</u>	40
Managers in my Department actively work towards equality of opportunity in all areas	Q25	46	60	<u>34</u>	60	43	58	50	58	<u>39</u>	54	77	65	56	62	65	<u>50</u>	62	56	50	68	49	<u>40</u>	44	52	46	<u>24</u>	37
Staff are treated with respect here, whatever job or area they work in	Q35	55	62	<u>46</u>	85	55	56	55	46	<u>27</u>	44	65	52	62	65	<u>54</u>	63	64	63	63	55	81	<u>40</u>	67	67	76	71	<u>47</u>

Category 3: Immediate Manager	2009	Ove	DCC	Clerl	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HR	M	Ops	BMD	PIC1	Oper	Tech	Progr	Reso
<b>Overall Scores</b>		<b>72</b>	<b>73</b>							<b>66</b>					<b>77</b>					<b>78</b>						<b>67</b>				
My immediate line manager / supervisor communicates effectively	Q6	80	84	79	95	78	<u>73</u>	86	75	71	<u>70</u>	82	78	84	88	<u>76</u>	82	90	86	<u>75</u>	100	81	80	76	78	75	81	<u>70</u>		
In general, how effective is each of the following: Your immediate line manager/supervisor	Q18c	81	87	81	85	84	<u>75</u>	74	76	77	<u>71</u>	79	78	87	92	89	<u>82</u>	97	86	<u>81</u>	94	<u>81</u>	100	78	80	78	81	<u>73</u>		
How effective is your immediate line manager/supervisor at the following: Helping you improve your performance	Q19a	75	82	74	80	<u>71</u>	77	65	69	<u>58</u>	65	80	81	81	81	<u>73</u>	78	90	82	<u>56</u>	94	81	80	68	72	71	<u>57</u>	63		
How effective is your immediate line manager/supervisor at the following: Informing you about your own team's performance	Q19b	77	73	78	85	<u>71</u>	81	78	67	64	<u>62</u>	74	75	81	<u>73</u>	86	78	85	79	<u>56</u>	90	77	70	70	78	67	<u>57</u>	70		

How effective is your immediate line manager/supervisor at the following: Supporting you to manage your workload	Q19c	76	80	74	95	<u>73</u>	75	70	66	<u>58</u>	64	74	75	83	85	<u>76</u>	83	90	78	<u>69</u>	90	77	80	70	73	73	67	<u>60</u>
How effective is your immediate line manager/supervisor at the following: Managing any under-performance in your team	Q19d	54	51	<u>46</u>	70	55	65	61	54	<u>42</u>	50	67	59	55	<u>46</u>	54	54	59	58	44	68	60	<u>40</u>	48	57	48	<u>19</u>	50
My Line Manager actively supports development of my skills & knowledge	Q58a	84	87	83	95	88	<u>73</u>	82	67	65	<u>58</u>	75	81	89	88	92	<u>87</u>	95	85	88	100	<u>74</u>	100	74	73	75	76	<u>73</u>
My Line Manager encourages me to attend courses	Q58b	83	82	<u>81</u>	95	86	83	77	68	64	<u>62</u>	82	65	84	92	92	<u>80</u>	82	78	81	90	<u>65</u>	100	68	73	59	76	<u>70</u>
My Line Manager discusses how I can use new learning in my job	Q58c	64	62	62	<u>60</u>	63	71	64	55	47	<u>44</u>	72	68	71	69	<u>68</u>	70	77	73	63	94	<u>56</u>	90	56	60	<u>51</u>	67	53
How effective is your immediate line manager/supervisor at the following: Promoting a culture of diversity	Q19e	54	73	<u>48</u>	55	49	60	52	63	<u>56</u>	58	69	75	58	<u>54</u>	62	<u>54</u>	62	73	<u>69</u>	84	70	70	59	70	56	<u>38</u>	60

Category 4: Involvement and Co-Operation	2009	Ove	DCC	Clerk	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HRM	Ops	BMD	PICT	Oper	Tech	Progr	Resou		
<b>Overall Scores</b>		<b>61</b>	60							<b>59</b>						64					<b>65</b>						<b>58</b>				
I have a very clear understanding of what is expected of me in my work	Q1	94	<u>93</u>	94	100	94	94	95	90	<u>77</u>	98	97	78	95	<u>96</u>	89	98	92	94	<u>88</u>	100	95	90	85	88	<u>81</u>	86	87			
I am satisfied with my involvement in decisions that affect my work	Q7	67	82	67	85	<u>53</u>	57	73	62	<u>44</u>	65	77	59	66	85	73	<u>58</u>	64	63	56	71	<u>51</u>	80	53	53	52	57	<u>50</u>			
There is good cooperation between: Teams in my Department	Q8a	77	89	73	90	<u>59</u>	81	86	69	<u>59</u>	70	80	66	75	81	81	<u>73</u>	74	73	75	81	<u>63</u>	80	61	67	<u>52</u>	62	67			
There is good cooperation between: My Department and other Departments in the House of Commons/PICT	Q8b	57	69	47	80	<u>45</u>	71	59	51	<u>39</u>	49	61	59	50	65	59	<u>37</u>	67	61	<u>44</u>	68	56	70	49	53	51	48	<u>40</u>			
In my Department we are encouraged to come up with innovative solutions to work-related problems	Q26	48	58	<u>44</u>	55	57	38	45	54	<u>41</u>	57	65	48	66	62	70	<u>59</u>	72	56	<u>38</u>	71	51	40	56	65	<u>48</u>	<u>48</u>	60			
Best practice is shared effectively across teams in my Department	Q27	44	60	<u>33</u>	55	45	56	36	51	<u>41</u>	51	68	35	44	46	41	<u>40</u>	56	42	44	52	33	<u>30</u>	39	45	<u>33</u>	38	40			
The House of Commons Service/PICT Service value and support people from different backgrounds and lifestyles	Q33	63	78	59	80	<u>47</u>	65	68	71	<u>62</u>	69	87	61	72	<u>73</u>	68	74	72	78	81	87	81	<u>50</u>	76	78	81	<u>67</u>	<u>67</u>			
I have the opportunity for input before changes are made which will affect my job	Q42	47	73	42	70	<u>33</u>	40	55	45	<u>29</u>	40	58	65	59	62	62	<u>58</u>	56	52	56	68	<u>44</u>	50	47	47	<u>46</u>	48	47			

It is safe to speak up and challenge the way things are done in the organisation	Q43	46	64	46	60	43	32	32	44	27	39	59	61	56	62	54	53	64	53	44	68	51	50	43	47	41	57	30
I am treated with fairness and respect regardless of my pay-band	Q44	63	71	61	85	59	60	50	53	39	51	62	68	62	65	51	64	62	75	63	81	77	60	67	63	71	71	63
My employer values what all employees can offer the organisation regardless of their cultural backgrounds, personal styles and ideas	Q47	58	73	50	80	59	56	50	61	47	58	72	71	70	73	68	66	79	71	75	74	77	40	67	67	70	62	67
The House has a working environment in which different views and perspectives are valued	Q48	54	69	43	75	55	56	55	55	41	50	70	68	59	54	65	57	59	58	63	68	58	30	56	60	59	52	47

Category 5: Work Organisation and Service Quality	2009	Ove	DCC	Clerl	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HRMC	Ops	BMD	PIC1	Oper	Tech	Progr	Reso
<b>Overall Scores</b>		<b>74</b>	<b>77</b>							<b>68</b>					<b>76</b>					<b>79</b>					<b>69</b>				
My team works efficiently	Q2		92	93	89	100	96	92	95	86	76	86	95	88	94	96	97	91	97	87	69	90	91	90	80	85	71	81	87
There are usually sufficient people in my team to handle the normal workload	Q9		77	82	69	95	78	81	91	66	41	66	83	84	78	88	76	81	69	75	75	87	63	70	58	73	48	62	47
I have the IT systems support I need to do my job effectively	Q10		75	84	69	85	73	71	95	58	47	59	59	78	58	69	57	53	56	76	94	81	65	80	77	82	68	81	83
My employer provides resources for me to do my job effectively (Excluding IT)	Q11		88	93	88	100	86	79	95	70	48	79	75	81	88	92	84	92	79	89	75	100	81	90	74	77	71	76	73
Sufficient effort is being made to make my Department a more efficient organisation	Q28		52	67	39	60	57	69	41	57	45	46	76	68	55	54	65	44	74	64	50	81	53	50	55	65	48	38	60
In my opinion, my Department is truly customer focused	Q29		68	73	64	80	61	79	68	69	56	71	80	68	77	85	76	74	85	78	63	81	79	90	67	73	59	57	80
My work schedule allows sufficient flexibility to meet my personal needs	Q34		72	84	73	90	47	71	86	66	52	63	81	74	90	100	86	90	92	79	81	90	77	70	70	68	71	76	63
Overall the physical working conditions at my location are satisfactory (e.g. ventilation, temperature, space to work)	Q51		79	84	77	80	82	75	82	64	47	65	78	68	61	50	54	68	58	73	75	84	63	70	55	60	52	43	57
There are adequate security measures at my location	Q52		86	91	86	85	80	88	95	78	73	80	80	77	86	81	89	84	92	88	94	87	84	90	84	92	83	86	73

Category 6: Training and Development	2009	Ove	DCC	Clerl	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HRMC	Ops	BMD	PIC1	Oper	Tech	Progr	Reso
<b>Overall Scores</b>		<b>62</b>	61							<b>59</b>					<b>66</b>					<b>66</b>					<b>60</b>				
My job offers me the opportunity to use my skills and abilities	Q3		82	89	80	90	88	73	73	76	68	80	77	81	81	81	73	84	72	75	63	81	70	90	76	78	75	81	70

I believe I have the opportunity for personal development and growth	<b>Q12</b>	73	76	75	90	65	67	73	62	52	52	80	69	74	81	78	66	79	73	50	90	65	90	65	72	60	67	60
I have sufficient opportunities for advancement and promotion	<b>Q13</b>	52	49	46	55	61	58	55	42	23	35	68	44	49	69	49	44	46	46	19	61	42	60	41	52	35	43	30
The House of Commons Service/PICT does a good job of: Recruiting the right people for its future needs	<b>Q31a</b>	55	73	50	65	57	48	41	42	32	37	58	42	60	54	62	62	62	46	44	65	35	30	48	53	41	48	53
The House of Commons Service/PICT does a good job of: Developing people to their full potential	<b>Q31b</b>	48	64	43	50	55	46	32	43	24	40	61	55	44	58	32	44	54	44	19	65	44	20	36	42	37	24	30
How important is each of the following in helping you to develop your career in the House of Commons/PICT: More training in technical/specialist skills	<b>Q54a</b>	76	82	77	70	80	67	73	87	86	84	94	81	84	92	73	85	82	86	81	94	91	50	92	97	98	67	87
How important is each of the following in helping you to develop your career in the House of Commons/PICT: Management development	<b>Q54b</b>	78	87	85	80	61	81	50	79	77	73	92	71	80	85	81	81	67	78	50	90	79	70	83	85	86	81	77
How important is each of the following in helping you to develop your career in the House of Commons/PICT: Coaching	<b>Q54c</b>	74	71	78	70	73	77	50	74	73	70	83	71	72	77	76	69	68	80	56	90	77	80	80	83	79	76	76
How important is each of the following in helping you to develop your career in the House of Commons/PICT: Mentoring	<b>Q54d</b>	66	67	66	50	76	70	55	71	68	69	78	68	67	62	73	62	69	69	56	90	56	70	77	85	71	76	72
How important is each of the following in helping you to develop your career in the House of Commons/PICT: Secondment opportunities to other Departments in the House of Commons	<b>Q54e</b>	65	78	66	55	67	56	55	61	45	59	76	68	74	69	86	74	64	71	75	65	74	80	68	75	46	81	90
How important is each of the following in helping you to develop your career in the House of Commons/PICT: Secondment opportunities to the House of Lords	<b>Q54f</b>	41	42	44	30	33	40	45	51	44	43	66	52	59	65	78	52	54	48	50	42	51	50	59	63	43	67	80
How important is each of the following in helping you to develop your career in the House of Commons/PICT: Secondment opportunities to PICT	<b>Q54g</b>	20	20	14	5	33	25	23	40	29	33	61	35	26	31	30	20	36	33	31	39	28	50	50	58	43	29	62
How important is each of the following in helping you to develop your career in the House of Commons/PICT: Secondment opportunities to the Civil Service	<b>Q54h</b>	53	60	62	35	41	52	36	53	48	43	69	55	57	50	59	57	56	58	50	58	67	60	62	65	51	67	77

How important is each of the following in helping you to develop your career in the House of Commons/PICT: Advice and assistance on how to apply for available roles	Q54i	71	71	75	60	73	69	59	71	59	71	83	74	80	81	89	78	77	73	69	68	88	60	77	80	71	71	87
How important is each of the following in helping you to develop your career in the House of Commons/PICT: Advice on potential career routes inside the House of Commons/PICT	Q54j	71	73	77	55	67	69	64	72	65	71	80	74	81	77	89	80	79	80	75	74	91	70	87	92	81	76	97
How important is each of the following in helping you to develop your career in the House of Commons/PICT: Advice on potential career routes outside the House of Commons/PICT	Q54k	56	56	61	35	53	56	55	62	52	61	73	65	61	38	68	57	74	64	44	61	77	70	74	85	65	52	87
How good do you think the House of Commons/PICT is at providing staff with the following: Induction training (when giving your rating please consider your experience with the following: corporate welcome day, departmental sessions and line managers)	Q55a	72	71	66	75	80	85	68	68	56	68	78	71	74	77	68	76	72	80	69	90	79	60	57	62	57	38	60
How good do you think the House of Commons/PICT is at providing staff with the following: On the job learning	Q55b	84	91	82	95	90	79	73	71	53	76	80	81	88	92	81	90	87	85	75	97	86	70	70	77	71	62	60
How good do you think the House of Commons/PICT is at providing staff with the following: Technical/specialist skills training	Q55c	68	80	62	75	76	65	68	61	45	59	72	74	72	81	54	75	72	81	63	100	81	90	67	73	63	43	80
How good do you think the House of Commons/PICT is at providing staff with the following: IT training	Q55d	72	80	65	85	80	69	73	62	55	52	75	74	78	88	65	84	64	84	69	100	81	90	67	68	62	48	90
How good do you think the House of Commons/PICT is at providing staff with the following: Management development	Q55e	54	71	50	55	57	50	36	49	35	45	63	61	53	62	38	55	49	67	50	87	63	70	53	53	49	48	67
How good do you think the House of Commons/PICT is at providing staff with the following: Coaching	Q55f	52	64	45	35	71	58	27	49	38	48	60	52	50	65	35	48	51	57	38	77	47	80	47	55	41	33	50
How good do you think the House of Commons/PICT is at providing staff with the following: Mentoring	Q55g	52	60	45	40	76	58	27	48	33	53	55	52	48	54	43	44	51	54	44	77	44	70	48	58	37	48	50

How good do you think the House of Commons/PICT is at providing staff with the following: Support for professional qualifications	Q55h	62	78	58	60	67	54	64	52	45	49	57	61	66	81	54	67	56	66	50	97	44	90	55	55	51	57	63
How good do you think the House of Commons/PICT is at providing staff with the following: Experience of various Departments	Q55i	39	44	31	45	47	38	55	34	23	30	50	32	46	58	43	44	49	30	25	45	19	50	38	38	43	38	27
How good do you think the House of Commons/PICT is at providing staff with the following: Careers advice	Q55j	25	40	18	20	29	33	14	32	20	25	52	35	25	42	22	20	26	40	25	68	23	50	22	28	19	24	17
How do you rate Learning & Development personnel on effectively communicating learning activities available to employees?	Q56a	75	80	80	80	71	67	55	69	62	63	81	77	81	88	68	86	74	87	81	87	86	90	59	57	65	62	50
How do you rate Learning & Development personnel on providing high quality training to meet business needs?	Q56b	63	76	62	70	57	52	68	58	39	58	70	74	70	77	54	74	67	72	56	87	70	70	52	52	54	48	53
My workload does not prevent me from attending relevant training courses	Q57a	54	62	48	75	37	65	73	57	48	49	75	61	71	81	68	76	56	65	81	87	47	60	56	58	49	76	53
I have access to the right training and development to develop my skills for the future	Q57b	60	76	52	75	63	63	55	57	41	50	77	68	65	88	62	64	54	64	44	84	58	70	44	52	41	43	37
The development I have received has adequately prepared me for the work I do	Q57c	71	76	68	75	76	71	64	62	38	64	84	61	76	92	73	79	59	70	50	97	56	70	56	67	43	52	67
I have received sufficient training for the job I am required to do	Q57d	79	91	72	80	92	81	68	67	44	73	80	71	87	96	86	89	79	78	63	100	67	80	58	63	44	71	67

Category 7: Performance and Reward	2009	Ove	DCC	Clerk	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HRM	Ops	BMD	PIC1	Oper	Tech	Progr	Reso
<b>Overall Scores</b>		<b>60</b>	65							<b>49</b>					<b>66</b>					<b>62</b>					<b>55</b>				
I have a clear understanding of: How my performance is evaluated	Q14a		77	76	<u>71</u>	95	84	88	64	66	<u>44</u>	73	78	72	78	77	<u>76</u>	79	74	72	63	100	<u>60</u>	<u>60</u>	69	67	<u>63</u>	67	87
I have a clear understanding of: What I can do to improve my performance	Q14b		69	69	<u>64</u>	65	82	77	59	59	<u>41</u>	61	73	66	77	<u>65</u>	76	78	79	68	63	90	<u>60</u>	70	60	62	<u>57</u>	<u>57</u>	67
I receive regular and constructive feedback on my performance	Q30		65	78	<u>62</u>	75	63	58	59	53	<u>45</u>	41	72	61	74	81	<u>62</u>	75	82	67	63	81	56	<u>50</u>	60	65	63	<u>43</u>	53
I think my performance is evaluated fairly	Q32		79	80	77	90	80	77	77	61	<u>47</u>	59	70	74	82	92	<u>73</u>	86	74	75	<u>63</u>	94	72	70	60	58	68	<u>38</u>	63

I feel valued and appreciated for the work I do	Q46	68	71	68	90	71	60	59	59	45	54	72	71	75	85	70	76	69	73	63	87	72	70	60	60	63	52	60
In general, how do you think your overall pay, benefits and employment conditions compare with: Other staff in the House of Commons/PICT	Q20a	70	80	70	85	53	69	70	35	32	29	35	56	59	65	54	65	46	68	69	84	60	60	57	53	63	67	47
In general, how do you think your overall pay, benefits and employment conditions compare with: The Civil Service	Q20b	60	64	54	75	61	65	68	36	32	21	46	59	52	62	43	62	36	54	50	84	37	30	48	37	49	71	50
In general, how do you think your overall pay, benefits and employment conditions compare with: Other public sector employers	Q20c	58	62	53	65	63	63	45	39	32	27	51	59	56	62	51	62	41	48	50	71	33	30	44	37	44	62	47
In general, how do you think your overall pay, benefits and employment conditions compare with: Private sector employers	Q20d	43	51	38	45	47	52	32	37	21	37	44	53	39	54	41	41	28	36	31	52	21	40	32	28	35	38	27

Category 8: Engagement	2009	Ove	DCC	Clerk	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HRML	Ops	BMD	PICT	Oper	Tech	Progr	Reso
<b>Overall Scores</b>		<b>77</b>	80							<b>73</b>					<b>79</b>					<b>77</b>					<b>73</b>				
I am proud to work for: My Department	Q40a	85	93	84	90	82	85	77	74	64	78	81	68	89	92	92	89	85	77	75	87	74	70	72	75	63	71	86	
I am proud to work for: The House of Commons/PICT	Q40b	77	80	74	75	71	88	73	80	74	76	92	77	78	85	81	74	82	84	75	94	88	70	80	83	78	81	77	
I am willing to work beyond what is required in my job in order to help the House of Commons Service/PICT be successful	Q41	91	96	93	95	82	88	91	85	80	85	93	81	90	96	89	91	85	96	88	100	95	100	91	90	89	100	93	
I support the overall aims and objectives of: My Department	Q45a	91	93	91	100	88	90	91	79	70	80	87	81	94	92	100	96	90	88	88	97	86	70	88	88	83	95	93	
I support the overall aims and objectives of: The House of Commons Service/PICT	Q45b	88	96	90	95	76	90	77	79	73	76	87	81	86	92	89	85	82	87	88	100	84	60	88	90	86	95	83	
I would recommend the House of Commons/PICT as a good place to work	Q49	79	87	71	95	78	85	82	71	62	68	84	74	81	88	76	83	79	77	75	87	81	50	71	82	65	67	67	
It would take a lot to make me look for another employer	Q50	66	76	59	90	57	73	64	60	45	65	71	58	61	73	50	63	62	61	50	77	53	50	50	55	49	57	37	
At the present time, are you seriously considering leaving the House of Commons/PICT?	Q59	71	80	63	95	80	69	59	65	55	69	73	61	67	77	59	69	64	62	63	81	51	70	59	62	60	67	43	
Overall, how satisfied are you with your job?	Q61	70	76	68	90	69	71	55	60	50	53	74	68	67	81	59	65	69	67	50	77	65	70	56	60	54	57	50	



Category 9: Change	2009	Ove	DCC	Clerk	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HRM	Ops	BMD	PICT	Oper	Tech	Progr	Resor
I think that the results of this survey will be acted on, where possible	Q53	47	53	<u>45</u>	60	49	50	23	46	<u>24</u>	45	60	61	49	62	46	<u>41</u>	56	53	44	81	<u>40</u>	<u>40</u>	45	57	40	48	30	
The current pace of change in my Department is:	Q16	42	47	<u>37</u>	45	43	56	30	37	<u>21</u>	34	53	44	40	46	41	<u>36</u>	44	38	25	77	19	<u>0</u>	41	48	41	<u>24</u>	37	
Looking back over the last twelve months, how do you think each of the following has changed: House-wide/corporate communications	Q15a	32	42	31	45	<u>29</u>	23	27	23	<u>14</u>	20	25	47	25	27	<u>22</u>	23	31	23	<u>13</u>	39	14	30	30	33	24	<u>19</u>	47	
Looking back over the last twelve months, how do you think each of the following has changed: Communications within your Department	Q15b	38	44	35	35	49	<u>33</u>	27	25	18	<u>16</u>	36	38	23	31	32	<u>14</u>	28	31	38	39	<u>21</u>	30	26	27	<u>22</u>	24	33	
Looking back over the last twelve months, how do you think each of the following has changed: Organisational structure of the House	Q15c	23	24	22	50	<u>16</u>	25	5	17	<u>11</u>	13	26	25	14	12	24	<u>8</u>	18	20	13	42	<u>9</u>	10	20	<u>10</u>	21	29	30	
Looking back over the last twelve months, how do you think each of the following has changed: Quality of service to your customers	Q15d	25	29	<u>16</u>	20	33	38	27	28	<u>12</u>	35	35	28	32	27	54	<u>26</u>	31	30	<u>25</u>	45	28	30	35	33	35	<u>10</u>	57	
Looking back over the last twelve months, how do you think each of the following has changed: Quality of leadership	Q15e	18	16	<u>11</u>	35	20	27	18	19	<u>12</u>	18	27	16	11	<u>8</u>	11	9	18	17	<u>6</u>	19	12	40	18	17	24	<u>10</u>	17	
Looking back over the last twelve months, how do you think each of the following has changed: Learning and development	Q15f	18	16	<u>15</u>	25	22	21	18	21	<u>11</u>	21	33	19	15	35	14	<u>8</u>	21	27	19	52	<u>9</u>	30	12	15	13	<u>0</u>	13	
Looking back over the last twelve months, how do you think each of the following has changed: Your Department as a whole	Q15g	21	27	<u>16</u>	25	<u>16</u>	31	23	19	<u>14</u>	16	27	25	23	<u>15</u>	41	16	21	20	13	35	<u>9</u>	20	34	38	27	<u>24</u>	47	
Looking back over the last twelve months, how do you think each of the following has changed: The House of Commons/PICT as a whole	Q15h	15	13	<u>12</u>	30	16	25	5	14	<u>9</u>	10	21	22	12	19	16	<u>7</u>	10	13	<u>6</u>	26	7	10	22	25	22	<u>5</u>	30	

**Additional Category: Fairness and Respect**

		DCC	Clerk	Com	Legis	OR	SAA	Othe	DF	PED	Cate	Acco	Othe	DIS	Infor	Public	POS	Othe	DR	FMD	HRM	Ops	BMD	PICT	Oper	Tech	Progr	Resol
<b>Average</b>		<b>56</b>							<b>58</b>					<b>63</b>					<b>68</b>					<b>62</b>				
How effective is your immediate line manager/supervisor at the following: Promoting a culture of diversity	<b>Q19e</b>	54	73	<u>48</u>	55	49	60	52	63	<u>56</u>	58	69	75	58	<u>54</u>	62	<u>54</u>	62	73	<u>69</u>	84	70	70	59	70	56	<u>38</u>	60
Managers in my Department actively work towards equality of opportunity in all areas	<b>Q25</b>	46	60	<u>34</u>	60	43	58	50	58	<u>39</u>	54	77	65	56	62	65	<u>50</u>	62	56	50	68	49	<u>40</u>	44	52	46	<u>24</u>	37
The House of Commons Service/PICT Service value and support people from different backgrounds and lifestyles	<b>Q33</b>	63	78	59	80	<u>47</u>	65	68	71	<u>62</u>	69	87	61	72	<u>73</u>	68	74	72	78	81	87	81	<u>50</u>	76	78	81	<u>67</u>	<u>67</u>
Staff are treated with respect here, whatever job or area they work in	<b>Q35</b>	55	62	<u>46</u>	85	55	56	55	46	<u>27</u>	44	65	52	62	65	<u>54</u>	63	64	63	63	55	81	<u>40</u>	67	67	76	71	<u>47</u>
I am treated with fairness and respect regardless of my pay-band	<b>Q44</b>	63	71	61	85	<u>59</u>	60	50	53	<u>39</u>	51	62	68	62	65	<u>51</u>	64	62	75	63	81	77	<u>60</u>	67	<u>63</u>	71	71	<u>63</u>
My employer values what all employees can offer the organisation regardless of their cultural backgrounds, personal styles and ideas	<b>Q47</b>	58	73	<u>50</u>	80	59	56	50	61	<u>47</u>	58	72	71	70	73	68	<u>66</u>	79	71	75	74	77	<u>40</u>	67	67	70	<u>62</u>	67
48. The House has a working environment in which different views and perspectives are valued	<b>Q48</b>	54	69	<u>43</u>	75	55	56	55	55	<u>41</u>	50	70	68	59	<u>54</u>	65	57	59	58	63	68	58	<u>30</u>	56	60	59	52	<u>47</u>

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