be <th>he green (light) shading shows a statistically significant higher response than the HoC/PICT total, the red (dark) si</th> <th colspan="7">Department of Chamber &amp; Committee Services</th> <th colspan="6">Department of Facilities</th> <th colspan="5">Department of Information Services</th>	he green (light) shading shows a statistically significant higher response than the HoC/PICT total, the red (dark) si	Department of Chamber & Committee Services							Department of Facilities						Department of Information Services				
I has a symbol         Home				Assistant's			Report	Árms	DE Tatal	Estates	Retail	Accommodation		DIO Tatal	Services	Management		DIOM/DOO	
M AM AGGG	1. I have a very clear understanding of what is expected of me in my work									79								RISM/POS 99	
there is a charge of part of a pa	2. My job offers me the opportunity to use my skills and abilities	80	81	85	76	73	96	68	79	73	81	76	95	81	76	87	80	81	
s. bescher scherer         s. bescher scher         s. bescher         s. bescher		63	65	68	57	43	75	73	63	56	62	68	73	63	67	58	60	66	
b         b													=0						
i. i. m. static with major shower in a balance with major shower in a																			
7. Does all proprietors have been submitted and proprietors and mode proprietors.       7. <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>01</td><td></td><td>10</td></t<>																01		10	
h. h. be         b. be         b. de         de         b. de         de        de         de         de <td></td>																			
base of a second consistency of a base of a																			
1) hower law reproductions into the matrix structure	louse of Commons/PICT									51	48				•			46	
10. Joke and participanetal for subjourse and point of an analysis of a second point point of a second point point of a second point point of a	8. There are usually sufficient people in my team to handle the normal workload			74															
11. Now set of point refs for adjustment in a point refs of a set of a				63					~~	02		00							
12.1. here der undersamding driver (in servicer of serv					59														
12:1:1:1:1:1:1:1:1:1:1:1:1:1:1:1:1:1:1:					74											0.			
14. be jook by jook appring app	12b. I have a clear understanding of what I can do to improve my performance																		
Is in grand, no effective is The isolas of Common Management Roat         I        I         I         I </td <td>13. The current pace of change in my Department is: (About right)</td> <td>38</td> <td></td> <td>40</td> <td></td> <td>36</td> <td>36</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>52</td> <td>38</td>	13. The current pace of change in my Department is: (About right)	38		40		36	36										52	38	
13b. In grants. Low directive is a grant with smarger Lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antimager lay our part with a low directive is any antipart with a low directive is any antimager lay our part with a low directive is any antipart with a low directive is and antin low directive is any antipart with a low directive i	14. Do you feel you are given appropriate opportunities to express your views?			80			89	59				72						85	
15. In grant, box directive is your immediate immedim	15a. In general, how effective is The House of Commons Management Board						27					01							
Tab. Now finds: the synchronic sine the manger/supervise in themanger/supervise in themanger/supervise in the manger/supervise																			
up reformance         ray of all         ray		•••												•••					
rar or warms performance         rar         rar <td>our performance</td> <td>73</td> <td>76</td> <td>69</td> <td>76</td> <td>86</td> <td>77</td> <td>76</td> <td>72</td> <td>69</td> <td>72</td> <td>71</td> <td>84</td> <td>73</td> <td>76</td> <td>90</td> <td>70</td> <td>70</td>	our performance	73	76	69	76	86	77	76	72	69	72	71	84	73	76	90	70	70	
universe       1       77       77       73       75       76       77       78	16b. How effective is your immediate line manager/supervisor at informing you about	73	73	74	73	91	64	85	72	64	77	69	84	73	76	71	69	76	
name y our which and any head in a madge in part of any any of a set of a s																			
161. How gives in manageria your in manageria your in manageria your in manageria your in a local manageria your in a		73	77	77	73	95	82	76	68	63	63	77	78	75	81	87	67	77	
Indication for the form integrating encloses of general law is produced and encloses.         6         7         6         6         6         7        7 <th7< th="">         7<!--</td--><td>16d. How effective is your immediate line manager/supervisor at managing any under-</td><td>52</td><td>49</td><td>58</td><td>40</td><td>64</td><td>52</td><td>56</td><td>58</td><td>48</td><td>56</td><td>70</td><td>65</td><td>49</td><td>52</td><td>52</td><td>51</td><td>47</td></th7<>	16d. How effective is your immediate line manager/supervisor at managing any under-	52	49	58	40	64	52	56	58	48	56	70	65	49	52	52	51	47	
diversity         ord         File																			
national compare with other sati in the foluse of commons/PCT         58         71         72         71         73 </td <td>diversity</td> <td>63</td> <td>56</td> <td>75</td> <td>48</td> <td>50</td> <td>50</td> <td>71</td> <td>69</td> <td>65</td> <td>67</td> <td>73</td> <td>76</td> <td>59</td> <td>67</td> <td>48</td> <td>69</td> <td>53</td>	diversity	63	56	75	48	50	50	71	69	65	67	73	76	59	67	48	69	53	
mander with other shull be Friqued Commons/FL         fs	17a. In general, how do you think your overall pay, benefits and employment	56	63	. 82	62	64	42	62	40	42	33	41	51	58	52	58	54	61	
Indicision compare with The Coli Service         53         53         54         50         74         60         70         70         70         73         73         70         70         73         70 <td></td>																			
17. In granth, box do you think your overall gails of my department       36       30       30       30       30       30       31 <td></td> <td>53</td> <td>58</td> <td>75</td> <td>57</td> <td>41</td> <td>46</td> <td>50</td> <td>40</td> <td>47</td> <td>30</td> <td>38</td> <td>54</td> <td>58</td> <td>38</td> <td>45</td> <td>54</td> <td>67</td>		53	58	75	57	41	46	50	40	47	30	38	54	58	38	45	54	67	
number of a constrained with private sector employers       94	17c. In general, how do you think your overall pay, benefits and employment	35	36	58	30	23	30	38	35	20	43	33	51	39	14	42	43	41	
18b. 1 have a clear understanding of the overall goals of The loads of Commons       77       81       83       84       86       75       85       80       80       72       81       81       80       81       86       81       86       81       86       81       86       81       86       81       86       81       86       81       86       81       86       81       86       81       86       81       86       81       86       81				95							70	_							
participarticipant and production of any begattments and production of any begattments and production of any begattments performance against its goals       63       63       64											76								
bills       bill	ervice/PICT as a whole	77	83	83	84	86	75	85	69	66	66	72	81	83	86	81	86	81	
20.1 an sufficiently informed about my Departments performance against is goals       63       64       70       76       66       57       81       57       71         21. The management style in my Department encourages employees to give their best       49       49       57       38       45       63       50       52       42       50       59       66       50       57       48       55       46         22. Management style in my Department encourages employees to give their best       49       49       57       38       45       47       57       51       51       68       62       50       52       45       50       52       66       61       77       65       61       52       65       61       52       65       61       65       61       52       65       61       52       65       61       65       61       52       65       61       65       61       65       61       52       65       61       63       63       66       61       77       63       63       61       61       63       61       63       61       63       61       63       61       63       61       63       61		89	93	92	96	91	93	85	86	87	82	87	92	91	95	97	89	91	
21. The management style in my Department encourages employees to give their best       49       57       38       45       63       50       52       42       50       59       668       50       57       48       55       46         22. Managers in my Department actively work towards equality of opportunity in all ass       51       44       55       32       36       54       47       57       51       51       69       62       50       52       45       52       66       61       766       65       81       52       66       61       766       65       81       52       66       61       766       65       81       52       66       61       766       65       81       52       66       61       766       65       81       52       66       61       76       65       81       52       66       61       76       65       81       52       66       65       66       61       76       65       81       52       53       46       53       46       53       46       63       66       67       61       76       81       77       77       77       77       77       73																			
22. Managers in my Department actively work towards equality of opportunity in all as       51       44       55       32       36       54       47       57       51       51       69       62       50       52       45       52       50         23. In my Department we are encouraged to come up with innovative solutions to work.       60       51       65       44       55       54       44       62       52       66       61       76       65       81       52       66       65         24. Best practice is shared effectively across teams in my Department a more efficient       54       47       49       46       32       51       44       53       45       44       70       62       41       48       35       33       46         25. Uticitient effort is being made to make my Department a more efficient       54       62       61       63       61       63       63       62       63       62       52       52       54       62       71       77       52       55       54       62       78       63       71       77       52       55       54       62       78       58       63       71       77       52       57       54 <td< td=""><td>20. I am sufficiently informed about my Departments performance against its goals</td><td>63</td><td>68</td><td>71</td><td>60</td><td>77</td><td>81</td><td>62</td><td>64</td><td>56</td><td>64</td><td>70</td><td>76</td><td>66</td><td>57</td><td>81</td><td>57</td><td>71</td></td<>	20. I am sufficiently informed about my Departments performance against its goals	63	68	71	60	77	81	62	64	56	64	70	76	66	57	81	57	71	
case	21. The management style in my Department encourages employees to give their best	49	49	57	38	45	63	50	52	42	50	59	68	50	57	48	55	46	
case	22. Managers in my Department actively work towards equality of opportunity in all						54	47			54		60	50	50	45	50	50	
land problems       odd	reas	51	44	55	32	36	54	47	57	51	51	69	62	50	52	45	52	50	
24. Best practice is shared effectively across teams in my Department       45       47       49       46       32       51       44       53       45       44       70       62       41       48       35       33       46         25. Sufficient effor is being made to make my Department a more efficient       54       52       62       41       27       63       68       63       56       60       70       73       53       62       52       52       53         26. I receive regular and constructive feedback on my performance       62       65       60       64       64       68       71       59       55       54       62       78       63       71       77       52       65         270. The House of Commons Service/PICT does a good job of vervining the right       45       48       54       46       56       45       33       39       68       65       48       52       42       51       53         270. The House of Commons Service/PICT does a good job of developing people form       73       80       80       76       77       86       76       76       81       75       76       81       74       75       76       81       74		60	51	65	44	55	54	44	62	52	66	61	76	65	81	52	66	65	
25. Sufficient effort is being made to make my Department a more efficient       54       52       62       64       64       68       63       56       60       70       73       53       62       52       53         Sel inceive regular and constructive leedback on my performance       62       65       60       64       64       64       68       71       59       55       54       62       78       63       71       77       52       65         27a. The House of Commons Service/PICT does a good job of recruiting the right       45       48       54       46       53       40       40       28       53       46       50       38       45       51       53         27b. The House of Commons Service/PICT does a good job of developing people to intruiture needs       42       42       51       34       46       56       45       33       39       58       65       46       50       35       46       50       53       46       50       56       66       65       65       66       65       66       66       67       67       80       67       77       76       86       76       76       81       75       76       81		45	47	49	46	32	51	44	53	45	44	70	62	41	48	35	33	46	
gamination of	25. Sufficient effort is being made to make my Department a more efficient							68			60			53			52		
27a. The House of Commons Service/PICT does a good job of recruiting the right       45       48       54       45       46       53       40       40       29       53       46       50       38       45       51       53         27b. The House of Commons Service/PICT does a good job of developing people to if full potential       42       42       51       34       18       46       56       45       33       39       650       650       68       52       42       53       45         27b. The House of Commons Service/PICT does a good job of developing people to if full potential       73       80       80       76       77       88       79       65       50       81       75       76       81       74       75         28. Think my performance is evaluated fairly       73       80       82       64       54       76       72       65       67       86       69       62       71       74       66         29. The House of Commons Service/PICT service value and support people from       69       53       67       74       46       54       76       72       65       67       86       69       62       71       74       66       63       62       80																			
spole for its future needs       43       44       53       43       53       43       53       43       33       39       58       65       48       52       42       53       45       45       33       39       58       65       66       65       67       81       75       76       81       77       76       81       77       76       81       77       76       81       77       76       81       77       76       81       77       76       81       77       76       81       77																			
air (u) potential       42       42       51       54       10       40       50       43       53       53       60		45	48	54	45	45	46	53	40	40	29	53	46	50	38	45	51	53	
eight upperformance is evaluated fairly       73       80       80       76       77       80       79       63       59       65       76       81       75       76       81       74       75         29. The house of Commons Service/PICT Service value and support people from (Ferrith Dackgrounds and lifestyle)       69       53       82       44       64       54       76       72       65       67       82       86       69       62       71       74       66         30. My ork schedule allows sufficient flexibility to meet my personal needs       71       66       82       69       55       60       58       65       67       80       86       69       62       71       74       66         30. My ork schedule allows sufficient flexibility to meet my personal needs       71       66       82       69       55       60       58       45       58       67       70       80       73       75       82         31. Staff are treated with respect here, whatewer job or area they work in       77       53       56       60       56       58       45       56       67       70       45       55       56       58       45       58       67       74		42	42	51	34	18	46	56	45	33	39	58	65	48	52	42	53	45	
29. The House of Commons Service/PICT Service value and support people from       69       59       82       44       64       54       76       72       65       67       82       86       69       62       71       74       66         Iferent backgrounds support people from       69       62       65       67       82       86       69       62       71       74       66         0.0 W work schedule allows sufficient flexibility to meet my personal needs       71       66       82       69       95       47       44       69       63       62       80       86       79       71       87       82         30. My work schedule allows sufficient flexibility to meet my personal needs       71       53       55       48       56       58       45       58       67       70       54       57       55       51       56         32. The House of Commons Management Board provide a clear sense of direction       36       27       40       20       14       18       41       43       34       34       66       64       34       29       39       39       30         33. Senior Management are sufficiently visible to staff       50       40       64       45 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>50</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>										50									
Iferent backgrounds and lifestyles       63       63       64       65       64       65       67       70       54       57       55       51       65       60       56       58       62       67       70       54       57       55       51       56       60       56       58       62       67       70       54       57       55       51       43       34       34       34       67       46       34       29       39       30       30       33       33       55       51       43       43       46       61       68       47       38       55       51       43         33       Senior Management are sufficient/insis									00							•			
31. Staff are treated with respect here, whatever job or area they work in       57       53       55       48       55       60       58       45       58       67       70       54       57       55       51       56         32. The House of Commons Management Board provide a clear sense of direction       36       27       40       20       14       18       41       43       34       34       67       46       34       29       39       39       30         33. Senior Management are sufficiently visible to staff       50       49       55       40       64       45       71       53       45       48       61       68       47       38       55       51       43         Variable work into the factor of the senarchic many staff.       50       49       55       60       54       71       53       45       48       61       68       47       38       55       51       43	ferent backgrounds and lifestyles			02				76			67			69		71		66	
32. The House of Commons Management Board provide a clear sense of direction       36       27       40       20       14       18       41       43       34       34       67       46       34       29       39       39       30         33. Senior Management Board provide a clear sense of direction       50       49       55       40       64       45       71       53       45       48       61       68       47       38       55       51       43											62								
33. Senior Management are sufficiently visible to staff 50 49 55 40 64 45 71 53 45 48 61 68 47 38 55 51 43	31. Staff are treated with respect here, whatever job or area they work in	57	53	55	48	55	60	56	58	45	58	67	70	54	57	55	51	56	
At O well have sufficient to decision and have been and the Oracles Management in my	32. The House of Commons Management Board provide a clear sense of direction	36	27	40	20	14	18	41	43	34	34	67	46	34	29	39	39	30	
At O well have sufficient to decision and have been and the Oracles Management in my	33. Senior Management are sufficiently visible to staff	50	49	55	40	64	45	71	53	45	48	61	68	47	38	55	51	43	
	34. Overall I have confidence in decisions made by Senior Management in my exartment	47	46	57	36	36	51	56	50	36	47	62	68	42	48	42	52	33	

		Department of Chamber & Committee Services Department of Facilities										Department of Information Services					
	HOC/PICT	HOC/PICT		Committee	nmittee Legislation		Serjeant at Arms		Parliamentary Catering and Estates Retail		Accommodation	Support		Departmental Services	Information Management	Public	
	Total	DCCS Total	Assistant's Directorate	Directorate	Directorate	Report Directorate	Directorate	DF Total		Services	Services	Services	DIS Total	Directorate	Directorate	Services	RISM/POS
35. The Management Board are sufficiently visible to staff	28	28	43	21	23	18	41	36	29	30	51	38	19	29	23	21	15
36a. I am proud to work for my Department	81	85	82	85	73	92	85	80	72	82	87	84	83	90	87	83	80
36b. I am proud to work for The House of Commons/PICT 37. I am willing to work beyond what is required in my job in order to help the House of	82	81	78	79	77	85	88	82	77	82	88	84	81	100	81	80	78
ommons Service/PICT be successful	90	91	89	93	95	86	91	88	85	88	88	95	86	86	81	93	83
38. I have the opportunity for input before changes are made which will affect my job	47	43	66	35	41	42	29	49	34	50	59	68	48	48	42	44	53
39. It is safe to speak up and challenge the way things are done in the organisation	47	47	60	40	55	51	35	48	37	42	61	68	49	52	48	48	50
40. I am treated with fairness and respect regardless of my pay-band 41a. I support the overall aims and objectives of my Department	63 86	62 89	68 85	55 92	64 77	74 88	56 94	62 84	52 81	58 79	68 87	81 95	55 89	67 81	52 94	51 94	58 85
41b. I support the overall aims and objectives of The House of Commons	83	86	86	87	82	78	97	80	83	71	85	95	85	90	94	84	83
rvice/PICT	•••	•••							63						0.		
2. I feel valued and appreciated for the work I do	67	71	77	67	64	75	65	65	55	65	71	76	66	81	81	61	63
<ol><li>My employer values what all employees can offer the organisation regardless of ir cultural backgrounds, personal styles and ideas</li></ol>	63	58	66	48	55	67	62	66	57	63	79	73	61	52	61	66	59
<ol> <li>Cuitoral backgrounds, personal styles and ideas</li> <li>The House has a working environment in which different views and perspectives</li> </ol>	53	50	62	42	50	49	59	57	43	54	68	76	51	67	48	46	53
e valued		50						57	43								
5. I would recommend the House of Commons/PICT as a good place to work	73	73	74	69	59	76	85	73	62	72	81	89	75	90	74	75	73
<ol> <li>It would take a lot to make me look for another employer</li> <li>Overall the physical working conditions at my location are satisfactory (e.g.</li> </ol>	59	61	62	53	59	71	76	65	50	64	77	84	59	57	68	49	64
<ol> <li>Overall the physical working conditions at my location are satisfactory (e.g. ntilation, temperature, space to work)</li> </ol>	67	73	69	76	73	78	62	68	63	58	78	89	56	71	55	44	62
8. There are adequate security measures at my location	85	88	94	85	91	85	91	80	80	77	83	78	80	86	77	79	80
9. I think that the results of this survey will be acted on, where possible	42	36	46	33	36	38	24	46	29	44	60	68	39	67	42	32	38
0a. How important is Management development in helping you to develop your	78	75	80	85	68	56	79	76	78	73	71	89	79	95	74	84	75
eer in the House of Commons/PICT? 0b. How important is Coaching in helping you to develop your career in the House of																	
mmons/PICT?	72	70	74	70	55	69	79	71	65	72	70	86	70	81	77	75	63
Dc. How important is Mentoring in helping you to develop your career in the House of nmons/PICT?	67	63	60	63	50	69	65	67	60	71	61	78	67	86	74	72	58
0d. How important are Secondment opportunities to other Departments in the House	68	63	68	69	50	49	76	62	53	61	67	76	74	81	74	69	77
Commons in helping you to develop your career in the House of Commons/PICT?																	
0e. How important are Secondment opportunities to the Civil Service in helping you develop your career in the House of Commons/PICT?	55	48	48	60	41	34	38	52	52	49	54	59	53	76	35	52	53
Of. How important is Advice and assistance on how to apply for available roles in					<u></u>	00	74		70	07	70	70		70	74	74	70
ping you to develop your career in the House of Commons/PICT?	72	67	66	69	68	63	74	71	73	67	70	76	76	76	71	74	79
0g. How important is Advice on potential career routes inside the House of	74	69	69	70	77	63	76	72	73	67	69	86	75	81	68	72	78
mmons/PICT in helping you to develop your career in the House of Commons/PICT?	74	69	69	70		03	76	12	75	67	69	00	75	01	00	12	10
0h. How important is Advice on potential career routes outside the House of																	
mmons/PICT in helping you to develop your career in the House of Commons/PICT?	58	47	51	53	41	35	47	59	63	56	57	62	61	76	48	66	58
54a. How good do you think the House of Commons/PICT is at providing staff with						=0			-	-	=0			=0			
duction training	73	73	72	69	68	78	74	75	73	72	79	84	79	76	71	80	81
54b. How good do you think the House of Commons/PICT is at providing staff with on	82	84	91	78	82	92	82	75	61	80	78	92	91	90	97	89	92
b job learning 54c. How good do you think the House of Commons/PICT is at providing staff with																	
hnical/specialist skills training	70	70	75	63	73	79	62	66	60	61	68	86	76	81	81	69	80
4d. How good do you think the House of Commons/PICT is at providing staff with IT	76	80	83	80	86	74	76	69	67	56	78	89	83	81	97	68	91
ining i4e. How good do you think the House of Commons/PICT is at providing staff with																	
anagement development	54	53	66	45	64	55	47	54	45	48	62	78	58	62	71	57	54
4f. How good do you think the House of Commons/PICT is at providing staff with	51	54	57	45	27	70	56	50	36	54	57	59	49	48	65	55	41
aching i4g. How good do you think the House of Commons/PICT is at providing staff with														= 0			
ntoring	52	55	55	48	36	72	56	51	40	51	57	65	47	52	61	55	38
4h. How good do you think the House of Commons/PICT is at providing staff with	60	58	63	55	50	61	56	59	53	58	63	68	64	71	84	60	62
port for professional qualifications 4i. How good do you think the House of Commons/PICT is at providing staff with													-				
erience of various Departments	40	42	46	36	55	41	44	38	23	37	53	46	49	52	48	55	44
j. How good do you think the House of Commons/PICT is at providing staff with	28	22	22	19	14	20	32	35	20	30	53	54	27	48	29	28	22
ers advice a. My workload does not prevent me from attending relevant training courses	62	59	57	63	77	40	62	62	57	40	83	78	71	86	77	60	76
b. I have access to the right training and development to develop my skills for the						40				40	<ul> <li>A second sec second second sec</li></ul>						
re	61	57	58	54	64	54	62	64	56	56	77	81	68	76	84	63	67
c. I have received sufficient training for the job I am required to do	77	81	78	76	86	93	82	77	64	77	85	89	80	81	94	74	82
a. My Line Manager actively supports development of my skills & knowledge	79	81	82	81	73	86	79	76	73	69	85	86	83	90	94	74	85
b. My Line Manager discusses how I can use new learning in my job	65	64	65	59	59	69	74	66	65	60	70	81	68	76	84	58	70
At the present time are you seriously considering leaving the House of hmons/PICT? (% answering no)	60	66	66	57	64	79	65	66	52	61	74	92	61	62	71	51	67
Ba. Senior Management does a god job of setting objectives clearly	61	60	69	55	59	67	53	62	56	60	67	70	65	62	65	70	62
8b. Senior Management do a good job of working together as a team	52	53	63	48	64	49	56	55	41	50	73	68	53	57	48	59	50
3c. Senior Management do a good job of managing change	46	42	55	34	36	39	50	52	40	50	61	70	44	52	45	54	36
8d. Senior Management do a good job of making decisions promptly	40	42	52	28	41	49	53	43	37	37	53	54	41	43	32	49	36
59. Overall how satisfied are you with your job?	63	68	72	61	64	76	76	63	56	59	69	73	63	71	71	55	65

				Deparment of Resour Human Resources	ces		OCE/Speaker's Office	Parliamentary Information and Communications Technology Directorate of						
	HOC/PICT Total	DR Total	Financial Management Directorate	Management and Development Directorate	Operations Directorate	Business Management Directorate	OCE/ Speaker's Office Total	PICT Total	Operations an Members Services	Directorate of	Directorate of Programmes and Projects	Directorate of		
Q1. I have a very clear understanding of what is expected of me in my work	91	94	84	95	96	100	96	83	83	80	86	88		
Q2. My job offers me the opportunity to use my skills and abilities Q3. My Department does an excellent job of keeping staff informed about matters	80	76	77	85	65	89	93	75	71	77	78	76		
affecting us	63	72	68	76	67	89	81	49	58	43	39	60		
Q4. There is sufficient contact between Senior Management and staff in my Department	58	64	55	71	57	83	89	39	44	28	44	52		
Q5. My immediate line manager / supervisor communicates effectively	78	79	65	80	85	83	81	71	62	69	78	88		
Q6. I am satisfied with my involvement in decisions that affect my work	60	69	52	73	69	94	85	52	40	51	61	64		
Q7a. There is good cooperation between teams in my Department	71	71	68	73	69	78	67	56	63	51	61	48		
Q7b. There is good cooperation between my Department and other Departments in the House of Commons/PICT	52	56	55	71	50	39	85	47	46	37	53	64		
Q8. There are usually sufficient people in my team to handle the normal workload	68	83	94	80	76	89	74	48	50	37	47	72		
Q9. I have the IT systems support I need to do my job effectively	74	86	84	90	83	89	89	76	77	68	75	100		
Q10. I believe I have the opportunity for personal development and growth Q11. I have sufficient opportunities for advancement and promotion	64 40	68 35	61	76 41	63 37	78 39	67 56	57 30	44 35	58 28	67 28	68 32		
Q12a. I have a clear understanding of how my performance is evaluated	73	74	71	85	65	78	81	63	60	60	61	84		
Q12b. I have a clear understanding of what I can do to improve my performance	68	70	68	76	63	83	74	57	50	58	56	68		
Q13. The current pace of change in my Department is: (About right)	38	31	29	46	19	39	37	34	31	35	39	32		
Q14. Do you feel you are given appropriate opportunities to express your views?	77	78	74	76	78	89	81	71	81	58	75	76		
Q15a. In general, how effective is The House of Commons Management Board Q15b. In general, how effective is the Senior Management of your Department	41 58	42 61	39 48	51 68	35 63	50 61	63 78	39 46	46 50	37	33	40 56		
Q15c. In general, how effective is your immediate line manager/supervisor	81	81	71	83	87	78	89	75	62	75	81	96		
Q16a. How effective is your immediate line manager/supervisor at helping you improve	73	76	71	76	76	83	78	69	56	68	81	80		
your performance Q16b. How effective is your immediate line manager/supervisor at informing you about														
your own teams performance	73	76	71	73	80	78	81	70	73	71	58	76		
Q16c. How effective is your immediate line manager/supervisor at supporting you to manage your workload	73	78	74	80	78	83	74	67	54	75	67	72		
Q16d. How effective is your immediate line manager/supervisor at managing any under-	52	56	52	59	54	67	67	47	44	46	47	56		
performance in your team	52	50	52	59	54	07	67	47	44	40	47	50		
Q16e. How effective is your immediate line manager/supervisor at promoting a culture of diversity	63	76	68	88	70	78	70	64	56	62	75	72		
Q17a. In general, how do you think your overall pay, benefits and employment	56	67	68	71	61	72	63	63	63	58	61	76		
conditions compare with other staff in the House of Commons/PICT Q17b. In general, how do you think your overall pay, benefits and employment									10					
conditions compare with The Civil Service	53	61	65	63	56	67	63	48	48	45	53	52		
Q17c. In general, how do you think your overall pay, benefits and employment conditions compare with private sector employers	35	36	19	51	30	50	52	26	25	28	25	28		
Q18a. I have a clear understanding of the overall goals of my department	84	78	74	80	78	83	96	80	81	71	83	96		
Q18b. I have a clear understanding of the overall goals of The House of Commons	77	76	61	88	74	78	89	72	75	62	83	80		
Service/PICT as a whole Q19. I understand how the work I do contributes to the achievement of my Departments											-			
goals	89	92	84	95	94	89	96	82	85	77	78	96		
Q20. I am sufficiently informed about my Departments performance against its goals	63	62	52	68	61	67	78	46	65	32	33	60		
Q21. The management style in my Department encourages employees to give their best	49	54	39	63	56	56	78	34	38	34	31	32		
Q22. Managers in my Department actively work towards equality of opportunity in all														
areas	51	60	55	63	61	61	67	44	50	40	44	40		
Q23. In my Department we are encouraged to come up with innovative solutions to work- related problems	60	63	58	71	59	67	74	58	58	58	50	68		
Q24. Best practice is shared effectively across teams in my Department	45	45	45	46	48	33	70	31	35	25	33	36		
Q25. Sufficient effort is being made to make my Department a more efficient	54	58	48	66	56	61	67	40	38	34	36	64		
organisation Q26. I receive regular and constructive feedback on my performance	62	60	52	71	52	72	78	57	54	57	53	68		
Q27a. The House of Commons Service/PICT does a good job of recruiting the right	45	44	45	56	37	39	52	43	40	38	39	68		
people for its future needs	45	44	45	50	37	35	52	43	40	38		00		
Q27b. The House of Commons Service/PICT does a good job of developing people to their full potential	42	40	29	51	43	28	52	28	27	29	22	44		
Q28. I think my performance is evaluated fairly	73	72	65	80	69	78	81	63	60	58	61	88		
Q29. The House of Commons Service/PICT Service value and support people from different backgrounds and lifestyles	69	75	74	78	70	83	81	74	73	69	78	80		
Q30. My work schedule allows sufficient flexibility to meet my personal needs	71	77	77	80	76	72	67	68	60	63	81	80		
Q31. Staff are treated with respect here, whatever job or area they work in	57	62	58	56	67	67	59	61	56	68	61	56		
Q32. The House of Commons Management Board provide a clear sense of direction	36	42	35	41	44	50	56	34	44	31	25	32		
Q33. Senior Management are sufficiently visible to staff	50	60	42	61	69	67	70	39	52	25	44	48		
Q34. Overall I have confidence in decisions made by Senior Management in my	47	52	42	51	59	50	67	41	44	31	47	52		
department		52	74	51	55	50	0/					52		

			0	eparment of Resour Human Resources	ces		OCE/Speaker's Office	Parliamentary Information and Communications Technology Directorate of					
	UO O/DIOT		Financial	Management and		Business	OCE/ Speaker's		Operations and		Directorate of		
	HOC/PICT Total	DR Total	Management Directorate	Development Directorate	Operations Directorate	Management Directorate	OCE/ Speaker's Office Total	PICT Total	Members Services		f Programmes and Projects		
235. The Management Board are sufficiently visible to staff	28	31	26	29	30	50	52	20	23	15	28	24	
236a. I am proud to work for my Department	81	76	71	83	74	72	81	73	83	66	64	84	
Q36b. I am proud to work for The House of Commons/PICT Q37. I am willing to work beyond what is required in my job in order to help the House of	82	86	84	95	83	78	85	81	83	83	81	76	
Commons Service/PICT be successful	90	92	90	98	89	94	100	90	88	94	92	84	
Q38. I have the opportunity for input before changes are made which will affect my job	47	53	55	54	48	61	56	43	33	48	47	44	
Q39. It is safe to speak up and challenge the way things are done in the organisation	47	53	45	51	61	44	56	37	27	42	39	44	
Q40. I am treated with fairness and respect regardless of my pay-band	63	73	68	66	83	67	74	65	60	68	69	64	
041a. I support the overall aims and objectives of my Department 041b. I support the overall aims and objectives of The House of Commons	86	83	84	88	81	78	93	82	90	74	83	84	
Service/PICT	83	80	81	88	75	78	85	80	88	74	83	76	
242. I feel valued and appreciated for the work I do	67	74	68	83	67	89	78	54	48	52	58	64	
243. My employer values what all employees can offer the organisation regardless of	63	74	68	80	72	72	85	61	62	52	69	68	
heir cultural backgrounds, personal styles and ideas 244. The House has a working environment in which different views and perspectives	53	58	52	63	57	61	56	52	62	49	44	48	
are valued Q45. I would recommend the House of Commons/PICT as a good place to work	73	76	71	88	74	67	74	68	69	63	69	76	
Q46. It would take a lot to make me look for another employer	59	56	55	61	52	61	63	44	44	42	47	44	
Q47. Overall the physical working conditions at my location are satisfactory (e.g.	67	78	81	78	74	89	67	60	60	57	53	76	
ventilation, temperature, space to work)		94	90	98	93	94		89	88	88	89	92	
Q48. There are adequate security measures at my location Q49. I think that the results of this survey will be acted on, where possible	85 42	94 51	90 39	98 54	93 54	94 61	85 48	89 39	88 50	28	39	92 48	
Q50a. How important is Management development in helping you to develop your	78	83	77	85	81	94	40 67	82	81	77	97	76	
career in the House of Commons/PICT?	78	83	11	85	81	94	67	82	81	11	97	76	
Q50b. How important is Coaching in helping you to develop your career in the House of Commons/PICT?	72	76	71	85	70	78	74	74	85	58	86	72	
Q50c. How important is Mentoring in helping you to develop your career in the House of Commons/PICT?	67	74	84	80	65	72	63	71	79	58	89	64	
Q50d. How important are Secondment opportunities to other Departments in the House of Commons in helping you to develop your career in the House of Commons/PICT?	68	76	68	68	83	89	70	73	85	55	75	92	
Q50e. How important are Secondment opportunities to the Civil Service in helping you	55	70	61	68	80	61	59	61	71	48	56	80	
to develop your career in the House of Commons/PICT? Q50f. How important is Advice and assistance on how to apply for available roles in	33		01				33	01		40	50	00	
helping you to develop your career in the House of Commons/PICT?	72	76	68	76	81	78	63	76	87	71	67	80	
Q50g. How important is Advice on potential career routes inside the House of Commons/PICT in helping you to develop your career in the House of Commons/PICT?	74	80	74	78	85	78	74	81	87	77	78	84	
Q50h. How important is Advice on potential career routes outside the House of Commons/PICT in helping you to develop your career in the House of Commons/PICT?	58	68	68	61	80	50	59	68	85	60	53	76	
Q54a. How good do you think the House of Commons/PICT is at providing staff with	73	75	74	78	70	83	63	62	60	55	78	60	
induction training Q54b. How good do you think the House of Commons/PICT is at providing staff with on	82	85	84	80	85	94		71	69	71	78	68	
the job learning Q54c. How good do you think the House of Commons/PICT is at providing staff with							78			-			
technical/specialist skills training	70	70	61	78	65	83	78	68	48	69	83	84	
Q54d. How good do you think the House of Commons/PICT is at providing staff with IT raining	76	77	71	80	76	83	85	65	56	55	81	84	
Q54e. How good do you think the House of Commons/PICT is at providing staff with management development	54	57	55	61	46	83	59	49	50	37	75	64	
254f. How good do you think the House of Commons/PICT is at providing staff with	51	60	55	61	57	72	56	43	44	35	33	72	
coaching Q54g. How good do you think the House of Commons/PICT is at providing staff with	52	60	65	61	54	72	59	46	52	32	42	76	
mentoring Q54h. How good do you think the House of Commons/PICT is at providing staff with													
support for professional qualifications	60	65	42	85	59	72	74	51	42	42	67	72	
Q54i. How good do you think the House of Commons/PICT is at providing staff with experience of various Departments	40	34	23	37	31	56	52	29	19	26	42	40	
Q54j. How good do you think the House of Commons/PICT is at providing staff with careers advice	28	36	23	46	28	61	33	24	25	14	31	44	
Q55a. My workload does not prevent me from attending relevant training courses	62	65	81	63	57	61	52	53	42	45	78	60	
255b. I have access to the right training and development to develop my skills for the	61	63	52	76	56	78	63	48	35	43	67	60	
uture 255c. I have received sufficient training for the job I am required to do	77	79	77	80	78	83	89	62	65	46	83	64	
256a. My Line Manager actively supports development of my skills & knowledge	79	79	74	90	78	83	78	74	60	71	92	84	
Q56b. My Line Manager discusses how I can use new learning in my job	65	65	61	73	56	83	67	61	44	60	78	76	
Q57. At the present time are you seriously considering leaving the House of	60	52	55	68	37	56	63	44	44	45	47	40	
Commons/PICT? (% answering no) Q58a. Senior Management does a god job of setting objectives clearly	61	65	48	80	63	61	78	53	62	40	58	60	
258a. Senior Management does a good job of setting objectives clearly 258b. Senior Management do a good job of working together as a team	61 52	65 53	40	59	57	67	78 70	53 37	42	40 29	58 44	40	
2560. Senior Management do a good job of working togener as a team 258c. Senior Management do a good job of managing change	52 46	53	32	63	50	67	59	37	50	32	25	40	
Q58d. Senior Management do a good job of making decisions promptly	40	44	29	41	48	61	59	25	31	23	19	28	
Q59. Overall how satisfied are you with your job?	63	64	58	63	67	67	67	51	52	51	50	48	