

Theme	CSPS QNo.	CSPS Question Text	AGO 2009 Score (% positive)
My Work	B01	I am interested in my work	98%
	B02	I am sufficiently challenged by my work	87%
	B03	My work gives me a sense of personal accomplishment	89%
	B04	I feel involved in decisions that affect my work	71%
	B05	I have a choice in deciding how I do my work	91%
Organisational Objectives & Purpose	B07	I have a clear understanding of AGO purpose	80%
	B08	I have a clear understanding of AGO objectives	73%
	B09	I understand how my work contributes to AGO objectives	88%
Resources & Workload	B06	In my job, I am clear what is expected of me	80%
	B10	I get the information I need to do my job well	78%
	B11	I have clear work objectives	80%
	B25	I have the skills I need to do my job effectively	87%
	B34	I have the tools I need to do my job effectively	71%
	B35	I have an acceptable workload	60%
Line Management	B36	I achieve a good balance between my work life and my private life	64%
	B12	My manager motivates me to be more effective in my job	84%
	B13	My manager is considerate of my life outside work	89%
	B14	My manager is open to my ideas	95%
	B15	My manager helps me to understand how I contribute to AGO objectives	86%
	B16	Overall, I have confidence in the decisions made by my manager	91%
	B17	My manager recognises when I have done my job well	95%
	B18	I receive regular feedback on my performance	77%
	B19	The feedback I receive helps me to improve my performance	66%
	B20	I think that my performance is evaluated fairly	82%
Teamwork	B21	Poor performance is dealt with effectively in my team	60%
	B22	The people in my team can be relied upon to help when things get difficult in my job	90%
	B23	The people in my team work together to find ways to improve the service we provide	88%
Learning & Career Development	B24	The people in my team are encouraged to come up with new and better ways of doing things	84%
	B26	I am able to access the right learning and development opportunities when I need to	58%
	B27	Learning and development activities I have completed in the past 12 months have helped to improve my performance	64%
	B28	There are opportunities for me to develop my career in AGO	50%
Inclusion & Fair Treatment	B29	Learning and development activities I have completed while working for AGO are helping me to develop my career	59%
	B30	I am treated fairly at work	93%
	B31	I am treated with respect by the people I work with	91%
	B32	I feel valued for the work I do	84%
Pay & Benefits	B33	I think that AGO respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	80%
	B37	I feel that my pay adequately reflects my performance	51%
	B38	I am satisfied with the total benefits package	53%
Leadership & Change Management	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	49%
	B40	I feel AGO as a whole is managed well	64%
	B41	Senior Managers in AGO are sufficiently visible	76%
	B42	I believe the actions of Senior Managers are consistent with AGO values	75%
	B43	I believe [senior management] has a clear vision for the future of AGO	41%
	B44	Overall, I have confidence in the decisions made by AGO Senior Managers	70%
	B45	I feel that change is managed well in AGO	51%
	B46	When changes are made in AGO they are usually for the better	52%
	B47	AGO keeps me informed about matters that affect me	64%
	B48	I have the opportunity to contribute my views before decisions are made that affect me	59%
	B49	I think it is safe to challenge the way things are done in AGO	61%
	B50	I am proud when I tell others I am part of AGO	84%
	B51	I would recommend AGO as a great place to work	76%

Engagement	<b>B52</b>	I feel a strong personal attachment to AGO	73%
	<b>B53</b>	AGO inspires me to do the best in my job	71%
	<b>B54</b>	AGO motivates me to help it achieve its objectives	60%
Taking Action	<b>B55</b>	I believe that Senior Managers in AGO will take action on the results from this survey	69%
	<b>B56</b>	I believe that managers where I work will take action on the results from this survey	73%
Data Security	<b>C01</b>	I know where to go to find out about how to handle personal and sensitive information	89%
	<b>C02</b>	In the past 12 months, have you received training on handling data and procedures to protect personal and sensitive information?	89%
Plans for the Future	<b>C03</b>	Which of the following statements most reflects your current thoughts about working for AGO?	
	"	<i>I want to leave AGO as soon as possible</i>	4%
	"	<i>I want to leave AGO within the next 12 months</i>	7%
	"	<i>I want to stay working for AGO for at least the next year</i>	64%
	"	<i>I want to stay working for AGO for at least the next three years</i>	24%
Civil Service Code	<b>C04</b>	Are you aware of the Civil Service Code?	96%
	<b>C05</b>	Are you aware of how to raise a concern under the Civil Service Code?	62%
	<b>C06</b>	Are you confident that if you raised a concern under the Civil Service Code in AGO it would be investigated properly?	77%
AGO Engagement Index	<b>72%<sup>1</sup></b>		
Discrimination, Harassment & Bullying	<b>C07</b>	During the past 12 months, have you personally experienced discrimination at work?	4%
		IF YES AT C07 THEN:	
	<b>C08</b>	On which of the following grounds have you personally experienced discrimination in the past 12 months?	Data unavailable to AGO to protect anonymity. This is due to the size of the organisation.
	"	<i>Age</i>	
	"	<i>Disability</i>	
	"	<i>Ethnic Background</i>	
	"	<i>Gender</i>	
	"	<i>Gender Reassignment or perceived gender</i>	
	"	<i>Religion or belief</i>	
	"	<i>Sexual Orientation</i>	
	"	<i>Any other grounds</i>	
	<b>C09</b>	During the past 12 months, have you personally experienced bullying or harassment at work?	11%
		IF YES AT C09 THEN:	
	<b>C10</b>	Who were you bullied or harassed by at work in the past 12 months?	Data unavailable to AGO to protect anonymity. This is due to the size of the organisation.
	"	<i>A colleague</i>	
"	<i>Your manager</i>		
"	<i>Another manager in your part of AGO</i>		
"	<i>Someone you manage</i>		
"	<i>Someone who works for another part of AGO</i>		
"	<i>A member of the public</i>		
"	<i>Someone else</i>		
"	<i>Prefer not to say</i>		

<sup>1</sup> The Engagement Index is not the average percentage positive score for the five engagement questions. Each of the five response options is given a weighting where strongly agree equals 100%, agree – 75%, neither agree/ disagree – 50%, disagree – 25% and strongly disagree – 0%