



Llywodraeth Cymru  
Welsh Government

PUBLICATION

# Welsh Revenue Authority People Survey: 2020

Findings of the Welsh Revenue Authority (WRA) Civil Service People Survey 2020. Measures employee engagement to help improve organisational performance, service delivery and staff well-being.

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## Summary

- A total of 67 WRA staff took part in the survey.
- 91% response rate.
- Engagement index for WRA was 80%.

## Headline results

### Engagement index

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% Positive	80%
Difference from previous survey	0
Difference from CS2020	+14
Difference from CS high performers	+10

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### My work

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% Positive	83%
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Difference from previous survey	+6
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Difference from CS2020	+9
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Difference from CS high performers	+6
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## Organisational objectives and purpose

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% Positive	93%
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Difference from previous survey	+3
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Difference from CS2020	+11
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Difference from CS high performers	+8
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## My manager

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% Positive	80%
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Difference from previous survey	+3
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Difference from CS2020	+9
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Difference from CS high performers	+7
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## My team

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% Positive	89%
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Difference from previous survey	+4
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Difference from CS2020	+9
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Difference from CS high performers	+6
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## Learning and development

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% Positive	57%
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Difference from previous survey	+3
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Difference from CS2020	+4
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Difference from CS high performers	-1
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## Inclusion and fair treatment

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% Positive	88%
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Difference from previous survey	+2
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Difference from CS2020	+8
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Difference from CS high performers	+6
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## Resources and workload

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% Positive	83%
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Difference from previous survey	+2
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Difference from CS2020	+10
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Difference from CS high performers	+6
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## Pay and benefits

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% Positive	78%
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Difference from previous survey	+8
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Difference from CS2020	+46
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Difference from CS high performers	+38
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## Leadership and managing change

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% Positive	75%
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Difference from previous survey	+10
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Difference from CS2020	+27
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Difference from CS high performers	+20
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## Appendix

### Glossary of main terms

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Term	Definition
% Positive	The proportion who chose "agree" or "strongly agree", averaged across all questions within the theme

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Term	Definition
Previous survey	Comparisons with the previous survey relate to the results of the 2019 Civil Service People Survey
CS2020	Benchmark CS2020 is the median of the positive percentage across all organisations that participated in the Civil Service People Survey 2020
CS high performers	For each theme, this is the highest quartile score across all organisations that participated in the Civil Service People Survey 2020

## Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, the differences presented in this report will not match the rounded figures of the scores being compared.

For example, if your unrounded Engagement Index score is 75.43647583%, your organisation overall's score is 74.63572484% and the difference between the two is +0.800751%, in this report these scores would appear as 75%, 75% and +1.

## The employee engagement index

The survey includes five questions that make up the engagement index. The index score represents the average level of engagement in that unit and ranges from 0 to 100. An index score of 0 represents all respondents in that unit saying they strongly disagree to all five engagement questions and a score of 100 represents all respondents saying they strongly agree to all five engagement questions.

## Confidentiality

The survey was carried out as part of the 2020 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. An external organisation is commissioned by Cabinet Office to carry out the Survey.

To protect the anonymity of individuals, groups of fewer than 10 respondents will not be reported on, however their responses do contribute to the overall scores for the unit and organisation they belong to and the overall Civil Service results.

## About this document

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