



Llywodraeth Cymru
Welsh Government

PUBLICATION

Welsh Government People Survey: 2020

The Civil Service People Survey is a UK-wide survey conducted with around 100 organisations that measures employee engagement and staff satisfaction for 5 to 30 October 2020.

First published: 17 June 2021

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Number of returns: 3,886

Response rate: 63%

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Employee engagement is shaped by experience at work, as measured by nine themes in the survey shown below

	Theme score	Difference from previous survey	Difference from Civil Service People Survey 2020
Engagement index	69%	+3	+3
My work	84%	+4	+4
Organisational objectives and purpose	87%	+3	+2
My manager	76%	+4	+2
My team	86%	+4	+2
Learning and development	54%	-1	-2
Inclusion and fair treatment	86%	+4	+4
Resources and workload	79%	+2	+4
Pay and benefits	64%	+3	+24
Leadership and managing change	62%	+12	+4

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Please note, some comparisons have been calculated using rounded figures, so the actual percentage point difference may vary by up to 1 percentage point.

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