

# Staff Survey results for HMRC

This report gives you the overall results for the HMRC Staff Survey from June 2007. The survey was completed by 12959 people. Where appropriate the corresponding results from previous waves are also shown.

<b>HMRC overall</b>	HMRC	12959 respondents
<b>HMRC overall Nov 06</b>	HMRC, Nov 2006	18124 respondents
<b>HMRC overall May 06</b>	HMRC, May 2006	12854 respondents
<b>HMRC overall Nov 05</b>	HMRC, Nov 2005	7001 respondents
<b>HMRC overall May 05</b>	HMRC, May 2005	7066 respondents

## Overall feelings

How staff feel about this part of the Department and overall

		strongly agree	agree	neither	disagree	strongly disagree
I am proud to work for this department	<b>HMRC overall</b>	5%	34%	38%	17%	5%
	<b>HMRC overall Nov 06</b>	6%	30%	34%	21%	9%
	<b>HMRC overall May 06</b>	5%	37%	38%	16%	4%
	<b>HMRC overall Nov 05</b>	6%	34%	36%	19%	5%
	<b>HMRC overall May 05</b>	6%	37%	36%	17%	4%

		strongly agree	agree	neither	disagree	strongly disagree
Considering everything I am satisfied with my job	<b>HMRC overall</b>	3%	40%	20%	29%	8%
	<b>HMRC overall Nov 06</b>	5%	41%	21%	25%	9%
	<b>HMRC overall May 06</b>	3%	44%	20%	26%	7%
	<b>HMRC overall Nov 05</b>	4%	46%	21%	23%	6%
	<b>HMRC overall May 05</b>	6%	46%	22%	22%	5%

		strongly agree	agree	neither	disagree	strongly disagree
I would recommend the Department as a good place to work	<b>HMRC overall</b>	3%	27%	26%	31%	13%
	HMRC overall Nov 06	3%	25%	25%	29%	17%
	HMRC overall May 06	3%	32%	26%	28%	11%
	HMRC overall Nov 05	4%	33%	28%	26%	10%

		strongly agree	agree	neither	disagree	strongly disagree
Considering everything, I am satisfied with this department at the present time	<b>HMRC overall</b>	1%	19%	19%	42%	18%
	HMRC overall Nov 06	1%	20%	19%	38%	22%
	HMRC overall May 06	1%	25%	21%	39%	14%
	HMRC overall Nov 05	1%	27%	23%	37%	12%
	HMRC overall May 05	1%	31%	25%	36%	8%

		strongly agree	agree	neither	disagree	strongly disagree
I feel highly motivated to do my work well	<b>HMRC overall</b>	5%	30%	26%	29%	10%
	HMRC overall Nov 06	7%	28%	23%	27%	15%
	HMRC overall May 06	5%	31%	28%	28%	8%
	HMRC overall Nov 05	7%	31%	25%	28%	10%

## Business decisions and direction

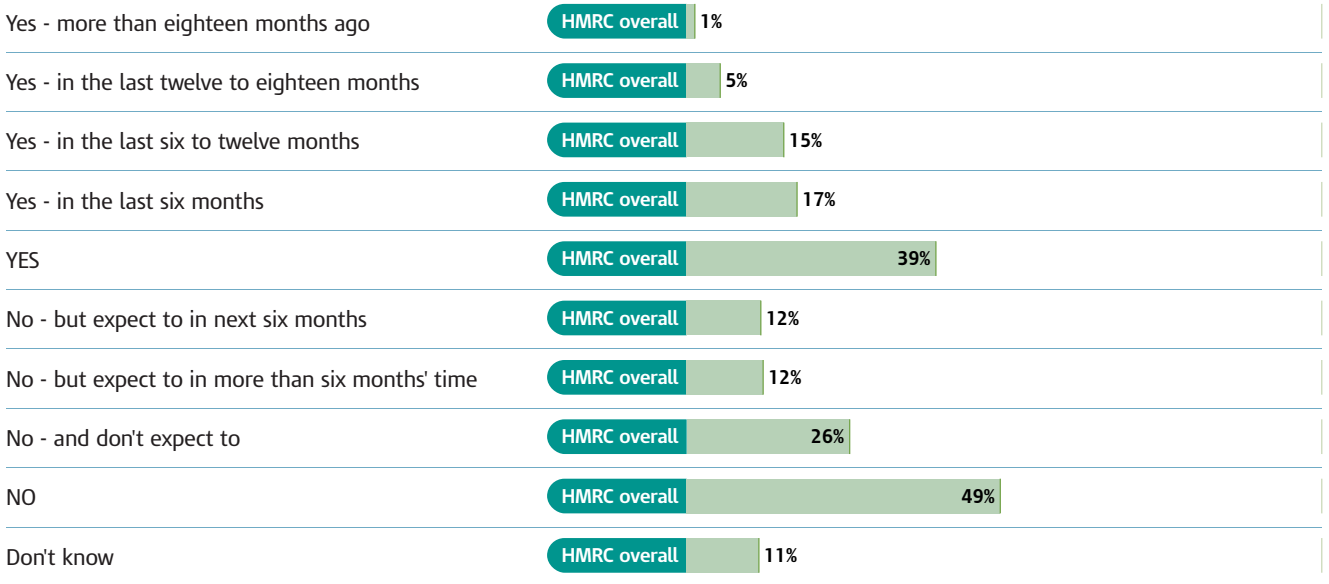
How well we are communicating and enacting the changes going on within the business

		strongly agree	agree	neither	disagree	strongly disagree
I feel that change is managed well in this department	<b>HMRC overall</b>	1%	11%	27%	36%	25%
	HMRC overall Nov 06	1%	11%	23%	35%	30%
	HMRC overall May 06	1%	17%	24%	40%	18%
	HMRC overall Nov 05	1%	12%	27%	38%	22%
	HMRC overall May 05	1%	15%	29%	37%	19%

		strongly agree	agree	neither	disagree	strongly disagree
I have the opportunity to contribute my views before changes are made which affect my job	<b>HMRC overall</b>	1%	19%	24%	32%	23%
	HMRC overall Nov 06	1%	12%	18%	35%	34%
	HMRC overall Nov 05	1%	11%	16%	39%	33%
	HMRC overall May 05	1%	12%	18%	41%	29%

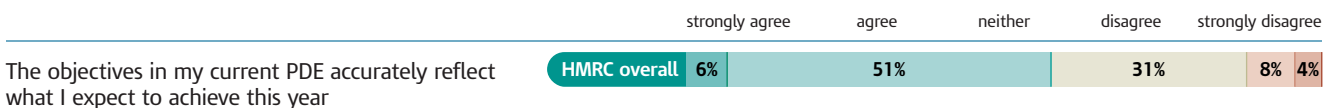
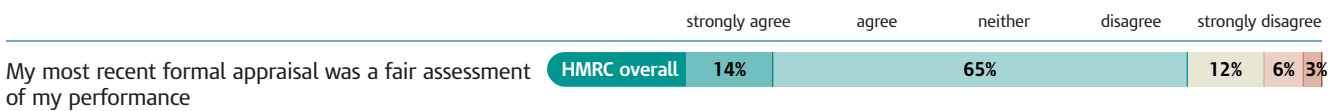
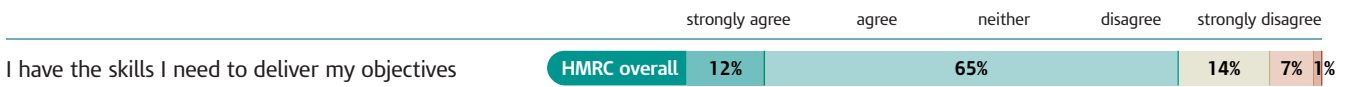
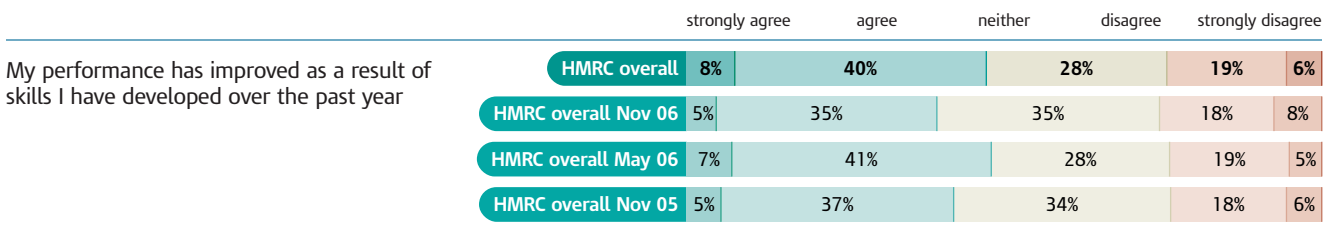
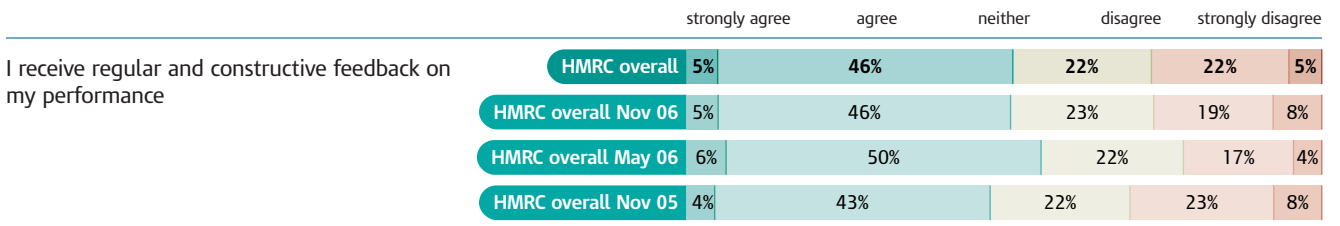
		changing for better	beginning to change for better	not really changing	beginning to change for worse	changing for worse
Which of these phrases best describes whether you feel the department is changing, and if so, for the better or worse?	<b>HMRC overall</b>	4%	17%	7%	24%	48%
	HMRC overall Nov 06	3%	18%	5%	30%	43%
	HMRC overall Nov 05	3%	24%	11%	31%	31%
	HMRC overall May 05	4%	22%	12%	32%	30%

Have you personally been through one or more of the large change programmes that have recently been rolled out and are designed to improve the way we work?



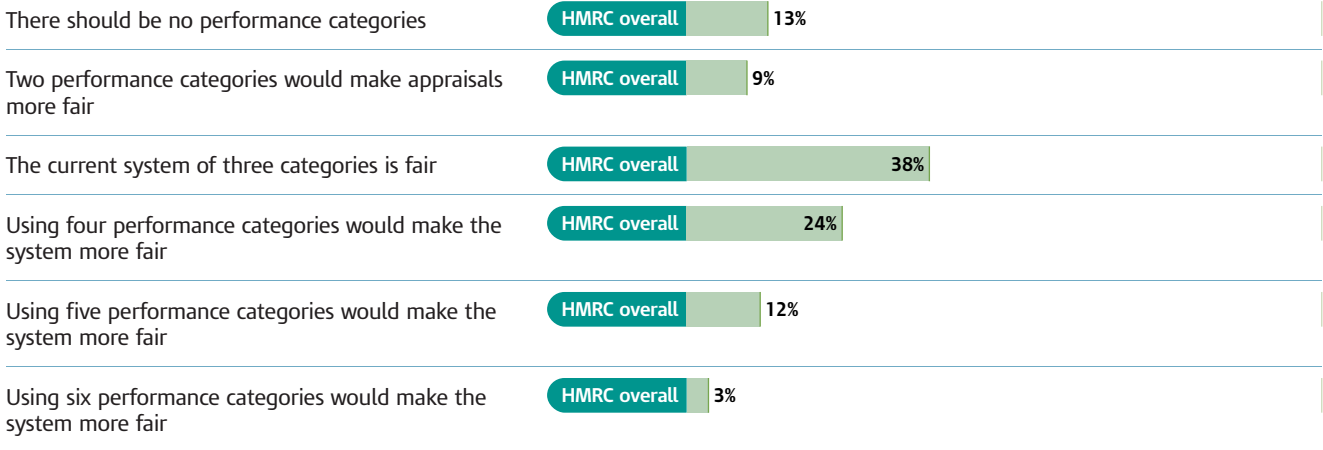
## Personal development, training and learning

How well are we performing with training and career opportunities?



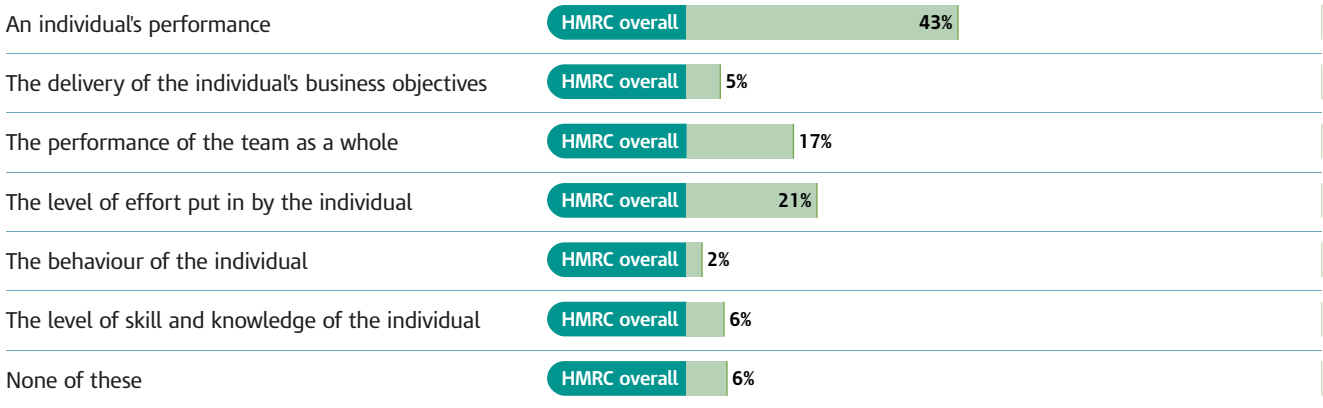
percentage choosing each option

Which of these phrases best describes how you feel about the PDE system?



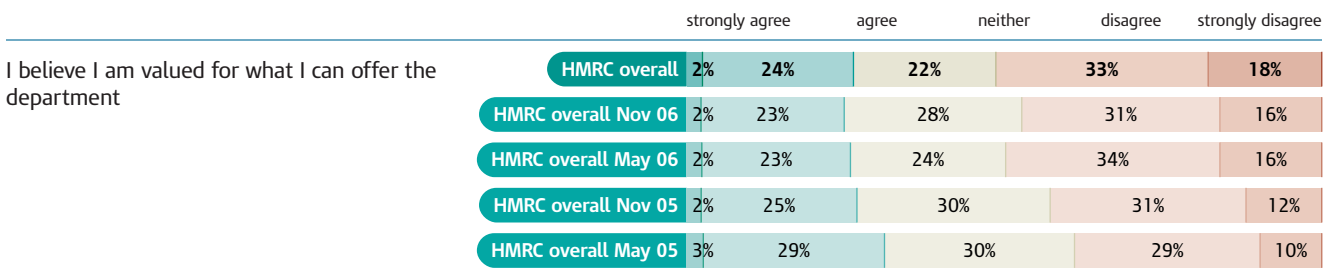
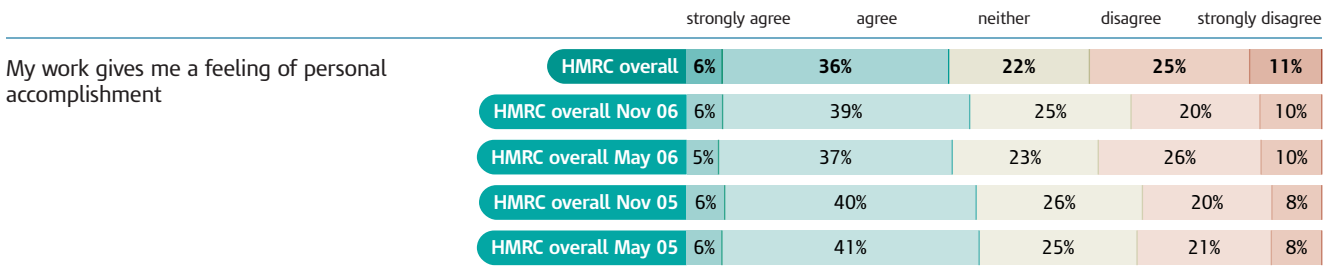
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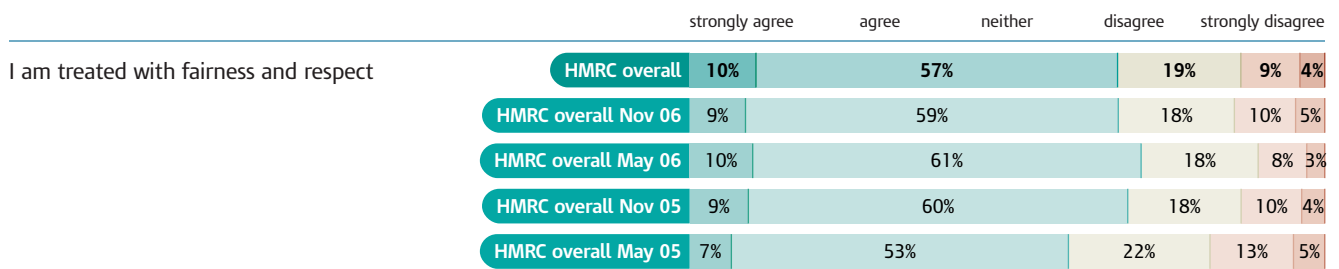
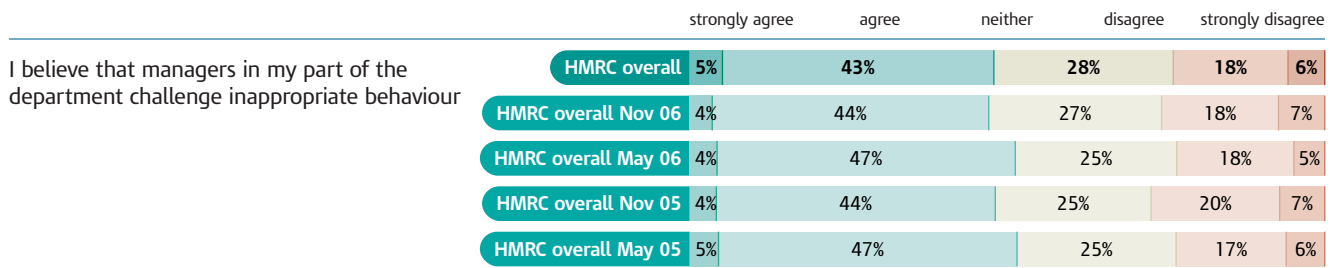
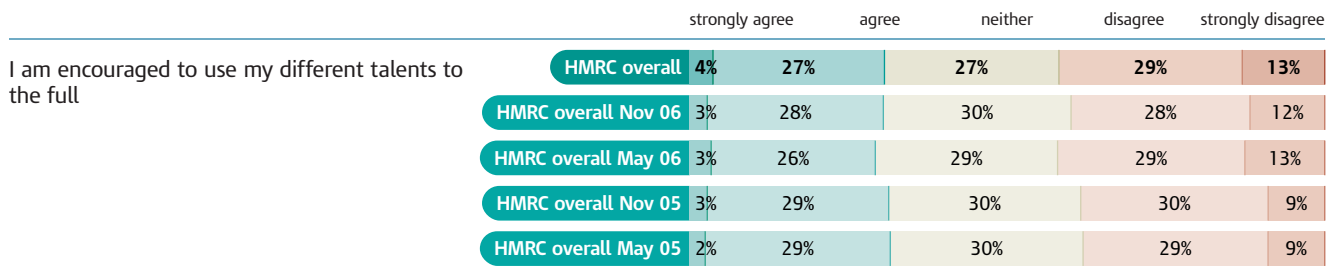
Which of these do you feel is the single most appropriate to be rewarded?



## Working culture and methods

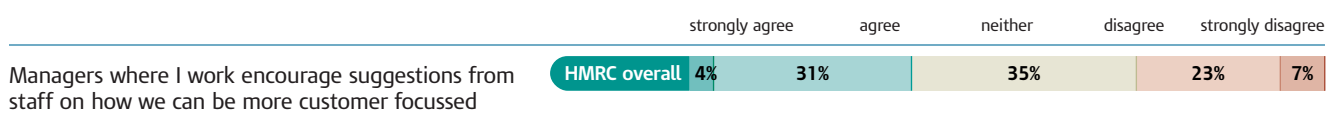
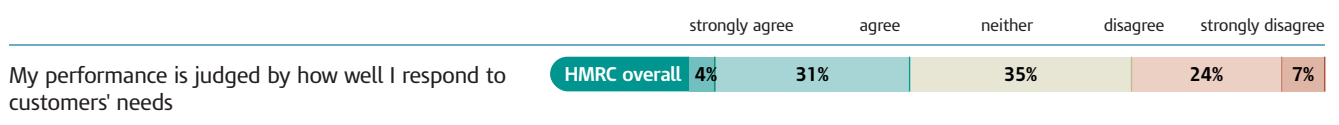
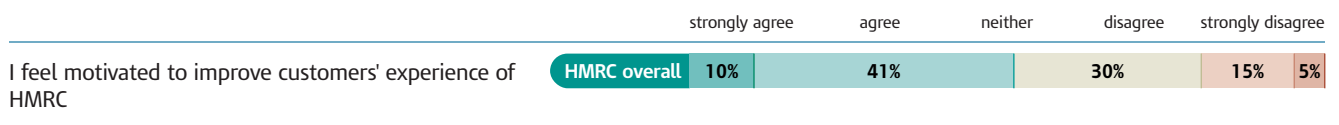
What kind of working culture do we have?

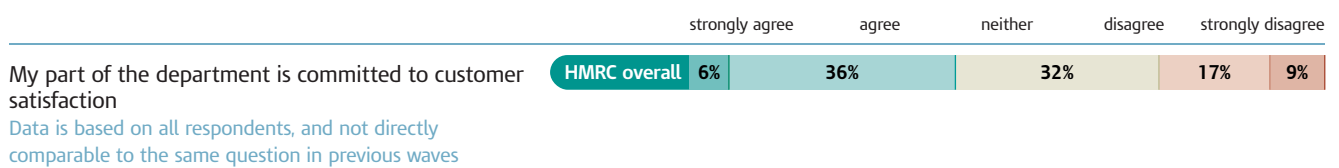
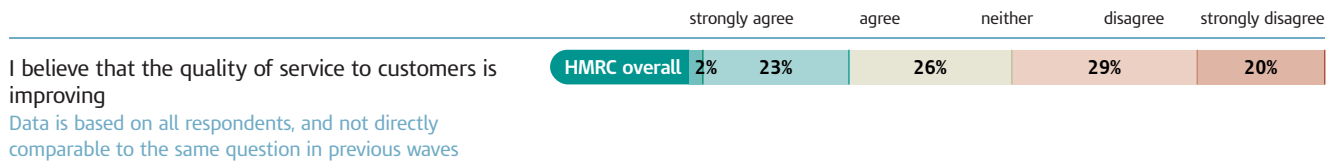
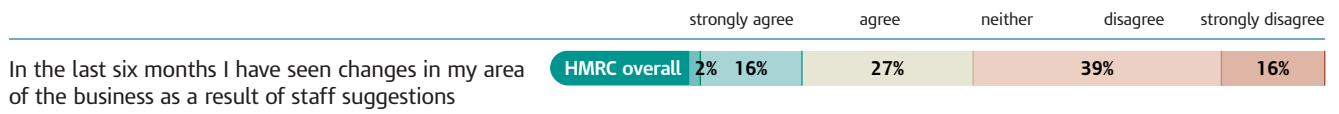
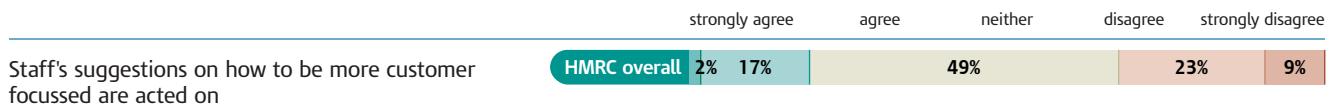




## Working with customers

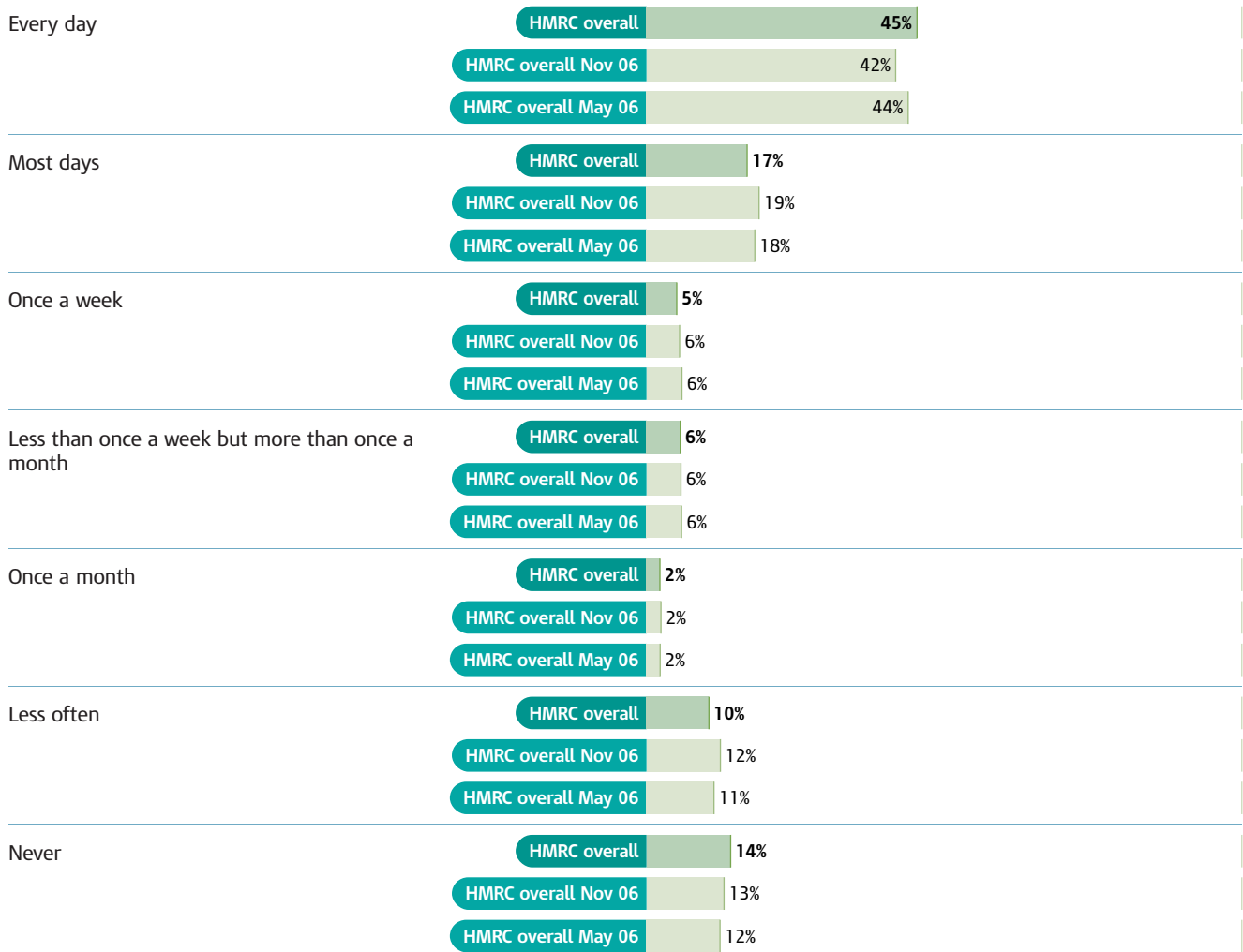
Are we customer focussed and are we getting better?





percentage choosing each option

In your job, how often do you deal with external customers, i.e. members of the public, businesses etc?

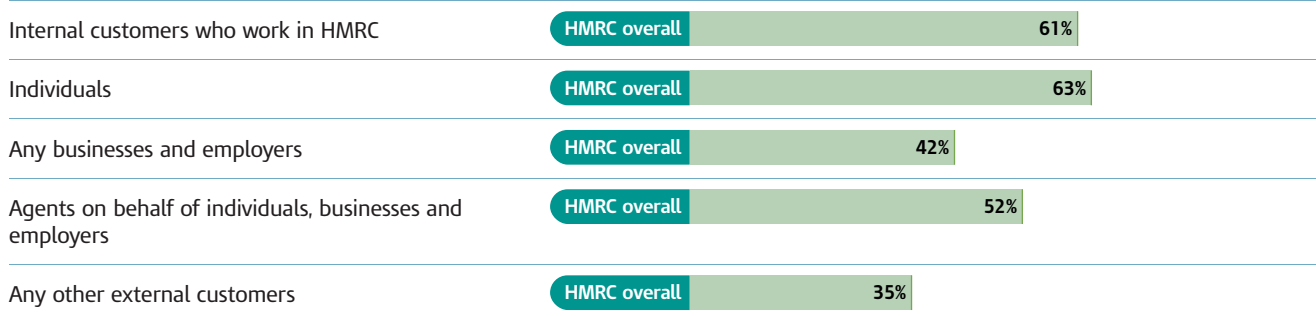


## Customer profile

A breakdown of the type of customers dealt with by staff (respondents were able to choose more than one group)

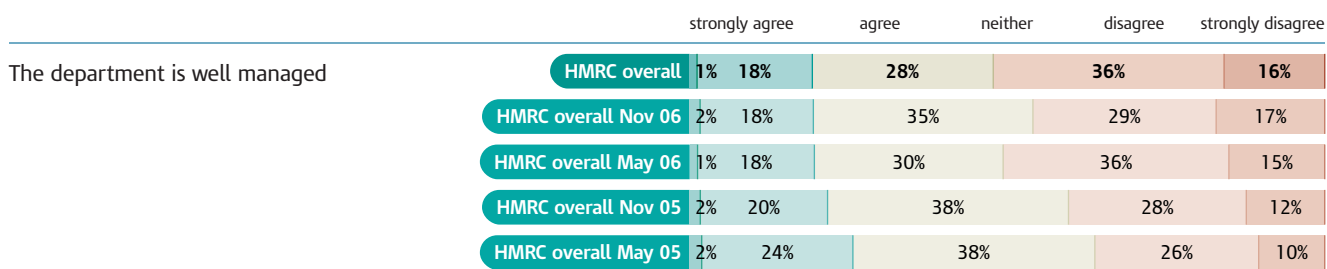
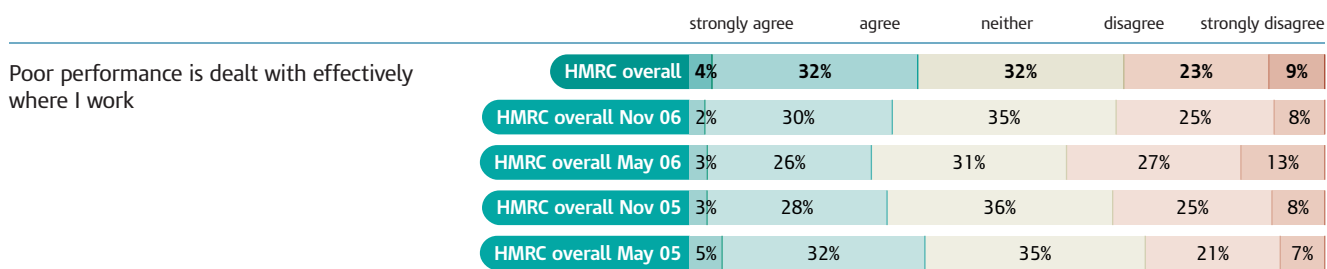
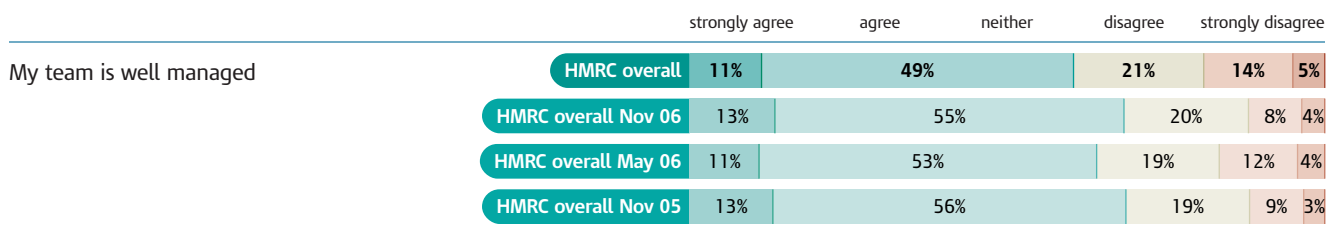
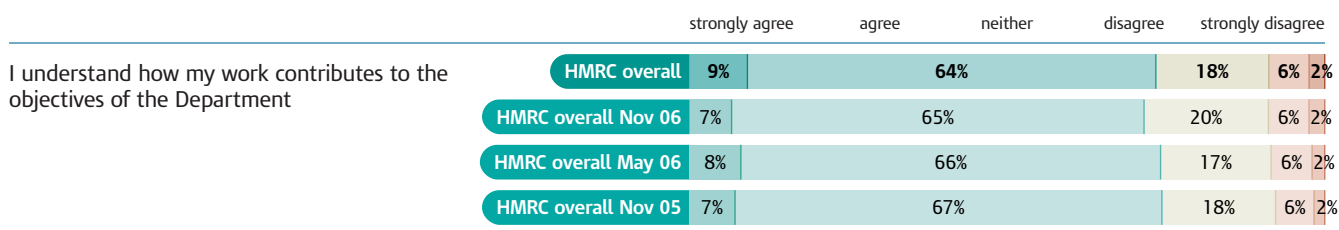
percentage choosing each option

In your usual job, what type of customers does your work relate to? (choose as many as apply)



## Management and leadership

How are line managers and senior managers performing in the eyes of staff in your area?



		strongly agree	agree	neither	disagree	strongly disagree
Senior management provide effective leadership	<b>HMRC overall</b>	1%	16%	30%	33%	20%
	HMRC overall Nov 06	2%	17%	34%	27%	20%
	HMRC overall May 06	2%	18%	31%	32%	17%
	HMRC overall Nov 05	2%	18%	36%	29%	16%
	HMRC overall May 05	2%	19%	37%	28%	14%

		strongly agree	agree	neither	disagree	strongly disagree
Overall, I have confidence in the senior managers within my Department	<b>HMRC overall</b>	2%	20%	30%	32%	16%
	HMRC overall Nov 06	2%	20%	32%	28%	18%
	HMRC overall May 06	2%	22%	29%	31%	16%

## Communication

How well we communicate in this area

		strongly agree	agree	neither	disagree	strongly disagree
The Department does a good job of keeping me informed about matters affecting me	<b>HMRC overall</b>	2%	31%	28%	28%	11%
	HMRC overall Nov 06	2%	28%	31%	28%	11%
	HMRC overall May 06	2%	31%	28%	28%	11%

		strongly agree	agree	neither	disagree	strongly disagree
I think it is safe to speak up and challenge the way things are done in this department	<b>HMRC overall</b>	2%	30%	26%	28%	13%
	HMRC overall Nov 06	3%	37%	23%	26%	11%
	HMRC overall May 06	2%	31%	24%	29%	13%
	HMRC overall Nov 05	3%	38%	24%	26%	8%
	HMRC overall May 05	3%	37%	27%	24%	9%

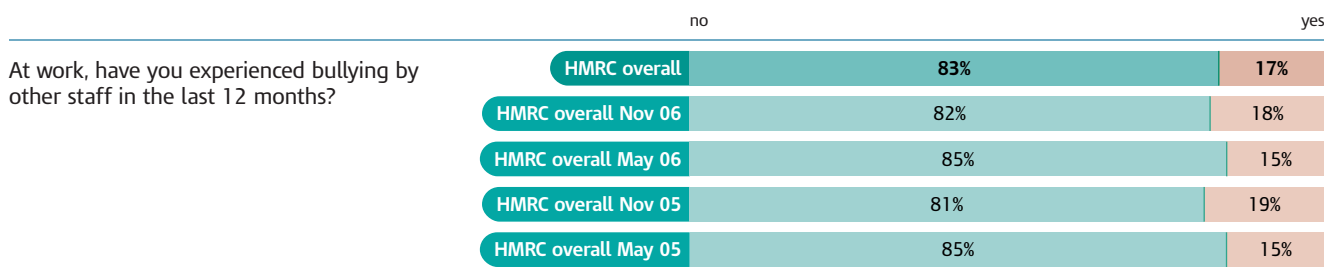
		strongly agree	agree	neither	disagree	strongly disagree
I am aware of the department's long term goals	<b>HMRC overall</b>	5%	58%	22%	12%	3%
	HMRC overall Nov 06	4%	52%	24%	15%	5%
	HMRC overall Nov 05	3%	42%	30%	21%	4%
	HMRC overall May 05	2%	39%	32%	21%	6%

		strongly agree	agree	neither	disagree	strongly disagree
I feel well informed about the Five Year Ambition	<b>HMRC overall</b>	4%	40%	32%	18%	5%

		strongly agree	agree	neither	disagree	strongly disagree
I feel involved in achieving our Five Year Ambition	<b>HMRC overall</b>	1%	14%	37%	33%	14%

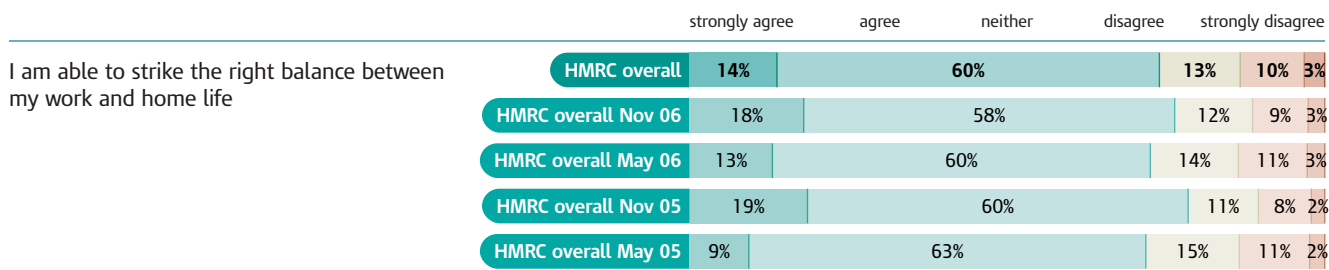
## Bullying and harassment

HMRC is committed to being an equal opportunities employer so we need to know if there are areas where we can do better



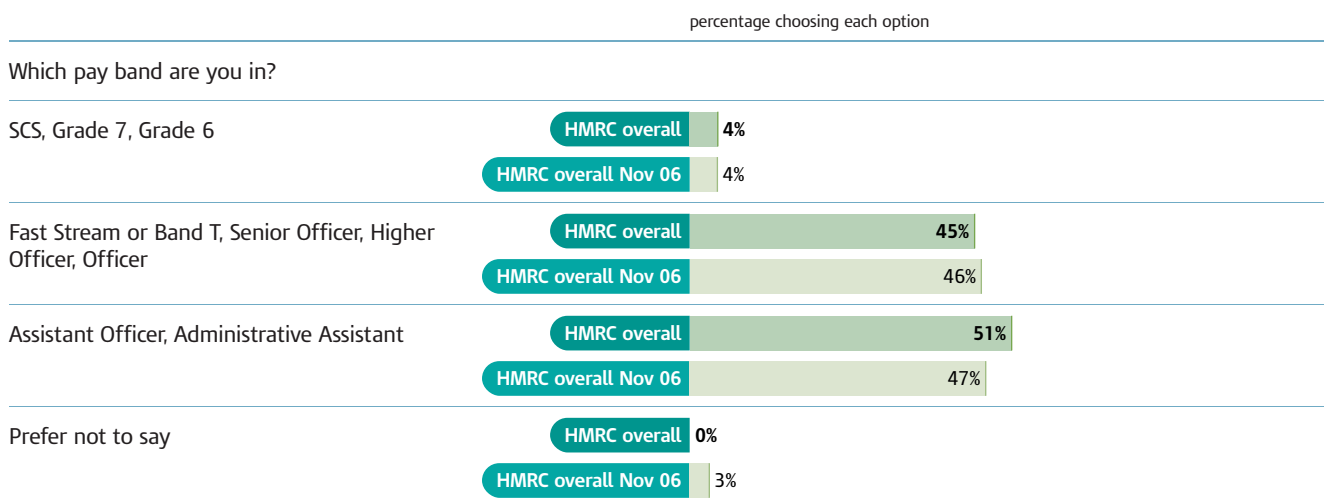
## Work/life balance

How staff feel about any time pressures in their job



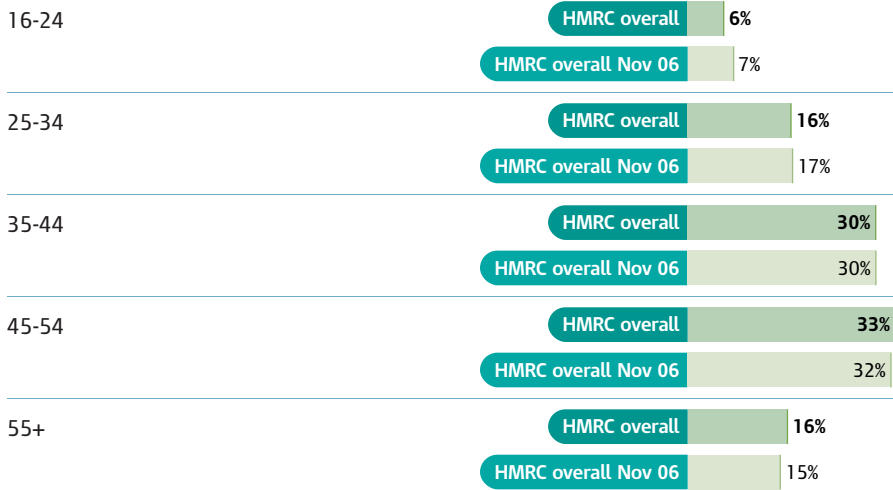
## Our people

As the figures are rounded very small percentages may appear as zero.



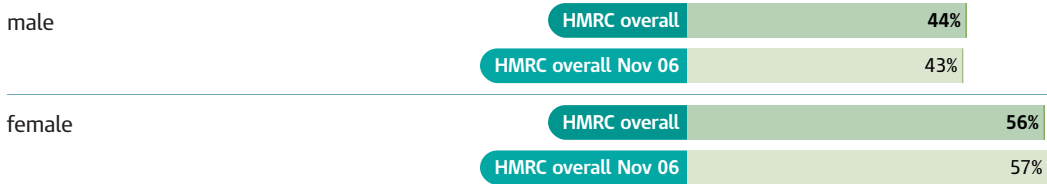
percentage choosing each option

Age



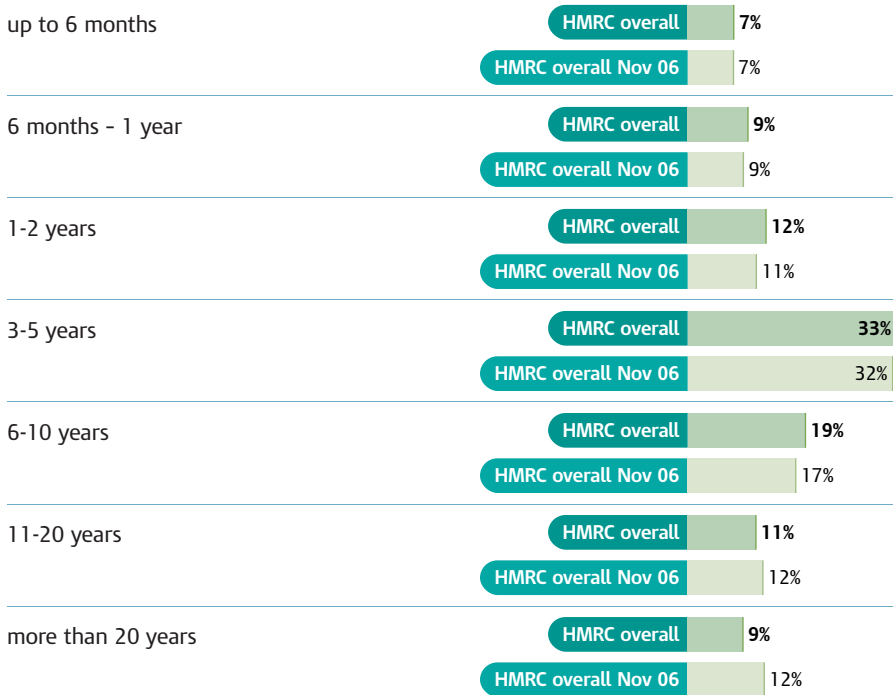
percentage choosing each option

Gender

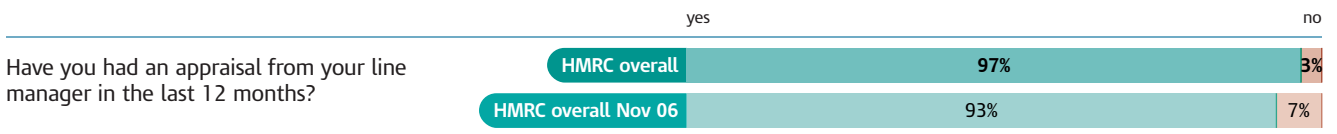
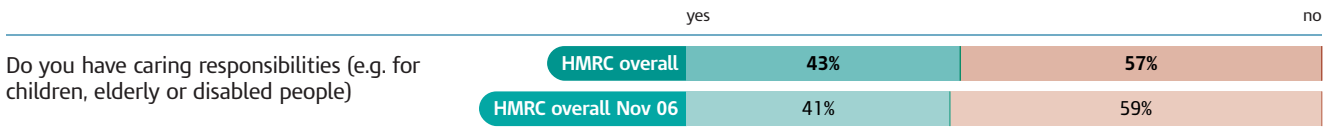
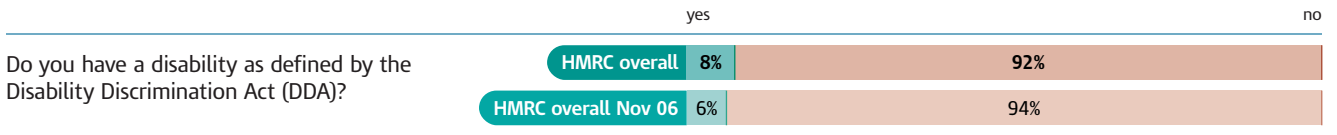
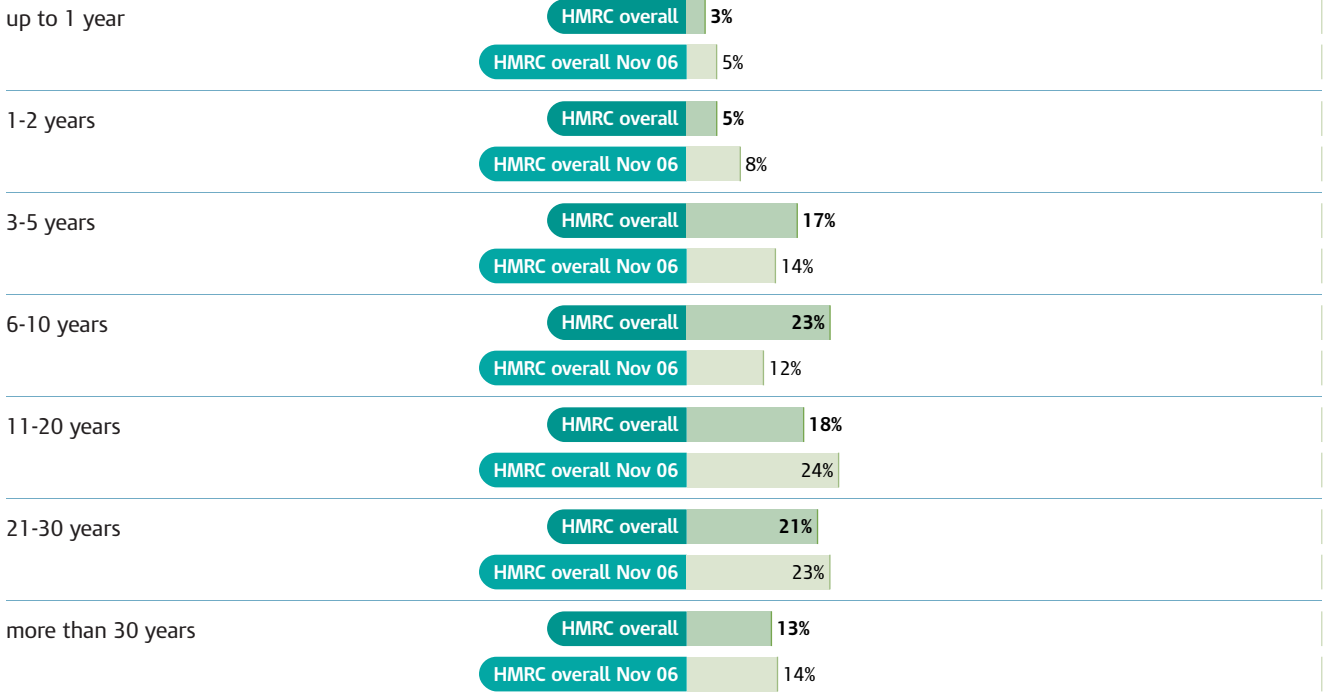


percentage choosing each option

How long have you been working in your current job?

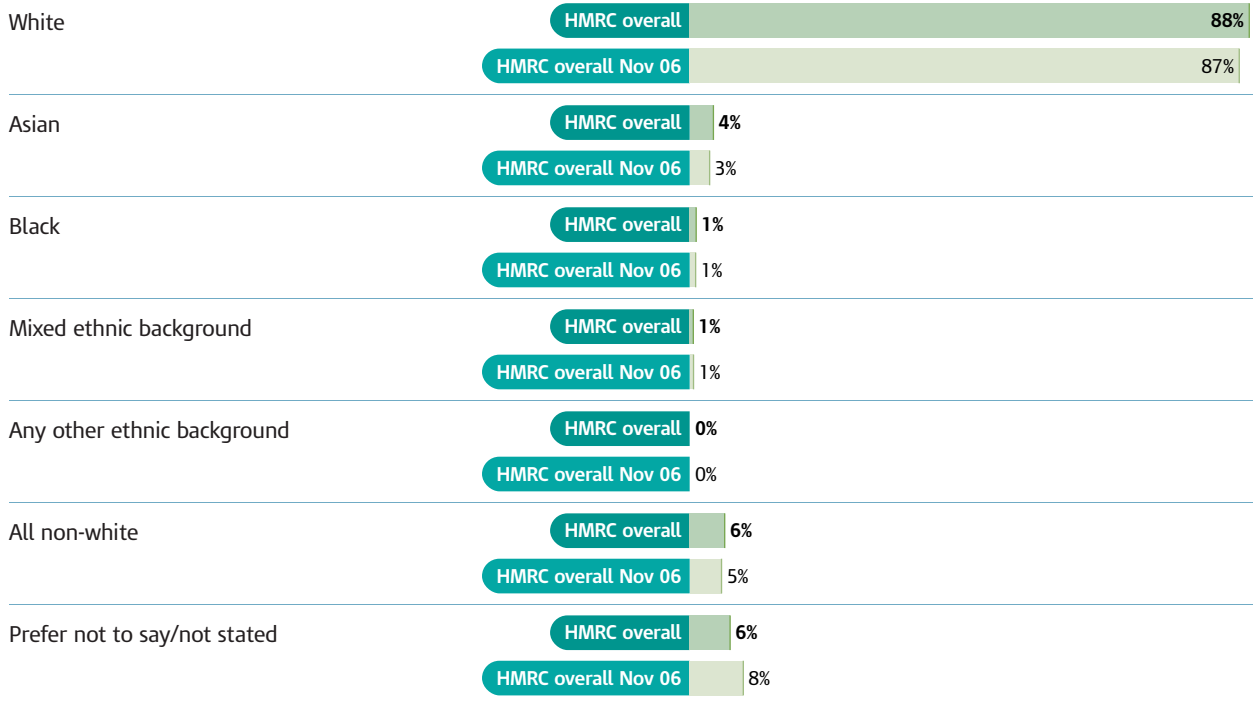


Length of service with the Department



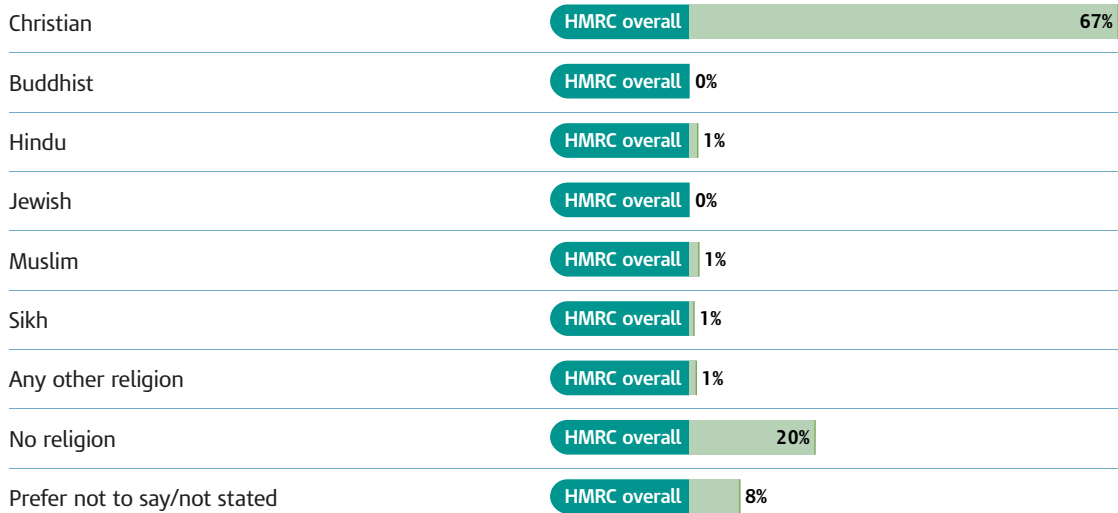
percentage choosing each option

Which ethnic group do you most identify with? (Figures are rounded, so very small percentages may appear as zero)



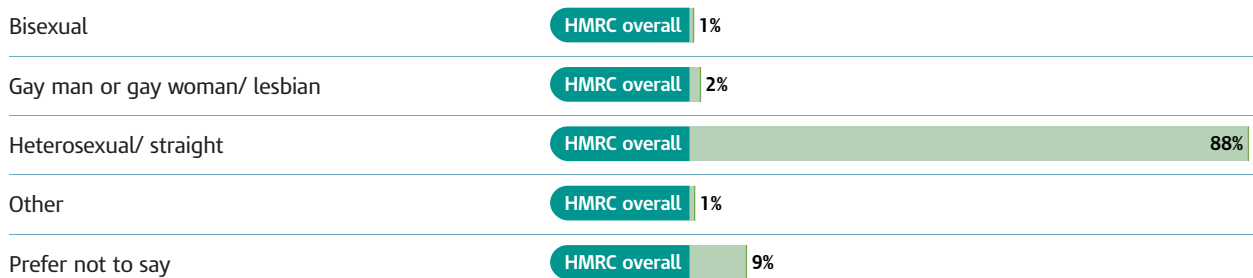
percentage choosing each option

What is your religion, even if you are not currently practising?



percentage choosing each option

What is your sexual orientation?



yes

no

Is your gender identity the same as you were assigned at birth?

HMRC overall

100%