



Cabinet Office

Transparency data

Civil Service People Survey 2021: technical guide

Updated 17 October 2022

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Technical Summary

Coverage

In 2021, 101 Civil Service organisations took part in the survey. The section ‘Participating Organisations’ provides more details on coverage.

A total of 527,569 people were invited to take part in the 2021 survey and 327,388 participated, a response rate of 62%. Half of participating organisations achieved a response rate of 76% or greater.

The census approach used by the survey (where all staff are invited to participate) allows us to produce around 12,000 reports for managers and teams so that action can be taken at all of the most appropriate levels across the Civil Service.

Note, these figures do not reconcile with Official Statistics about the size of the Civil Service due to different decisions about who is invited to participate in the People Survey and who is counted in Official Statistics.

Coordination and delivery of the survey

The survey is coordinated by the Civil Service People Survey Team in the Cabinet Office. The team commissions a central contract on behalf of the Civil Service and acts as the central liaison between the independent survey supplier and participating organisations. The 2021 survey was the second delivered by Qualtrics.

Questionnaire

Most of the questionnaire used in the Civil Service People Survey is standardised across all participating organisations. The section ‘Questionnaire and Question Development’ provides more details on the questionnaire.