



Leadership in the Public Service

EMPLOYEE ENGAGEMENT

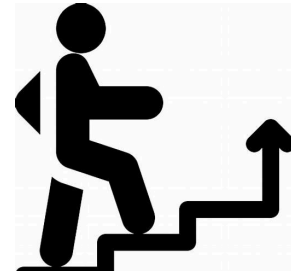
Survey Results



Survey Purpose



Measure employee perception on Leadership within their Agencies



Identify areas of strength and opportunities for improvement

Survey Areas

- Communication
- Integrity and Trust
- Planning

- Teamwork/Collaboration
- Performance Management
- Engagement

Participation

Employees from the Cook Islands Government

25%



- This is 594 out of 2345. 2% decrease from 2023.

Employees from the Ministry of Corrective Services

100%



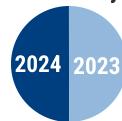
- This is 46 out of 46
In 2023, 36 out of 46 completed the survey.

Color Legends

Always/Frequently

Occasionally

Never/Rarely

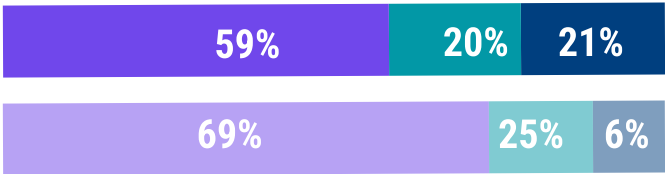


Dark shades = results from 2024
Light shades = results from 2023
This allows us to make comparisons between results from both years.
Has your Ministry made improvements over the last 12 months?

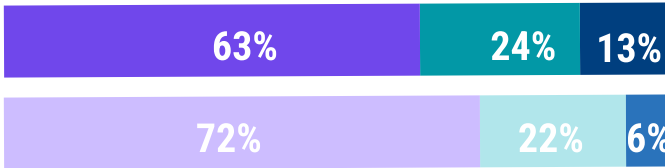


Communication

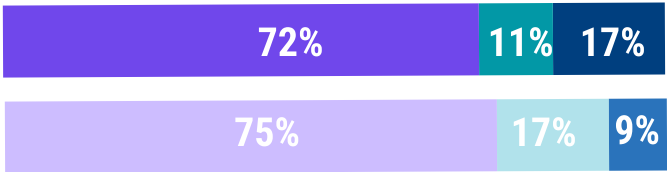
Managers ask for feedback/advice



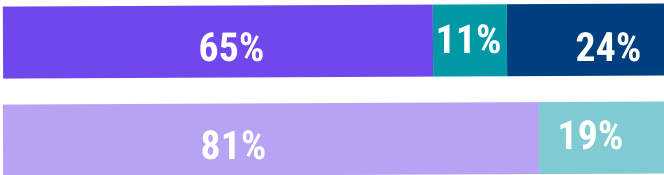
Managers hold regular one-on-one and team meetings



Managers work with the team to address concerns



Managers keep team informed on key objectives

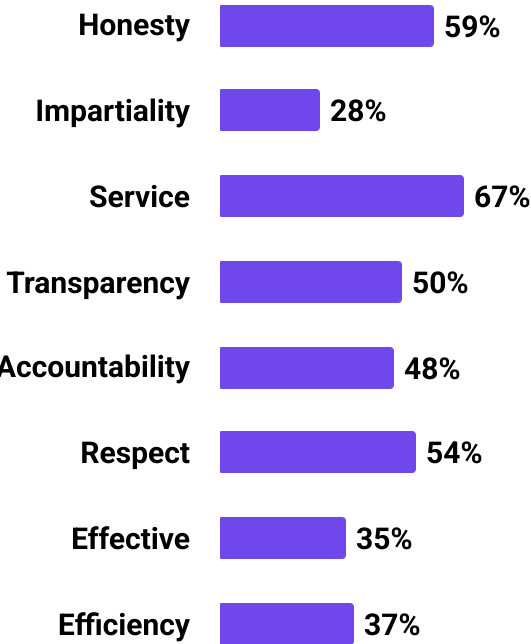


Good communication in the workplace ensures employees have the information they need to perform well, builds a positive work environment, and eliminates inefficiencies. The overall results for communication show an overall decreased in the frequency of regular communication using the various methods outlined.

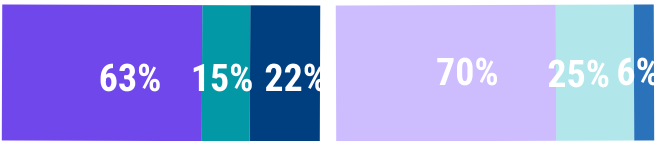


Integrity and Trust

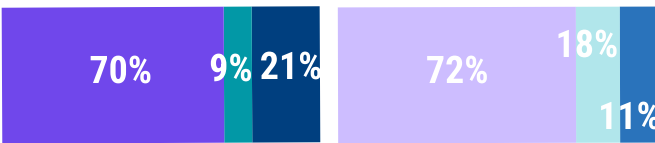
Values that align with Managers behaviors



Managers are responsible for their actions



I trust my Manager and am able to talk to them about concerns/issues



The results indicate a shift in workplace values, with increased trust in managers but a decline in managerial accountability, highlighting changing employee perceptions of integrity and responsibility.



Legends

Always/Frequently

Occasionally

Never/Rarely

2024

2023

2024

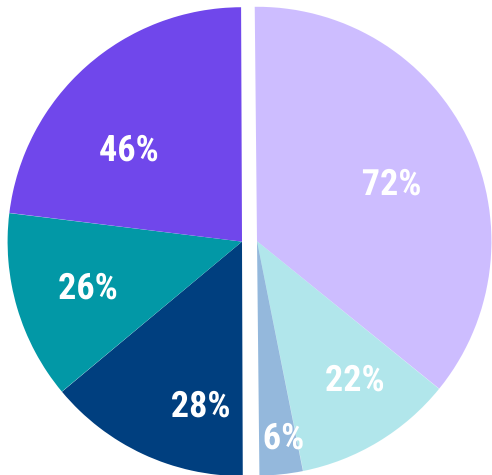
2023

2024

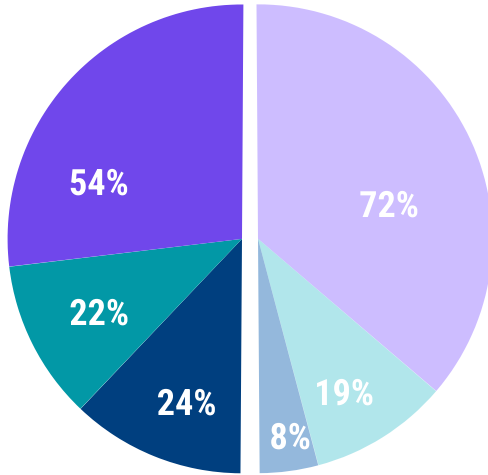
2023

Planning

Managers create new methods for planning



Managers break down jobs into manageable tasks



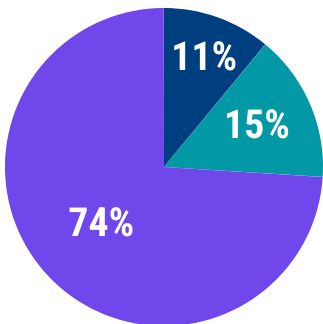
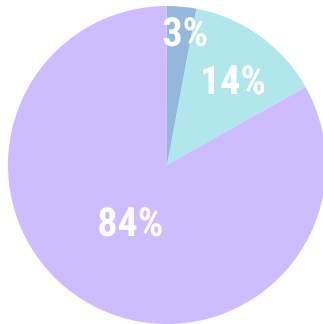
Operational workforce planning involves breaking down work programs into management tasks with clear deliverables and timelines. However, results show a decline in "always/frequently" responses and an increase in "never/rarely," highlighting a need for more consistent planning, clearer expectations, and better support to maintain productivity.

Scan Me!



Teamwork/Collaboration

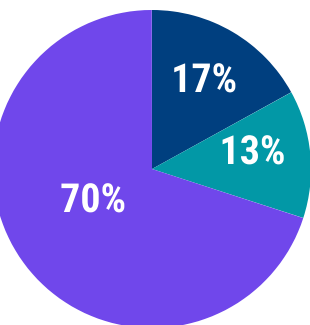
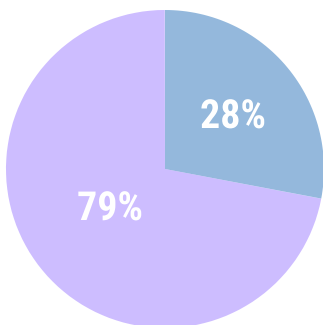
Managers support team building exercises



Teamwork and collaboration foster a healthy work culture where teams achieve goals through effective skills and innovation. They enhance job satisfaction, problem-solving, and soft skills. However, the results show a decline in "always/frequently" and an increase in "never/rarely" and "occasionally," indicating a need to strengthen collaboration and teamwork across the organization.



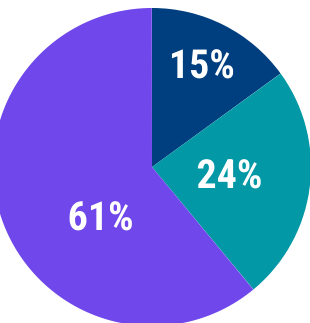
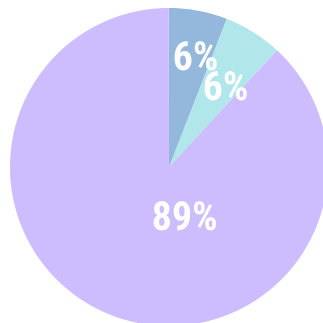
Managers encourage staff to share skills and abilities



Scan Me!



Manager has the expertise and ability to help our team succeed



Legends

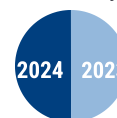
Always/Frequently



Occasionally

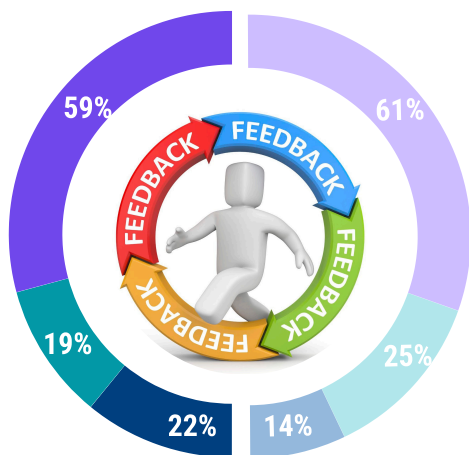


Never/Rarely

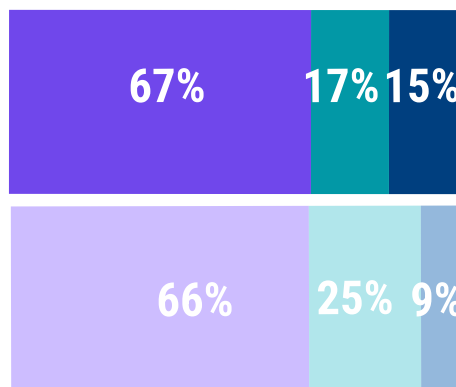


Performance Management

Managers provide regular constructive feedback



Managers provide sufficient training and development opportunities



Offering employees training opportunities fosters a learning culture that benefits the organization. However, the results show a slight decrease in "frequently/always" occurrences of such initiatives, with an increase in "occasionally" and "rarely." This highlights the need for more consistent training opportunities to drive employee engagement, skill development, and productivity.

Scan Me!



Engagement

61%



of Employees are Always/Frequently likely to recommend their Agency as a place of work to others

Scan Me!



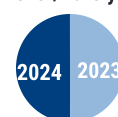
Employee engagement is crucial for retention and employer branding. Online data shows that those who feel they belong at work have a 34% higher intent to stay and are 67% more likely to recommend their company. However, there has been a 20% decrease in engagement, from 81% to 61%, highlighting the need to focus on improving employees' sense of belonging and connection to the organization.

Legends

Always/Frequently

Occasionally

Never/Rarely





This word cloud represents key themes in Communication, Integrity & Trust, Planning, Teamwork, Performance Management, and Engagement. Each theme is represented by a combination of positive and negative behaviors, with larger fonts indicating positive behaviors and smaller fonts indicating negative behaviors.

The words are presented randomized, but the font size helps to distinguish the general sentiment within each theme. This word cloud serves as a visual indicator of workplace dynamics, highlighting strengths and areas for improvement. It does not reflect the frequency or weighting of these terms, and further analysis would be needed to fully understand the prominence of each behaviour within the workplace.



If you have any questions or require further clarification regarding the survey, please feel free to contact us at opschr@cookislands.gov.ck or phone 29-241 and ask for Mary Ngamata.

Kaveinga Arangatu | Public Service Excellence

Honesty | Impartiality | Service | Transparency | Accountability | Respect | Efficiency | Effectiveness