



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 549 out of 2345. 2% decrease from 2024.

Employees from National Environment Services

100%



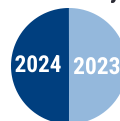
- All employees completed the survey.

Color Legends

Always/Frequently

Occasionally

Never/Rarely



Dark shades = results from 2024

Light shades = results from 2023

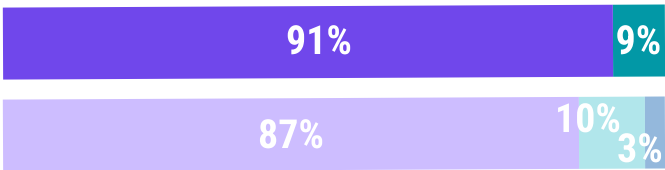
This allows us to make comparisons between results from both years.

Has your Ministry made improvements over the last 12 months?

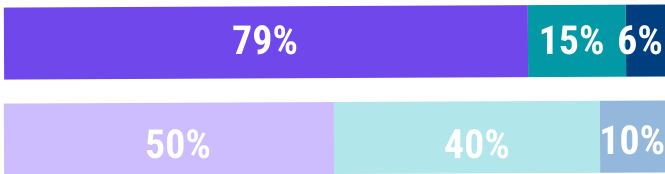


Communication

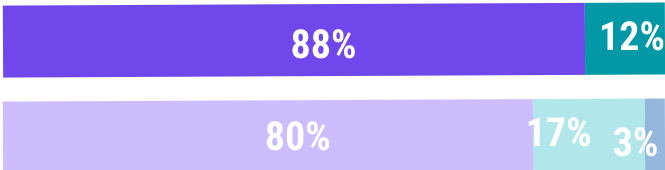
Managers ask for feedback/advice



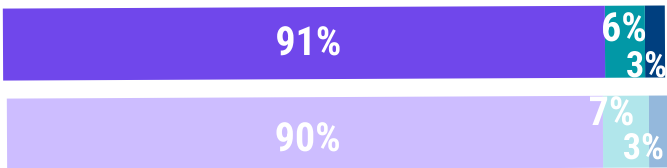
Managers hold regular one-on-one and team meetings



Managers work with the team to address concerns



Managers keep team informed on key objectives

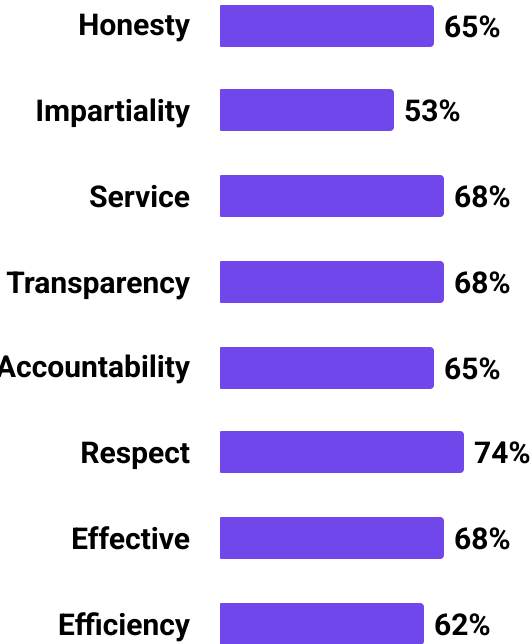


In the previous 12 months, managers have demonstrated improved effectiveness in communication with their employees through proactive solicitation of feedback, conducting regular one-on-one meetings, promptly addressing concerns, and consistently keeping their teams well-informed.

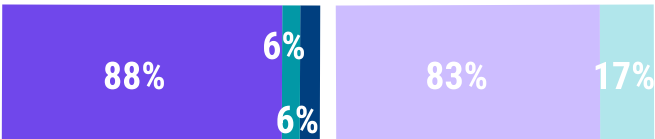


Integrity and Trust

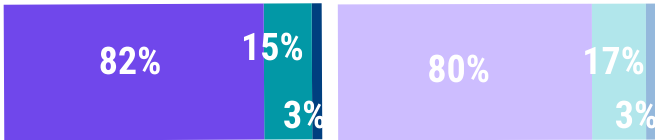
Values that align with Managers behaviors



Managers are responsible for their actions



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



Managers have demonstrated increased accountability and a slightly higher level of trustworthiness in the past 12 months. Managers have competently shown the Public Service Values over the last 12 months as well.



Legends

Always/Frequently

Occasionally

Never/Rarely

2024

2023

2024

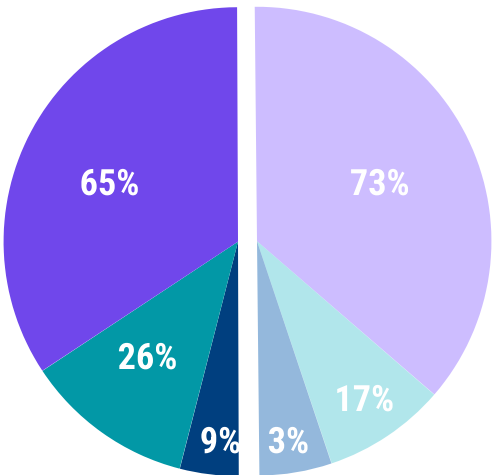
2023

2024

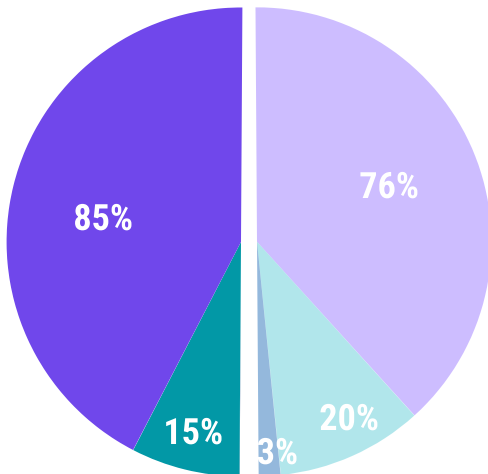
2023

Planning

Managers create new methods for planning



Managers break down jobs into manageable tasks



Managers have demonstrated notable enhancements in their planning skills, which have been acknowledged by employees.

They have succeeded in devising innovative planning strategies and effectively delegating tasks to employees.

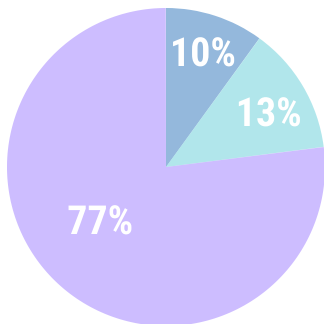
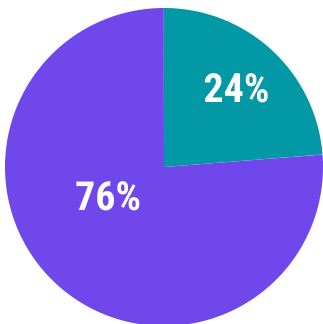
A well-executed planning process will greatly support employees in fulfilling their roles.

Scan Me!



Teamwork/Collaboration

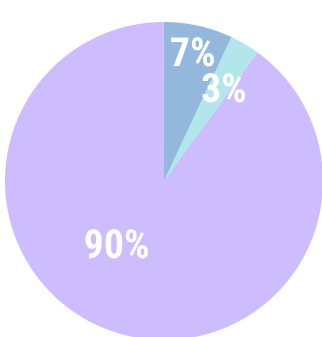
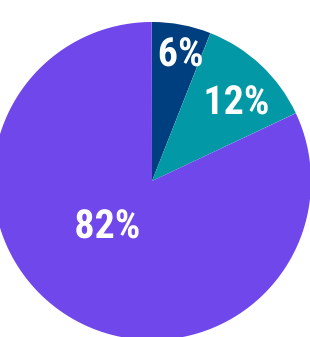
Managers support team building exercises



Despite a minor downturn in favorable reactions this year, there has also been a concurrent decline in negative feedback, resulting in a positive overall outcome for NES. Employees have demonstrated contentment with the manner in which their managers foster teamwork and collaboration within their respective teams.



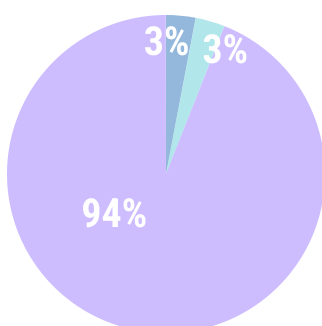
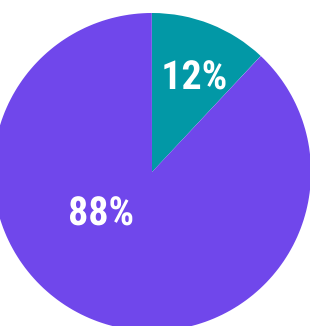
Managers encourage staff to share skills and abilities



Scan Me!



Manager has the expertise and ability to help our team succeed



Legends

Always/Frequently

Occasionally

Never/Rarely

2024

2023

2024

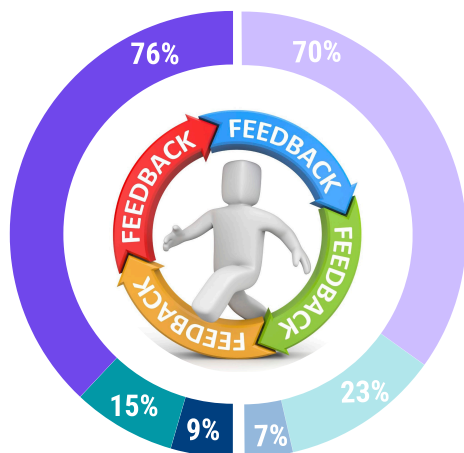
2023

2024

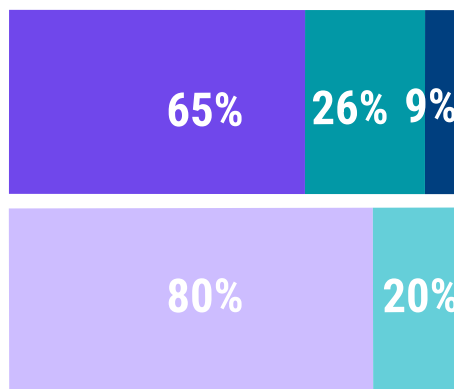
2023

Performance Management

Managers provide regular constructive feedback

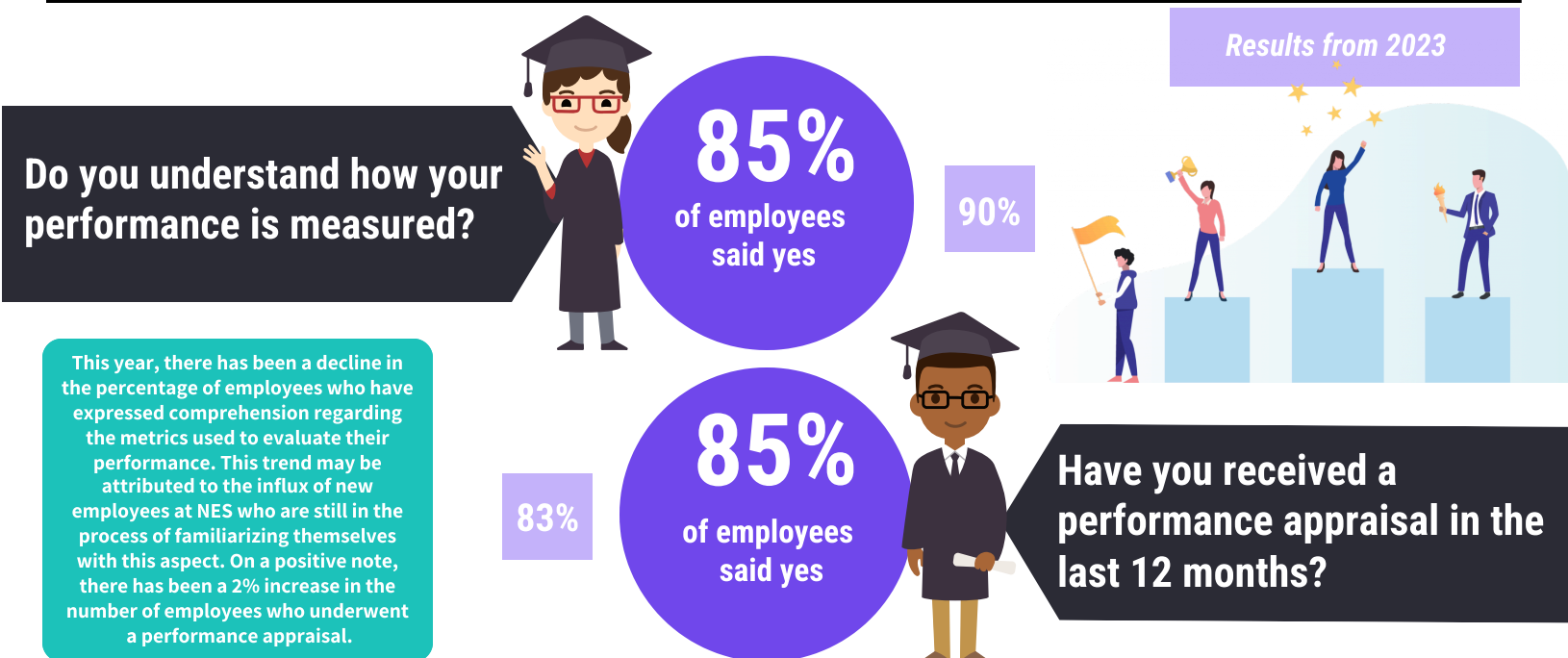


Managers provide sufficient training and development opportunities



Managers have made some progress in delivering consistent constructive feedback to their employees. However, there has been a decline in the number of employees who perceive the training and development opportunities as adequate. This is an aspect that warrants examination for the upcoming year, taking into account potential financial constraints.

Scan Me!



Engagement

91%



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

Scan Me!



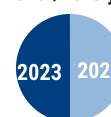
A significant proportion of employees expressed their willingness to endorse their workplace, indicating that they perceive the work environment as one that prioritizes employee well-being.

Legends

Always/Frequently

Occasionally

Never/Rarely



Overall Comments



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

Kaveinga Arangatu | Public Service Excellence

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