



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 2023.

Employees from National Environment Services

54%



- This is 7 out of 13. Last year, SBMA did not meet the participation threshold of 25%.

Legends

Always/Frequently

Occasionally

Never/Rarely



Regrettably, there are no results available from the previous year for SBMA to facilitate comparisons. This report solely offers a concise overview of the Leadership landscape within this Agency over the past 12 months.

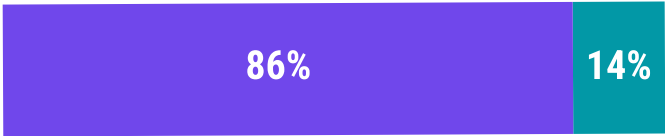


Communication

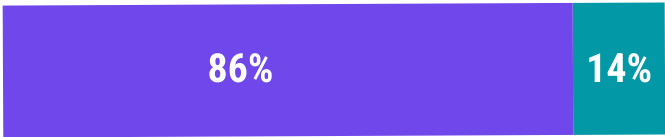
Managers ask for feedback/advice



Managers hold regular one-on-one and team meetings



Managers work with the team to address concerns



Managers keep team informed on key objectives

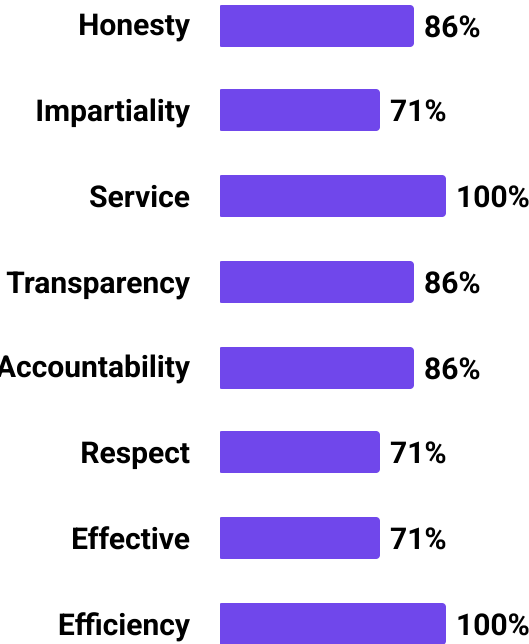


Overall, the outcomes in this domain are highly favorable, indicating robust communication between managers and their team members. This dynamic fosters transparency and openness, enabling managers to keep their teams well-informed.

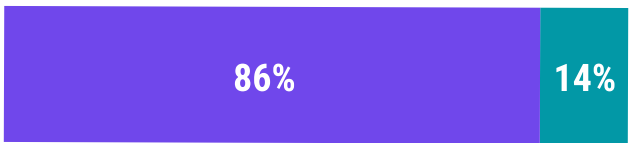


Integrity and Trust

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 in this area demonstrate a strong commitment to upholding integrity and are regarded as trustworthy by their staff. Their adherence to public service values is readily apparent to their employees.

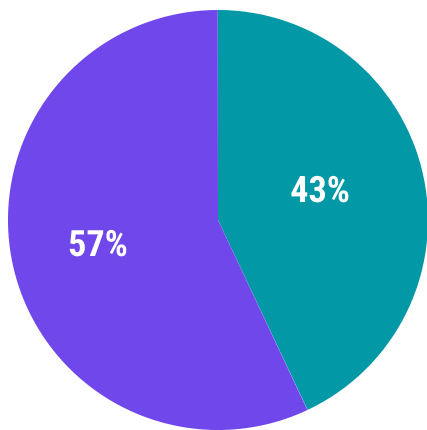


Legends

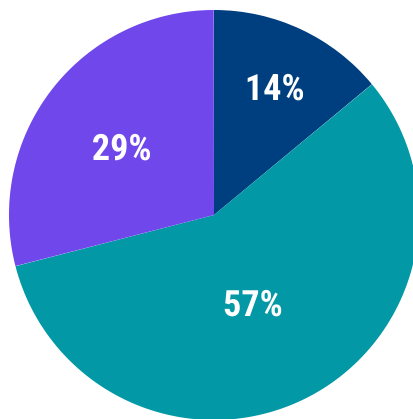
Always/Frequently	Occasionally	Never/Rarely

Planning

Managers create new methods for planning



Managers break down jobs into manageable tasks



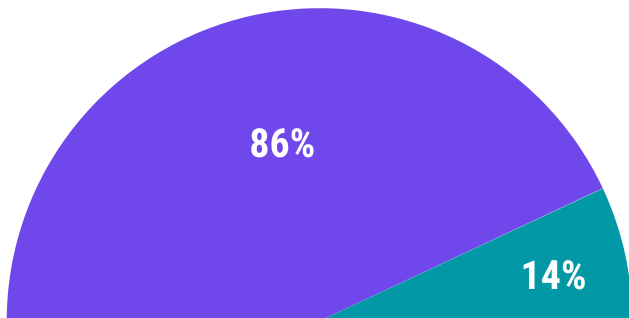
Managers have demonstrated their ability to innovate new planning methods within their teams. Employees have reported that the delegation of tasks into smaller, more manageable components by their managers occurs periodically. This practice supports employees in effective time management and ensures timely completion of tasks. This is an area where SBMA can further focus on enhancing the skills of their managers.

Scan Me!



Teamwork/Collaboration

Managers support team building exercises



There has been a significant number of favorable responses in this domain. Employees have conveyed that teamwork and collaboration are effectively endorsed and implemented in the workplace, as evidenced by the substantial amount of positive feedback received.



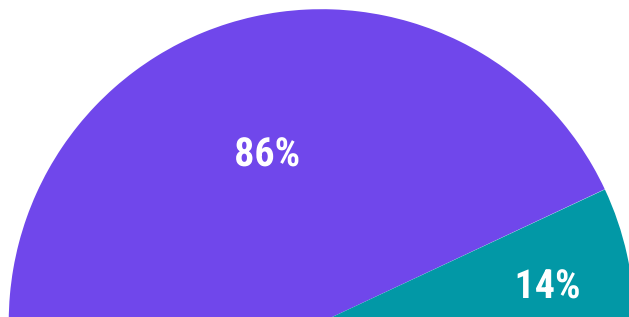
Managers encourage staff to share skills and abilities



Scan Me!



Manager has the expertise and ability to help our team succeed



Legends

Always/Frequently

Occasionally

Never/Rarely

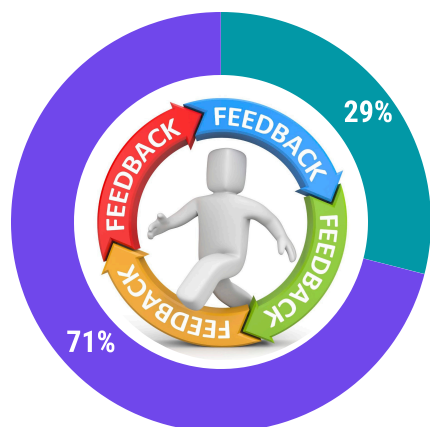
2024

2024

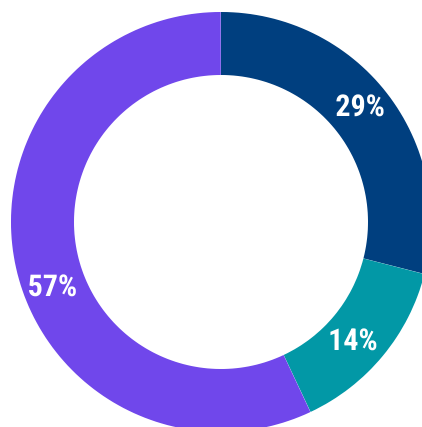
2024

Performance Management

Managers provide regular constructive feedback



Managers provide sufficient training and development opportunities



Favorable indications in this domain imply that managers consistently offer their employees with frequent and constructive feedback.

An aspect for enhancement that managers may consider is exploring methods to offer training prospects to a larger number of their employees.

Scan Me!



Do you understand how your performance is measured?



86%
of employees
said yes

A significant proportion of employees have indicated their comprehension of how their performance is evaluated. The performance management process is imperative to be clearly communicated to all employees and conducted on an annual basis by managers.



100%
of employees
said yes



Have you received a performance appraisal in the last 12 months?

Engagement

43%



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

Scan Me!



Just under half of employees expressed that they are always/frequently recommend SBMA as a workplace for others.

Legends

Always/Frequently

Occasionally

Never/Rarely

2024

2024

2024



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

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