

# Health & Wellbeing

Ethics & Culture

Communication

Workload & Motivation

Disputes & Conflicts

Employee Engagement Survey  
March 2024

Survey  
Results

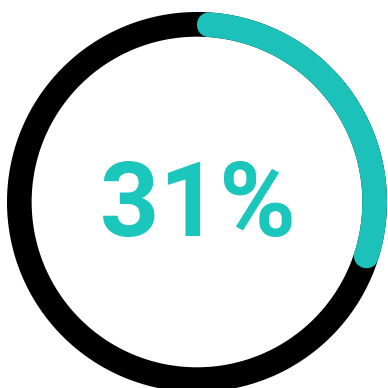


The objective of this survey is to gather information on the Health and Wellbeing of Public Servants employed in the Public Sector.



## ➤ Participation

Cook Islands  
Public Service

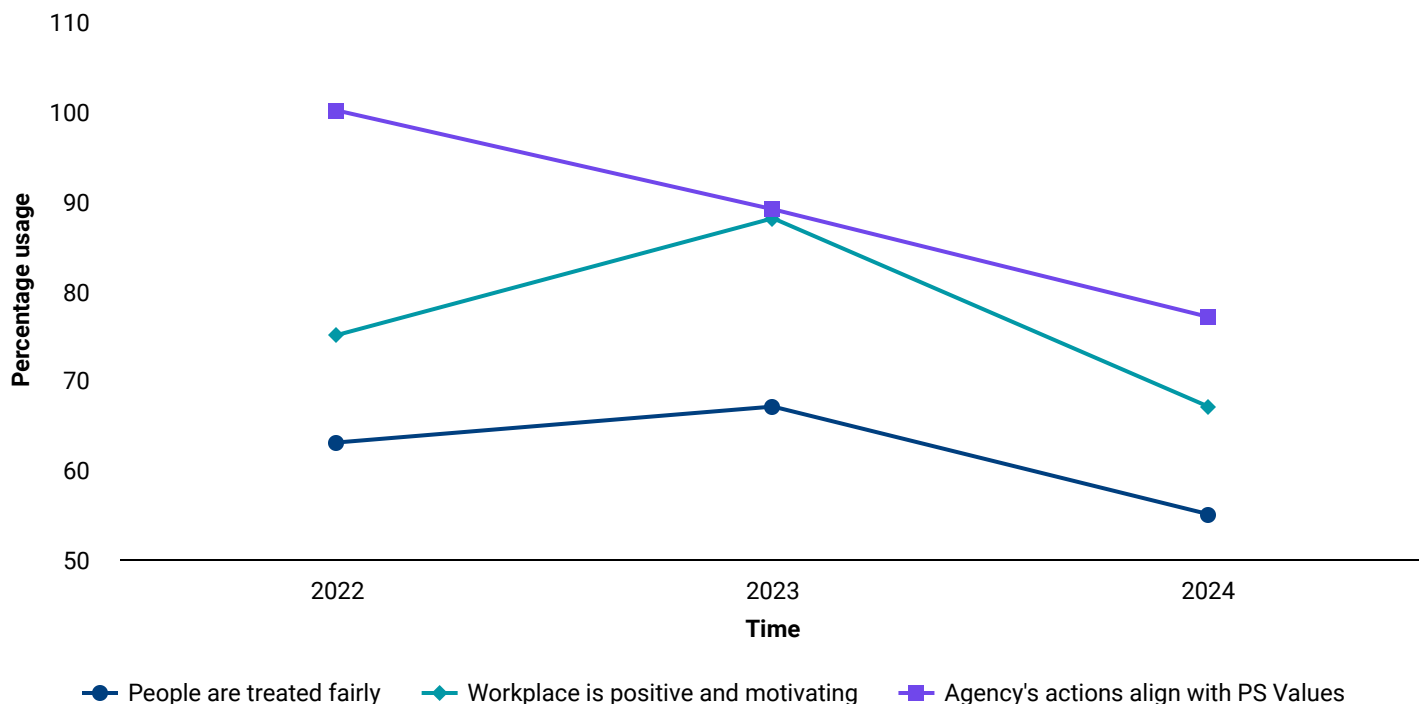


Office of the Public  
Service Commissioner





# Ethics & Culture



**In the last 12 months, there has been a modest decline in the proportion of employees who indicate that individuals are treated fairly in their place of work, that the work environment is both motivating and positive, and that their Agency's practices are in alignment with the PS Values.**

**For the first time in three years, employees have expressed that they would seldom or never recommend OPSC as a place of employment.**

**33%**





# Communication



**44%**

**of employees feel that their achievements are acknowledged**

**20% decrease** from last years results



**78%**

**of employees feel that they can voice their opinions even if they are different**

**10% decrease** from last years results



**88%**

**of employees feel that their ideas are listened to**

**10% increase** from last years results



# Workload & Motivation

67% of employees are able to always maintain a healthy work/life environment

33% of employees are able to occasionally maintain a healthy work/life environment



**77%**

**Always Look forward to coming into work every day.**

12% decrease from last years results



**22%**

**Occasionally look forward to coming into work every day**

11% increase from last years results



# Disputes & Conflict



**33%**

of employees indicated that they have experienced conflicts/disputes in their workplace in the last 12 months



**67%** of employees indicated that their conflict/dispute was resolved within a month while **33%** said theirs was not.



**33%**

expressed that their conflict/dispute was resolved fairly



**67%**

expressed that their conflict/dispute was not resolved fairly



# Overall Comments

Staff be more motivating to each other

Be more proactive

Personality Clashes

Understaffed More effective planning

Role Model Values

Under-funded

Need more training

Workload is heavy

Under-Resourced

Good team collaboration

48% of the workforce has indicated a potential interest in departing from their current employment. Various factors, whether positive or negative, could be contributing to this trend. To mitigate high turnover rates, management may need to investigate more in this area.

56%



Please feel free to contact Mary Ngamata (HR Advisor) directly via email at [mary.ngamata@cookislands.gov.ck](mailto:mary.ngamata@cookislands.gov.ck) or by phone at 29-421 if you have any inquiries or concerns regarding this report.

KAVEINGA ARANGATU | PUBLIC SERVICE EXCELLENCE

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