

PUBLIC SERVICE EMPLOYEE SURVEY 2008

MORE THAN JUST A JOB!

FREQUENTLY ASKED QUESTIONS

Background

Why conduct a second survey?

- The survey is a tool to obtain employee opinion on such issues as service delivery, organizational effectiveness, well-being and overall climate across the Public Service. The 2008 Survey seeks to engage employees helping to identify ways to continuously improve the workplace and provide better service to our citizens.
- The 2008 Survey will also help us measure progress since 2004 when we conducted our first Public Service Employee Survey.

Who administers the survey?

Market Opinion Research International (MORI), a world-leader in data collection and processing, administers the survey on behalf of the Ministry of Public Administration.

Participation

When will the survey be conducted?

The survey period is scheduled for October 6th - 17th, 2008.

Why should I complete the survey?

The success of Vision 2020 rests on all citizens of Trinidad and Tobago. This survey is designed to get information from the largest, single pool of employees, the Public Service. We need to obtain what has been your experience of the public service. What do you enjoy about working in the Public Service and what would make it even better? This will allow for better decision making and make action planning effective.

Who can participate in the survey?

Employees meeting the following status are eligible to participate in the 2008 Survey:

Permanent and temporary monthly-paid employees whose bargaining unit is the Public Service Association

Contract employees

On-the-Job Trainees

Who are Survey Coordinators and Liaisons?

Survey coordinations and liaisons were chosen from a wide cross section of employees in the Public Service. Survey coordinators and liaisons across each ministry will be responsible for informing and engaging staff about PSES 2008 and ultimately ensuring staff participation.

How long will it take me to complete the survey?

On average it should take about 20 minutes to complete the survey.

How will the survey be administered?

Through filling out the survey booklet or completing the survey online.

How do I know my information will remain confidential?

Both MORI and The Ministry of Public Administration treat the issue of confidentiality very seriously; all information provided will be kept confidential, and used only for statistical purposes. We do not release any information that could identify individuals, divisions or specific ministries.

When will the survey results be published?

Survey results will be presented to Ministers, Permanent Secretaries, senior executives of the Tobago House of Assembly and Heads of participating agencies in January 2009.

Presentations to groups of staff throughout the Public Service will occur between January - March 2009. A report detailing the survey findings will be published during March 2009 and a Newsletter will also be provided to all public officers during the month of March 2009.

How will the results be used?

The survey results will be used to feed into the National Public Service Transformation Agenda (NPSTA). The NPSTA is charged with building a developmental Public Sector that provides the highest level of services and promotes higher level energy and thinking, productivity and competitiveness from all levels across government. The results will also be used in Ministry-specific improvement projects and programmes.

Who do I contact for more information?

Information will be sent to your Survey Coordinators and Liaisons who are the primary contacts for the Survey or for further information you may contact the PSES 2008 Help Desk at:

627-5515 ext: 2238