

An Analysis on Employee Engagement within the Civil Servants of Maldives

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TITANIC

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Key issues

-  Bad reputation
-  Customer dissatisfaction
-  Low quality services
-  Low Productivity
-  Absenteeism
-  High turnover

The Concept of Employee Engagement

Defined by Aon Hewitt



SAY

They positively correspond about their organization to colleagues, potential employees, partners and customers



STAY

Have a strong intention to be the part on the organization and continue to work

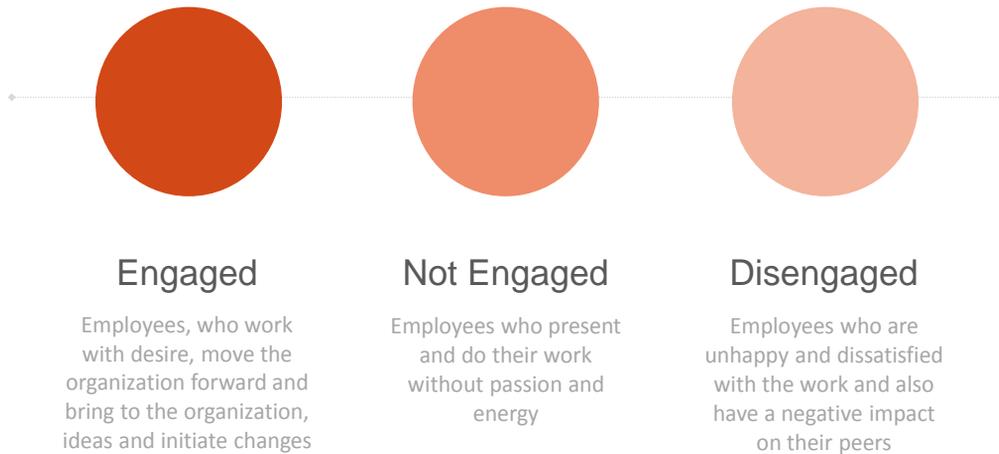


STRIVE

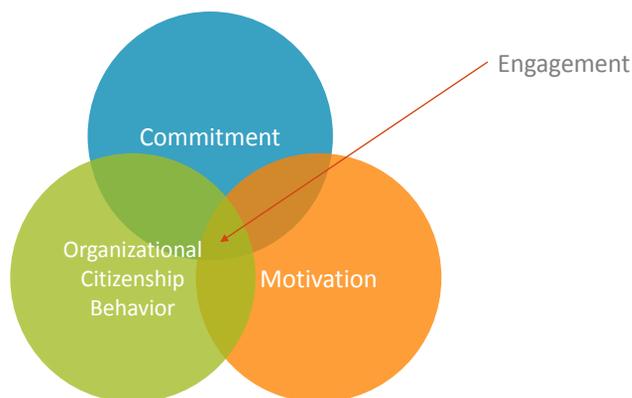
Go extra mile and do the best job possible to add value to the organization and contribute to its success

The Concept of Employee Engagement

Defined by MEERE



The Concept of Employee Engagement



Does Engagement Matter?



Sir Gus O' Donnel

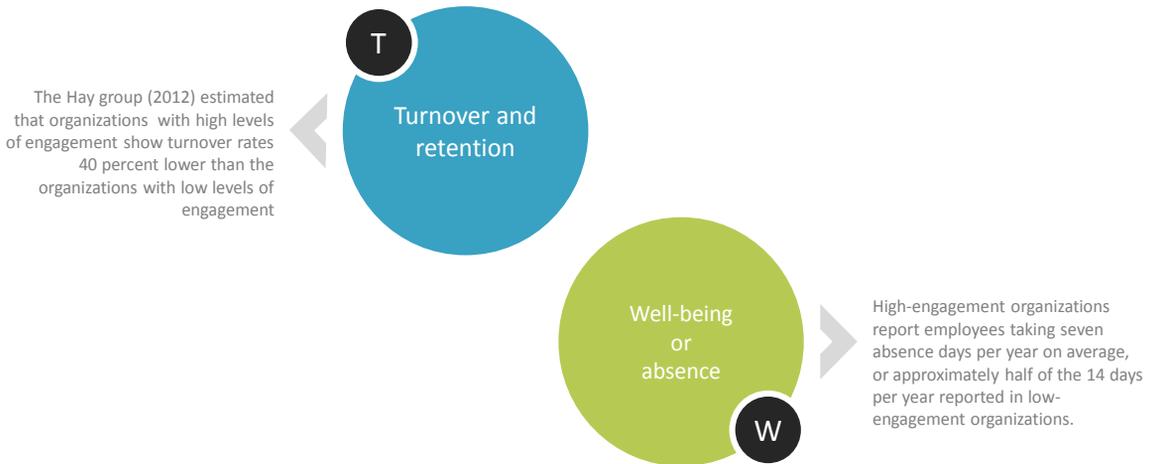
Former United Kingdom Cabinet secretary and Head of the Civil Service

"The Civil Service faces unprecedented challenges tackling complex policy issues every day. In order to meet these challenges we must harness the talents of all our staff to the full. Our employee engagement programs enables us to do this by understanding and improving civil servants' experience of work, helping to ensure that they have access to the opportunities they need to achieve success in their roles. This in turn, supports our drive to deliver improved public services and better outcomes for citizens"

Link between Employee Engagement



Engagement and People Indicators



Models of Employee Engagement and Key Drivers



Aon Hewitt Model

The following three engagement questions:



Say: "I am able to be successful here"



Stay: "I am given ample opportunities to grow professionally"

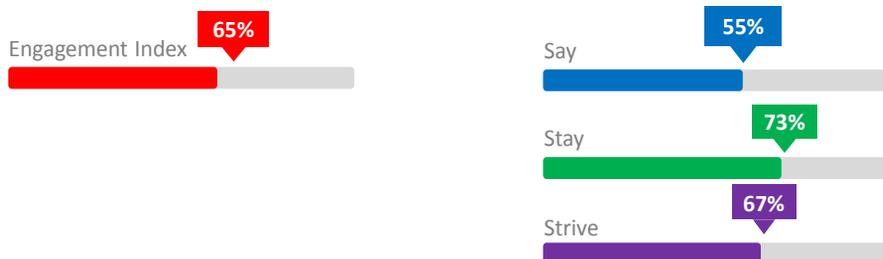


Strive: "There is a fair competition for jobs at my office"

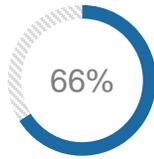
Aon Hewitt Model

- Scores above 70% are considered very strong engagement
- Scores between 60-70% are considered strong
- Scores below 60% are considered weak

Civil Servant Engagement Index within the Civil Service of Maldives



Survey Result



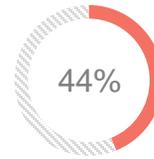
My Work



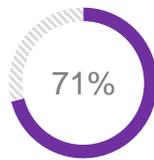
My Supervisor



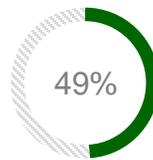
Social internal
Environment



Career
Opportunities

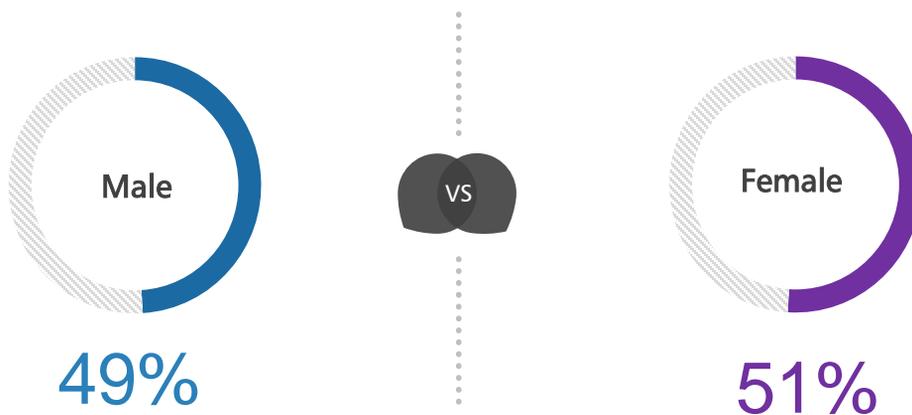


Resources and
workload



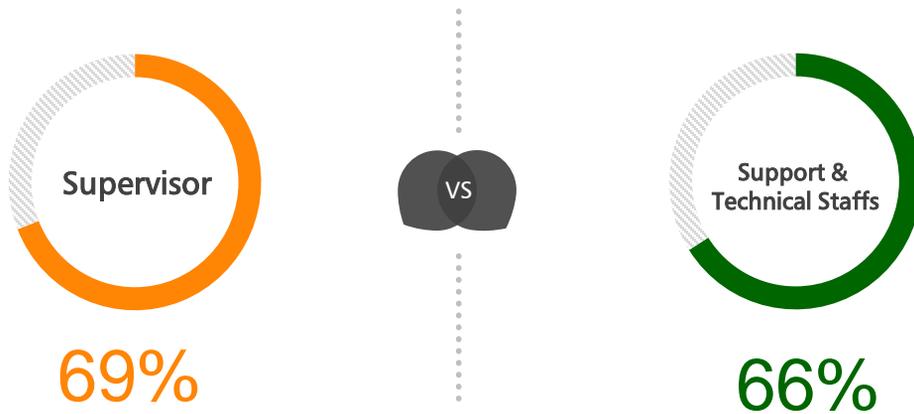
Rewards

Hypothesis



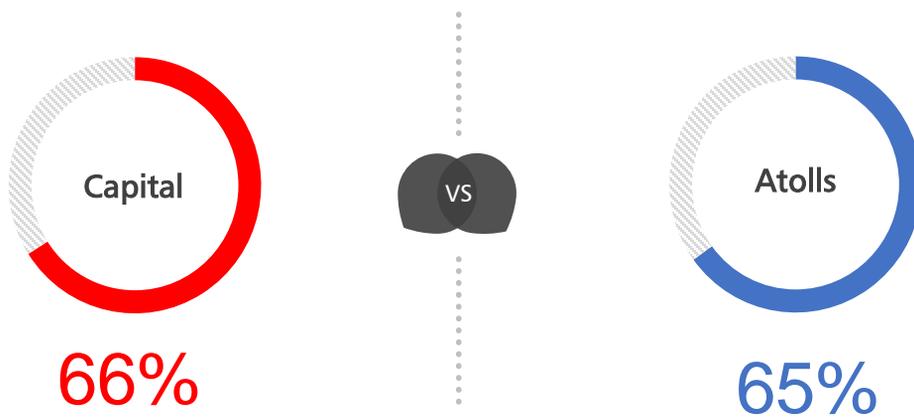
H1. Female employees at civil service of Maldives are more engaged than male employees

Hypothesis



H2. Supervisors at civil service of Maldives are more engaged than technical and support staffs

Hypothesis



H3. Civil servants at capital city of Male are more engaged than civil servants at atolls

Critical Analysis

Accidents

Statistics and the recurrent numerous amount of accidents made by the civil servants at work especially by the Health Sector and by some authoritative offices due to their negligence or inattentive behaviors of their employees prima facie coincides to the fact that these are the consequences of an unengaged workforce

R v Afiya Mohamed(2015) case, Haveeru Online, 2015

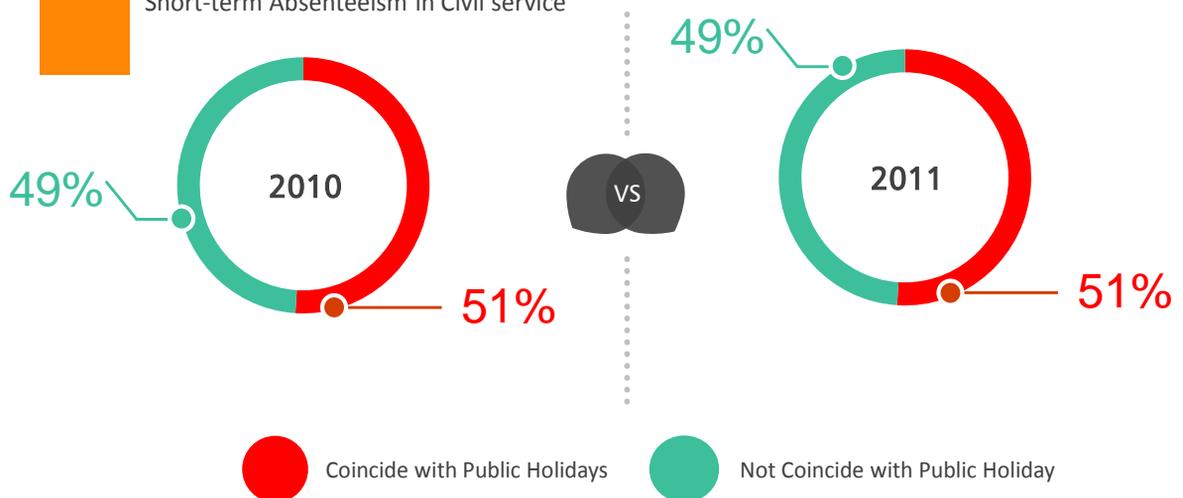
R vRajesh Kakanatau Bhaskaran(2014)

Turnover

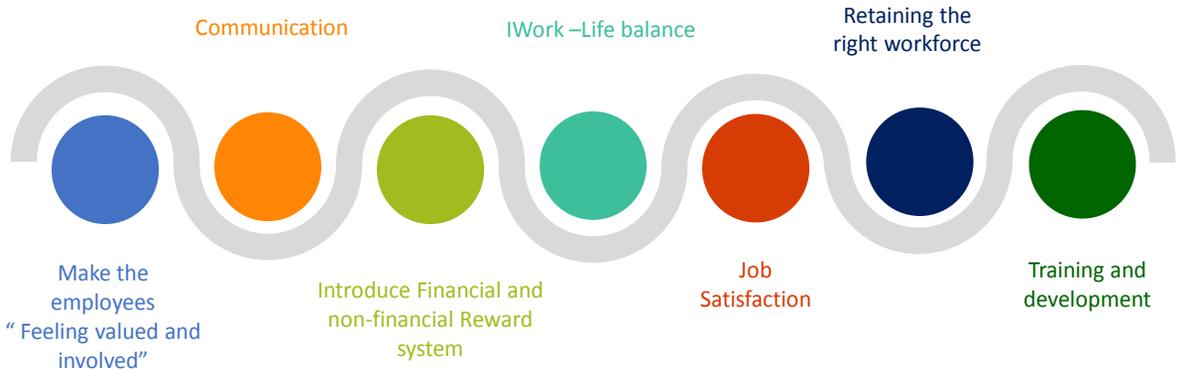
Employees who left civil service was recorded as 1345 in 2015

Critical Analysis

Short-term Absenteeism in Civil service



Recommendations



Action Plan



Thank You