



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Level 1: Certificate of Achievement in Service and Performance Excellence

TABLE OF CONTENT:

1. Introduction	2
2. Objective	2
3. Learning Outcome	2
4. Feedback	3
5. Part A	3
6. Part B	4
7. Part C	5
8. Conclusion	10

1. INTRODUCTION

The four-days training programme has been devised to provide employees operating at the frontline level, in the manual category, to understand their roles and responsibilities and how they contribute in the organisational structure. Everything that we do comes down to customer service, hence this course will empower manual grades workers to work towards a service and performance excellence organisation.

At a stage where Ministries will be involved in Public Sector Business Transformation Implementation, this course will help manual grades workers to understand how it is important to motivate themselves and be more engaged in what they do.

2. OBJECTIVE

The objectives of the course were as follows:

- ◆ Understand how their communication is important
- ◆ Understand why employee engagement is important so as to embrace change
- ◆ Define their involvement in the organisation and how much they can contribute
- ◆ Apply techniques for self-motivation performance

The programme covered the below:

- ◆ Introduction to Public Sector Transformation
- ◆ Communication & Personal Grooming
- ◆ Motivation & Work Commitment
- ◆ Customer Service
- ◆ Productivity Management

3. LEARNING OUTCOME

By the end of this course participants will be able to:

- ◆ Better understanding how their communication skills affect them and people around them;
- ◆ Understand what are their responsibilities in the organisation and how each one should contribute in delivering excellent service;
- ◆ Understand why motivation plays an important role in performance;
- ◆ Commit to employee engagement and make it a reality.

4. FEEDBACK

PART A: The participants were required to assess the effectiveness of the different resource persons and their session(s).

Below are some comments on the resource persons:

1. *Very good, learnt a lot*
2. *Good knowledge of the subjects and is recommended for such course*
3. *Well prepared*
4. *Good presentations*
5. *Clear on subject matters, easy to follow*
6. *Good communication skills*
7. *Satisfy*
8. *Very cordial, cooperate & very interesting class*
9. *I would like to have more training sessions with her*
10. *She's a role model and a good example as a trainer and officer of our country*
11. *Good explanation*
12. *Trainer well prepared and delivered all about her experience from her deepest knowledge*
13. *Trainer is the best ever seen, fluent in explanation, delivered the best with simple language*
14. *Made trainees feel at ease, good approach.*
15. *Content well organised and easy to follow*
16. *Trainer gave many examples for the work*
17. *Professional and friendly*
18. *Made us understand our importance in the organisation*
19. *Perfect*
20. *One among the best trainer I've come across into my life. She inspired me to be a better person in my everyday's life.*
21. *The session was not sufficient, as there were lots to discuss more.*
22. *Very well with sufficient examples in deep explanation, nothing to complain*
23. *Trainer was remarkable and intelligent*
24. *Communication with participants was good, examples and experience were given to better understand the topic*
25. *Friendly, performed well*
26. *Knowledgeable and deep experience*
27. *Well prepared and to the point*
28. *Trainer was very interactive, gave us the opportunity to give our opinion*
29. *I really appreciate you and your course, very good*
30. *Excellent but it should be for higher level of civil servants*
31. *First trainer who truly opened my mind*
32. *Showed me how to motivate myself in my life in general*
33. *Very sympathetic, showed how to build a team for a better service*
34. *Showed more practical solution towards success*
35. *Trainer gives important information that will help us in our future*
36. *Trainer elaborates on all the topic which are very essential for us to implement at our workplace*
37. *Discovered new techniques and ways to handle difficult situation at work with the right attitude and behaviours*
38. *Explanations relevant to our working fields and routine duties, learnt the effective way to communicate with the public*
39. *Thank you CSCM for this remarkable achievement.*
40. *Session is very motivated, satisfy*

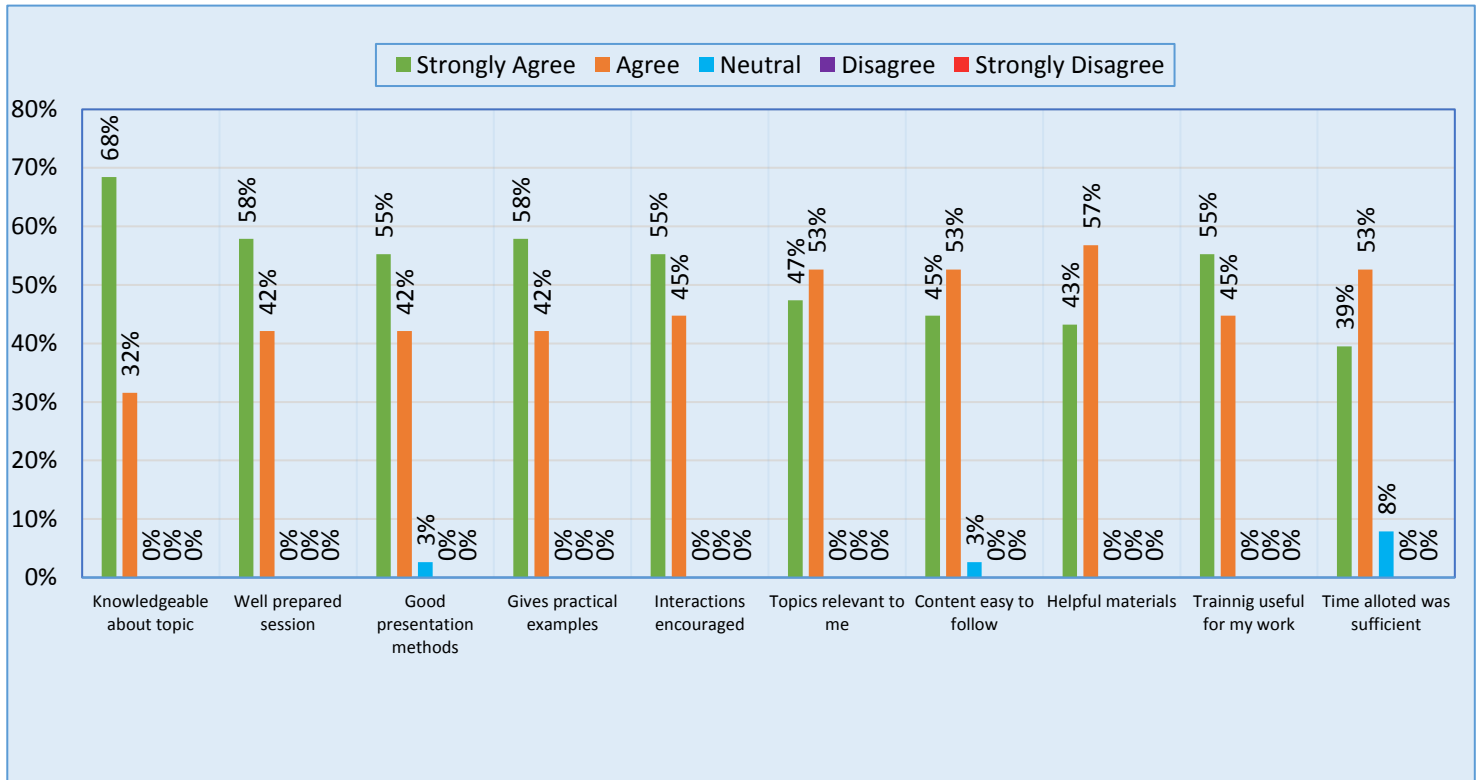


Table 1: Assessment of trainer's effectiveness and session

PART B: The participants were required to give their views on the administrative support received and catering.

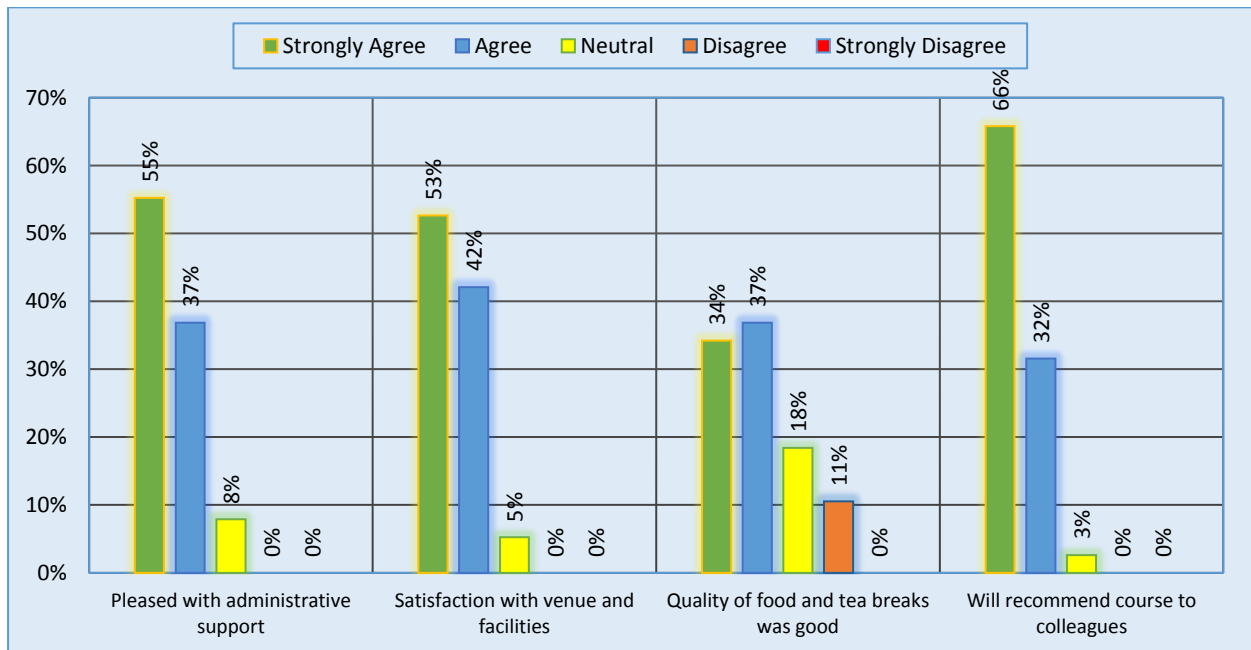


Table 2: Administrative support and catering

PART C: The participants were required to give their feedback on the session, what they think can be improved and how they will apply what they have learnt.

- A. What did you like most about this training?
1. *The training will be helpful in increasing the productivity level of my work*
 2. *We have learned more about ourselves, the team work*
 3. *The way of explanation*
 4. *All the trainers are very helpful*
 5. *Improved my networking with other colleagues from other Ministries, appreciated their kindness during the 4 days, sharing of knowledge from trainers to trainers*
 6. *I got lots of encouragement to deal with certain situation in a very professional manner*
 7. *I like the group work more*
 8. *Its improves our system of work*
 9. *It motivates us to be more productive in my work and it also helps us to break the timidity*
 10. *The teaching method with examples*
 11. *Now I know who is my customer*
 12. *The way how the training has been presented*
 13. *Good performance*
 14. *Helpful for daily use in my job*
 15. *It reflects the topics of my day to day work*
 16. *I have learnt a lot*
 17. *Received experience in different subjects, came across many new things*
 18. *Simple explanation*
 19. *Awareness*
 20. *The motivation encouraged by the lecturers*
 21. *Explanation given by the trainer are very good*
 22. *Team work, group works, examples*
 23. *How to communicate well and the techniques for self-motivation*
 24. *This training is very interesting and we get more knowledge*
 25. *All the tutors' sessions make us participate and especially when giving us exercise to work in a team*
 26. *We are motivated by the training & concepts*
 27. *The trainers use practical methods*
 28. *The training enhanced my knowledge*
 29. *I got the occasion to meet and know people from other Ministries and their duties/tasks*
 30. *I got more information about my job like condition and service*
 31. *Explanation, participation & interaction*
 32. *It is very helpful, motivating and our way to do work will no doubt improved*
 33. *Working in team and share each one's point of view and how to improve our services*
 34. *The trainer was active and friendly*
 35. *Very resourceful trainers*
 36. *It is well organised & all topics will help me & others in our daily duty*
 37. *The way the lecturers approach with the participants*
 38. *A lot of information was covered and will be useful for daily routine at work*
 39. *The explanation was detailed and well structured, information was conveyed by a professional instructor who was friendly and class was interactive*
 40. *The atmosphere was very good, resource persons were very cordial and well prepared*

B. What aspects of the training could be improved?

1. *These training must be given more regularly*
2. *The time allotted for the session was insufficient*
3. *Some of the training should have been full day*
4. *Everything was perfect*
5. *More practical and provide questionnaires to know the difficulties in our work place*
6. *More explanation in creole*
7. *The trainings should be given often*
8. *Training should be given to everyone in the sector*
9. *Handouts should be given to participants*
10. *Less lecture and more practice*
11. *To deliver the goods more efficiently and effectively, we must get more training on communication*
12. *The training must be given every year, more course on productivity and measurement*
13. *To apply the new ideas and concept – renovate*
14. *Brochure should be provided during the course*
15. *The sitting arrangement*
16. *To change our work practice by knowledge which we receive in the training*
17. *Much more group work is needed to improve team spirit in training and at work*
18. *Productivity in the work place (first change my self)*
19. *Make good use of human resource*
20. *If the training could be lengthened & many more subjects could be discussed*
21. *General knowledge*
22. *Guideline*
23. *More session can be held*
24. *More workshop in different field such as computer, health*
25. *To increase the number of days of training*
26. *The training is not enough for 4 days, must be more*
27. *None, as everything was mentioned*
28. *More group work and more time*
29. *A handout should be provided before each session so that we can follow the trainer*
30. *Training must be more productive*
31. *To allocate more time in the future*
32. *I recommend this course to be followed by our supervisors so that its implementation could be easy*
33. *The time allotted is too long and somehow feeling sleepy in the afternoon*
34. *I think there should be more session*
35. *If all the staff of civil servant may get the training, it could improve our work*
36. *A summary of all things learnt in a booklet*
37. *The training should be provided in the presence of higher officials so as to discuss some of the points of the session*
38. *A follow-up after each training*

- C. How do you hope to change your work practice as a result of this training?
1. *By using knowledge received from the training and making it in practice at work*
 2. *I think I should be more efficient in work*
 3. *I will focus more on my daily assignment*
 4. *By implementing all the things that has been taught to us in training*
 5. *Practice*
 6. *A positive attitude & put in practice*
 7. *By bringing new ideas in our work*
 8. *Talking to colleagues to save papers, reutilizing used envelopes*
 9. *More team building, take initiative*
 10. *Sharing of knowledge, proposed new ideas*
 11. *By upgrading*
 12. *Motivates friends and personnel at work*
 13. *Improvement & flexibility & transparency*
 14. *Training should be given to each and every one in all the sectors to support the public*
 15. *Doing plan in work*
 16. *Keeping calm, be gentle, respect others*
 17. *To become more performant*
 18. *Productivity at work*
 19. *Better communication at work, attitude could be changed*
 20. *I will use the practice to improve my work and to encourage my friends*
 21. *By making new plan of work, use new strategy & methods*
 22. *Analyse and well plan my work for better results*
 23. *Discipline at work*
 24. *I will share my knowledge to my colleagues*
 25. *Good interaction with the public, listen to others before I speak, create a good approach to customers*
 26. *Example given in the training is much helpful for my daily work*
 27. *Implementation of what we have learned during the course*
 28. *Smart working*
 29. *Most training to upload knowledge*
 30. *I was performing my duty in a good manner, but I will try to perform better and best*
 31. *By good communication*
 32. *Change mind-set and cope with difficult task*
 33. *Group work and cooperation with my colleague*
 34. *Very hopeful, to explain and share with my colleagues*
 35. *By implementing the ideas obtained*
 36. *I will have to communicate well which will decrease conflicts among staff and clients. I will motivate myself. I will have to become an active listener. I will know how to plan, organise, lead, control*
 37. *I will change my behaviour, attitudes towards my coordinator, colleagues and will create a positive environment*
 38. *I will be more alert from now on*
 39. *By communication and motivation among ourselves at work and making my performance more productive and a good team spirit*
 40. *To give a better service*
 41. *It will boost up my communication skills, I would be more effective*
 42. *Bring colleagues to be proactive and positive*

D. What additional training programmes would you wish to have from the Civil Service College in the future?

1. *Strategic Human Resource Management*
2. *Budget including financial matters*
3. *Supply and purchasing matters*
4. *Healthy living: preventing propagation of insects*
5. *Internet course*
6. *Training for lab attendants*
7. *Disaster management at workplace*
8. *Computer course*
9. *Health and safety*
10. *First aid*
11. *Fire drill*
12. *Managing time for efficiency*
13. *Team building*
14. *Leadership*
15. *Course in masonry (building section)*
16. *Budget preparation and execution*
17. *Gender equality*
18. *Enhancing integrity in public sector*
19. *Stress management*
20. *Training as receptionist in health and hygiene*
21. *Maintenance*
22. *Understanding health and safety at work for public officers*
23. *Human relation*
24. *About family at home*
25. *Networking*
26. *The rights of an employee to his/her subordinates*
27. *Organizational behaviour programme*
28. *Library programme*
29. *Condition of service*
30. *Tradesman's course*
31. *Purchase procurement*
32. *Defensive driving and eco driving*
33. *Good governance*
34. *Basic communication skills*
35. *Human rights*
36. *Telephone communication*
37. *Practical session as I am a driver*
38. *Handling difficult customers*
39. *Basic Microsoft excel/word*
40. *Motivation of staff*
41. *Course on condition of service & benefits, passage benefits*
42. *Law of work*
43. *Leadership*
44. *Code of ethics*
45. *All the E-learning courses*

E. Other comments

1. *Good*
2. *Very interesting, will have good feedback in our work and always progress in all Ministry, lots of motivation*
3. *Trainers doing well*
4. *More toilets facilities*
5. *To provide good led projector to follow course well*
6. *Training were comfortable*
7. *CSCM must give continuous course every year to all staff of all categories, thanks for the good job*
8. *More courses help me in my work*
9. *The course was helpful and motivating one*
10. *Everything was well organised and I was very happy to have the courses*
11. *This course must be given to higher rank officers*
12. *The good running of an organisation not only depend on minor grade workers but also at higher levels*
13. *Top management must follow the course also*
14. *Thank you for all the training, a big bravo to all teachers, it's the first time I have this kind of training*
15. *Thanks for all trainer for the lots of new thing which you bring in our coming life*
16. *Gives better service to public*
17. *All civil servants must be aware of the courses given*
18. *Team group good*
19. *Half of the training session do not abide to our duty*
20. *Smart/ well prepared course*
21. *All courses are well prepared*
22. *Training like these should have been given more often*
23. *Good initiative, good work and lots of course may be next level*
24. *The lecturers, the administration were very friendly*
25. *The course is a motivation to improve performance*
26. *Please continue, we are on the right path*
27. *Hope to attend next time*
28. *Every year training should be produced*
29. *The government should encourage courses/training in each Ministries/departments itself to have a better knowledge of their workplace*
30. *Very interesting and encouragement to improve our work*
31. *Good experience*
32. *All the sessions were good. It will help me to increase my quality of work. It helps to solve problems*
33. *Thanks to CSCM to introduce me in this programme, I have achieved many more and become more efficient. Hope I will be in other batch for more courses*
34. *I think that one can learn a lot from this training*
35. *More training needed*
36. *More training courses needed not only Auxiliary teams but there should be others also, such as MSO/OMA including together*
37. *To learn new things and to upgrade our knowledge*
38. *To improve catering*
39. *I would like this course to be followed by maximum persons and colleagues*
40. *Keep it up*

5. CONCLUSION

It can be concluded that the envisaged objectives have been achieved. This training programme has been very useful for the targeted group. They are very keen to share the knowledge acquired with their colleagues and to apply what has been taught in class, in their workplace.

Civil Service College, Mauritius will follow up with the different liaison officers from different Ministries to give the participants the opportunity to follow the recommended training programmes in the future so as encourage continuous progress in their workplace.