

COMMUNITY SATISFACTION WITH



COOK ISLANDS PUBLIC SERVICES

Prepared by Lauren Turner & Merita Tuari'i

WHAT'S IT ABOUT?

The *Community Satisfaction Survey of Cook Islands Public Services* asked people about their use of public services and how satisfied they were with them.

This was to help Government understand what services need to be improved and in what way.

The survey was undertaken by Te Puna Vai Mārama, in partnership with the Office of the Public Service Commissioner. Here are the main results from that survey.

The full report can be found on the Te Puna Vai Mārama website:
www.tepunavaimarama.com/projects

WHO WERE YOU?

(DEMOGRAPHICS)



544

people completed the survey



62%
WOMEN



38%
MEN

18% were aged **60+**

23% were aged **45-59**

59% were aged **18-44**

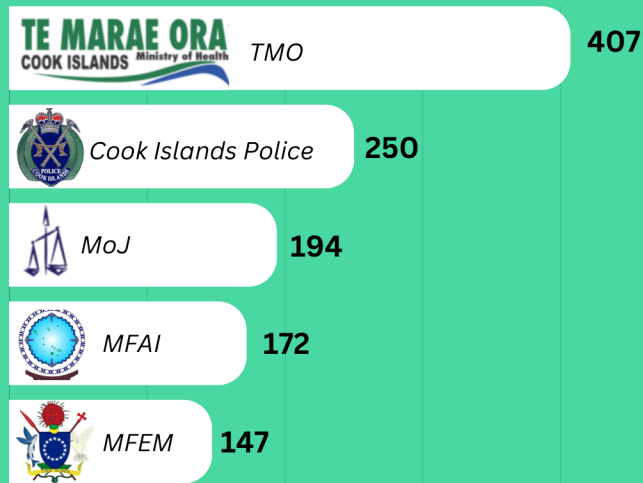


WHAT DID WE ASK YOU?

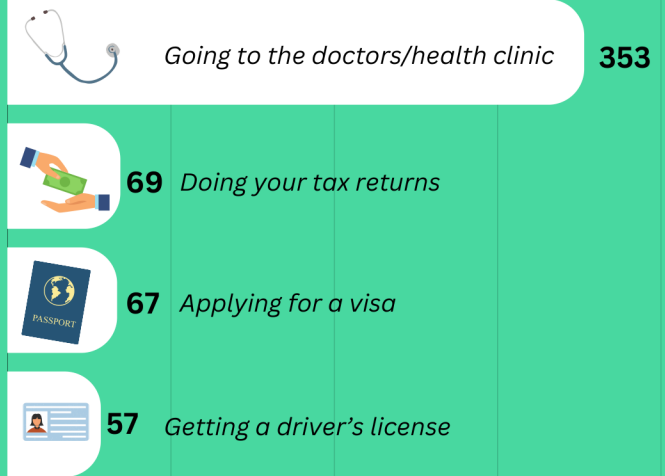
- What Ministries and Crown Agencies you used recently.
- How satisfied you were with up to 3 public service experiences and why.
- How your experience compared with your expectations.
- How and how much you knew about the public service previously.
- How you want Ministries and Crown Agencies to tell you about their services.

WHAT SERVICES DID YOU USE?

These are the Ministries & Crown Agencies you used the most



These are the services you used the most.



KNOWLEDGE

“A moderate amount”

Was your median answer to the question “How much did you know about the service provided?” (Median=2.4)

AWARENESS

“Through someone I know”

is how most of you (22%) found out about the services you used.




EXPECTATION

“What I expected”

Was your median answer to our question about your expectations of the service you used. (Median=2)

HOW WOULD YOU LIKE TO BE TOLD?

Most of you want to be told about any changes to public services by:

-  Email
-  Facebook
-  Newspaper
-  Television
-  Text message/SMS



**WERE
YOU
SATISFIED?**



54%
SATISFIED
with services overall.

Cook Islanders

51% SATISFIED

Non-Cook Islanders

62% SATISFIED

51%
of women were
SATISFIED

57%
of men were
SATISFIED

Across different age groups:

18-44 54% SATISFIED

45-59 52% SATISFIED

60+ 52% SATISFIED

You were the most satisfied with these services*:

80% Using Cook Islands Tertiary Training Institute

77% Getting a driver's licence

73% Enrolling your child in school

You were the least satisfied with these services*:

18% Using non-emergency Police services

48% Going to the doctor/health clinic

49% Applying for a visa

*Services that had over 20 responses



Staff friendliness and helpfulness

was the most common reason for satisfaction or dissatisfaction.

**MEITAKI
MA'ATA**

To everyone who participated!

And to the following individuals and groups for their contribution to this project:

Bank of the Cook Islands
CITC Supermarket

Vodafone Cook Islands
Data collection assistants

Jakub Postrzygacz