ANGUILLA PUBLIC SERVICE

EMPLOYEE RECOGNITION PROGRAMME

PURPOSE/POLICY OVERVIEW

Many studies on the work place have shown that being recognized for achievements, knowing that one's contributions matter to the organization and the opportunity for growth and professional development have a considerable impact on employee satisfaction and commitment. Indeed, an Employee Recognition Programme is a significant component of Human Resource Management.

This Employee Recognition policy seeks to ensure the development, implementation and institutionalization of an Employee Recognition Programme that recognizes employees' outstanding contributions and initiatives to the overall objectives of the ministry/department/unit and the efficient operation of the Anguilla Public Service. It establishes appropriate acknowledgement and recognition systems in order to encourage workplace excellence. It defines the methods by which employee recognition may occur subject to the financial situation.

DIFFERENT OPPORTUNITIES FOR RECOGNITION

INFORMAL RECOGNITION

Informal recognition activities are intended to support or inspire employee performance, to improve employee morale and to encourage team spirit. The activities are intended to express appreciation for excellent work or for enduring and performing well through a difficult period of time or for helping to create a positive, inclusive work environment.

Managers/Supervisors in ministries/departments should find ideas for informal, day to day, spontaneous, genuine and meaningful recognition activities for individuals, teams and work groups. These should include but not be limited to:-

- Expressing 'Thank you'
- Giving praise – positive feedback
- Adopting a personalized approach
- Fostering co-worker appreciation
- Recognizing individuals and teams at staff meetings

Managers/Supervisors should have their staff complete an Employee Recognition Profile form of how they would like to be recognized for excellent work. It is important, on an ongoing basis, for managers and supervisors to reconsider the options available to them to recognize various types of employee achievement.

FORMAL RECOGNITION

Formal recognition serves to supplement informal, day to day recognition of employees and supports the objectives and strategic goals of individual ministries/departments or units. All employees must know and understand the criteria used for formal recognition.

Public Administration will develop and administer a service-wide formal recognition programme that recognizes significant accomplishments, creates a culture where recognition thrives and enhances the well-being of the APS through:

- **Regular awards/certificate/plaque.** Award categories to include:-
    - Above and Beyond the call of duty;
    - Outstanding Customer Service;
    - Exhibits a positive attitude and image of the APS
    - Great Idea/innovation (to improve department, working environment and conditions, processes, operations or relationships)
    - Security/Safety achievement

- **Recognition for all employees who achieve a specific performance target - Performance Excellence**

- **Letter or email of praise**

- **Service Milestones/Anniversary Recognition**
  A stable and productive workforce is crucial to any organization. Public Administration will show appreciation to Public Officers by acknowledging continuous years of dedicated service as Established employees at 10, 15, 20 years and beyond (5 year increments). Each month employees will be recognized for their service on Government of Anguilla's website/Public Administration. Long Service Awards/recognition (25 years and 10 year increments thereafter) for Public Officers will be given on the Annual Civil Service Day

- **Annual Civil Service Day** (activities to include speeches, long service (25 Years and 10 year increments thereafter) recognition/awards

ACCESSING SERVICE-WIDE RECOGNITION AWARDS

Informal Awards

To give managers/supervisors more options for recognizing employee performance Public Administration has developed award certificate templates that can be used to enhance the departmental/ministerial employee recognition programmes. These templates are PDF forms that can be filled out online and then printed. Ministries/departments can establish their own recognition awards for officers' contributions. Awards that are tied to specific goals can actually drive performance.

Formal Awards

Nomination forms for Service Wide Annual Regular Awards are available online at www.gov.ai. These must be submitted by any officer/ministry/department/unit of the Anguilla Public Service (one person per category), via mail or email, to the Employee Recognition Committee. Nominations will be accepted from January to the end of February of each award year. Nomination forms must be submitted prior to the deadline and must be complete for consideration. Self-nominations will not be accepted.

Public Administration will work with the Permanent Secretaries to ensure the establishment of a standing Employee Recognition Committee. The Committee membership will be set through appointment. The Committee shall consist of seven (7) members of whom-

> (a) One shall be the Chairman of the Public Service Commission who shall be an *ex officio* member
> (b) One shall be the Chairman of ACOCI who shall be an *ex officio* member
> (c) Five members (from any staff level) shall be appointed with representation from each ministry and departments under H E The Governor

 At the first meeting of the Committee members shall appoint one of their members to act as Chairman. The Employee Recognition Committee will accept and review nominations and determine awardees by the deadline of April 15 based upon the relevant selection criteria. The Committee will review information concerning employee contribution, nominations by other employees etc and solicit additional information from the nominator or employee's manger/supervisor if necessary. Every effort should be made to ensure consistency in the selection process. The Committee may establish a numeric ranking system for evaluating nominations. Members will serve consecutively for a period of two (2) years. At the end of each two year period three of the five members who have been appointed as representatives from each ministry/departments under H E The Governor shall retire from the Committee. The members to retire at the end of each two years shall be those who have been longest on the

Committee since their appointment, but as between persons who became members on the same day those to retire shall (unless they otherwise agree among themselves) be determined by lot.

Award Eligibility

The awards are available to all employees. A member of Recognition Committee can be nominated for an award but the member must excuse himself/herself from the selection of that particular award. An officer can be nominated for and/or receive an award more than once. Also, an officer can be nominated for more than one of the categories.

Eligibility for five-year increment Service Awards is processed on a monthly basis by Public Administration. Established employees with ten years continuous service receive a Length of Service Award and are eligible for an additional award each five years of continuous service thereafter. Service is measured from the most recent hire date. Periods of study Leave, temporary employment etc are not included. If there is a break in service the consecutive years of service is reset. Eligible employees must be active on their anniversary date to receive an award. Employees on leave of absence will receive their award upon returning to work.

BUDGET

Awards should be aligned with the departments' resources and should be determined with a view towards sustainability. Public Administration will allocate funds in the Budget to facilitate the Formal Awards.

The government's Website should be utilized as a cost effective way to market the awards as well as to recognize the award recipients.

MONITORING THE EMPLOYEE RECOGNITION PROGRAMME

As the APS/ministries/departments' goals and needs change so should the Employee Recognition Programme. The awards and their criteria should be reviewed annually to make sure they are still relevant and meaningful to the APS/ministry/department. An employee survey should be done to gauge the effectiveness and value of the programme and for other recognition ideas and enhancements. All proposed changes should be communicated to employees in a timely manner.

EMPLOYEE RECOGNITION PROFILE FORM

People are individuals. How persons would like to be recognized for their efforts may be different from their coworkers. The questions asked here are intended to create an opportunity for managers, supervisors, employees, working colleagues and team members to indicate how they would like to be recognized and how the workplace could be made a more supportive environment. This tool is designed to share information that will make it easier to express sincere and meaningful appreciation.

DATE: _____

NAME: _____

POST:_____

DEPARTMENT: _____

Recognition Profile

1. **Please list below some words that describe the type of work environment that you find most rewarding:**

   _____

   _____

2. **Please list below some examples of the kinds of actions you take, or qualities of character you feel you bring to the workplace, that you are personally most proud of:**

   _____

   _____

3. **These are some specific things you would like to be recognized for (check all that are true):**

☐ A task performed or completed

☐ A skill that I possess or demonstrate

☐ A quality of character that I have demonstrated

☐ Persistence – remaining reliable through a difficult period of time.

☐ Team effort – pitching in, helping out, supporting others etc

☐ Exemplary customer service

☐ My role in resolving a particularly difficult problem

☐ Creativity – generating ideas, solving problems in creative ways, encouraging creative thinking

☐ Other : _____

4. **The following are considered meaningful forms of recognition to you:**

☐ Acknowledgement: verbally and/or in person

☐ Acknowledgement: in written form - Letter of commendation for personal file

☐ Note of thanks

☐ Personal email

☐ Expanded participation

☐ Receiving more information

☐ Being asked for input

☐ Being asked to take on new responsibilities

☐ Opportunity to learn something new

☐ Opportunity to attend training of choice

☐ Opportunity to participate on committees and task forces

☐ Opportunity to work on teams or with others

☐ A chance to be creative/innovative

☐ Nomination for departmental awards

☐ Nomination for APS awards

☐ Other, please describe: _____

Please give 2-3 other ways to show general appreciation to all staff in the ministry/department:_____

_____

_____

_____

5. This is how you would prefer to receive recognition:

☐ In public

☐ In private

☐ In small groups

☐ In staff meetings

☐ Email message

☐ Mention in departmental newsletter or on website

☐ As a part of more formal ceremonies or gathering

☐ Other, please describe: _____

APS AWARDS FORMS

EMPLOYEE RECOGNITION PROGRAMME

2013 NOMINATION FORM

NOMINEE INFORMATION

Name: _____

Ministry/Department: _____

Post: _____

Email address _____

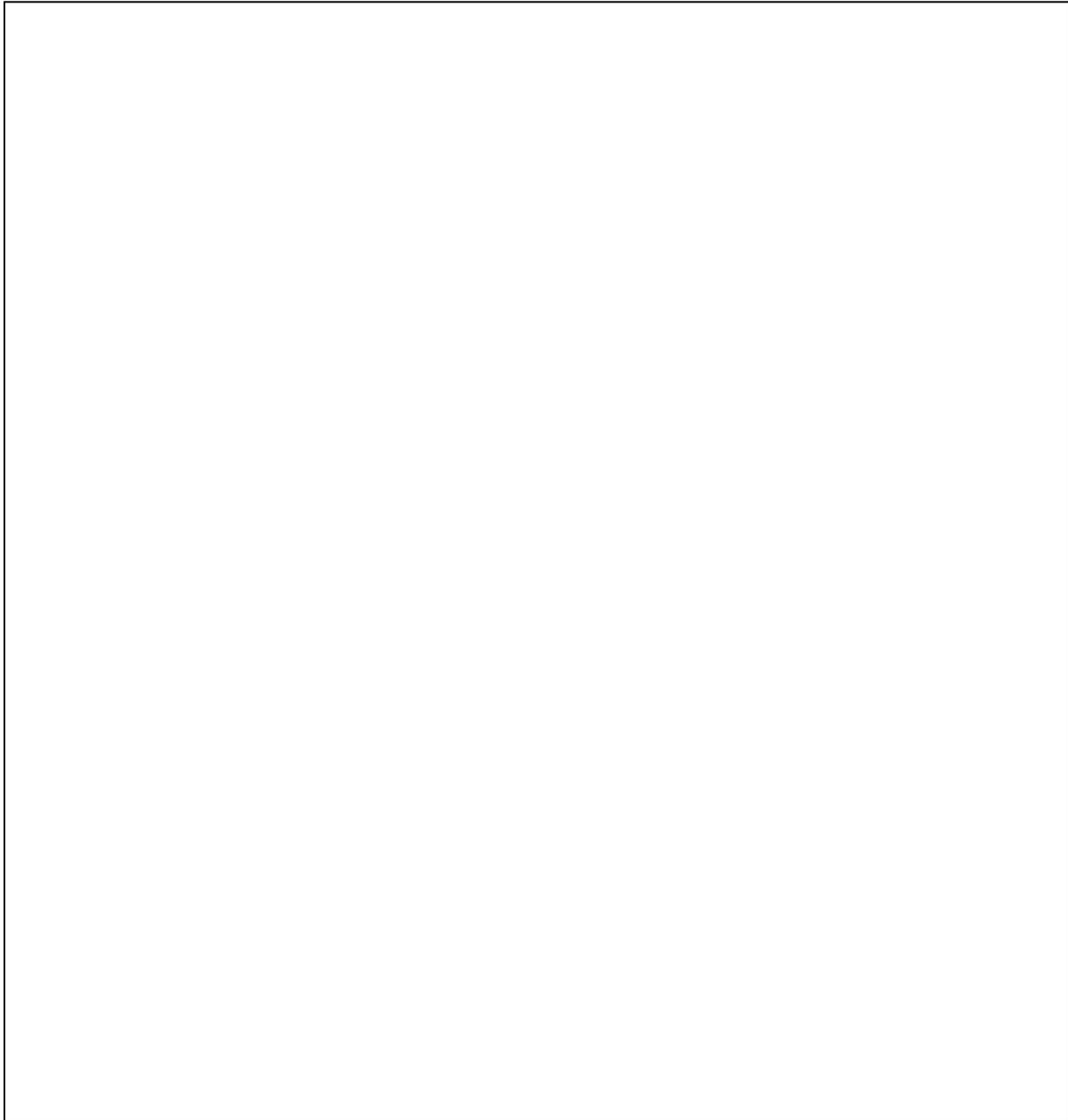**NOMINATOR INFORMATION**

Name: _____

Ministry/Department: _____

Post: _____

Email address: _____

Please Check One Award Category:

- o Above and Beyond the call of duty;
- o Outstanding Customer Service;
- o Exhibits a positive attitude and image of the APS
- o Great Idea (to improve department, working environment and conditions, processes, operations or relationships)
- o Security/Safety achievement

Please write a short narrative describing how the nominee met the criteria for the award category:

Anguilla Public Service

ABOVE AND BEYOND THE CALL OF DUTY AWARD

PURPOSE

This award has been created to honour an APS employee whose actions and activities consistently and regularly go well beyond what is normally expected or required within the usual position functions and responsibilities of the employee.

CRITERIA

The Employee Recognition Committee will be looking for demonstrated evidence of:

➢ The extraordinary or outstanding achievements and activities demonstration of unusual resourcefulness, initiative, teamwork and problem solving skills of the nominee during their employment in the APS
➢ How the nominee's accomplishments exceeded the usual performance expectations of the nominee's position in the APS
➢ The contribution of the employee's achievements and activities to the advancement of the APS

OUTSTANDING CUSTOMER SERVICE

PURPOSE

This award has been created to honour specific examples of outstanding customer service behavior (demeanour, words and actions) that the Anguilla Public Service would like to see.

CRITERIA

The Employee Recognition Committee will be looking for demonstrated evidence of:

➢ The outstanding customer service- responsiveness of delivering service to customers; going the extra mile
➢ How the nominee's customer service behaviour exceeds the usual customer service expectations of the nominee's position in the APS
➢ The contribution of the employee's customer service behaviour to the advancement of the APS

EXHIBITS A POSITIVE ATTITUDE AND IMAGE OF THE APS

PURPOSE

This award has been created to encourage employees to portray a positive attitude and image of the APS

CRITERIA

The Employee Recognition Committee will be looking for demonstrated evidence of:

➢ The outstanding contribution made toward enhancing the quality and morale of the workplace (positive personal interaction with other employees, working on relations internally within the ministry/department/unit or promoting collaboration among different ministries/departments/units, public awareness)
➢ How the nominee's attitude and image surpassed the expected attitude and image of employees in the APS
➢ The outstanding contribution made towards creating a better public image of the APS

GREAT IDEA/INNOVATION

PURPOSE

This award has been created to encourage employees to make suggestions for innovative ideas or creative solutions for greater outcomes from the same/limited resources in ministry/department/APS or suggest ways to improve the APS/departments'/ministries' programmes/services, working environment and conditions, processes, operations or relationships.

CRITERIA

The Employee Recognition Committee will be looking for demonstrated evidence of:

➢ The extraordinary or outstanding suggestions for innovative ideas or creative solutions/directions
➢ How the nominee's suggestions exceeded the usual suggestions and resulted in big savings or improvements in programmes/services, processes (methods, practices, plans, designs etc)
➢ The contribution of the employee's suggestions to the continuous improvement of the APS/impact or potential impact of this contribution.

SECURITY/SAFETY ACHIEVEMENT AWARD

PURPOSE

This award has been created to recognise employees who have suggested/implemented programmes or initiatives that have achieved documented success in addressing specific safety/security programme areas.

CRITERIA

The Employee Recognition Committee will be looking for demonstrated evidence of:

➢ The extraordinary or outstanding contribution towards addressing a security/safety issue that is of significance to the department/ministry/APS
➢ How the employee's programme/project has enhanced common security/safety practices
➢ The contribution of the employee to the continuous improvement of safety/security in the APS/impact or potential impact of this contribution.

EMPLOYEE RECOGNITION PROGRAMME SURVEY

The results of this survey will help to assess the current Recognition Programme. Individual responses will be used to improve how the APS recognizes and rewards its employees.

OVERALL EMPLOYEE OPINION

1. How important to you personally is each of the following?

	Not at all Important	Some importance	extremely important
Receiving formal recognition for your contributions/achievement	☐	☐	☐
Receiving informal recognition for your contributions/achievement	☐	☐	☐
Being recognised by managers/supervisors for your efforts	☐	☐	☐
Being recognised by peers and co-workers for your efforts	☐	☐	☐
Receiving recognition for individual accomplishments	☐	☐	☐
Receiving recognition for team accomplishments	☐	☐	☐
Feeling that your work is valued and appreciated	☐	☐	☐
Feeling a spirit of teamwork and cooperation among coworkers	☐	☐	☐
Knowing that the Anguilla Public Service treats its employees fairly	☐	☐	☐

ORGANISATION PERFORMANCE

2. In your experience how well does the Anguilla Public Service perform in delivering each of the following:

	Not at all Well	About Average	Extremely Well
Giving formal recognition for employee contributions/achievements	☐	☐	☐
Giving informal recognition for employee contributions/achievements	☐	☐	☐
Management recognising employees whose efforts make a difference	☐	☐	☐
Co-workers and peers recognising employees whose efforts are making a difference	☐	☐	☐
Recognising individual team members equally for their efforts	☐	☐	☐
Building a spirit of teamwork and cooperation among coworkers	☐	☐	☐
Demonstrating that your work is valued and appreciated	☐	☐	☐
Treating employees fairly	☐	☐	☐

OVERALL EMPLOYEE RECOGNITION

3. How would you rate your overall satisfaction with the current Employee Recognition Programme offered by the APS?

☐ Very Satisfied   ☐ Neither Satisfied nor Dissatisfied   ☐ Not satisfied

Why?   _____

4. Have you ever received an award while employed with the Government of Anguilla?

☐   Yes, if yes, what for? _____

☐   No   _____

5. Is it meaningful for you to receive an award while employed with the Government of Anguilla?

☐ Yes   ☐ No

6. Have you ever nominated someone for an award at the APS?

☐   Yes, if yes, what for? _____

☐   No   _____

7. Thinking about the employee recognition Programme at the APS, to what extent do you agree or disagree with the following statements?

	Strongly Disagree	Neither Agree or Disagree	Strongly Agree
The criteria for the recognition programme have been clearly explained to me	☐	☐	☐
I am aware of the procedures for nominating an employee for an award	☐	☐	☐
It does not take much time and effort to nominate employees for an award	☐	☐	☐
The recipients of the employee recognition awards are adequately publicised	☐	☐	☐
The Recognition Programme is fair to all employees	☐	☐	☐

8. Please rate the importance of the following criteria for a formal award:

	Not at All Important	Average Importance	Extremely Important
Above and Beyond the call of duty;	☐	☐	☐
Outstanding Customer Service;	☐	☐	☐
Exhibits a positive attitude and image of the APS	☐	☐	☐
Great Idea/Innovation	☐	☐	☐
Security/Safety achievement	☐	☐	☐
Exceptional Performance in employees' work	☐	☐	☐
Milestones in years of service	☐	☐	☐

9. Other comments to improve the APS' Employee Recognition Programme:

_____

_____

_____

_____

_____

_____

_____

… We're listening