

# Cayman Islands Government - Flash Report

CIG People Survey 2017  
Results for: Cayman Islands Government

## Indices

		% Positive	Number of Responses
<b>EEI</b>		<b>67%</b>	
B47	I am proud when I tell others I am part of my organisation	70%	2258
B48	I would recommend my organisation as a great place to work	56%	2259
B49	I feel a strong personal attachment to my organisation	65%	2253
B50	My organisation inspires me to do the best in my job	58%	2259
B51	My organisation motivates me to help it achieve its objectives	53%	2248

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## My work

74%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B01 I am interested in my work	69%	26%	3%	1%	0%	95%	2273
B02 I am sufficiently challenged by my work	39%	41%	11%	7%	2%	80%	2244
B03 My work gives me a sense of personal accomplishment	43%	39%	10%	5%	3%	82%	2252
B04 I feel involved in the decisions that affect my work	16%	35%	21%	19%	9%	51%	2246
B05 I have a choice in deciding how I do my work	19%	43%	20%	13%	5%	62%	2250

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## Organisational objectives and purpose

84%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B06 I have a clear understanding of my organisation's objectives	33%	47%	12%	6%	2%	80%	2266
B07 I understand how my work contributes to my organisation's objectives	43%	45%	9%	3%	1%	88%	2266

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## My manager

58%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B08 My manager motivates me to be more effective in my job	24%	37%	21%	11%	7%	61%	2263
B09 My manager is considerate of my life outside work	24%	36%	23%	10%	8%	60%	2256
B10 My manager is open to my ideas	25%	40%	20%	9%	6%	65%	2261
B11 My manager helps me to understand how I contribute to my organisation's objectives	21%	39%	24%	10%	6%	60%	2260
B12 Overall, I have confidence in the decisions made by my manager	23%	38%	23%	10%	6%	61%	2255
B13 My manager recognises when I have done my job well	26%	40%	18%	11%	6%	66%	2260
B14 I receive regular feedback on my performance	16%	38%	22%	17%	8%	54%	2261
B15 The feedback I receive helps me to improve my performance	20%	38%	26%	11%	6%	58%	2253
B16 I think that my performance is evaluated fairly	17%	39%	23%	13%	7%	56%	2256
B17 Poor performance is dealt with effectively in my team	10%	28%	32%	17%	13%	39%	2249

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## My team

69%

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B18	The people in my team can be relied upon to help when things get difficult in my job	26%	45%	16%	9%	4%	71%	2269
B19	The people in my team work together to find ways to improve the service we provide	25%	45%	18%	8%	4%	70%	2267
B20	The people in my team are encouraged to come up with new and better ways of doing things	23%	43%	20%	9%	5%	67%	2263

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## Learning and development

53%

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B21	I am able to access the right learning and development opportunities when I need to	13%	37%	25%	16%	8%	50%	2265
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	19%	40%	25%	10%	6%	59%	2252
B23	There are opportunities for me to develop my career in my organisation	13%	32%	25%	17%	13%	44%	2258
B24	Learning and development activities I have completed while working for my organisation are helping me to develop my career	16%	43%	24%	10%	7%	59%	2255

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## Inclusion and fair treatment

63%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B25 I am treated fairly at work	18%	43%	20%	11%	9%	61%	2258
B26 I am treated with respect by the people I work with	25%	49%	16%	6%	4%	74%	2263
B27 I feel valued for the work I do	19%	38%	22%	12%	9%	57%	2262
B28 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	19%	41%	23%	10%	8%	59%	2262

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## Resources and workload

70%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B29 I get the information I need to do my job well	15%	52%	19%	11%	4%	66%	2265
B30 I have clear work objectives	21%	57%	14%	6%	2%	78%	2255
B31 I have the skills I need to do my job effectively	42%	50%	6%	2%	1%	92%	2266
B32 I have the tools I need to do my job effectively	18%	44%	18%	15%	5%	62%	2266
B33 I have an acceptable workload	14%	46%	16%	15%	9%	60%	2260
B34 I achieve a good balance between my work life and my private life	17%	46%	17%	13%	7%	64%	2261

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## Pay and benefits

29%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B35 I feel that my pay adequately reflects my performance	5%	17%	22%	31%	25%	22%	2267
B36 I am satisfied with the total benefits package	9%	33%	25%	21%	12%	42%	2263
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	4%	18%	22%	30%	25%	22%	2260

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## Leadership and managing change

47%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B38 "Senior managers" in my organisation are sufficiently visible	18%	44%	19%	13%	6%	62%	2256
B39 I believe the actions of "senior managers" are consistent with Civil Service values	15%	40%	29%	10%	6%	55%	2251
B40 I believe that the "Senior managers" have a clear vision for the future of my organisation	16%	34%	31%	12%	7%	50%	2252
B41 Overall, I have confidence in the decisions made by my organisation's "senior managers"	15%	35%	31%	12%	7%	49%	2253
B42 I feel that change is managed well in my organisation	8%	33%	32%	19%	8%	41%	2258
B43 When changes are made in my organisation they are usually for the better	10%	32%	38%	14%	6%	42%	2259
B44 My organisation keeps me informed about matters that affect me	11%	41%	24%	16%	8%	52%	2251
B45 I have the opportunity to contribute my views before decisions are made that affect me	7%	28%	29%	24%	12%	35%	2256
B46 I think it is safe to challenge the way things are done in my organisation	9%	30%	31%	18%	13%	39%	2258

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## Engagement

60%

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B47	I am proud when I tell others I am part of my organisation	31%	39%	22%	5%	3%	70%	2258
B48	I would recommend my organisation as a great place to work	23%	33%	29%	10%	5%	56%	2259
B49	I feel a strong personal attachment to my organisation	29%	36%	23%	8%	4%	65%	2253
B50	My organisation inspires me to do the best in my job	23%	35%	28%	10%	5%	58%	2259
B51	My organisation motivates me to help it achieve its objectives	20%	33%	30%	12%	5%	53%	2248

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## Taking action

44%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B52 I believe that "senior managers" in my organisation will take action on the results from this survey	14%	29%	30%	15%	11%	44%	2263

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## Organisational culture

57%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B53 I am trusted to carry out my job effectively	41%	49%	7%	4%	1%	89%	2270
B54 I believe I would be supported if I try a new idea, even if it may not work	15%	38%	28%	14%	5%	53%	2259
B55 In my organisation, people are encouraged to speak up when they identify a serious policy or delivery risk	17%	36%	26%	14%	8%	53%	2251
B56 My performance is evaluated based on whether I get things done, rather than solely follow processes	12%	39%	35%	10%	4%	50%	2242
B57 I feel able to challenge inappropriate behaviour in the workplace	13%	36%	28%	15%	8%	49%	2251
B58 My organisation is committed to creating an inclusive workplace	14%	36%	34%	10%	6%	50%	2247

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## Leadership statement

58%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B59 "Senior managers" in my organisation actively role model appropriate leadership behaviours	15%	36%	28%	13%	8%	51%	2254
B60 My manager actively role models the behaviours and values expected of Civil Servants	23%	41%	22%	8%	5%	64%	2250

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## Civil Service vision

79%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
B61 I am aware of the Civil Service vision to be a "World Class Civil Service"	27%	52%	13%	6%	2%	78%	2227
B62 I understand how my work contributes to helping us become a "World Class Civil Service"	30%	50%	14%	4%	2%	80%	2226

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## Your plans for the future

C01	Which of the following statements most reflects your current thoughts about working for your organisation?	Number of Responses:	2184
1	I want to leave my organisation as soon as possible	8%	179
2	I want to leave my organisation within the next 12 months	8%	168
3	I want to stay working for my organisation for at least the next year	16%	359
4	I want to stay working for my organisation for at least the next three years	68%	1478



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## Civil Service conduct and values

72%

	Yes	No	% Positive	Number of Responses
D01 Are you aware of our Public Servants Code of Conduct?	93%	7%	93%	2255
D02 Are you aware of how to raise a concern about a colleague breaching the public servants Code of Conduct?	66%	34%	66%	2246
D03 Are you confident that if you raised a concern in your organisation it would be investigated properly?	55%	45%	55%	2235
D04 Are you aware of our public sector values?	72%	28%	72%	2232

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## Discrimination, Bullying and harassment

60%

	Yes	No	Prefer not to say	% Positive	Number of Responses
E01 During the past 12 months have you personally experienced discrimination at work?	23%	57%	19%	57%	2255
E02 On which of the following grounds have you personally experienced discrimination at work in the past 12 months?					Number of Responses: 1066 ★
1 Age				5%	50
2 Caring responsibilities				7%	77
3 Disability				2%	22
4 Ethnic background				9%	101
5 Gender				5%	55
6 Grade, pay band or responsibility level				20%	213
7 Main spoken/written language or language ability				4%	46
8 Religion or belief				2%	26
9 Sexual orientation				1%	9
10 Social or educational background				8%	87
11 Working location				6%	65
12 Working pattern				11%	122
13 Any other grounds				11%	114
14 Prefer not to say				7%	79

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	Yes	No	Prefer not to say	% Positive	Number of Responses
E03 During the past 12 months have you personally experienced bullying or harassment at work?	19%	71%	10%	71%	2249

E04 Who were you bullied or harassed by at work in the past 12 months? Number of Responses: 527 ★

1	A colleague	34%	178
2	A manager	41%	215
3	Someone you manage	6%	32
4	A member of the public	5%	27
5	Someone else	3%	17
6	Prefer not to say	11%	58

	Yes	No	Prefer not to say	% Positive	Number of Responses
★ E05 Did you report the bullying and harassment you experienced?	51%	37%	12%	51%	417
★ E06 In your opinion, has this issue been resolved?	17%	69%	14%	17%	410

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## Further questions about working for your organisation

51%

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive	Number of Responses
F01 I have regular meaningful conversations with my manager about my performance	11%	36%	25%	22%	7%	46%	2256
F02 I have regular meaningful conversations with my manager about my development	9%	30%	28%	24%	8%	39%	2243
F03 I have skills and talents that are not currently being utilised but are needed in Government	21%	33%	33%	11%	2%	54%	2226
F04 If I thought it was important enough; I have the capacity to do more	21%	43%	27%	7%	2%	64%	2206

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## Comments

G02	Which of the following themes would you say your comment relates to?	Number of Responses:	8479	★
1	My work	7%	576	
2	Organisational objectives and purpose	6%	536	
3	Line management/management where I work	5%	451	
4	Team working	7%	616	
5	Learning and development	7%	584	
6	Inclusion and fair treatment	7%	598	
7	Resources and workload	7%	562	
8	Pay and benefits	7%	582	
9	Leadership	7%	622	
10	Managing change	5%	411	
11	Communications	7%	628	
12	Customer service	3%	295	
13	Discrimination, bullying or harassment	4%	304	
14	HR processes or procedures	4%	379	
15	IT systems	2%	143	
16	Performance management	5%	455	
17	Working environment or facilities	7%	609	

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18	Something else	2%	128
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## About your job

H01 Where do you usually work? Number of Responses: **2251**

1	Grand Cayman	<b>90%</b>	<b>2034</b>
2	Cayman Brac/ Little Cayman	<b>9%</b>	<b>199</b>
3	Other	<b>1%</b>	<b>18</b>

H1A Do you work in either of these administration centres? Number of Responses: **2227**

1	Government Admin Building in Grand Cayman	<b>24%</b>	<b>534</b>
2	District Administration Cayman Brac	<b>3%</b>	<b>63</b>
3	Neither of these	<b>73%</b>	<b>1630</b>

H02 How long have you worked in your current job? Number of Responses: **2226**

1	Less than 6 months	<b>7%</b>	<b>152</b>
2	At least 6 months but not more than 1 year	<b>5%</b>	<b>116</b>
3	At least 1 year but not more than 3 years	<b>18%</b>	<b>396</b>
4	At least 3 years but not more than 5 years	<b>13%</b>	<b>297</b>
5	At least 5 years but not more than 10 years	<b>19%</b>	<b>421</b>
6	At least 10 years but not more than 20 years	<b>25%</b>	<b>565</b>
7	At least 20 years or more	<b>13%</b>	<b>279</b>

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H03 How long have you worked for your organisation or its predecessor(s)? Number of Responses: **2109**

1	Less than 6 months	<b>6%</b>	<b>131</b>
2	At least 6 months but not more than 1 year	<b>3%</b>	<b>73</b>
3	At least 1 year but not more than 3 years	<b>15%</b>	<b>320</b>
4	At least 3 years but not more than 5 years	<b>12%</b>	<b>244</b>
5	At least 5 years but not more than 10 years	<b>19%</b>	<b>406</b>
6	At least 10 years but not more than 20 years	<b>28%</b>	<b>600</b>
7	At least 20 years or more	<b>16%</b>	<b>335</b>

H04 How long have you worked for the Civil Service? Number of Responses: **2110**

1	Less than 6 months	<b>4%</b>	<b>78</b>
2	At least 6 months but not more than 1 year	<b>2%</b>	<b>52</b>
3	At least 1 year but not more than 3 years	<b>12%</b>	<b>244</b>
4	At least 3 years but not more than 5 years	<b>9%</b>	<b>195</b>
5	At least 5 years but not more than 10 years	<b>18%</b>	<b>378</b>
6	At least 10 years but not more than 20 years	<b>33%</b>	<b>697</b>
7	At least 20 years or more	<b>22%</b>	<b>466</b>



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H05 Do you manage any other employees? Number of Responses: **2236**

1	Yes	<b>33%</b>	<b>732</b>
2	No	<b>67%</b>	<b>1504</b>

H06 Do you work ... Number of Responses: **2257**

1	Full-time	<b>98%</b>	<b>2221</b>
2	Part-time	<b>2%</b>	<b>36</b>

H07 Which of the following statements best describes your employment status? Number of Responses: **2219**

1	Open ended contract or permanent appointment with your organisation	<b>64%</b>	<b>1424</b>
2	Fixed term appointment with your organisation	<b>30%</b>	<b>671</b>
3	Seconded to your organisation from another organisation in the Civil Service	<b>1%</b>	<b>18</b>
4	Other	<b>5%</b>	<b>106</b>

H08 Which of the following occupational or professional groups most accurately reflects the type of work you do in your main job? Number of Responses: **2185**

1	Processing (of forms or information etc.)	<b>3%</b>	<b>73</b>
2	Call centre operations	<b>1%</b>	<b>28</b>
3	Case work	<b>2%</b>	<b>44</b>
4	Face-to-face client/customer advice and operations	<b>7%</b>	<b>152</b>
5	Other operational delivery	<b>2%</b>	<b>37</b>
6	Policy development and delivery	<b>2%</b>	<b>46</b>

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7	Communications and marketing	2%	34
8	Property (including building and facilities management or services)	1%	14
9	Finance	3%	73
10	Human resources	2%	54
11	Information technology	2%	47
12	Private office/secretariat	0%	0
13	Commercial, procurement, contracts	0%	3
14	Project delivery	1%	12
15	Safety, security and business continuity	0%	9
16	Strategy and corporate management	1%	13
17	Accountancy	3%	55
18	Actuarial	0%	0
19	Engineering	1%	21
20	Economics	0%	5
21	Knowledge, information and records management (including librarians)	1%	20
22	Internal audit	0%	8
23	Law	2%	54
24	Linguistics and translation	0%	0

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25	Market research	0%	2
26	Operational research	0%	5
27	Social research	0%	2
28	Scientist	1%	17
29	Statistics	1%	12
30	Administrative or secretarial support	6%	129
31	General management	4%	86
32	Fire Service	2%	39
33	Police Service	3%	72
34	Customs	3%	74
35	Immigration	1%	26
36	Prison Service	3%	71
37	Teaching	21%	449
38	Environmental	2%	45
39	Health and Safety	2%	54
40	Trades e.g. Electrician, Plumber	1%	32
41	Manual Worker e.g. Labourer	1%	22
999	Any other occupation, profession or role not listed here	11%	246

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## About you

J01 What is your gender identity? Number of Responses: **2252**

1	Male	<b>35%</b>	<b>790</b>
2	Female	<b>56%</b>	<b>1266</b>
3	Prefer not to say	<b>9%</b>	<b>196</b>

J02 What is your age? Number of Responses: **2245**

1	16-19	<b>1%</b>	<b>17</b>
2	20-24	<b>3%</b>	<b>66</b>
3	25-29	<b>8%</b>	<b>180</b>
4	30-34	<b>11%</b>	<b>257</b>
5	35-39	<b>13%</b>	<b>296</b>
6	40-44	<b>13%</b>	<b>301</b>
7	45-49	<b>13%</b>	<b>293</b>
8	50-54	<b>12%</b>	<b>266</b>
9	55-59	<b>9%</b>	<b>213</b>
10	60-64	<b>5%</b>	<b>104</b>
11	65 or over	<b>1%</b>	<b>21</b>
12	Prefer not to say	<b>10%</b>	<b>231</b>

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J03 Are you a Caymanian? Number of Responses: **2214**

1 Yes **69%** **1524**

2 No **22%** **486**

3 Prefer not to say **9%** **204**

J04 Do you have any long-standing physical or mental health condition, illness, impairment or disability? Number of Responses: **2260**

1 Yes **6%** **128**

2 No **88%** **1999**

3 Prefer not to say **6%** **133**

J04A Does this condition, illness or disability have an impact on your daily activity or the work you can do? Number of Responses: **125** ★

1 Yes, a lot **14%** **18**

2 Yes, a little **41%** **51**

3 No **42%** **53**

4 Prefer not to say **2%** **3**

J05 Do you look after or give help or support to any family members, friends, neighbours or others who have a long-term physical or mental illness or disability, or problems related to old age? Number of Responses: **2250**

1 Yes **27%** **597**

2 No **68%** **1520**

3 Prefer not to say **6%** **133**

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J06	Do you have childcare responsibilities as a primary care giver (e.g. parent/guardian)?	Number of Responses:	<b>2242</b>
1	Yes	<b>51%</b>	<b>1149</b>
2	No	<b>43%</b>	<b>975</b>
3	Prefer not to say	<b>5%</b>	<b>118</b>

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K01 What is your CIG Pay grade? Number of Responses: **2157**

1	GAA, GBB	3%	62
2	GCC, GDD, GEE, GFF	2%	48
3	R	0%	5
4	Q, P, O	10%	218
5	N, M	12%	265
6	L, K	17%	363
7	J, I, H	13%	273
8	G, F, E, D, C, B, A	5%	113
9	Don't know	38%	810

K02 How are you paid? Number of Responses: **2243**

1	Monthly	92%	2063
2	Every 2 weeks	8%	176
3	Other	0%	4

K03 Which of these best describes your primary role or function? Number of Responses: **2152**

1	An Individual Contributor	69%	1494
2	Manager or Supervisor	26%	568
3	Strategic/ Director	4%	90

★ - indicates a routed question

# Cayman Islands Government - Flash Report

CIG People Survey 2017  
Results for: Cayman Islands Government

## Wellbeing

63%

W01 Overall, how satisfied are you with your life nowadays?

Number of Responses: 2121

1	0 - Not at all satisfied	2%	42
2	1	1%	19
3	2	1%	30
4	3	3%	69
5	4	6%	131
6	5	13%	279
7	6	11%	239
8	7	20%	416
9	8	21%	450
10	9	10%	205
11	10 - Completely satisfied	11%	241

★ - indicates a routed question



# Cayman Islands Government - Flash Report

CIG People Survey 2017  
Results for: Cayman Islands Government

W02 Overall, to what extent do you feel that the things you do in your life are worthwhile? Number of Responses: **2122**

1	0 - Not at all worthwhile	1%	14
2	1	0%	9
3	2	1%	19
4	3	2%	41
5	4	3%	62
6	5	9%	194
7	6	9%	189
8	7	17%	357
9	8	22%	457
10	9	15%	309
11	10 - Completely worthwhile	22%	471

# Cayman Islands Government - Flash Report

CIG People Survey 2017  
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W03 Overall, how happy did you feel yesterday?

Number of Responses: **2119**

1	0 - Not at all happy	2%	43
2	1	1%	17
3	2	2%	43
4	3	4%	86
5	4	5%	108
6	5	10%	210
7	6	8%	163
8	7	16%	340
9	8	20%	424
10	9	15%	317
11	10 - Completely happy	17%	368

★ - indicates a routed question

# Cayman Islands Government - Flash Report

CIG People Survey 2017  
Results for: Cayman Islands Government

W04 Overall, how anxious did you feel yesterday?

Number of Responses: **2102**

1	0 - Not at all anxious	19%	404
2	1	7%	139
3	2	10%	211
4	3	10%	205
5	4	7%	150
6	5	14%	294
7	6	8%	163
8	7	7%	157
9	8	9%	189
10	9	4%	91
11	10 - Completely anxious	5%	99

★ - indicates a routed question