

# Top 5 Prioritisation Challenges

In April 2022, we surveyed public service officers who signed up for an insights-sharing session on the 2021 Public Service Employee Engagement Survey. We asked about the challenges they faced with regard to prioritisation in their organisation, and received open-ended comments from 300 officers from different leadership levels and > 90 agencies across the public service. Here are the top 5 challenges:

## Scarcity

Lack of time or resources or budget in general, and not being able to step back to think



## Tensions

Constant struggle between maintaining high standards of business-as-usual and delivering on new and/or ad-hoc initiatives



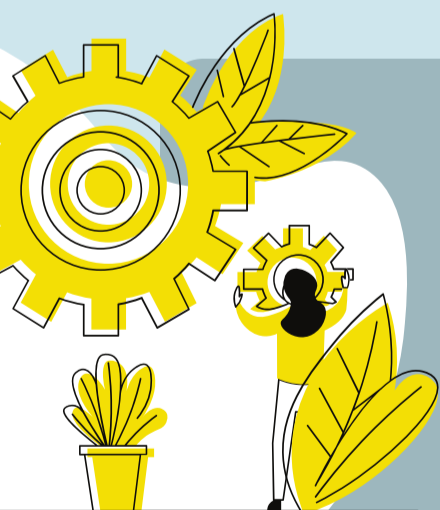
## Decision Making

What really are the priorities if “everything is urgent and important”? How do we think about non-urgent but mission-critical work?



## Lack of Alignment

Challenge of agreeing on shared criteria for “priority” due to different natures of work, and constant distraction due to fire-fighting



## Stakeholder Management

Expectations from various “powers that be” and often competing demands for resources

