

How's Work Going?

Nova Scotia Government Survey Results 2019



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How's Work Going? Report
Nova Scotia Public Service Commission
November 2019

At a Glance

From September 17th to October 15th, 67% of Nova Scotia Government employees completed the 2019 How's Work Going survey and provided feedback about their work experience.

The 2019 Engagement Index for the Nova Scotia Government is 62. The table below provides employee responses to the seven questions used to calculate the engagement index with a comparison to 2017.

	2019	2017	+/-
Overall Engagement Indexⁱ	62	57	5
1 I am inspired to give my very best	72	70	2
2 I am satisfied with my department	55	49	6
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	68	60	8
4 Overall, I feel valued as a Government of Nova Scotia employee	55	46	9
5 I am proud to tell people I work for the Government of Nova Scotia	62	59	3
6 I would recommend the Government of Nova Scotia as a great place to work	61	55	6
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	64	58	6

An engagement index of 60 or above indicates an engaged workforce.

Departmental Action

Leaders receive employee survey results and are encouraged to develop action plans to improve the work environment in their departments and to communicate action plans to their employees.

	2019	2017	+/-
My department takes meaningful action to improve my work environment	46		

Table of Contents

At a Glance	3
Introduction	5
Lighthouse	6
Priority Matrix	8
Detailed Results	9
Job.....	9
Well-Being.....	10
Opportunities.....	11
Leadership.....	11
Appendix	12
Contact Us	13

Introduction

The Public Service Commission, on behalf of the Nova Scotia Government, conducts the bi-annual How's Work Going survey. The survey gathers feedback on the employee work experience, measures employee engagement and monitors change over time.

The How's Work Going survey program provides leadership with important information that has enabled the organization to better understand the work environment, start conversations and test and implement programs and strategies, based on the feedback received from employees.

The How's Work Going survey program is developed based on the Nova Scotia Engagement Model. The model measures key elements in the work environment as well as the factors that influence or drive engagement, having a significant impact on an employee's work experience. The Nova Scotia model is based on the Canadian Interjurisdictional Engagement Model.

The Nova Scotia Engagement Model is graphically represented on the following page by a 'Lighthouse'.

Lighthouse

The Lighthouse represents the Model's three main characteristics.

Lens - The engagement index is located at the top of the Lighthouse.

Structure - Key elements of employee engagement as measured. These elements are captured under the themes of Job, Well-Being and Opportunities.

Foundation - Leadership is the foundation on which the model is built.

Reading the Report

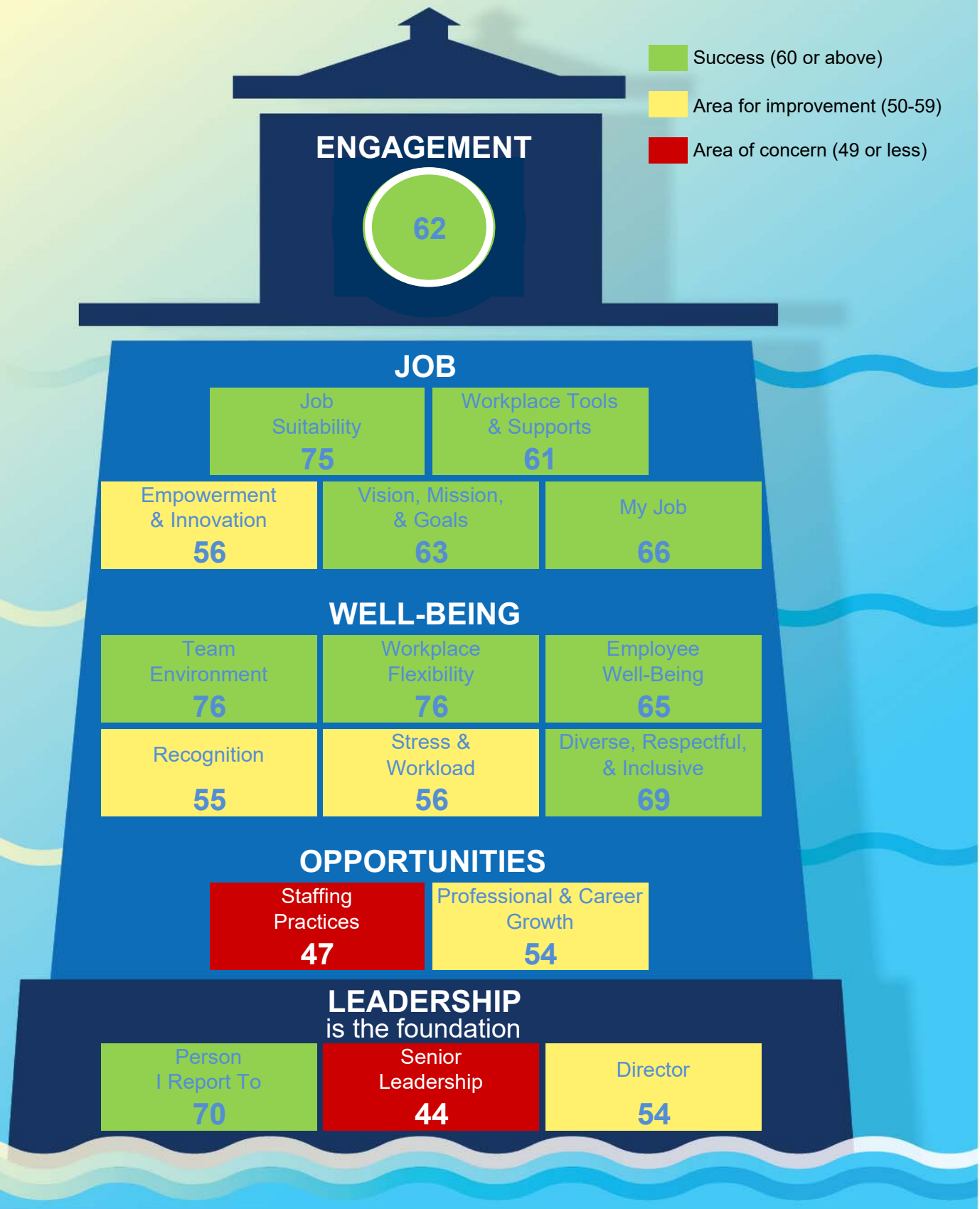
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

A priority matrix maps the categories from the lighthouse with the impact they have on an employee's engagement. The priority matrix allows users to graphically pinpoint priority areas for focus as well as areas of success.

To further understand success or focus areas, please refer to the remaining report pages for specific survey questions and responses.

Please note: A visually accessible version of the results as well as an overall comparison to the 2017 results follows.

Results 2019



Comparison 2017 & 2019

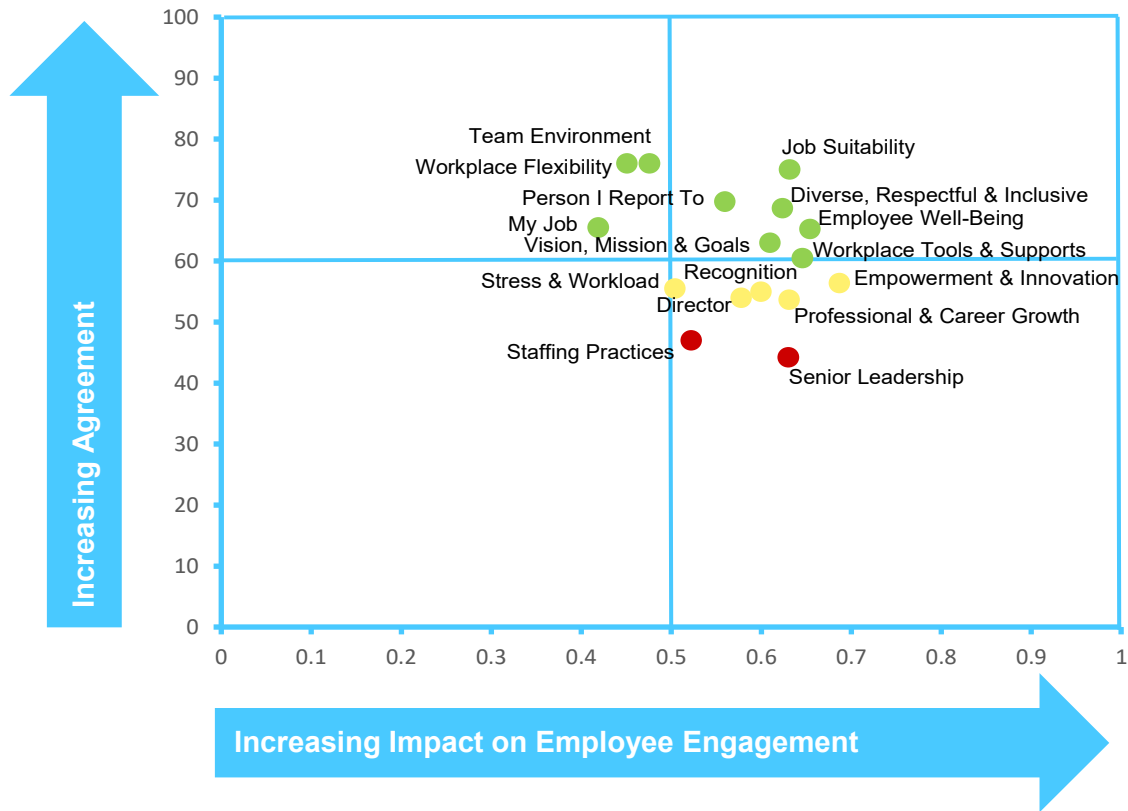
	2019	2017
ENGAGEMENT	62	57
JOB		
Job Suitability	75	69
Workplace Tools & Supports	61	55
Empowerment & Innovation	56	48
Vision, Mission & Goals ⁱⁱ	63	49
My Job	66	56
WELL-BEING		
Team Environment	76	71
Workplace Flexibility	76	73
Employee Well-Being ⁱⁱ	65	59
Recognition	55	47
Stress & Workload	56	54
Diverse, Respectful, & Inclusive	69	62
OPPORTUNITIES		
Staffing Practices	47	42
Professional & Career Growth	54	46
LEADERSHIP		
Person I Report To ⁱⁱ	70	66
Senior Leadership	44	40
Director	54	

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Employee Well-Being
2. Workplace Tools & Supports
3. Job Suitability

Employees feel more positive when they think about...

Their job being a good fit for their skills and interests

Feeling supported in their workplace when dealing with personal or family issues

The work they do giving them a sense of accomplishment

Top 3 Focus Areas

1. Empowerment & Innovation
2. Professional & Career Growth
3. Senior Leadership

Employees feel less positive when they think about...

Senior leadership in their department making timely decisions

Essential information flowing effectively from senior leadership to staff

Having opportunities for career growth within the Government of Nova Scotia

Detailed Results

The following pages list the questions in each category found in the lighthouse and priority matrix. The questions and categories are organized under the 4 main themes (Job, Well-being, Opportunities & Leadership). A comparison to the last survey year will be provided, where applicable. For department reports, an additional column will be added to the tables to include the overall government score for comparison.

Job

Area	Question	2019	2017	+/-
Job Suitability	My job is a good fit for my skills and interests	84	81	3
	The work I do gives me a sense of accomplishment	74	68	6
	I am satisfied with my job	67	59	8
Workplace Tools & Supports	I have the technology I need to do my job well	67	65	2
	I have the tools, equipment and resources I need to do my job well	61	57	4
	I have support at work to provide a high level of service	62	57	5
	My organization supports employees through change	52	42	10
Empowerment & Innovation	Innovation is valued in my work	55	47	8
	I feel safe and supported by my organization to try new ideas	54	46	8
	I have opportunities to implement new ideas in my work	56	50	6
	I have opportunities to provide input into decisions that affect my work	60	52	8
	Continuous improvement of processes/procedures is encouraged in my department	57	46	11
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	70	65	5
	The vision, mission and goals of my organization are communicated well	56		
My Job	I feel my job is secure	73	59	14
	I am paid fairly for the work I do	58	53	5

Well-Being

Area	Question	2019	2017	+/-
Team Environment	I have positive working relationships with my co-workers	88	87	1
	Communication is encouraged between my work unit and other work units we work with	64	55	9
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	79	77	2
	I have support to balance my work and personal life	73	70	3
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	59	53	6
	I would describe my workplace as healthy, safe and supportive of my physical well-being	67	65	2
	I feel supported in my workplace when dealing with personal or family issues	75		
	In my workplace, there is a good understanding of the importance of employee mental health	60		
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	45		
Recognition	I receive meaningful recognition for work well done	55	47	8
Stress & Workload	The amount of stress I experience at work is reasonable	55	53	2
	My workload is reasonable	56	55	1
Diverse, Respectful & Inclusive	I am treated respectfully at work	77	71	6
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	11	15	-4
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	68	63	5
	My department implements meaningful activities and practices that support a diverse workplace	61	52	9

Opportunities

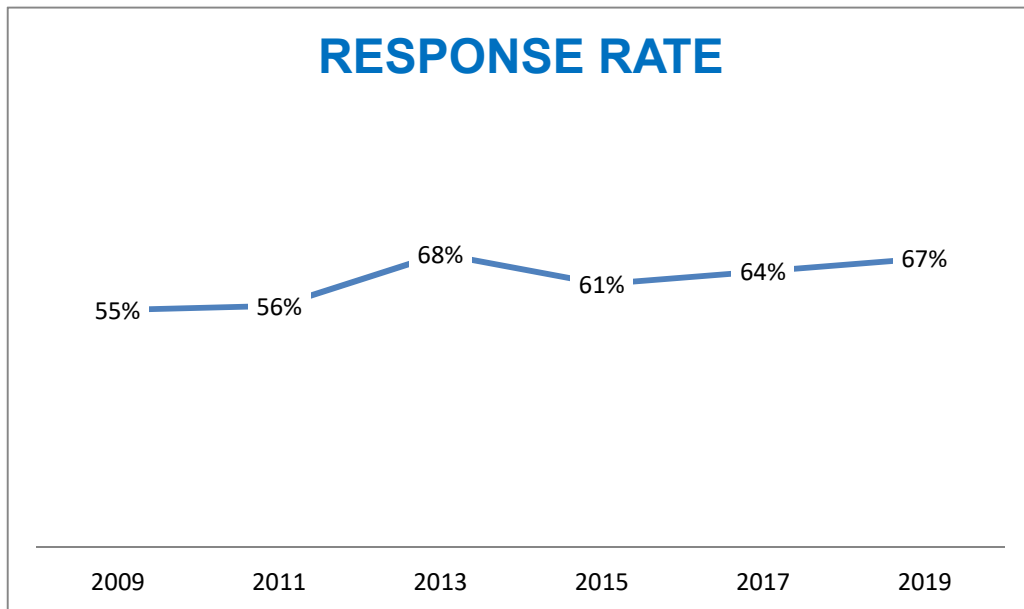
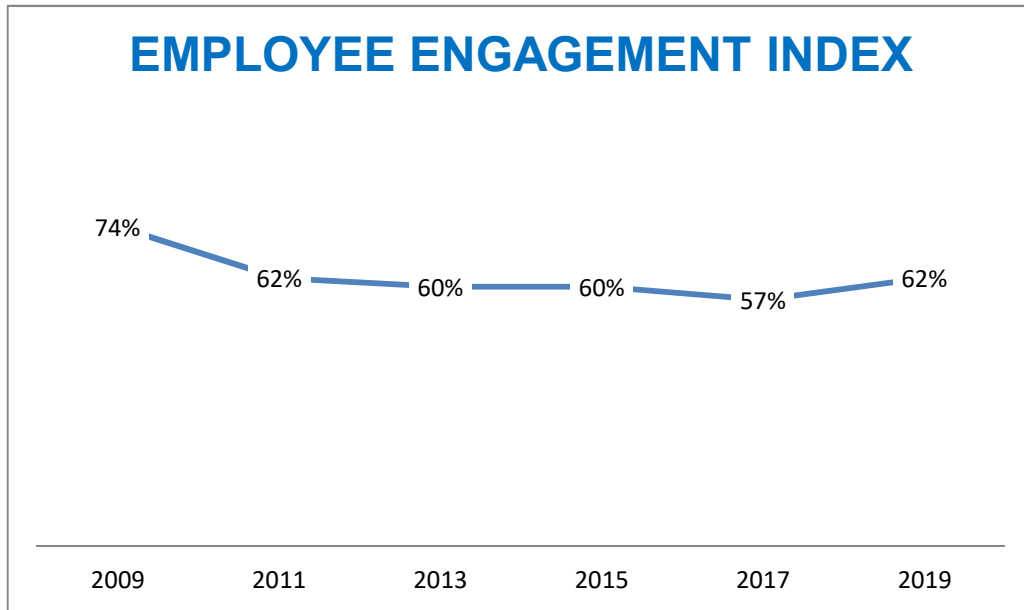
Area	Question	2019	2017	+/-
Professional & Career Growth	My organization supports my work-related learning & development	68	59	9
	My department supports innovative ways of career development	48	42	6
	I have opportunities for career growth within the Government of Nova Scotia	45	39	6
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	47	42	5

Leadership

Area	Question	2019	2017	+/-
Person I Report To	Keeps me informed of things that I need to know to do my job well	70	65	5
	Consults me on decisions that affect my work	68	62	6
	Provides clear expectations regarding my work	67	63	4
	Provides useful feedback about my work performance	64	60	4
	Treats me with respect	84	79	5
	Deals with conflict effectively	63		
	I trust the person I report to	72	68	4
I am satisfied with the quality of supervision I receive	70	66	4	
Senior Leadership	Senior Leadership in my department provides clear direction	47	42	5
	Senior Leadership in my department makes timely decisions	39	36	3
	Essential information flows effectively from senior leadership to staff	40	36	4
	I have confidence in the senior leadership of my department	51	46	5
Director	My director provides clear direction	56		
	Essential information flows effectively from my director to staff	52		

Appendix

Nova Scotia Public Service Trends



ⁱ In 2017, Nova Scotia updated its Engagement Model to include a 7th question. *Overall, I feel valued as a Government of Nova Scotia employee* has been included in the calculation of the Engagement Index. This update is consistent with the Canadian Interjurisdictional Engagement Model.

ⁱⁱ In 2019, this category score was comprised of different items than it was in 2017.

ⁱⁱⁱ This question is not included in the category average presented in the lighthouse.

Contact Us

The How's Work Going? survey is co-led by the HR Analytics and the Engagement & Innovation units of the Nova Scotia Public Service Commission.

For more information, please email HowsWorkGoing@novascotia.ca or call the Nova Scotia Public Service Commission at 902-424-7660 and ask to speak to someone regarding How's Work Going? employee survey.