

How's Work Going?

Nova Scotia Government Survey Results 2019

Aboriginal Affairs



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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. 92% of Aboriginal Affairs employees completed the survey.

The 2019 Engagement Index for the Aboriginal Affairs Department is 82. The table below provides employee responses to the seven questions used to calculate the engagement index with a comparison to the Nova Scotia Government overall results.

	2019	Nova Scotia
Overall Engagement Indexⁱ	82	62
1 I am inspired to give my very best	92	72
2 I am satisfied with my department	92	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	83	68
4 Overall, I feel valued as a Government of Nova Scotia employee	75	55
5 I am proud to tell people I work for the Government of Nova Scotia	67	62
6 I would recommend the Government of Nova Scotia as a great place to work	83	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	83	64

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	Nova Scotia
My department takes meaningful action to improve my work environment	58	46

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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 follows.

Results 2019



Results 2019

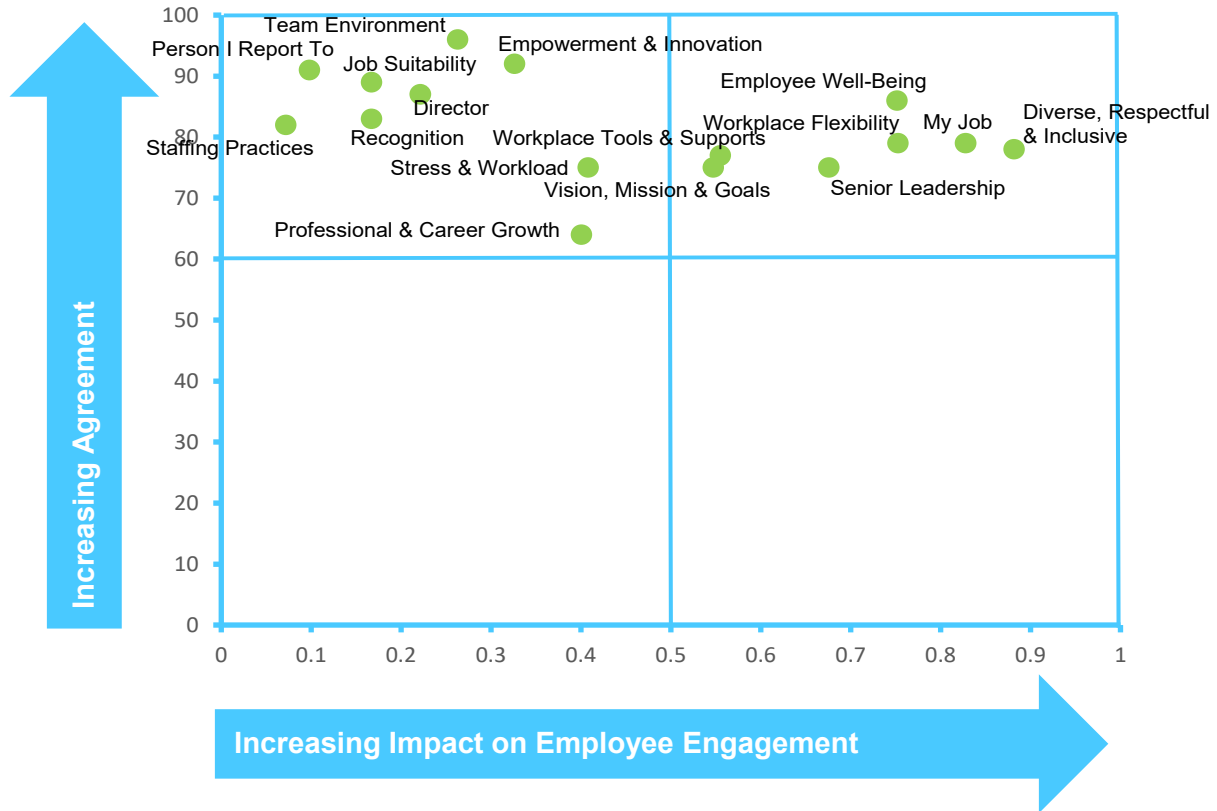
	2019
ENGAGEMENT	82
<hr/>	
JOB	
Job Suitability	89
Workplace Tools & Supports	77
Empowerment & Innovation	92
Vision, Mission & Goals ⁱⁱ	75
My Job	79
<hr/>	
WELL-BEING	
Team Environment	96
Workplace Flexibility	79
Employee Well-Being ⁱⁱ	86
Recognition	83
Stress & Workload	75
Diverse, Respectful, & Inclusive	78
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OPPORTUNITIES	
Staffing Practices	82
Professional & Career Growth	64
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LEADERSHIP	
Person I Report To ⁱⁱ	91
Senior Leadership	75
Director	87

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Diverse, Respectful & Inclusive
2. My Job
3. Workplace Flexibility

Top 3 Focus Areas

Employees feel more positive when they think about...

Being treated respectfully at work

Their immediate supervisor supporting the use of flexible work arrangements, if operationally possible

Feeling their job is secure

Employees feel less positive when they think about...

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	Nova Scotia
Job Suitability	My job is a good fit for my skills and interests	92	84
	The work I do gives me a sense of accomplishment	92	74
	I am satisfied with my job	83	67
Workplace Tools & Supports	I have the technology I need to do my job well	75	67
	I have the tools, equipment and resources I need to do my job well	83	61
	I have support at work to provide a high level of service	83	62
	My organization supports employees through change	67	52
Empowerment & Innovation	Innovation is valued in my work	92	55
	I feel safe and supported by my organization to try new ideas	100	54
	I have opportunities to implement new ideas in my work	92	56
	I have opportunities to provide input into decisions that affect my work	83	60
	Continuous improvement of processes/procedures is encouraged in my department	92	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	92	70
	The vision, mission and goals of my organization are communicated well	58	56
My Job	I feel my job is secure	83	73
	I am paid fairly for the work I do	75	58

Well-Being

Area	Question	2019	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	100	88
	Communication is encouraged between my work unit and other work units we work with	92	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	83	79
	I have support to balance my work and personal life	75	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	92	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	100	67
	I feel supported in my workplace when dealing with personal or family issues	83	75
	In my workplace, there is a good understanding of the importance of employee mental health	67	60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	33	45
Recognition	I receive meaningful recognition for work well done	83	55
Stress & Workload	The amount of stress I experience at work is reasonable	67	55
	My workload is reasonable	83	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	92	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	8	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	67	68
	My department implements meaningful activities and practices that support a diverse workplace	75	61

Opportunities

Area	Question	2019	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	83	68
	My department supports innovative ways of career development	67	48
	I have opportunities for career growth within the Government of Nova Scotia	42	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	82	47

Leadership

Area	Question	2019	Nova Scotia
Person I Report To	Keeps me informed of things that I need to know to do my job well	100	70
	Consults me on decisions that affect my work	92	68
	Provides clear expectations regarding my work	92	67
	Provides useful feedback about my work performance	83	64
	Treats me with respect	100	84
	Deals with conflict effectively	75	63
	I trust the person I report to	92	72
	I am satisfied with the quality of supervision I receive	92	70
Senior Leadership	Senior Leadership in my department provides clear direction	67	47
	Senior Leadership in my department makes timely decisions	83	39
	Essential information flows effectively from senior leadership to staff	67	40
	I have confidence in the senior leadership of my department	83	51
Director	My director provides clear direction	91	56
	Essential information flows effectively from my director to staff	82	52

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.

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.