

How's Work Going?

Nova Scotia Government Survey Results 2019

Agriculture



© Crown copyright, Province of Nova Scotia, 2019
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. 90% of Agriculture employees completed the survey.

The 2019 Engagement Index for the Agriculture Department is 63. The table below provides employee responses to the seven questions used to calculate the engagement index with a comparison to 2017 and the Nova Scotia Government overall results.

	2019	2017	+/-	Nova Scotia
Overall Engagement Indexⁱ	63	55	8	62
1 I am inspired to give my very best	69	60	9	72
2 I am satisfied with my department	58	65	-7	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	69	45	24	68
4 Overall, I feel valued as a Government of Nova Scotia employee	56	45	11	55
5 I am proud to tell people I work for the Government of Nova Scotia	66	50	16	62
6 I would recommend the Government of Nova Scotia as a great place to work	60	65	-5	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	61	56	5	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	2017	+/-	Nova Scotia
My department takes meaningful action to improve my work environment	45			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

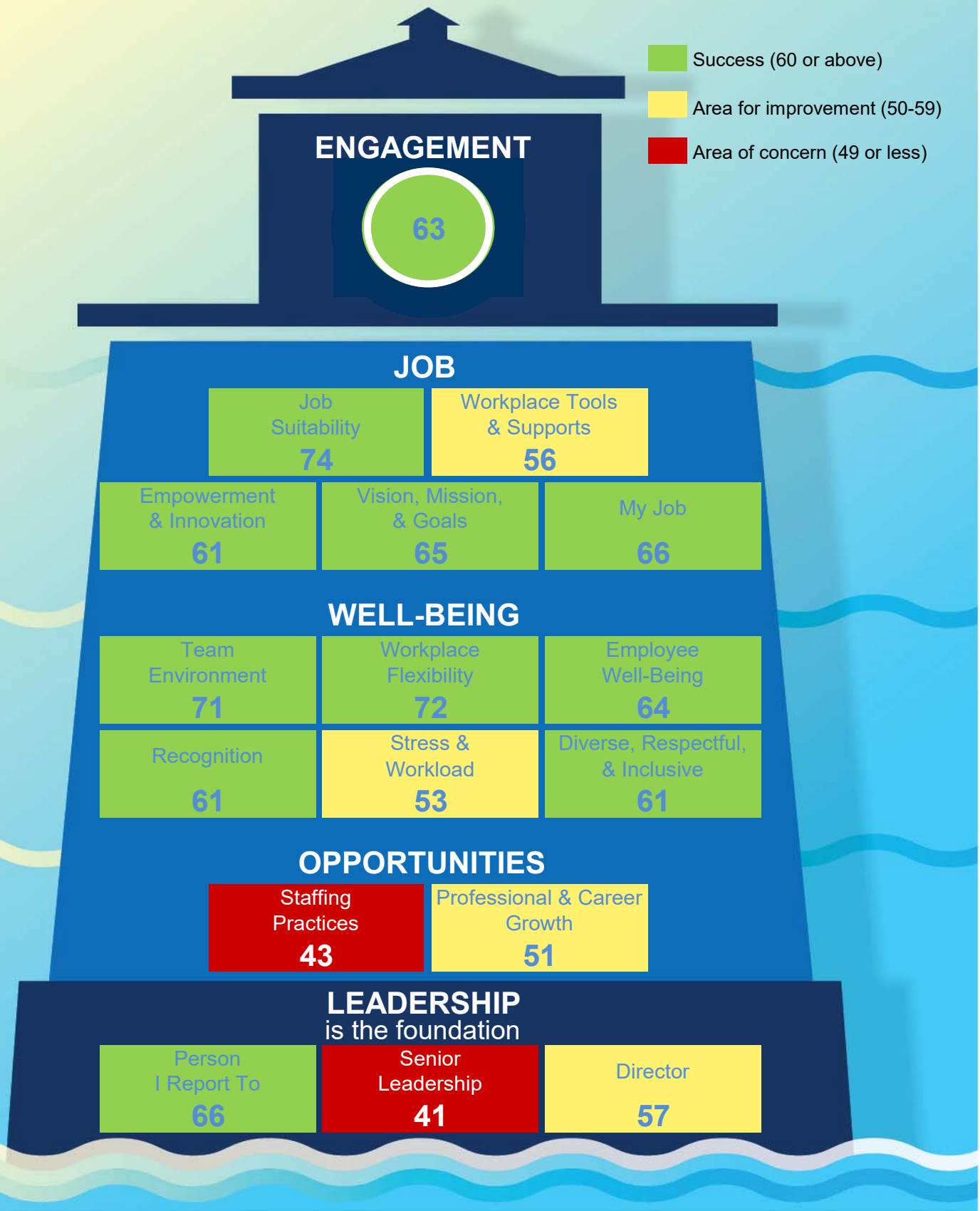
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

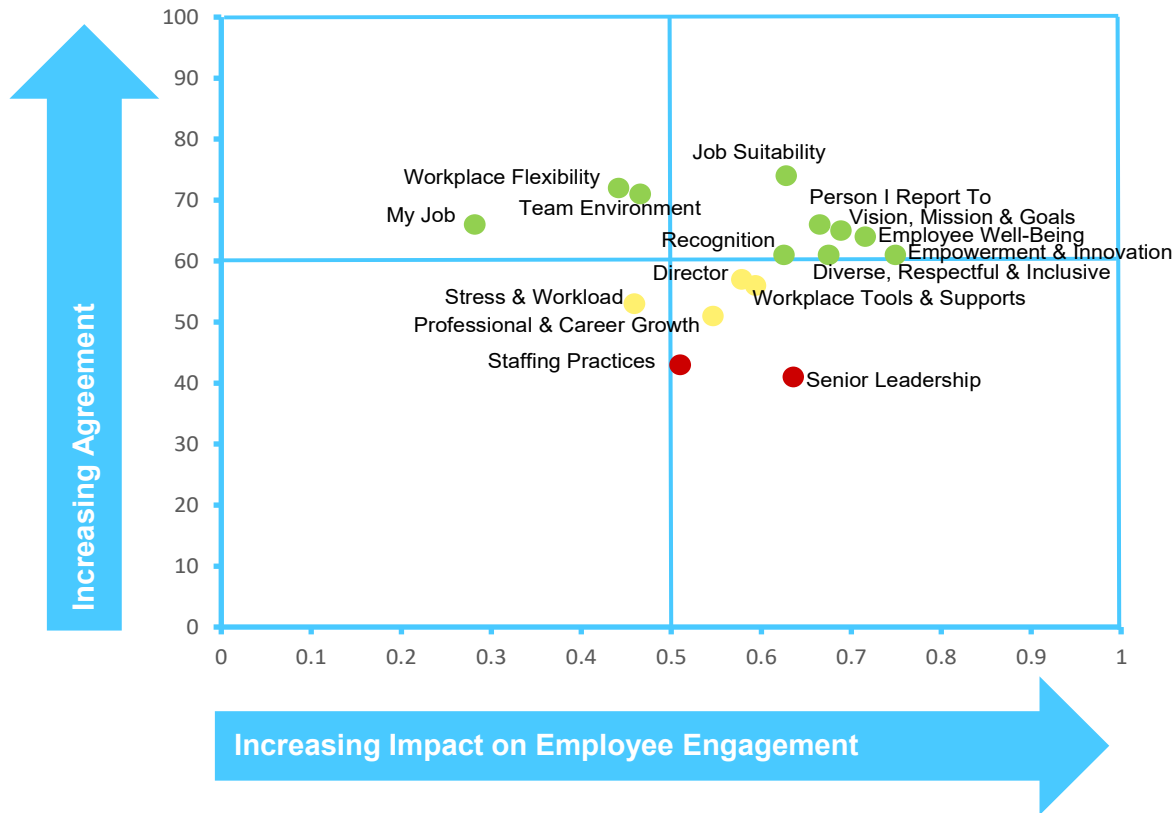
	2019	2017
ENGAGEMENT	63	55
JOB		
Job Suitability	74	71
Workplace Tools & Supports	56	52
Empowerment & Innovation	61	44
Vision, Mission & Goals ⁱⁱ	65	55
My Job	66	50
WELL-BEING		
Team Environment	71	67
Workplace Flexibility	72	65
Employee Well-Being ⁱⁱ	64	59
Recognition	61	40
Stress & Workload	53	53
Diverse, Respectful, & Inclusive	61	52
OPPORTUNITIES		
Staffing Practices	43	40
Professional & Career Growth	51	43
LEADERSHIP		
Person I Report To ⁱⁱ	66	57
Senior Leadership	41	32
Director	57	

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Empowerment & Innovation
2. Employee Well-Being
3. Vision, Mission & Goals

Employees feel more positive when they think about...

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

Knowing how their work contributes to the achievement of their department's goals

Describing their workplace as healthy, safe and supportive of their physical well-being

Top 3 Focus Areas

1. Senior Leadership
2. Workplace Tools & Supports
3. Director

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

Their organization supporting employees through change

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	+/-	Nova Scotia
Job Suitability	My job is a good fit for my skills and interests	82	85	-3	84
	The work I do gives me a sense of accomplishment	76	74	2	74
	I am satisfied with my job	65	54	11	67
Workplace Tools & Supports	I have the technology I need to do my job well	63	68	-5	67
	I have the tools, equipment and resources I need to do my job well	62	58	4	61
	I have support at work to provide a high level of service	59	51	8	62
	My organization supports employees through change	39	30	9	52
Empowerment & Innovation	Innovation is valued in my work	58	40	18	55
	I feel safe and supported by my organization to try new ideas	60	42	18	54
	I have opportunities to implement new ideas in my work	61	44	17	56
	I have opportunities to provide input into decisions that affect my work	63	53	10	60
	Continuous improvement of processes/procedures is encouraged in my department	62	41	21	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	73	76	-3	70
	The vision, mission and goals of my organization are communicated well	56			56
My Job	I feel my job is secure	69	49	20	73
	I am paid fairly for the work I do	62	50	12	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	84	84	0	88
	Communication is encouraged between my work unit and other work units we work with	57	50	7	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	73	62	11	79
	I have support to balance my work and personal life	70	67	3	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	52	49	3	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	71	69	2	67
	I feel supported in my workplace when dealing with personal or family issues	74			75
	In my workplace, there is a good understanding of the importance of employee mental health	57			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	50			45
Recognition	I receive meaningful recognition for work well done	61	40	21	55
Stress & Workload	The amount of stress I experience at work is reasonable	50	51	-1	55
	My workload is reasonable	55	55	0	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	73	61	12	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	19	27	-8	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	58	57	1	68
	My department implements meaningful activities and practices that support a diverse workplace	52	38	14	61

Opportunities

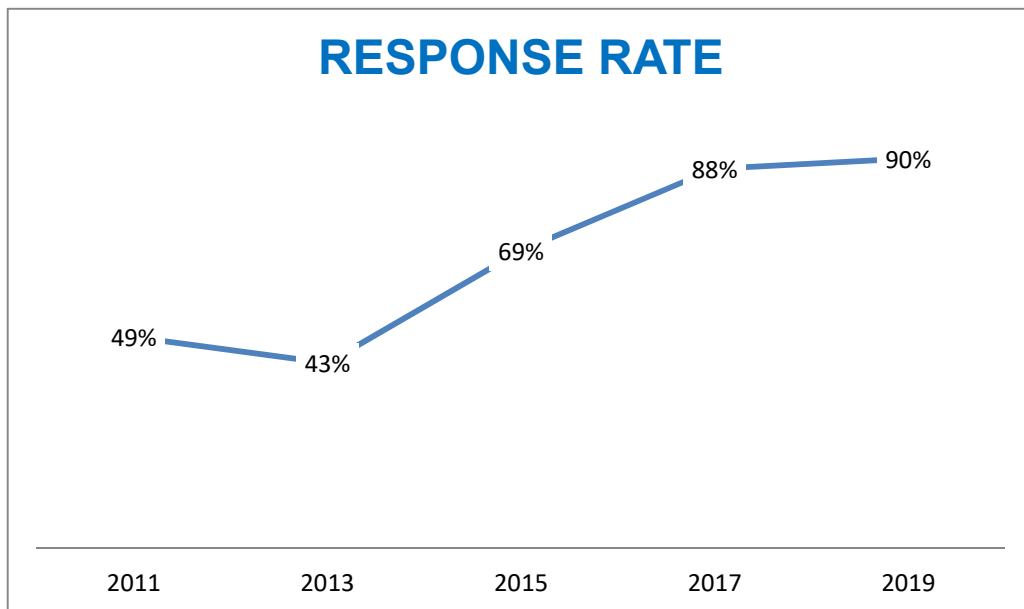
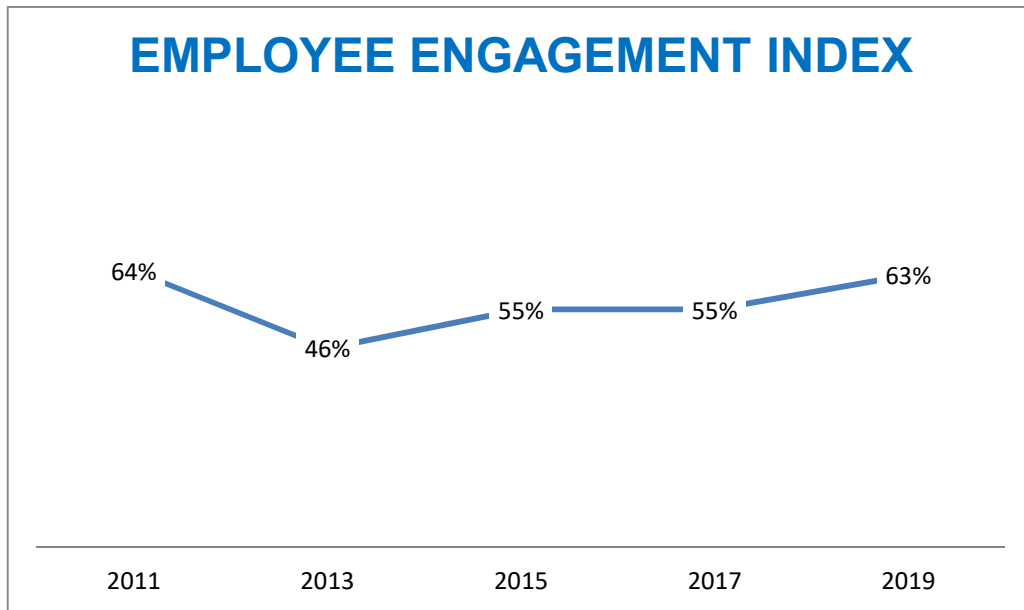
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	65	57	8	68
	My department supports innovative ways of career development	47	35	12	48
	I have opportunities for career growth within the Government of Nova Scotia	42	36	6	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	43	40	3	47

Leadership

Area	Question	2019	2017	+/-	Nova Scotia
Person I Report To	Keeps me informed of things that I need to know to do my job well	68	53	15	70
	Consults me on decisions that affect my work	64	53	11	68
	Provides clear expectations regarding my work	65	53	12	67
	Provides useful feedback about my work performance	63	53	10	64
	Treats me with respect	79	69	10	84
	Deals with conflict effectively	53			63
	I trust the person I report to	65	61	4	72
	I am satisfied with the quality of supervision I receive	68	59	9	70
Senior Leadership	Senior Leadership in my department provides clear direction	43	35	8	47
	Senior Leadership in my department makes timely decisions	34	28	6	39
	Essential information flows effectively from senior leadership to staff	36	27	9	40
	I have confidence in the senior leadership of my department	49	39	10	51
Director	My director provides clear direction	62			56
	Essential information flows effectively from my director to staff	52			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.