

How's Work Going?

Nova Scotia Government Survey Results 2019

Business



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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. 95% of Business employees completed the survey.

The 2019 Engagement Index for the Business Department is 45. 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	45	62
1 I am inspired to give my very best	63	72
2 I am satisfied with my department	32	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	42	68
4 Overall, I feel valued as a Government of Nova Scotia employee	32	55
5 I am proud to tell people I work for the Government of Nova Scotia	47	62
6 I would recommend the Government of Nova Scotia as a great place to work	53	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	47	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	42	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

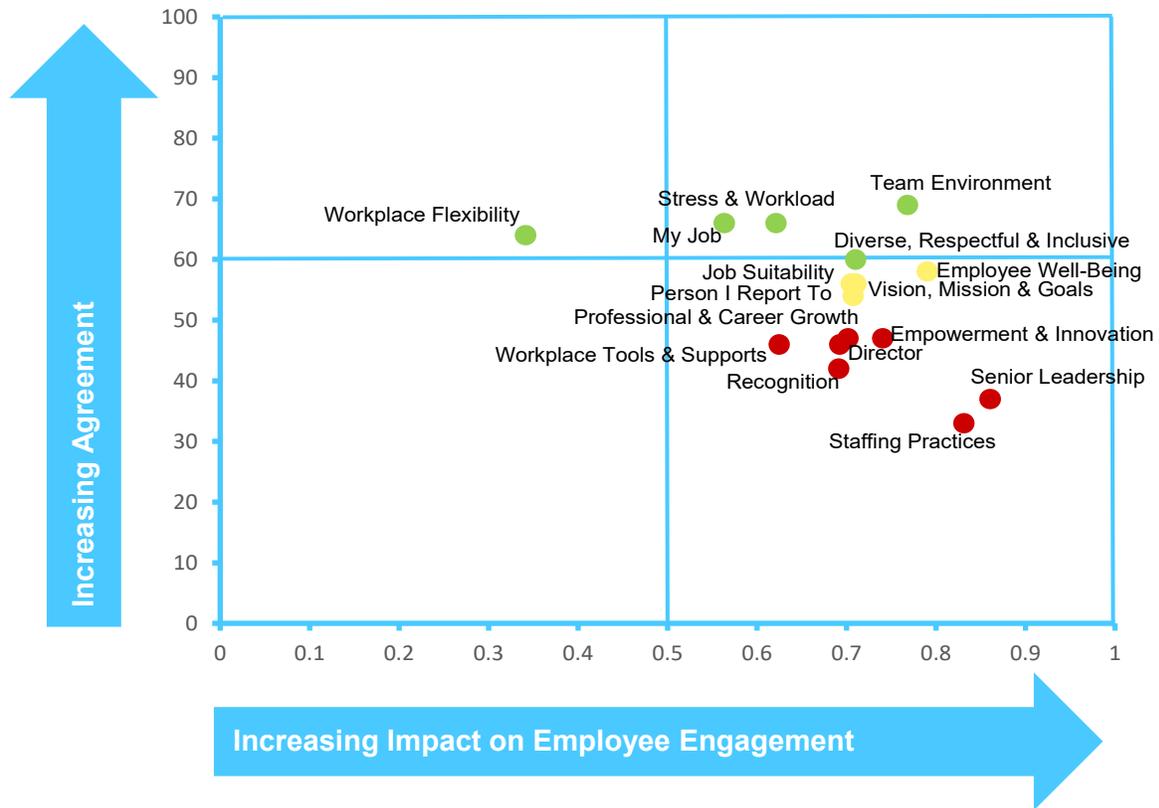
	2019
ENGAGEMENT	45
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JOB	
Job Suitability	56
Workplace Tools & Supports	46
Empowerment & Innovation	47
Vision, Mission & Goals ⁱⁱ	56
My Job	66
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WELL-BEING	
Team Environment	69
Workplace Flexibility	64
Employee Well-Being ⁱⁱ	58
Recognition	42
Stress & Workload	66
Diverse, Respectful, & Inclusive	60
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OPPORTUNITIES	
Staffing Practices	33
Professional & Career Growth	47
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LEADERSHIP	
Person I Report To ⁱⁱ	54
Senior Leadership	37
Director	46

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Team Environment
2. Diverse, Respectful & Inclusive
3. Stress & Workload

Top 3 Focus Areas

1. Senior Leadership
2. Staffing Practices
3. Employee Well-Being

Employees feel more positive when they think about...

Having positive working relationships with their co-workers

Having access to the resources and support they need to address disrespectful behavior in the workplace

Being treated respectfully at work

Employees feel less positive when they think about...

Senior leadership in their department providing clear direction

Senior leadership in their department making timely decisions

In their department, the selection of a person for a position being based on skills, knowledge and abilities

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	68	84
	The work I do gives me a sense of accomplishment	58	74
	I am satisfied with my job	42	67
Workplace Tools & Supports	I have the technology I need to do my job well	68	67
	I have the tools, equipment and resources I need to do my job well	58	61
	I have support at work to provide a high level of service	37	62
	My organization supports employees through change	21	52
Empowerment & Innovation	Innovation is valued in my work	53	55
	I feel safe and supported by my organization to try new ideas	42	54
	I have opportunities to implement new ideas in my work	42	56
	I have opportunities to provide input into decisions that affect my work	53	60
	Continuous improvement of processes/procedures is encouraged in my department	47	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	58	70
	The vision, mission and goals of my organization are communicated well	53	56
My Job	I feel my job is secure	58	73
	I am paid fairly for the work I do	74	58

Well-Being

Area	Question	2019	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	84	88
	Communication is encouraged between my work unit and other work units we work with	53	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	69	79
	I have support to balance my work and personal life	58	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	47	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	63	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	47	60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	37	45
Recognition	I receive meaningful recognition for work well done	42	55
Stress & Workload	The amount of stress I experience at work is reasonable	68	55
	My workload is reasonable	63	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	68	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	11	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	74	68
	My department implements meaningful activities and practices that support a diverse workplace	37	61

Opportunities

Area	Question	2019	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	58	68
	My department supports innovative ways of career development	42	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	33	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	53	70
	Consults me on decisions that affect my work	47	68
	Provides clear expectations regarding my work	44	67
	Provides useful feedback about my work performance	41	64
	Treats me with respect	89	84
	Deals with conflict effectively	41	63
	I trust the person I report to	67	72
	I am satisfied with the quality of supervision I receive	53	70
Senior Leadership	Senior Leadership in my department provides clear direction	32	47
	Senior Leadership in my department makes timely decisions	32	39
	Essential information flows effectively from senior leadership to staff	37	40
	I have confidence in the senior leadership of my department	47	51
Director	My director provides clear direction	47	56
	Essential information flows effectively from my director to staff	44	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.