

# How's Work Going?

Nova Scotia Government Survey Results 2019

Communications Nova Scotia



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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. 90% of Communications Nova Scotia employees completed the survey.

The 2019 Engagement Index for the Communications Nova Scotia Department is 76. 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
<b>Overall Engagement Index<sup>i</sup></b>	<b>76</b>	<b>70</b>	<b>6</b>	<b>62</b>
1 I am inspired to give my very best	80	76	4	72
2 I am satisfied with my department	77	71	6	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	80	71	9	68
4 Overall, I feel valued as a Government of Nova Scotia employee	74	65	9	55
5 I am proud to tell people I work for the Government of Nova Scotia	76	76	0	62
6 I would recommend the Government of Nova Scotia as a great place to work	75	69	6	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	68	65	3	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	67			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 as well as an overall comparison to the 2017 results follows.**

# Results 2019



# Comparison 2017 & 2019

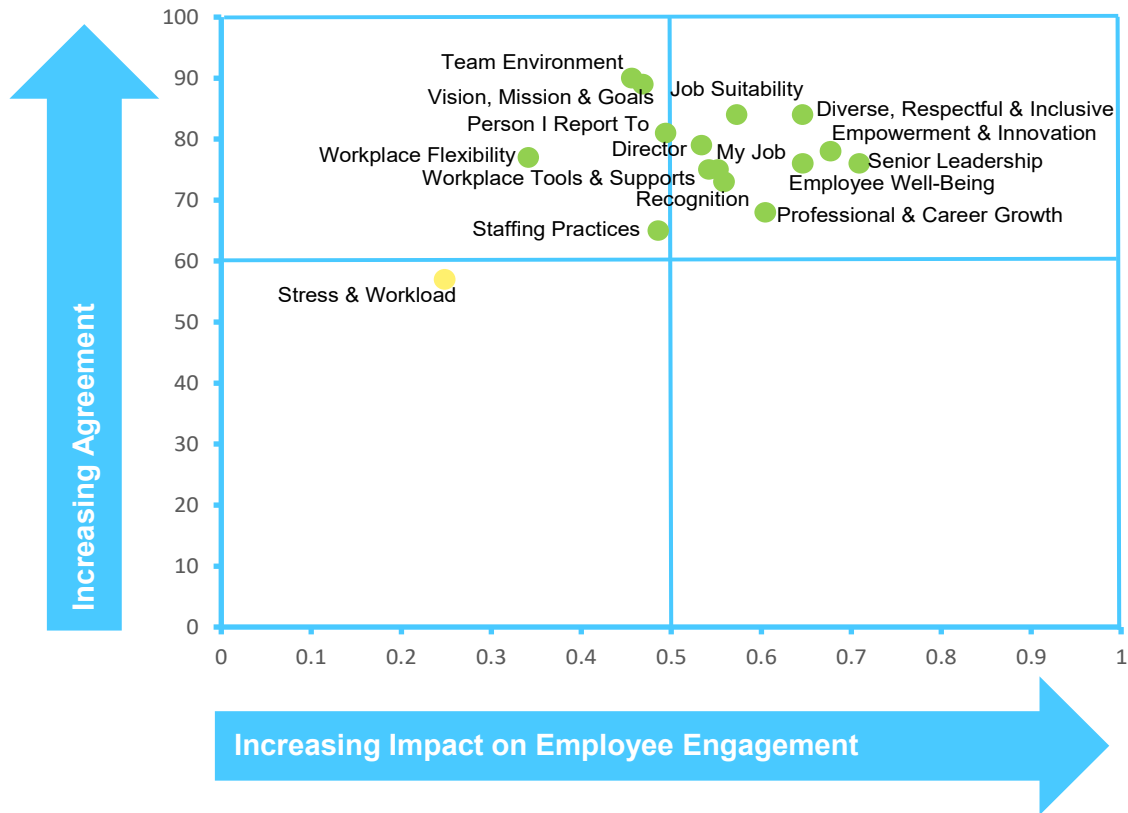
	2019	2017
<b>ENGAGEMENT</b>	<b>76</b>	<b>70</b>
<b>JOB</b>		
Job Suitability	84	74
Workplace Tools & Supports	75	69
Empowerment & Innovation	78	72
Vision, Mission & Goals <sup>ii</sup>	89	66
My Job	75	67
<b>WELL-BEING</b>		
Team Environment	90	86
Workplace Flexibility	77	82
Employee Well-Being <sup>ii</sup>	76	74
Recognition	73	59
Stress & Workload	57	65
Diverse, Respectful, & Inclusive	84	74
<b>OPPORTUNITIES</b>		
Staffing Practices	65	56
Professional & Career Growth	68	56
<b>LEADERSHIP</b>		
Person I Report To <sup>ii</sup>	81	77
Senior Leadership	76	61
Director	79	

Success  
60 or above

Area for improvement  
50-59

Area of concern  
49 or less

# Priority Matrix



# Highlights

## Top 3 Success Areas

1. Senior Leadership
2. Empowerment & Innovation
3. Employee Well-Being

## Top 3 Focus Areas

1. Stress & Workload

### Employees feel more positive when they think about...

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

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

Having opportunities to implement new ideas in their work

### Employees feel less positive when they think about...

The amount of stress they experience at work being reasonable

Their workload being reasonable



# 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
<b>Job Suitability</b>	My job is a good fit for my skills and interests	90	85	5	84
	The work I do gives me a sense of accomplishment	81	76	5	74
	I am satisfied with my job	80	62	18	67
<b>Workplace Tools &amp; Supports</b>	I have the technology I need to do my job well	80	76	4	67
	I have the tools, equipment and resources I need to do my job well	75	72	3	61
	I have support at work to provide a high level of service	78	74	4	62
	My organization supports employees through change	66	52	14	52
<b>Empowerment &amp; Innovation</b>	Innovation is valued in my work	79	69	10	55
	I feel safe and supported by my organization to try new ideas	77	75	2	54
	I have opportunities to implement new ideas in my work	81	76	5	56
	I have opportunities to provide input into decisions that affect my work	74	77	-3	60
	Continuous improvement of processes/procedures is encouraged in my department	78	64	14	57
<b>Vision, Mission &amp; Goals</b>	I know how my work contributes to the achievement of my department's goals	88	88	0	70
	The vision, mission and goals of my organization are communicated well	89			56
<b>My Job</b>	I feel my job is secure	77	70	7	73
	I am paid fairly for the work I do	72	64	8	58

# Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
<b>Team Environment</b>	I have positive working relationships with my co-workers	94	93	1	88
	Communication is encouraged between my work unit and other work units we work with	85	79	6	64
<b>Workplace Flexibility</b>	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	78	85	-7	79
	I have support to balance my work and personal life	75	78	-3	73
<b>Employee Well-being</b>	I would describe my workplace as healthy, safe and supportive of my emotional well-being	70	67	3	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	81	81	0	67
	I feel supported in my workplace when dealing with personal or family issues	82			75
	In my workplace, there is a good understanding of the importance of employee mental health	72			60
	My work tends to leave me feeling mentally drained or exhausted <sup>iii</sup>	58			45
<b>Recognition</b>	I receive meaningful recognition for work well done	73	59	14	55
<b>Stress &amp; Workload</b>	The amount of stress I experience at work is reasonable	54	65	-11	55
	My workload is reasonable	60	64	-4	56
<b>Diverse, Respectful &amp; Inclusive</b>	I am treated respectfully at work	92	89	3	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace <sup>iii</sup>	10	6	4	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	80	72	8	68
	My department implements meaningful activities and practices that support a diverse workplace	81	62	19	61

## Opportunities

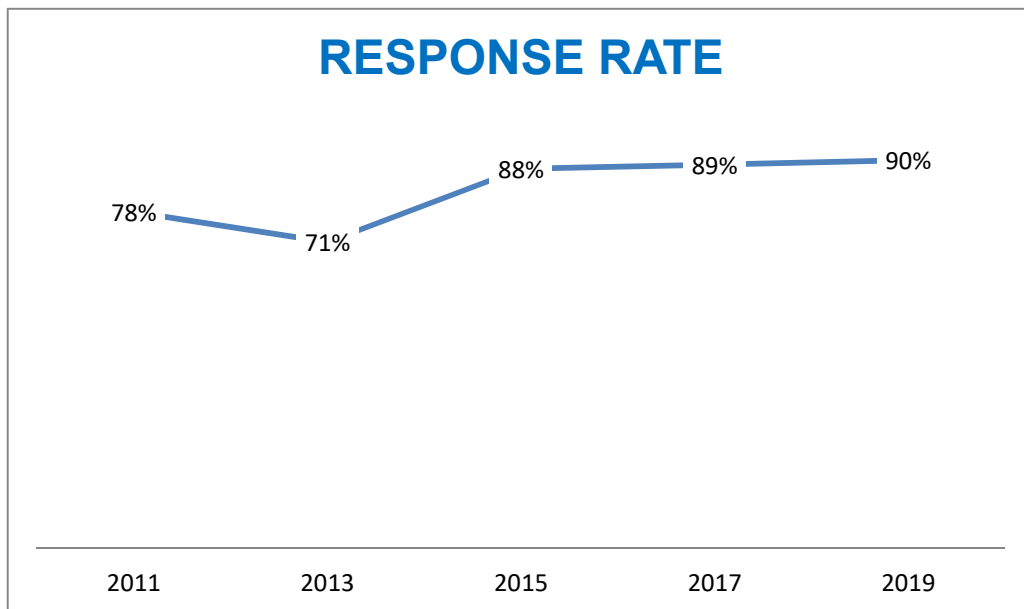
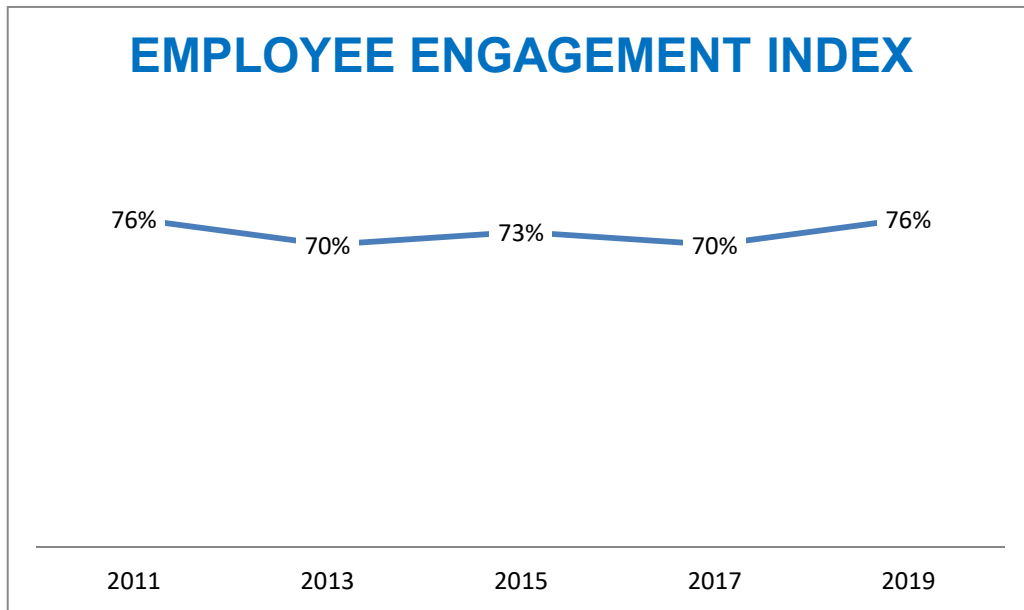
Area	Question	2019	2017	+/-	Nova Scotia
<b>Professional &amp; Career Growth</b>	My organization supports my work-related learning & development	80	71	9	68
	My department supports innovative ways of career development	72	51	21	48
	I have opportunities for career growth within the Government of Nova Scotia	52	45	7	45
<b>Staffing Practices</b>	In my department, the selection of a person for a position is based on skills, knowledge and abilities	65	56	9	47

## Leadership

Area	Question	2019	2017	+/-	Nova Scotia
<b>Person I Report To</b>	Keeps me informed of things that I need to know to do my job well	83	75	8	70
	Consults me on decisions that affect my work	78	72	6	68
	Provides clear expectations regarding my work	77	73	4	67
	Provides useful feedback about my work performance	77	68	9	64
	Treats me with respect	94	92	2	84
	Deals with conflict effectively	76			63
	I trust the person I report to	86	85	1	72
	I am satisfied with the quality of supervision I receive	80	73	7	70
<b>Senior Leadership</b>	Senior Leadership in my department provides clear direction	79	64	15	47
	Senior Leadership in my department makes timely decisions	76	61	15	39
	Essential information flows effectively from senior leadership to staff	71	51	20	40
	I have confidence in the senior leadership of my department	79	68	11	51
<b>Director</b>	My director provides clear direction	79			56
	Essential information flows effectively from my director to staff	79			52

# Appendix

## Nova Scotia Public Service Trends



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<sup>i</sup> 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.

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

<sup>iii</sup> 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](mailto: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.