

How's Work Going?

Nova Scotia Government Survey Results 2019

Communities, Culture & Heritage



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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. 80% of Communities, Culture & Heritage employees completed the survey.

The 2019 Engagement Index for the Communities, Culture & Heritage Department is 72. 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	72	70	2	62
1 I am inspired to give my very best	82	81	1	72
2 I am satisfied with my department	69	67	2	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	75	75	0	68
4 Overall, I feel valued as a Government of Nova Scotia employee	64	60	4	55
5 I am proud to tell people I work for the Government of Nova Scotia	73	73	0	62
6 I would recommend the Government of Nova Scotia as a great place to work	73	68	5	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	50			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

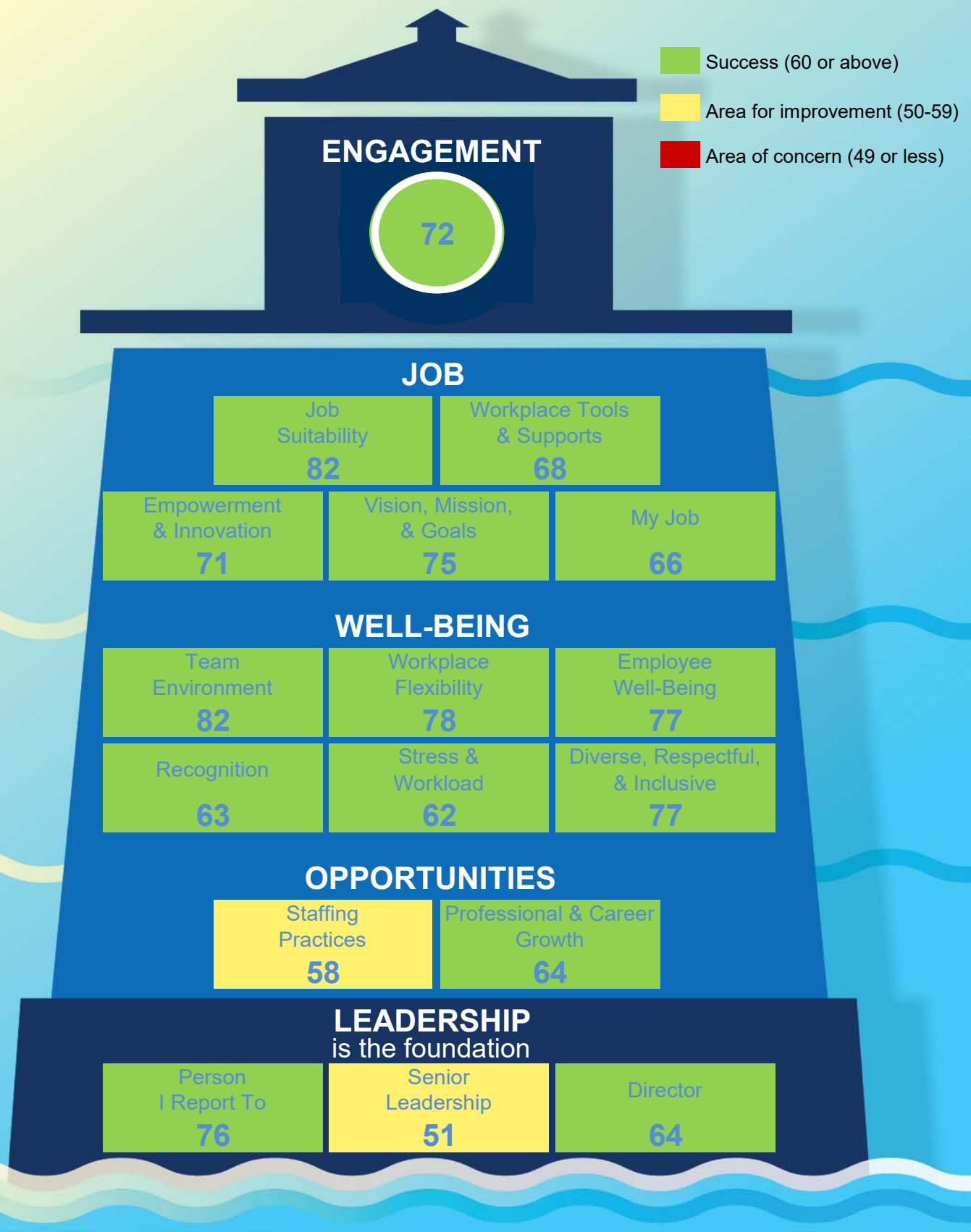
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

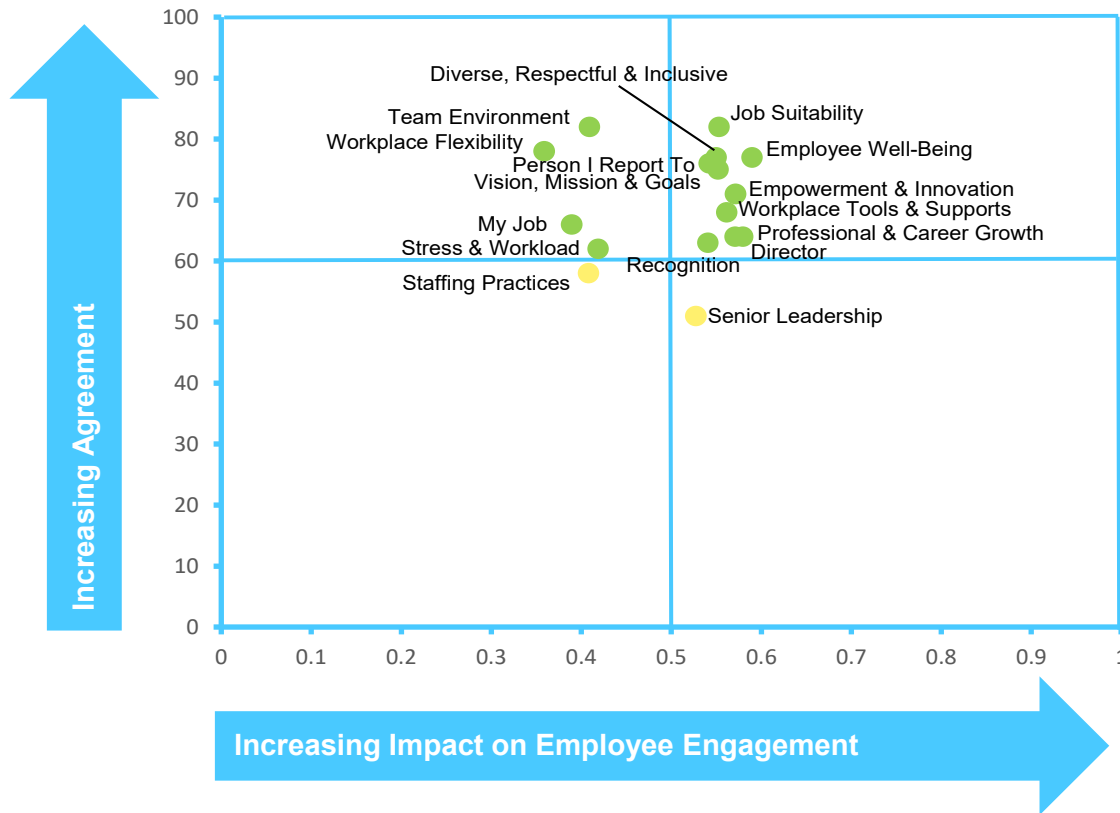
	2019	2017
ENGAGEMENT	72	70
JOB		
Job Suitability	82	78
Workplace Tools & Supports	68	68
Empowerment & Innovation	71	67
Vision, Mission & Goals ⁱⁱ	75	61
My Job	66	63
WELL-BEING		
Team Environment	82	80
Workplace Flexibility	78	89
Employee Well-Being ⁱⁱ	77	80
Recognition	63	60
Stress & Workload	62	72
Diverse, Respectful, & Inclusive	77	74
OPPORTUNITIES		
Staffing Practices	58	64
Professional & Career Growth	64	65
LEADERSHIP		
Person I Report To ⁱⁱ	76	81
Senior Leadership	51	53
Director	64	

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. Professional & Career Growth
3. Empowerment & Innovation

Employees feel more positive when they think about...

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

Their organization supporting their work-related learning and development

In their workplace, there being a good understanding of the importance of employee mental health

Top 3 Focus Areas

1. Senior Leadership
2. Staffing Practices

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

Senior leadership in their department providing clear direction

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	90	84	6	84
	The work I do gives me a sense of accomplishment	83	80	3	74
	I am satisfied with my job	73	70	3	67
Workplace Tools & Supports	I have the technology I need to do my job well	69	75	-6	67
	I have the tools, equipment and resources I need to do my job well	66	64	2	61
	I have support at work to provide a high level of service	69	73	-4	62
	My organization supports employees through change	67	61	6	52
Empowerment & Innovation	Innovation is valued in my work	71	66	5	55
	I feel safe and supported by my organization to try new ideas	73	70	3	54
	I have opportunities to implement new ideas in my work	74	72	2	56
	I have opportunities to provide input into decisions that affect my work	72	69	3	60
	Continuous improvement of processes/procedures is encouraged in my department	63	59	4	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	79	75	4	70
	The vision, mission and goals of my organization are communicated well	71			56
My Job	I feel my job is secure	74	67	7	73
	I am paid fairly for the work I do	57	58	-1	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	93	91	2	88
	Communication is encouraged between my work unit and other work units we work with	70	69	1	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	79	91	-12	79
	I have support to balance my work and personal life	77	87	-10	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	73	77	-4	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	74	83	-9	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	77			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	37			45
Recognition	I receive meaningful recognition for work well done	63	60	3	55
Stress & Workload	The amount of stress I experience at work is reasonable	62	75	-13	55
	My workload is reasonable	61	69	-8	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	84	84	0	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	9	10	-1	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	76	66	10	68
	My department implements meaningful activities and practices that support a diverse workplace	72	72	0	61

Opportunities

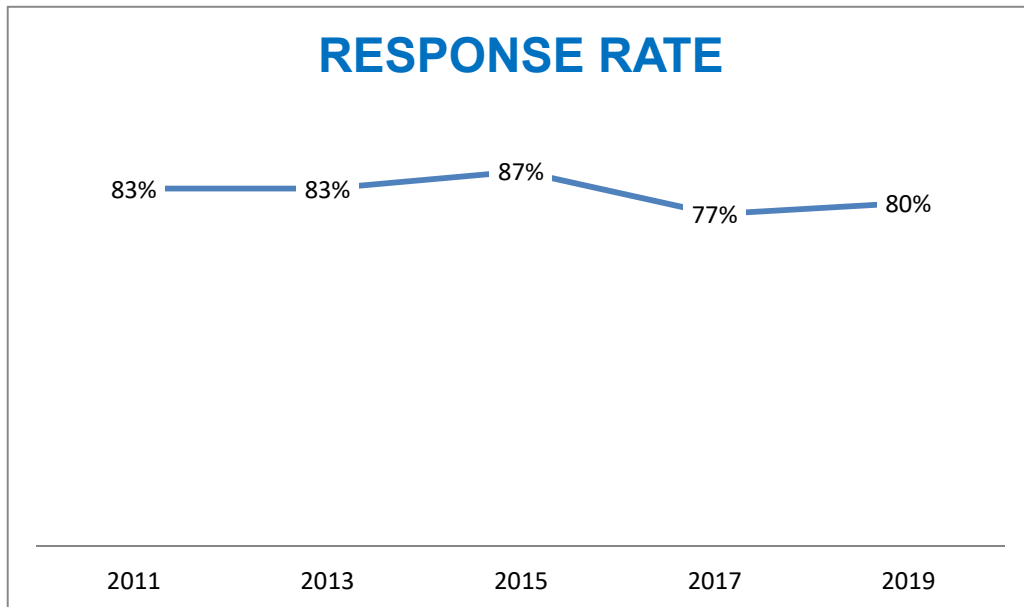
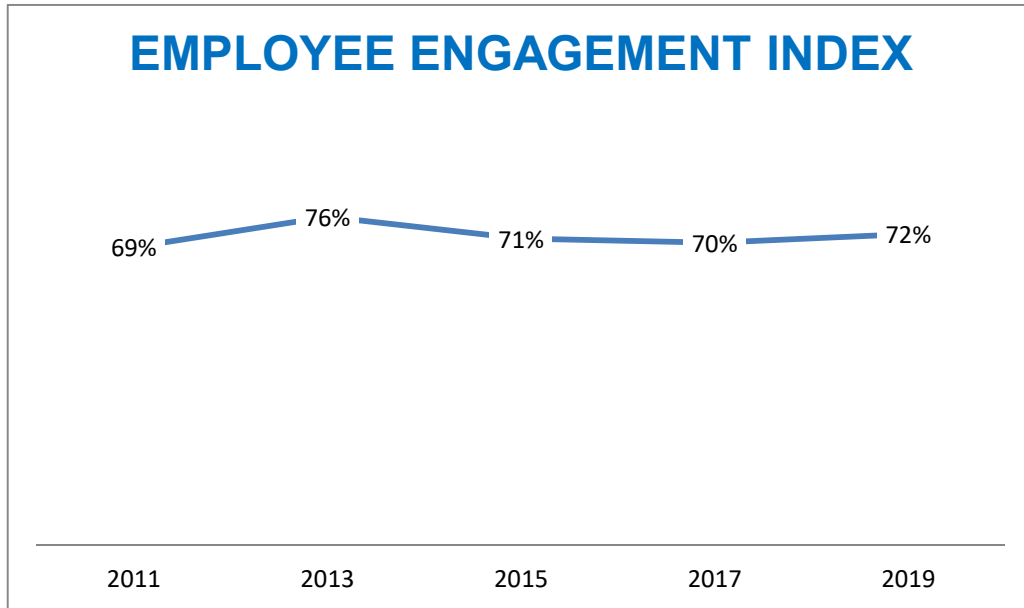
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	80	83	-3	68
	My department supports innovative ways of career development	68	67	1	48
	I have opportunities for career growth within the Government of Nova Scotia	43	44	-1	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	58	64	-6	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	74	80	-6	70
	Consults me on decisions that affect my work	76	80	-4	68
	Provides clear expectations regarding my work	74	78	-4	67
	Provides useful feedback about my work performance	72	76	-4	64
	Treats me with respect	86	91	-5	84
	Deals with conflict effectively	71			63
	I trust the person I report to	81	85	-4	72
	I am satisfied with the quality of supervision I receive	77	79	-2	70
Senior Leadership	Senior Leadership in my department provides clear direction	53	55	-2	47
	Senior Leadership in my department makes timely decisions	45	48	-3	39
	Essential information flows effectively from senior leadership to staff	45	47	-2	40
	I have confidence in the senior leadership of my department	59	63	-4	51
Director	My director provides clear direction	67			56
	Essential information flows effectively from my director to staff	61			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.