

How's Work Going?

Nova Scotia Government Survey Results 2019

Community Services



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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. 66% of Community Services employees completed the survey.

The 2019 Engagement Index for the Community Services Department is 55. 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	55	46	9	62
1 I am inspired to give my very best	73	66	7	72
2 I am satisfied with my department	42	35	7	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	60	46	14	68
4 Overall, I feel valued as a Government of Nova Scotia employee	44	32	12	55
5 I am proud to tell people I work for the Government of Nova Scotia	54	49	5	62
6 I would recommend the Government of Nova Scotia as a great place to work	51	43	8	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	58	49	9	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	35			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

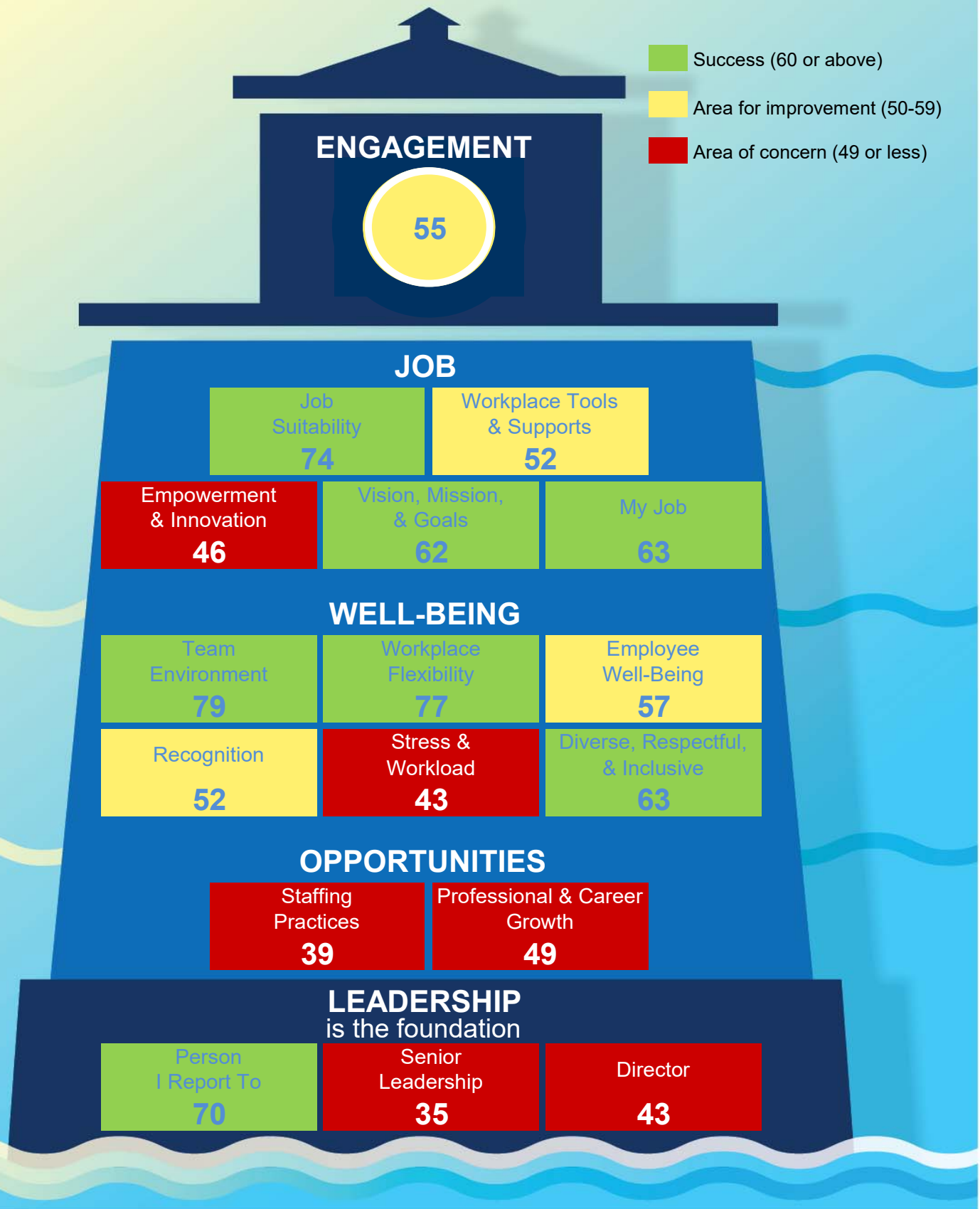
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

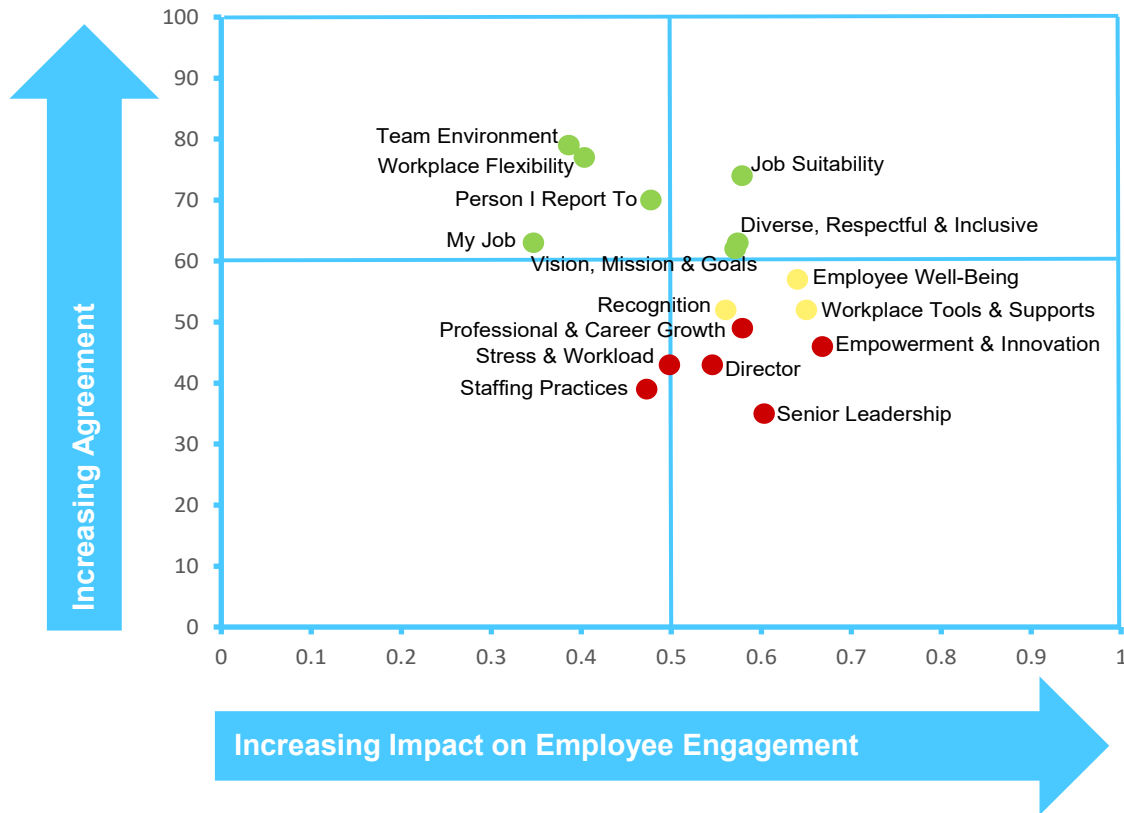
	2019	2017
ENGAGEMENT	55	46
JOB		
Job Suitability	74	66
Workplace Tools & Supports	52	43
Empowerment & Innovation	46	35
Vision, Mission & Goals ⁱⁱ	62	41
My Job	63	49
WELL-BEING		
Team Environment	79	70
Workplace Flexibility	77	73
Employee Well-Being ⁱⁱ	57	48
Recognition	52	41
Stress & Workload	43	44
Diverse, Respectful, & Inclusive	63	56
OPPORTUNITIES		
Staffing Practices	39	34
Professional & Career Growth	49	34
LEADERSHIP		
Person I Report To ⁱⁱ	70	67
Senior Leadership	35	31
Director	43	

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Job Suitability
2. Diverse, Respectful & Inclusive
3. Vision, Mission & Goals

Top 3 Focus Areas

1. Empowerment & Innovation
2. Workplace Tools & Supports
3. Employee Well-Being

Employees feel more positive when they think about...

Their job being a good fit for their skills and interests

Being treated respectfully at work

The work they do giving them a sense of accomplishment

Employees feel less positive when they think about...

Feeling safe and supported by their organization to try new ideas

Innovation being valued in their work

Having opportunities to implement new ideas in their work

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	85	82	3	84
	The work I do gives me a sense of accomplishment	75	62	13	74
	I am satisfied with my job	62	54	8	67
Workplace Tools & Supports	I have the technology I need to do my job well	60	54	6	67
	I have the tools, equipment and resources I need to do my job well	49	44	5	61
	I have support at work to provide a high level of service	54	46	8	62
	My organization supports employees through change	45	28	17	52
Empowerment & Innovation	Innovation is valued in my work	44	34	10	55
	I feel safe and supported by my organization to try new ideas	41	31	10	54
	I have opportunities to implement new ideas in my work	44	37	7	56
	I have opportunities to provide input into decisions that affect my work	53	40	13	60
	Continuous improvement of processes/procedures is encouraged in my department	46	34	12	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	67	61	6	70
	The vision, mission and goals of my organization are communicated well	57			56
My Job	I feel my job is secure	74	52	22	73
	I am paid fairly for the work I do	52	45	7	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	91	89	2	88
	Communication is encouraged between my work unit and other work units we work with	66	51	15	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	86	81	5	79
	I have support to balance my work and personal life	68	64	4	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	48	43	5	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	56	53	3	67
	I feel supported in my workplace when dealing with personal or family issues	70			75
	In my workplace, there is a good understanding of the importance of employee mental health	53			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	59			45
Recognition	I receive meaningful recognition for work well done	52	41	11	55
Stress & Workload	The amount of stress I experience at work is reasonable	43	43	0	55
	My workload is reasonable	42	45	-3	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	75	69	6	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	14	15	-1	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	60	57	3	68
	My department implements meaningful activities and practices that support a diverse workplace	55	42	13	61

Opportunities

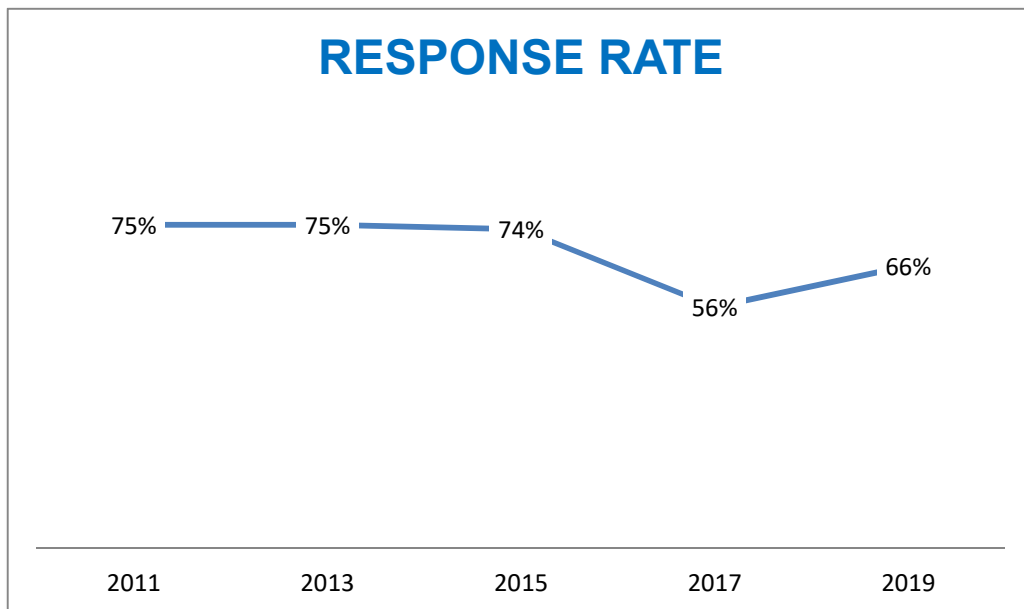
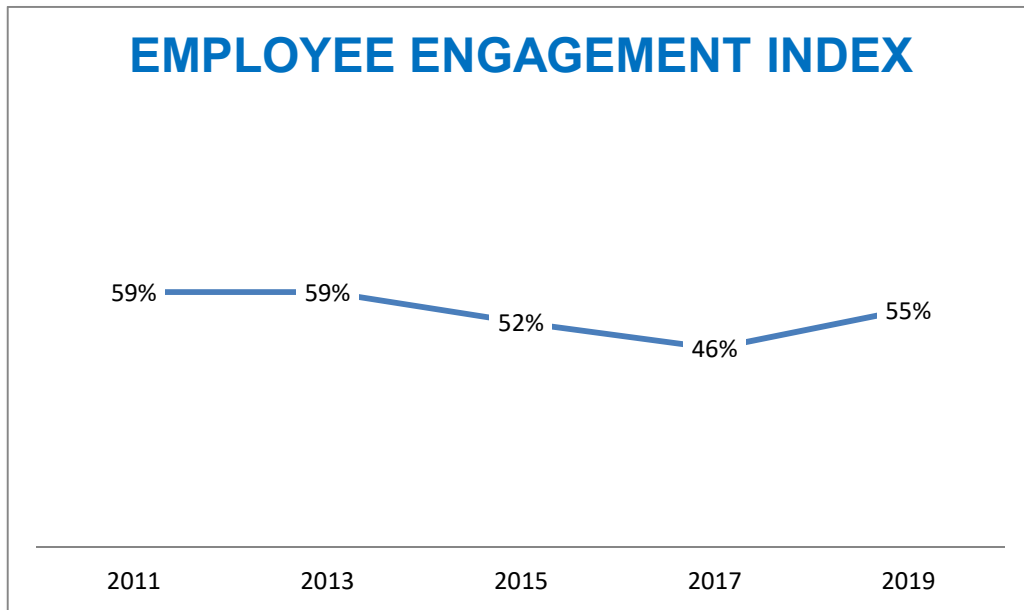
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	62	45	17	68
	My department supports innovative ways of career development	42	26	16	48
	I have opportunities for career growth within the Government of Nova Scotia	42	32	10	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	39	34	5	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	72	67	5	70
	Consults me on decisions that affect my work	68	63	5	68
	Provides clear expectations regarding my work	68	65	3	67
	Provides useful feedback about my work performance	64	61	3	64
	Treats me with respect	85	82	3	84
	Deals with conflict effectively	65			63
	I trust the person I report to	72	68	4	72
	I am satisfied with the quality of supervision I receive	66	64	2	70
Senior Leadership	Senior Leadership in my department provides clear direction	40	36	4	47
	Senior Leadership in my department makes timely decisions	30	28	2	39
	Essential information flows effectively from senior leadership to staff	32	27	5	40
	I have confidence in the senior leadership of my department	39	34	5	51
Director	My director provides clear direction	44			56
	Essential information flows effectively from my director to staff	41			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.