

# How's Work Going?

Nova Scotia Government Survey Results 2019

Education & Early Childhood Development



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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. 79% of Education & Early Childhood Development employees completed the survey.

The 2019 Engagement Index for the Education & Early Childhood Development Department is 67. 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>67</b>	<b>59</b>	<b>8</b>	<b>62</b>
1 I am inspired to give my very best	78	71	7	72
2 I am satisfied with my department	63	50	13	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	74	62	12	68
4 Overall, I feel valued as a Government of Nova Scotia employee	59	50	9	55
5 I am proud to tell people I work for the Government of Nova Scotia	66	59	7	62
6 I would recommend the Government of Nova Scotia as a great place to work	63	58	5	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	66	60	6	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	42			46

# Table of Contents

<b>At a Glance</b> .....	3
<b>Introduction</b> .....	5
<b>Lighthouse</b> .....	6
<b>Priority Matrix</b> .....	8
<b>Detailed Results</b> .....	9
Job.....	9
Well-Being.....	10
Opportunities.....	11
Leadership.....	11
<b>Appendix</b> .....	12
<b>Contact Us</b> .....	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

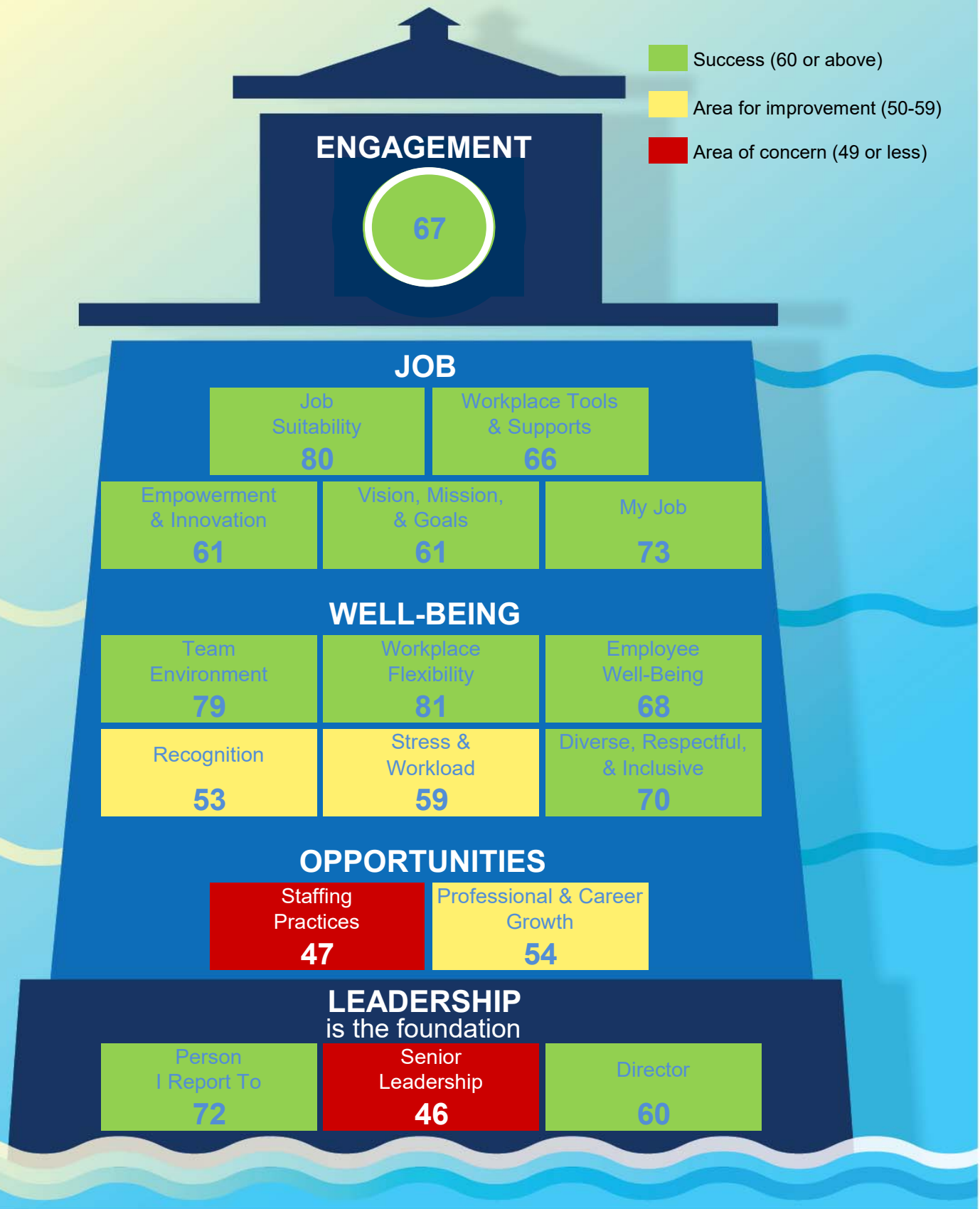
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

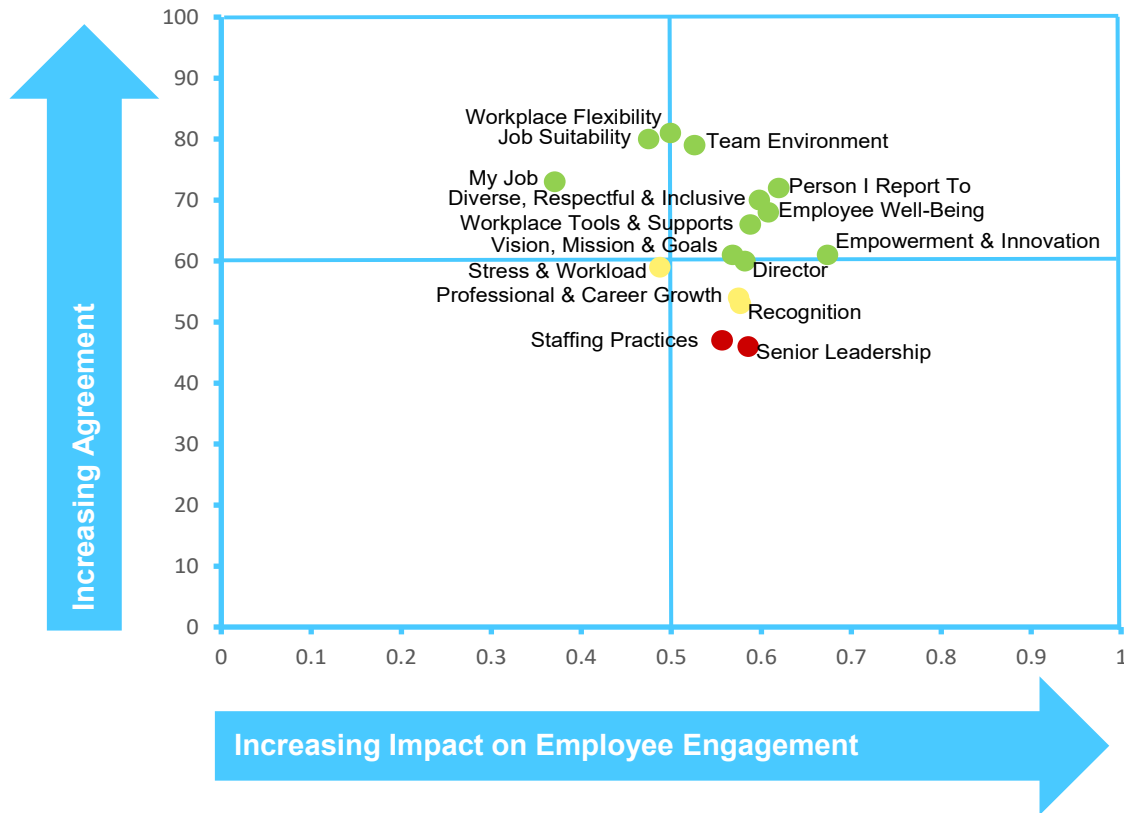
	2019	2017
<b>ENGAGEMENT</b>	<b>67</b>	<b>59</b>
<b>JOB</b>		
Job Suitability	80	70
Workplace Tools & Supports	66	64
Empowerment & Innovation	61	54
Vision, Mission & Goals <sup>ii</sup>	61	49
My Job	73	63
<b>WELL-BEING</b>		
Team Environment	79	72
Workplace Flexibility	81	83
Employee Well-Being <sup>ii</sup>	68	61
Recognition	53	48
Stress & Workload	59	64
Diverse, Respectful, & Inclusive	70	59
<b>OPPORTUNITIES</b>		
Staffing Practices	47	52
Professional & Career Growth	54	55
<b>LEADERSHIP</b>		
Person I Report To <sup>ii</sup>	72	71
Senior Leadership	46	39
Director	60	

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. Person I Report To
3. Employee Well-Being

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

The person they report to treating them with respect

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

Trusting the person they report to

## Top 3 Focus Areas

1. Senior Leadership
2. Recognition
3. Professional & Career Growth

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

Essential information flowing effectively from senior leadership to staff

Having opportunities for career growth within the Government of Nova Scotia

Senior leadership in their department making timely decisions



# 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	87	81	6	84
	The work I do gives me a sense of accomplishment	81	66	15	74
	I am satisfied with my job	71	62	9	67
<b>Workplace Tools &amp; Supports</b>	I have the technology I need to do my job well	74	76	-2	67
	I have the tools, equipment and resources I need to do my job well	72	72	0	61
	I have support at work to provide a high level of service	68	66	2	62
	My organization supports employees through change	50	41	9	52
<b>Empowerment &amp; Innovation</b>	Innovation is valued in my work	65	58	7	55
	I feel safe and supported by my organization to try new ideas	59	54	5	54
	I have opportunities to implement new ideas in my work	63	59	4	56
	I have opportunities to provide input into decisions that affect my work	60	54	6	60
	Continuous improvement of processes/procedures is encouraged in my department	60	46	14	57
<b>Vision, Mission &amp; Goals</b>	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	54			56
<b>My Job</b>	I feel my job is secure	77	66	11	73
	I am paid fairly for the work I do	69	59	10	58

# Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
<b>Team Environment</b>	I have positive working relationships with my co-workers	93	92	1	88
	Communication is encouraged between my work unit and other work units we work with	65	52	13	64
<b>Workplace Flexibility</b>	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	84	86	-2	79
	I have support to balance my work and personal life	77	79	-2	73
<b>Employee Well-being</b>	I would describe my workplace as healthy, safe and supportive of my emotional well-being	62	59	3	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	69	63	6	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	60			60
	My work tends to leave me feeling mentally drained or exhausted <sup>iii</sup>	42			45
<b>Recognition</b>	I receive meaningful recognition for work well done	53	48	5	55
<b>Stress &amp; Workload</b>	The amount of stress I experience at work is reasonable	61	66	-5	55
	My workload is reasonable	57	61	-4	56
<b>Diverse, Respectful &amp; Inclusive</b>	I am treated respectfully at work	78	73	5	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace <sup>iii</sup>	6	16	-10	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	71	57	14	68
	My department implements meaningful activities and practices that support a diverse workplace	61	48	13	61

## Opportunities

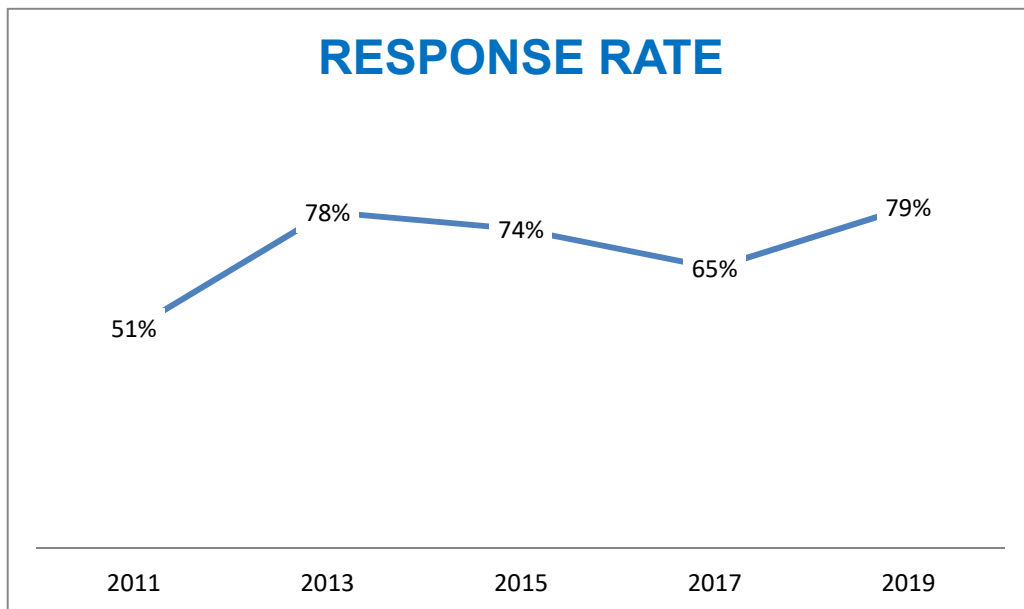
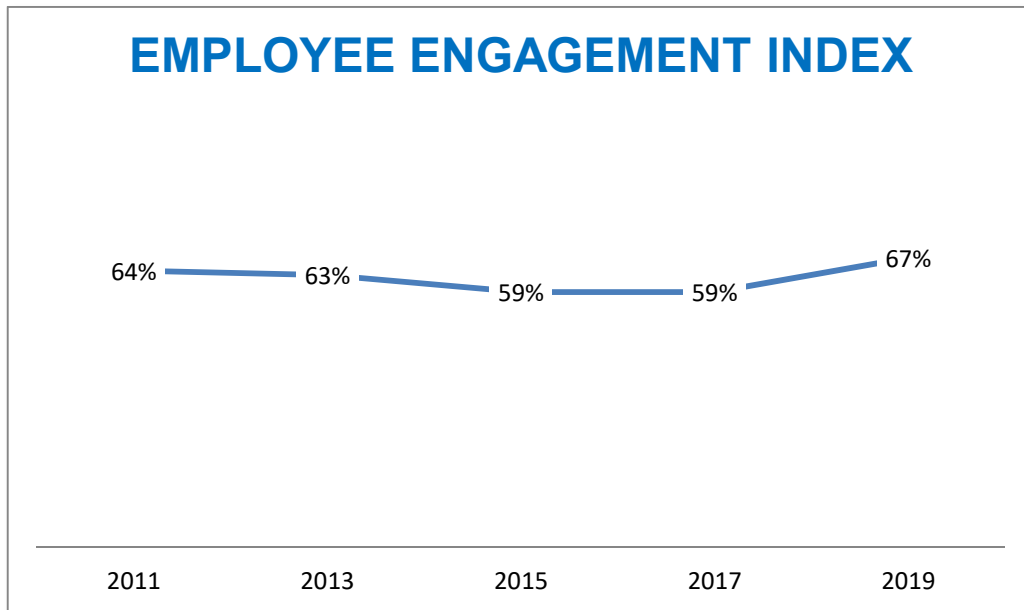
Area	Question	2019	2017	+/-	Nova Scotia
<b>Professional &amp; Career Growth</b>	My organization supports my work-related learning & development	70	72	-2	68
	My department supports innovative ways of career development	48	49	-1	48
	I have opportunities for career growth within the Government of Nova Scotia	44	44	0	45
<b>Staffing Practices</b>	In my department, the selection of a person for a position is based on skills, knowledge and abilities	47	52	-5	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	70	70	0	70
	Consults me on decisions that affect my work	66	68	-2	68
	Provides clear expectations regarding my work	68	64	4	67
	Provides useful feedback about my work performance	64	64	0	64
	Treats me with respect	87	87	0	84
	Deals with conflict effectively	73			63
	I trust the person I report to	76	74	2	72
	I am satisfied with the quality of supervision I receive	73	69	4	70
<b>Senior Leadership</b>	Senior Leadership in my department provides clear direction	45	41	4	47
	Senior Leadership in my department makes timely decisions	44	37	7	39
	Essential information flows effectively from senior leadership to staff	39	33	6	40
	I have confidence in the senior leadership of my department	57	46	11	51
<b>Director</b>	My director provides clear direction	61			56
	Essential information flows effectively from my director to staff	58			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.