

# How's Work Going?

Nova Scotia Government Survey Results 2019

Energy & Mines



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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. 85% of Energy & Mines employees completed the survey.

The 2019 Engagement Index for the Energy & Mines Department is 63. 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>63</b>	<b>63</b>	<b>0</b>	<b>62</b>
1 I am inspired to give my very best	66	71	-5	72
2 I am satisfied with my department	62	74	-12	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	73	74	-1	68
4 Overall, I feel valued as a Government of Nova Scotia employee	65	55	10	55
5 I am proud to tell people I work for the Government of Nova Scotia	61	68	-7	62
6 I would recommend the Government of Nova Scotia as a great place to work	61	61	0	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	54	38	16	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	55			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

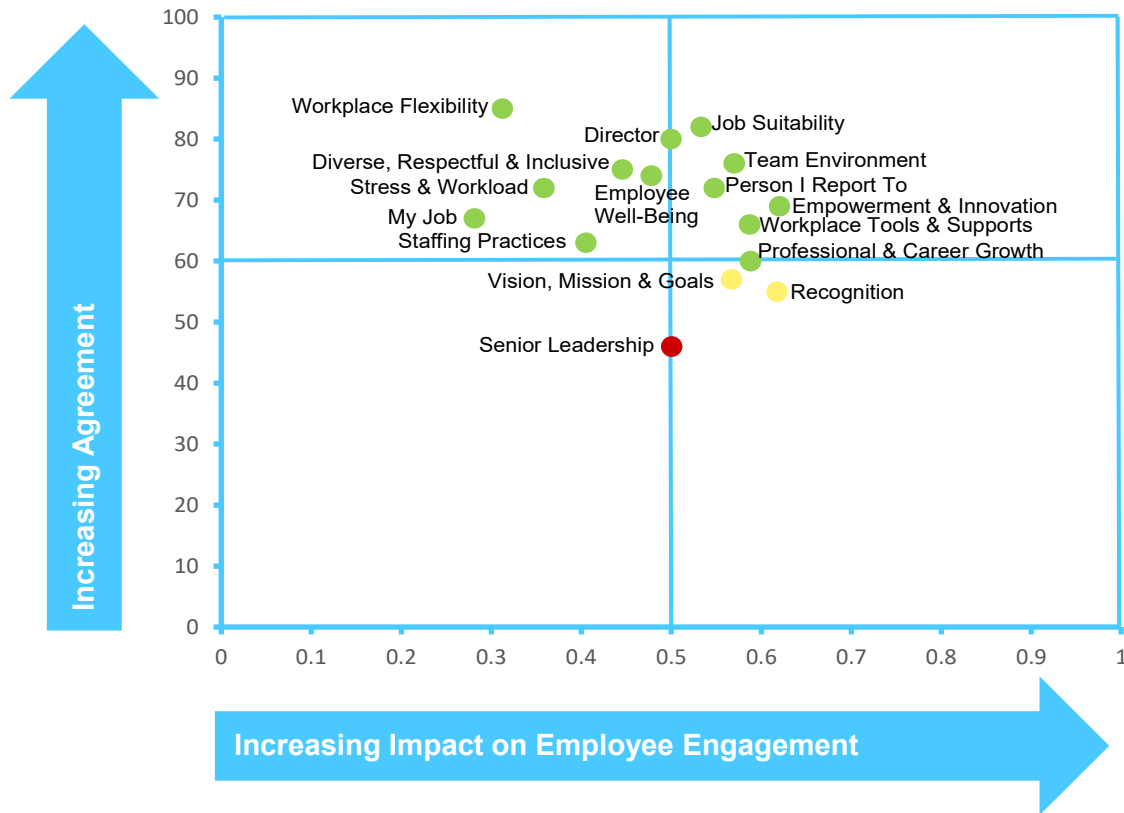
	2019	2017
<b>ENGAGEMENT</b>	<b>63</b>	<b>63</b>
<b>JOB</b>		
Job Suitability	82	75
Workplace Tools & Supports	66	61
Empowerment & Innovation	69	64
Vision, Mission & Goals <sup>ii</sup>	57	67
My Job	67	54
<b>WELL-BEING</b>		
Team Environment	76	74
Workplace Flexibility	85	80
Employee Well-Being <sup>ii</sup>	74	74
Recognition	55	47
Stress & Workload	72	62
Diverse, Respectful, & Inclusive	75	60
<b>OPPORTUNITIES</b>		
Staffing Practices	63	51
Professional & Career Growth	60	52
<b>LEADERSHIP</b>		
Person I Report To <sup>ii</sup>	72	62
Senior Leadership	46	55
Director	80	

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. Professional & Career Growth
3. Workplace Tools & Supports

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

Having opportunities to provide input into decisions that affect their work

Their organization supporting their work-related learning and development

Having opportunities to implement new ideas in their work

### Top 3 Focus Areas

1. Recognition
2. Vision, Mission & Goals
3. Senior Leadership

### 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

The vision, mission and goals of their organization being communicated well



# 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	91	87	4	84
	The work I do gives me a sense of accomplishment	77	74	3	74
	I am satisfied with my job	79	63	16	67
<b>Workplace Tools &amp; Supports</b>	I have the technology I need to do my job well	70	63	7	67
	I have the tools, equipment and resources I need to do my job well	63	71	-8	61
	I have support at work to provide a high level of service	68	62	6	62
	My organization supports employees through change	61	49	12	52
<b>Empowerment &amp; Innovation</b>	Innovation is valued in my work	65	65	0	55
	I feel safe and supported by my organization to try new ideas	66	63	3	54
	I have opportunities to implement new ideas in my work	75	66	9	56
	I have opportunities to provide input into decisions that affect my work	79	74	5	60
	Continuous improvement of processes/procedures is encouraged in my department	62	53	9	57
<b>Vision, Mission &amp; Goals</b>	I know how my work contributes to the achievement of my department's goals	69	79	-10	70
	The vision, mission and goals of my organization are communicated well	44			56
<b>My Job</b>	I feel my job is secure	78	53	25	73
	I am paid fairly for the work I do	55	55	0	58

# Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
<b>Team Environment</b>	I have positive working relationships with my co-workers	90	90	0	88
	Communication is encouraged between my work unit and other work units we work with	62	58	4	64
<b>Workplace Flexibility</b>	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	87	81	6	79
	I have support to balance my work and personal life	83	79	4	73
<b>Employee Well-being</b>	I would describe my workplace as healthy, safe and supportive of my emotional well-being	65	66	-1	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	80	82	-2	67
	I feel supported in my workplace when dealing with personal or family issues	85			75
	In my workplace, there is a good understanding of the importance of employee mental health	64			60
	My work tends to leave me feeling mentally drained or exhausted <sup>iii</sup>	34			45
<b>Recognition</b>	I receive meaningful recognition for work well done	55	47	8	55
<b>Stress &amp; Workload</b>	The amount of stress I experience at work is reasonable	70	63	7	55
	My workload is reasonable	74	61	13	56
<b>Diverse, Respectful &amp; Inclusive</b>	I am treated respectfully at work	87	79	8	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace <sup>iii</sup>	12	8	4	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	73	65	8	68
	My department implements meaningful activities and practices that support a diverse workplace	64	37	27	61

## Opportunities

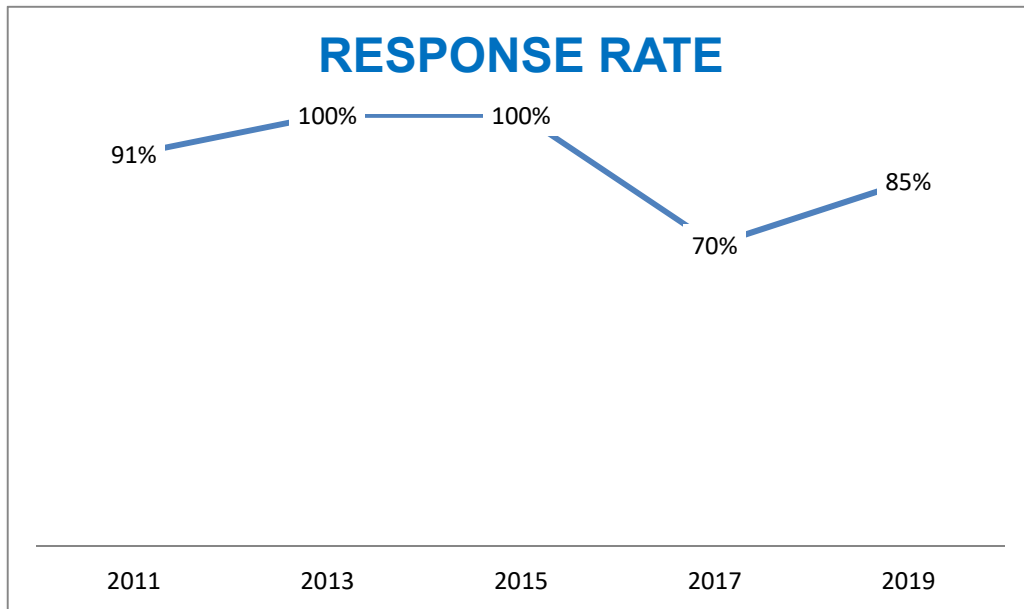
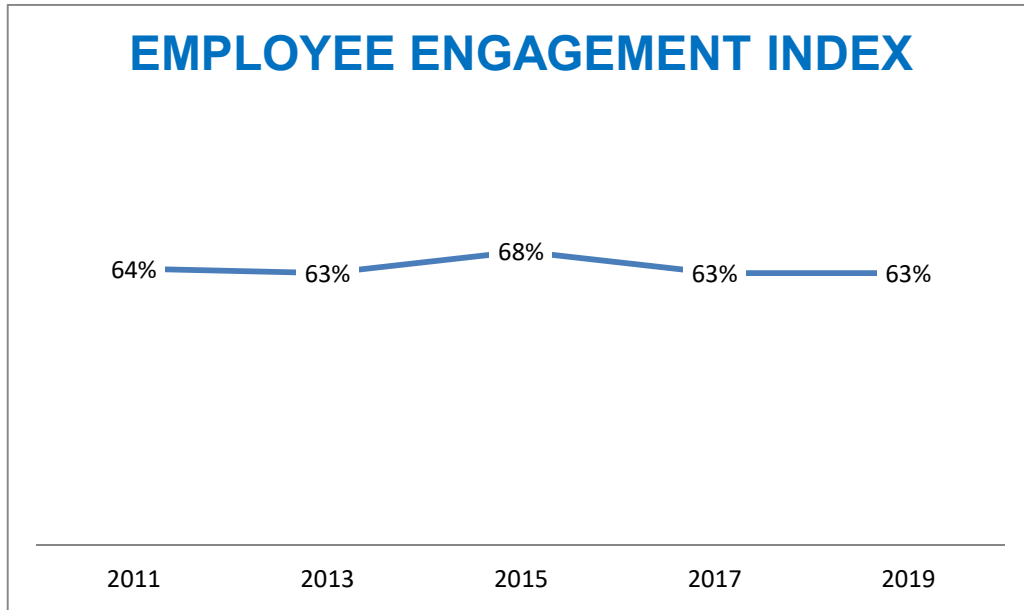
Area	Question	2019	2017	+/-	Nova Scotia
<b>Professional &amp; Career Growth</b>	My organization supports my work-related learning & development	77	63	14	68
	My department supports innovative ways of career development	60	55	5	48
	I have opportunities for career growth within the Government of Nova Scotia	43	37	6	45
<b>Staffing Practices</b>	In my department, the selection of a person for a position is based on skills, knowledge and abilities	63	51	12	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	74	58	16	70
	Consults me on decisions that affect my work	75	61	14	68
	Provides clear expectations regarding my work	63	53	10	67
	Provides useful feedback about my work performance	63	46	17	64
	Treats me with respect	91	82	9	84
	Deals with conflict effectively	63			63
	I trust the person I report to	78	71	7	72
	I am satisfied with the quality of supervision I receive	71	61	10	70
<b>Senior Leadership</b>	Senior Leadership in my department provides clear direction	45	55	-10	47
	Senior Leadership in my department makes timely decisions	41	58	-17	39
	Essential information flows effectively from senior leadership to staff	43	40	3	40
	I have confidence in the senior leadership of my department	54	66	-12	51
<b>Director</b>	My director provides clear direction	83			56
	Essential information flows effectively from my director to staff	77			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.