

How's Work Going?

Nova Scotia Government Survey Results 2019

Environment



© Crown copyright, Province of Nova Scotia, 2019
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. 76% of Environment employees completed the survey.

The 2019 Engagement Index for the Environment Department is 43. 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	43	43	0	62
1 I am inspired to give my very best	48	55	-7	72
2 I am satisfied with my department	33	31	2	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	47	42	5	68
4 Overall, I feel valued as a Government of Nova Scotia employee	41	38	3	55
5 I am proud to tell people I work for the Government of Nova Scotia	43	47	-4	62
6 I would recommend the Government of Nova Scotia as a great place to work	40	42	-2	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	47	43	4	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	32			46

Table of Contents

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

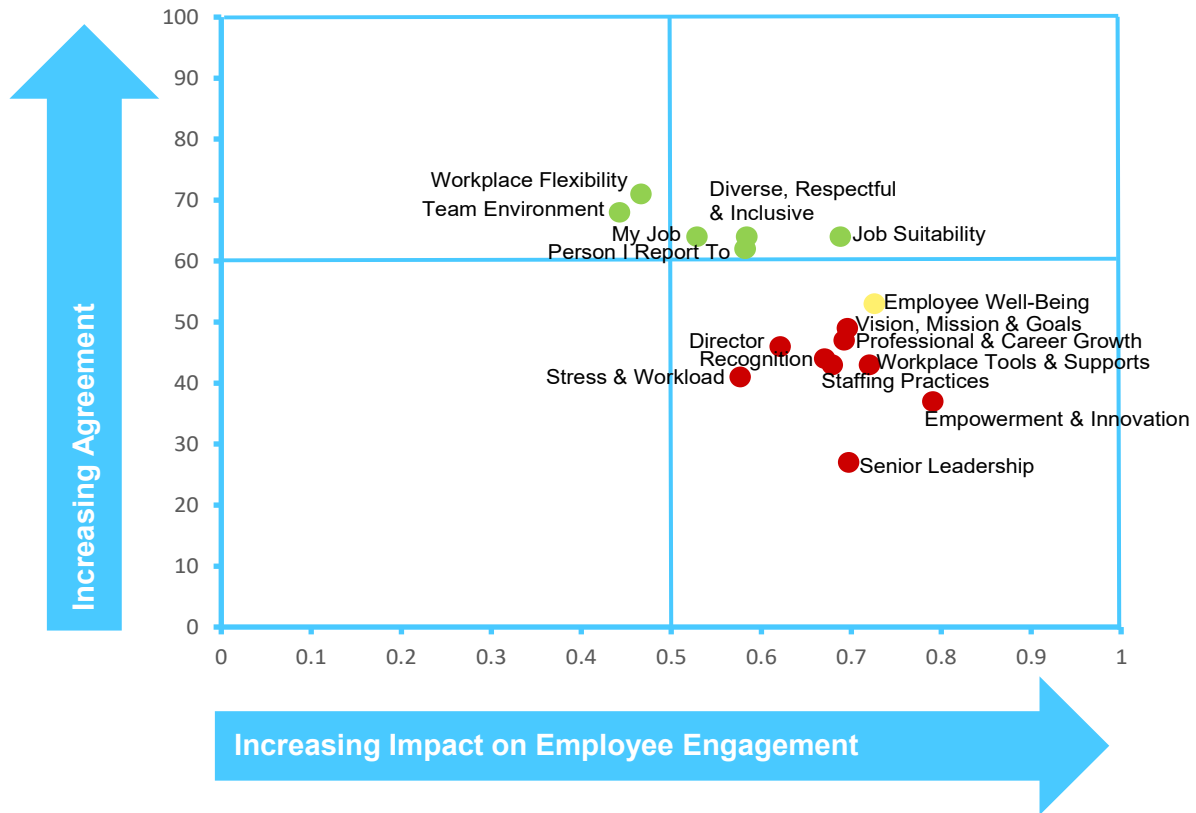
	2019	2017
ENGAGEMENT	43	43
JOB		
Job Suitability	64	61
Workplace Tools & Supports	43	43
Empowerment & Innovation	37	35
Vision, Mission & Goals ⁱⁱ	49	41
My Job	64	55
WELL-BEING		
Team Environment	68	64
Workplace Flexibility	71	71
Employee Well-Being ⁱⁱ	53	55
Recognition	44	38
Stress & Workload	41	46
Diverse, Respectful, & Inclusive	62	59
OPPORTUNITIES		
Staffing Practices	43	36
Professional & Career Growth	47	40
LEADERSHIP		
Person I Report To ⁱⁱ	64	67
Senior Leadership	27	23
Director	46	

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. Person I Report To
3. Diverse, Respectful & Inclusive

Employees feel more positive when they think about...

The person they report to treating them with respect

Their job being a good fit for their skills and interests

Trusting the person they report to

Top 3 Focus Areas

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

Employees feel less positive when they think about...

Their organization supporting employees through change

Innovation being valued in their work

Feeling safe and supported by their organization to try new ideas

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	82	80	2	84
	The work I do gives me a sense of accomplishment	61	56	5	74
	I am satisfied with my job	48	47	1	67
Workplace Tools & Supports	I have the technology I need to do my job well	52	58	-6	67
	I have the tools, equipment and resources I need to do my job well	45	42	3	61
	I have support at work to provide a high level of service	42	44	-2	62
	My organization supports employees through change	34	28	6	52
Empowerment & Innovation	Innovation is valued in my work	34	33	1	55
	I feel safe and supported by my organization to try new ideas	34	34	0	54
	I have opportunities to implement new ideas in my work	37	33	4	56
	I have opportunities to provide input into decisions that affect my work	45	37	8	60
	Continuous improvement of processes/procedures is encouraged in my department	35	36	-1	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	55	49	6	70
	The vision, mission and goals of my organization are communicated well	43			56
My Job	I feel my job is secure	69	50	19	73
	I am paid fairly for the work I do	58	60	-2	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	89	88	1	88
	Communication is encouraged between my work unit and other work units we work with	46	40	6	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	73	74	-1	79
	I have support to balance my work and personal life	68	68	0	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	43	47	-4	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	55	62	-7	67
	I feel supported in my workplace when dealing with personal or family issues	67			75
	In my workplace, there is a good understanding of the importance of employee mental health	48			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	52			45
Recognition	I receive meaningful recognition for work well done	44	38	6	55
Stress & Workload	The amount of stress I experience at work is reasonable	42	44	-2	55
	My workload is reasonable	40	47	-7	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	69	68	1	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	10	13	-3	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	64	61	3	68
	My department implements meaningful activities and practices that support a diverse workplace	53	49	4	61

Opportunities

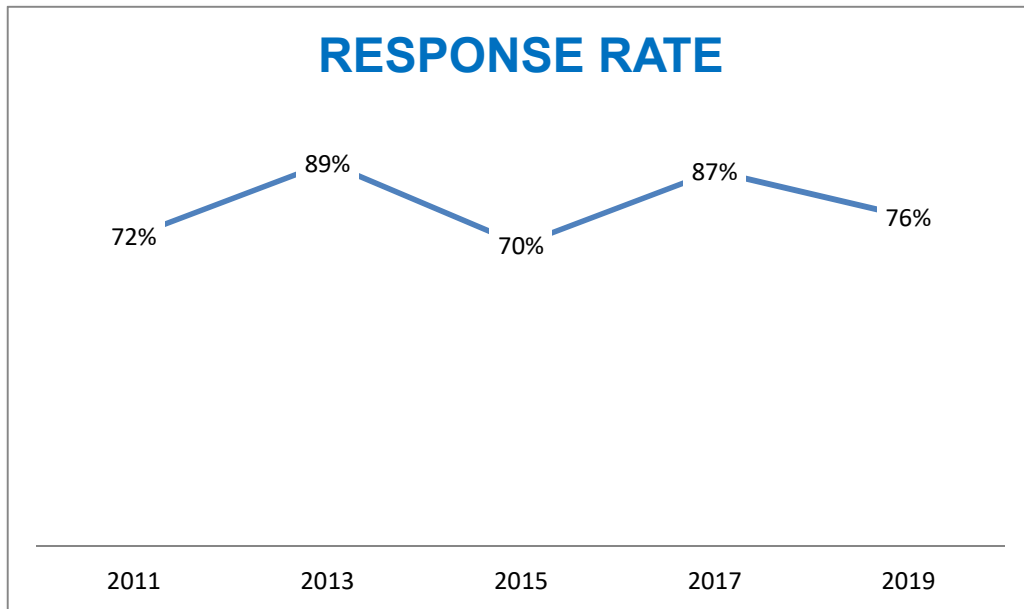
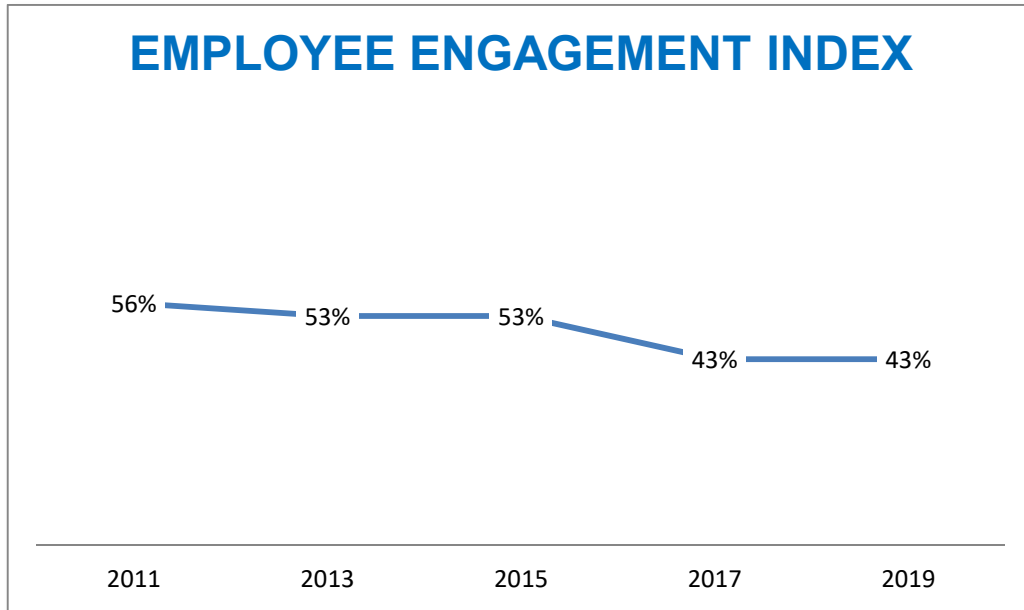
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	61	55	6	68
	My department supports innovative ways of career development	39	35	4	48
	I have opportunities for career growth within the Government of Nova Scotia	40	31	9	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	43	36	7	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	64	62	2	70
	Consults me on decisions that affect my work	61	59	2	68
	Provides clear expectations regarding my work	57	64	-7	67
	Provides useful feedback about my work performance	57	60	-3	64
	Treats me with respect	83	83	0	84
	Deals with conflict effectively	53			63
	I trust the person I report to	70	73	-3	72
	I am satisfied with the quality of supervision I receive	66	68	-2	70
Senior Leadership	Senior Leadership in my department provides clear direction	31	25	6	47
	Senior Leadership in my department makes timely decisions	21	19	2	39
	Essential information flows effectively from senior leadership to staff	29	22	7	40
	I have confidence in the senior leadership of my department	28	27	1	51
Director	My director provides clear direction	46			56
	Essential information flows effectively from my director to staff	46			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.