

How's Work Going?

Nova Scotia Government Survey Results 2019

Executive Council Office



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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. 55% of Executive Council Office employees completed the survey.

The 2019 Engagement Index for the Executive Council Office Department is 84. 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	84	75	9	62
1 I am inspired to give my very best	87	83	4	72
2 I am satisfied with my department	82	85	-3	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	87	73	14	68
4 Overall, I feel valued as a Government of Nova Scotia employee	82	72	10	55
5 I am proud to tell people I work for the Government of Nova Scotia	83	66	17	62
6 I would recommend the Government of Nova Scotia as a great place to work	86	69	17	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	79	74	5	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	76			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

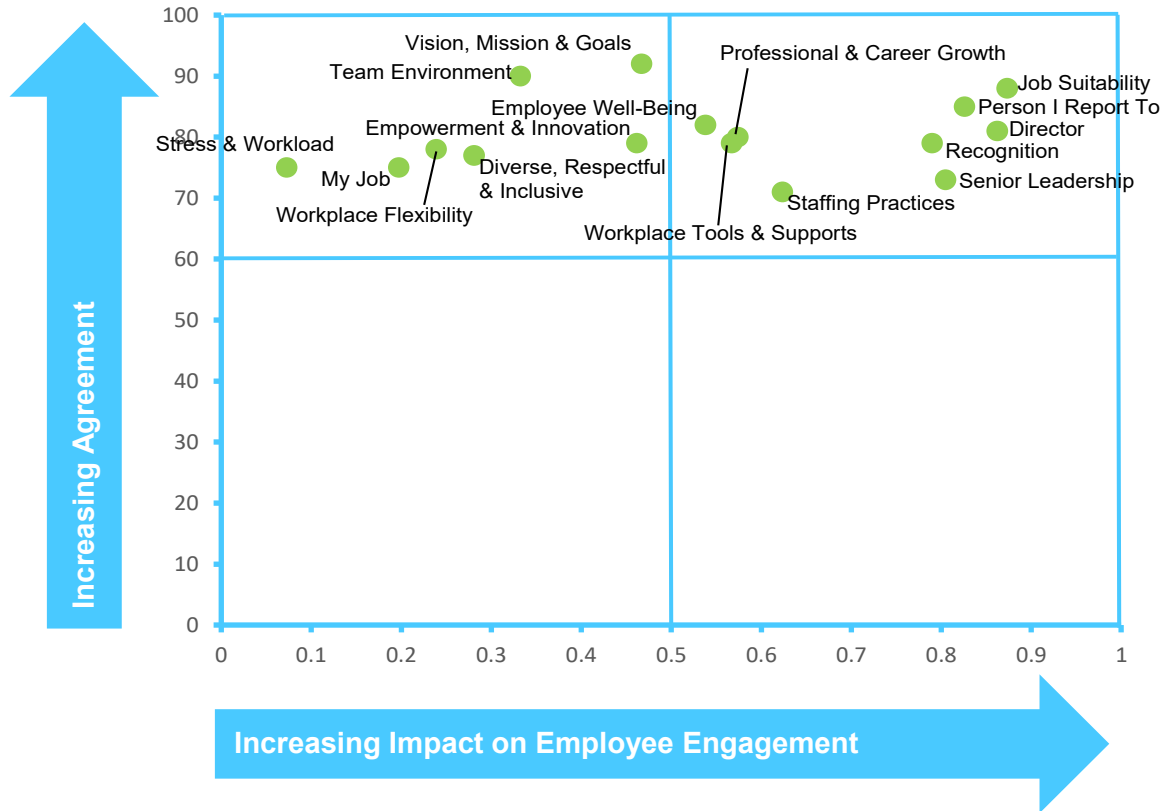
	2019	2017
ENGAGEMENT	84	75
JOB		
Job Suitability	88	66
Workplace Tools & Supports	79	80
Empowerment & Innovation	79	69
Vision, Mission & Goals ⁱⁱ	92	71
My Job	75	60
WELL-BEING		
Team Environment	90	86
Workplace Flexibility	78	95
Employee Well-Being ⁱⁱ	82	88
Recognition	79	83
Stress & Workload	75	87
Diverse, Respectful, & Inclusive	77	78
OPPORTUNITIES		
Staffing Practices	71	69
Professional & Career Growth	80	70
LEADERSHIP		
Person I Report To ⁱⁱ	85	86
Senior Leadership	73	75
Director	81	

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. Director
3. Person I Report To

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

Being satisfied with the quality of supervision they receive

Top 3 Focus Areas

Employees feel less positive when they think about...

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	93	77	16	84
	The work I do gives me a sense of accomplishment	87	63	24	74
	I am satisfied with my job	83	57	26	67
Workplace Tools & Supports	I have the technology I need to do my job well	73	90	-17	67
	I have the tools, equipment and resources I need to do my job well	77	86	-9	61
	I have support at work to provide a high level of service	83	87	-4	62
	My organization supports employees through change	81	56	25	52
Empowerment & Innovation	Innovation is valued in my work	80	63	17	55
	I feel safe and supported by my organization to try new ideas	79	60	19	54
	I have opportunities to implement new ideas in my work	79	67	12	56
	I have opportunities to provide input into decisions that affect my work	80	73	7	60
	Continuous improvement of processes/procedures is encouraged in my department	76	82	-6	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	93	89	4	70
	The vision, mission and goals of my organization are communicated well	90			56
My Job	I feel my job is secure	70	67	3	73
	I am paid fairly for the work I do	80	53	27	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	93	90	3	88
	Communication is encouraged between my work unit and other work units we work with	87	82	5	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	75	96	-21	79
	I have support to balance my work and personal life	80	93	-13	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	80	86	-6	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	77	90	-13	67
	I feel supported in my workplace when dealing with personal or family issues	90			75
	In my workplace, there is a good understanding of the importance of employee mental health	79			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	24			45
Recognition	I receive meaningful recognition for work well done	79	83	-4	55
Stress & Workload	The amount of stress I experience at work is reasonable	70	90	-20	55
	My workload is reasonable	80	83	-3	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	90	83	7	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	4	10	-6	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	71	81	-10	68
	My department implements meaningful activities and practices that support a diverse workplace	70	70	0	61

Opportunities

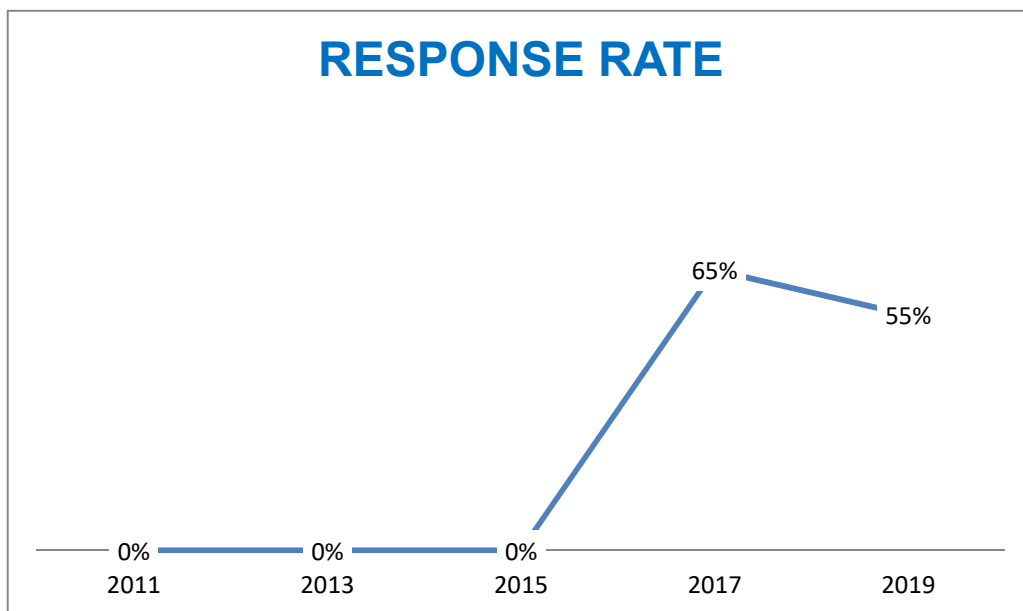
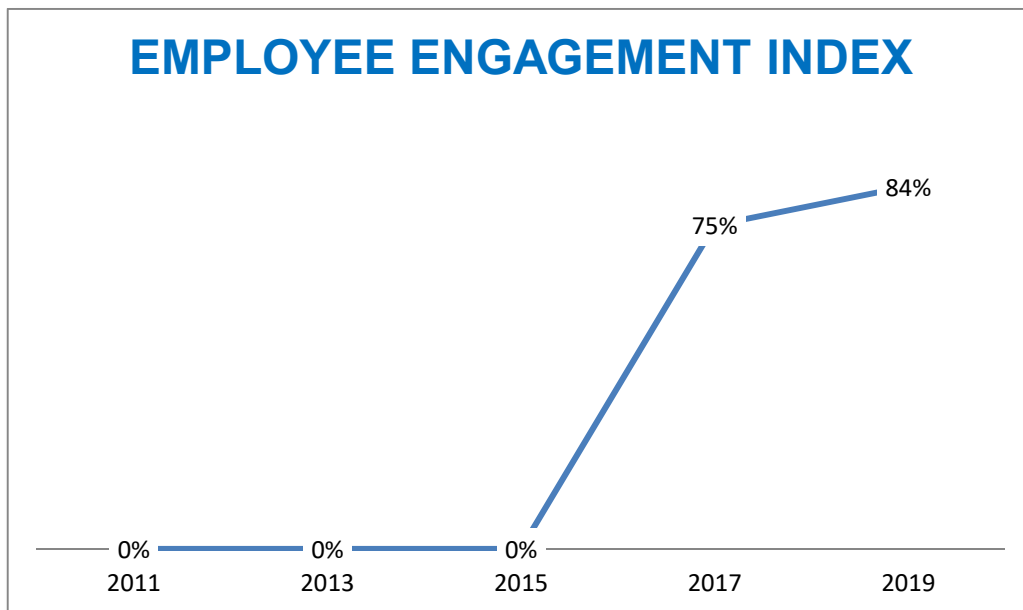
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	90	74	16	68
	My department supports innovative ways of career development	77	77	0	48
	I have opportunities for career growth within the Government of Nova Scotia	74	59	15	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	71	69	2	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	89	93	-4	70
	Consults me on decisions that affect my work	79	85	-6	68
	Provides clear expectations regarding my work	79	89	-10	67
	Provides useful feedback about my work performance	82	78	4	64
	Treats me with respect	96	96	0	84
	Deals with conflict effectively	78			63
	I trust the person I report to	86	73	13	72
	I am satisfied with the quality of supervision I receive	89	85	4	70
Senior Leadership	Senior Leadership in my department provides clear direction	76	67	9	47
	Senior Leadership in my department makes timely decisions	69	81	-12	39
	Essential information flows effectively from senior leadership to staff	62	68	-6	40
	I have confidence in the senior leadership of my department	86	85	1	51
Director	My director provides clear direction	81			56
	Essential information flows effectively from my director to staff	80			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.