

How's Work Going?

Nova Scotia Government Survey Results 2019

Human Rights Commission



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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. 57% of Human Rights Commission employees completed the survey.

The 2019 Engagement Index for the Human Rights Commission Department is 73. 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	73	74	-1	62
1 I am inspired to give my very best	69	88	-19	72
2 I am satisfied with my department	67	69	-2	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	75	81	-6	68
4 Overall, I feel valued as a Government of Nova Scotia employee	83	69	14	55
5 I am proud to tell people I work for the Government of Nova Scotia	67	75	-8	62
6 I would recommend the Government of Nova Scotia as a great place to work	67	69	-2	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	83	64	19	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

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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

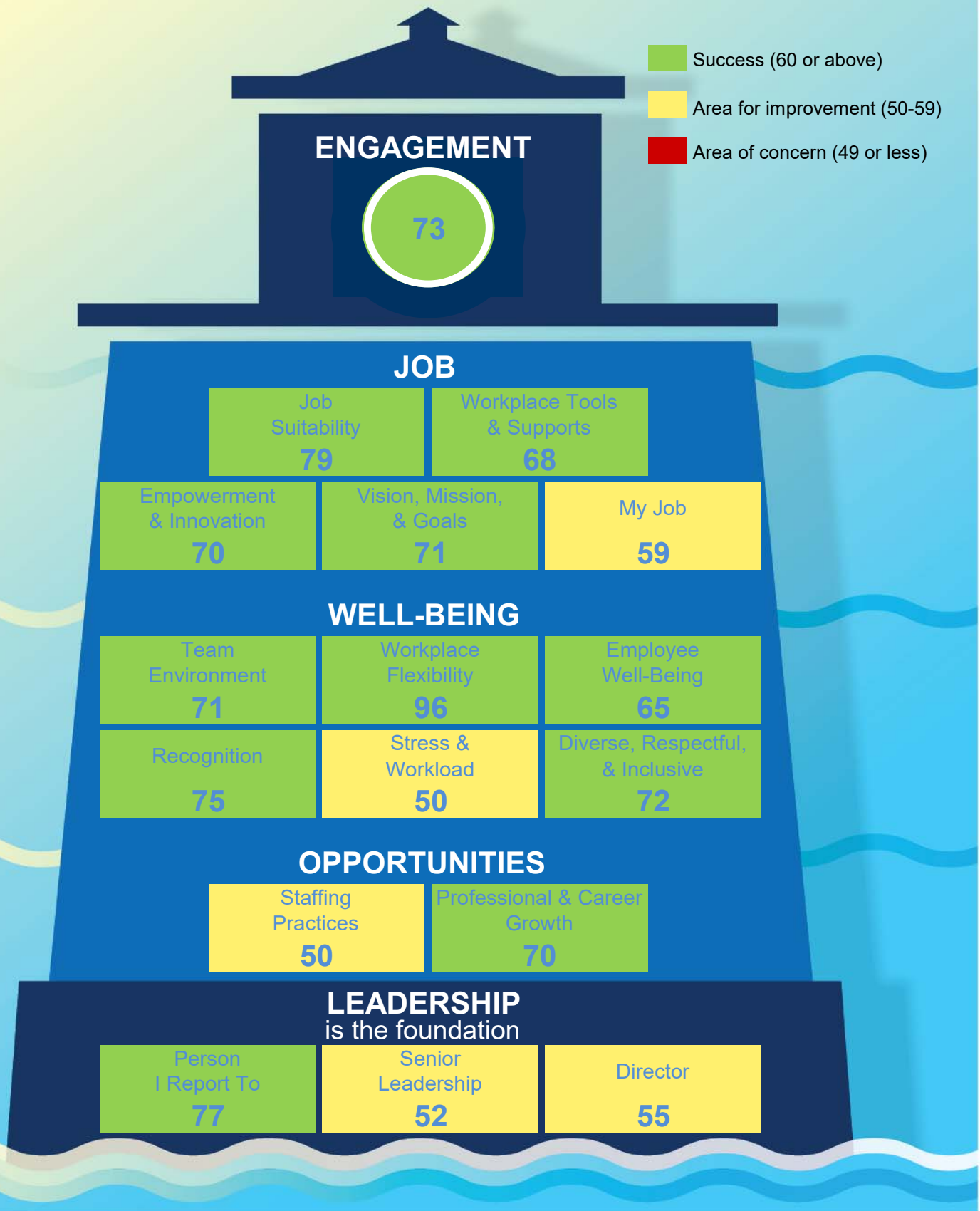
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

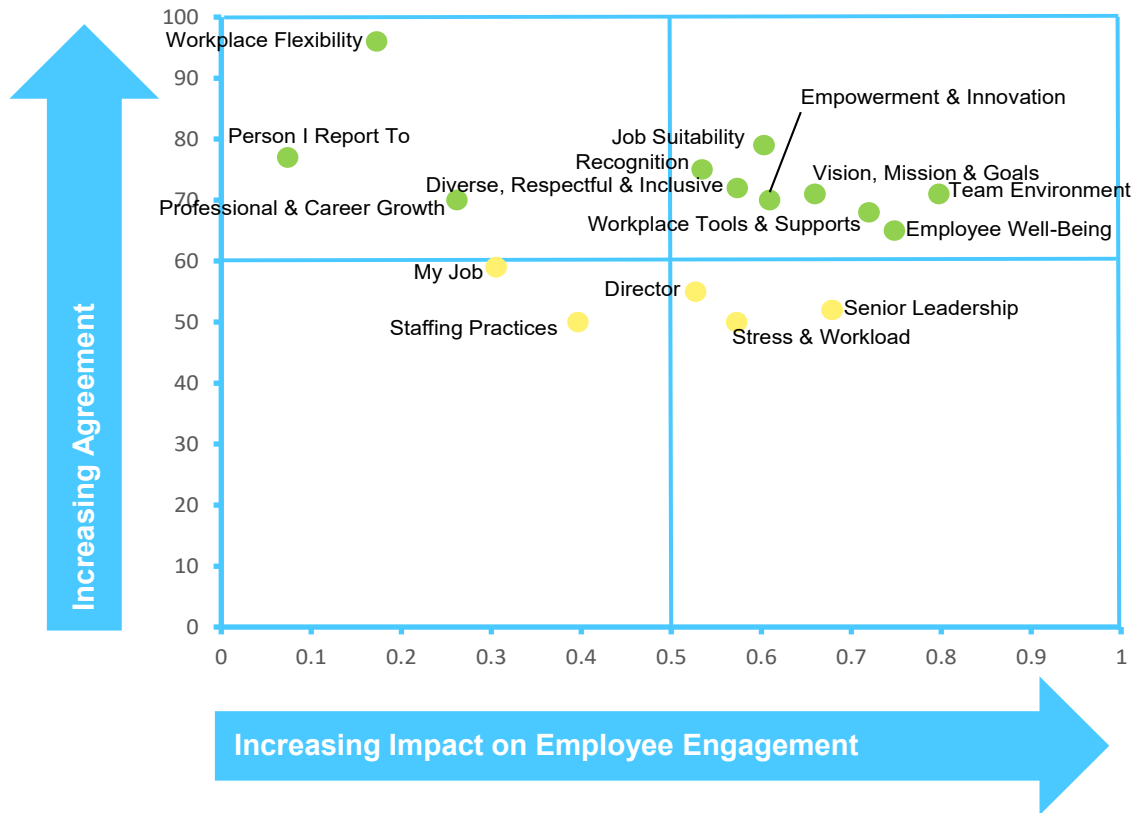
	2019	2017
ENGAGEMENT	73	74
JOB		
Job Suitability	79	87
Workplace Tools & Supports	68	64
Empowerment & Innovation	70	75
Vision, Mission & Goals ⁱⁱ	71	46
My Job	59	78
WELL-BEING		
Team Environment	71	64
Workplace Flexibility	96	91
Employee Well-Being ⁱⁱ	65	66
Recognition	75	63
Stress & Workload	50	50
Diverse, Respectful, & Inclusive	72	69
OPPORTUNITIES		
Staffing Practices	50	57
Professional & Career Growth	70	77
LEADERSHIP		
Person I Report To ⁱⁱ	77	75
Senior Leadership	52	52
Director	55	

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Team Environment
2. Employee Well-Being
3. Workplace Tools & Supports

Employees feel more positive when they think about...

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

Having positive working relationships with their co-workers

Having support at work to provide a high level of service

Top 3 Focus Areas

1. Senior Leadership
2. Stress & Workload
3. Director

Employees feel less positive when they think about...

Essential information flowing effectively from senior leadership to staff

Essential information flowing effectively from their director to staff

The amount of stress they experience at work being reasonable

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	92	100	-8	84
	The work I do gives me a sense of accomplishment	77	81	-4	74
	I am satisfied with my job	69	81	-12	67
Workplace Tools & Supports	I have the technology I need to do my job well	69	63	6	67
	I have the tools, equipment and resources I need to do my job well	69	56	13	61
	I have support at work to provide a high level of service	77	75	2	62
	My organization supports employees through change	58	63	-5	52
Empowerment & Innovation	Innovation is valued in my work	75	88	-13	55
	I feel safe and supported by my organization to try new ideas	58	81	-23	54
	I have opportunities to implement new ideas in my work	67	88	-21	56
	I have opportunities to provide input into decisions that affect my work	75	69	6	60
	Continuous improvement of processes/procedures is encouraged in my department	75	50	25	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	92	56	36	70
	The vision, mission and goals of my organization are communicated well	50			56
My Job	I feel my job is secure	75	80	-5	73
	I am paid fairly for the work I do	42	75	-33	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	92	88	4	88
	Communication is encouraged between my work unit and other work units we work with	50	40	10	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	100	88	12	79
	I have support to balance my work and personal life	92	94	-2	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	50	63	-13	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	58	69	-11	67
	I feel supported in my workplace when dealing with personal or family issues	92			75
	In my workplace, there is a good understanding of the importance of employee mental health	58			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	50			45
Recognition	I receive meaningful recognition for work well done	75	63	12	55
Stress & Workload	The amount of stress I experience at work is reasonable	50	50	0	55
	My workload is reasonable	50	50	0	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	30	19	11	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	58	63	-5	68
	My department implements meaningful activities and practices that support a diverse workplace	83	75	8	61

Opportunities

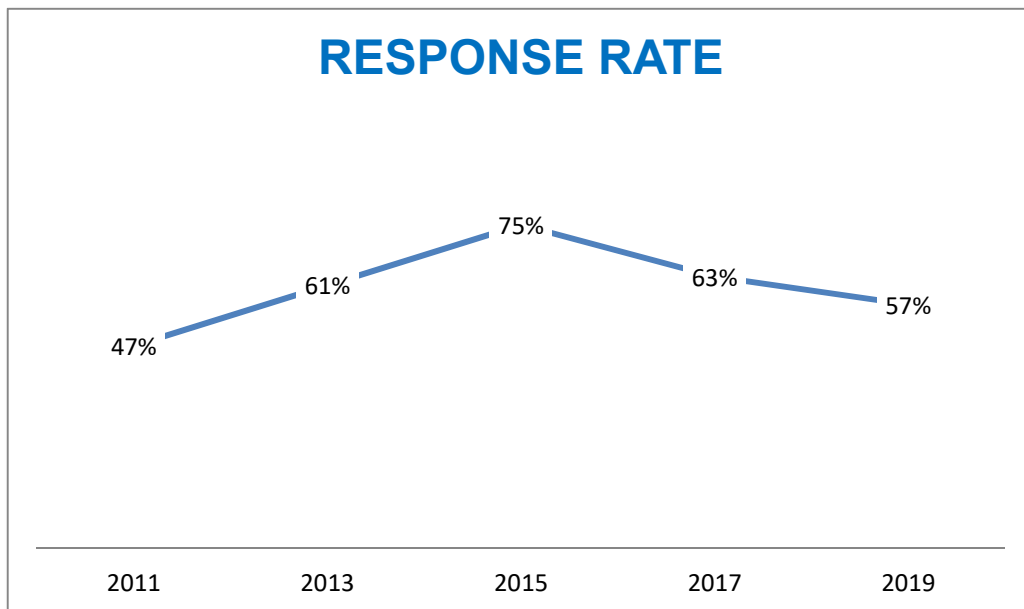
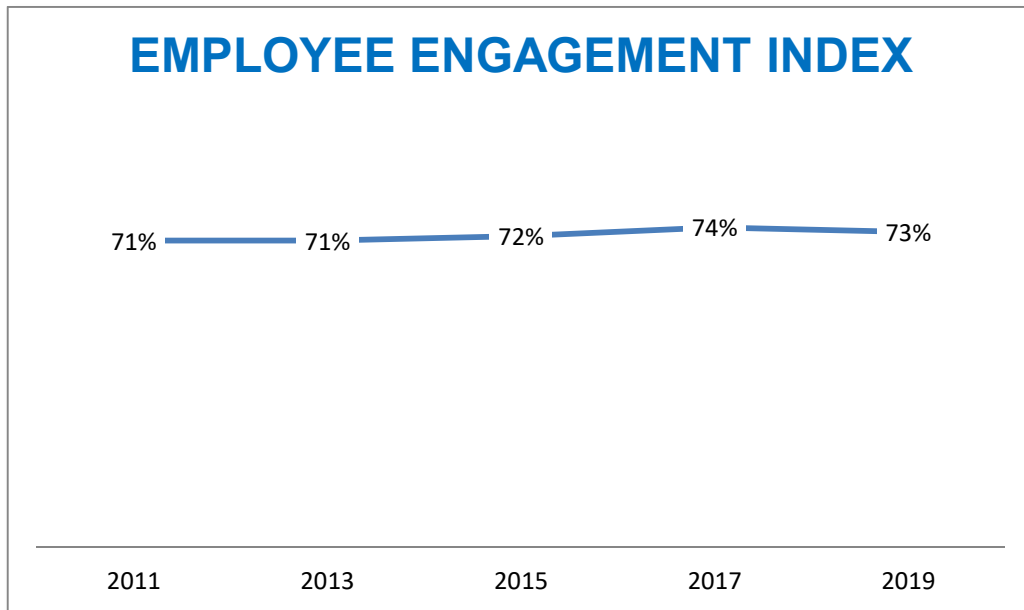
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	100	88	12	68
	My department supports innovative ways of career development	64	81	-17	48
	I have opportunities for career growth within the Government of Nova Scotia	46	63	-17	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	50	57	-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	75	63	12	70
	Consults me on decisions that affect my work	75	69	6	68
	Provides clear expectations regarding my work	75	69	6	67
	Provides useful feedback about my work performance	75	75	0	64
	Treats me with respect	92	100	-8	84
	Deals with conflict effectively	67			63
	I trust the person I report to	83	69	14	72
	I am satisfied with the quality of supervision I receive	75	81	-6	70
Senior Leadership	Senior Leadership in my department provides clear direction	58	50	8	47
	Senior Leadership in my department makes timely decisions	50	50	0	39
	Essential information flows effectively from senior leadership to staff	33	44	-11	40
	I have confidence in the senior leadership of my department	67	64	3	51
Director	My director provides clear direction	64			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.