

How's Work Going?

Nova Scotia Government Survey Results 2019

Intergovernmental Affairs



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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. 69% of Intergovernmental Affairs employees completed the survey.

The 2019 Engagement Index for the Intergovernmental Affairs Department is 79. 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	79	64	15	62
1 I am inspired to give my very best	83	71	12	72
2 I am satisfied with my department	78	47	31	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	83	71	12	68
4 Overall, I feel valued as a Government of Nova Scotia employee	79	65	14	55
5 I am proud to tell people I work for the Government of Nova Scotia	83	77	6	62
6 I would recommend the Government of Nova Scotia as a great place to work	71	59	12	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	75	60	15	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	78			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

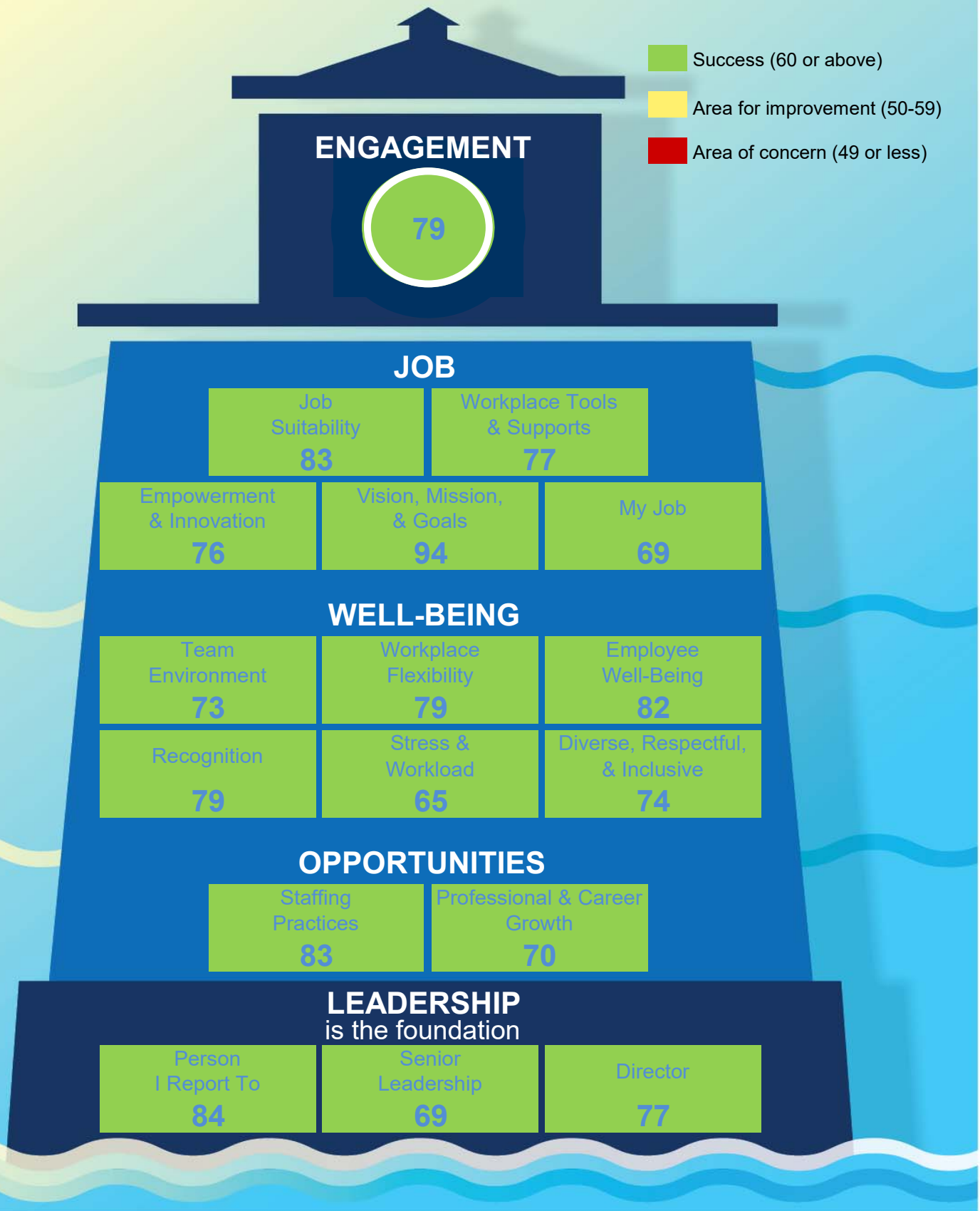
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

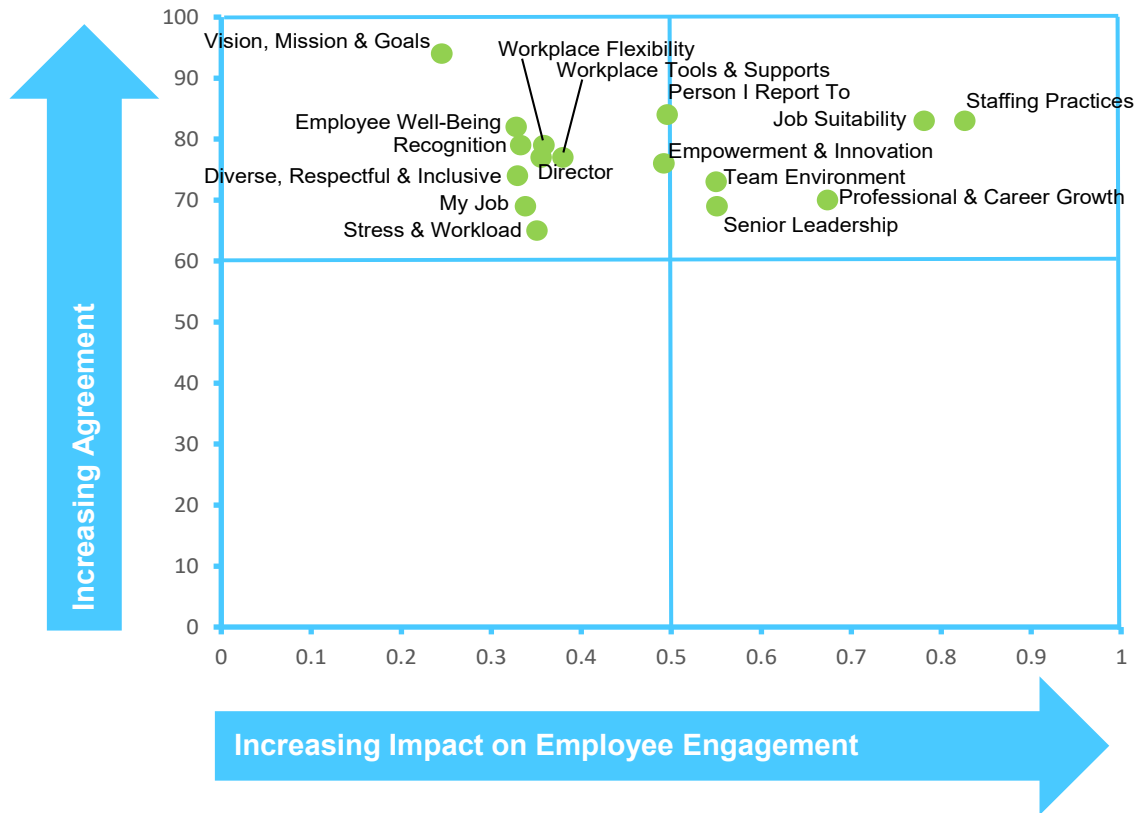
	2019	2017
ENGAGEMENT	79	64
JOB		
Job Suitability	83	73
Workplace Tools & Supports	77	65
Empowerment & Innovation	76	64
Vision, Mission & Goals ⁱⁱ	94	61
My Job	69	74
WELL-BEING		
Team Environment	73	69
Workplace Flexibility	79	66
Employee Well-Being ⁱⁱ	82	71
Recognition	79	53
Stress & Workload	65	50
Diverse, Respectful, & Inclusive	74	59
OPPORTUNITIES		
Staffing Practices	83	69
Professional & Career Growth	70	50
LEADERSHIP		
Person I Report To ⁱⁱ	84	65
Senior Leadership	69	62
Director	77	

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Staffing Practices
2. Job Suitability
3. Professional & Career Growth

Top 3 Focus Areas

Employees feel more positive when they think about...

Their job being a good fit for their skills and interests

In their department, the selection of a person for a position being based on skills, knowledge and abilities

The work they do giving them a sense of accomplishment

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	88	77	11	84
	The work I do gives me a sense of accomplishment	83	77	6	74
	I am satisfied with my job	79	65	14	67
Workplace Tools & Supports	I have the technology I need to do my job well	83	88	-5	67
	I have the tools, equipment and resources I need to do my job well	79	59	20	61
	I have support at work to provide a high level of service	74	56	18	62
	My organization supports employees through change	71	56	15	52
Empowerment & Innovation	Innovation is valued in my work	71	65	6	55
	I feel safe and supported by my organization to try new ideas	75	71	4	54
	I have opportunities to implement new ideas in my work	83	82	1	56
	I have opportunities to provide input into decisions that affect my work	75	59	16	60
	Continuous improvement of processes/procedures is encouraged in my department	75	44	31	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	100	69	31	70
	The vision, mission and goals of my organization are communicated well	88			56
My Job	I feel my job is secure	79	77	2	73
	I am paid fairly for the work I do	58	71	-13	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	71	71	0	88
	Communication is encouraged between my work unit and other work units we work with	75	67	8	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	74	60	14	79
	I have support to balance my work and personal life	83	71	12	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	71	59	12	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	92	82	10	67
	I feel supported in my workplace when dealing with personal or family issues	88			75
	In my workplace, there is a good understanding of the importance of employee mental health	75			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	46			45
Recognition	I receive meaningful recognition for work well done	79	53	26	55
Stress & Workload	The amount of stress I experience at work is reasonable	71	53	18	55
	My workload is reasonable	58	47	11	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	75	65	10	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	13	13	0	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	75	60	15	68
	My department implements meaningful activities and practices that support a diverse workplace	71	53	18	61

Opportunities

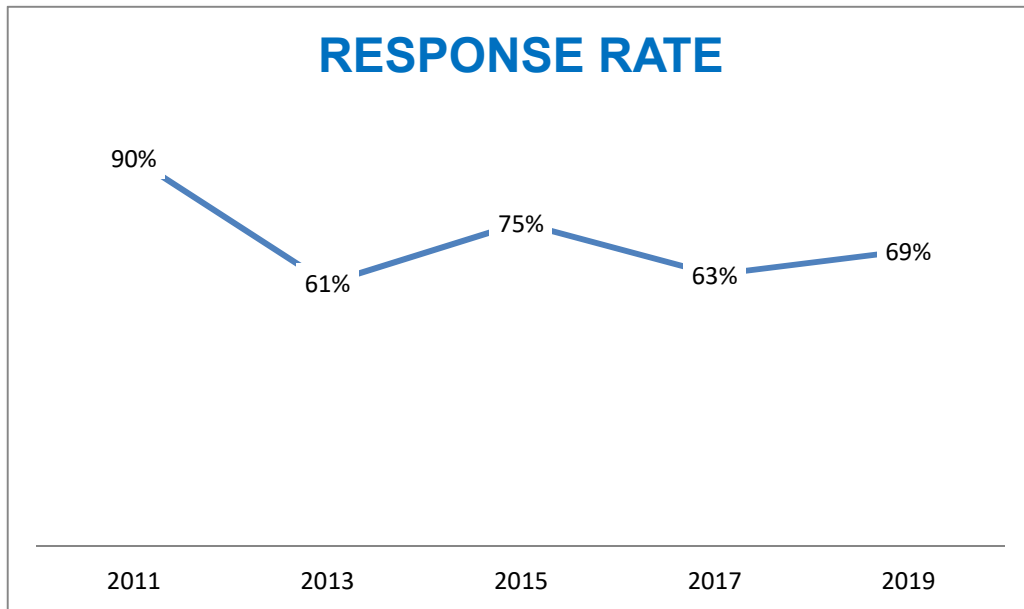
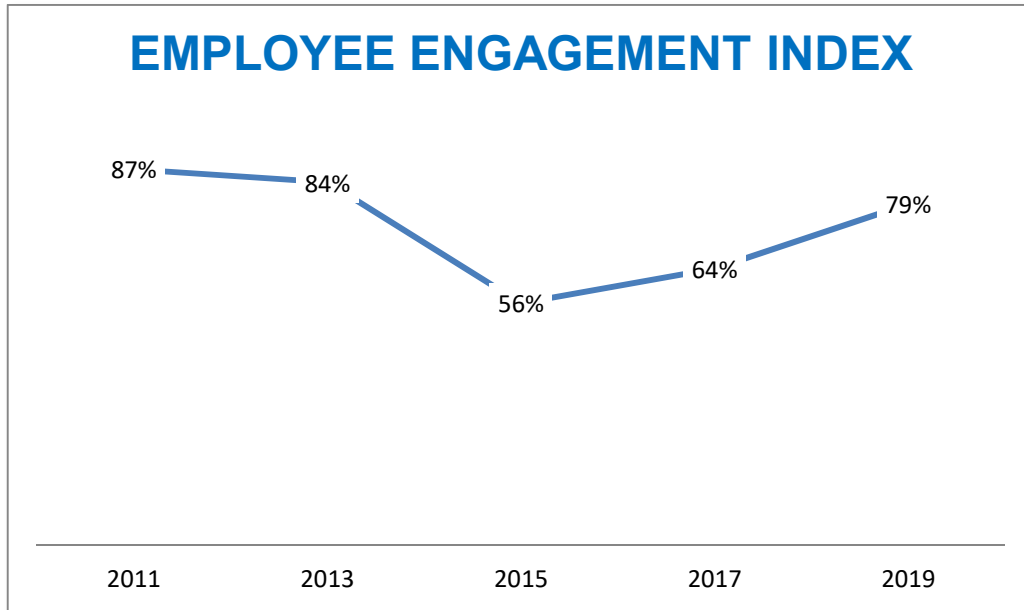
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	79	63	16	68
	My department supports innovative ways of career development	63	43	20	48
	I have opportunities for career growth within the Government of Nova Scotia	67	44	23	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	83	69	14	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	83	59	24	70
	Consults me on decisions that affect my work	67	65	2	68
	Provides clear expectations regarding my work	83	59	24	67
	Provides useful feedback about my work performance	88	65	23	64
	Treats me with respect	96	77	19	84
	Deals with conflict effectively	71			63
	I trust the person I report to	92	71	21	72
	I am satisfied with the quality of supervision I receive	92	59	33	70
Senior Leadership	Senior Leadership in my department provides clear direction	78	65	13	47
	Senior Leadership in my department makes timely decisions	57	59	-2	39
	Essential information flows effectively from senior leadership to staff	57	59	-2	40
	I have confidence in the senior leadership of my department	83	65	18	51
Director	My director provides clear direction	86			56
	Essential information flows effectively from my director to staff	67			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.