

How's Work Going?

Nova Scotia Government Survey Results 2019

Justice



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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. 49% of Justice employees completed the survey.

The 2019 Engagement Index for the Justice Department is 56. 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	56	50	6	62
1 I am inspired to give my very best	67	67	0	72
2 I am satisfied with my department	47	39	8	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	60	53	7	68
4 Overall, I feel valued as a Government of Nova Scotia employee	44	35	9	55
5 I am proud to tell people I work for the Government of Nova Scotia	58	56	2	62
6 I would recommend the Government of Nova Scotia as a great place to work	54	48	6	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	60	53	7	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	38			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

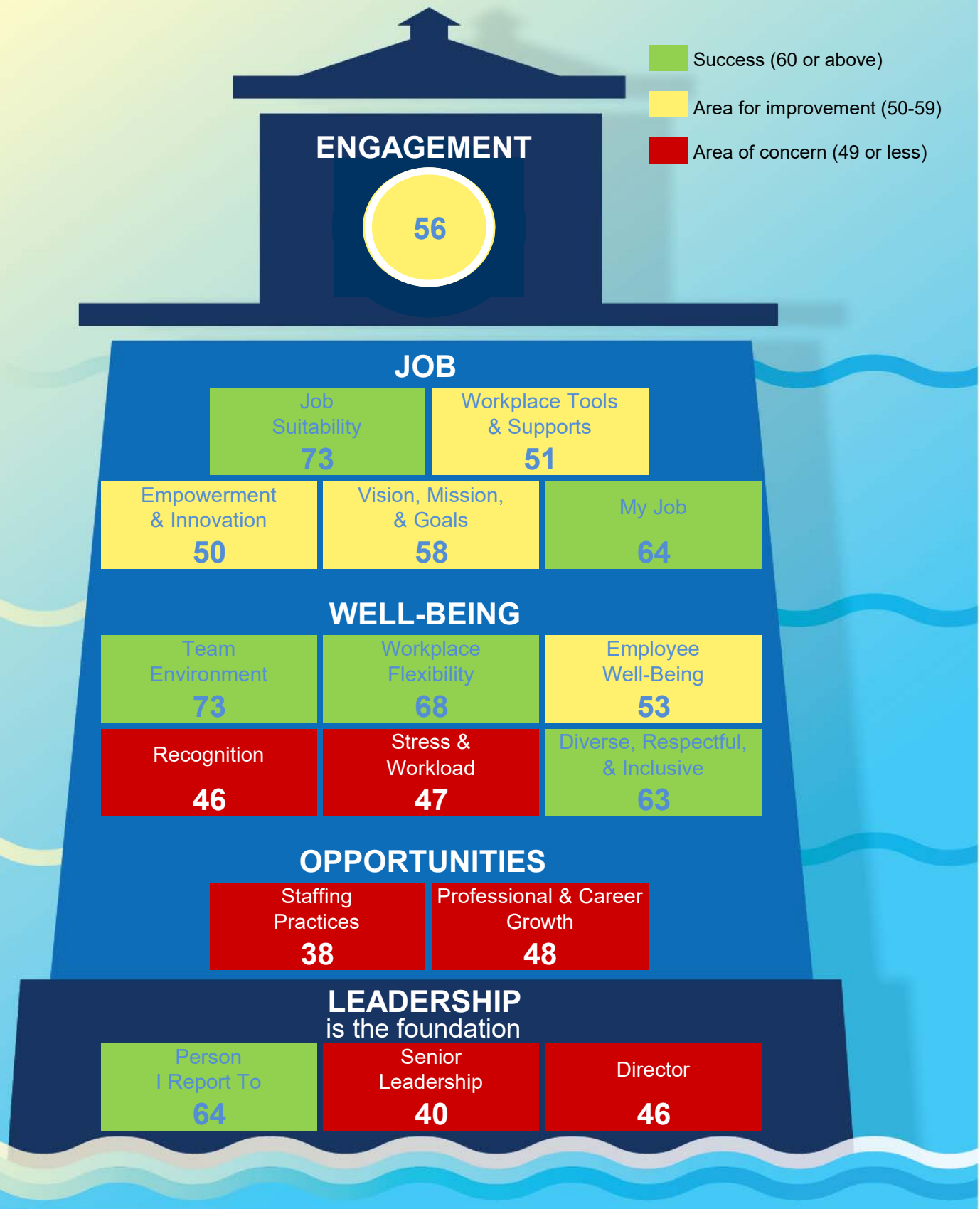
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

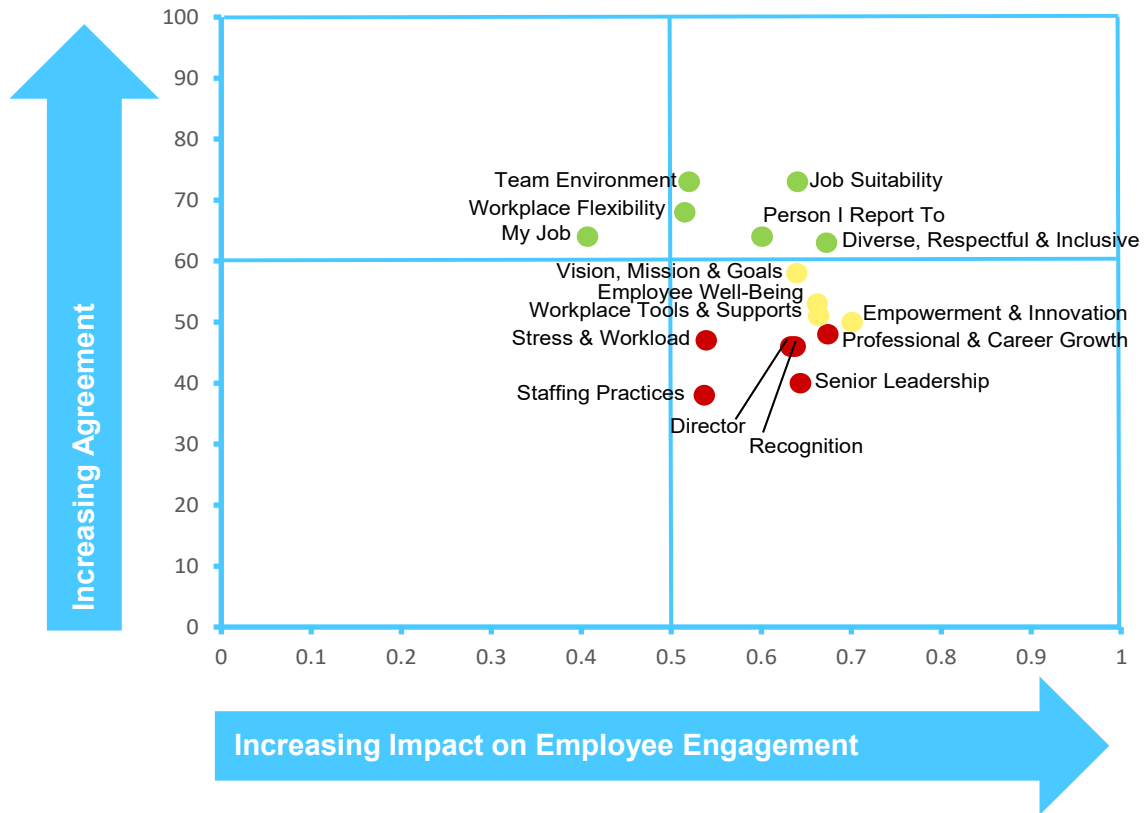
	2019	2017
ENGAGEMENT	56	50
JOB		
Job Suitability	73	67
Workplace Tools & Supports	51	44
Empowerment & Innovation	50	39
Vision, Mission & Goals ⁱⁱ	58	40
My Job	64	57
WELL-BEING		
Team Environment	73	66
Workplace Flexibility	68	61
Employee Well-Being ⁱⁱ	53	43
Recognition	46	38
Stress & Workload	47	42
Diverse, Respectful, & Inclusive	63	52
OPPORTUNITIES		
Staffing Practices	38	33
Professional & Career Growth	48	36
LEADERSHIP		
Person I Report To ⁱⁱ	64	55
Senior Leadership	40	30
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. Diverse, Respectful & Inclusive
2. Job Suitability
3. Person I Report To

Employees feel more positive when they think about...

Their job being a good fit for their skills and interests

The person they report to treating them with respect

The work they do giving them a sense of accomplishment

Top 3 Focus Areas

1. Empowerment & Innovation
2. Professional & Career Growth
3. Workplace Tools & Supports

Employees feel less positive when they think about...

Having opportunities for career growth within the Government of Nova Scotia

Their organization supporting employees through change

Their department supporting innovative ways of career development (e.g. special projects, cross-departmental opportunities)

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	85	80	5	84
	The work I do gives me a sense of accomplishment	72	65	7	74
	I am satisfied with my job	63	56	7	67
Workplace Tools & Supports	I have the technology I need to do my job well	59	52	7	67
	I have the tools, equipment and resources I need to do my job well	51	42	9	61
	I have support at work to provide a high level of service	52	46	6	62
	My organization supports employees through change	43	35	8	52
Empowerment & Innovation	Innovation is valued in my work	49	39	10	55
	I feel safe and supported by my organization to try new ideas	49	37	12	54
	I have opportunities to implement new ideas in my work	50	39	11	56
	I have opportunities to provide input into decisions that affect my work	52	42	10	60
	Continuous improvement of processes/procedures is encouraged in my department	51	36	15	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	62	54	8	70
	The vision, mission and goals of my organization are communicated well	53			56
My Job	I feel my job is secure	72	62	10	73
	I am paid fairly for the work I do	56	51	5	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	85	82	3	88
	Communication is encouraged between my work unit and other work units we work with	61	49	12	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	74	67	7	79
	I have support to balance my work and personal life	61	55	6	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	46	37	9	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	53	48	5	67
	I feel supported in my workplace when dealing with personal or family issues	63			75
	In my workplace, there is a good understanding of the importance of employee mental health	50			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	54			45
Recognition	I receive meaningful recognition for work well done	46	38	8	55
Stress & Workload	The amount of stress I experience at work is reasonable	46	38	8	55
	My workload is reasonable	47	45	2	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	70	58	12	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	14	20	-6	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	62	53	9	68
	My department implements meaningful activities and practices that support a diverse workplace	56	44	12	61

Opportunities

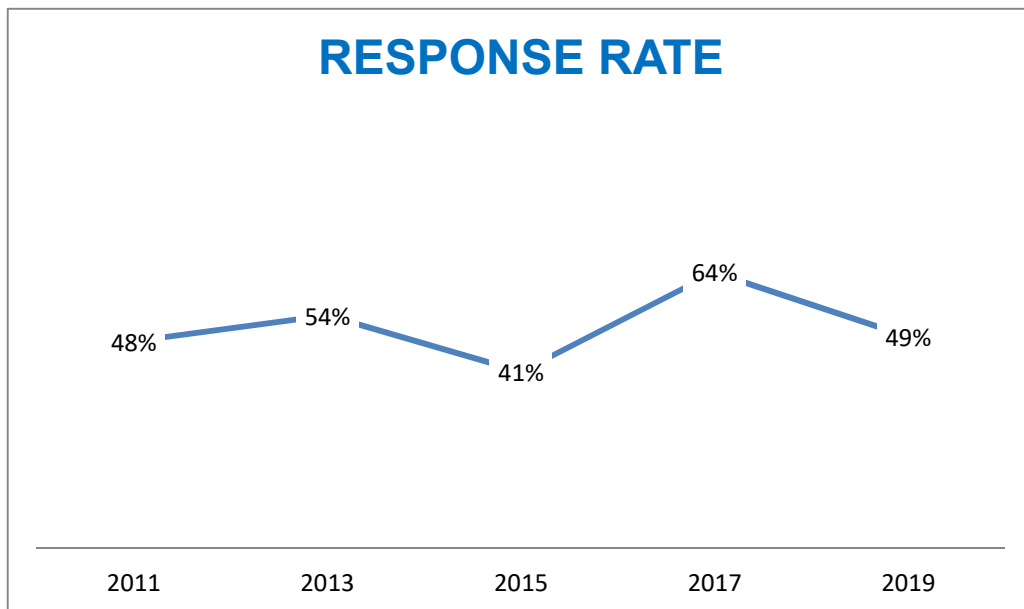
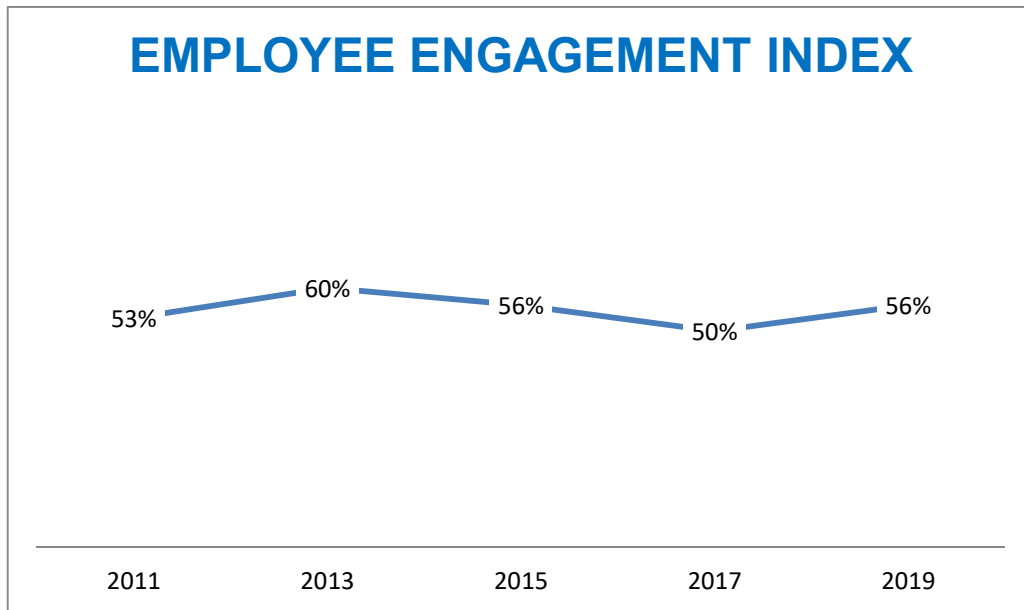
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	57	44	13	68
	My department supports innovative ways of career development	45	33	12	48
	I have opportunities for career growth within the Government of Nova Scotia	41	31	10	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	38	33	5	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	56	8	70
	Consults me on decisions that affect my work	60	49	11	68
	Provides clear expectations regarding my work	65	53	12	67
	Provides useful feedback about my work performance	58	48	10	64
	Treats me with respect	78	69	9	84
	Deals with conflict effectively	56			63
	I trust the person I report to	65	54	11	72
	I am satisfied with the quality of supervision I receive	64	56	8	70
Senior Leadership	Senior Leadership in my department provides clear direction	43	32	11	47
	Senior Leadership in my department makes timely decisions	34	25	9	39
	Essential information flows effectively from senior leadership to staff	36	26	10	40
	I have confidence in the senior leadership of my department	46	35	11	51
Director	My director provides clear direction	49			56
	Essential information flows effectively from my director to staff	43			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.