

# How's Work Going?

Nova Scotia Government Survey Results 2019

Labour and Advanced Education



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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. 82% of Labour and Advanced Education employees completed the survey.

The 2019 Engagement Index for the Labour and Advanced Education Department is 72. 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
<b>Overall Engagement Index<sup>i</sup></b>	<b>72</b>	<b>66</b>	<b>6</b>	<b>62</b>
1 I am inspired to give my very best	78	76	2	72
2 I am satisfied with my department	69	64	5	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	78	70	8	68
4 Overall, I feel valued as a Government of Nova Scotia employee	64	57	7	55
5 I am proud to tell people I work for the Government of Nova Scotia	74	68	6	62
6 I would recommend the Government of Nova Scotia as a great place to work	72	63	9	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	72	66	6	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	57			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

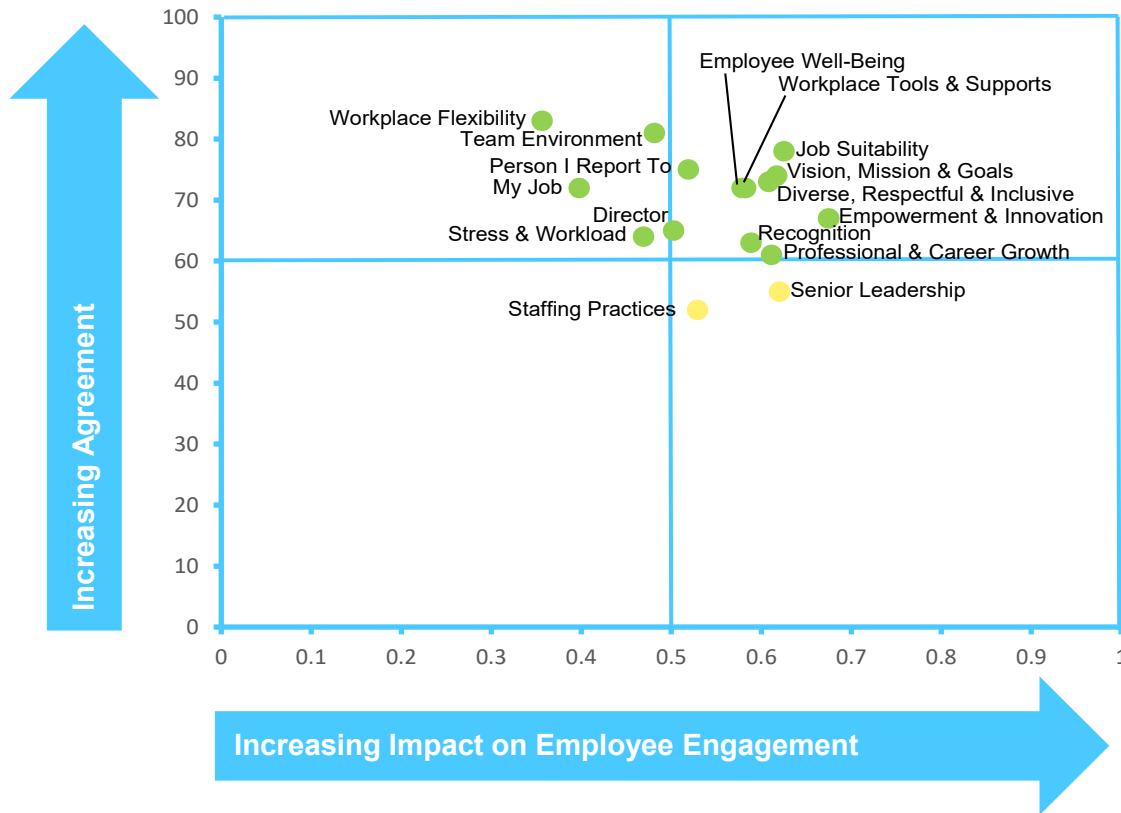
	2019	2017
<b>ENGAGEMENT</b>	<b>72</b>	<b>66</b>
<b>JOB</b>		
Job Suitability	78	75
Workplace Tools & Supports	72	66
Empowerment & Innovation	67	61
Vision, Mission & Goals <sup>ii</sup>	74	63
My Job	72	65
<b>WELL-BEING</b>		
Team Environment	81	78
Workplace Flexibility	83	83
Employee Well-Being <sup>ii</sup>	72	71
Recognition	63	58
Stress & Workload	64	60
Diverse, Respectful, & Inclusive	73	71
<b>OPPORTUNITIES</b>		
Staffing Practices	52	49
Professional & Career Growth	61	52
<b>LEADERSHIP</b>		
Person I Report To <sup>ii</sup>	75	75
Senior Leadership	55	53
Director	65	

Success  
60 or above

Area for improvement  
50-59

Area of concern  
49 or less

# Priority Matrix



## Highlights

### Top 3 Success Areas

1. Empowerment & Innovation
2. Job Suitability
3. Vision, Mission & Goals

### Employees feel more positive when they think about...

Their job being a good fit for their skills and interests

The work they do giving them a sense of accomplishment

Knowing how their work contributes to the achievement of their department's goals

### Top 3 Focus Areas

1. Senior Leadership
2. Staffing Practices

### Employees feel less positive when they think about...

Essential information flowing effectively from senior leadership to staff

Senior leadership in their department making timely decisions

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



# 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
<b>Job Suitability</b>	My job is a good fit for my skills and interests	85	84	1	84
	The work I do gives me a sense of accomplishment	80	78	2	74
	I am satisfied with my job	70	64	6	67
<b>Workplace Tools &amp; Supports</b>	I have the technology I need to do my job well	78	74	4	67
	I have the tools, equipment and resources I need to do my job well	74	68	6	61
	I have support at work to provide a high level of service	72	66	6	62
	My organization supports employees through change	65	57	8	52
<b>Empowerment &amp; Innovation</b>	Innovation is valued in my work	66	59	7	55
	I feel safe and supported by my organization to try new ideas	63	59	4	54
	I have opportunities to implement new ideas in my work	64	59	5	56
	I have opportunities to provide input into decisions that affect my work	69	67	2	60
	Continuous improvement of processes/procedures is encouraged in my department	73	62	11	57
<b>Vision, Mission &amp; Goals</b>	I know how my work contributes to the achievement of my department's goals	79	77	2	70
	The vision, mission and goals of my organization are communicated well	68			56
<b>My Job</b>	I feel my job is secure	75	68	7	73
	I am paid fairly for the work I do	68	61	7	58

# Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
<b>Team Environment</b>	I have positive working relationships with my co-workers	92	92	0	88
	Communication is encouraged between my work unit and other work units we work with	69	63	6	64
<b>Workplace Flexibility</b>	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	86	87	-1	79
	I have support to balance my work and personal life	79	79	0	73
<b>Employee Well-being</b>	I would describe my workplace as healthy, safe and supportive of my emotional well-being	66	62	4	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	76	80	-4	67
	I feel supported in my workplace when dealing with personal or family issues	79			75
	In my workplace, there is a good understanding of the importance of employee mental health	65			60
	My work tends to leave me feeling mentally drained or exhausted <sup>iii</sup>	37			45
<b>Recognition</b>	I receive meaningful recognition for work well done	63	58	5	55
<b>Stress &amp; Workload</b>	The amount of stress I experience at work is reasonable	65	61	4	55
	My workload is reasonable	63	59	4	56
<b>Diverse, Respectful &amp; Inclusive</b>	I am treated respectfully at work	80	82	-2	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace <sup>iii</sup>	10	10	0	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	72	67	5	68
	My department implements meaningful activities and practices that support a diverse workplace	68	65	3	61

## Opportunities

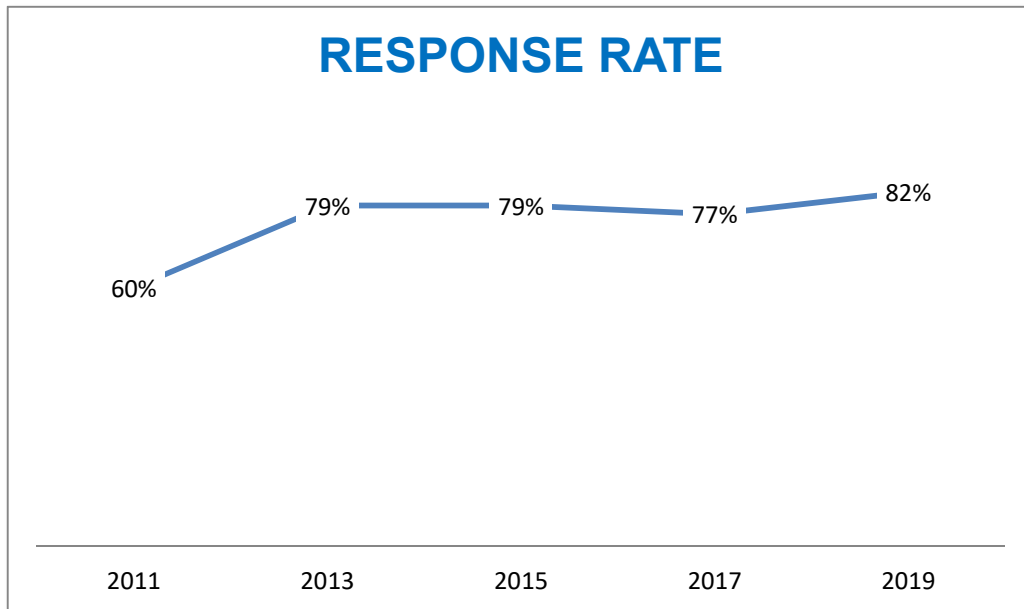
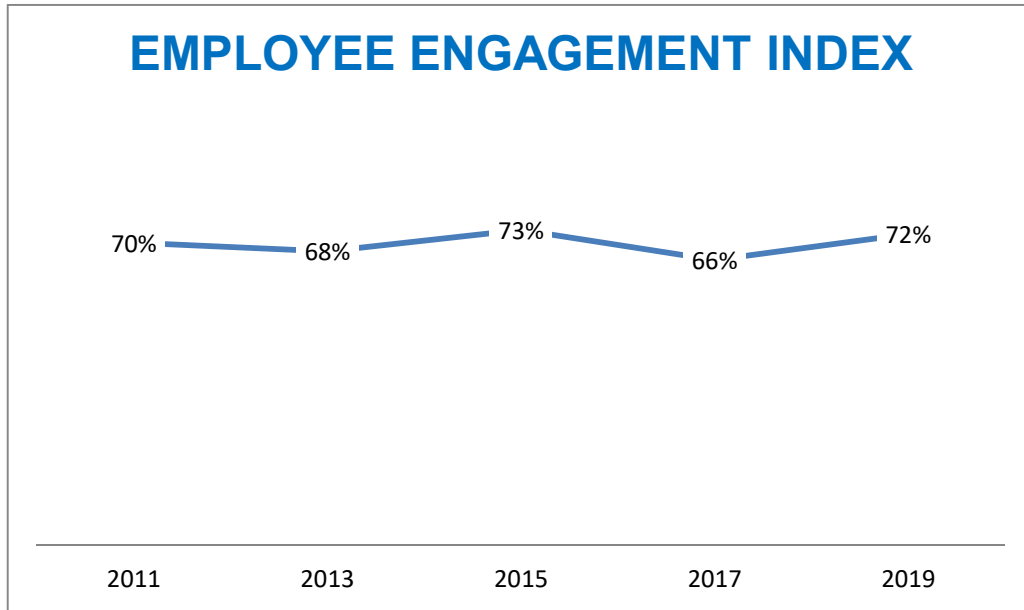
Area	Question	2019	2017	+/-	Nova Scotia
<b>Professional &amp; Career Growth</b>	My organization supports my work-related learning & development	77	72	5	68
	My department supports innovative ways of career development	59	54	5	48
	I have opportunities for career growth within the Government of Nova Scotia	48	29	19	45
<b>Staffing Practices</b>	In my department, the selection of a person for a position is based on skills, knowledge and abilities	52	49	3	47

## Leadership

Area	Question	2019	2017	+/-	Nova Scotia
<b>Person I Report To</b>	Keeps me informed of things that I need to know to do my job well	75	75	0	70
	Consults me on decisions that affect my work	74	71	3	68
	Provides clear expectations regarding my work	72	68	4	67
	Provides useful feedback about my work performance	73	75	-2	64
	Treats me with respect	89	85	4	84
	Deals with conflict effectively	66			63
	I trust the person I report to	76	75	1	72
	I am satisfied with the quality of supervision I receive	76	75	1	70
<b>Senior Leadership</b>	Senior Leadership in my department provides clear direction	57	55	2	47
	Senior Leadership in my department makes timely decisions	50	51	-1	39
	Essential information flows effectively from senior leadership to staff	49	45	4	40
	I have confidence in the senior leadership of my department	64	60	4	51
<b>Director</b>	My director provides clear direction	66			56
	Essential information flows effectively from my director to staff	63			52

# Appendix

## Nova Scotia Public Service Trends



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<sup>i</sup> 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.

<sup>ii</sup> In 2019, this category score was comprised of different items than it was in 2017.

<sup>iii</sup> 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](mailto: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.