

# How's Work Going?

Nova Scotia Government Survey Results 2019

Lands and Forestry



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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. 81% of Lands and Forestry employees completed the survey.

The 2019 Engagement Index for the Lands and Forestry Department is 64. 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>64</b>	<b>60</b>	<b>4</b>	<b>62</b>
1 I am inspired to give my very best	74	70	4	72
2 I am satisfied with my department	55	53	2	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	72	67	5	68
4 Overall, I feel valued as a Government of Nova Scotia employee	58	47	11	55
5 I am proud to tell people I work for the Government of Nova Scotia	60	62	-2	62
6 I would recommend the Government of Nova Scotia as a great place to work	59	58	1	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	67	60	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	44			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

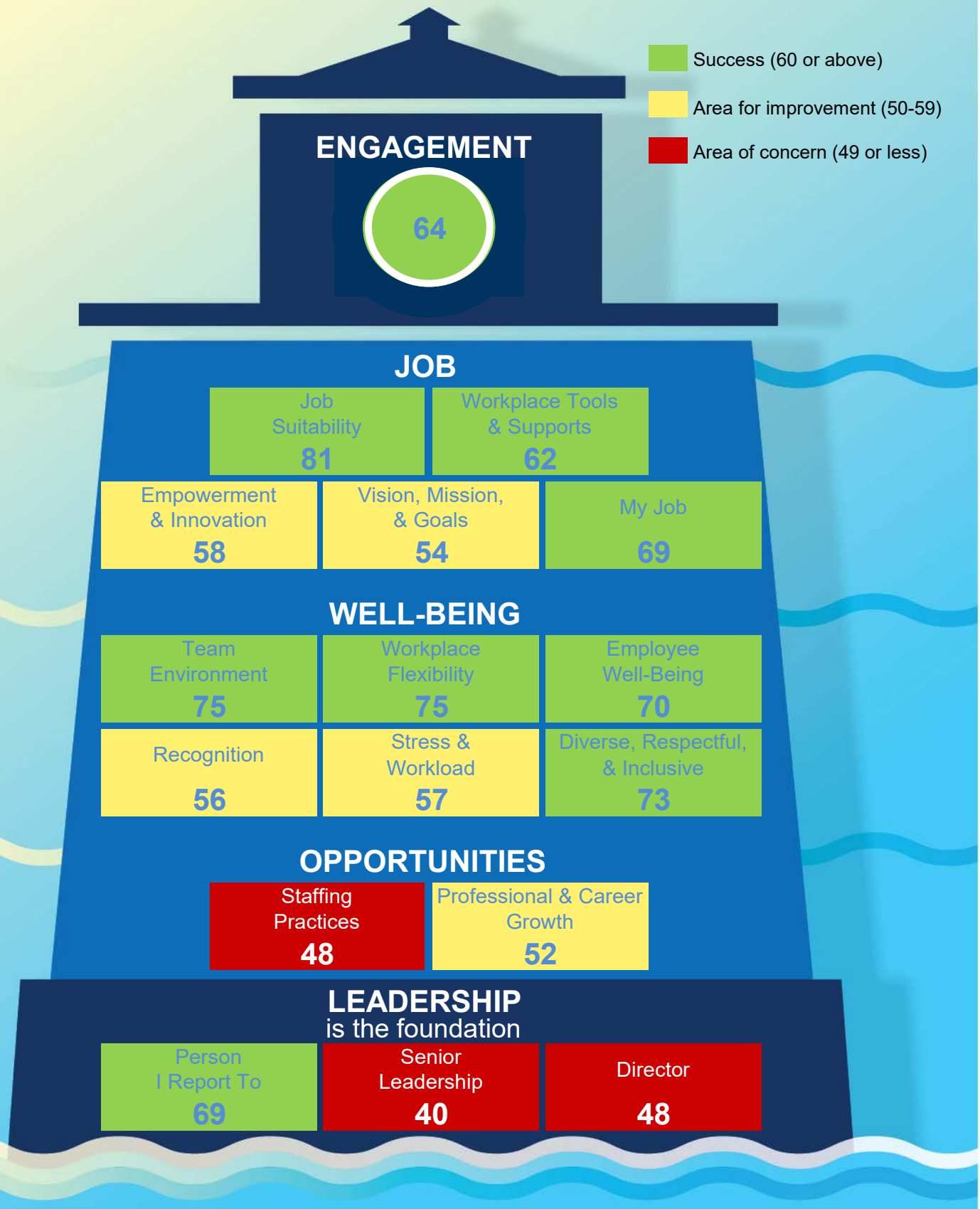
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

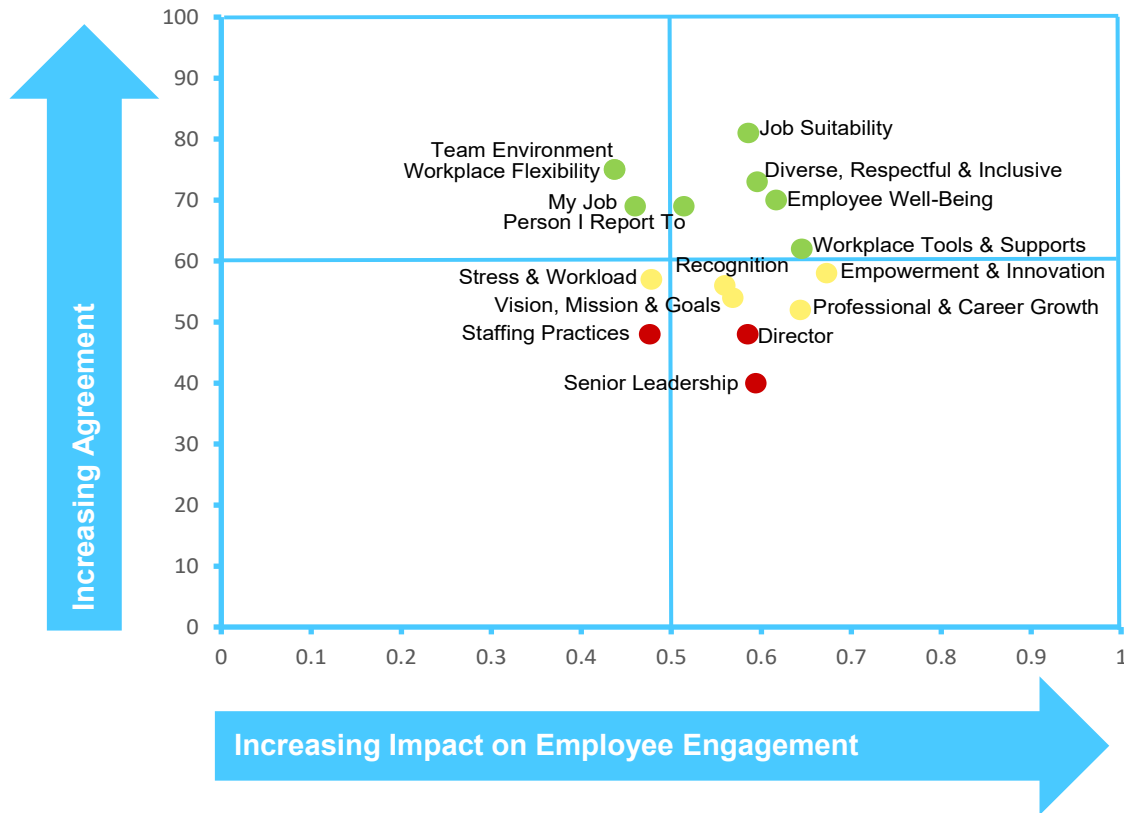
	2019	2017
<b>ENGAGEMENT</b>	<b>64</b>	<b>60</b>
<b>JOB</b>		
Job Suitability	81	73
Workplace Tools & Supports	62	54
Empowerment & Innovation	58	53
Vision, Mission & Goals <sup>ii</sup>	54	50
My Job	69	56
<b>WELL-BEING</b>		
Team Environment	75	70
Workplace Flexibility	75	79
Employee Well-Being <sup>ii</sup>	70	64
Recognition	56	47
Stress & Workload	57	50
Diverse, Respectful, & Inclusive	73	68
<b>OPPORTUNITIES</b>		
Staffing Practices	48	46
Professional & Career Growth	52	51
<b>LEADERSHIP</b>		
Person I Report To <sup>ii</sup>	69	66
Senior Leadership	40	33
Director	48	

Success  
60 or above

Area for improvement  
50-59

Area of concern  
49 or less

# Priority Matrix



## Highlights

### Top 3 Success Areas

1. Workplace Tools & Supports
2. Employee Well-Being
3. Diverse, Respectful & Inclusive

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

Being treated respectfully at work

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

Having access to the resources and support they need to address disrespectful behavior in the workplace

### Top 3 Focus Areas

1. Empowerment & Innovation
2. Professional & Career Growth
3. Senior Leadership

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

Senior leadership in their department making timely decisions

Essential information flowing effectively from senior leadership to staff

Having opportunities for career growth within the Government of Nova Scotia



# 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	91	84	7	84
	The work I do gives me a sense of accomplishment	78	71	7	74
	I am satisfied with my job	73	63	10	67
<b>Workplace Tools &amp; Supports</b>	I have the technology I need to do my job well	69	64	5	67
	I have the tools, equipment and resources I need to do my job well	64	55	9	61
	I have support at work to provide a high level of service	62	54	8	62
	My organization supports employees through change	52	41	11	52
<b>Empowerment &amp; Innovation</b>	Innovation is valued in my work	53	54	-1	55
	I feel safe and supported by my organization to try new ideas	58	52	6	54
	I have opportunities to implement new ideas in my work	58	55	3	56
	I have opportunities to provide input into decisions that affect my work	61	56	5	60
	Continuous improvement of processes/procedures is encouraged in my department	60	49	11	57
<b>Vision, Mission &amp; Goals</b>	I know how my work contributes to the achievement of my department's goals	64	66	-2	70
	The vision, mission and goals of my organization are communicated well	43			56
<b>My Job</b>	I feel my job is secure	77	57	20	73
	I am paid fairly for the work I do	61	54	7	58

# Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
<b>Team Environment</b>	I have positive working relationships with my co-workers	88	87	1	88
	Communication is encouraged between my work unit and other work units we work with	61	53	8	64
<b>Workplace Flexibility</b>	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	74	81	-7	79
	I have support to balance my work and personal life	75	76	-1	73
<b>Employee Well-being</b>	I would describe my workplace as healthy, safe and supportive of my emotional well-being	63	55	8	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	73	72	1	67
	I feel supported in my workplace when dealing with personal or family issues	80			75
	In my workplace, there is a good understanding of the importance of employee mental health	62			60
	My work tends to leave me feeling mentally drained or exhausted <sup>iii</sup>	42			45
<b>Recognition</b>	I receive meaningful recognition for work well done	56	47	9	55
<b>Stress &amp; Workload</b>	The amount of stress I experience at work is reasonable	58	55	3	55
	My workload is reasonable	56	45	11	56
<b>Diverse, Respectful &amp; Inclusive</b>	I am treated respectfully at work	80	75	5	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace <sup>iii</sup>	10	14	-4	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	74	71	3	68
	My department implements meaningful activities and practices that support a diverse workplace	65	59	6	61

## Opportunities

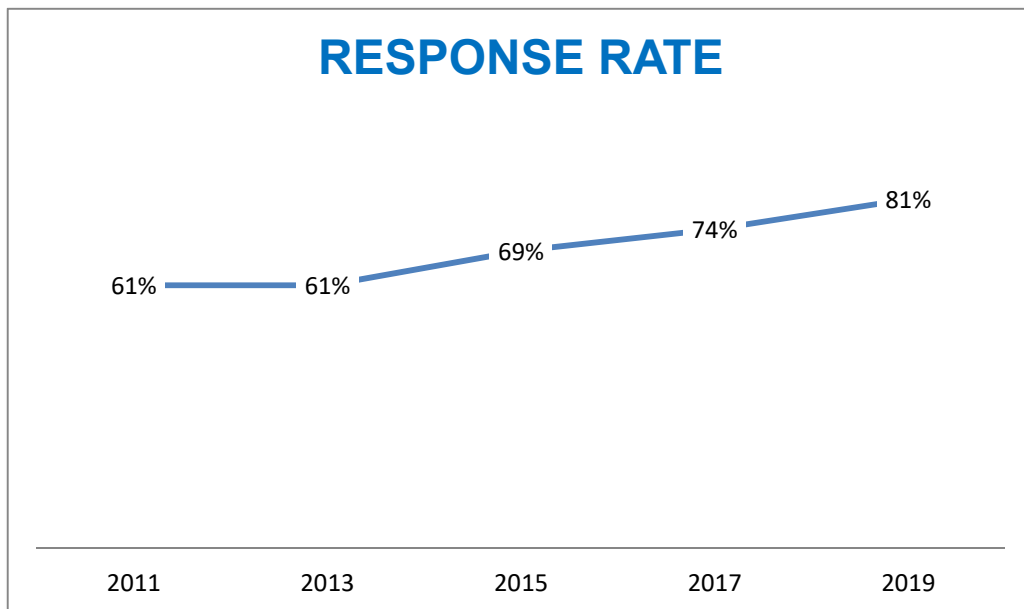
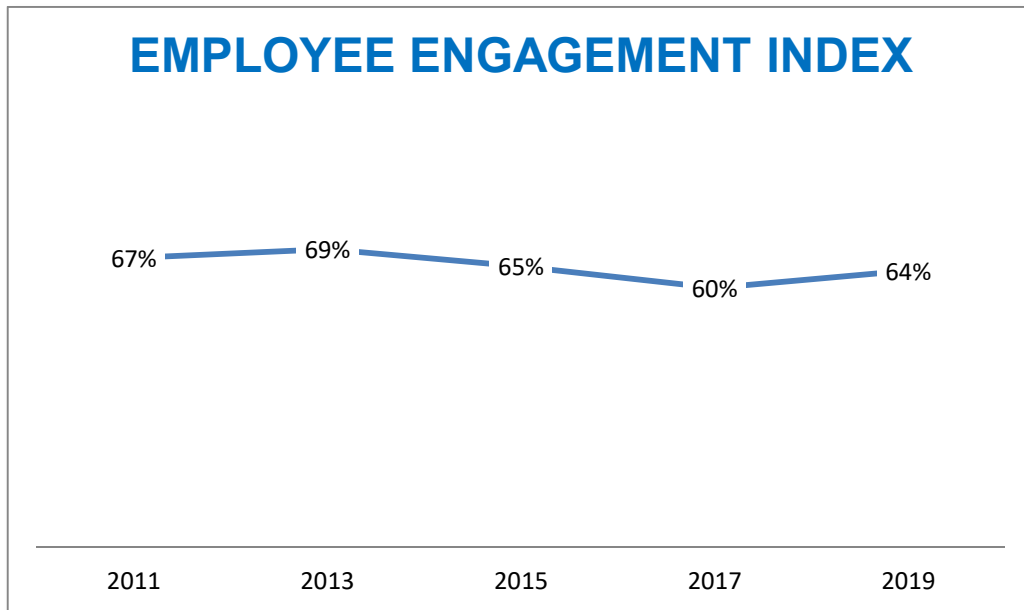
Area	Question	2019	2017	+/-	Nova Scotia
<b>Professional &amp; Career Growth</b>	My organization supports my work-related learning & development	68	67	1	68
	My department supports innovative ways of career development	46	46	0	48
	I have opportunities for career growth within the Government of Nova Scotia	43	39	4	45
<b>Staffing Practices</b>	In my department, the selection of a person for a position is based on skills, knowledge and abilities	48	46	2	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	69	64	5	70
	Consults me on decisions that affect my work	70	61	9	68
	Provides clear expectations regarding my work	64	61	3	67
	Provides useful feedback about my work performance	59	58	1	64
	Treats me with respect	84	81	3	84
	Deals with conflict effectively	64			63
	I trust the person I report to	74	71	3	72
	I am satisfied with the quality of supervision I receive	71	66	5	70
<b>Senior Leadership</b>	Senior Leadership in my department provides clear direction	44	37	7	47
	Senior Leadership in my department makes timely decisions	33	26	7	39
	Essential information flows effectively from senior leadership to staff	34	26	8	40
	I have confidence in the senior leadership of my department	49	43	6	51
<b>Director</b>	My director provides clear direction	50			56
	Essential information flows effectively from my director to staff	45			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.