

How's Work Going?

Nova Scotia Government Survey Results 2019

Municipal Affairs and Housing



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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. 77% of Municipal Affairs and Housing employees completed the survey.

The 2019 Engagement Index for the Municipal Affairs and Housing Department is 70. 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	70	71	-1	62
1 I am inspired to give my very best	75	73	2	72
2 I am satisfied with my department	53	75	-22	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	74	78	-4	68
4 Overall, I feel valued as a Government of Nova Scotia employee	65	67	-2	55
5 I am proud to tell people I work for the Government of Nova Scotia	75	69	6	62
6 I would recommend the Government of Nova Scotia as a great place to work	78	67	11	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	67	68	-1	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

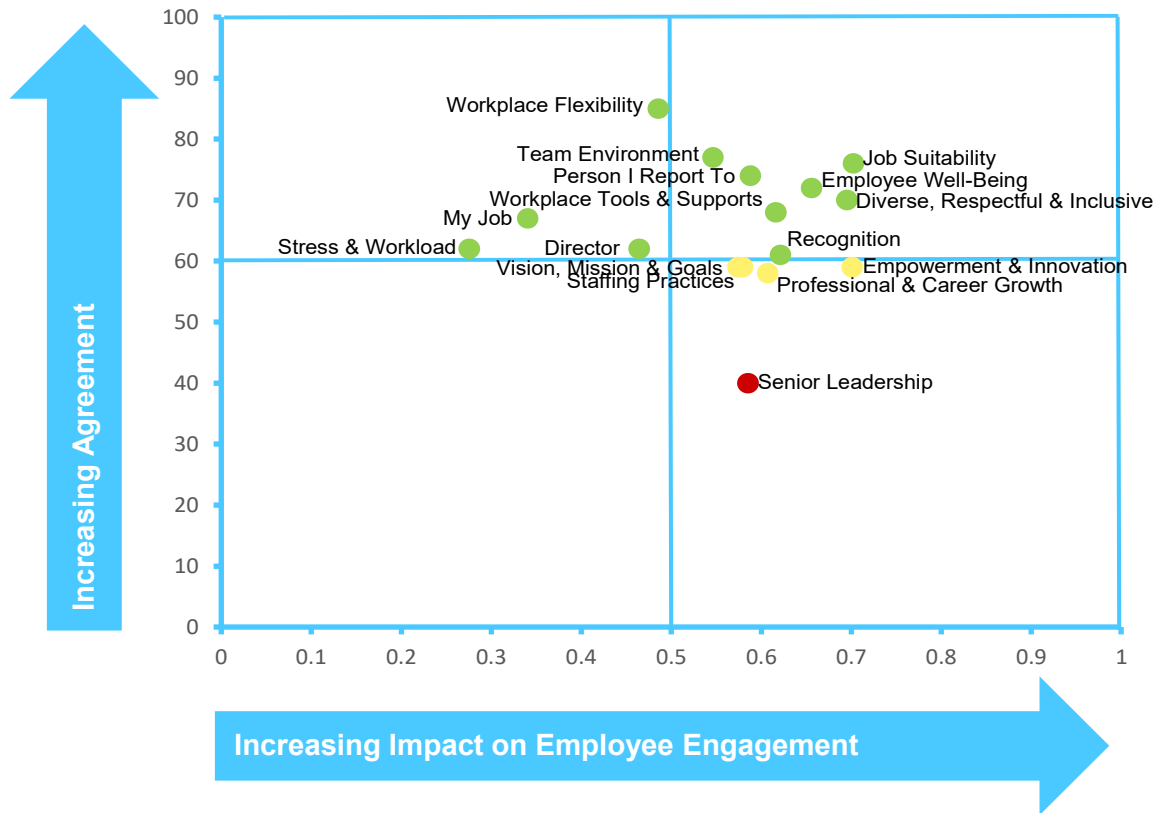
	2019	2017
ENGAGEMENT	70	71
JOB		
Job Suitability	76	78
Workplace Tools & Supports	68	73
Empowerment & Innovation	59	65
Vision, Mission & Goals ⁱⁱ	59	64
My Job	67	70
WELL-BEING		
Team Environment	77	83
Workplace Flexibility	85	87
Employee Well-Being ⁱⁱ	72	79
Recognition	61	67
Stress & Workload	62	67
Diverse, Respectful, & Inclusive	70	69
OPPORTUNITIES		
Staffing Practices	59	71
Professional & Career Growth	58	69
LEADERSHIP		
Person I Report To ⁱⁱ	74	75
Senior Leadership	40	57
Director	62	

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Job Suitability
2. Diverse, Respectful & Inclusive
3. Employee Well-Being

Employees feel more positive when they think about...

Their job being a good fit for their skills and interests

Being treated respectfully at work

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

Top 3 Focus Areas

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

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

Senior leadership in their department providing clear direction

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	86	90	-4	84
	The work I do gives me a sense of accomplishment	75	76	-1	74
	I am satisfied with my job	68	68	0	67
Workplace Tools & Supports	I have the technology I need to do my job well	81	85	-4	67
	I have the tools, equipment and resources I need to do my job well	66	76	-10	61
	I have support at work to provide a high level of service	68	75	-7	62
	My organization supports employees through change	58	54	4	52
Empowerment & Innovation	Innovation is valued in my work	59	66	-7	55
	I feel safe and supported by my organization to try new ideas	57	64	-7	54
	I have opportunities to implement new ideas in my work	61	61	0	56
	I have opportunities to provide input into decisions that affect my work	60	64	-4	60
	Continuous improvement of processes/procedures is encouraged in my department	59	68	-9	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	68	77	-9	70
	The vision, mission and goals of my organization are communicated well	50			56
My Job	I feel my job is secure	71	76	-5	73
	I am paid fairly for the work I do	63	63	0	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	93	95	-2	88
	Communication is encouraged between my work unit and other work units we work with	61	70	-9	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	86	93	-7	79
	I have support to balance my work and personal life	83	81	2	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	69	72	-3	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	70	85	-15	67
	I feel supported in my workplace when dealing with personal or family issues	82			75
	In my workplace, there is a good understanding of the importance of employee mental health	66			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	33			45
Recognition	I receive meaningful recognition for work well done	61	67	-6	55
Stress & Workload	The amount of stress I experience at work is reasonable	60	67	-7	55
	My workload is reasonable	63	66	-3	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	82	83	-1	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	10	10	0	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	71	74	-3	68
	My department implements meaningful activities and practices that support a diverse workplace	58	50	8	61

Opportunities

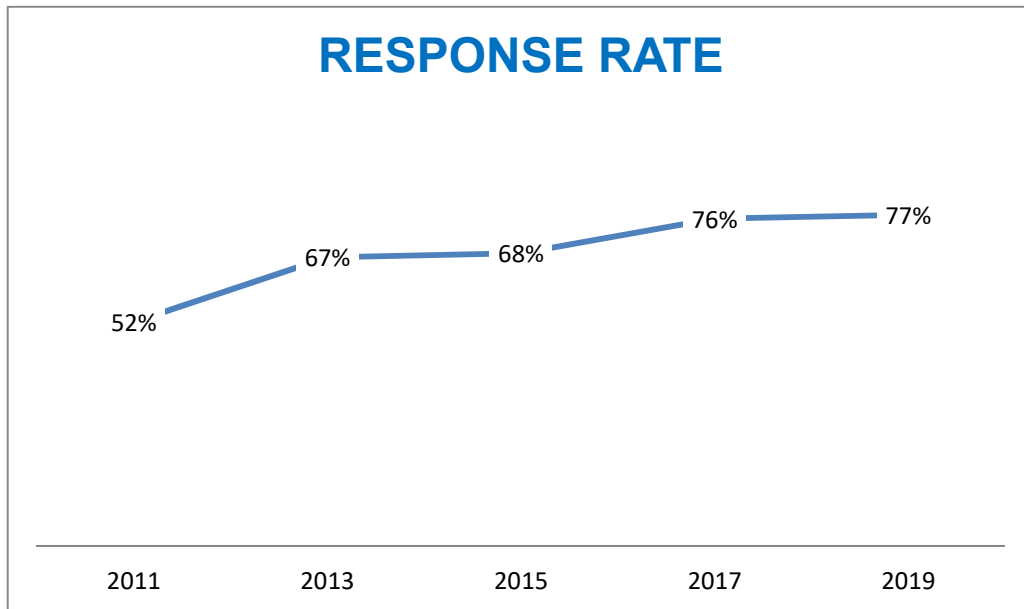
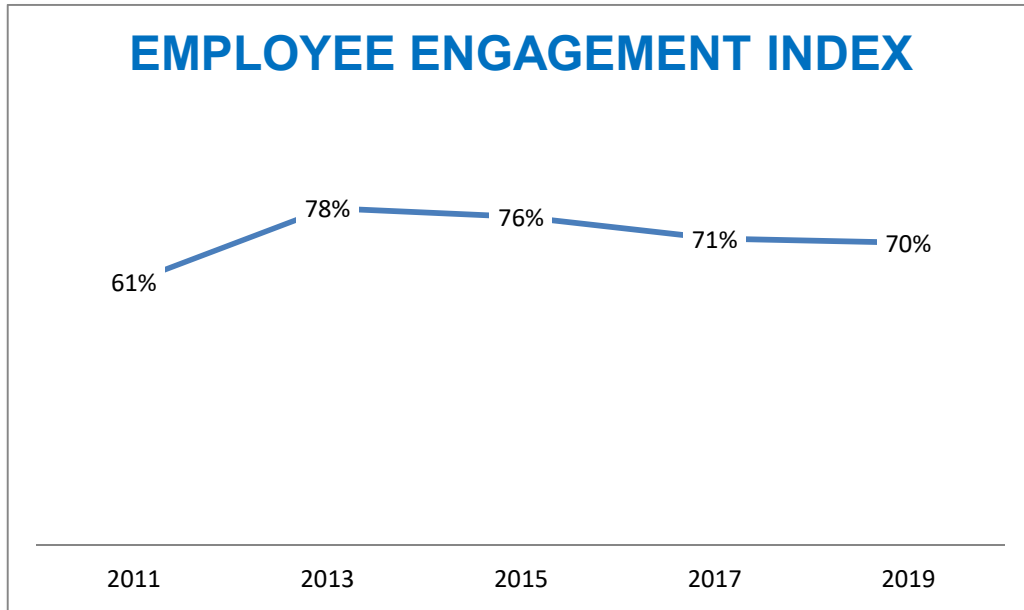
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	74	83	-9	68
	My department supports innovative ways of career development	49	68	-19	48
	I have opportunities for career growth within the Government of Nova Scotia	51	56	-5	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	59	71	-12	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	74	72	2	70
	Consults me on decisions that affect my work	72	70	2	68
	Provides clear expectations regarding my work	69	74	-5	67
	Provides useful feedback about my work performance	69	68	1	64
	Treats me with respect	83	83	0	84
	Deals with conflict effectively	69			63
	I trust the person I report to	78	79	-1	72
	I am satisfied with the quality of supervision I receive	77	79	-2	70
Senior Leadership	Senior Leadership in my department provides clear direction	41	61	-20	47
	Senior Leadership in my department makes timely decisions	35	58	-23	39
	Essential information flows effectively from senior leadership to staff	33	45	-12	40
	I have confidence in the senior leadership of my department	50	64	-14	51
Director	My director provides clear direction	61			56
	Essential information flows effectively from my director to staff	63			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.