

How's Work Going?

Nova Scotia Government Survey Results 2019

Office of Immigration



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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. 97% of Office of Immigration employees completed the survey.

The 2019 Engagement Index for the Office of Immigration Department is 80. 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	80	70	10	62
1 I am inspired to give my very best	74	77	-3	72
2 I am satisfied with my department	69	65	4	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	94	67	27	68
4 Overall, I feel valued as a Government of Nova Scotia employee	82	65	17	55
5 I am proud to tell people I work for the Government of Nova Scotia	79	74	5	62
6 I would recommend the Government of Nova Scotia as a great place to work	85	74	11	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	79	71	8	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	72			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

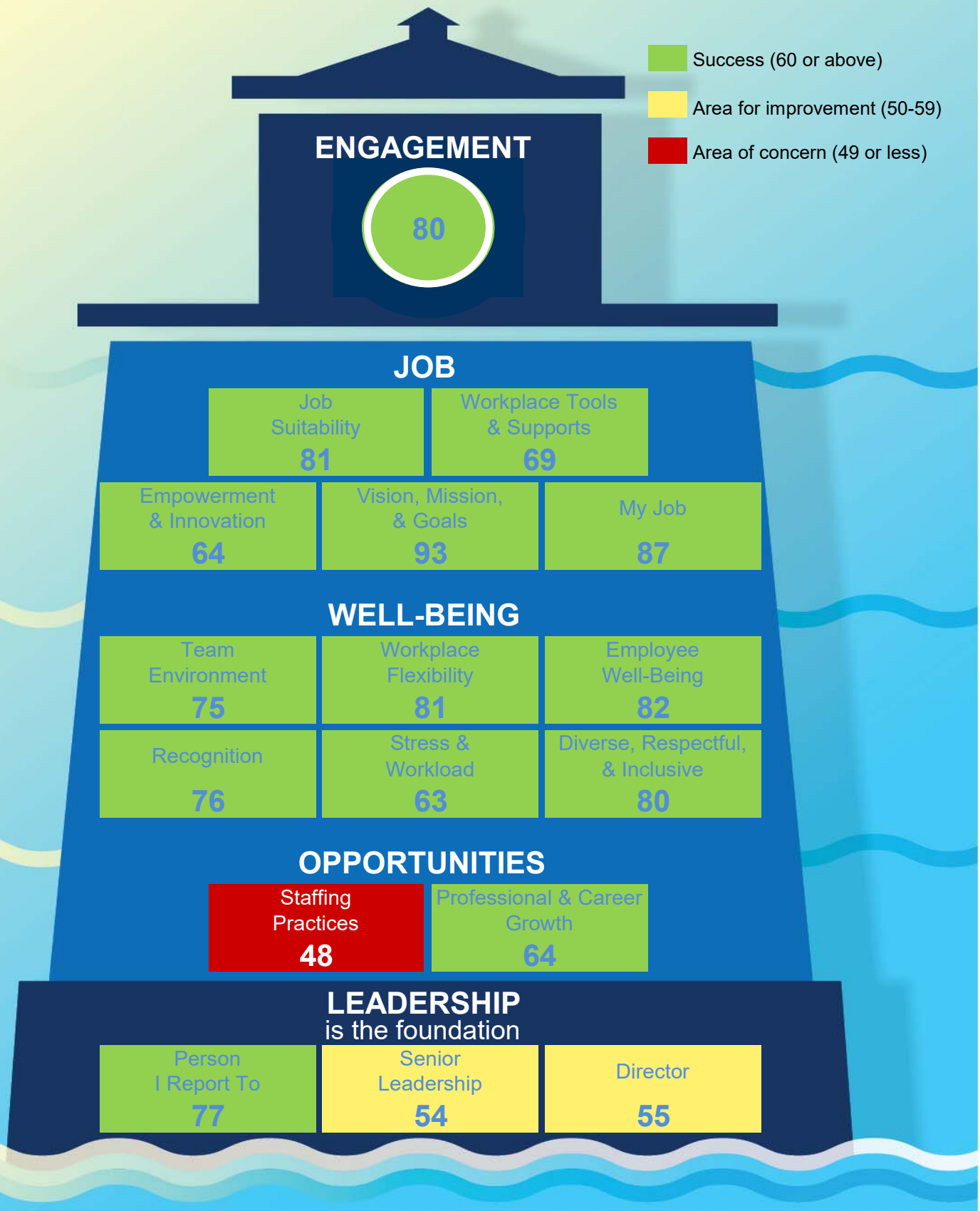
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

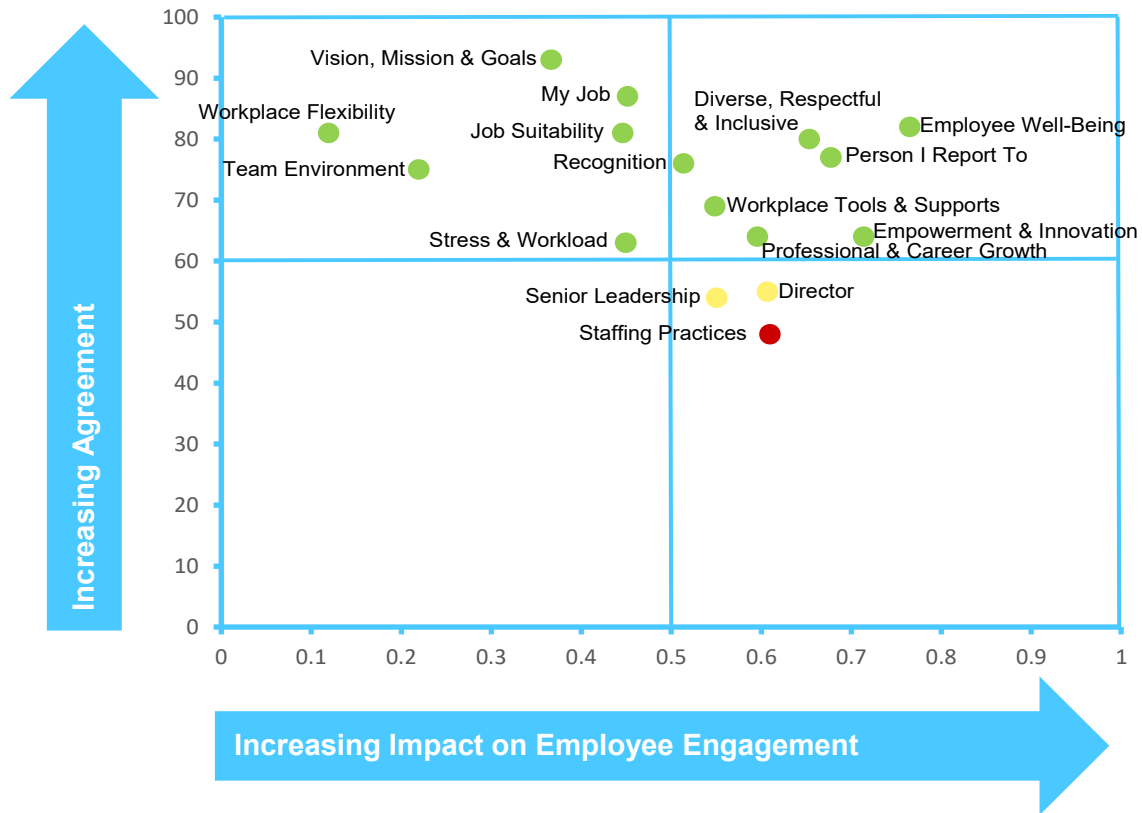
	2019	2017
ENGAGEMENT	80	70
JOB		
Job Suitability	81	72
Workplace Tools & Supports	69	67
Empowerment & Innovation	64	56
Vision, Mission & Goals ⁱⁱ	93	58
My Job	87	71
WELL-BEING		
Team Environment	75	70
Workplace Flexibility	81	73
Employee Well-Being ⁱⁱ	82	67
Recognition	76	55
Stress & Workload	63	59
Diverse, Respectful, & Inclusive	80	70
OPPORTUNITIES		
Staffing Practices	48	37
Professional & Career Growth	64	55
LEADERSHIP		
Person I Report To ⁱⁱ	77	69
Senior Leadership	54	45
Director	55	

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Employee Well-Being
2. Empowerment & Innovation
3. Person I Report To

Employees feel more positive when they think about...

The person they report to treating them with respect

Being satisfied with the quality of supervision they receive

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

Top 3 Focus Areas

1. Staffing Practices
2. Director
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

Essential information flowing effectively from their director to staff

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	82	77	5	84
	The work I do gives me a sense of accomplishment	82	80	2	74
	I am satisfied with my job	79	58	21	67
Workplace Tools & Supports	I have the technology I need to do my job well	77	73	4	67
	I have the tools, equipment and resources I need to do my job well	74	67	7	61
	I have support at work to provide a high level of service	67	74	-7	62
	My organization supports employees through change	58	55	3	52
Empowerment & Innovation	Innovation is valued in my work	58	52	6	55
	I feel safe and supported by my organization to try new ideas	67	52	15	54
	I have opportunities to implement new ideas in my work	64	48	16	56
	I have opportunities to provide input into decisions that affect my work	70	58	12	60
	Continuous improvement of processes/procedures is encouraged in my department	61	68	-7	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	94	81	13	70
	The vision, mission and goals of my organization are communicated well	91			56
My Job	I feel my job is secure	85	71	14	73
	I am paid fairly for the work I do	88	70	18	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	97	97	0	88
	Communication is encouraged between my work unit and other work units we work with	53	42	11	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	73	77	-4	79
	I have support to balance my work and personal life	88	68	20	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	79	65	14	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	85	68	17	67
	I feel supported in my workplace when dealing with personal or family issues	87			75
	In my workplace, there is a good understanding of the importance of employee mental health	78			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	25			45
Recognition	I receive meaningful recognition for work well done	76	55	21	55
Stress & Workload	The amount of stress I experience at work is reasonable	67	60	7	55
	My workload is reasonable	58	58	0	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	88	65	23	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	3	28	-25	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	75	70	5	68
	My department implements meaningful activities and practices that support a diverse workplace	76	74	2	61

Opportunities

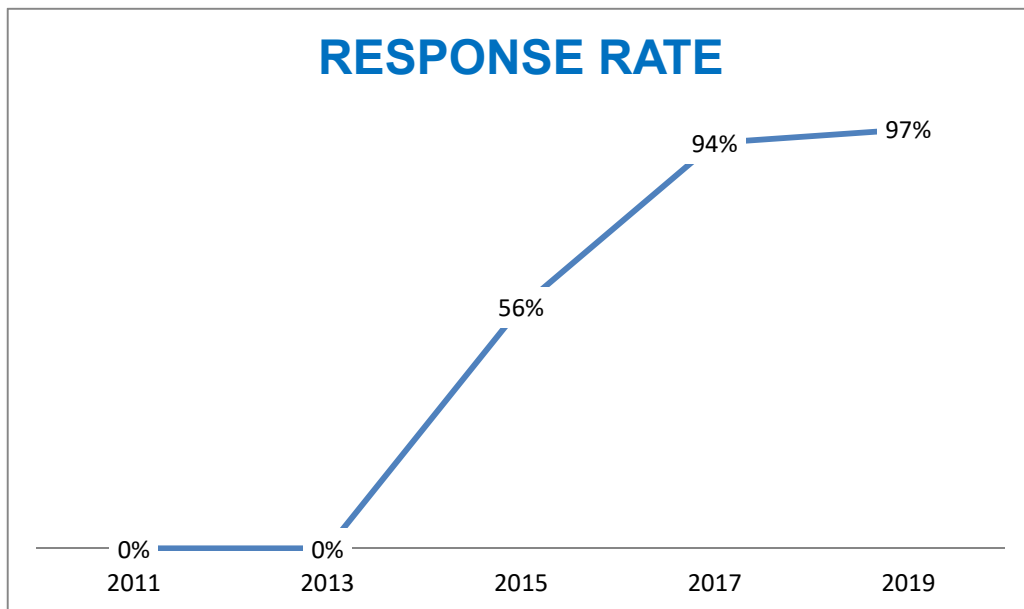
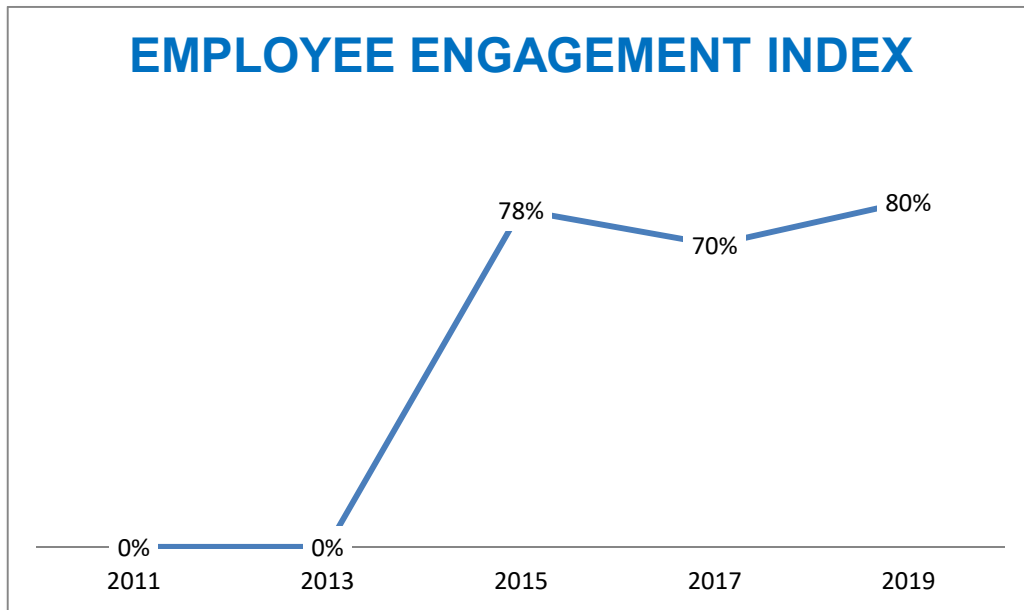
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	76	68	8	68
	My department supports innovative ways of career development	52	42	10	48
	I have opportunities for career growth within the Government of Nova Scotia	63	55	8	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	48	37	11	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	73	68	5	70
	Consults me on decisions that affect my work	67	71	-4	68
	Provides clear expectations regarding my work	64	60	4	67
	Provides useful feedback about my work performance	67	53	14	64
	Treats me with respect	97	84	13	84
	Deals with conflict effectively	71			63
	I trust the person I report to	85	74	11	72
	I am satisfied with the quality of supervision I receive	88	70	18	70
Senior Leadership	Senior Leadership in my department provides clear direction	53	39	14	47
	Senior Leadership in my department makes timely decisions	44	39	5	39
	Essential information flows effectively from senior leadership to staff	44	39	5	40
	I have confidence in the senior leadership of my department	75	61	14	51
Director	My director provides clear direction	65			56
	Essential information flows effectively from my director to staff	45			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.