

# How's Work Going?

Nova Scotia Government Survey Results 2019

Office of the Ombudsman



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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. 59% of Office of the Ombudsman employees completed the survey.

The 2019 Engagement Index for the Office of the Ombudsman Department is 81. The table below provides employee responses to the seven questions used to calculate the engagement index with a comparison to the Nova Scotia Government overall results.

	2019	Nova Scotia
<b>Overall Engagement Index<sup>i</sup></b>	<b>81</b>	<b>62</b>
1 I am inspired to give my very best	60	72
2 I am satisfied with my department	80	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	90	68
4 Overall, I feel valued as a Government of Nova Scotia employee	90	55
5 I am proud to tell people I work for the Government of Nova Scotia	70	62
6 I would recommend the Government of Nova Scotia as a great place to work	90	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	89	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	Nova Scotia
My department takes meaningful action to improve my work environment	89	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

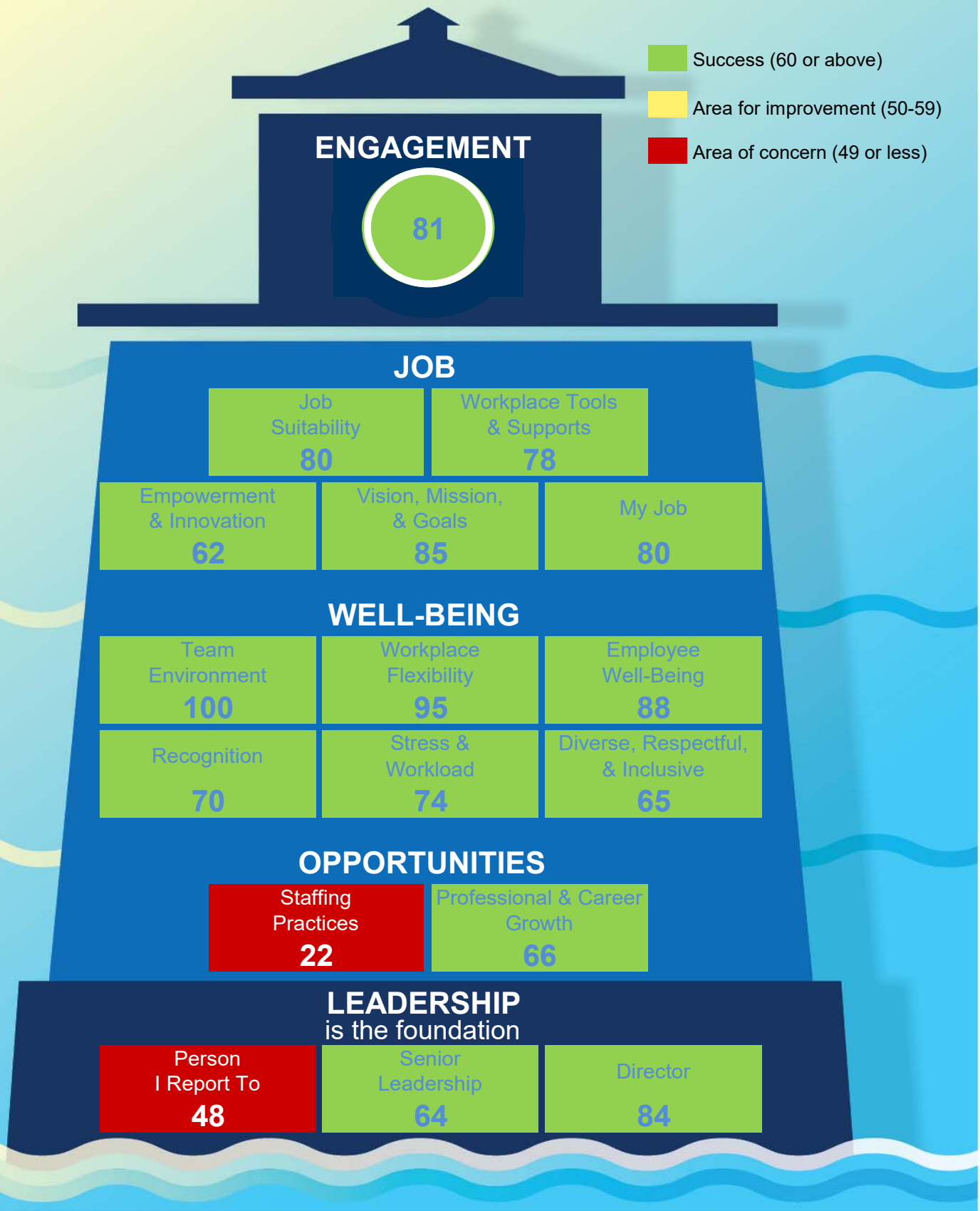
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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 follows.**

# Results 2019



# Results 2019

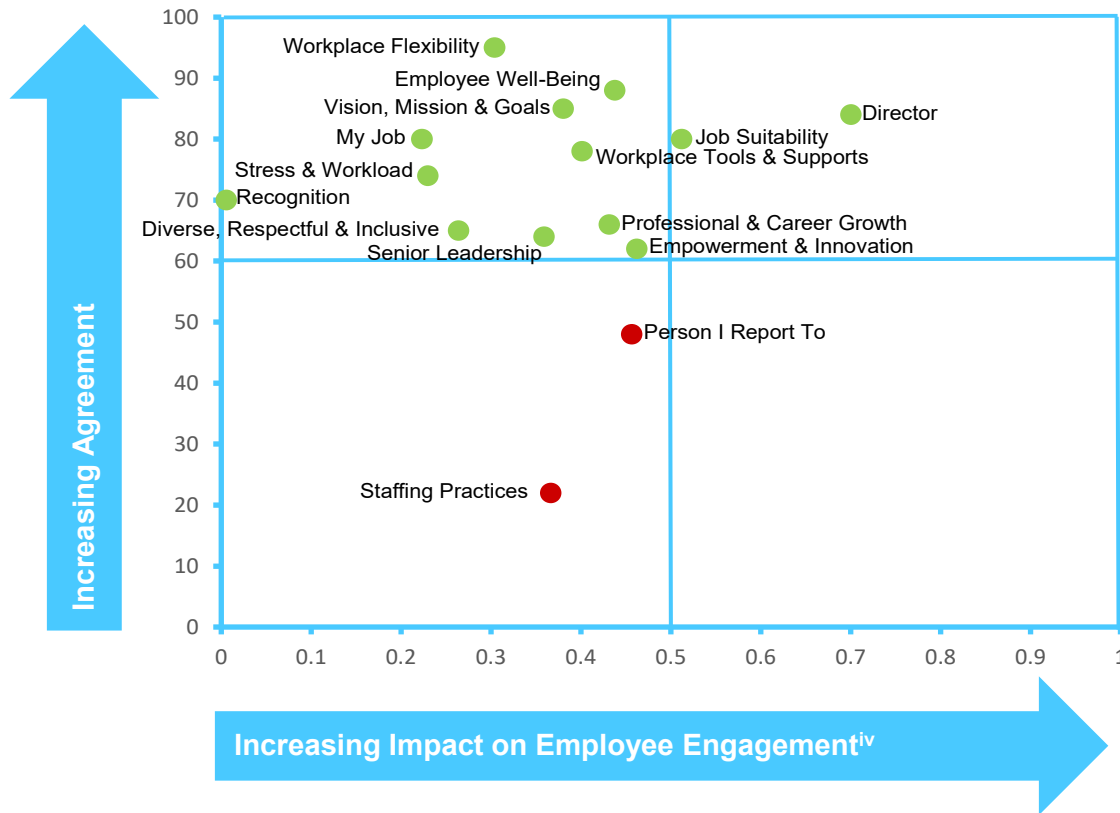
	2019
<b>ENGAGEMENT</b>	<b>81</b>
<hr/>	
<b>JOB</b>	
Job Suitability	80
Workplace Tools & Supports	78
Empowerment & Innovation	62
Vision, Mission & Goals <sup>ii</sup>	85
My Job	80
<hr/>	
<b>WELL-BEING</b>	
Team Environment	100
Workplace Flexibility	95
Employee Well-Being <sup>ii</sup>	88
Recognition	70
Stress & Workload	74
Diverse, Respectful, & Inclusive	65
<hr/>	
<b>OPPORTUNITIES</b>	
Staffing Practices	22
Professional & Career Growth	66
<hr/>	
<b>LEADERSHIP</b>	
Person I Report To <sup>ii</sup>	48
Senior Leadership	64
Director	84

Success  
60 or above

Area for improvement  
50-59

Area of concern  
49 or less

# Priority Matrix



# Highlights

## Top 3 Success Areas

1. Director
2. Job Suitability
3. Empowerment & Innovation

## Top 3 Focus Areas

1. Person I Report To
2. Staffing Practices

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

- Their director providing clear direction
- Having opportunities to provide input into decisions that affect their work
- Feeling safe and supported by their organization to try new ideas

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

- In their department, the selection of a person for a position being based on skills, knowledge and abilities
- The person they report to consulting them on decisions that affect their work
- The person they report to dealing with conflict effectively



# 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	Nova Scotia
<b>Job Suitability</b>	My job is a good fit for my skills and interests	80	84
	The work I do gives me a sense of accomplishment	80	74
	I am satisfied with my job	80	67
<b>Workplace Tools &amp; Supports</b>	I have the technology I need to do my job well	80	67
	I have the tools, equipment and resources I need to do my job well	90	61
	I have support at work to provide a high level of service	70	62
	My organization supports employees through change	70	52
<b>Empowerment &amp; Innovation</b>	Innovation is valued in my work	50	55
	I feel safe and supported by my organization to try new ideas	80	54
	I have opportunities to implement new ideas in my work	60	56
	I have opportunities to provide input into decisions that affect my work	90	60
	Continuous improvement of processes/procedures is encouraged in my department	30	57
<b>Vision, Mission &amp; Goals</b>	I know how my work contributes to the achievement of my department's goals	80	70
	The vision, mission and goals of my organization are communicated well	90	56
<b>My Job</b>	I feel my job is secure	90	73
	I am paid fairly for the work I do	70	58

# Well-Being

Area	Question	2019	Nova Scotia
<b>Team Environment</b>	I have positive working relationships with my co-workers	100	88
	Communication is encouraged between my work unit and other work units we work with	100	64
<b>Workplace Flexibility</b>	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	100	79
	I have support to balance my work and personal life	90	73
<b>Employee Well-being</b>	I would describe my workplace as healthy, safe and supportive of my emotional well-being	100	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	90	67
	I feel supported in my workplace when dealing with personal or family issues	90	75
	In my workplace, there is a good understanding of the importance of employee mental health	70	60
	My work tends to leave me feeling mentally drained or exhausted <sup>iii</sup>	20	45
<b>Recognition</b>	I receive meaningful recognition for work well done	70	55
<b>Stress &amp; Workload</b>	The amount of stress I experience at work is reasonable	67	55
	My workload is reasonable	80	56
<b>Diverse, Respectful &amp; Inclusive</b>	I am treated respectfully at work	80	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace <sup>iii</sup>	0	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	70	68
	My department implements meaningful activities and practices that support a diverse workplace	44	61

## Opportunities

Area	Question	2019	Nova Scotia
<b>Professional &amp; Career Growth</b>	My organization supports my work-related learning & development	90	68
	My department supports innovative ways of career development	40	48
	I have opportunities for career growth within the Government of Nova Scotia	67	45
<b>Staffing Practices</b>	In my department, the selection of a person for a position is based on skills, knowledge and abilities	22	47

## Leadership

Area	Question	2019	Nova Scotia
<b>Person I Report To</b>	Keeps me informed of things that I need to know to do my job well	40	70
	Consults me on decisions that affect my work	30	68
	Provides clear expectations regarding my work	40	67
	Provides useful feedback about my work performance	40	64
	Treats me with respect	90	84
	Deals with conflict effectively	33	63
	I trust the person I report to	70	72
	I am satisfied with the quality of supervision I receive	40	70
<b>Senior Leadership</b>	Senior Leadership in my department provides clear direction	67	47
	Senior Leadership in my department makes timely decisions	78	39
	Essential information flows effectively from senior leadership to staff	33	40
	I have confidence in the senior leadership of my department	78	51
<b>Director</b>	My director provides clear direction	100	56
	Essential information flows effectively from my director to staff	67	52

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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.

<sup>iv</sup>One category, *Team Environment*, could not be included in the matrix because it was not possible to establish its impact on employee engagement.

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.