

How's Work Going?

Nova Scotia Government Survey Results 2019

Public Prosecution Service



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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. 35% of Public Prosecution Service employees completed the survey.

The 2019 Engagement Index for the Public Prosecution Service Department is 61. 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	61	61	0	62
1 I am inspired to give my very best	71	74	-3	72
2 I am satisfied with my department	49	56	-7	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	68	69	-1	68
4 Overall, I feel valued as a Government of Nova Scotia employee	43	47	-4	55
5 I am proud to tell people I work for the Government of Nova Scotia	68	61	7	62
6 I would recommend the Government of Nova Scotia as a great place to work	64	60	4	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	65	62	3	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	31			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

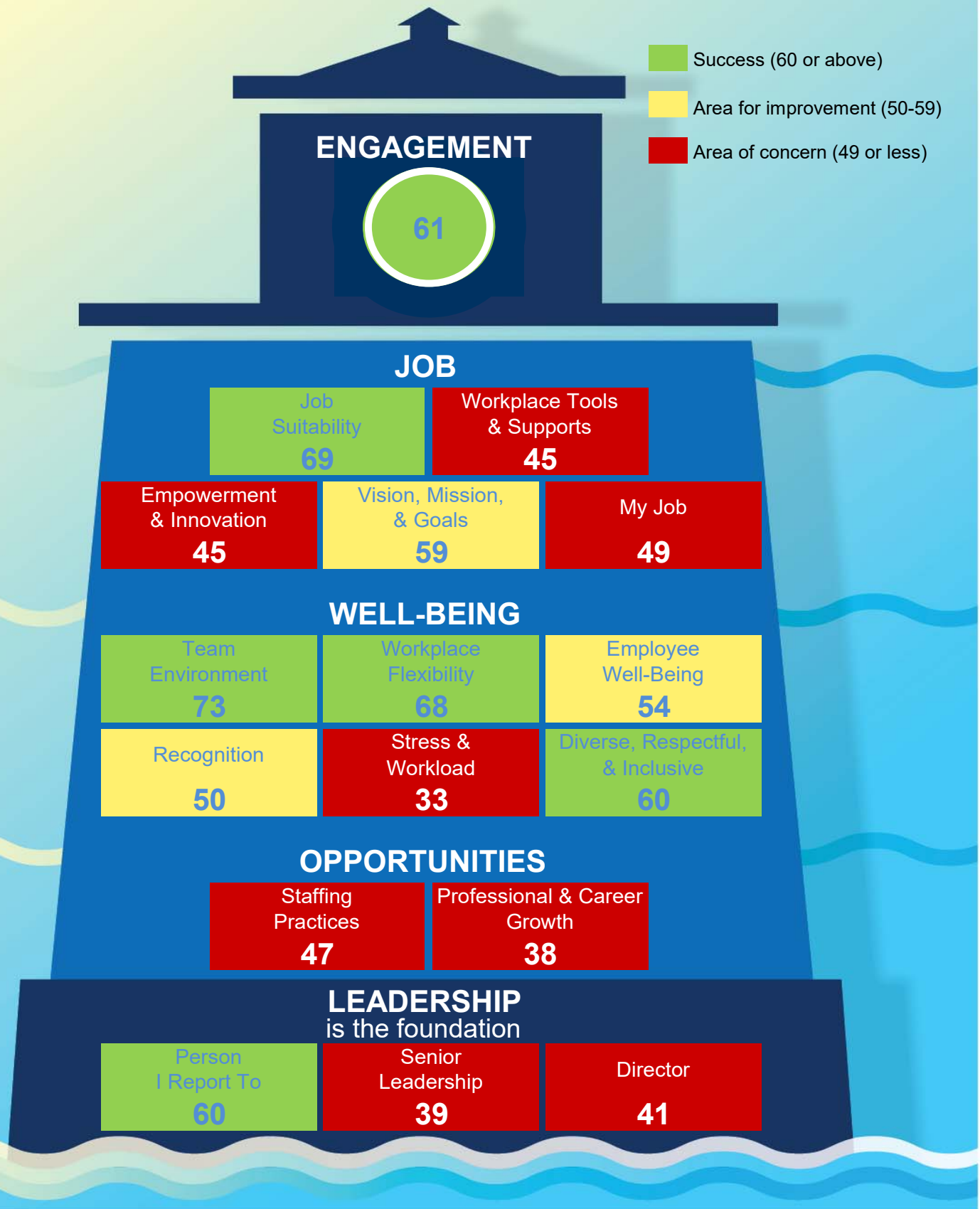
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

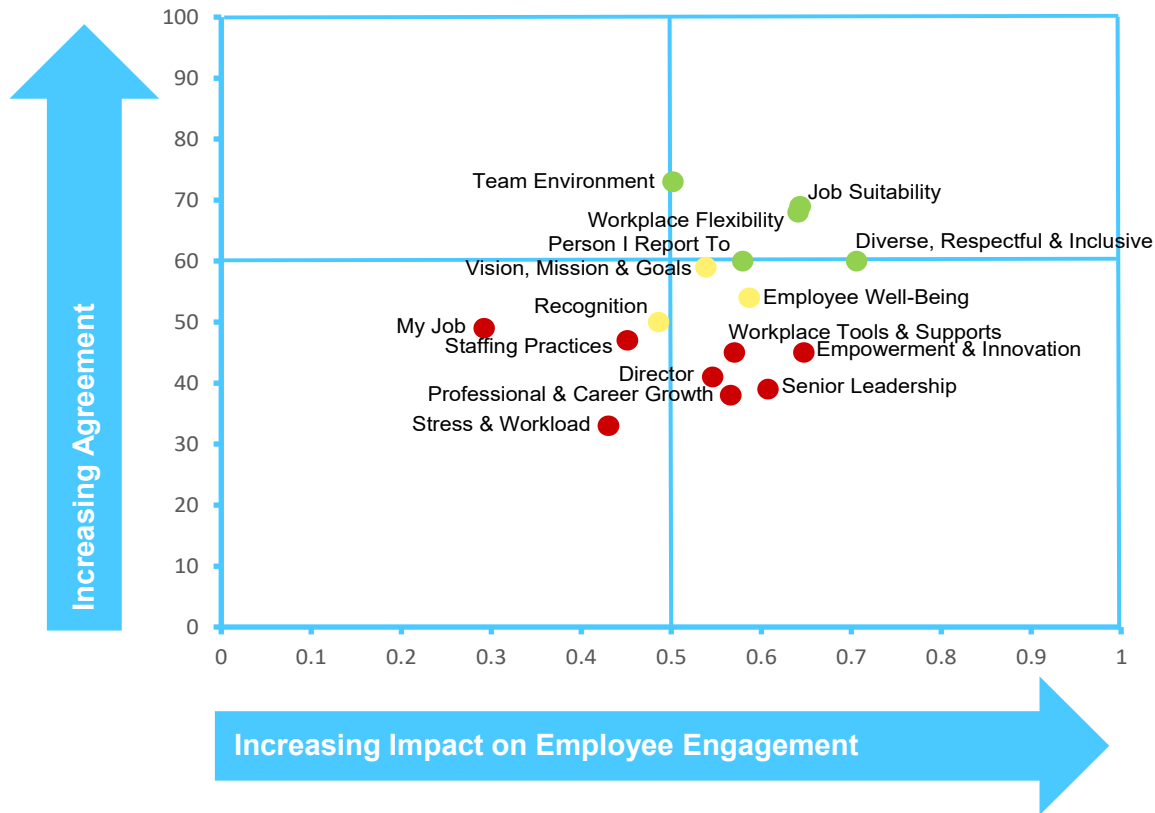
	2019	2017
ENGAGEMENT	61	61
JOB		
Job Suitability	69	78
Workplace Tools & Supports	45	48
Empowerment & Innovation	45	49
Vision, Mission & Goals ⁱⁱ	59	55
My Job	49	55
WELL-BEING		
Team Environment	73	74
Workplace Flexibility	68	73
Employee Well-Being ⁱⁱ	54	56
Recognition	50	41
Stress & Workload	33	40
Diverse, Respectful, & Inclusive	60	61
OPPORTUNITIES		
Staffing Practices	47	62
Professional & Career Growth	38	43
LEADERSHIP		
Person I Report To ⁱⁱ	60	54
Senior Leadership	39	46
Director	41	

Success
60 or above

Area for improvement
50-59

Area of concern
49 or less

Priority Matrix



Highlights

Top 3 Success Areas

1. Diverse, Respectful & Inclusive
2. Job Suitability
3. Workplace Flexibility

Employees feel more positive when they think about...

Their job being a good fit for their skills and interests

Their immediate supervisor supporting the use of flexible work arrangements, if operationally possible

The work they do giving them a sense of accomplishment

Top 3 Focus Areas

1. Empowerment & Innovation
2. Senior Leadership
3. Employee Well-Being

Employees feel less positive when they think about...

Essential information flowing effectively from senior leadership to staff

Senior leadership in their department providing clear direction

Senior leadership in their department making timely decisions

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	80	85	-5	84
	The work I do gives me a sense of accomplishment	73	79	-6	74
	I am satisfied with my job	55	71	-16	67
Workplace Tools & Supports	I have the technology I need to do my job well	46	52	-6	67
	I have the tools, equipment and resources I need to do my job well	43	45	-2	61
	I have support at work to provide a high level of service	45	53	-8	62
	My organization supports employees through change	45	40	5	52
Empowerment & Innovation	Innovation is valued in my work	42	50	-8	55
	I feel safe and supported by my organization to try new ideas	41	48	-7	54
	I have opportunities to implement new ideas in my work	44	50	-6	56
	I have opportunities to provide input into decisions that affect my work	49	52	-3	60
	Continuous improvement of processes/procedures is encouraged in my department	48	43	5	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	71	77	-6	70
	The vision, mission and goals of my organization are communicated well	47			56
My Job	I feel my job is secure	64	69	-5	73
	I am paid fairly for the work I do	33	41	-8	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	81	81	0	88
	Communication is encouraged between my work unit and other work units we work with	64	66	-2	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	79	81	-2	79
	I have support to balance my work and personal life	57	65	-8	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	44	51	-7	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	46	61	-15	67
	I feel supported in my workplace when dealing with personal or family issues	73			75
	In my workplace, there is a good understanding of the importance of employee mental health	51			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	65			45
Recognition	I receive meaningful recognition for work well done	50	41	9	55
Stress & Workload	The amount of stress I experience at work is reasonable	29	40	-11	55
	My workload is reasonable	37	40	-3	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	68	74	-6	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	17	18	-1	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	57	65	-8	68
	My department implements meaningful activities and practices that support a diverse workplace	54	44	10	61

Opportunities

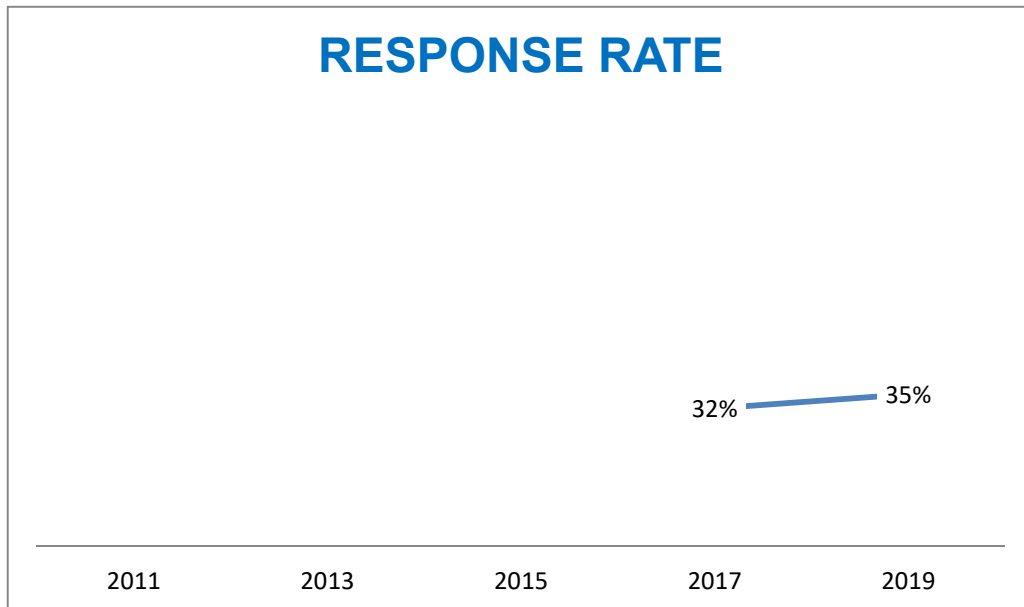
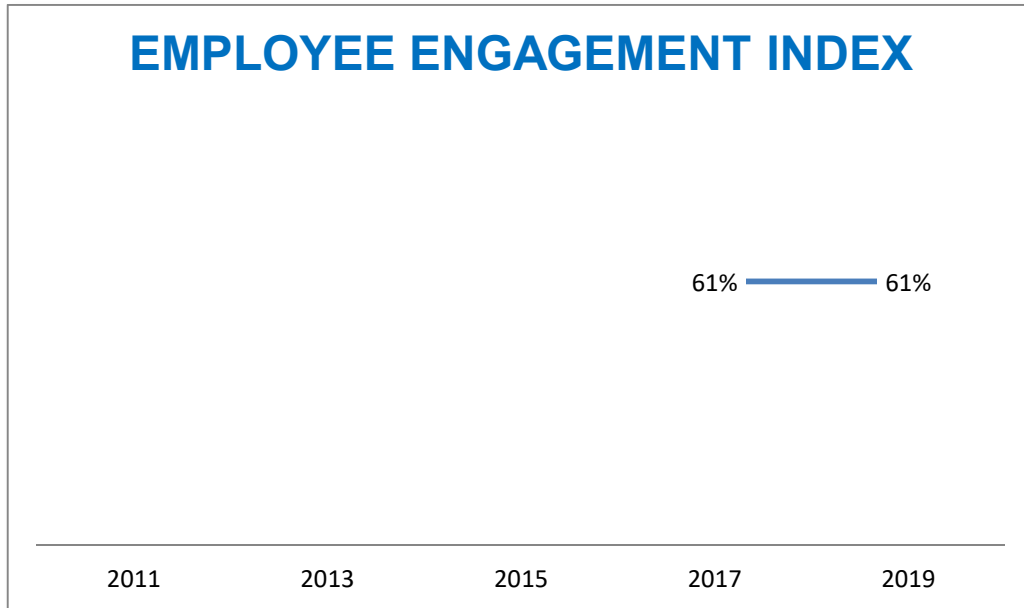
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	58	63	-5	68
	My department supports innovative ways of career development	27	40	-13	48
	I have opportunities for career growth within the Government of Nova Scotia	28	26	2	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	47	62	-15	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	59	53	6	70
	Consults me on decisions that affect my work	56	47	9	68
	Provides clear expectations regarding my work	62	55	7	67
	Provides useful feedback about my work performance	53	45	8	64
	Treats me with respect	73	66	7	84
	Deals with conflict effectively	53			63
	I trust the person I report to	57	55	2	72
	I am satisfied with the quality of supervision I receive	65	55	10	70
Senior Leadership	Senior Leadership in my department provides clear direction	38	49	-11	47
	Senior Leadership in my department makes timely decisions	39	44	-5	39
	Essential information flows effectively from senior leadership to staff	32	45	-13	40
	I have confidence in the senior leadership of my department	48	44	4	51
Director	My director provides clear direction	39			56
	Essential information flows effectively from my director to staff	42			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.