

How's Work Going?

Nova Scotia Government Survey Results 2019

Public Service Commission



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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. 90% of Public Service Commission employees completed the survey.

The 2019 Engagement Index for the Public Service Commission Department is 78. 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	78	73	5	62
1 I am inspired to give my very best	80	81	-1	72
2 I am satisfied with my department	74	66	8	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	82	73	9	68
4 Overall, I feel valued as a Government of Nova Scotia employee	76	71	5	55
5 I am proud to tell people I work for the Government of Nova Scotia	80	73	7	62
6 I would recommend the Government of Nova Scotia as a great place to work	78	74	4	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	73	74	-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	65			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

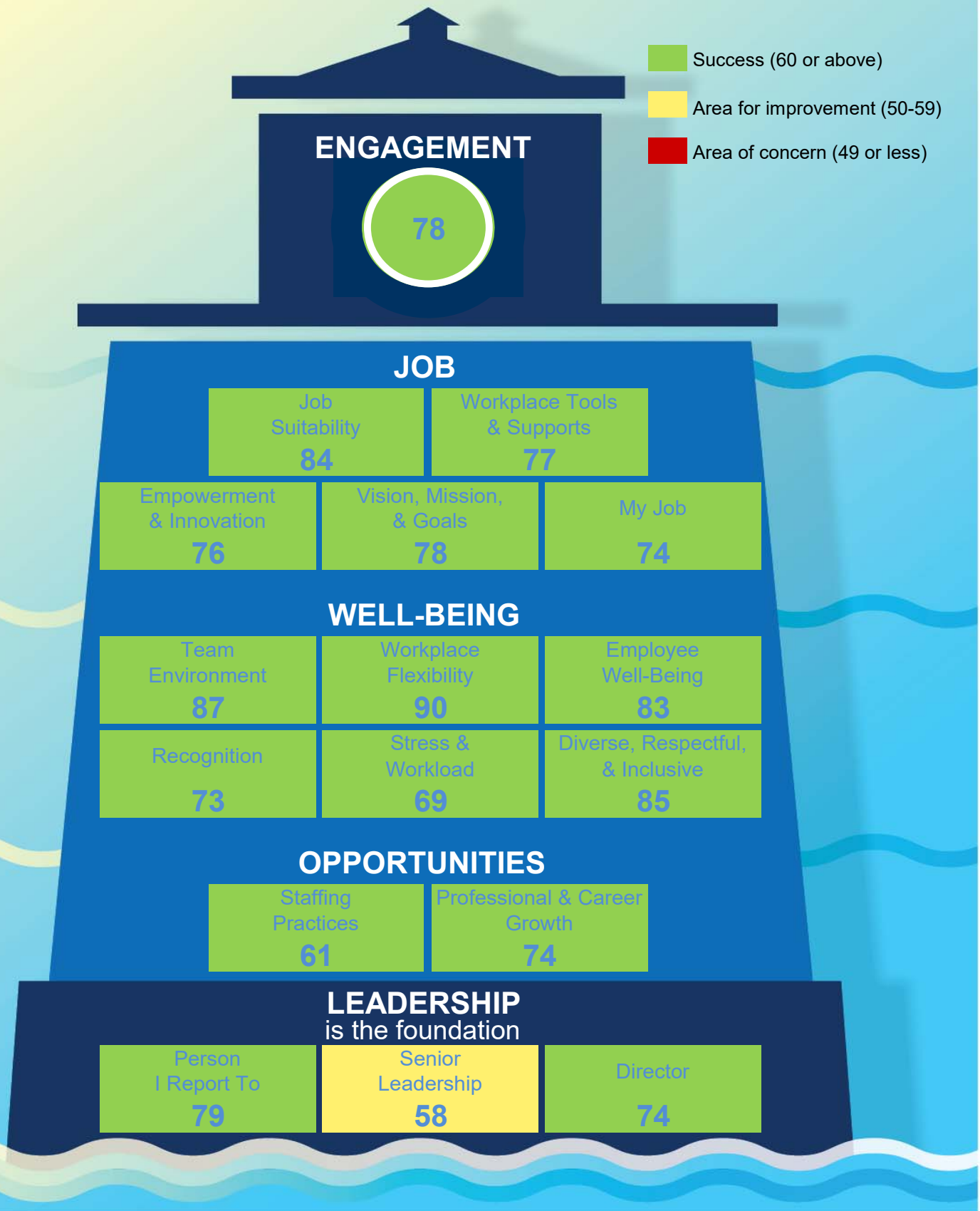
The Lighthouse graphic presents category scores based on the questions in the 2019 How's Work Going survey. The categories are color coded to indicate overall satisfaction.

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

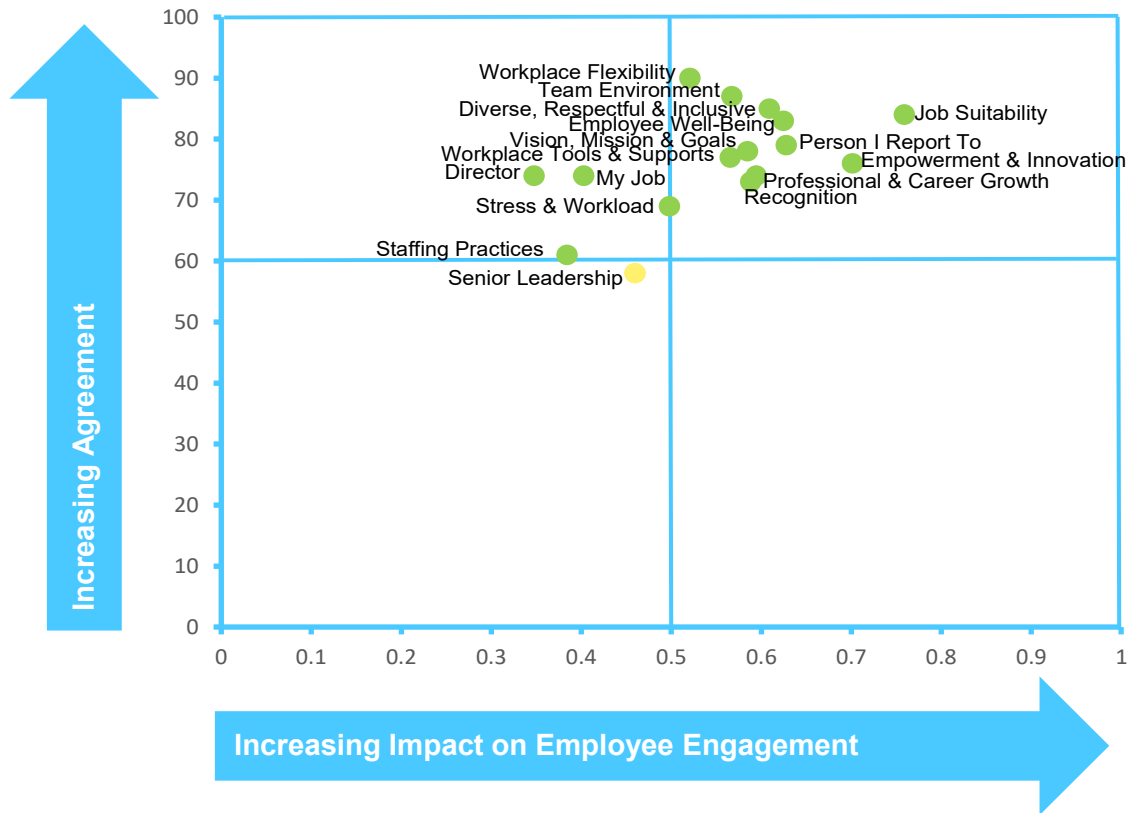
	2019	2017
ENGAGEMENT	78	73
JOB		
Job Suitability	84	78
Workplace Tools & Supports	77	72
Empowerment & Innovation	76	64
Vision, Mission & Goals ⁱⁱ	78	66
My Job	74	63
WELL-BEING		
Team Environment	87	80
Workplace Flexibility	90	84
Employee Well-Being ⁱⁱ	83	74
Recognition	73	65
Stress & Workload	69	65
Diverse, Respectful, & Inclusive	85	78
OPPORTUNITIES		
Staffing Practices	61	53
Professional & Career Growth	74	64
LEADERSHIP		
Person I Report To ⁱⁱ	79	76
Senior Leadership	58	54
Director	74	

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. Empowerment & Innovation
3. Person I Report To

Top 3 Focus Areas

1. Senior Leadership

Employees feel more positive when they think about...

The person they report to treating them with respect

The work they do giving them a sense of accomplishment

Their job being a good fit for their skills and interests

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

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	89	-3	84
	The work I do gives me a sense of accomplishment	86	73	13	74
	I am satisfied with my job	80	72	8	67
Workplace Tools & Supports	I have the technology I need to do my job well	83	85	-2	67
	I have the tools, equipment and resources I need to do my job well	83	80	3	61
	I have support at work to provide a high level of service	80	70	10	62
	My organization supports employees through change	61	52	9	52
Empowerment & Innovation	Innovation is valued in my work	77	60	17	55
	I feel safe and supported by my organization to try new ideas	73	60	13	54
	I have opportunities to implement new ideas in my work	77	67	10	56
	I have opportunities to provide input into decisions that affect my work	75	64	11	60
	Continuous improvement of processes/procedures is encouraged in my department	79	67	12	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	84	76	8	70
	The vision, mission and goals of my organization are communicated well	71			56
My Job	I feel my job is secure	76	62	14	73
	I am paid fairly for the work I do	71	64	7	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	91	91	0	88
	Communication is encouraged between my work unit and other work units we work with	82	69	13	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	93	88	5	79
	I have support to balance my work and personal life	87	79	8	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	79	67	12	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	85	80	5	67
	I feel supported in my workplace when dealing with personal or family issues	86			75
	In my workplace, there is a good understanding of the importance of employee mental health	83			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	39			45
Recognition	I receive meaningful recognition for work well done	73	65	8	55
Stress & Workload	The amount of stress I experience at work is reasonable	70	67	3	55
	My workload is reasonable	68	62	6	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	89	85	4	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	7	11	-4	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	87	76	11	68
	My department implements meaningful activities and practices that support a diverse workplace	80	74	6	61

Opportunities

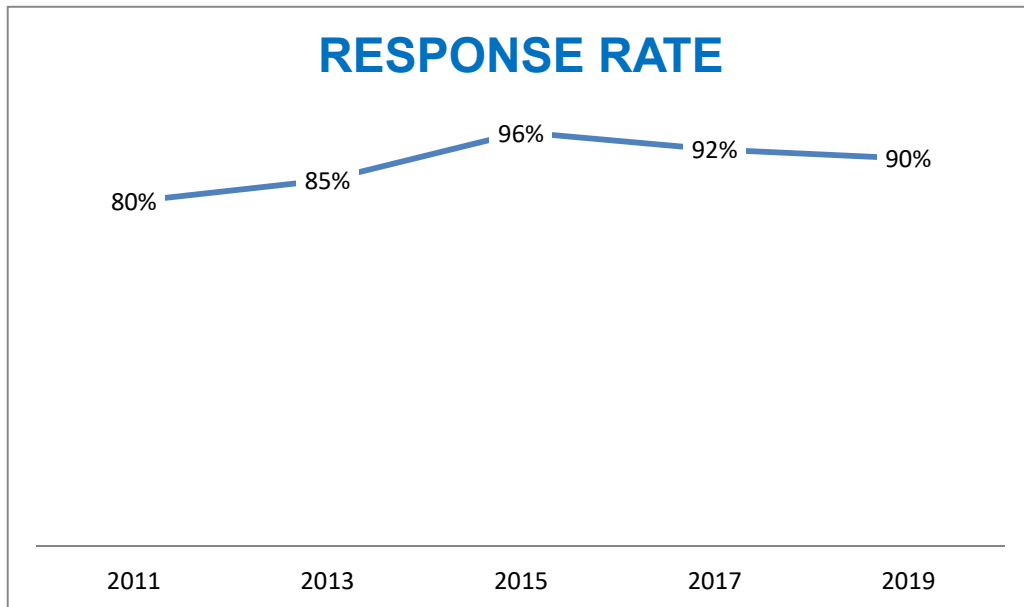
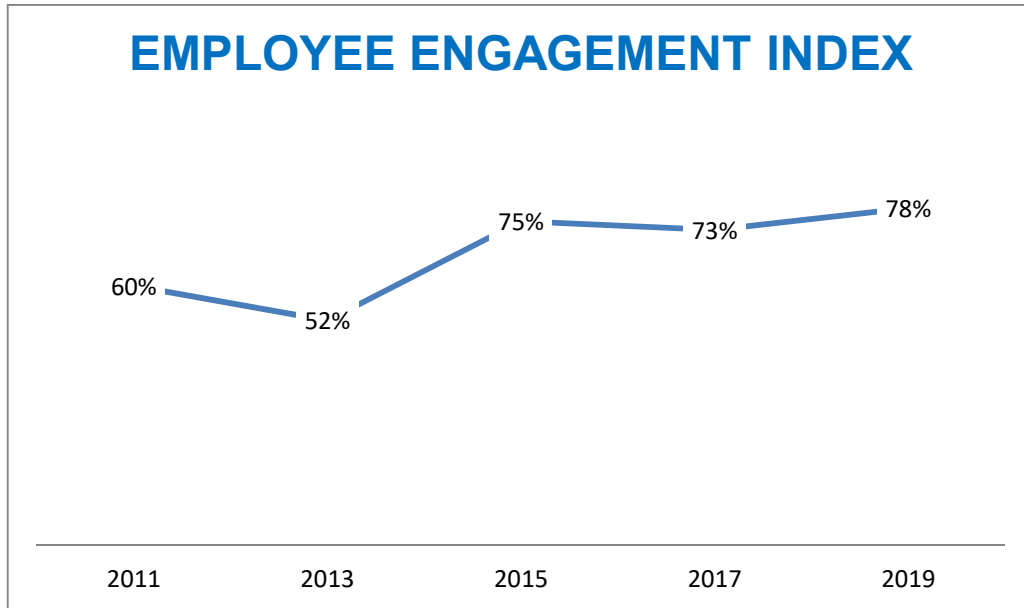
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	86	76	10	68
	My department supports innovative ways of career development	73	62	11	48
	I have opportunities for career growth within the Government of Nova Scotia	64	55	9	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	61	53	8	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	83	74	9	70
	Consults me on decisions that affect my work	76	75	1	68
	Provides clear expectations regarding my work	76	72	4	67
	Provides useful feedback about my work performance	69	65	4	64
	Treats me with respect	90	87	3	84
	Deals with conflict effectively	74			63
	I trust the person I report to	80	77	3	72
	I am satisfied with the quality of supervision I receive	80	79	1	70
Senior Leadership	Senior Leadership in my department provides clear direction	61	56	5	47
	Senior Leadership in my department makes timely decisions	49	44	5	39
	Essential information flows effectively from senior leadership to staff	54	55	-1	40
	I have confidence in the senior leadership of my department	67	62	5	51
Director	My director provides clear direction	73			56
	Essential information flows effectively from my director to staff	75			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.