

How's Work Going?

Nova Scotia Government Survey Results 2019

Transportation and Infrastructure Renewal



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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. 61% of Transportation and Infrastructure Renewal employees completed the survey.

The 2019 Engagement Index for the Transportation and Infrastructure Renewal Department is 60. 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	60	50	10	62
1 I am inspired to give my very best	70	67	3	72
2 I am satisfied with my department	56	45	11	55
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	68	55	13	68
4 Overall, I feel valued as a Government of Nova Scotia employee	53	40	13	55
5 I am proud to tell people I work for the Government of Nova Scotia	54	47	7	62
6 I would recommend the Government of Nova Scotia as a great place to work	56	46	10	61
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	62	50	12	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	46			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

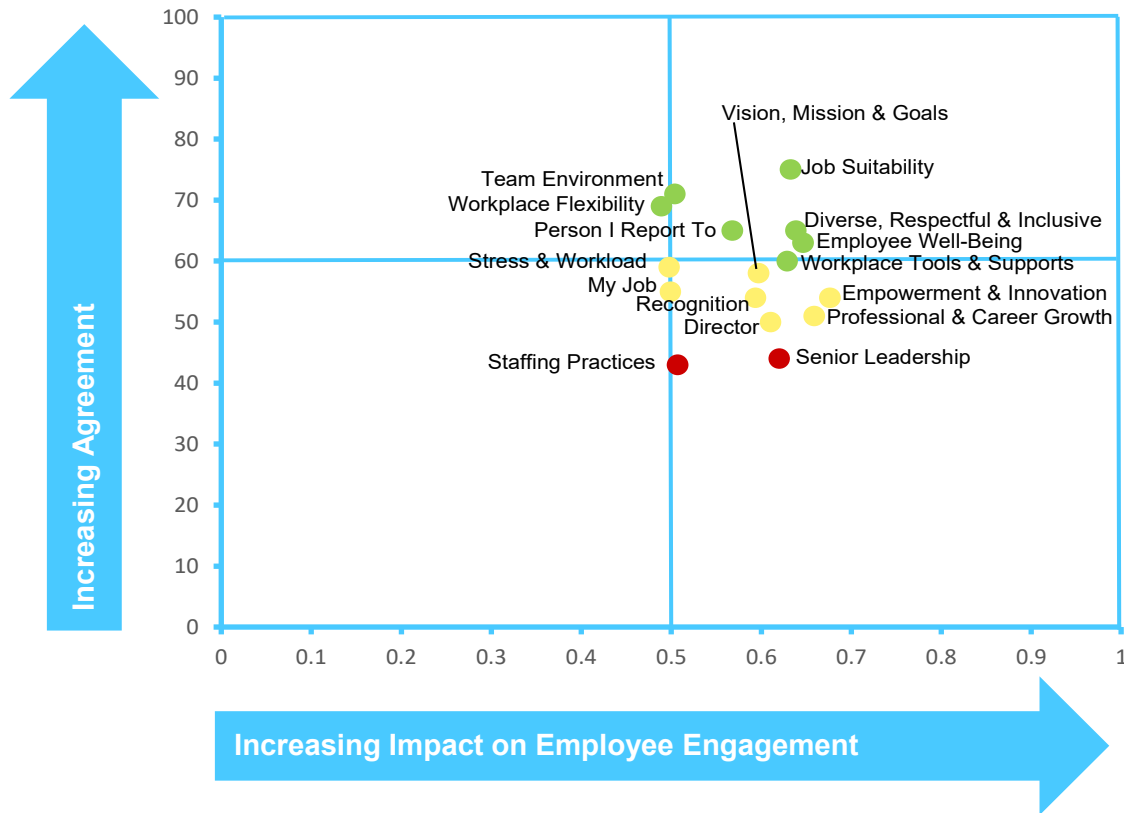
	2019	2017
ENGAGEMENT	60	50
JOB		
Job Suitability	75	68
Workplace Tools & Supports	60	51
Empowerment & Innovation	54	42
Vision, Mission & Goals ⁱⁱ	58	44
My Job	55	42
WELL-BEING		
Team Environment	71	64
Workplace Flexibility	69	65
Employee Well-Being ⁱⁱ	63	56
Recognition	54	45
Stress & Workload	59	54
Diverse, Respectful, & Inclusive	65	57
OPPORTUNITIES		
Staffing Practices	43	32
Professional & Career Growth	51	42
LEADERSHIP		
Person I Report To ⁱⁱ	65	59
Senior Leadership	44	35
Director	50	

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. Diverse, Respectful & Inclusive
3. Job Suitability

Employees feel more positive when they think about...

Their job being a good fit for their skills and interests

The work they do giving them a sense of accomplishment

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...

Senior leadership in their department making timely decisions

Essential information flowing effectively from senior leadership to staff

Having opportunities for career growth within the Government of Nova Scotia

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	83	79	4	84
	The work I do gives me a sense of accomplishment	73	66	7	74
	I am satisfied with my job	68	58	10	67
Workplace Tools & Supports	I have the technology I need to do my job well	66	64	2	67
	I have the tools, equipment and resources I need to do my job well	61	54	7	61
	I have support at work to provide a high level of service	62	50	12	62
	My organization supports employees through change	52	37	15	52
Empowerment & Innovation	Innovation is valued in my work	50	40	10	55
	I feel safe and supported by my organization to try new ideas	53	42	11	54
	I have opportunities to implement new ideas in my work	55	44	11	56
	I have opportunities to provide input into decisions that affect my work	61	49	12	60
	Continuous improvement of processes/procedures is encouraged in my department	52	36	16	57
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	69	59	10	70
	The vision, mission and goals of my organization are communicated well	47			56
My Job	I feel my job is secure	68	49	19	73
	I am paid fairly for the work I do	42	35	7	58

Well-Being

Area	Question	2019	2017	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	82	78	4	88
	Communication is encouraged between my work unit and other work units we work with	60	49	11	64
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	66	64	2	79
	I have support to balance my work and personal life	71	65	6	73
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	59	51	8	59
	I would describe my workplace as healthy, safe and supportive of my physical well-being	63	60	3	67
	I feel supported in my workplace when dealing with personal or family issues	72			75
	In my workplace, there is a good understanding of the importance of employee mental health	59			60
	My work tends to leave me feeling mentally drained or exhausted ⁱⁱⁱ	36			45
Recognition	I receive meaningful recognition for work well done	54	45	9	55
Stress & Workload	The amount of stress I experience at work is reasonable	55	49	6	55
	My workload is reasonable	63	58	5	56
Diverse, Respectful & Inclusive	I am treated respectfully at work	71	64	7	77
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	14	17	-3	11
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	67	60	7	68
	My department implements meaningful activities and practices that support a diverse workplace	57	48	9	61

Opportunities

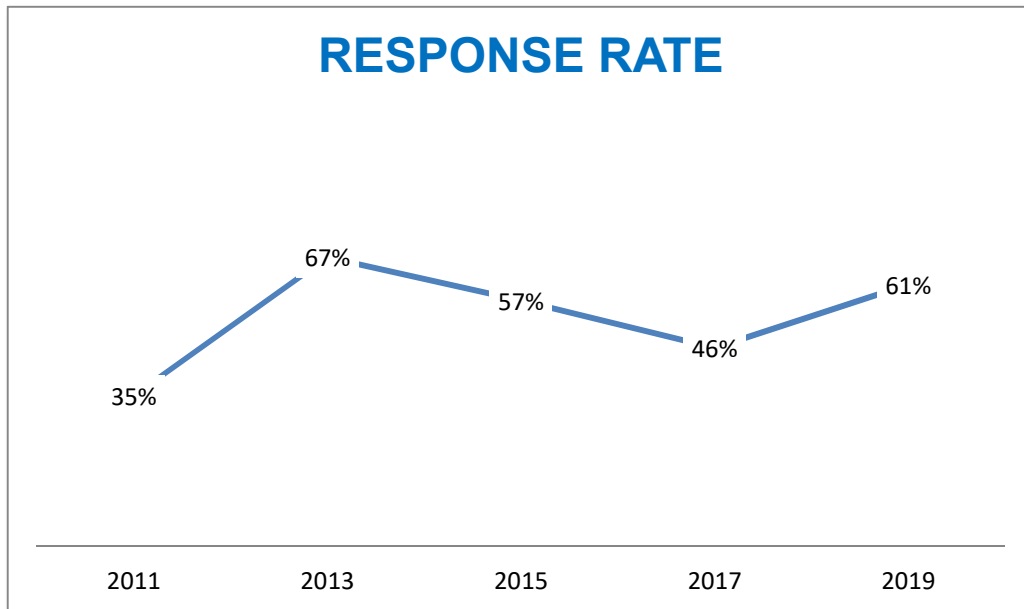
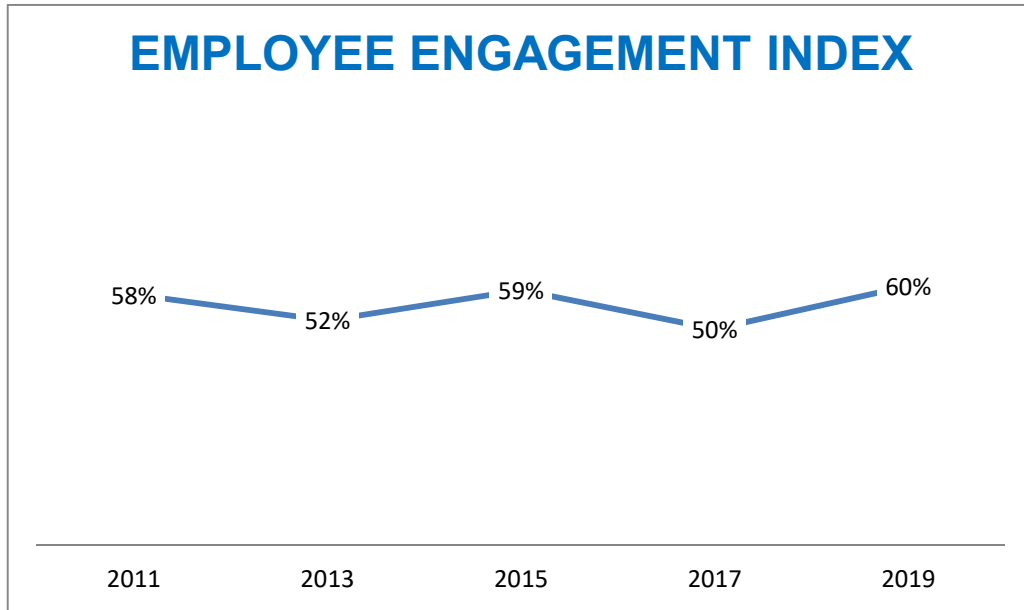
Area	Question	2019	2017	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	67	57	10	68
	My department supports innovative ways of career development	44	36	8	48
	I have opportunities for career growth within the Government of Nova Scotia	42	34	8	45
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	43	32	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	65	59	6	70
	Consults me on decisions that affect my work	65	55	10	68
	Provides clear expectations regarding my work	64	56	8	67
	Provides useful feedback about my work performance	59	50	9	64
	Treats me with respect	78	72	6	84
	Deals with conflict effectively	57			63
	I trust the person I report to	67	61	6	72
	I am satisfied with the quality of supervision I receive	67	60	7	70
Senior Leadership	Senior Leadership in my department provides clear direction	46	36	10	47
	Senior Leadership in my department makes timely decisions	39	32	7	39
	Essential information flows effectively from senior leadership to staff	39	31	8	40
	I have confidence in the senior leadership of my department	50	42	8	51
Director	My director provides clear direction	53			56
	Essential information flows effectively from my director to staff	47			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.