

# How's Work Going?

Nova Scotia Government Survey Results 2017



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How's Work Going? Report  
Nova Scotia Public Service Commission  
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# At a Glance

From May 11th to June 16th, 64% of Nova Scotia Government employees completed the 2017 How's Work Going survey and provided feedback about their work experience.

The 2017 Engagement Index for the Nova Scotia Government is 57. This is a 3-point decrease from 2015. The table below provides employee responses to the seven questions used to calculate the engagement index with a comparison to 2015.

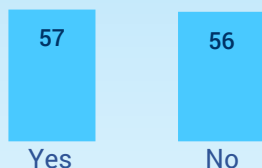
	2017	2015	+/-
<b>Overall Engagement Index<sup>i</sup></b>	<b>57</b>	<b>60</b>	<b>-3</b>
1 I am inspired to give my very best	70	66	4
2 I am satisfied with my department	49	55	-6
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	60	66	-6
4 Overall, I feel valued as a Government of Nova Scotia employee	46	47	-1
5 I am proud to tell people I work for the Government of Nova Scotia	59	59	0
6 I would recommend the Government of Nova Scotia as a great place to work	55	53	2
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	58	58	0

An Engagement Index of 60 or above indicates an Engaged Workforce

Nova Scotia's highest engagement index was 74 in 2009

## Highlights

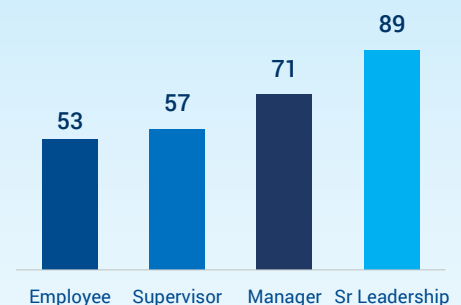
Engagement Index by participation in a Flexible Work Arrangement



Engagement Score by Region

Head Office	64
Central Region	53
Eastern Region	57
Northern Region	47
Western Region	50

Engagement Index by Job Level



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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 has provided 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.

In 2017, Nova Scotia updated the How's Work Going survey and significantly decreased the number of questions to better reflect and measure key elements of the work environment. A draft survey was created and focus sessions were held with leaders from across the province to test the new survey.

## Nova Scotia's Employee Engagement Model

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 and drivers of engagement that have a significant impact on an employee's work experience and engagement. 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'.

Nova Scotia is a member of a [Canadian Interjurisdictional Engagement Team](#)

## Lighthouse

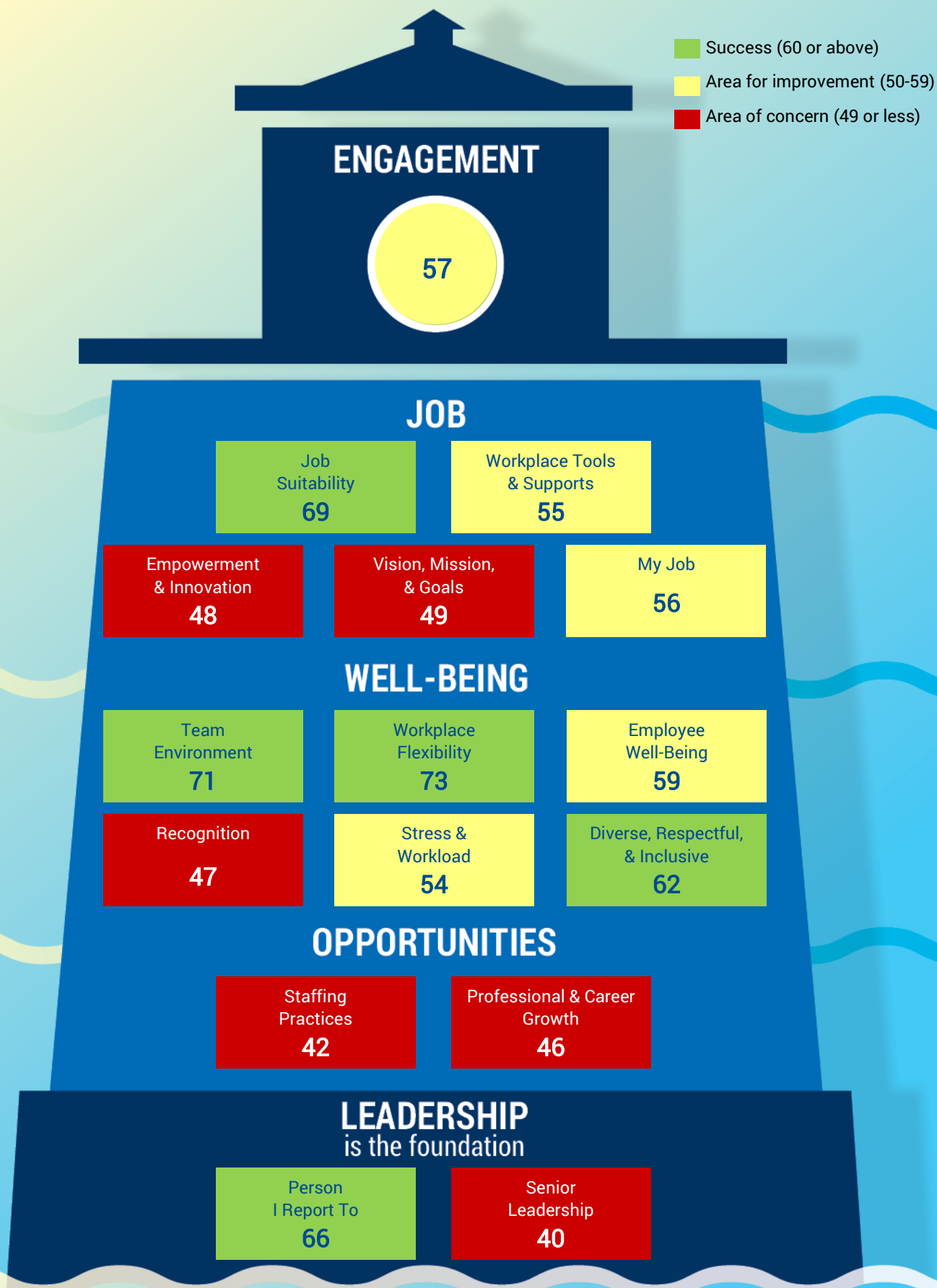
The Lighthouse represents the Model's three main characteristics.

- ▽ **Lens** – The engagement index is located at the top of the Lighthouse.
- ▽ **Structure** – Key elements and drivers of employee engagement measured by the model. These elements are captured under the themes of Job, Well-Being and Opportunities.
- ▽ **Foundation** – Leadership is the foundation on which the model is built.

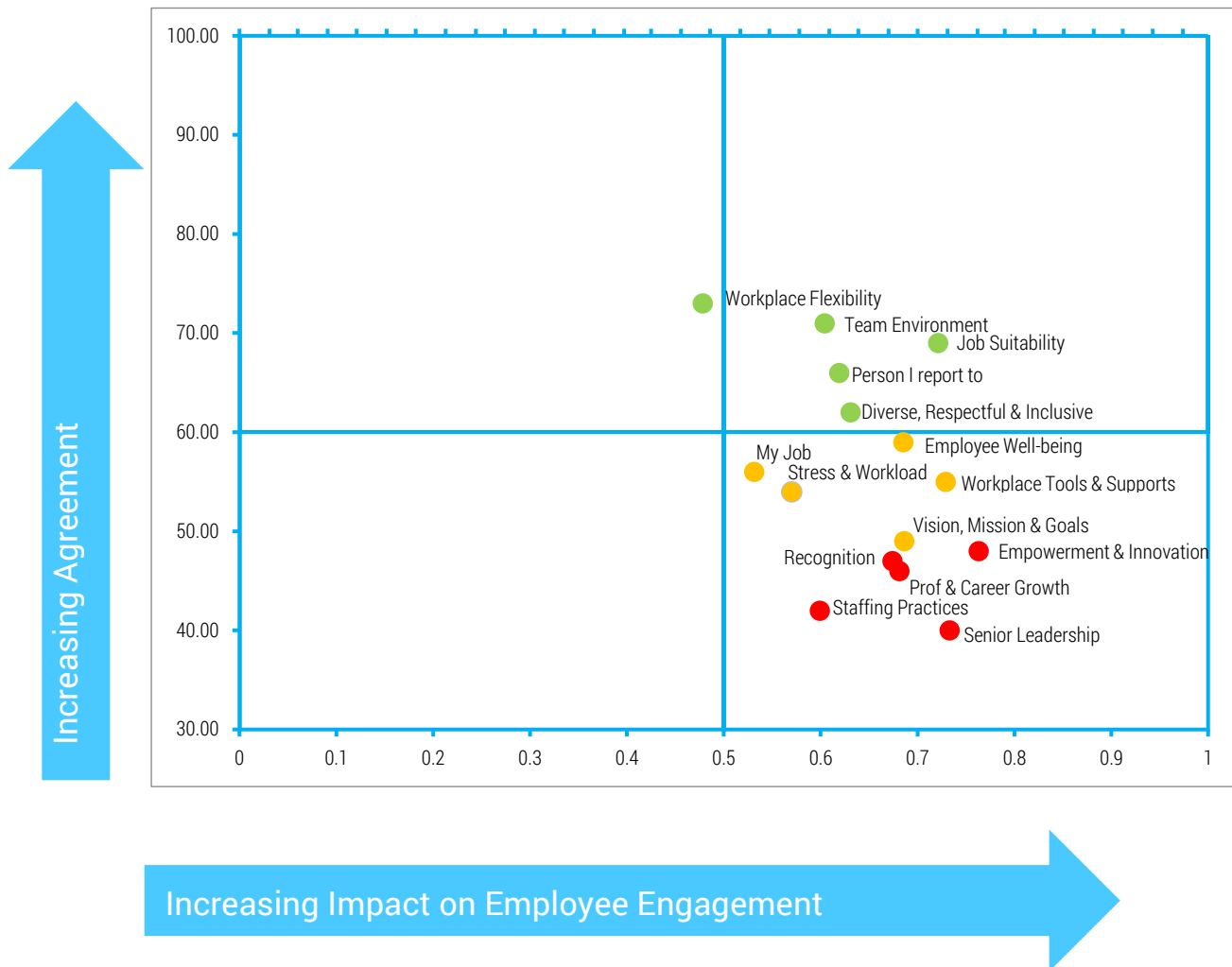
## Reading the Report

The Lighthouse graphic presents driver category scores based on the questions on the 2017 How's Work Going survey. The drivers are color coded to indicate overall satisfaction with the category. A priority matrix maps the driver 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.

# Results 2017



# Priority Matrix



## Highlight

### Top 3 Success Areas

1. Job Suitability
2. Diverse, Respectful & Inclusive
3. The Person I Report To

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

- ▽ Their job is a good fit for their skills and interests
- ▽ Having access to the resources and supports they need to address disrespectful behaviour in the workplace
- ▽ The person they report to treats them with respect

### Top 3 Focus Areas

1. Empowerment & Innovation
2. Senior Leadership
3. Workplace Tools & Supports

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

- ▽ Feeling safe and supported by their organization to try new ideas
- ▽ Continuous improvement of processes/procedures is encouraged in their department
- ▽ Their organization supporting employees through change

# Detailed Results

## Job

Area	Question	2017	2015	+/-
Job Suitability	My job is a good fit for my skills and interests	81	82	-1
	The work I do gives me a sense of accomplishment	68	70	-2
	I am satisfied with my job	59	66	-7
Workplace Tools & Supports	I have the technology I need to do my job well	65		
	I have the tools, equipment and resources I need to do my job well <sup>ii</sup>	57	58	-1
	I have support at work to provide a high level of service	57	55	2
	My organization supports employees through change	42		
		47	50	-3
Empowerment & Innovation	Innovation is valued in my work	47	50	-3
	I feel safe and supported by my organization to try new ideas	46		
	I have opportunities to implement new ideas in my work	50		
	I have opportunities to provide input into decisions that affect my work	52	56	-4
	Continuous improvement of processes/procedures is encouraged in my department	46		
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	65	68	-3
	I have opportunities to provide input into the development of my department's strategic directions	33		
My Job	I feel my job is secure	59		
	I am paid fairly for the work I do <sup>ii</sup>	53	54	-1



## Well-Being

Area	Question	2017	2015	+/-
Team Environment	I have positive working relationships with my co-workers	87	80	7
	Communication is encouraged between my work unit and other work units we work with	55		
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	77		
	I have support to balance my work and personal life	70	65	5
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	53	51	2
	I would describe my workplace as healthy, safe and supportive of my physical well-being	65		
Recognition	I receive meaningful recognition for work well done	47	41	6
Stress & Workload	The amount of stress I experience at work is reasonable <sup>ii</sup>	53	58	-5
	My workload is reasonable <sup>ii</sup>	55	57	-2
Diverse, Respectful & Inclusive	I am treated respectfully at work	71	73	-2
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace <sup>iii</sup>	15		
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	63		
	My department implements meaningful activities and practices that support a diverse workplace	52		

## Opportunities

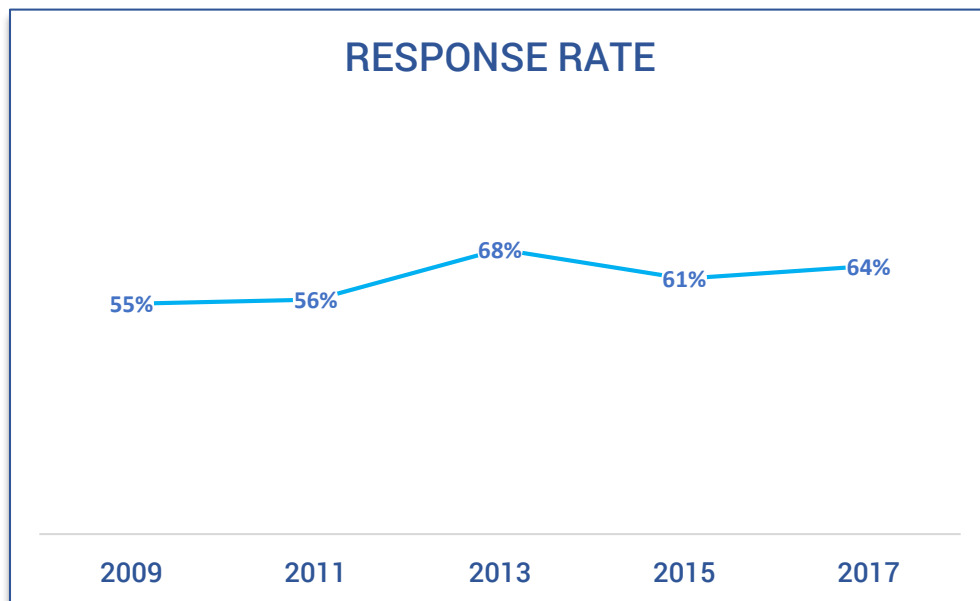
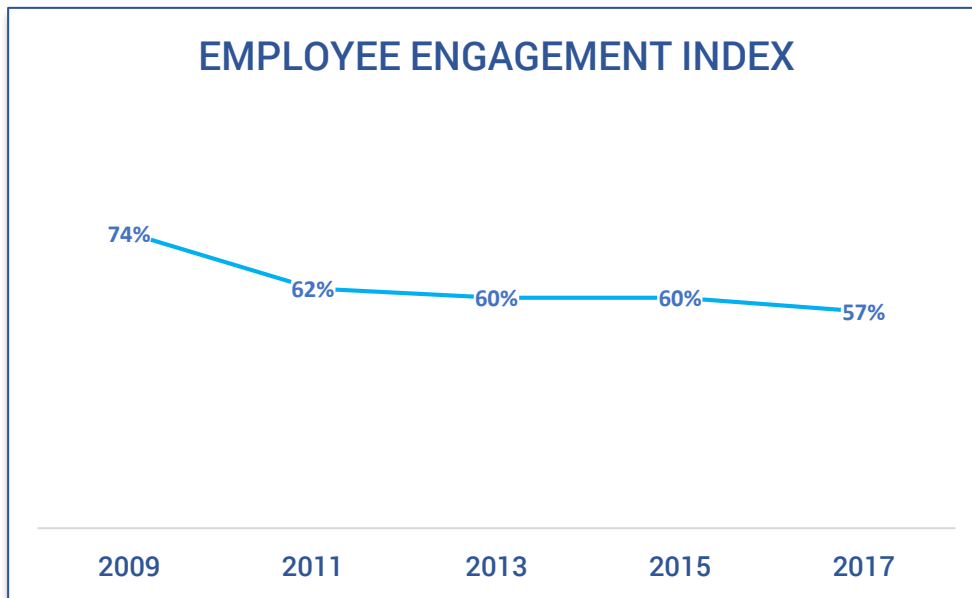
Area	Question	2017	2015	+/-
Professional & Career Growth	My organization supports my work-related learning & development	59	55	4
	My department supports innovative ways of career development	42		
	I have opportunities for career growth within the Government of Nova Scotia	39	38	1
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	42		

# Leadership

Area	Question	2017	2015	+/-
Person I Report To	Keeps me informed of things that I need to know to do my job well	65		
	Consults me on decisions that affect my work	62		
	Provides clear expectations regarding my work	63		
	Provides useful feedback about my work performance <sup>ii</sup>	60	61	-1
	Treats me with respect	79		
	I trust the person I report to	68		
	I am satisfied with the quality of supervision I receive	66	64	2
Senior Leadership	Senior Leadership in my department provides clear direction	42	42	0
	Senior Leadership in my department makes timely decisions	36	37	-1
	Essential information flows effectively from senior leadership to staff	36	39	-3
	I have confidence in the senior leadership of my department	46	47	-1

# Appendix

## Nova Scotia Public Service Trends



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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> Question wording has changed slightly from the 2015 How's Work Going survey.

<sup>iii</sup> This question is not included in the category average presented in the lighthouse.

## About Us

For more information, support in action plan development or information regarding current engagement initiatives, please contact:

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