

How's Work Going?

Nova Scotia Government Survey Results 2017

Immigration



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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. 94% of Immigration employees completed the survey.

The 2017 Engagement Index for the Department of Immigration is 70. This is an 8-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 and the Nova Scotia Government overall results.

	2017	2015	+/-	Nova Scotia
Overall Engagement Indexⁱ	70	78	-8	57
1 I am inspired to give my very best	77	85	-8	70
2 I am satisfied with my department	65	69	-4	49
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	67	77	-10	60
4 Overall, I feel valued as a Government of Nova Scotia employee	65	77	-12	46
5 I am proud to tell people I work for the Government of Nova Scotia	74	92	-18	59
6 I would recommend the Government of Nova Scotia as a great place to work	74	69	5	55
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	71	75	-4	58

An Engagement Index of 60 or above indicates an Engaged Workforce



Table of Contents

At a Glance	3
Introduction	5
Lighthouse	6
Priority Matrix	7
Detailed Results	8
Job	8
Well-Being	9
Opportunities	9
Leadership	10
Appendix	11
About us	12

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.

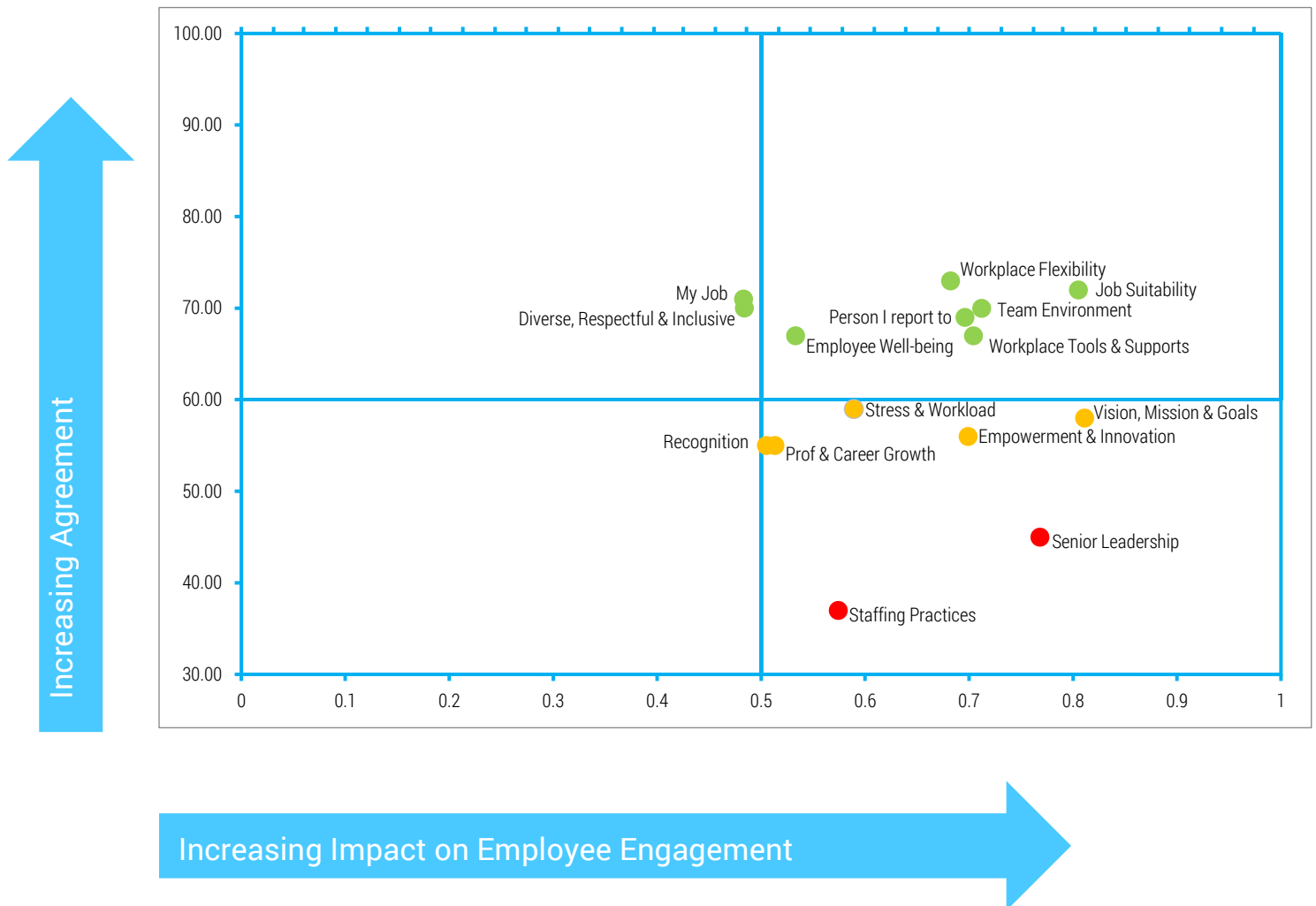
Reading the Report

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. Team Environment
3. Workplace Tools & Supports

Employees feel positive when they think about...

- ▽ The work they do gives them a sense of accomplishment
- ▽ Having positive working relationships with their co-workers
- ▽ Having support at work to provide a high level of service

Top 3 Focus Areas

1. Vision, Mission & Goals
2. Senior Leadership
3. Empowerment & Innovation

Employees feel less positive when they think about...

- ▽ Having opportunities to provide input into the development of their department's strategic directions
- ▽ Essential information flowing effectively from senior leadership to staff
- ▽ Having opportunities to implement new ideas in their work

Detailed Results

Job

Area	Question	2017	2015	+/-	Nova Scotia
Job Suitability	My job is a good fit for my skills and interests	77	86	-9	81
	The work I do gives me a sense of accomplishment	80	71	9	68
	I am satisfied with my job	58	77	-19	59
Workplace Tools & Supports	I have the technology I need to do my job well	73			65
	I have the tools, equipment and resources I need to do my job well ⁱⁱ	67	86	-19	57
	I have support at work to provide a high level of service	74	71	3	57
	My organization supports employees through change	55			42
Empowerment & Innovation	Innovation is valued in my work	52	79	-27	47
	I feel safe and supported by my organization to try new ideas	52			46
	I have opportunities to implement new ideas in my work	48			50
	I have opportunities to provide input into decisions that affect my work	58	71	-13	52
	Continuous improvement of processes/procedures is encouraged in my department	68			46
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	81	79	2	65
	I have opportunities to provide input into the development of my department's strategic directions	35			33
My Job	I feel my job is secure	71			59
	I am paid fairly for the work I do ⁱⁱ	70	61	9	53

Well-Being

Area	Question	2017	2015	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	97	93	4	87
	Communication is encouraged between my work unit and other work units we work with	42			55
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	77			77
	I have support to balance my work and personal life	68	85	-17	70
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	65	85	-20	53
	I would describe my workplace as healthy, safe and supportive of my physical well-being	68			65
Recognition	I receive meaningful recognition for work well done	55	50	5	47
Stress & Workload	The amount of stress I experience at work is reasonable ⁱⁱ	60	85	-25	53
	My workload is reasonable ⁱⁱ	58	71	-13	55
Diverse, Respectful & Inclusive	I am treated respectfully at work	65	92	-27	71
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	28			15
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	70			63
	My department implements meaningful activities and practices that support a diverse workplace	74			52

Opportunities

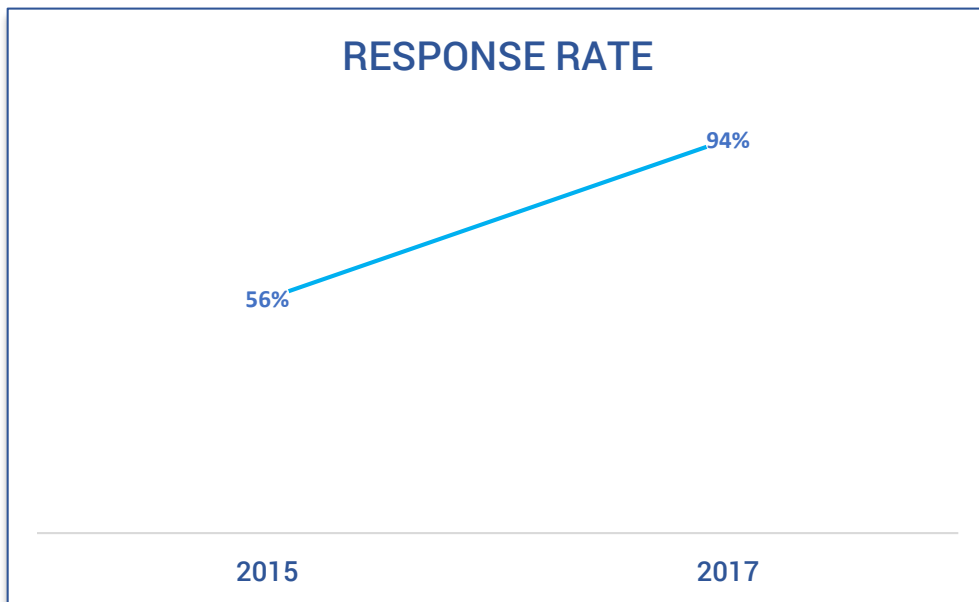
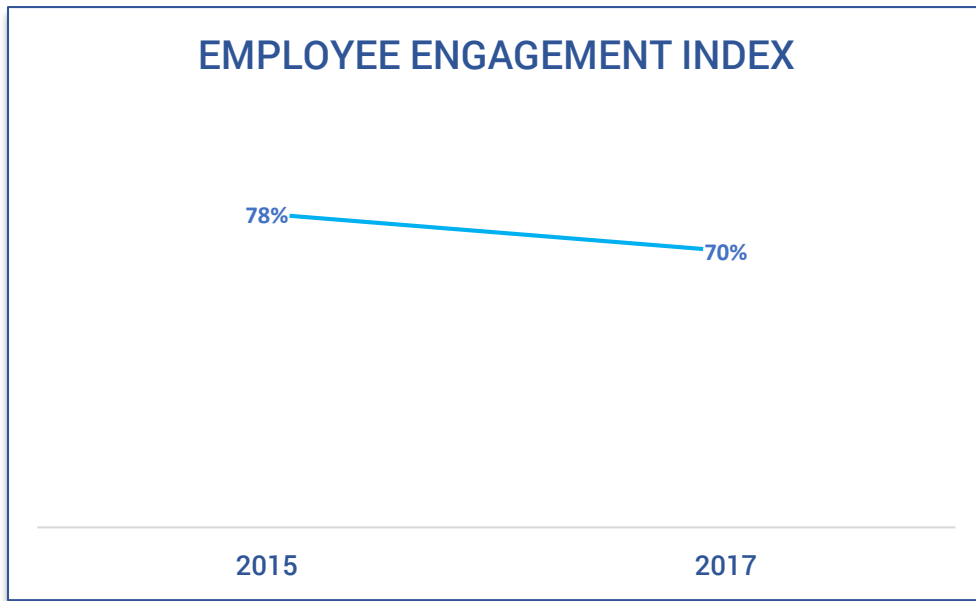
Area	Question	2017	2015	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	68	77	-9	59
	My department supports innovative ways of career development	42			42
	I have opportunities for career growth within the Government of Nova Scotia	55	77	-22	39
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	37			42

Leadership

Area	Question	2017	2015	+/-	Nova Scotia
Person I Report To	Keeps me informed of things that I need to know to do my job well	68			65
	Consults me on decisions that affect my work	71			62
	Provides clear expectations regarding my work	60			63
	Provides useful feedback about my work performance ⁱⁱ	53	57	-4	60
	Treats me with respect	84			79
	I trust the person I report to	74			68
	I am satisfied with the quality of supervision I receive	70	72	-2	66
Senior Leadership	Senior Leadership in my department provides clear direction	39	50	-11	42
	Senior Leadership in my department makes timely decisions	39	64	-25	36
	Essential information flows effectively from senior leadership to staff	39	64	-25	36
	I have confidence in the senior leadership of my department	61	57	4	46

Appendix

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

ⁱⁱⁱ 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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