

How's Work Going?

Nova Scotia Government Survey Results 2017

Internal Services



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How's Work Going? Report
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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. 70% of Internal Services employees completed the survey.

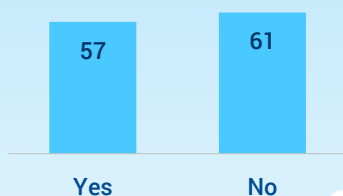
The 2017 Engagement Index for the Internal Services Department is 58. This is a 3-point increase from 2015. The table below provides employee responses to the seven questions used to calculate the engagement index with a comparison to 2015 and the Nova Scotia Government overall results.

	2017	2015	+/-	Nova Scotia
Overall Engagement Indexⁱ	58	55	3	57
1 I am inspired to give my very best	65	63	2	70
2 I am satisfied with my department	51	43	8	49
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	64	58	6	60
4 Overall, I feel valued as a Government of Nova Scotia employee	47	44	3	46
5 I am proud to tell people I work for the Government of Nova Scotia	61	56	5	59
6 I would recommend the Government of Nova Scotia as a great place to work	58	49	9	55
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	62	60	2	58

An Engagement Index of 60 or above indicates an Engaged Workforce

Highlights

Engagement Index by participation in a Flexible Work Arrangement



Engagement Score by Region

Head Office	56
Central Region	59
Eastern Region	63
Northern Region	74
Western Region	66

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

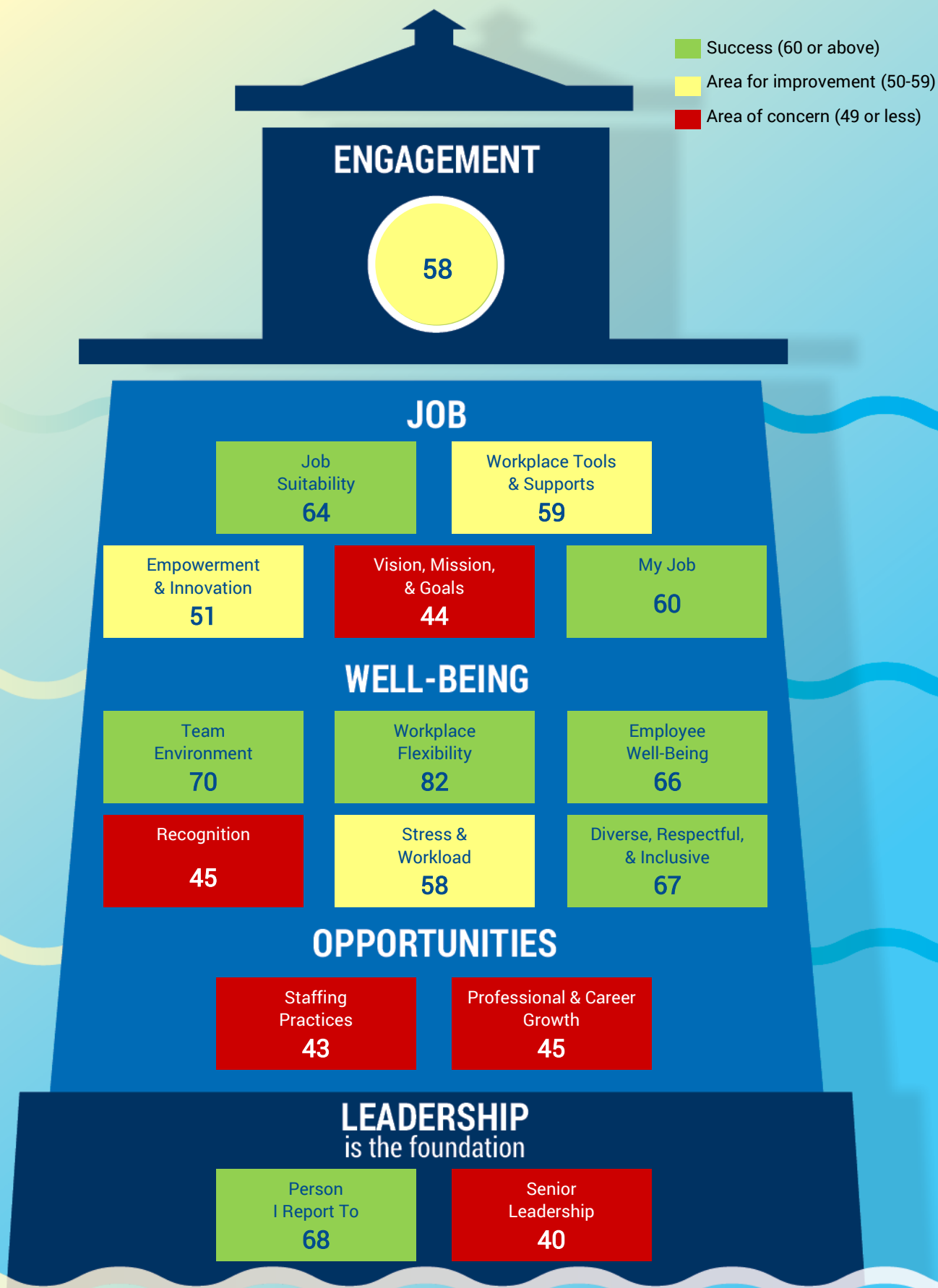
The Lighthouse represents the Model's three main characteristics.

- ▽ **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.

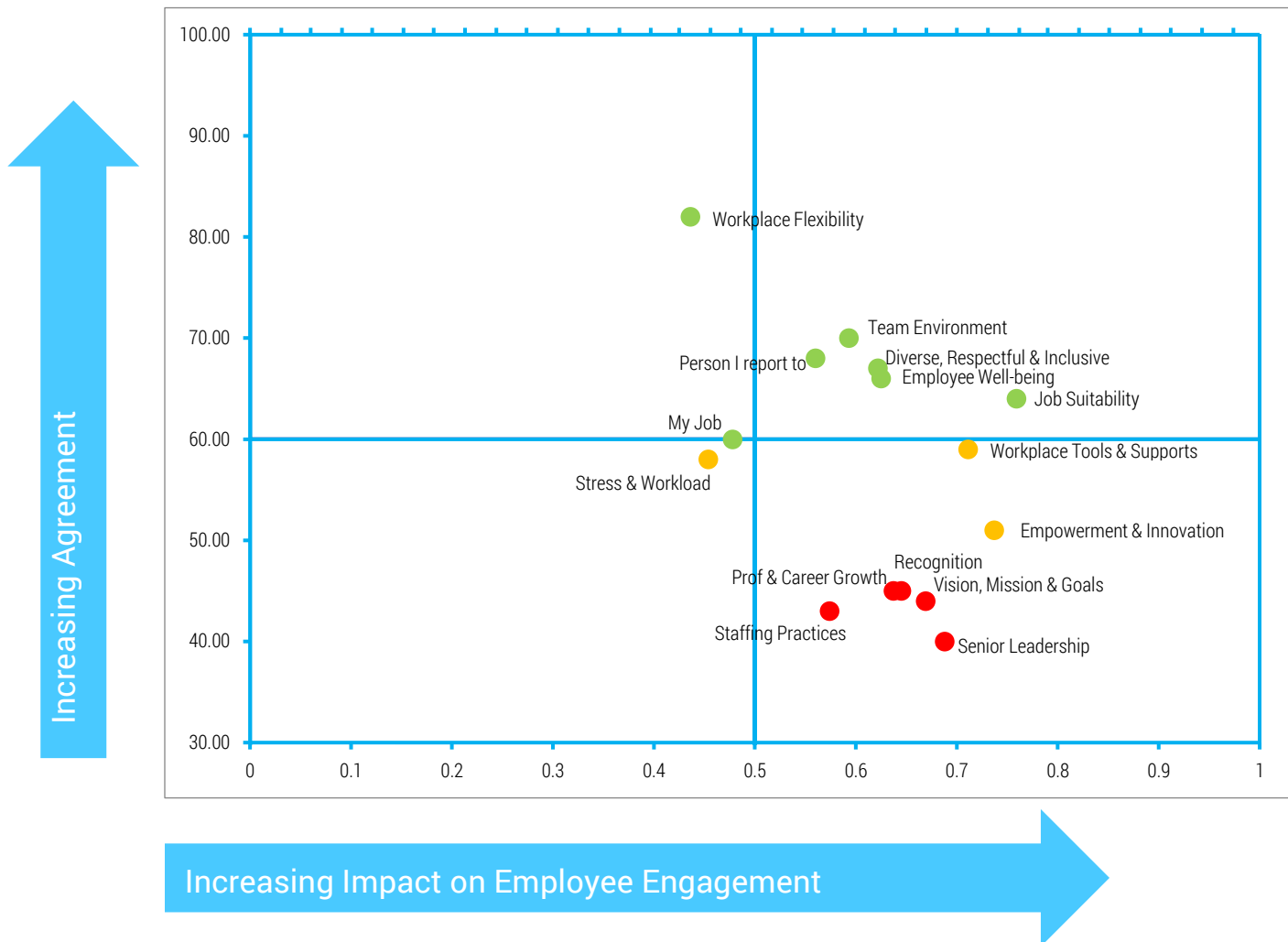
Reading the Report

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. Employee Well-being
3. Diverse, Respectful & Inclusive

Employees feel positive when they think about...

- ▽ Their job is a good fit for their skills and interests
- ▽ They would describe their workplace as healthy, safe and supportive of their physical well-being
- ▽ They are treated respectfully at work

Top 3 Focus Areas

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

Employees feel less positive when they think about...

- ▽ Feeling safe and supported by their organization to try new ideas
- ▽ Their organization supporting employees through change
- ▽ Senior leadership in their department making timely decisions

Detailed Results

Job

Area	Question	2017	2015	+/-	Nova Scotia
Job Suitability	My job is a good fit for my skills and interests	75	73	2	81
	The work I do gives me a sense of accomplishment	63	63	0	68
	I am satisfied with my job	55	56	-1	59
Workplace Tools & Supports	I have the technology I need to do my job well	69			65
	I have the tools, equipment and resources I need to do my job well ⁱⁱ	62	55	7	57
	I have support at work to provide a high level of service	59	55	4	57
	My organization supports employees through change	47			42
Empowerment & Innovation	Innovation is valued in my work	51	46	5	47
	I feel safe and supported by my organization to try new ideas	48			46
	I have opportunities to implement new ideas in my work	53			50
	I have opportunities to provide input into decisions that affect my work	54	50	4	52
	Continuous improvement of processes/procedures is encouraged in my department	50			46
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	60	56	4	65
	I have opportunities to provide input into the development of my department's strategic directions	28			33
My Job	I feel my job is secure	57			59
	I am paid fairly for the work I do ⁱⁱ	62	54	8	53

Well-Being

Area	Question	2017	2015	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	86	76	10	87
	Communication is encouraged between my work unit and other work units we work with	53			55
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	87			77
	I have support to balance my work and personal life	76	63	13	70
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	60	47	13	53
	I would describe my workplace as healthy, safe and supportive of my physical well-being	72			65
Recognition	I receive meaningful recognition for work well done	45	33	12	47
Stress & Workload	The amount of stress I experience at work is reasonable ⁱⁱ	58	57	1	53
	My workload is reasonable ⁱⁱ	58	62	-4	55
Diverse, Respectful & Inclusive	I am treated respectfully at work	75	70	5	71
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	11			15
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	68			63
	My department implements meaningful activities and practices that support a diverse workplace	58			52

Opportunities

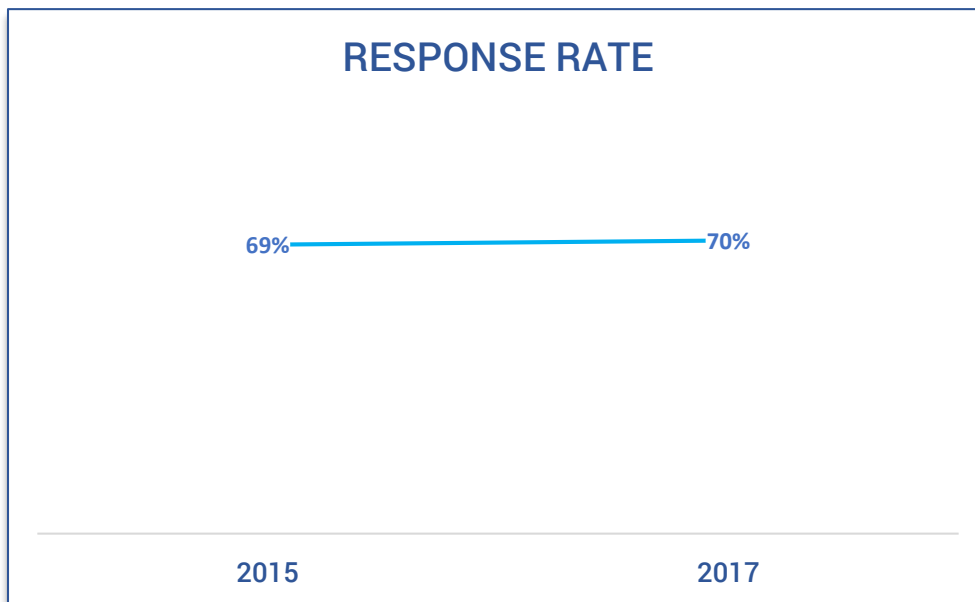
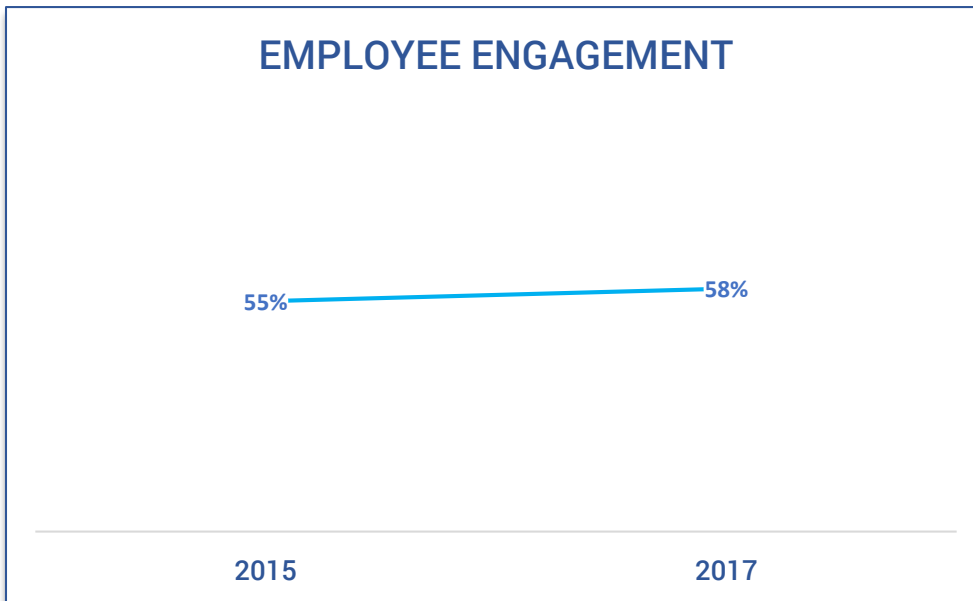
Area	Question	2017	2015	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	57	48	9	59
	My department supports innovative ways of career development	40			42
	I have opportunities for career growth within the Government of Nova Scotia	38	33	5	39
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	43			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	66			65
	Consults me on decisions that affect my work	63			62
	Provides clear expectations regarding my work	62			63
	Provides useful feedback about my work performance ⁱⁱ	59	59	0	60
	Treats me with respect	83			79
	I trust the person I report to	73			68
	I am satisfied with the quality of supervision I receive	71	64	7	66
Senior Leadership	Senior Leadership in my department provides clear direction	42	33	9	42
	Senior Leadership in my department makes timely decisions	32	27	5	36
	Essential information flows effectively from senior leadership to staff	38	33	5	36
	I have confidence in the senior leadership of my department	46	39	7	46

Appendix

Internal Services Department 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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