

How's Work Going?

Nova Scotia Government Survey Results 2017

Labour & Advanced Education



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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. 77% of Labour and Advanced Education employees completed the survey.

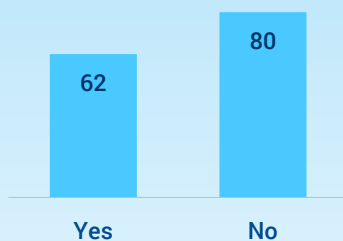
The 2017 Engagement Index for the Department of Labour and Advanced Education is 66. This is a 7-point decrease from 2015. The table below provides employee responses to the seven questions used to calculate the engagement index with a comparison to 2015 and the Nova Scotia Government overall results.

| | 2017 | 2015 | +/- | Nova Scotia |
|--|-----------|-----------|-----------|-------------|
| Overall Engagement Indexⁱ | 66 | 73 | -7 | 57 |
| 1 I am inspired to give my very best | 76 | 76 | 0 | 70 |
| 2 I am satisfied with my department | 64 | 74 | -10 | 49 |
| 3 Overall, I am satisfied with my work as a Government of Nova Scotia employee | 70 | 80 | -10 | 60 |
| 4 Overall, I feel valued as a Government of Nova Scotia employee | 57 | 60 | -3 | 46 |
| 5 I am proud to tell people I work for the Government of Nova Scotia | 68 | 74 | -6 | 59 |
| 6 I would recommend the Government of Nova Scotia as a great place to work | 63 | 67 | -4 | 55 |
| 7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere | 66 | 69 | -3 | 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 | 69 |
| Central Region | 63 |
| Eastern Region | 76 |
| Northern Region | 67 |
| Western Region | 58 |

Engagement Index by Job Level

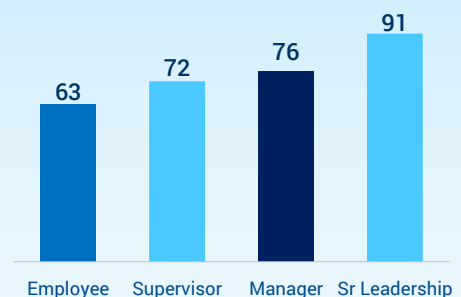


Table of Contents

| | |
|------------------------|----|
| 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.

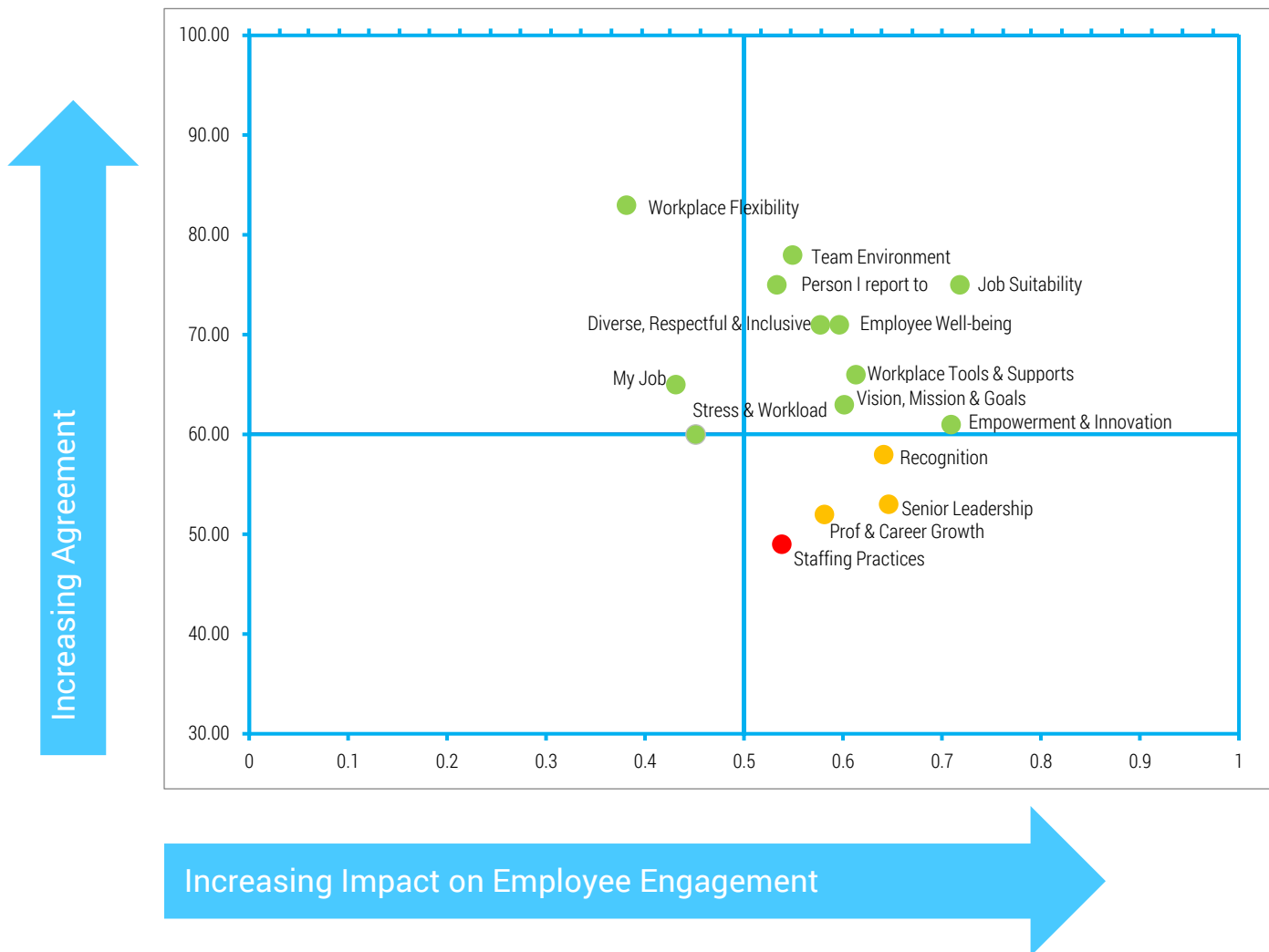
Reading the Report

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. Empowerment & Innovation
3. Workplace Tools & Supports

Employees feel positive when they think about...

- ▽ Their job is a good fit for their skills and interests
- ▽ Having the opportunity to provide input into decisions that affect their work
- ▽ Having the technology they need to do their job well

Top 3 Focus Areas

1. Senior Leadership
2. Recognition
3. Professional & Career Growth

Employees feel less positive when they think about...

- ▽ Essential information flowing effectively from senior leadership to staff
- ▽ Receiving meaningful recognition for work well done
- ▽ Having opportunities for career growth within the Government of Nova Scotia

Detailed Results

Job

| Area | Question | 2017 | 2015 | +/- | Nova Scotia |
|----------------------------|--|------|------|-----|-------------|
| Job Suitability | My job is a good fit for my skills and interests | 84 | 82 | 2 | 81 |
| | The work I do gives me a sense of accomplishment | 78 | 78 | 0 | 68 |
| | I am satisfied with my job | 64 | 75 | -11 | 59 |
| Workplace Tools & Supports | I have the technology I need to do my job well | 74 | | | 65 |
| | I have the tools, equipment and resources I need to do my job well ⁱⁱ | 68 | 71 | -3 | 57 |
| | I have support at work to provide a high level of service | 66 | 66 | 0 | 57 |
| | My organization supports employees through change | 57 | | | 42 |
| | | | | | |
| Empowerment & Innovation | Innovation is valued in my work | 59 | 60 | -1 | 47 |
| | I feel safe and supported by my organization to try new ideas | 59 | | | 46 |
| | I have opportunities to implement new ideas in my work | 59 | | | 50 |
| | I have opportunities to provide input into decisions that affect my work | 67 | 68 | -1 | 52 |
| | Continuous improvement of processes/procedures is encouraged in my department | 62 | | | 46 |
| Vision, Mission & Goals | I know how my work contributes to the achievement of my department's goals | 77 | 77 | 0 | 65 |
| | I have opportunities to provide input into the development of my department's strategic directions | 48 | | | 33 |
| My Job | I feel my job is secure | 68 | | | 59 |
| | I am paid fairly for the work I do ⁱⁱ | 61 | 61 | 0 | 53 |

Well-Being

| Area | Question | 2017 | 2015 | +/- | Nova Scotia |
|---------------------------------|---|------|------|-----|-------------|
| Team Environment | I have positive working relationships with my co-workers | 92 | 88 | 4 | 87 |
| | Communication is encouraged between my work unit and other work units we work with | 63 | | | 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 | 79 | 75 | 4 | 70 |
| Employee Well-being | I would describe my workplace as healthy, safe and supportive of my emotional well-being | 62 | 67 | -5 | 53 |
| | I would describe my workplace as healthy, safe and supportive of my physical well-being | 80 | | | 65 |
| Recognition | I receive meaningful recognition for work well done | 58 | 51 | 7 | 47 |
| Stress & Workload | The amount of stress I experience at work is reasonable ⁱⁱ | 61 | 68 | -7 | 53 |
| | My workload is reasonable ⁱⁱ | 59 | 65 | -6 | 55 |
| Diverse, Respectful & Inclusive | I am treated respectfully at work | 82 | 81 | 1 | 71 |
| | In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ | 10 | | | 15 |
| | I have access to the resources and supports I need to address disrespectful behavior in the workplace | 67 | | | 63 |
| | My department implements meaningful activities and practices that support a diverse workplace | 65 | | | 52 |

Opportunities

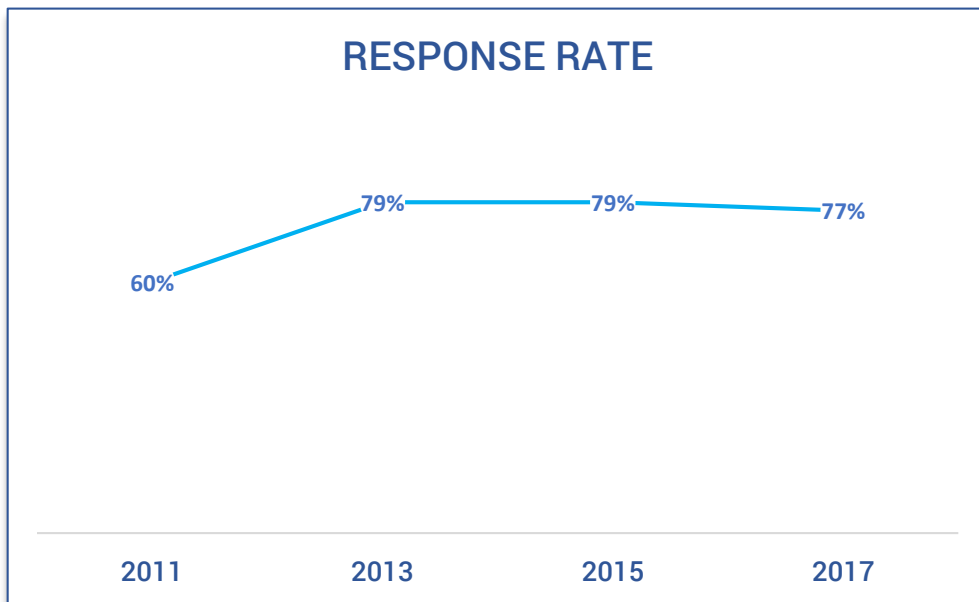
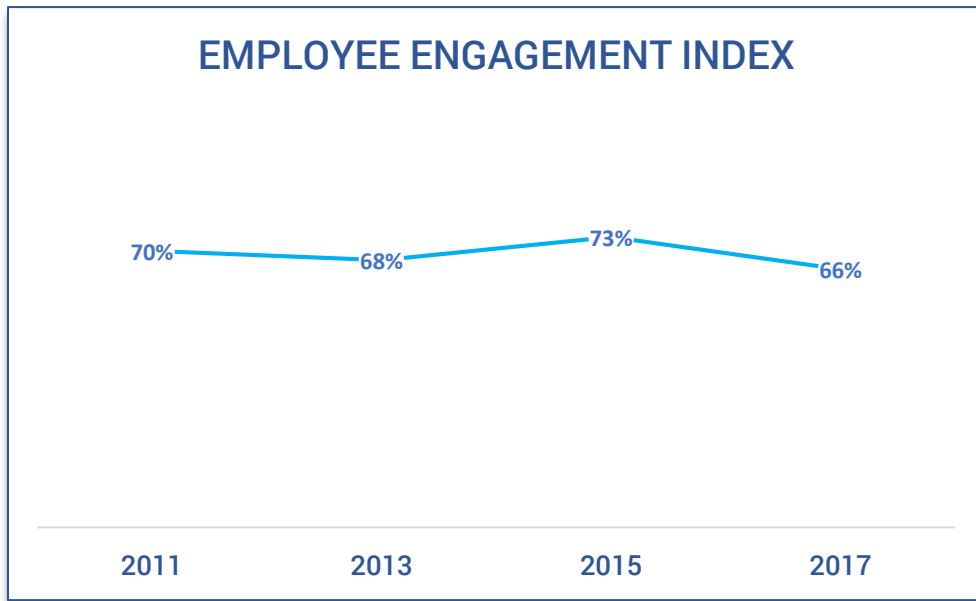
| Area | Question | 2017 | 2015 | +/- | Nova Scotia |
|------------------------------|--|------|------|-----|-------------|
| Professional & Career Growth | My organization supports my work-related learning & development | 72 | 68 | 4 | 59 |
| | My department supports innovative ways of career development | 54 | | | 42 |
| | I have opportunities for career growth within the Government of Nova Scotia | 29 | 45 | -16 | 39 |
| Staffing Practices | In my department, the selection of a person for a position is based on skills, knowledge and abilities | 49 | | | 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 | 75 | | | 65 |
| | Consults me on decisions that affect my work | 71 | | | 62 |
| | Provides clear expectations regarding my work | 68 | | | 63 |
| | Provides useful feedback about my work performance ⁱⁱ | 75 | 70 | 5 | 60 |
| | Treats me with respect | 85 | | | 79 |
| | I trust the person I report to | 75 | | | 68 |
| | I am satisfied with the quality of supervision I receive | 75 | 73 | 2 | 66 |
| | | | | | |
| Senior Leadership | Senior Leadership in my department provides clear direction | 55 | 52 | 3 | 42 |
| | Senior Leadership in my department makes timely decisions | 51 | 46 | 5 | 36 |
| | Essential information flows effectively from senior leadership to staff | 45 | 47 | -2 | 36 |
| | I have confidence in the senior leadership of my department | 60 | 59 | 1 | 46 |
| | | | | | |

Appendix

Labour & Advanced Education 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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