

How's Work Going?

Nova Scotia Government Survey Results 2017

Other Agencies, Commissions & Offices



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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. 44% of 'other' employees completed the survey.

The 2017 Engagement Index for agencies, commissions & offices in the 'other' category is 67. The table below provides employee responses to the seven questions used to calculate the engagement index with a comparison to the Nova Scotia Government overall results.

	2017	Nova Scotia
Overall Engagement Indexⁱ	67	57
1 I am inspired to give my very best	81	70
2 I am satisfied with my department	63	49
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	73	60
4 Overall, I feel valued as a Government of Nova Scotia employee	56	46
5 I am proud to tell people I work for the Government of Nova Scotia	67	59
6 I would recommend the Government of Nova Scotia as a great place to work	64	55
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	65	58

An Engagement Index of 60 or above indicates an Engaged Workforce

Nova Scotia's highest engagement index was 74 in 2009



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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.

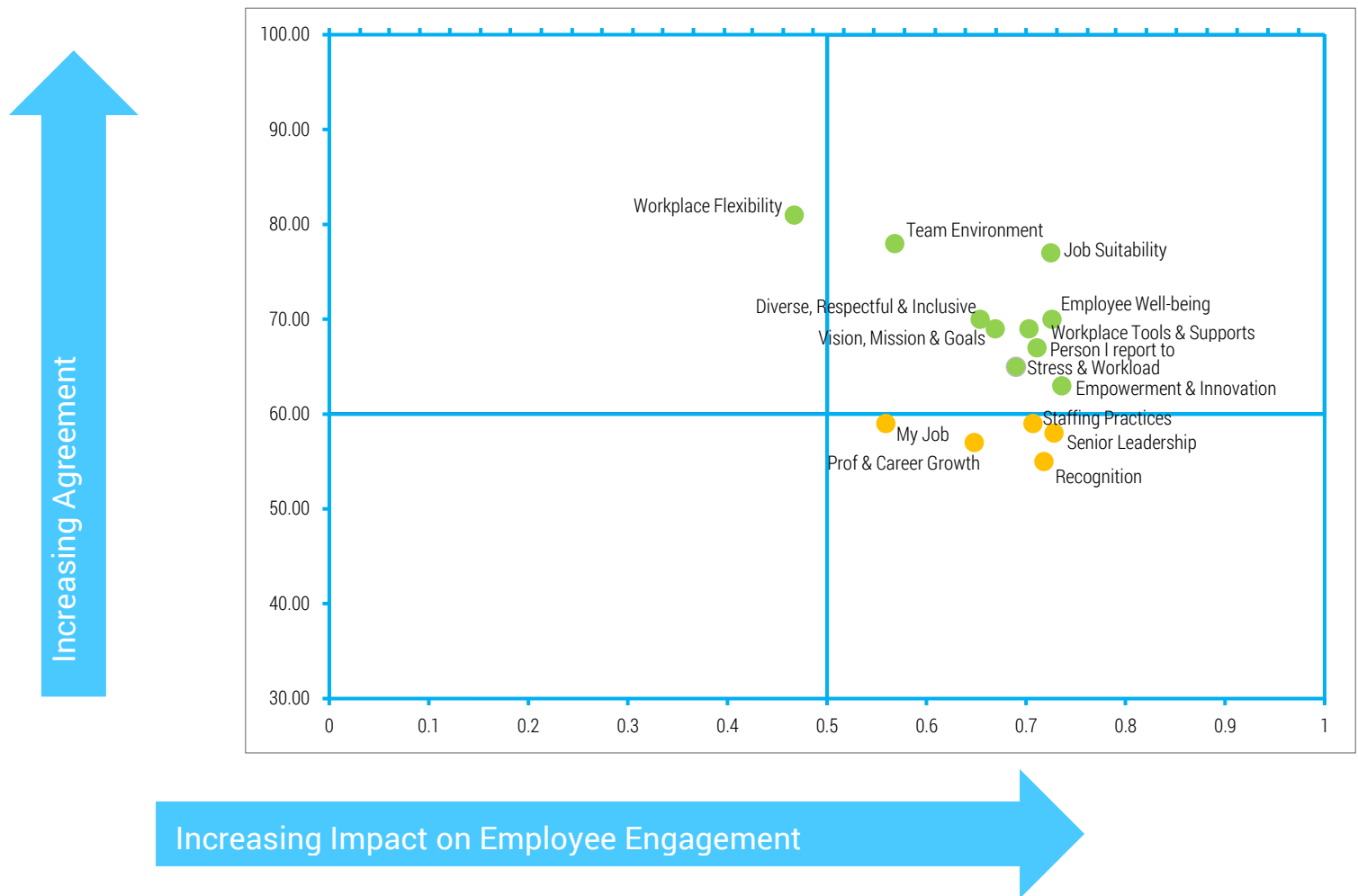
Reading the Report

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. Empowerment & Innovation
2. Employee Well-being
3. Job Suitability

Employees feel positive when they think about...

- ▽ They have opportunities to implement new ideas in their work
- ▽ They would describe their workplace as healthy, safe and supportive of their physical well-being
- ▽ Their job is a good fit for their skills and interests

Top 3 Focus Areas

1. Senior Leadership
2. Recognition
3. Staffing Practices

Employees feel less positive when they think about...

- ▽ Senior leadership in their department make timely decisions
- ▽ They receive meaningful recognition for work well done
- ▽ In their department, the selection of a person for a position is based on skills, knowledge and abilities

Detailed Results

Job

Area	Question	2017	Nova Scotia
Job Suitability	My job is a good fit for my skills and interests	85	81
	The work I do gives me a sense of accomplishment	74	68
	I am satisfied with my job	71	59
Workplace Tools & Supports	I have the technology I need to do my job well	77	65
	I have the tools, equipment and resources I need to do my job well ⁱⁱ	71	57
	I have support at work to provide a high level of service	71	57
	My organization supports employees through change	55	42
Empowerment & Innovation	Innovation is valued in my work	62	47
	I feel safe and supported by my organization to try new ideas	62	46
	I have opportunities to implement new ideas in my work	66	50
	I have opportunities to provide input into decisions that affect my work	66	52
	Continuous improvement of processes/procedures is encouraged in my department	58	46
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	81	65
	I have opportunities to provide input into the development of my department's strategic directions	57	33
My Job	I feel my job is secure	61	59
	I am paid fairly for the work I do ⁱⁱ	56	53

Well-Being

Area	Question	2017	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	89	87
	Communication is encouraged between my work unit and other work units we work with	66	55
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	81	77
	I have support to balance my work and personal life	80	70
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	65	53
	I would describe my workplace as healthy, safe and supportive of my physical well-being	75	65
Recognition	I receive meaningful recognition for work well done	55	47
Stress & Workload	The amount of stress I experience at work is reasonable ⁱⁱ	63	53
	My workload is reasonable ⁱⁱ	66	55
Diverse, Respectful & Inclusive	I am treated respectfully at work	78	71
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace ⁱⁱⁱ	14	15
	I have access to the resources and supports I need to address disrespectful behavior in the workplace	71	63
	My department implements meaningful activities and practices that support a diverse workplace	60	52

Opportunities

Area	Question	2017	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	69	59
	My department supports innovative ways of career development	55	42
	I have opportunities for career growth within the Government of Nova Scotia	47	39
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	59	42

Leadership

Area	Question	2017	Nova Scotia
Person I Report To	Keeps me informed of things that I need to know to do my job well	67	65
	Consults me on decisions that affect my work	63	62
	Provides clear expectations regarding my work	65	63
	Provides useful feedback about my work performance ⁱⁱ	59	60
	Treats me with respect	79	79
	I trust the person I report to	68	68
	I am satisfied with the quality of supervision I receive	69	66
Senior Leadership	Senior Leadership in my department provides clear direction	58	42
	Senior Leadership in my department makes timely decisions	53	36
	Essential information flows effectively from senior leadership to staff	56	36
	I have confidence in the senior leadership of my department	64	46

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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