

# How's Work Going?

Nova Scotia Government Survey Results 2017

Service Nova Scotia



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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. 79% of Service Nova Scotia employees completed the survey.

The 2017 Engagement Index for Service Nova Scotia is 71. This is a 10-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.

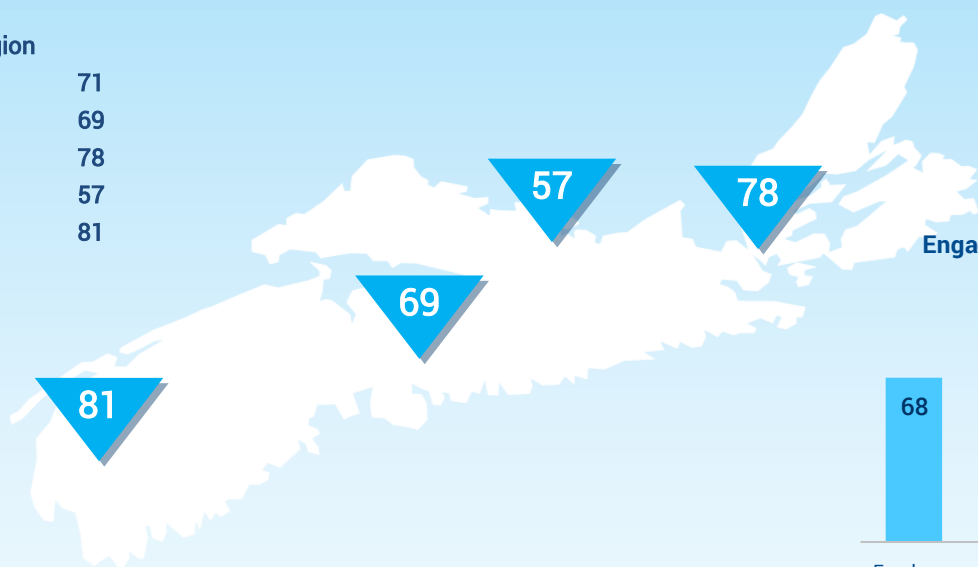
	2017	2015	+/-	Nova Scotia
<b>Overall Engagement Index<sup>i</sup></b>	<b>71</b>	<b>61</b>	<b>10</b>	<b>57</b>
1 I am inspired to give my very best	80	62	18	70
2 I am satisfied with my department	65	51	14	49
3 Overall, I am satisfied with my work as a Government of Nova Scotia employee	74	69	5	60
4 Overall, I feel valued as a Government of Nova Scotia employee	60	47	13	46
5 I am proud to tell people I work for the Government of Nova Scotia	73	63	10	59
6 I would recommend the Government of Nova Scotia as a great place to work	71	55	16	55
7 I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere	72	68	4	58

An Engagement Index of 60 or above indicates an Engaged Workforce

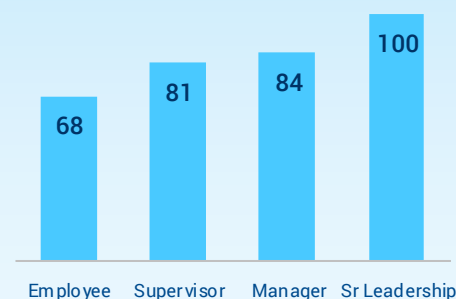
## Highlights

### Engagement Index by Region

Head Office	71
Central Region	69
Eastern Region	78
Northern Region	57
Western Region	81



### 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.

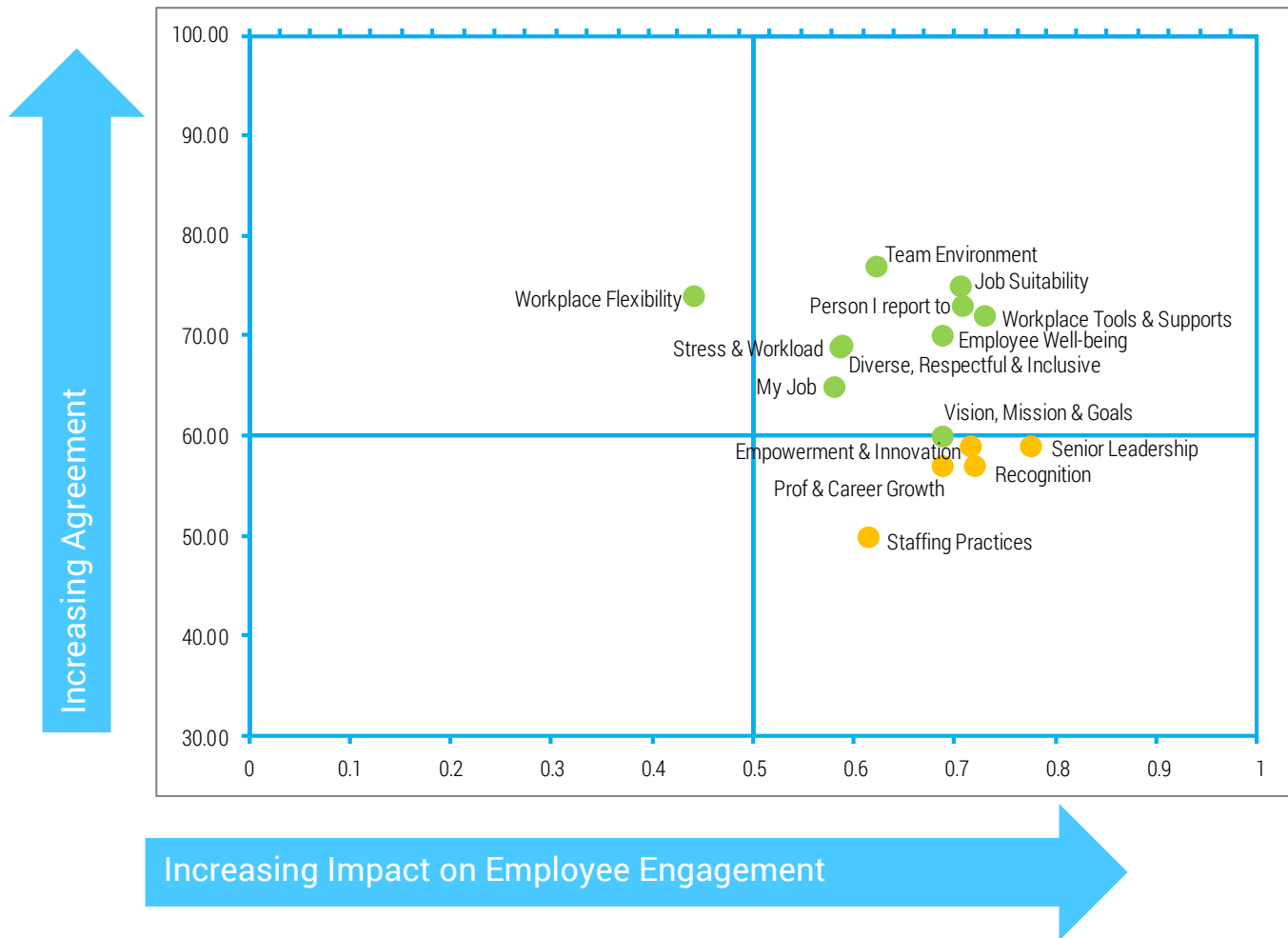
## Reading the Report

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. Workplace Tools & Supports
2. Person I Report To
3. Job Suitability

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

- ▽ Their department supporting employees through change
- ▽ Their work giving them a sense of accomplishment
- ▽ Their relationship with the person they report to

### Top 3 Focus Areas

1. Senior Leadership
2. Recognition
3. Empowerment & Innovation

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

- ▽ Feeling safe and supported by their organization to try new ideas
- ▽ Receiving meaningful recognition\*
- ▽ Essential information flowing effectively from Senior Leadership to staff\*

\* These focus areas have significant increases in overall satisfaction

# Detailed Results

## Job

Area	Question	2017	2015	+/-	Nova Scotia
Job Suitability	My job is a good fit for my skills and interests	79	76	3	81
	The work I do gives me a sense of accomplishment	74	63	11	68
	I am satisfied with my job	71	67	4	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 <sup>ii</sup>	72	58	14	57
	I have support at work to provide a high level of service	75	54	21	57
	My organization supports employees through change	63			42
Empowerment & Innovation	Innovation is valued in my work	59	38	21	47
	I feel safe and supported by my organization to try new ideas	56			46
	I have opportunities to implement new ideas in my work	56			50
	I have opportunities to provide input into decisions that affect my work	62	43	19	52
	Continuous improvement of processes/procedures is encouraged in my department	63			46
Vision, Mission & Goals	I know how my work contributes to the achievement of my department's goals	77	69	8	65
	I have opportunities to provide input into the development of my department's strategic directions	42			33
My Job	I feel my job is secure	69			59
	I am paid fairly for the work I do <sup>ii</sup>	61	55	6	53



## Well-Being

Area	Question	2017	2015	+/-	Nova Scotia
Team Environment	I have positive working relationships with my co-workers	93	75	18	87
	Communication is encouraged between my work unit and other work units we work with	60			55
Workplace Flexibility	My immediate supervisor supports the use of flexible work arrangements, if operationally possible	75			77
	I have support to balance my work and personal life	72	64	8	70
Employee Well-being	I would describe my workplace as healthy, safe and supportive of my emotional well-being	67	47	20	53
	I would describe my workplace as healthy, safe and supportive of my physical well-being	73			65
Recognition	I receive meaningful recognition for work well done	57	36	21	47
Stress & Workload	The amount of stress I experience at work is reasonable <sup>ii</sup>	65	55	10	53
	My workload is reasonable <sup>ii</sup>	72	63	9	55
Diverse, Respectful & Inclusive	I am treated respectfully at work	79	70	9	71
	In the past 12 months, my work experience has been affected by discrimination and/or harassment in the workplace <sup>iii</sup>	15			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	58			52

## Opportunities

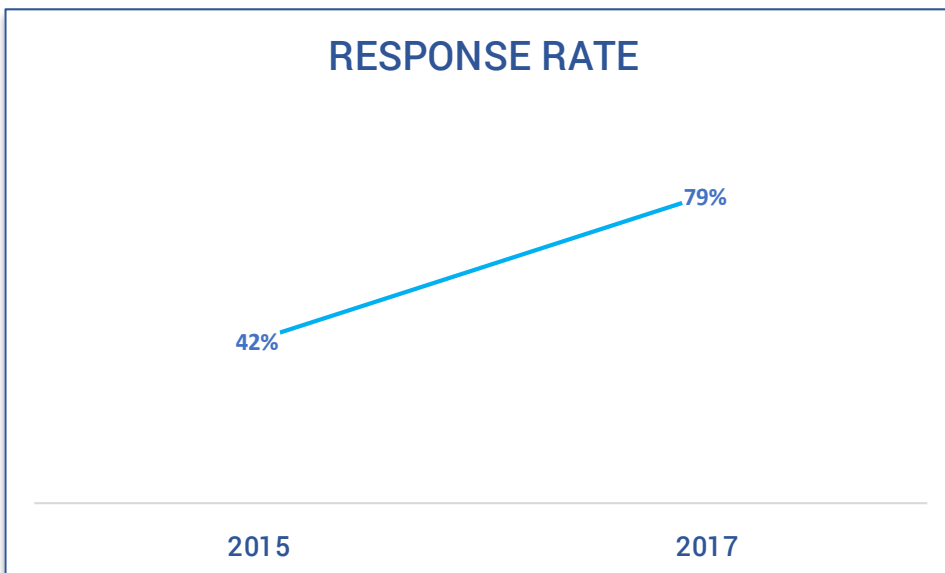
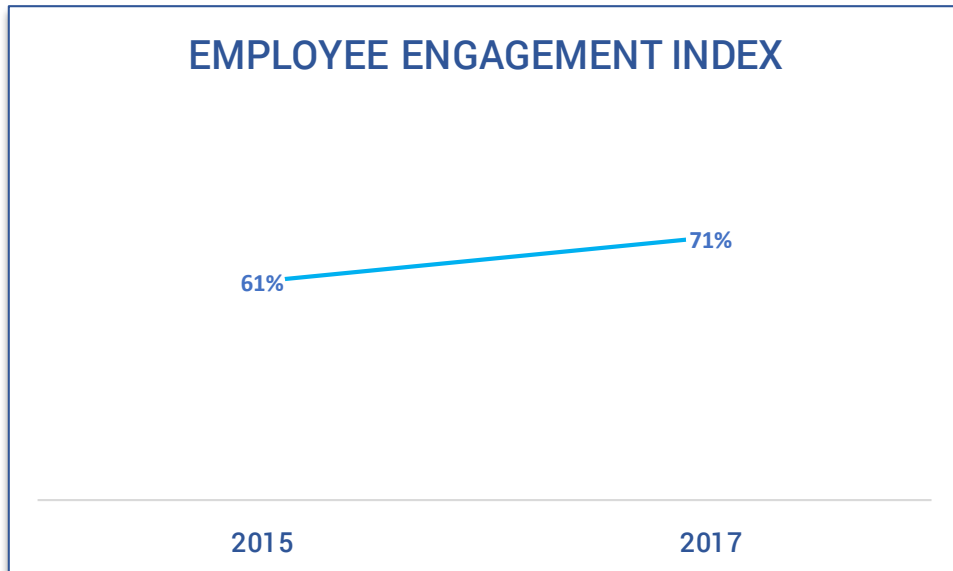
Area	Question	2017	2015	+/-	Nova Scotia
Professional & Career Growth	My organization supports my work-related learning & development	66	51	15	59
	My department supports innovative ways of career development	55			42
	I have opportunities for career growth within the Government of Nova Scotia	51	36	15	39
Staffing Practices	In my department, the selection of a person for a position is based on skills, knowledge and abilities	50			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	74			65
	Consults me on decisions that affect my work	69			62
	Provides clear expectations regarding my work	74			63
	Provides useful feedback about my work performance <sup>ii</sup>	70	57	13	60
	Treats me with respect	81			79
	I trust the person I report to	72			68
	I am satisfied with the quality of supervision I receive	73	57	16	66
Senior Leadership	Senior Leadership in my department provides clear direction	60	38	22	42
	Senior Leadership in my department makes timely decisions	57	33	24	36
	Essential information flows effectively from senior leadership to staff	54	38	16	36
	I have confidence in the senior leadership of my department	63	41	22	46

# Appendix

## Service Nova Scotia 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:

Cathy Spencer  
Consultant, Workplace Engagement  
Engagement & Innovation Team  
Public Service Commission

[Cathy.Spencer@novascotia.ca](mailto:Cathy.Spencer@novascotia.ca)  
902.233.7347