



Public Service Commission

Statement of Mandate 2010-2011



success through people

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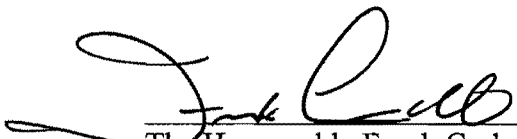
A Message from the Minister and Commissioner of Public Service Commission

The Nova Scotia Public Service Commission (PSC) provides leadership, direction and expertise in human resource management to Nova Scotia's public service.

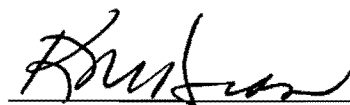
This year's Statement of Mandate focuses on the PSC's mandate and performance measures. Our outcomes and measures have been restructured to reflect the components of the PSC's mandate.

Work continues in the development, implementation, and evaluation of the corporate human resource policies, programs, services and standards, as well as ensuring that high quality corporate human resource management principles, values and practices are delivered. The PSC will continue to fulfill the role of government agent for collective bargaining with unions and, advisory to government on collective bargaining in the broader public service.

As we move forward, we want to recognise all PSC staff for their significant contribution to the public service. It is through this commitment that we are able to support our clients in the delivery of quality public services – services that make a difference in the lives of all Nova Scotians.



The Honourable Frank Corbett
Minister, Public Service Commission



Kelliann Dean
Commissioner, Public Service Commission

Mandate

The Nova Scotia Public Service Commission (PSC) is responsible for developing, implementing, and evaluating corporate human resource policies, programs, services and standards. The PSC is responsible for ensuring high quality corporate human resource management principles, values and practices. The PSC is the government's agent for collective bargaining with unions that represent direct government employees and provides advice to government on collective bargaining in the broader public service.

Vision

Leadership and excellence in human resource management

Mission

To provide leadership, strategic direction and expertise in human resource management to support a strong Nova Scotia public service

Performance Measures

Develop, implement, and evaluate corporate human resource policies, programs, services and standards					
OUTCOME (immediate or inter- mediate)	MEASURE	DATA Base Year (2006 - 2007)	ULTIMATE TARGET (2011-2012)	TRENDS	Strategic Actions to achieve target
A measurably healthier, safer and supportive workplace for employees	% of employees who report they feel their department creates a safe environment for its employees*	81% (Employee Survey 2006)	Increase to 85%	2007-08 – 84% (Employee Survey 2007) 2009-10 – 82% (Employee Survey 2009)	<ul style="list-style-type: none"> • SAP Employee Health & Safety Module and Standard OHS Program • Develop Disclosure of Wrongdoing Legislation
	% of employees who feel that employees in their department are respectful of employee differences	70% (Employee Survey 2006)	Increase to 78%	2007-08 - 76% (Employee Survey 2007) 2009-10 – 73% (Employee Survey 2009)	
(Continued...)					

* The wording of this measure has been modified slightly to reflect rewording of its corresponding question in the 2009 Employee Survey.

Develop, implement, and evaluate corporate human resource policies, programs, services and standards					
OUTCOME (immediate or inter- mediate)	MEASURE	DATA Base Year (2006 - 2007)	ULTIMATE TARGET (2011-2012)	TRENDS	Strategic Actions to achieve target
A measurably healthier, safer and supportive workplace for employees	% of departments that have Healthy Workplace Plans	Base Year 2007 – 62% (HWP Internal Environmental Scan)	Increase to 100%	2009-10 – 71.4% (HWP Internal Environmental Scan)	
	% of departments working to be certified in higher levels of HWP NQI-PEP	Base Year 2007 – 32% (HWP Internal Environmental Scan)	Increase to 50%	2009-10 – 28.6% (HWP Internal Environmental Scan)	
A supportive workplace (Continued...)	% of employees who feel they have support to balance their work & personal life*	62% (Employee Survey 2006)	Increase to 75%	2007-08 - 68% (Employee Survey 2007) 2009-10 – 71% (Employee Survey 2009)	<ul style="list-style-type: none"> • Overview of Vacation Issues • Retirement Transition Options • Develop Employee Indemnification Policy • Staffing Policies Review

Develop, implement, and evaluate corporate human resource policies, programs, services and standards					
OUTCOME (immediate or inter- mediate)	MEASURE	DATA Base Year (2006 - 2007)	ULTIMATE TARGET (2011-2012)	TRENDS	Strategic Actions to achieve target
A supportive workplace	% of employees who feel they receive meaningful recognition for work well done	49% (Employee Survey 2006)	Increase to 60%	2007-08 - 55% (Employee Survey 2007) 2009-10 – 58% (Employee Survey 2009)	
	% of employees who receive recognition from their supervisor for job well done*	62% (Employee Survey 2006)	Increase to 70%	2007-08 - 67% (Employee Survey 2007) 2009-10 – 68% (Employee Survey 2009)	

* The wording of this measure has been modified slightly to reflect rewording of its corresponding question in the 2009 Employee Survey.

Develop, implement, and evaluate corporate human resource policies, programs, services and standards					
OUTCOME (immediate or inter- mediate)	MEASURE	DATA Base Year (2006 - 2007)	ULTIMATE TARGET (2011-2012)	TRENDS	Strategic Actions to achieve target
Adopting a broad diversity philosophy and culture	% of employees who feel their department values diversity*	60% (Employee Survey 2006)	Increase to 78%	2007-08 - 65% (Employee Survey 2007) 2009-10 – 73% (Employee Survey 2009)	<ul style="list-style-type: none"> • Ongoing training and support for Employment Equity Policy
Public Service that is representative of the designated groups	% of employees who self-identify as members of designated groups	7.8%	Increase to 9.0%	2007-08 - 7.5% 2009-10- 7.0%	<ul style="list-style-type: none"> • Ongoing training and support for Fair Hiring Policy

Ensure high quality corporate human resource management principles, values and practices					
OUTCOME (immediate or inter- mediate)	MEASURE	DATA Base Year (2006 - 2007)	ULTIMATE TARGET (2011-2012)	TRENDS	Strategic Actions to achieve target
A committed and engaged public service	Level of Employee engagement (Score out of 100)	67 (Employee Survey 2006)	Increase to 76	2007-08 – 72 (Employee Survey 2007) 2009-10 – 74 (Employee Survey 2009)	<ul style="list-style-type: none"> • Development and Implementation of Corporate HR Management Renewal and its supporting initiatives
Government is able to attract talent	% of employees who feel that gov't of NS hires and promotes people based on their education, skills, knowledge, and experience*	36% (Employee Survey 2006)	Increase to 60%	2007-08 – 43% (Employee Survey 2006) 2009-10 – 58% (Employee Survey 2009)	<ul style="list-style-type: none"> • Development of a Recruitment Unit/Implement E-Recruitment • Automation of the recruitment approval and competition process (DHR1) • Implementation of HR Online • Staffing Policies Review
(Continued...)					

* The wording of this measure has been modified slightly to reflect rewording of its corresponding question in the 2009 Employee Survey.

Ensure high quality corporate human resource management principles, values and practices					
OUTCOME (immediate or inter- mediate)	MEASURE	DATA Base Year (2006 - 2007)	ULTIMATE TARGET (2011-2012)	TRENDS	Strategic Actions to achieve target
Government is able to attract talent	% of employees who agree they would recommend the Gov't of NS as one of the best places to work	60% (Employee Survey 2006)	Increase to 75%	2007-08 – 69% (Employee Survey 2007) 2009-10 – 71% (Employee Survey 2009) Interjurisdictional Data – 63%	
Government is able to retain talent	% of employees who would stay in gov't even if offered similar job somewhere else*	62% (Employee Survey 2006)	Increase to 70%	2007-08 - 66% (Employee Survey 2007) 2009-10 – 67% (Employee Survey 2009) Interjurisdictional Data – 62%	<ul style="list-style-type: none"> E- Learning Strategy
(Continued...)					

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Ensure high quality corporate human resource management principles, values and practices					
OUTCOME (immediate or inter- mediate)	MEASURE	DATA Base Year (2006 - 2007)	ULTIMATE TARGET (2011-2012)	TRENDS	Strategic Actions to achieve target
Government is able to retain talent	% of employees who feel they are compensated fairly for their job	42% (Employee Survey 2006)	Increase to 65%	2007-08 - 53% (Employee Survey 2007) 2009-10 – 59% (Employee Survey 2009)	
Classification and Compensation systems seen by clients as consistent, reliable, objective and efficient (Continued...)	Average numbers of working days taken to complete classification reviews (within PSC)	35 days	Maintain at an average of 30 working days	2007-08 - 40 days 2008-09 – 48 days	<ul style="list-style-type: none"> • Classification Project for Excluded (MCP&AS) and Compensation/Classification training program

Ensure high quality corporate human resource management principles, values and practices					
OUTCOME (immediate or inter- mediate)	MEASURE	DATA Base Year (2006 - 2007)	ULTIMATE TARGET (2011-2012)	TRENDS	Strategic Actions to achieve target
Classification and Compensation systems seen by clients as consistent, reliable, objective and efficient	Number of classification review appeals resolved	12 completed per year	Maintain at 12 completed per year	2007-08 - 5 completed per year 2008-09 – 7 completed per year	
Investment in professional and career development (Continued...)	% of employees who feel the training and development they received has met their work-related needs*	59% (Employee Survey 2006)	Increase to 80%	2007-08 - 67% (Employee Survey 2007) 2009-10 – 74% (Employee Survey 2009)	<ul style="list-style-type: none"> • E-Learning Strategy

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Ensure high quality corporate human resource management principles, values and practices					
OUTCOME (immediate or inter- mediate)	MEASURE	DATA Base Year (2006 - 2007)	ULTIMATE TARGET (2011-2012)	TRENDS	Strategic Actions to achieve target
Investment in professional and career development	% of employees who agree they have opportunities for career growth within the Govt of NS	40% (Employee Survey 2006)	Increase to 58%	2007-08 - 47% (Employee Survey 2007) 2009-10 – 53% (Employee Survey 2009)	

The government's agent for collective bargaining with unions that represent direct government employees and provides advice to government on collective bargaining in the broader public service

OUTCOME (immediate or inter-mediate)	MEASURE	DATA Base Year (2006 - 2007)	TARGET (2009 – 2010)	TARGET Ultimate Target (2011-2012)	Strategic Actions to achieve target
A stable labour environment	% of Collective Agreements the PSC is ready to negotiate prior to the contract expiry date	N/A	Base Year 2009 - 100%	100%	<ul style="list-style-type: none"> • NS Agricultural College (Devolution) • Impacts of Collective Bargaining Implementations

Budget Context

Public Service Commission			
	2009-2010 Estimate	2009-2010 Forecast	2010-2011 Estimate
Program & Service Area	(\$thousands)	(\$thousands)	(\$thousands)
Gross Departmental Expenses			
Human Resource Service & Client Support	\$10,881	\$10,366	\$9,044
Leadership and Coordination	\$3,251	\$4,076	\$3,208
Employee Relations, Compensation and Benefits	\$2,219	\$1,972	\$2,228
Strategic Human Resources Management	\$3,501	\$3,042	\$3,251
Total Gross Departmental Expenses	\$19,852	\$19,456	\$17,731
Additional Information:			
Fees and Other Charges	(\$5)	(\$9)	(\$5)
Ordinary Recoveries	(\$92)	(\$105)	(\$0)
TCA Purchase Requirements			
Provincial Funded Staff (FTEs)	269.9	253.2	232.2