

How's Work Going?



*Employee Survey
Department Results*

2007

Communications Nova
Scotia


NOVA SCOTIA
Public Service Commission
Evaluation and Audit

2007 EMPLOYEE SURVEY

Communications Nova Scotia

The following report outlines your departmental results for the 2007 employee survey. We have broken down the survey questions and given you the detailed results in an effort to support you in achieving your goals.

Included are the following:

- 1.0 2007 Agreement Results
- 2.0 2007 Average/Importance Category Scores
- 3.0 Priority Analysis
- 4.0 Employee Engagement
- 5.0 Comparison Table
- 6.0 Summary Results: The unfavourable, neutral, favourable, and importance percentages for each Question.
- 7.0 Detailed Results – Additional Questions
 - 7.1 Barrier Question
 - 7.2 Stress Question
 - 7.3 Attraction to Work in Government Question
 - 7.4 Intention to Stay Question
 - 7.5 Disclosure of Wrongdoing Policy Question
- Appendix A - Response Rate
- Appendix B - Four Year Comparison of Results (2004-2007): A comparison table outlining favourable scores over time of all individual questions asked since 2004 including how and when and how they changed.

For further information about methodology, survey changes from previous years, and overall public service results, etc., please visit the survey website: www.gov.ns.ca/psc/survey.

For additional support and information regarding your department please do not hesitate to contact Nikki Holden at HOLDENJ@gov.ns.ca or feel free to call at 424-6655.

1.0 Communications Nova Scotia – 2007 Agreement Results

1.1 Summary 2007 Department Results

The table below summarizes the results by identifying the number of questions in each of the favourable classifications in 2007 in comparison to the overall corporate 2007 favourable scores. Included are the survey questions asked for each category.

Category	2007 Department Results	Overall Corporate 2007 Results
<i>Clear strengths to celebrate and build upon.</i> (Questions with a favourable score $\geq 80\%$)	53	17
<i>Moderate Areas of Strength to build upon.</i> (Questions with a favourable score of 60-79%)	25	44
<i>Improvement Areas</i> (Questions with a favourable score of 41-59%)	10	23
<i>Areas that require immediate attention</i> (Questions with a favourable score of $\leq 40\%$)	0	4
<i>Total questions asked with favourable scores per survey year.</i>	88	88

1.2 Summary of 2007 Results (by classification category) – Communications Nova Scotia

Areas of clear strength include employee perceptions of;

- The people I work with make an effort to help each other out.
- Shared goals are developed for my workgroup.
- I have a positive working relationship with my coworkers.
- I have opportunities to provide input into decisions that affect my work.
- My supervisor considers my work-related ideas.
- I can provide input into decisions that are made in my Department.
- Innovation is valued in my work.
- I received communications about our Department's business plan in the past 12 months.
- I know how my work contributes to the achievement of my department's goals.
- I receive the communications that I need to do my job well.
- My supervisor gives me feedback about my work performance.
- Work-related information is shared within my Department.
- I have the tools, equipment, support and information I need to do my job well.
- I can balance the demands of my work life with the demands of my personal/family life.
- I feel valued for my contributions at work.
- I receive recognition from my supervisor for a job well done.
- I can talk openly with my supervisor about my work.
- I have confidence in the senior leadership in my Department.
- I have a positive working relationship with the person I report to.
- The senior leadership of my department is genuinely interested in the well being of employees.
- I am satisfied with the quality of supervision I receive.
- Managers in my area make timely decisions.
- The person I report to consults me on decisions that affect my work.
- I have access to training opportunities.
- I can apply what I have learned in my training to my job.
- I have opportunities to participate in assignments/projects in my department that allow me to expand and develop new skills.
- My job is a good fit with my skills and interests.
- The Government of Nova Scotia demonstrates its commitment to diversity in the workplace
- Employees in my Department are respectful of employee differences.
- My department values diversity.
- My department is actively implementing activities and practices that support a diverse workplace.
- I am provided with the accommodations I need to ensure my full participations in my workplace.
- I have not experienced racism and/or discrimination in my workplace in the past 12 months.
- My department creates a safe work environment for its employees.
- I feel safe working in my job.
- I have not experienced harassment (sexual, racial) behaviour in my workplace in the past 12 months.
- I have not experienced bullying behaviour in my workplace in the past 12 months.

Areas of clear strength (con't)

- I would recommend the Government of Nova Scotia as a great place to work.
- I see a future for my career, working for the Government of Nova Scotia.
- Employees have access to job postings within the Government of Nova Scotia.
- I have the required qualifications to meet the needs of my job.
- I work for an effective organization; in other words, my department regularly achieves the goals set out in our business plan.
- I am proud to work as a public servant.
- I am proud to tell people I work for the Government of Nova Scotia.
- I am aware of the corporate healthy workplace policy.
- I am aware of my department's healthy workplace initiatives.
- My department promotes a healthy and supportive workplace.
- I am aware that GoverNEXT was established to represent young public servants working for the Province of Nova Scotia.
- I am inspired to give my very best.
- I strive to improve my department's results.
- I am satisfied with my job.
- I am satisfied with my department.
- Overall, I am satisfied with my work as a Government of Nova Scotia employee.

Areas of moderate strength include employee perceptions of:

- I am encouraged to share what I have learned with others in my workgroup.
- I get the training and related support I need to support my continuous learning.
- My organization supports my work-related learning and development.
- I know where I can go for help (the process) to resolve workplace ethical dilemmas or conflicts.
- I can report concerns related to workplace ethical dilemmas or conflicts without fear of reprisal.
- I have support at work to balance my work and personal life.
- I have support at work to provide a high level of service.
- I know who the Occupational Health and Safety representatives are for my work area.
- I received communications regarding the results of last year's employee survey.
- I am aware of Government's corporate values.
- I receive meaningful recognition for work well done.
- The senior leaders (comprised of: deputy ministers, assistant/associate deputy ministers, CEOs, directors and executive directors) in my department set a good example for employees.
- Senior Management will try to resolve issues raised by employees in this survey.
- Essential information flows effectively from senior leadership to staff.
- Senior leadership in my department provides clear direction.
- Senior leadership in my department makes timely decisions.
- The person I report to is an effective leader.
- My supervisor manages conflict in my workgroup.
- I have participated in performance appraisal/review with my supervisor in the past 12 months.
- Hiring in the government of Nova Scotia is based on merit.

Areas of moderate strength (con't)

- I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere.
- Hiring, promotion and other staffing processes in my department are conducted in a
- Hiring, promotion and other staffing processes are fair and impartial.
- I am aware of Government's "Disclosure of Wrongdoing" policy.
- I participate in healthy workplace initiatives.

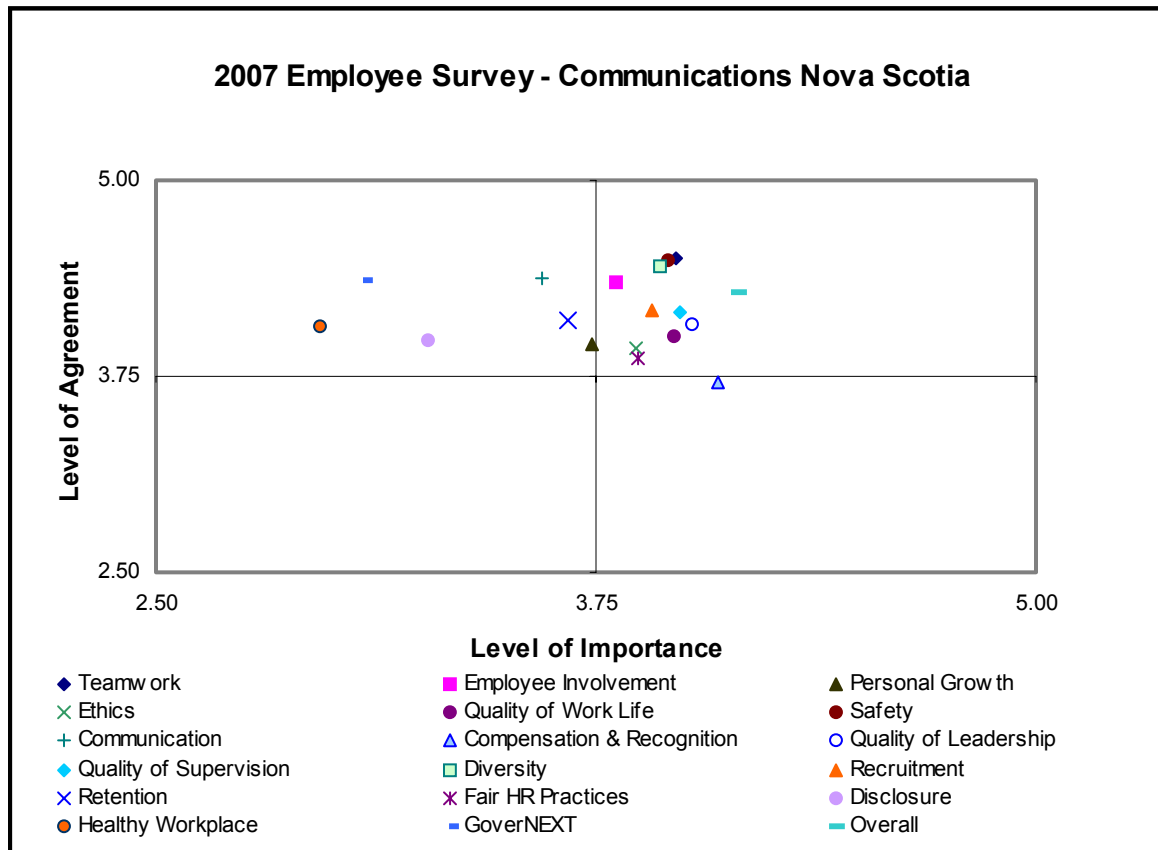
Improvement Areas include:

- I have opportunities for career advancement within the Government of Nova Scotia.
- I have opportunities for career growth within the Government of Nova Scotia.
- I have opportunities for career growth within my department.
- My work environment is supportive of my involvement in community/volunteer activities.
- I am compensated fairly for my job.
- As a manager of staff, I can attract and recruit the people I need in order to achieve my division/department goals.
- As a manager of staff, I can retain (keep) the people I need in order to achieve my division/department goals.
- I know who to contact to make a disclosure of wrongdoing.
- I am aware and read "@ the Window" healthy workplace newsletter.
- I would feel comfortable using the reporting process outlined in the "Disclosure of Wrongdoing" policy.

2.0 – Communications Nova Scotia – 2007 Average/Importance Category Scores

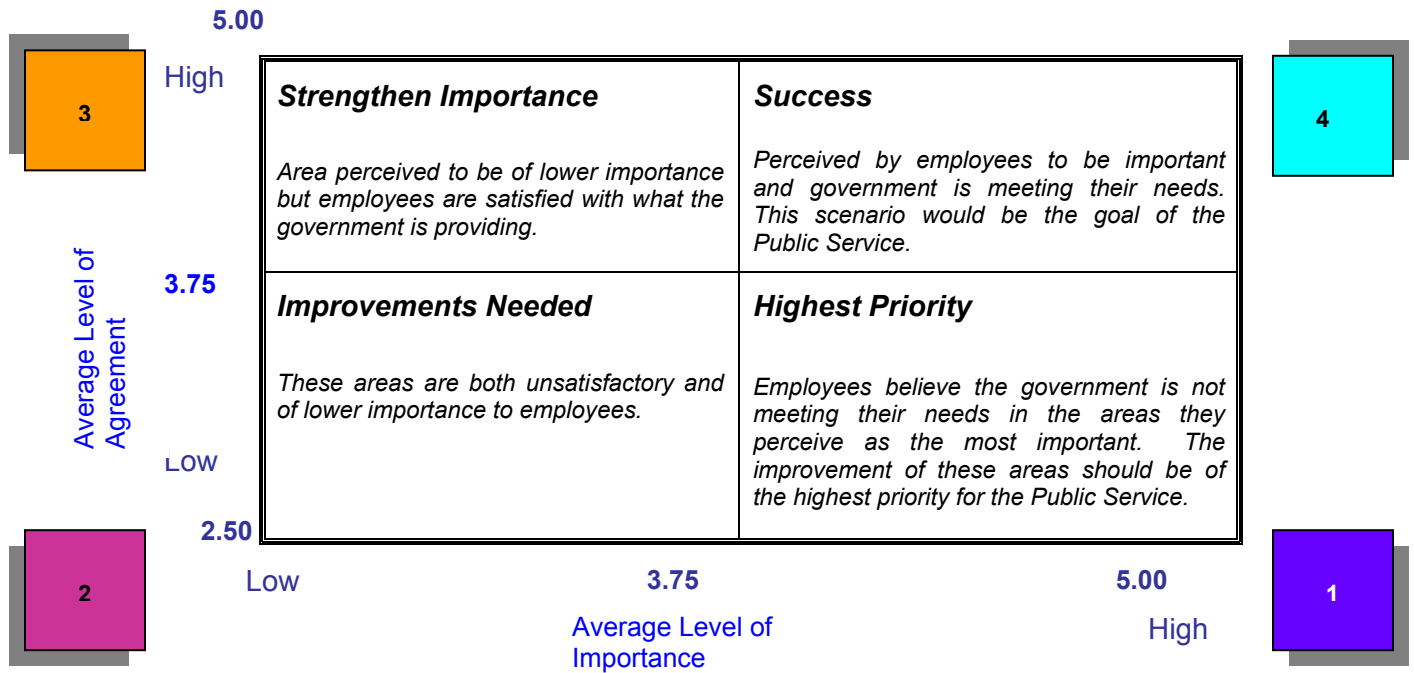
To provide a visual picture to illustrate with regards to how employees perceive their current work environment and what they consider as important to them the average scores for each question were used to calculate the overall average agreement and importance score for each category. These 18 category agreement and importance scores were then mapped on a scatter plot.

The following scatter plot shows the action grid results by category for your Department.



3.0 Communications Nova Scotia – Priority Analysis

To help identify where to focus response and action efforts, the quadrants are numbered. These quadrants are numbered one through four starting at the bottom right corner. The following table defines each of the four quadrants and how to interpret the data points.



Overall, employees’ perception of their work environment in your department is summarized below. The table below will help determine what categories you need to perform further analysis to determine where to focus action planning for improvements.

Communications Nova Scotia – Priority Analysis

Strengthen Importance <ul style="list-style-type: none"> ➤ GoverNEXT ➤ Communications ➤ Disclosure of Wrongdoing ➤ Healthy Workplace ➤ Personal Growth ➤ Retention 	Success <ul style="list-style-type: none"> ➤ Diversity ➤ Employee Involvement ➤ Ethics ➤ Fair Human Resources Practices ➤ Safety ➤ Teamwork ➤ Overall Questions ➤ Quality of Supervision ➤ Quality of Leadership ➤ Quality of Work Life ➤ Recruitment
Improvements Needed	Highest Priority <ul style="list-style-type: none"> ➤ Compensation and Recognition

4.0 Communications Nova Scotia - Employee Engagement

4.1 Employee Engagement Index

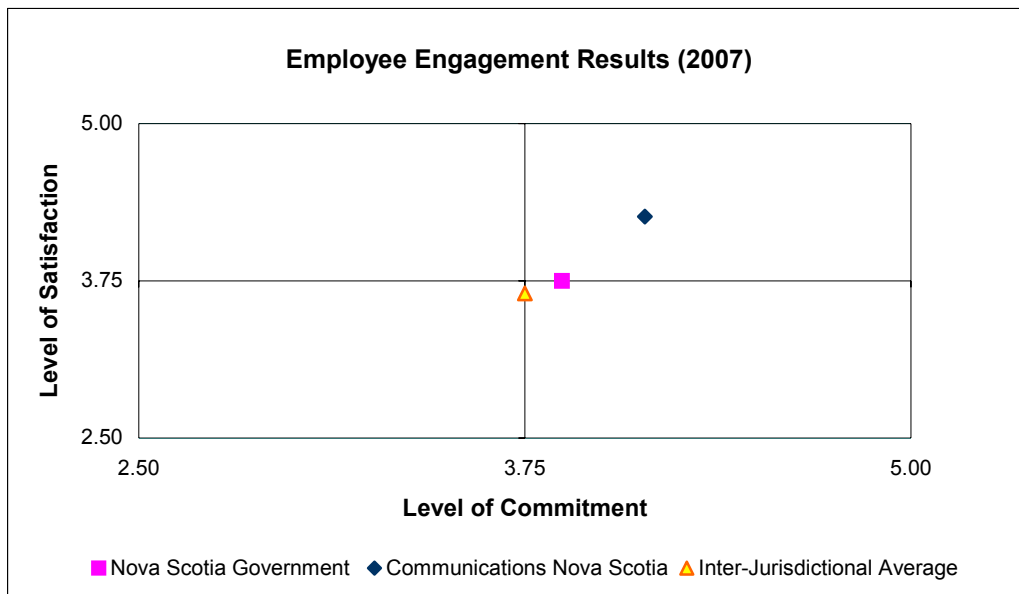
Determining the level of employee engagement is another way to measure progress. Employee engagement is the extent to which an individual feels connected to, and involved with, their job and the organization. Research shows that increased employee commitment, satisfaction and trust in leadership can positively impact the organization to help it reach its true potential. The conclusion can be made that overall employee satisfaction is evident in the level of engagement employees have in their work.

The Employee Engagement index was calculated to determine how engaged employees are in the public service. The following chart compares engagement scores from the overall Nova Scotia Government, the Inter-jurisdictional average and your department for 2007.

Employee Engagement Index	
Nova Scotia Government	71.6
Inter-jurisdictional Average	65.5
Communications Nova Scotia	84

4.2 Level of Satisfaction and Level of Commitment

To determine where to focus to improve employee engagement, an analysis of employees' level of satisfaction and level of commitment can provide some insight.



5.0 Comparison Table – Communications Nova Scotia

The table below summarizes the results by identifying the number of questions in each of the favourable classifications in 2004 and 2007 to show the increase in favourable scores. This is a straight comparison of questions that were asked in 2004 and again in 2007.

Category	2004 Department Results	2007 Department Results	Overall Corporate 2007 Results	Departmental Increase from 2004
Clear strengths to celebrate and build upon. (Questions with a favourable score >= 80%)	0	29	11	29
Moderate Areas of Strength to build upon. (Questions with a favourable score of 60-79%)	31	12	24	-19
Improvement Areas (Questions with a favourable score of 41-59%)	11	2	8	-9
Areas that require immediate attention (Questions with a favourable score of <=40%)	1	0	0	-1
Total questions asked with favourable scores per survey year.	43	43	43	-

Note: Refer to Appendix B: Summary of Results 2004-2007 for details of significant changes and for comparison of all questions from 2004-2007.

6.0 Communications Nova Scotia – 2007 Detailed Department Results

Questions	Unfavourable		Neutral		Favourable		Importance		Mean Score
	Count	%	Count	%	Count	%	Count	%	
1. The people I work with make an effort to help each other out.	4	5	1	1	72	94	75	97	4.61
2. Shared goals are developed for my workgroup.	6	8	2	3	69	90	70	91	4.21
3. I have a positive working relationship with my coworkers.	1	1	1	1	75	97	76	99	4.69
4. I get the training and related support I need to support my continuous learning.	6	8	1	1	70	91	76	99	4.32
5. My supervisor considers my work-related ideas.	2	3	1	1	74	96	77	100	4.55
6. I can provide input into decisions that are made in my Department.	6	8	5	7	66	86	75	97	4.19
7. Innovation is valued in my work	1	1	8	10	68	88	72	94	4.32
8. I have access to training opportunities.	8	10	6	8	63	82	76	99	4.10
9. I am encouraged to share what I have learned with others in my workgroup.	4	5	13	17	60	78	66	86	4.13
10. I can apply what I have learned in my training to my job.	0	0	10	13	67	87	74	96	4.35
11. I have opportunities for career advancement within the Government of Nova Scotia.	21	27	13	17	43	56	73	95	3.46
12. I have opportunities for career growth within the Government of Nova Scotia.	15	20	17	22	45	58	71	92	3.59
13. I have opportunities for career growth within my department.	21	27	16	21	40	52	66	86	3.33
14. I get the training and related support I need support my continuous learning.	12	16	9	12	56	73	77	100	3.76
15. I have opportunities to participate in assignment/projects in my department that allow me to expand and develop new skills.	5	7	10	13	62	81	75	97	4.06

Questions	Unfavourable		Neutral		Favourable		Importance		Mean Score
	Count	%	Count	%	Count	%	Count	%	
16. My organization supports my work-related learning and development.	4	5	12	16	61	79	74	96	4.11
17. My job is a good fit with my skills and interests	2	3	4	5	71	92	76	99	4.60
19. I know where I can go for help (the process) to resolve workplace ethical dilemmas or conflicts.	13	17	7	9	57	74	74	96	3.91
20. I can report concerns related to workplace ethical dilemmas or conflicts without fear of reprisal.	12	16	14	18	51	66	76	99	3.87
21. I have support at work to balance my work and personal life.	14	18	4	5	59	77	73	95	3.97
22. I have the tools, equipment, support, and information I need to do my job well.	6	8	3	4	68	88	77	100	4.13
23. I have support at work to provide a high level of service.	12	16	5	7	60	78	77	100	4.03
24. I can balance the demands of my work life with the demands of my personal life.	8	10	3	4	66	86	76	99	4.08
25. My work environment is supportive of my involvement in community/volunteer activities.	6	8	35	46	36	47	57	74	3.72
27. My department creates a safe work environment for its employees.	1	1	7	9	69	90	75	97	4.53
28. I feel safe working in my job.	1	1	1	1	75	97	74	96	4.70
29. I have not experienced harassment (sexual, racial) behaviour in my workplace in the past 12 months.	3	4	2	3	72	94	75	97	4.77
30. I have not experienced bullying behaviour in my workplace in the past 12 months.	8	10	1	1	68	88	74	96	4.34
31. I know who the Occupational Health and Safety representatives are for my work area.	8	10	11	14	58	75	61	79	4.25
32. I received communications about our department's business plan in the past 12 months.	3	4	6	8	68	88	66	86	4.70

Questions	Unfavourable		Neutral		Favourable		Importance		Mean Score
	Count	%	Count	%	Count	%	Count	%	
33. I know how my work contributes to the achievement of my department's goals.	2	3	2	3	73	95	73	95	4.56
34. I receive the communications that I need to do my job well.	7	9	3	4	67	87	77	100	4.14
35. Work-related information is shared within my department.	6	8	2	3	69	90	74	96	4.22
36. I received communications regarding the results of last year's employee survey.	2	3	17	22	58	75	58	75	4.39
37. I am aware of Government's corporate values.	4	5	15	20	58	75	64	83	4.15
38. I am compensated fairly for my job.	31	40	5	7	41	53	77	100	3.05
39. I feel valued for my contributions at work.	14	18	1	1	62	81	77	100	3.91
40. I receive meaningful recognition for work well done.	14	18	9	12	54	70	76	99	3.77
41. I receive recognition from my supervisor for a job well done.	9	12	5	7	63	82	75	97	4.12
42. The senior leaders (comprised of: deputy ministers, assistant/associate deputy ministers, CEOs, directors and executive directors) in my department set a good example for employees.	12	16	7	9	57	75	75	97	3.95
43. I have confidence in the senior leadership in my department.	11	14	4	5	62	81	76	99	4.08
44. Senior Management will try to resolve issues raised by employees in this survey.	11	4	14	18	52	68	74	96	3.96
45. Essential information flows effectively from senior leadership to staff.	8	10	9	12	60	78	75	97	4.07
46. The senior leadership of my department is genuinely interested in the well being of employees.	6	8	7	9	64	83	76	99	4.38
47. Senior leadership in my department provides clear direction.	13	17	5	7	59	77	76	99	3.97
48. Senior leadership in my department makes timely decisions.	9	12	7	9	61	79	75	97	3.96
49. I can talk openly with my supervisor about my work.	4	5	4	5	69	90	77	100	4.47

Questions	Unfavourable		Neutral		Favourable		Importance		Mean Score
	Count	%	Count	%	Count	%	Count	%	
50. The person I report to is an effective leader.	13	17	4	5	60	78	77	100	3.99
51. I have a positive working relationship with the person I report to.	4	5	5	7	68	88	77	100	4.45
52. My supervisor manages conflict in my workgroup.	11	14	16	21	50	65	73	95	3.82
53. I am satisfied with the quality of supervision I receive.	10	13	5	7	62	81	74	96	4.10
54. My supervisor gives me feedback about my work performance.	6	8	9	12	62	81	75	97	4.09
55. I have participated in performance appraisal/review with my supervisor in the past 12 months.	13	17	9	12	55	71	74	96	4.01
56. Managers in my area make timely decisions.	5	7	7	9	65	84	77	100	4.13
57. The person I report to consults me on decisions that affect my work.	8	10	2	3	67	87	77	100	4.16
58. The Government of Nova Scotia demonstrates its commitment to diversity in the workplace.	7	9	8	11	61	80	72	95	4.07
59. Employees in my department are respectful of employee differences.	2	3	4	5	70	92	73	96	4.52
60. My department values diversity.	0	0	4	5	72	95	73	96	4.64
61. My department is actively implementing activities and practices that support a diverse workplace.	1	1	12	16	63	83	72	95	4.46
62. I am provided with the accommodations I need to ensure my full participation in my workplace.	0	0	14	18	62	82	71	93	4.33
63. I have not experienced racism and/or discrimination in my workplace in the past 12 months.	2	3	4	5	70	92	74	97	4.71
64. I would recommend the Government of Nova Scotia as a great place to work.	6	8	9	12	62	81	70	91	4.08
65. Hiring in the Government of Nova Scotia is based on merit.	11	14	10	13	56	73	77	100	3.83

Questions	Unfavourable		Neutral		Favourable		Importance		Mean Score
	Count	%	Count	%	Count	%	Count	%	
66. Employees have access to job postings within the Government of Nova Scotia.	1	1	1	1	75	97	77	100	4.61
67. I have the required qualifications to meet the needs of my job.	1	1	0	0	76	99	77	100	4.84
68. As a manager of staff, I can attract and recruit the people I need in order to achieve my division/department goals.	8	20	15	38	17	43	64	83	3.43
70. I see a future for my career, working for the Government of Nova Scotia.	7	9	6	8	64	83	74	96	4.09
71. I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere.	8	10	17	22	52	68	68	88	3.90
72. I am proud to work as a public servant.	4	5	3	4	7	91	70	91	4.40
73. I am proud to tell people I work for the Government of Nova Scotia.	7	9	3	4	67	87	65	84	4.27
74. I work for an effective organization; in other words, my department regularly achieves the goals set out in our business plan.	1	1	7	9	69	90	73	95	4.45
75. As a manager of staff, I can retain (keep) the people I need in order to achieve my division/department goals.	5	13	14	35	21	53	61	79	3.62
78. Hiring, promotion and other staffing processes in my department are conducted in a transparent manner.	9	12	15	20	53	69	74	96	3.96
79. Hiring, promotion and other staffing processes are fair and impartial.	11	14	20	26	46	60	73	95	3.75
80. I am aware of Government's "Disclosure of Wrongdoing" policy.	7	9	18	23	52	68	60	78	4.06
81. I know who to contact to make a disclosure of wrongdoing.	13	17	28	36	36	47	60	78	3.69
82. I would feel comfortable using the reporting process outlined in the "Disclosure of Wrongdoing" policy.	7	9	32	42	38	49	62	81	3.87

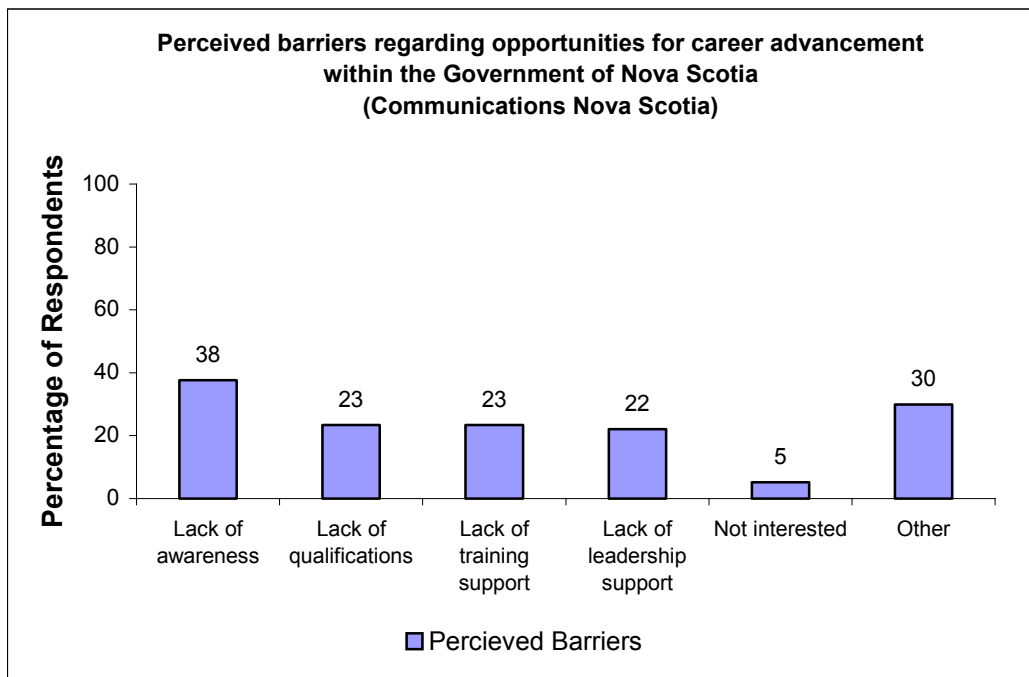
Questions	Unfavourable		Neutral		Favourable		Importance		Mean Score
	Count	%	Count	%	Count	%	Count	%	
85. I am aware of the corporate healthy workplace policy.	2	3	3	4	72	94	57	74	4.53
86. I am aware of my department's healthy workplace initiatives.	0	0	6	8	71	92	59	77	4.56
87. I participate in healthy workplace initiatives.	11	14	12	16	54	70	54	70	3.87
88. My department promotes a healthy and supportive workplace.	1	1	8	10	68	88	62	81	4.46
89. I am aware and read "@ the Window" healthy workplace newsletter.	24	31	21	27	32	42	24	31	3.02
90. I am aware that GoverNEXT was established to represent young public servants working for the Province of Nova Scotia.	6	8	9	12	62	81	57	74	4.36
91. I am inspired to give my very best.	5	7	3	4	69	90	77	100	4.30
92. I strive to improve my department's results.	1	1	4	5	72	94	76	99	4.61
93. I am satisfied with my job.	8	10	7	9	62	81	77	100	4.00
94. I am satisfied with my department.	5	7	6	8	66	86	77	100	4.22
95. Overall, I am satisfied with my work as a Government of Nova Scotia employee.	4	5	2	3	71	92	77	100	4.30

7.0 Communications Nova Scotia – Additional Questions

The following are the results of the questions regarding Barriers, Stress, Attraction to work in Government, Intention to Stay with Government, and the Disclosure of Wrongdoing policy. We have given you the detailed results of these questions along with a chart for your comparison.

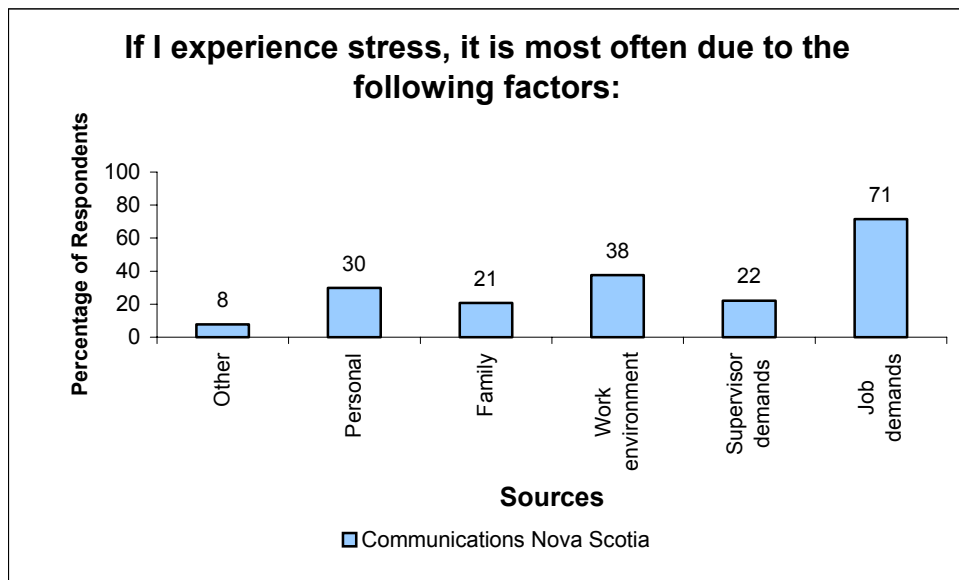
7.1 Barrier Question

Barrier Question	Response	
	Count	%
Please identify the barriers you perceive regarding having opportunities for career advancement within the Government of Nova Scotia		
Lack of awareness	29	38
Lack of qualifications	18	23
Lack of training support	18	23
Lack of leadership support	17	22
Not interested	4	5
Other	23	30



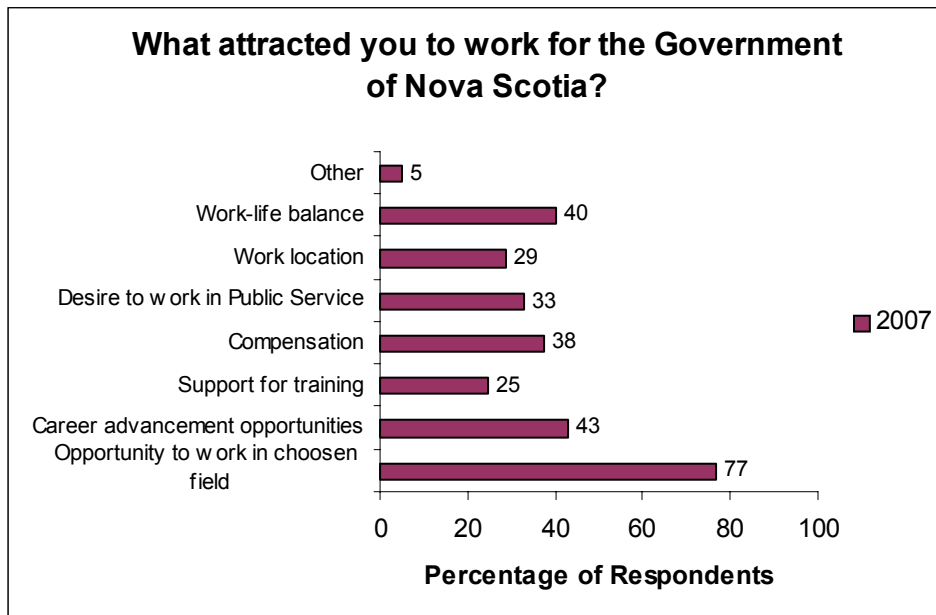
7.2 Stress Question

Stress Question	Response	
	Count	%
If I experience stress, it is most often due to the following factors:		
Job Demands	55	71
Supervisor demands	17	22
Work environment	29	38
Family	16	21
Personal	23	30
Other	6	8



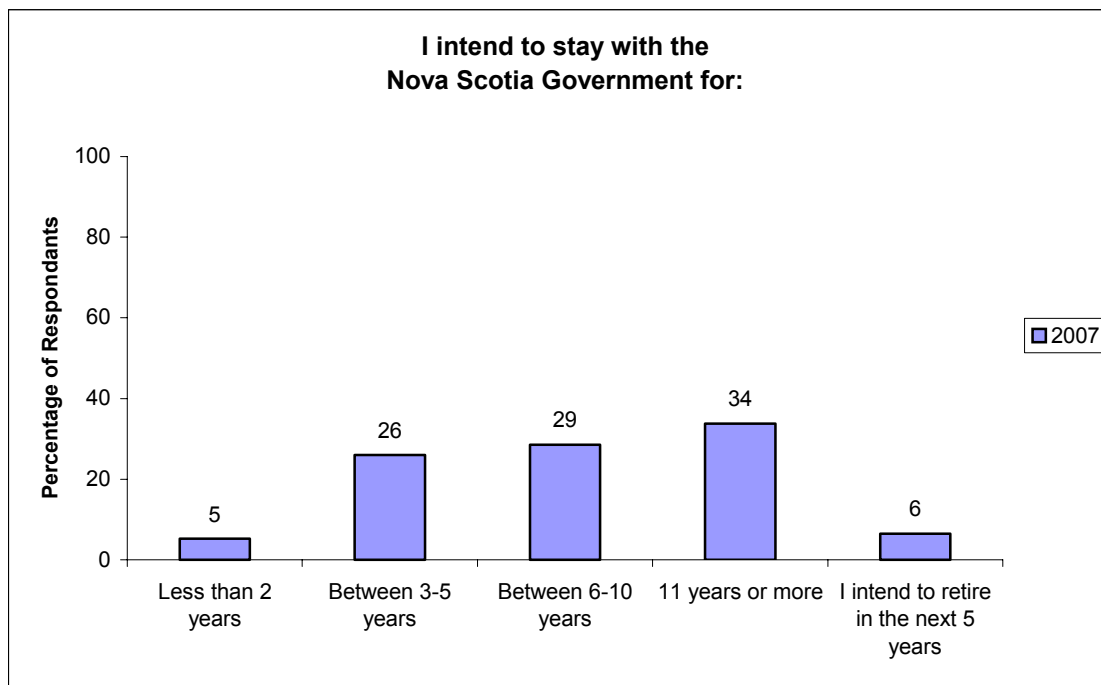
7.3 Attraction to Work in Government Question

Attraction Question	Response	
	Count	%
What attracted you to work for the Government of Nova Scotia?		
Opportunity to work in chosen field	59	77
Career advancement opportunities	33	43
Support for training	19	25
Compensation	29	38
Desire to work in Public Service	25	33
Work location	22	29
Work-life balance	31	40
Other	4	5



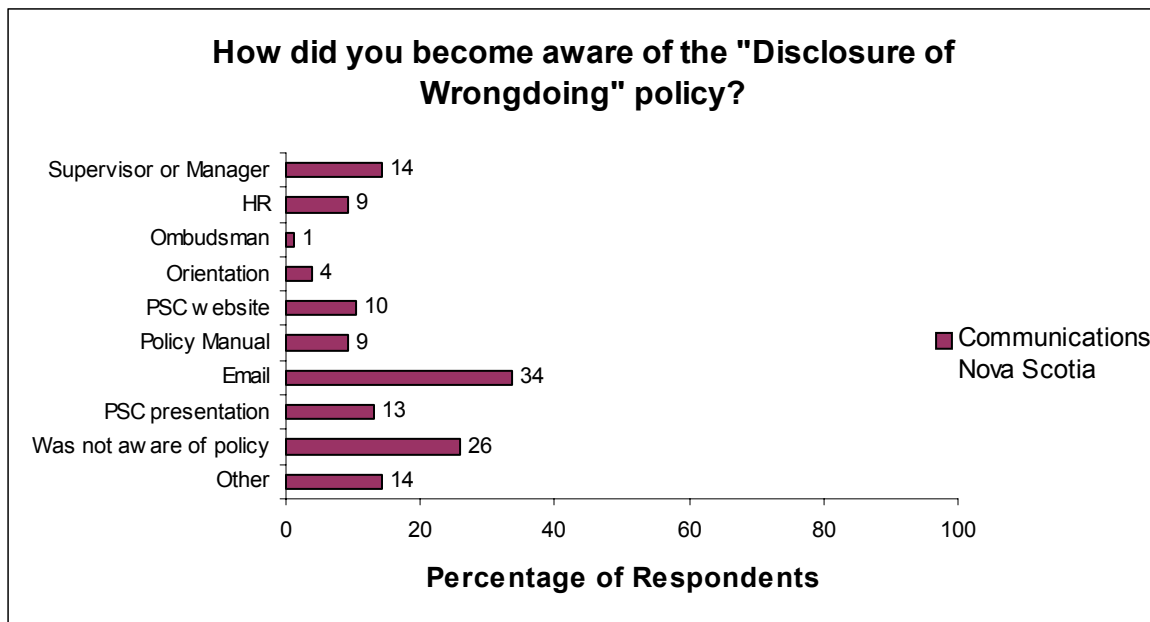
7.4 Intention to Stay Question

Intention to Stay Question	Response	
	Count	%
I intend to stay with the Nova Scotia Government for:		
Less than 2 years	4	5
Between 3-5 years	20	26
Between 6-10 years	22	29
11 years or more	26	34
I intend to retire in the next 5 years	5	6



7.5 Disclosure of Wrongdoing Policy Question

Disclosure of Wrongdoing Policy Question	Response	
	Count	%
Supervisor or Manager	11	14
HR	7	9
Ombudsman	1	1
Orientation	3	4
PSC website	8	10
Policy Manual	7	9
Email	26	34
PSC presentation	10	13
Was not aware of policy	20	26
Other	11	14



Appendix A – Communications Nova Scotia – Response Rate

Department / Agency / PSE Category in the Survey	Total Population	# of Surveys Returned	Total # of Surveys Sent Out	Response Rate (%)
Communications Nova Scotia	116	77	116	66%
Total Population	9020	3296	9020	37%

Appendix B – Communications Nova Scotia – 4 Year Comparison of all Questions

This summary includes all questions asked in all four surveys. It is designed to compare original favourable question scores in 2004 with subsequent years, while indicating new questions that were added and when certain questions were dropped or changed.

- Questions that were not asked in that year are indicated by a dash ‘-’.
- Questions that have changed wording are indicated by footnotes.
- Unless otherwise indicated, wording changes of questions in 2005 were carried over to 2006 as well.
- Categories are indicated as represented in 2004. Please note that questions have changed categories, and categories have split (Recruitment/Retention) or disappeared (Other Questions) in subsequent years.
- Shaded areas in the last column represent no grounds for comparison.
- Percentage change calculated by using the oldest survey data and the newest survey data for each question.

CATEGORY	Question Wording	2004		2005		2006		2007		% change ¹
		Q#	% Fav	Q#	% Fav	Q#	% Fav	Q#	% Fav	
Teamwork	The people I work with make an effort to help each other out	1	79%	1	100%	1	100%	1	94%	19%
	The people I work with work as a team	2	78%	-	-	-	-	-	-	-
	Shared goals are developed for my workgroup	3	63%	2	100%	2	63%	2	90%	42.9%
	I have positive working relationships with my coworkers	-	-	-	-	3	100%	3	97%	-3%
Employee Involvement	I am given an opportunity to provide input on decisions that affect my job	4	70%	3	89%	4	88%	4	91%	30%
	My supervisor considers my work-related ideas	5	74%	4	100%	5	100%	5	96%	29.7%
	I can provide input into decisions that are made in my Department	6	60%	5	78%	6 ²	100%	6	86%	43.3%
	Innovation is valued in my work	-	-	-	-	-	-	7	88%	-
Communications (Category split into Communications and Workplace Ethics in 2005 Supervisory questions moved to new category in 2007)	I received communications about our Department’s business plan in the past 12 months.	7	55%	27	100%	28	100%	32	88%	60%
	I know how my work contributes to our Department’s priorities/ purpose	8	73%	28	100%	29 ³	100%	33	95%	30.1%
	I receive the communications I need in order to do my job well	9	73%	29 ⁴	89%	30	88%	34	87%	19.2%
	My supervisor gives me feedback about my work performance ⁵	10	66%	30	78%	31	63%	54	81%	22.7%
	I participate in an annual performance appraisal/review with my supervisor ⁶	11	58%	31	89%	32	50%	55	71%	22.4%
	Work-related information is shared within my Department	12	62%	32	100%	33	75%	35	90%	45.2%
	I know where to get information within the Government of Nova Scotia in order to do my job well	13	66%	-	-	-	-	-	-	-

¹ By definition, percentage is a fraction or ratio expressed as part of 100. Percentage change is that action over time, long term, brief or momentary. Percentage change from one number to another number is determined by dividing the difference of the two numbers by the original number. There are two types of change, increase and decrease.

² Changed wording to ‘ I have opportunity to provide input into decisions that affect my job’ in 2006.

³ Changed wording to ‘I know how my work contributes to the achievement of my department’s goals’ in 2006.

⁴ Changed wording to ‘I receive the communications that I need to do my job well’ in 2005.

⁵ Question moved to Quality of Supervision category in 2007

⁶ Question moved to Quality of Supervision category in 2007

CATEGORY	Question Wording	2004		2005		2006		2007		% change ⁷
		Q#	% Fav	Q#	% Fav	Q#	% Fav	Q#	% Fav	
	I know where I can go for help (the process) to resolve workplace ethical dilemmas or conflicts ⁸	14	68%	20	89%	16	88%	19	74%	8.8%
	I can report concerns related to workplace ethical dilemmas or conflicts without fear of reprisal ⁹	15	51%	21	78%	17	88%	20	66%	29.4%
	I received communications regarding the results of last year's Government-wide employee survey	-	-	33	89%	34 ¹⁰	75%	36	75%	-15.7%
	I am aware of Government's corporate values	-	-	34	78%	35	88%	37	75%	-3.8%
Quality of Work Life	I am provided with support to balance my work and family life	16	68%	12 ¹¹	89%	18 ¹²	63%	21	77%	13.2%
	I have the resources (tools, equipment, support and information) I need to do my job well	17	68%	13 ¹³	89%	19	88%	22	88%	29.4%
	I can balance the demands of my work life with the demands of my personal life	18	79%	14 ¹⁴	89%	21	75%	24	86%	8.9%
	My work environment is supportive of my involvement in community/volunteer activities	-	-	15	67%	22	75%	25	47%	-29.9%
	I am familiar with the Employee Assistance Program (EAP)	-	-	16	78%	-	-	-	-	-
	I know how to contact EAP for assistance	-	-	17	78%	-	-	-	-	-
	I would feel comfortable using EAP services	-	-	18	78%	-	-	-	-	-
I have support at work to provide a high level of service	-	-	-	-	20	88%	23	78%	-11.4%	
Compensation/ Recognition	I am compensated (salary and benefits) fairly for my job	19	51%	35 ¹⁵	78%	36	75%	38	53%	3.9%
	I feel valued for my contributions at work	20	70%	36	89%	37	75%	39	81%	15.7%
	I receive recognition from my supervisor for a job well done	21	66%	37	78%	39	63%	41	82%	24.2%
	I have a good understanding of my benefits in the following areas: - Life Insurance - Vision Care - Prescription Drugs - Paramedical Practitioners - Dental Care	22	57% ¹⁶	-	-	-	-	-	-	-
	I know who to contact regarding questions about my benefits coverage	23	57%	-	-	-	-	-	-	-
	I receive meaningful recognition for work well done	-	-	-	-	38	50%	40	70%	40%

⁷ By definition, percentage is a fraction or ratio expressed as part of 100. Percentage change is that action over time, long term, brief or momentary. Percentage change from one number to another number is determined by dividing the difference of the two numbers by the original number. There are two types of change, increase and decrease.

⁸This question was grouped under new category 'Workplace Ethics' in 2005.

⁹This question was grouped under new category 'Workplace Ethics' in 2005.

¹⁰ Changed wording to 'I received communications regarding the results of last year's mini-employee survey' in 2006.

¹¹ Changed wording to 'I am provided with support to balance my work and personal/family life' in 2005.

¹² Changed wording to 'I have support at work to balance my work and personal life' in 2006.

¹³ Changed wording to 'I have the tools, equipment, support and information I need to do my job well' in 2005.

¹⁴ Changed wording to 'I can balance the demands of my work life with the demands of my personal/family life' in 2005.

¹⁵ Changed wording to 'I am compensated fairly for my job' in 2005.

¹⁶ Results are averaged over the five areas with corresponding values of: 61, 66, 67, 52, 67.

CATEGORY	Question Wording	2004		2005		2006		2007		% change ¹⁷
		Q#	% Fav	Q#	% Fav	Q#	% Fav	Q#	% Fav	
Leadership (Category split into Quality of Leadership and Quality of Supervision in 2007)	I can talk openly with my supervisor about my work ¹⁸	24	79%	38	89%	42	63%	49	90%	13.9%
	The leaders (Directors and Executive Directors) in my department set a good example for employees	25	60%	39 ¹⁹	89%	40	75%	42	75%	25%
	I have confidence in the leadership in my Department	26	59%	40 ²⁰	89%	41 ²¹	63%	43	81%	37.3%
	My supervisor manages conflict in my workgroup ²²	27	51%	41	89%	45	63%	52	65%	27.5%
	Senior Management will try to resolve issues raised by employees in this survey	28	45%	42	78%	46	75%	44	68%	51.1%
	The person I report to is an effective leader ²³	-	-	-	-	43	75%	50	78%	4%
	I have a positive working relationship with the person I report to ²⁴	-	-	-	-	44	75%	51	88%	17.3%
	Essential information flows effectively from senior leadership to staff	-	-	-	-	-	-	45	78%	-
	The senior leadership of my department is genuinely interested in the well being of employees	-	-	-	-	-	-	46	83%	-
	Senior leadership in my department provides clear direction	-	-	-	-	-	-	47	77%	-
	Senior leadership in my department makes timely decisions	-	-	-	-	-	-	48	79%	-
Quality of Supervision	I am satisfied with the quality of supervision I receive	-	-	-	-	-	-	53	81%	-
	Managers in my area make timely decisions	-	-	-	-	-	-	56	84%	-
	The person I report to consults me on decisions that affect my work	-	-	-	-	-	-	57	87%	-
Personal Growth	I have access to training opportunities	29	76%	6	89%	7	63%	8	82%	7.9%
	I am encouraged to share what I have learned with others in my workgroup	30	57%	7	78%	8	88%	9	78%	36.8%
	I can apply what I have learned in my training to my job	31	79%	8	89%	9	88%	10	87%	10.1%
	I have opportunities for career advancement within the Government of Nova Scotia	32	49%	9	78%	10	50%	11	56%	14.3%
	I get the training and related support I need to meet the demands of my job	33	64%	10 ²⁵	89%	12	63%	14	73%	14.1%
	I have opportunities to participate in assignment/projects in my department that allow me to expand and develop new skills	-	-	11	89%	13	75%	15	81%	-9%
	I have opportunities for career growth within the Government of Nova Scotia	-	-	-	-	11	63%	12	58%	-8%
	My organization supports my work-related learning and development	-	-	-	-	14	63%	16	79%	25.4%

¹⁷ By definition, percentage is a fraction or ratio expressed as part of 100. Percentage change is that action over time, long term, brief or momentary. Percentage change from one number to another number is determined by dividing the difference of the two numbers by the original number. There are two types of change, increase and decrease.

¹⁸ Question moved to Quality of Supervision category in 2007.

¹⁹ Changed wording to 'The senior leaders (comprised of: Deputy Ministers, Assistant/Associate Deputy Ministers, CEO's, Directors and Executive Directors) in my Department set a good example for employees' in 2005.

²⁰ Changed wording to 'I have confidence in my Department's senior leaders' in 2005.

²¹ Changed wording to 'I have confidence in the senior leadership of my department' in 2006.

²² Question moved to Quality of Supervision category in 2007.

²³ Question moved to Quality of Supervision category in 2007.

²⁴ Question moved to Quality of Supervision category in 2007.

²⁵ Changed wording to 'I get the training and related support I need to support my continuous learning' in 2005.

CATEGORY	Question Wording	2004		2005		2006		2007		% change ²⁶
		Q#	% Fav	Q#	% Fav	Q#	% Fav	Q#	% Fav	
	My job is a good fit with my skills and interests	-	-	-	-	15	88%	17	92%	4.5%
	Please identify the barriers you perceive regarding having opportunities for career advancement within the Government of Nova Scotia	-	-	-	-	Barrier ²⁷	-	-	-	-
	I have opportunities for career growth within my department	-	-	-	-	-	-	13	52%	-
Diversity	The Government of Nova Scotia demonstrates its commitment to diversity in the workplace	34	66%	43	78%	47	88%	58	80%	21.2%
	Employees in my Department are respectful of employee differences	35	76%	44	100%	48	88%	59	92%	21.1%
	My department values diversity	36	64%	45	78%	49	75%	60	95%	48.4%
	My department is actively implementing activities and practices that support a diverse workplace	-	-	-	-	-	-	61	83%	-
	I am provided with the accommodations I need to ensure my full participation in my workplace	-	-	-	-	-	-	62	82%	-
	I have not experienced racism and/or discrimination in my workplace in the past 12 months	-	-	-	-	-	-	63	92%	-
Safety/Security (Changed to Safety in 2005)	My Department creates a safe work environment for its employees	37	74%	22	100%	23	88%	27	90%	21.6%
	I feel safe working in my job	38	72%	23	100%	24	75%	28	97%	34.7%
	Harassment is not tolerated in my workplace	39	75%	24 ²⁸	100%	25	88%	29	94%	25.3%
	I know who the Occupational Health and Safety representatives are for my work area	40	60%	26	56%	27	25%	31	75%	25%
	I have not experience bullying behaviour in my workplace	-	-	25	89%	26	75%	30	88%	-1.1%
Recruitment/ Retention (Split into two categories in 2005 as indicated: REC – Recruitment RET - Retention)	I would recommend the Government of Nova Scotia as one of the best places to work in my community(REC)	41	49%	46	89%	50 ²⁹	75%	64	81%	65.3%
	I intend to stay with the Government of Nova Scotia for:(RET) - The next five years - The next ten years	42	51% 43%	56 ³⁰	-	61	-	76	-	-
	I see a future for my career, working for the Government of Nova Scotia (RET)	43	64%	51	89%	55	88%	70	83%	29.7%
	Hiring in the Government of Nova Scotia is based on merit (REC)	44	30%	47	89%	51	38%	65	73%	143%
	Employees have access to job postings within the Government of Nova Scotia (REC)	45	76%	48	78%	52	88%	66	97%	27.6%
	Even if offered a similar job with slightly higher pay elsewhere in my community, I would stay with the Government of Nova Scotia (RET)	46	51%	52	67%	56 ³¹	88%	71	68%	33.3%

²⁶ By definition, percentage is a fraction or ratio expressed as part of 100. Percentage change is that action over time, long term, brief or momentary. Percentage change from one number to another number is determined by dividing the difference of the two numbers by the original number. There are two types of change, increase and decrease.

²⁷ This question did not use the agreement-importance scale; therefore it is not available for comparison. This question was introduced in 2006. This question did not have an assigned number but was placed after question 15. For the purposes of analysis it was referred to as 'Barrier'.

²⁸ Changed wording to 'I have not experienced harassment (sexual, racial) behaviour in my workplace' in 2005.

²⁹ Changed wording to 'I would recommend the Government of Nova Scotia as a great place to work' in 2006.

³⁰ Changed format to checkboxes with instructions to select only one choice in 2005, therefore it is not available for comparison. Choices were expanded to include: Less than 2 years, Between 3-5 years, Between 6-10 years, 11 years or more and I intend to retire within the next 5 years.

³¹ Changed wording to 'I would prefer to stay with the Government of Nova Scotia, even if offered a similar job elsewhere' in 2006.

CATEGORY	Question Wording	2004		2005		2006		2007		% change ³²
		Q#	% Fav	Q#	% Fav	Q#	% Fav	Q#	% Fav	
	I have the required qualifications to meet the needs of my job (REC)	47	79%	49	100%	53	100%	67	99%	25.3%
	I work for an effective organization; in other words, my Department regularly achieves the goals set out in our business plan (RET)	48	68%	54	89%	59	75%	74	90%	32.4%
	As a manager of staff, I can attract and recruit the people I need in order to achieve my division/department goals ³³ (RET)	-	-	50	20%	54	50%	68	43%	115%
	I am proud to work as a public servant(RET)	-	-	53	89%	57	100%	72	91%	2.2%
	As a manager of staff, I can retain (keep) the people I need in order to achieve my division/department goals ³⁴ (RET)	-	-	55	0%	60	100%	75	53%	53%
	I am proud to tell people I work for the Government of Nova Scotia (RET)	-	-	-	-	58	88%	73	87%	-1.1%
Other Questions (2004 category only)	If I experience stress, it is most often due to following factors: - Job Demands - Supervisor Demands - Work Environment - Family - Personal - Other	49 ³⁵	-	19 ³⁶	-	Stress ₃₇	-	-	-	-
	What attracted you to work for the Government of Nova Scotia?	50 ³⁸	-	-	-	-	-	69	-	-
Fair HR Practices	Hiring, promotion and other staffing processes in my department are conducted in a transparent manner	-	-	-	-	-	-	78	69%	-
	Hiring, promotion and other staffing processes are fair and impartial	-	-	-	-	-	-	79	60%	-
Disclosure of Wrongdoing	I am aware of Government's "Disclosure of Wrongdoing" policy	-	-	-	-	-	-	80	68%	-
	I know who to contact to make a disclosure of wrongdoing	-	-	-	-	-	-	81	47%	-
	I would feel comfortable using the reporting process outlined in the "Disclosure of Wrongdoing" policy	-	-	-	-	-	-	82	49%	-
	How did you become aware or the "Disclosure of Wrongdoing" policy	-	-	-	-	-	-	84 ³⁹	-	-
Healthy Workplace	I am aware of the corporate healthy workplace policy	-	-	-	-	-	-	85	94%	-
	I am aware of my department's healthy workplace initiatives	-	-	-	-	-	-	86	92%	-
	I participate in healthy workplace initiatives	-	-	-	-	-	-	87	70%	-
	My department promotes a healthy and supportive workplace	-	-	-	-	-	-	88	88%	-

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³³ This question targeted managers and supervisors only. (Managers of staff)

³⁴ This question targeted managers and supervisors only. (Managers of staff)

³⁵ This question did not use the agreement-importance scale; therefore it is not available for comparison. This question was placed in the 'Quality of Work Life' category in 2005.

³⁶ This question was placed in the 'Quality of Work Life' category in 2005.

³⁷ This question did not have an assigned number but was placed after question 22. For the purposes of analysis it was referred to as 'Stress'.

³⁸ This question did not use the agreement-importance scale; therefore it is not available for comparison.

³⁹ This question did not use the agreement-importance scale.

CATEGORY	Question Wording	2004		2005		2006		2007		% change ⁴⁰
		Q#	% Fav	Q#	% Fav	Q#	% Fav	Q#	% Fav	
	I am aware and read “@ the Window” healthy workplace newsletter	-	-	-	-	-	-	89	42%	-
Additional Question	I am aware that GoverNEXT was established to represent young public servants working for the Province of Nova Scotia	-	-	-	-	-	-	90	81%	-
Overall Questions	I am inspired to give my very best	-	-	-	-	62	100%	91	90%	-10%
	I strive to improve my department’s results	-	-	-	-	63	100%	92	94%	-6%
	I am satisfied with my job	-	-	-	-	64	88%	93	81%	-7.9%
	I am satisfied with my department	-	-	-	-	65	63%	94	86%	36.5%
	Overall, I am satisfied with my work as a Government of Nova Scotia employee	-	-	-	-	66	100%	95	92%	-8%

⁴⁰ By definition, percentage is a fraction or ratio expressed as part of 100. Percentage change is that action over time, long term, brief or momentary. Percentage change from one number to another number is determined by dividing the difference of the two numbers by the original number. There are two types of change, increase and decrease.