

How's Work Going



Evaluation & Audit
Oversight, Insight, Foresight

*Employee Survey
Additional Questions Report
2009*

Table of Contents

SECTION 1- INTRODUCTION	2
WHO DID WE SURVEY?	2
WHO CONDUCTED THE SURVEY?	2
HOW ARE THE SURVEY QUESTIONS DEVELOPED?	2
WHAT INFORMATION DOES THIS REPORT CONTAIN?	2
HOW TO READ THIS REPORT?	3
SECTION 2 - PERFORMANCE MANAGEMENT	4
SECTION 3 - HR ONLINE	5
SECTION 4 - VACATION LEAVE	6
SECTION 5 – CANADIAN FORCES SUPPORT	9
SECTION 6 – FRENCH LANGUAGE SERVICES	10

Section 1 - Introduction

Who did we survey?

The 2009 survey was administered March 3rd - 31st, 2009, in an online format to all employees of the Nova Scotia Government.¹ The overall response rate was 55%.

Who conducted the survey?

The Evaluation and Audit division, an independent function of the Nova Scotia Public Service Commission, conducted the employee survey.

Evaluation and Audit reports directly to an Audit Committee. The intent of this reporting relationship is to optimize Evaluation and Audit's independence, as described in recognized professional auditing standards. Evaluation and Audit is independent from line management and has neither direct responsibility for, nor authority over, any of the activities under the survey review.

How are the survey questions developed?

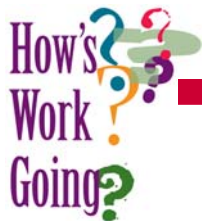
The additional questions are questions submitted by management to gather information for the development or refinement of government programs/policies/initiatives.

What information does this report contain?

The following information is presented in this report:

- Unfavourable, Neutral, Favourable scores by question
- Scatter plot of Favourable and importance scores by question
- Summary comments by theme for vacation question

¹ Department of Justice-Correctional Division and Highway workers were sent paper copies as well.



How to read this report?

In this report, the results are presented in the following matter:

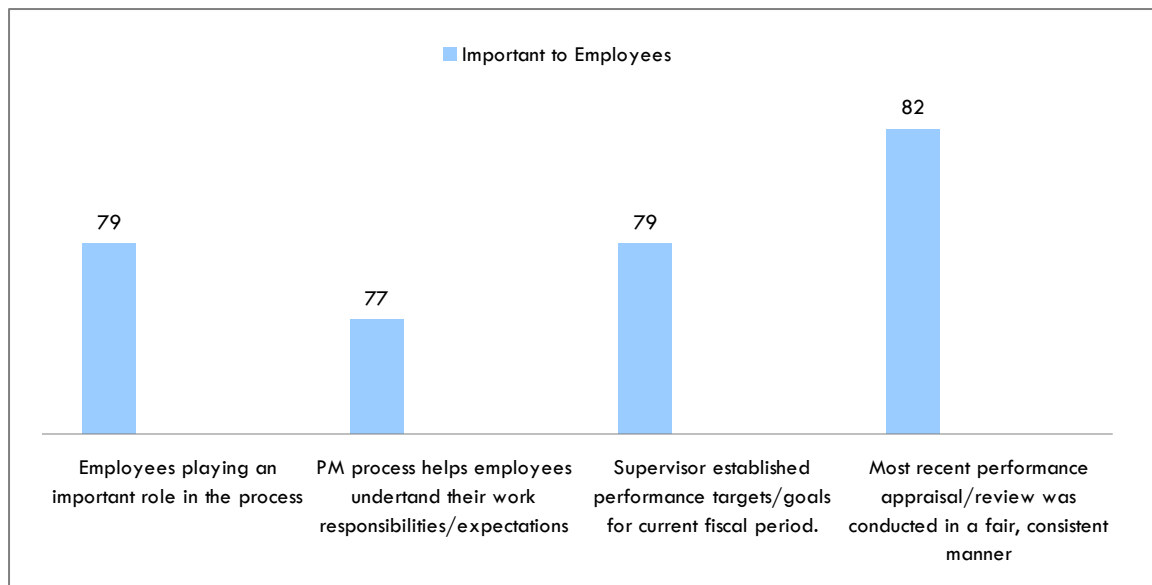
- | | |
|---|--|
| <ul style="list-style-type: none">• Don't Know/Not applicable | Percentage of respondents who either don't know or believe the question is not applicable to them. |
| <ul style="list-style-type: none">• Disagree- Agreement Percentage | Percentage of respondents who strongly disagreed and somewhat disagreed. |
| <ul style="list-style-type: none">• Neutral - Agreement Percentage | Percentage of respondents who either agreed or disagreed. |
| <ul style="list-style-type: none">• Agree - Agreement Percentage | Percentage of respondents who strongly agreed and somewhat agreed. |

Section 2 - Performance Management

Table 1 below summarizes employees' experience with the performance management process. This information will help the Public Service Commission evaluate the effectiveness of the Government of Nova Scotia's Performance Management process.

TABLE 1- PERFORMANCE MANAGEMENT RESULTS	Don't Know/ Not Applicable	Agreement Percentages		
		Disagree	Neutral	Agree
As an employee of the Government of Nova Scotia, I play an important role in my performance management process	7	16	17	61
The performance management process helps me understand my work responsibilities/expectations	9	16	17	58
My supervisor has established performance targets/goals with me for the current fiscal period	8	25	13	53
My most recent performance appraisal/review was conducted in a fair, consistent manner	18	9	13	60

Note: Due to the rounding of numbers, the agreement totals for some of questions do not equal 100 %.

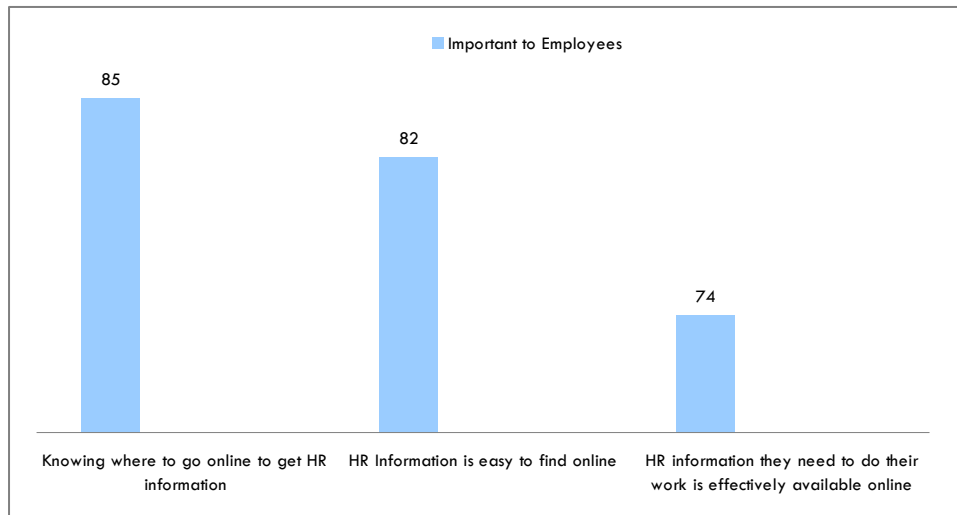


Section 3 - HR Online

Table 2 below summarizes employees' experience with human resources (HR) information currently accessible online. This information will help the Public Service Commission understand how the Government of Nova Scotia should respond to your online HR information needs.

TABLE 2- HR ONLINE RESULTS	Don't Know/ Not Applicable	Agreement Percentages		
		Disagree	Neutral	Agree
I know where to go online to get HR information	3	15	7	74
HR information is easy to find online	6	20	15	59
The HR information that I need to do my work effectively is available online	13	14	22	52

Note: Due to the rounding of numbers, the agreement totals for some of questions do not equal 100 %.

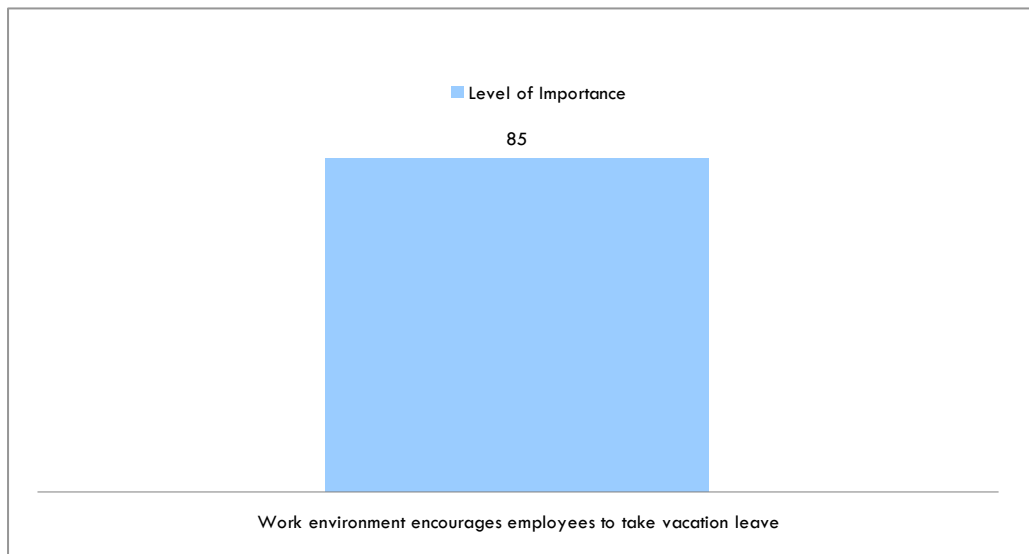


Section 4 - Vacation Leave

Table 3 and 4 in this section summarizes the reasons why employees have carried forward or saved vacation leave and the level of encouragement they receive to take vacation leave. This information will help the Public Service Commission understand how the Government of Nova Scotia should respond to employees' vacation needs.

Table 3 below summarizes employees' perception of the level of encouragement they receive for taking vacation leave.

TABLE 3: ENCOURAGEMENT OF VACATION LEAVE	Don't Know/ Not Applicable	Agreement Percentages		
		Disagree	Neutral	Agree
My work environment encourages employees to take vacation leave	2	13	19	66



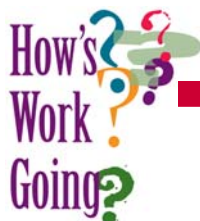


Table 4 below summarizes the reasons why employees have carried forward or saved vacation leave.

TABLE 4: REASON FOR UNUSED VACATION LEAVE FROM PRIOR YEARS	Percentages
	SELECTED
Saving for planned event (e.g. trip)	16
Saving for unplanned event (e.g. unexpected family care)	19
Unable to take vacation due to workload	23
Other	8
Not applicable	34

EMPLOYEES COMMENTS:

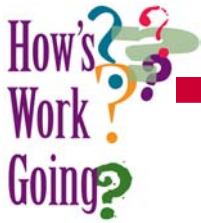
For planned events, the number one comment was employees planning on using vacation in the future to ease into retirement or enable employees to retire earlier. The other planned events noted were planned trips and surgery.

The unplanned events that employees were saving their vacation for were:

- Storm days
- Sick days
- Family Illness for children and elderly parents
- Unexpected school closures
- To bridge for possible lay offs

Comments related to unable to take vacation identified the following as reasons for lack of access to vacation:

- Heavy workloads
- Timing of deadlines
- Staff shortages
- Significant changes in staff
- No backup or cross-training
- No available time to take due to staff shortages on shifts



The tables below summarize the “other” reasons employees have unused vacation. Table 4A lists the reasons employees did not take vacation which were not due to their choice. Table 4B lists the reasons employees chose not to take vacation.

Table 4A - Other - Employees could not take vacation because:
Not encourage to take or denied vacation
Partially on STI or medial leave
Due to illness
Was on maternity/parental leave
Lack of understanding of vacation allotment or entitlement
Table 4B – Other - Employees did not want to take all their vacation because:
Wanted to use overtime first
Prefer to work
Don't want to sit around at home
Due to family circumstances/situation—better to work
No need for vacation
Taking on a new position/job

Section 5 – Canadian Forces Support

Table 5 and 5a below illustrate employees' association with the Canadian Forces. This information will help inform the work of the Defense Forum Committee which is working to increase Government's capacity to respond to the needs of military members and their families.

TABLE 5- PERCENTAGE OF EMPLOYEES WHO HAVE AN ASSOCIATION WITH THE CANADIAN FORCES	Percentages
	SELECTED
With An Association	14
No Association	87

TABLE 5A- PERCENTAGE OF EMPLOYEES WHO HAVE AN ASSOCIATION WITH THE CANADIAN FORCES BY CATEGORY OF ASSOCIATION	Percentages
	SELECTED
Currently with Canadian Forces Reserve	0.4
Formerly with Canadian Forces (Regular)	1.8
Formerly with Canadian Forces (Reserves)	1.9
Have a member of my immediate family (partner, child, stepchild, parent, stepparent, sibling, step sibling, in-law) currently serving with the Canadian Forces (Regular or Reserve)	9.7
Total Percentage of Employee who have an association	13.8 (Rounded to 14%)

Note: Due to the rounding of numbers, the agreement totals for some of questions do not equal 100 %.

Section 6 – French Language Services

Table 6 below summarizes employees' assessment of their French Language capacity.

TABLE 6		Percentage of Employees				
		Advanced	Intermediate	Basic	None	Don't Know/ Not Applicable
French Skill Level Assessment						
	Speaking and Listening	6	7	31	51	5
	Reading	6	9	32	48	5
	Writing	4	7	25	59	5

Basic: capable of communicating basic information in French such as names, dates, simple explanations, etc., when used in a job-related context.

Intermediate: capable of communicating in French on known & factual topics, & situations in the past, present, & future.

Advanced: capable of communicating on a wide range of topics, & using hypotheses, persuasion, & argumentation.

