

Recognition Action Team

March 19, 2009

“How can we thank you?” RAT Pack
Questionnaire Results (November 2008)

Nova Scotia Public Service Commission



1 - Introduction

The Public Service Commission (PSC) is committed to leading by example. In this regard, our own environment will be reflective of government's values - Respect, Integrity, Diversity, Accountability, and the Public Good. Recognition is an essential part of creating a supportive work environment where employees feel valued and respected for who they are, and acknowledged for the fine work they do.

The Recognition Action Team (RAT Pack) aims to recognize PSC employees and lead departmental recognition activities that are in line with Corporate and Departmental goals and values. In November of 2008, feedback on the progress that the Recognition Action Team has made to date was requested through a questionnaire to all PSC employees.

This report focuses on data collected from this questionnaire and includes a summary, and recommendations.

2 – Results

Response Rates

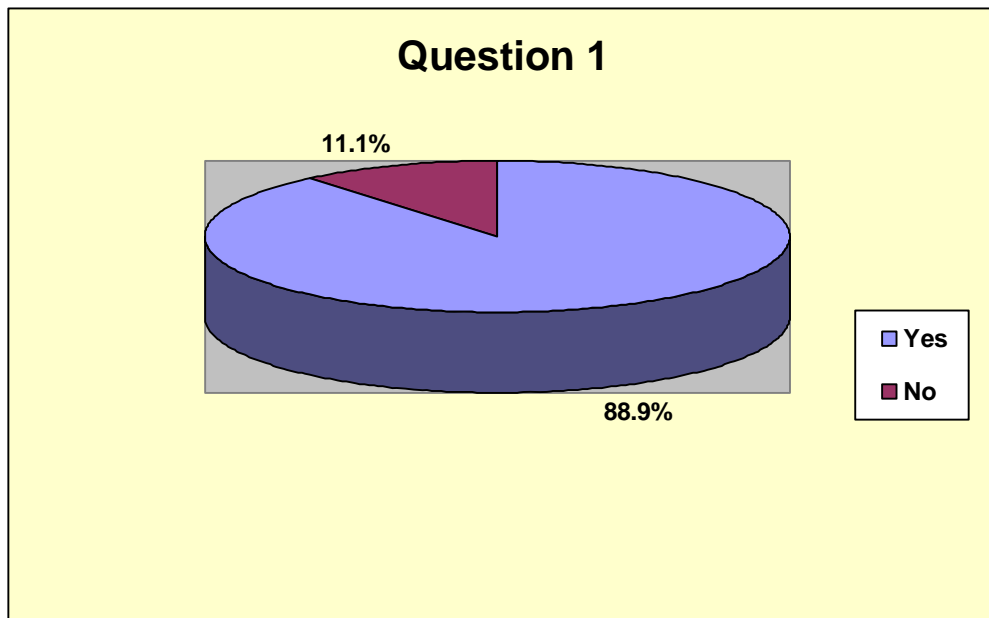
The Public Service Commission had a staff compliment of 237 employees at the time of the questionnaire's circulation. 135 employees or 56.96% completed the survey.

Question Responses

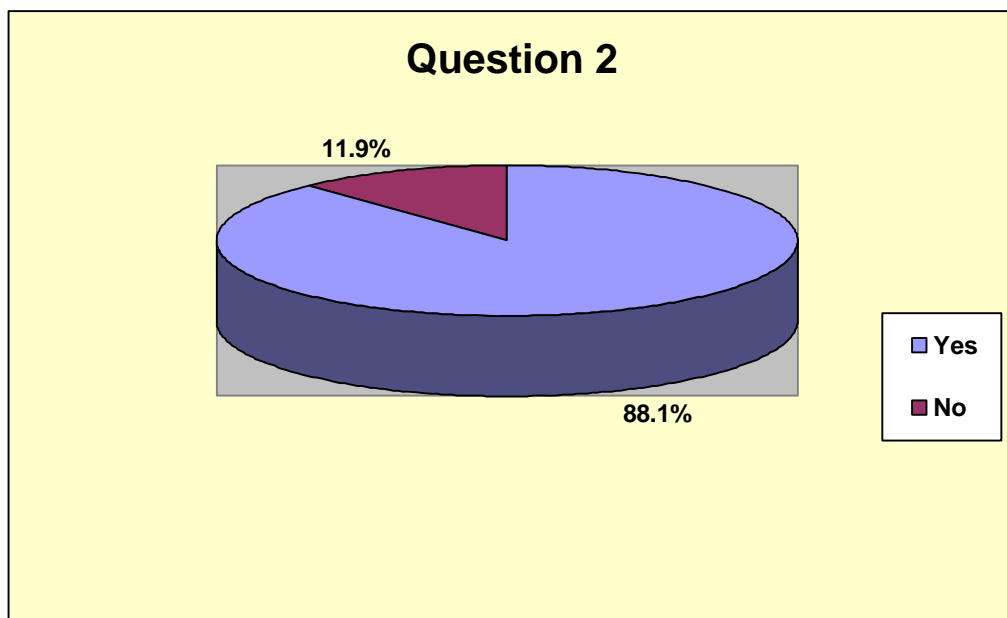
There were fifteen questions asked in total.



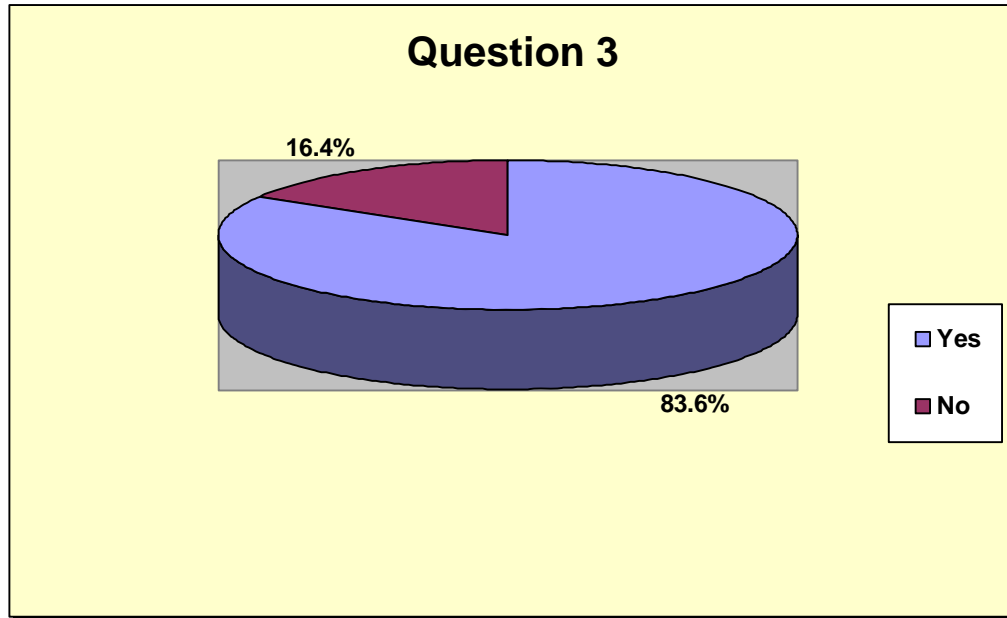
Q1. Before today, had you heard of the Public Service Commission Recognition Programs?



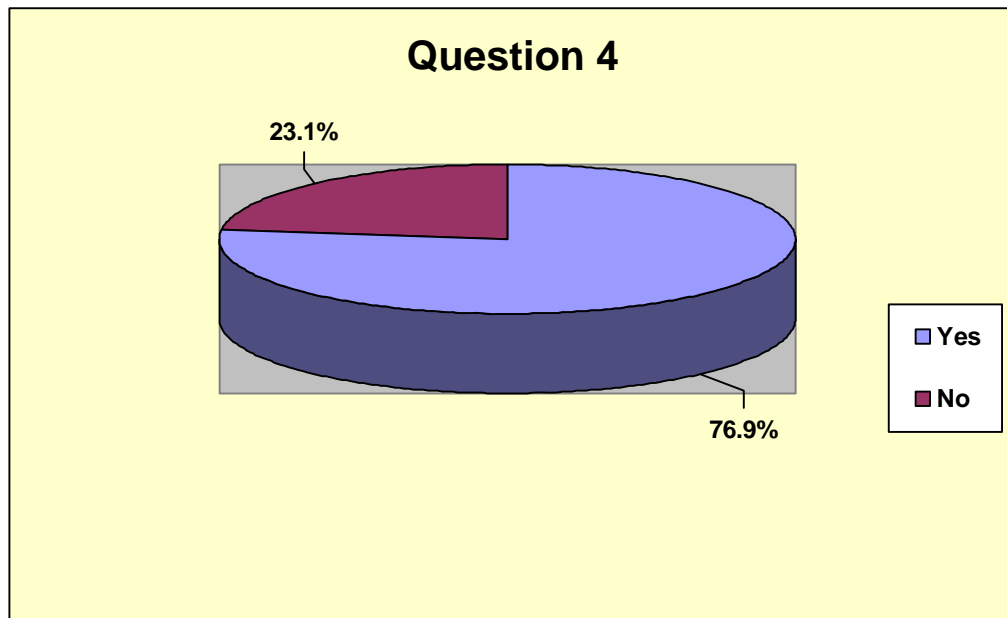
Q2. Before today, had you heard of the Public Service Commission Recognition Action Team (RAT PACK)?



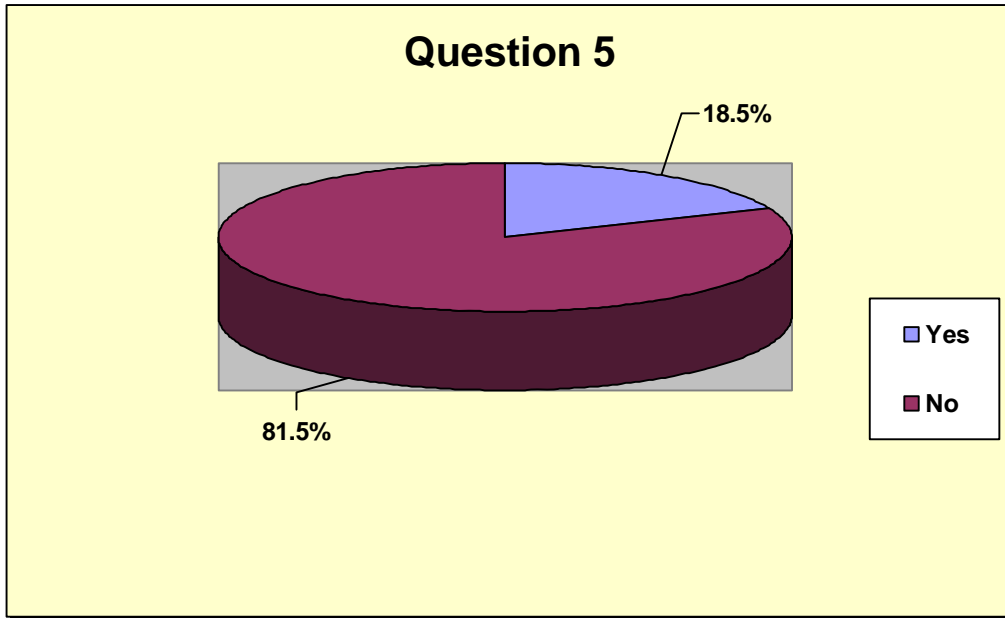
Q3. Have you heard of the Public Service Commission Commissioner's Award?



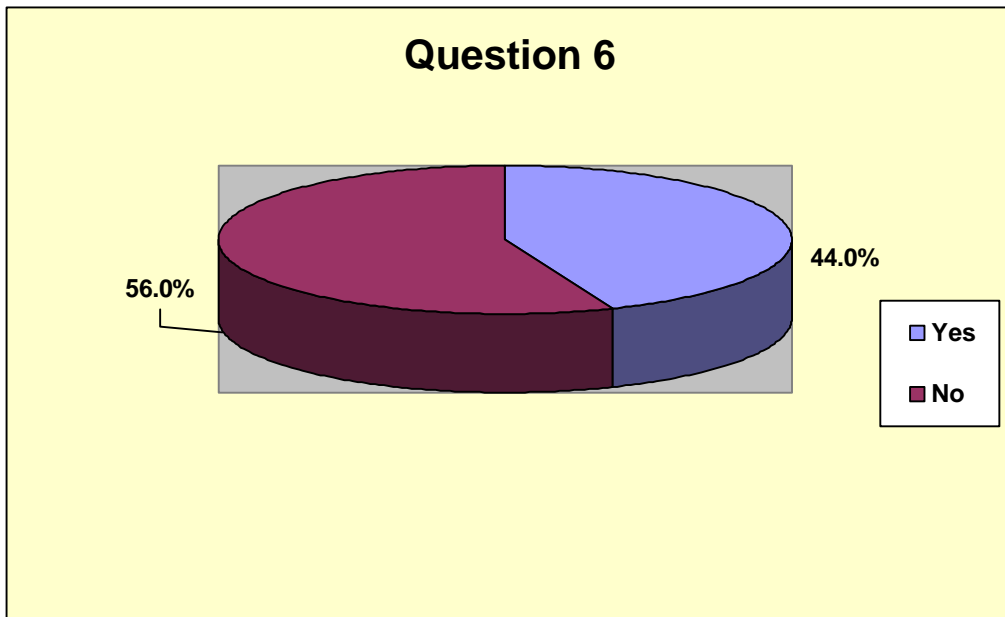
Q4. Are you aware of the Public Service Commission's Big Cheese Award?



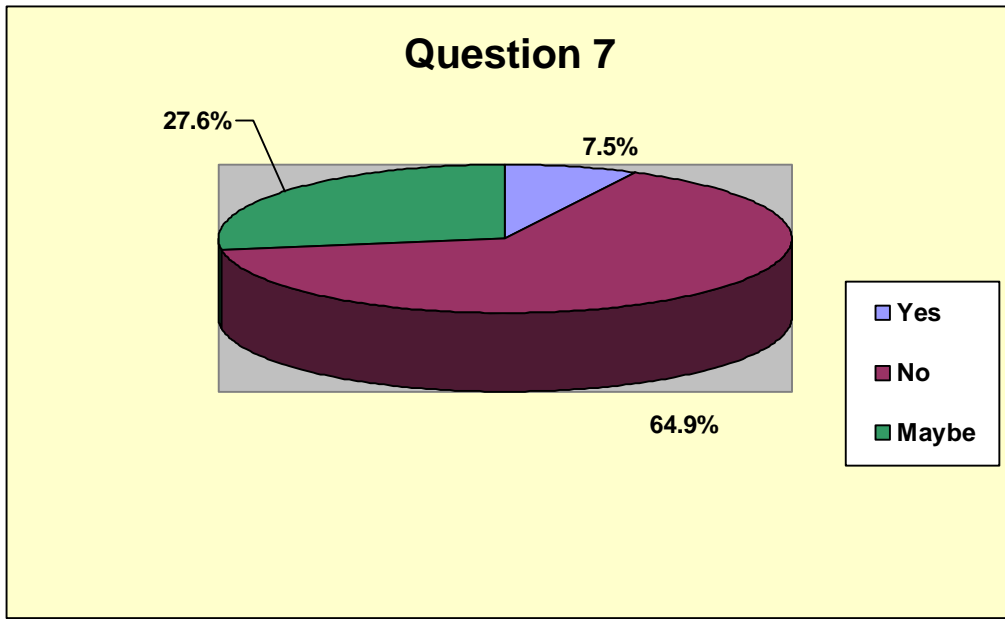
Q5. Have you visited the RAT Pack's web page?



Q6. Have you seen the RAT Pack's request for committee members?



Q7. Are you interested in joining our departmental recognition committee (RAT Pack)?



Q8. Overall, how satisfied are you with the Public Service Commission's recognition program?

	Number of Responses	Percent
Very Satisfied	10	8.7
Satisfied	40	34.8
Neither Satisfied nor Dissatisfied	58	50.4
Dissatisfied	6	5.2
Very Dissatisfied	1	.9
Total	115	100.0



Q9. How would you prefer that the RAT Pack communicate new recognition ideas, tips and tools to you?

		Responses	
		Number	Percent
	PSC Newsletter	102	32.0%
	E-mail	106	33.2%
	Interoffice Mail	25	7.8%
	Lunch & Learns	28	8.8%
	PSC Internet	22	6.9%
	PSC Intranet	30	9.4%
	Presentation at HR Meetings	2	.6%
	Presentation at Dept. Meeting	1	.3%
	Via HR Director/Rep to Team	1	.3%
	Posters (e.g., in office; alternating/rotating)	2	.6%
Total		319	100.0%

Q10. How would you prefer to provide your individual feedback/input on PSC recognition programs and activities to the RAT Pack?

		Number of Responses	Percent
	Questionnaire	110	36.4%
	E-mail to RAT Pack	77	25.5%
	Focus Group	40	13.2%
	Interoffice Mail	20	6.6%
	RAT Pack Webpage	50	16.6%
	Online Survey	3	1.0%
	Suggestion Box (Real or Virtual)	1	.3%
	Via HR Director/Rep	1	.3%
Total		302	100.0%



Q11. How important is the following to you?

Recognition for Individual Contributions/Achievements

	Number of Responses	Percent
Not Important	15	11.2
Somewhat Important	45	33.6
Very Important	64	47.8
Not Sure	10	7.5
Total	134	100.0

Recognition as a Team for Group Contributions/Achievements

	Number of Responses	Percent
Not Important	4	3.0
Somewhat Important	34	25.6
Very Important	86	64.7
Not Sure	9	6.8
Total	133	100.0



Q11.

Recognition from the Commissioner

	Number of Responses	Percent
Not Important	23	17.7
Somewhat Important	56	43.1
Very Important	39	30.0
Not Sure	12	9.2
Total	130	100.0

Recognition from Immediate Supervisor

	Number of Responses	Percent
Not Important	2	1.5
Somewhat Important	20	14.9
Very Important	103	76.9
Not Sure	9	6.7
Total	134	100.0

Recognition from Peers

	Number of Responses	Percent
Not Important	9	6.8
Somewhat Important	40	30.1
Very Important	76	57.1
Not Sure	8	6.0
Total	133	100.0



Recognition from Clients

	Number of Responses	Percent
Not Important	3	2.2
Somewhat Important	24	17.9
Very Important	98	73.1
Not Sure	9	6.7
Total	134	100.0

Q12. How well is the Public Service Commission doing in the following areas:

Recognition of Employees who Display Corporate Values

	Number of Responses	Percent
Needs More Work	40	29.9
Average	44	32.8
Great	7	5.2
Not Sure	43	32.1
Total	134	100.0

Celebrating Successful Projects/Work

	Number of Responses	Percent
Needs More Work	36	27.1
Average	50	37.6
Great	15	11.3
Not Sure	32	24.1
Total	133	100.0

Supervisors Recognizing Employees for Good Work

	Number of Responses	Percent
Needs More Work	38	28.4
Average	51	38.1
Great	23	17.2
Not Sure	22	16.4
Total	134	100.0



Q12.

Peers Recognizing Each Other for Good Work

	Number of Responses	Percent
Needs More Work	38	28.8
Average	58	43.9
Great	13	9.8
Not Sure	23	17.4
Total	132	100.0

Providing Information on Our Departmental Recognition Program

	Number of Responses	Percent
Needs More Work	27	20.5
Average	68	51.5
Great	22	16.7
Not Sure	15	11.4
Total	132	100.0

Providing Tools and Resources for Recognizing Each Other

	Number of Responses	Percent
Needs More Work	46	34.3
Average	49	36.6
Great	20	14.9
Not Sure	19	14.2
Total	134	100.0



Q12.

Recognizing Employee's Years of Service (Milestones)

	Number of Responses	Percent
Needs More Work	13	9.9
Average	36	27.5
Great	63	48.1
Not Sure	19	14.5
Total	131	100.0

Q13. Please indicate your preferred method of recognition.

Verbal Thank-You

	Number of Responses	Percent
1 (Top choice)	50	38.8
2	45	34.9
3	20	15.5
4	9	7.0
5 (Last choice)	5	3.9
Total	129	100.0

Written Thank-You

	Number of Responses	Percent
1 (Top Choice)	41	32.5
2	46	36.5
3	22	17.5
4	12	9.5
5 (Last Choice)	5	4.0
Total	126	100.0



Q13.

Private Praise

	Number of Responses	Percent
1 (Top Choice)	21	17.4
2	22	18.2
3	44	36.4
4	26	21.5
5 (Last Choice)	8	6.6
Total	121	100.0

Public Praise

	Number of Responses	Percent
1 (Top Choice)	7	6.1
2	6	5.3
3	15	13.2
4	38	33.3
5 (Last Choice)	48	42.1
Total	114	100.0

Award/Gift

	Number of Responses	Percent
1 (Top Choice)	6	5.3
2	7	6.1
3	18	15.8
4	31	27.2
5 (Last Choice)	52	45.6
Total	114	100.0



Q14. What features do you believe a recognition program should include?

	Number of Responses	Percent
Verbal Thank-You	85	10.6%
Written Thank-You	113	14.1%
Commissioner's Award	77	9.6%
Bulletin Board/Bragging Wall	35	4.4%
Recognize Employees who Display Public Service Values	70	8.7%
Staff Appreciation Day	86	10.7%
Special Luncheon or Dinner	44	5.5%
Employee of the Month	34	4.2%
Recognize Years of Employee Service (Milestones)	97	12.1%
Recognize Outstanding Service in Your Field	83	10.3%
Public Acknowledgement in the PSC Newsletter	73	9.1%
Publish Commissioner's Award in Newspaper	1	.1%
"Random Acts of Kindness" (e.g., hot chocolate for staff at random times)	1	.1%
Private Recognition	1	.1%
Recognize all Staff not Just Individuals	1	.1%
Meetings	1	.1%
Total	802	100.0%



Q15. How should the following years of service (milestones) be recognized, if at all?

One Year

	Number of Responses	Percent
Framed Certificate	12	9.5%
Informal Event (e.g., team meeting)	39	31.0%
Small Gift	7	5.6%
Should not Recognize	68	54.0%
Total	126	100.0%

Five Years

	Number of Responses	Percent
Framed Certificate	49	31.4%
Formal Event	9	5.8%
Informal Event (e.g., team meeting)	48	30.8%
Small Gift	28	17.9%
Should not Recognize	22	14.1%
Total	156	100.0%

Ten Years

	Number of Responses	Percent
Framed Certificate	56	29.9%
Formal Event	20	10.7%
Informal Event (e.g., team meeting)	50	26.7%
Small Gift	54	28.9%
Should not Recognize	7	3.7%
Total	187	100.0%



Q15.

Fifteen Years

	Number of Responses	Percent
Framed Certificate	55	29.7%
Formal Event	30	16.2%
Informal Event (e.g., team meeting)	36	19.5%
Small Gift	57	30.8%
Should not Recognize	7	3.8%
Total	185	100.0%

Twenty Years

	Number of Responses	Percent
Framed Certificate	64	29.0%
Formal Event	70	31.7%
Informal Event (e.g., team meeting)	20	9.0%
Small Gift	61	27.6%
Should not Recognize	6	2.7%
Total	221	100.0%



2 – General Respondent Comments

General Comments on Recognition

- Recognizing employees who display public service values is very important
- Recognizing outstanding service in your field - Great idea! Huge compliment!
- If I try my best, hopefully it is satisfactory. I don't feel I need recognition for doing my job
- Name should be changed – Call it something other than RAT (15 comments)

Ideas for Recognition

- Lapel pin for 10, 15 & 20 years
- The corporate program does not recognize 40 years of service
- All years should be recognized in some way - just a simple acknowledgement means a lot
- Thank you via e-mail for one year service
- Recognize by providing access to professional development, training, conferences, etc.
- Employees could replace certificates as they get them - one frame per employee
- Change the title of the Big Cheese Award (5 comments)

Join the Recognition Action Team?

- Don't have time to participate on the committee
- Already involved in a lot of committee work
- The name of this committee "Rat Pack" isn't professional (15 comments)
- I think it is a great way to get people engaged in what they are doing
- I think that more representatives from different divisions (CSUs) of the PSC is crucial.
- Recognizing hard work and effort and reward employees for a job well done
- I believe it's a good program
- If time permits. Rat Pack is doing a great job!



3 – Summary

- 88.9% of those surveyed had heard of the PSC Recognition Program
- 88.1 % of those surveyed had heard of the Recognition Action Team
- 83.6 % of responses had heard of the PSC Commissioner’s Award
- 76.9 % of employees surveyed has heard of the PSC Big Cheese Award
- 81.5% of those surveyed had not visited the Recognition Action Team’s (RAT Pack) website
- Over half of those surveyed or 56% had not seen the RAT Pack’s request for committee members
- 64.9% of those surveyed noted ‘no’ when asked about interest in joining the Recognition Action Team. The top reason cited for lack of interest in joining was work demands and not having the time, and the second reason noted was the name of the committee “RAT Pack”
- 34.8% of those surveyed noted that they were satisfied with the PSC Recognition program. 50.4% were neither satisfied or dissatisfied
- RAT Pack communicate new recognition ideas, tips and tools via email was the preferred method of communication indicated by respondents
- 47.8% of employees surveyed noted it very important that individuals be recognized for individual contribution/achievements. 64.7% noted that it was very important to be recognized as a team for group contributions/achievements
- 76.9% noted that it was very important to be recognized by immediate supervisors. 73.1% noted recognition by clients to be very important
- The top two preferred methods of recognition by those surveyed were a written thank-you and a verbal thank-you
- The following recognition program features received the greatest number of responses: written thank-you, recognition for service (milestones) and staff appreciation days



3 – Recommendations

- I. The Recognition Action Team (RAT Pack) should change its committee name
 - a. Contest to name the committee
 - b. A name change would mean re-developing terms of reference and some programs. This would be priority work for the committee over the coming months
- II. The Recognition Action Team will change the name of the “Big Cheese Award”
 - a. Look to the HR community for suggestions for a new name
- III. The committee will work together to enhance PSC Recognition Program communications
 - a. Enhance and communicate the Recognition Action Team’s webpage and email address

