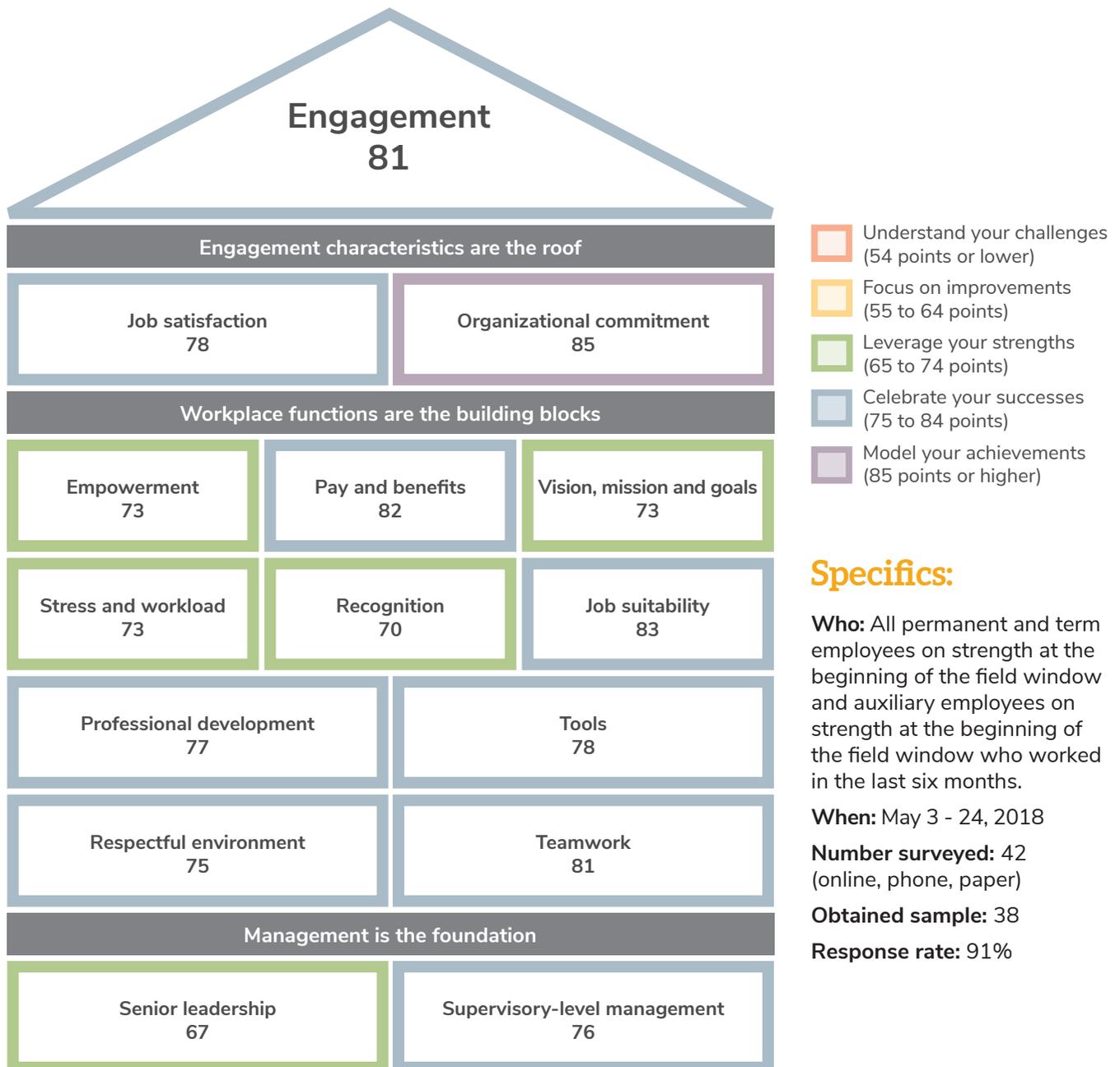


# Employee Engagement Survey

2018 Women’s Directorate, French Language Services Directorate, Yukon Development Corporation, Lotteries Yukon, Elections Office and Legislative Assembly Results



# Engagement model driver scores

	Average score /100 points			
	Department 2018	Department 2016	Corporate 2018	Corporate 2016
Engagement	81	72	73	73
Organization commitment	85	71	73	73
Job satisfaction	78	76	73	73
Vision, mission and goals	73	76	60	63
Pay and benefits	82	74	75	73
Empowerment	73	74	67	68
Job suitability	83	79	81	81
Recognition	70	66	61	60
Stress and workload	73	67	64	65
Tools	78	70	67	65
Professional development	77	71	68	67
Teamwork	81	77	77	76
Respectful environment	75	74	67	66
Supervisory-level management	76	77	74	74
Senior leadership	67	74	55	58

# Question by question survey results

Linkage to model	Q	Survey question	Year	% Disagree	% Neutral	% Agree	Average Score / 100 Points	Difference
<b>My day-to-day work</b>								
	1	Innovation is valued in my work.	2016	7%	10%	83%	78	
			2018	11%	17%	72%	74	-4
Empowerment	2	I have opportunities to provide input into decisions that affect my work.	2016	6%	16%	77%	78	
			2018	8%	13%	79%	77	-1
Empowerment	3	I have the freedom to make the decisions necessary to do my job well.	2016	6%	23%	71%	74	
			2018	13%	16%	71%	73	-1
Empowerment	4	I have the opportunities I need to implement new ideas.	2016	13%	13%	73%	70	
			2018	11%	14%	75%	71	1
	5	I have support at work to provide a high level of service.	2016	6%	13%	81%	79	
			2018	3%	21%	76%	80	1
	6	I am inspired to give my best.	2016	16%	10%	74%	73	
			2018	5%	16%	79%	78	5
Job suitability	7	My job is a good fit with my skills and interests.	2016	3%	13%	84%	81	
			2018	3%	13%	84%	86	5
Job suitability	8	My work is meaningful.	2016	13%	13%	74%	76	
			2018	8%	11%	82%	81	5
Professional development	9	I have adequate opportunities to develop my skills.	2016	10%	6%	84%	76	
			2018	8%	16%	76%	76	0
Professional development	10	My organization supports my work related learning and development.	2016	7%	20%	73%	73	
			2018	3%	16%	81%	80	7
Professional development	11	The quality of training and development I have received is satisfactory.	2016	17%	23%	60%	66	
			2018	6%	19%	75%	76	10
Recognition	12	I receive meaningful recognition for work well done.	2016	16%	13%	71%	71	
			2018	11%	11%	79%	75	4
Recognition	13*	In my work unit, recognition is based on performance.	2016	19%	30%	52%	60	
			2018	13%	32%	55%	64	4

Linkage to model	Q	Survey question	Year	% Disagree	% Neutral	% Agree	Average Score / 100 Points	Difference
	14	My physical work environment (e.g., sound level, lighting, heat, ergonomics, etc.) enables me to work well.	2016	16%	16%	68%	68	
			2018	3%	32%	66%	76	8
Tools	15	The computer based tools (e.g., hardware, software) I have access to help me to excel in my job.	2016	16%	16%	68%	69	
			2018	5%	14%	81%	80	11
Tools	16*	The non-computer based tools (e.g., office or outdoor equipment) I have access to help me to excel in my job.	2016	6%	16%	77%	71	
			2018	6%	13%	81%	77	6
	17*	I am provided with the accommodation(s) I require to perform my job.	2016	7%	14%	79%	77	
			2018	6%	12%	82%	83	6
	18	My workplace processes and procedures enable me to work as effectively as possible.	2016	19%	13%	68%	67	
			2018	18%	13%	68%	69	2
	19	The necessary processes and procedures are in place to ensure my safety at work.	2016	7%	13%	80%	77	
			2018	3%	3%	95%	87	10
	20	Work is distributed fairly in my work unit.	2016	10%	19%	71%	72	
			2018	18%	18%	63%	70	-2
Stress and workload	21	My workload is manageable.	2016	23%	13%	65%	66	
			2018	11%	21%	68%	72	6
Stress and workload	22	My work-related stress is manageable.	2016	19%	16%	65%	67	
			2018	8%	16%	76%	74	7
	23	I have support at work to balance my work and personal life.	2016	6%	19%	74%	76	
			2018	3%	14%	84%	83	7
	24	I feel supported during times of change.	2016	10%	23%	67%	72	
			2018	8%	14%	78%	78	6
	25	I feel my job is secure.	2016	17%	20%	63%	68	
			2018	3%	13%	84%	85	17
	26	I have opportunities for career growth with the Government of Yukon.	2016	32%	21%	46%	55	
			2018	17%	33%	50%	63	8
Pay and benefits	27	I am paid fairly for the work I do.	2016	13%	13%	74%	73	
			2018	11%	8%	81%	76	3
Pay and benefits	28	My benefits meet my (and my family's) needs well.	2016	14%	10%	76%	77	
			2018	0%	8%	92%	88	11

Linkage to model	Q	Survey question	Year	% Disagree	% Neutral	% Agree	Average Score / 100 Points	Difference
	29	I am aware of the services available to me through the Employee and Family Assistance Program (EFAP).	2016	29%	18%	54%	58	
			2018	14%	11%	75%	78	20
<b>The people I work with</b>								
Respectful environment	30	A healthy atmosphere (e.g., trust, mutual respect) exists in my work unit.	2016	6%	16%	77%	79	
			2018	13%	11%	76%	75	-4
Respectful environment	31	My work unit values diversity in people and backgrounds.	2016	10%	7%	83%	78	
			2018	5%	8%	87%	85	7
Respectful environment	32	My work unit values diversity in ideas.	2016	10%	10%	81%	73	
			2018	3%	18%	79%	80	7
Respectful environment	33	In my work unit, conflict is dealt with effectively.	2016	19%	19%	61%	64	
			2018	24%	22%	54%	60	-4
	34	In my work unit, the process of selecting a person for a position is fair.	2016	14%	17%	69%	71	
			2018	17%	17%	66%	68	-3
	35	In my work unit, the selection of a person for a position is based on merit (i.e. the knowledge, skills, and abilities required for the position).	2016	13%	13%	73%	69	
			2018	17%	17%	67%	69	0
Teamwork	36	I have positive working relationships with my co-workers.	2016	0%	10%	90%	83	
			2018	0%	0%	100%	89	6
Teamwork	37	Members of my team communicate effectively with each other.	2016	10%	29%	61%	68	
			2018	5%	37%	58%	70	2
Teamwork	38	When needed, members of my team help me get the job done.	2016	3%	13%	84%	80	
			2018	0%	13%	87%	84	4
	39	I am treated respectfully at work.	2016	3%	13%	84%	82	
			2018	3%	11%	87%	86	4
<b>The person I report to</b>								
Supervisory-level management	40	I have a positive working relationship with the person I report to.	2016	0%	10%	90%	85	
			2018	5%	3%	92%	84	-1
	41	The person I report to keeps me informed of things I need to know.	2016	0%	19%	81%	79	
			2018	11%	21%	68%	74	-5
Supervisory-level management	42	The person I report to provides clear expectations regarding my work.	2016	3%	29%	68%	73	
			2018	16%	13%	71%	70	-3

Linkage to model	Q	Survey question	Year	% Disagree	% Neutral	% Agree	Average Score / 100 Points	Difference
	43	The person I report to consults me on decisions that affect me.	2016	0%	23%	77%	77	
			2018	11%	14%	76%	76	-1
	44	The feedback I receive from the person I report to is timely.	2016	3%	32%	65%	73	
			2018	18%	13%	68%	72	-1
Supervisory-level management	45	The feedback I receive from the person I report to helps me improve my performance.	2016	6%	23%	71%	74	
			2018	16%	13%	71%	72	-2
	46	I feel I am able to have a conversation with the person I report to when I need their perspective or advice.	2016	3%	10%	87%	84	
			2018	8%	13%	79%	80	-4
	47	The person I report to considers other peoples' perspectives before making decisions.	2016	6%	26%	68%	73	
			2018	13%	16%	71%	74	1
	48	I am satisfied with the quality of supervision I receive.	2016	0%	16%	84%	79	
			2018	11%	24%	66%	74	-5
<b>My senior leadership</b>								
Senior leadership	49	The senior leadership in my department provides clear direction for the future.	2016	7%	29%	64%	70	
			2018	18%	32%	50%	63	-7
	50	The senior leadership in my department communicates decisions in a timely manner.	2016	7%	32%	61%	70	
			2018	11%	32%	58%	67	-3
	51	The senior leadership in my department clearly communicates changing priorities.	2016	12%	27%	62%	66	
			2018	19%	25%	56%	65	-1
Senior leadership	52	Essential information flows effectively from senior leadership to staff.	2016	14%	18%	68%	70	
			2018	24%	34%	42%	58	-12
	53	Essential information flows effectively from staff to senior leadership.	2016	7%	22%	70%	71	
			2018	6%	34%	60%	71	0
Senior leadership	54	The senior leadership in my department is genuinely interested in the well-being of employees.	2016	4%	7%	89%	82	
			2018	3%	19%	78%	79	-3
	55	I have confidence in the senior leadership of my department.	2016	7%	21%	71%	75	
			2018	11%	16%	73%	73	-2
<b>My department</b>								
Vision, mission and goals	56	The vision, mission, and goals of my department are communicated well.	2016	7%	21%	72%	74	
			2018	16%	16%	68%	70	-4

Linkage to model	Q	Survey question	Year	% Disagree	% Neutral	% Agree	Average Score / 100 Points	Difference
Vision, mission and goals	57	My department is taking steps to ensure the long-term success of its vision, mission, and goals.	2016	7%	10%	83%	78	
			2018	11%	11%	78%	76	-2
	58	I am optimistic that my department is moving in the right strategic direction.	2016	4%	14%	82%	80	
			2018	9%	20%	71%	73	-7
	59	I know how my work contributes to the achievement of my department's goals.	2016	3%	7%	90%	83	
			2018	0%	16%	84%	85	2
	60	I strive to improve my department's results.	2016	7%	0%	93%	87	
			2018	0%	5%	95%	91	4
	61	My department takes meaningful action to improve my work environment.	2016	7%	17%	76%	74	
			2018	0%	25%	75%	79	5
<b>My employment experience overall</b>								
Job satisfaction	62	I am satisfied with my job.	2016	10%	10%	81%	76	
			2018	8%	8%	84%	78	2
	63	I am satisfied with my department.	2016	3%	16%	81%	78	
			2018	8%	11%	82%	78	0
	64	Overall, I am satisfied in my work as a Government of Yukon employee.	2016	10%	10%	80%	74	
			2018	5%	8%	87%	84	10
Organization commitment	65	I am proud to tell people I work for the Government of Yukon.	2016	7%	21%	72%	74	
			2018	3%	8%	89%	86	12
Organization commitment	66	I would recommend the Government of Yukon as a great place to work.	2016	7%	24%	69%	72	
			2018	3%	11%	87%	85	13
Organization commitment	67*	I would prefer to stay with the Yukon government, even if offered a similar job elsewhere.	2016	18%	18%	64%	67	
			2018	6%	9%	85%	83	16
	68	Overall, I feel valued as a Government of Yukon employee.	2016	23%	13%	63%	65	
			2018	8%	11%	81%	80	15

\* Questions 13, 16, 17 and 67 have a relatively high (≥ 10%) proportion of “don't know/not applicable” responses.

For more information visit: <https://yukonconnect.gov.yk.ca/employee-info/Pages/employeeengagement.aspx>

This material is prepared for the Public Service Commission by the Yukon Bureau of Statistics.

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Publish date: September 2018

**Confidentiality:** During the survey administration, employees received personalized invitations and reminders. The survey was conducted by the Yukon Bureau of Statistics and no one in the Government of Yukon other than designated YBS employees has access to respondents' individual responses. Responses are confidential and protected by the Statistics Act (SY 2003, c.27; amended by SY 2016, c.5).

All results are derived from an anonymized dataset and reported in aggregate form to protect respondents' confidentiality. Furthermore, the Yukon Bureau of Statistics has reviewed the report to ensure that no individual employee can be directly or indirectly identified from the results.