

BC Public Service Work Environment Survey 2018

INTRODUCTION

BC Stats is conducting the *2018 BC Public Service Work Environment Survey* on behalf of the BC Public Service Agency.

The objective of this survey is to obtain feedback about your experiences as an employee in the BC Public Service. You will be asked to give your first-hand impressions about your job and workplace experiences. You will also be asked questions about your organization and the BC Public Service as a whole.

This survey should take approximately **15 minutes** to complete. Responses are required by **4:30 pm on Friday, February 23, 2018**.

Throughout the survey, please navigate via the Next button.

- If you wish to review your answers, use your Back and Next buttons. **New for 2018:** There will also be an option near the end of the survey to review all of your answers at once.
- If at any time you leave the survey, or in the event that your internet connection is lost, you may return using the link provided. In this case, you will resume the survey from the last page you were viewing when the survey stopped.
- **Please do not forward your invitation to others** as your link to the survey contains a unique and confidential identifier.

Protecting Your Confidential Information

The information in this survey is collected and kept confidential in accordance with the [Statistics Act](#), for statistical and research purposes. When survey results are published, your responses will be combined with the responses of others so that you cannot be identified.

If you provide comments during the survey, BC Stats will make every effort to remove any information that could potentially be used to identify a respondent. **To help us protect your identity, we strongly suggest that you avoid personalizing your comments.**

Please consult [Frequently Asked Questions](#) if you have any questions or run into technical difficulties.

DEFINITIONS IN THE SURVEY

For your reference, this page presents definitions for words used in the survey. You will see these words in bold and underlined throughout the survey and you may click them to see the definitions again. A link to definitions will also be available in the footer on each page of the survey.

- Your **work unit** refers to the section or program area within the organization where you work.
- **Diversity** refers to different people, backgrounds and ideas.
- **Discrimination** occurs if a distinction is made that imposes burdens, obligations or disadvantages, that are not imposed on others, based on the grounds listed below.
 - race
 - colour
 - ancestry
 - place of origin
 - political belief
 - religion
 - marital status
 - family status
 - age
 - sex
 - sexual orientation
 - gender identity or expression
 - physical or mental disability
 - unrelated criminal conviction
- **Harassment** includes any unwelcome conduct or comments which have a negative impact on you or your work environment.
- **Ethical** means acting in ways consistent with maintaining the public trust and operating in accordance with the BC Public Service Standards of Conduct. Ethical behaviour tends to involve demonstrating respect for key principles that include honesty, integrity, fairness, equality, confidentiality, dignity, diversity, accountability and transparency.
- Your **organization** refers to your ministry, agency, office or commission of the Province. For the purpose of this survey, you should be responding in reference to [PIPE IN MINISTRY NAME], where you worked as of **January 16, 2018**.
- **The person I report to** refers to your immediate supervisor or manager. If you report to more than one supervisor or manager, please answer the question thinking about the person who oversees most of your work.
- Your **executive** refers to senior leadership including the Deputy Minister, Associate Deputy Ministers, Assistant Deputy Ministers, Executive Directors, and other members of the Executive Committee.
- **Giving and volunteer programs** refer to BC Public Service programs that provide opportunities for employees to give back to the community through donations or volunteering. Examples include Provincial Employees Community Services Fund, Emergency Management BC volunteers, CUSO International, and so on.

MY DAY-TO-DAY WORK

This section explores aspects of your day-to-day work experience.

Thinking of this point in time, please indicate your level of agreement with the following statements about your day-to-day-work.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
1	A healthy atmosphere (e.g., trust, mutual respect) exists in my work unit .	1	2	3	4	5	DK	N/A
2	My work unit values diversity in people and backgrounds.	1	2	3	4	5	DK	N/A
3	My work unit values diversity in ideas.	1	2	3	4	5	DK	N/A
4	My work unit is free from discrimination and harassment .	1	2	3	4	5	DK	N/A
5	Employees in my work unit are clear on the ethical values expected in performing their work.	1	2	3	4	5	DK	N/A
6	If I am faced with an ethical question or concern, I know where I can go for help in resolving the situation.	1	2	3	4	5	DK	N/A
7	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5	DK	N/A
8	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5	DK	N/A
9	Innovation is valued in my work.	1	2	3	4	5	DK	N/A
10	I have the opportunities I need to implement new ideas.	1	2	3	4	5	DK	N/A
11	I am inspired to give my very best.	1	2	3	4	5	DK	N/A
12	I feel energized by my work.	1	2	3	4	5	DK	N/A
13	My work unit is well supported during times of change.	1	2	3	4	5	DK	N/A
14	Employees are held accountable in my work unit.	1	2	3	4	5	DK	N/A
15	I feel my job is secure.	1	2	3	4	5	DK	N/A
16	In my work unit , the <i>selection</i> of a person for a position is based on merit.	1	2	3	4	5	DK	N/A
17	In my work unit, the <i>process</i> of selecting a person for a position is fair.	1	2	3	4	5	DK	N/A
18	I receive meaningful recognition for work well done.	1	2	3	4	5	DK	N/A
19	In my work unit, recognition is based on performance.	1	2	3	4	5	DK	N/A

20	I am fairly paid for the work I do.	1	2	3	4	5	DK	N/A
21	My benefits meet my (and my family's) needs well.	1	2	3	4	5	DK	N/A
22	My pay is competitive with similar jobs in the region.	1	2	3	4	5	DK	N/A
23	My work is meaningful.	1	2	3	4	5	DK	N/A
24	My job is a good fit with my skills and interests.	1	2	3	4	5	DK	N/A
25	I enjoy the type of work I do.	1	2	3	4	5	DK	N/A
26	My workplace processes and procedures enable me to work as effectively as possible.	1	2	3	4	5	DK	N/A
27	I regularly go above and beyond the requirements of my role to help my <u>work unit</u> or <u>organization</u> succeed.	1	2	3	4	5	DK	N/A
28	Work is distributed fairly in my work unit.	1	2	3	4	5	DK	N/A
29	My workload is manageable.	1	2	3	4	5	DK	N/A
30	My work-related stress is manageable.	1	2	3	4	5	DK	N/A
31	My work tends to leave me feeling mentally drained or exhausted.	1	2	3	4	5	DK	N/A
32	My job provides me with the right amount of challenge.	1	2	3	4	5	DK	N/A
33	I have support at work to provide a high level of service.	1	2	3	4	5	DK	N/A
34	I have support at work to balance my work and personal life.	1	2	3	4	5	DK	N/A
35	I am proud to tell others about the type of work I do.	1	2	3	4	5	DK	N/A
36	I find my work inspiring.	1	2	3	4	5	DK	N/A
37	It is important to me that the BC Public Service has <u>giving and volunteer programs</u> .	1	2	3	4	5	DK	N/A
38	In general, I am well-informed about the BC Public Service's giving and volunteer programs.	1	2	3	4	5	DK	N/A

MY PHYSICAL ENVIRONMENT AND TOOLS

In this section, you will be asked questions about the physical environment and tools **provided by your employer** to do your job. This does *not* include personal tools you may use for work purposes (e.g., personal cell phones).

Thinking of this point in time, please indicate your level of agreement with the following statements about your physical environment and tools.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
39	My physical work environment (e.g., sound level, lighting, heat, ergonomics, etc.) enables me to work well.	1	2	3	4	5		DK	N/A
40	The necessary processes and procedures are in place to ensure my safety at work.	1	2	3	4	5		DK	N/A
41	The computer based tools (e.g., hardware, software) I have access to help me excel in my job.	1	2	3	4	5		DK	N/A
42	The non-computer based tools (e.g., office or outdoor equipment) I have access to help me excel in my job.	1	2	3	4	5		DK	N/A

MY DEVELOPMENT AND PERFORMANCE

This section asks about your development and any learning opportunities in which you enhance your skills and/or knowledge for future career advancement or for performance in your current position.

Thinking of this point in time, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
43	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A
44	The quality of training and development I have received is satisfactory.	1	2	3	4	5		DK	N/A
45	I have adequate opportunities to develop my skills.	1	2	3	4	5		DK	N/A
46	I have opportunities for career growth within the BC Public Service.	1	2	3	4	5		DK	N/A
47	The person I report to provides the feedback I need to do my job well.	1	2	3	4	5		DK	N/A
48	The person I report to provides the support I need to help me achieve my long-term career goals.	1	2	3	4	5		DK	N/A

MY CO-WORKERS

This section asks about the people you work with in your work unit. Your work unit is the section or program area within the organization where you work.

Thinking of this point in time, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
49	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
50	I am treated respectfully at work.	1	2	3	4	5		DK	N/A
51	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
52	I have positive working relationships with my co-workers.	1	2	3	4	5		DK	N/A

THE PERSON I REPORT TO

"The person I report to" refers to your immediate supervisor or manager. If you report to more than one supervisor or manager, please answer the question thinking about the person who oversees most of your work.

Thinking of this point in time, please indicate your level of agreement with the following statements about the person you report to.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
53	The person I report to provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
54	The person I report to consults me on decisions that affect me.	1	2	3	4	5		DK	N/A
55	The person I report to keeps me informed of things I need to know.	1	2	3	4	5		DK	N/A
56	I feel I am able to have a conversation with the person I report to when I need their perspective or advice.	1	2	3	4	5		DK	N/A
57	The person I report to leads with an understanding of others' perspectives.	1	2	3	4	5		DK	N/A
58	The person I report to maintains high standards of honesty and integrity.	1	2	3	4	5		DK	N/A
59	The person I report to supports me and my co-workers in conducting our work in an ethical manner.	1	2	3	4	5		DK	N/A
60	I am satisfied with the quality of supervision I receive.	1	2	3	4	5		DK	N/A

MY EXECUTIVE

Your executive refers to senior leadership including the Deputy Minister, Associate Deputy Ministers, Assistant Deputy Ministers, Executive Directors, and other members of the Executive Committee.

Executive members in your organization include: [NAMES PIPED IN]

Thinking of this point in time, please indicate your level of agreement with the following statements about your executive.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
61	Executives in my organization communicate decisions in a timely manner.	1	2	3	4	5		DK	N/A
62	Executives in my organization clearly communicate strategic changes and/or changes in priorities.	1	2	3	4	5		DK	N/A
63	Executives in my organization provide clear direction for the future.	1	2	3	4	5		DK	N/A
64	Essential information flows effectively from senior leadership to staff.	1	2	3	4	5		DK	N/A
65	I have confidence in the senior leadership of my organization.	1	2	3	4	5		DK	N/A

MY ORGANIZATION

Your organization refers to your ministry, agency, office, or commission of the Province.

Thinking of this point in time, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
66	My organization is taking steps to ensure the long-term success of its vision, mission and goals.	1	2	3	4	5		DK	N/A
67	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5		DK	N/A
68	I know how my work contributes to the achievement of my organization's goals.	1	2	3	4	5		DK	N/A
69	I am motivated by my organization to help achieve its objectives.	1	2	3	4	5		DK	N/A
70	I find my organization inspiring to work for.	1	2	3	4	5		DK	N/A

MY EMPLOYMENT AS A BC PUBLIC SERVANT

The following section asks for your level of agreement with statements focused on three distinct levels: your work unit, your organization, and the BC Public Service.

Thinking of this point in time, please indicate your level of agreement with the following statements.

<i>Work Unit</i>								
		Strongly Disagree		Strongly Agree		Don't Know	Not Applicable	
71	I am satisfied with my job.	1	2	3	4	5	DK	N/A
72	I am satisfied with my <u>work unit</u> .	1	2	3	4	5	DK	N/A
73	I would prefer to remain with my work unit, even if a comparable job was available elsewhere in the BC Public Service.	1	2	3	4	5	DK	N/A
<i>Organization</i>								
74	I am satisfied with my <u>organization</u> .	1	2	3	4	5	DK	N/A
75	I would prefer to remain with my organization, even if a comparable job was available elsewhere in the BC Public Service.	1	2	3	4	5	DK	N/A
<i>BC Public Service</i>								
76	Overall, I am satisfied in my work as a BC Public Service employee.	1	2	3	4	5	DK	N/A
77	Overall, I feel valued as a BC Public Service employee.	1	2	3	4	5	DK	N/A
78	I am proud to tell people I work for the BC Public Service.	1	2	3	4	5	DK	N/A
79	I would prefer to stay with the BC Public Service, even if offered a similar job elsewhere.	1	2	3	4	5	DK	N/A
80	I would recommend the BC Public Service as a great place to work.	1	2	3	4	5	DK	N/A

OPTION TO REVIEW

81. You are nearing the end of the survey. Before moving on to the next section, we'd like to offer you the chance to review your answers so far. You will also be able to make changes to your responses as you see fit. If you prefer, you may skip this feature and go straight to the comments section. Please select your preference below:

- ☐ Review my answers (continue to REVIEW PAGE)
- ☐ Continue without reviewing (skip to Q82)

SUMMARY OF RESPONSES

Below you will find a list of survey questions and your responses. You may make changes to your responses by clicking on the question; this will bring you back to the page where you first answered the question. After making a change, you will be returned to this review page. Once you have finished reviewing your responses, click Next at the bottom of **this** page to continue the survey.

As a reminder, your responses indicate your level of agreement with the statement on the left, and can range from *1 (Strongly Disagree)* to *5 (Strongly Agree)*, or can be *Don't Know* or *Not Applicable*.

TABLE OF RESPONSES WILL BE PRESENTED HERE IN FOLLOWING FORMAT:

Question Text	Response
MY DAY-TO-DAY WORK	
A healthy atmosphere (e.g., trust, mutual respect) exists in my work unit.	Response out of 5/Don't Know/Not Applicable inserted here
My work unit values diversity in people and backgrounds.	Response out of 5/Don't Know/Not Applicable inserted here
Etc...	Etc.

MY COMMENTS

82. What **one thing** would you like your **organization** to focus on to improve your work environment?

Note: Comments are a valuable part of the survey. BC Stats will make every effort to remove any information that could potentially be used to identify a respondent. **To help us protect your identity, we strongly recommend that you avoid personalizing your comments.**

- My suggested improvements:
Please limit your answer to 750 characters (currently X).

- Don't know/ Not Applicable

WORKPLACE IMPROVEMENTS

Thinking of this point in time, please indicate your level of agreement with the following statement.

		Strongly Disagree		Strongly Agree		Don't Know	Not Applicable
83	I have seen improvements in my current workplace since the last Work Environment Survey.	1 Go to Q85	2 Go to Q85	3 Go to Q84	4 Go to Q84	5 Go to Q84	DK Go to Q85 N/A Go to Q85

84. Please describe the improvement(s) made in your workplace.

Note: Comments are a valuable part of the survey. BC Stats will make every effort to remove any information that could potentially be used to identify a respondent. **To help us protect your identity, we strongly recommend that you avoid personalizing your comments.**

- Improvements made in my workplace:
Please limit your answer to 750 characters (currently X).

- Don't know/ Not Applicable

MY MODE OF WORK

This section of the survey contains questions regarding Leading Workplace Strategies (LWS) and work modes or “workstyles”.

85. **Leading Workplace Strategies (LWS)** is the BC Public Service’s approach to upgrading the workplace to support greater worker mobility and greater choice in work settings. Leading Workplaces are office environments that have been renovated (or newly built) to integrate technology into the workplace and provide flexible open and enclosed work settings (e.g., quiet/privacy rooms, free address workpoints, collaboration spaces), and feature modern design elements (e.g., colour, lighting, furniture).

Are you currently working in an LWS workplace?

- ☐ Yes
- ☐ No
- ☐ Don’t Know/Not Sure

86. There are various workstyles, ranging from assigned residents to fully mobile workers. For this survey, four main workstyles are identified and described below. Please refer to **Workstyle Examples** if you wish to see examples of these four workstyles.

Resident - office or open workpoint (e.g., cubicle) - An employee who has a dedicated workpoint in a particular location, such as an office or dedicated cubicle, provided for their exclusive use while at the workplace.

Internally mobile - Workers who do not have a dedicated workpoint in the office. They work from a variety of workpoints in the office and may work at home (up to two days a week) depending on the work requirements. Internally mobile workers require a laptop to work and have a locker to store work-related materials and personal belongings.

Externally mobile - Workers who do not have a dedicated workpoint in the office. They work with partners, vendors or customers at a number of outside locations and, therefore, spend only small amounts of time in the workplace. They may also work from home (up to two days a week). Externally mobile workers require a laptop and a cell phone to work.

Externally mobile - teleworker - Work from a home-based workpoint three or more days a week. When teleworkers do come into the workplace, they are supported by a variety of workpoints and collaborative spaces.

Based on the above descriptions, please indicate your current workstyle.

- ☐ Resident – office or open workpoint (e.g., cubicle)
- ☐ Internally mobile
- ☐ Externally mobile
- ☐ Externally mobile – teleworker
- ☐ Don’t Know/Not Applicable

EXAMPLES WILL BE AVAILABLE IN SEPARATE PDF FILE AS FOLLOWS:

The following are examples of the four main workstyles outlined in the survey.

Resident – office or open workpoint (e.g., cubicle) - *Lara does the majority of her work in a cubicle which she requires to function effectively.*

Internally mobile - *Jan works at different workpoints (e.g., open mobile workpoint, quiet rooms, meeting booths, etc.) in the office through the week to suit her needs. She books a meeting room when she needs to have a confidential meeting and uses quiet and privacy rooms to make private calls.*

Externally mobile - *Katja's job involves visiting job sites, consulting with stakeholders, and other tasks that frequently keep her on the road. She has little need for face-to-face meetings with the people in her workplace. She maintains relationships with her supervisor and other team members through virtual check-ins and meetings. Katja may also come into the workplace to join meetings or connect with supervisors and co-workers, or work for short periods supported by drop-in and collaborative spaces.*

Externally mobile – teleworker - *Cory works from home full-time and checks in with his supervisor at regular intervals through the day using Lync, email, and the telephone. He does not need to have regular contact with team members to do his job, but will come to the workplace when needed.*

DEMOGRAPHIC INFORMATION

This final section of the survey contains demographic questions that are asked of all BC public servants. These questions help inform who the BC Public Service is as an employer and assist in creating a more inclusive workplace for all. Diversity is strongly valued and understanding the diversity of the employees who make up our public service is important. This information can show whether the BC Public Service fully reflects all people in British Columbia and its regions, and whether more can be done to engage and support all employees in our public service.

The information you provide here will not be linked with your personnel file and will not be used to make individual personnel decisions. The data will be used only for statistical analysis and reported as aggregate percentages. The *BC Human Rights Code* and the *Charter of Rights and Freedoms* permit employers to collect the data required to plan and support special programs, like employment equity. All provisions of the *BC Freedom of Information and Protection of Privacy Act* apply.

87. Which of the following genders do you most closely identify with? *Select one of the following.*

- ☐ Female
- ☐ Male
- ☐ Transgender
- ☐ Prefer to self-describe:

88. As with the other questions in this demographic section, the question below is being asked in order to support the BC Public Service's commitment to being an inclusive employer, including people on the LGBTQ2S+ spectrum.

The information you provide here will not be linked with your personnel file and will not be used to make individual personnel decisions. The data will be used only for statistical analysis and reported as aggregate percentages.

Do you self-identify as a person on the LGBTQ2S+ (Lesbian, Gay, Bisexual, Trans, Queer, Two Spirit, and other) spectrum?

- ☐ Yes
- ☐ No
- ☐ Prefer to self-describe:

89a. Do you identify yourself as an Indigenous person, that is, First Nations (status or non-status), Métis or Inuit?

- ☐ Yes (go to 89b)
- ☐ No (skip to 90)

89b. Which of the following Indigenous groups do you identify with?

- ☐ First Nations (status or non-status) (skip to 91)
- ☐ Métis (skip to 91)
- ☐ Inuit (skip to 91)

90. Do you consider yourself to be a member of a visible minority group?

Members of visible minorities are persons, other than Indigenous peoples, who are non-Caucasian in race. Examples of visible minority are: Chinese, South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.), Black, Filipino, Latin American, Southeast Asian (e.g., Vietnamese, Cambodian, Malaysian, Laotian, etc.), Arab, West Asian (e.g., Iranian, Afghan, etc.), Korean, Japanese, or person of mixed origin (with one parent in one of the visible minority groups listed above).

- ☐ Yes
- ☐ No

91. Do you consider yourself to be a person with a disability?

The Federal Employee Equity Act defines persons with disabilities as persons who have a persistent physical, mental, psychiatric, learning or sensory impairment and as a result experience specific and serious barriers to employment; or believe that a potential employer would likely consider them to be disadvantaged; or require work-related accommodation.

- ☐ Yes
- ☐ No

Thank you for completing the 2018 Work Environment Survey!

Please click the **exit button** at the bottom of the page to submit your survey.

The information in this survey is collected under Section 26 of the [Freedom of Information and Protection of Privacy Act \(FOIPPA\)](#). It is collected and kept confidential in accordance with the [Statistics Act](#) for statistical and research purposes. When survey results are published, your responses will be combined with the responses of others so that you cannot be identified.

Questions?

Please consult [**Frequently Asked Questions**](#) if you have any questions or run into technical difficulties.

Contact information for questions about the FOIPPA, access and privacy:

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