

BC Transit Work Environment Survey 2011

Introduction

BC Stats is conducting the 2011 BC Transit Work Environment Survey on behalf of the crown corporation.

The objective of this survey is to obtain feedback about your experiences as an employee in BC Transit. You will be asked to give your first-hand impressions about your job and workplace experiences. You will also be asked several questions about BC Transit in general.

This survey should take approximately **15 minutes** to complete. Responses are required by **4:30 pm** on **October 14th, 2011**.

If you prefer, you may complete the survey on-line. Please type this link into your web browser:

LINK REMOVED

Then type in your personal and confidential survey password: **EXAMPLE REMOVED**

Protecting Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your responses to this survey. When you submit the survey, your responses are transferred and stored on a server, which can only be accessed by select members of the BC Stats research team who have been sworn in under the *Statistics Act*. In the reports and tables, your replies will be combined with other employee responses and reported as group averages.

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 preserve your identity, we strongly suggest that you avoid personalizing your comments.**

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Definitions Used in the Survey

For your reference, this page presents various definitions used in the survey. You will see these words underlined throughout the questionnaire.

- **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	- religion	- sex
- colour	- marital status	- sexual orientation
- ancestry	- family status	- physical or mental disability
- place of origin	- age	- unrelated criminal conviction
- political belief		
- **Harassment** includes any unwelcome conduct or comment which has a negative impact on you or your work environment.
- **Workplace procedures** refer to a series of steps and decisions that explains or describes how to complete a task or accomplish a result.
- Your **physical work environment** refers to the immediate physical surroundings in which you work.
- Your **organization** refers to BC Transit.
- Your **supervisor** 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 in BC Transit at the executive and director level.

QUESTIONS? If you have any questions about the survey or the confidentiality of your responses, please contact the BC Stats Survey Administration Team.

Phone: 250-387-5978

Email: Work.Environment.Survey@gov.bc.ca

BC Transit Work Environment Survey 2011

MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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 workplace.	1	2	3	4	5		DK	N/A
2	My workplace values diversity .	1	2	3	4	5		DK	N/A
3	My workplace is free from discrimination and harassment .	1	2	3	4	5		DK	N/A
4	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5		DK	N/A
5	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5		DK	N/A
6	I have the opportunities I need to implement new ideas.	1	2	3	4	5		DK	N/A
7	I feel my job is secure.	1	2	3	4	5		DK	N/A
8	In my workplace, the <i>selection</i> of a person for a position is based on merit.	1	2	3	4	5		DK	N/A
9	In my workplace, the process of selecting a person for a position is fair.	1	2	3	4	5		DK	N/A
10	I receive meaningful recognition for work well done.	1	2	3	4	5		DK	N/A
11	In my workplace, recognition is based on performance.	1	2	3	4	5		DK	N/A
12	I am fairly paid for the work I do.	1	2	3	4	5		DK	N/A
13	My benefits meet my (and my family's) needs well.	1	2	3	4	5		DK	N/A
14	My work is meaningful.	1	2	3	4	5		DK	N/A
15	My job is a good fit with my skills and interests.	1	2	3	4	5		DK	N/A
16	My workload is manageable.	1	2	3	4	5		DK	N/A
17	My work-related stress is manageable.	1	2	3	4	5		DK	N/A
18	I am satisfied with my schedule.	1	2	3	4	5		DK	N/A
19	I have support at work to provide a high level of service.	1	2	3	4	5		DK	N/A

20	I have support at work to balance my work and personal life.	1	2	3	4	5	DK	N/A
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MY PHYSICAL ENVIRONMENT AND WORKING CONDITIONS

In this section, you will be asked questions about the physical environment and working conditions of your workplace. Your physical work environment is the immediate physical surroundings in which you work.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your physical environment and working conditions.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
21	My physical work environment is satisfactory.	1	2	3	4	5		DK	N/A
22	My physical work environment is comfortable.	1	2	3	4	5		DK	N/A
23	The electronic tools (e.g., computers, navigation, radio) I have access to help me excel in my job.	1	2	3	4	5		DK	N/A
24	The non-computer based tools (e.g., seating, office or outdoor equipment) I have access to help me excel in my job.	1	2	3	4	5		DK	N/A
25	My tools are regularly maintained and updated to work properly.	1	2	3	4	5		DK	N/A
26	The physical security of my workplace is satisfactory.	1	2	3	4	5		DK	N/A
27	I feel safe at work.	1	2	3	4	5		DK	N/A
28	My workplace procedures adequately handle safety issues.	1	2	3	4	5		DK	N/A
29	I receive adequate training to deal with possible altercations with the public.	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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
30	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A
31	The quality of training and development I have received is satisfactory.	1	2	3	4	5		DK	N/A

MY CO-WORKERS

This section asks about the people you work with in your workplace.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
32	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
33	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
34	I have positive working relationships with my co-workers.	1	2	3	4	5		DK	N/A

MY SUPERVISOR

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 the last 12 months, 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
35	My supervisor provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
36	My supervisor consults me on decisions that affect me.	1	2	3	4	5		DK	N/A
37	My supervisor keeps me informed of things I need to know.	1	2	3	4	5		DK	N/A

MY EXECUTIVE

Your executive refers to senior leadership in BC Transit at the executive and director level including:

- Manuel Achadinha – President & CEO
- Mike Davis – VP & COO
- Michael Kohl – VP & CFO
- Brian Anderson – VP Business Development & CIO

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your executive.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
38	Executives in my organization communicate decisions in a timely manner.	1	2	3	4	5		DK	N/A
39	Executives in my organization provide clear direction for the future.	1	2	3	4	5		DK	N/A

MY ORGANIZATION

Your organization refers to BC Transit.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
40	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
41	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK	N/A

MY EMPLOYMENT WITH BC TRANSIT

The following section asks for your level of agreement with statements focused on your organization.

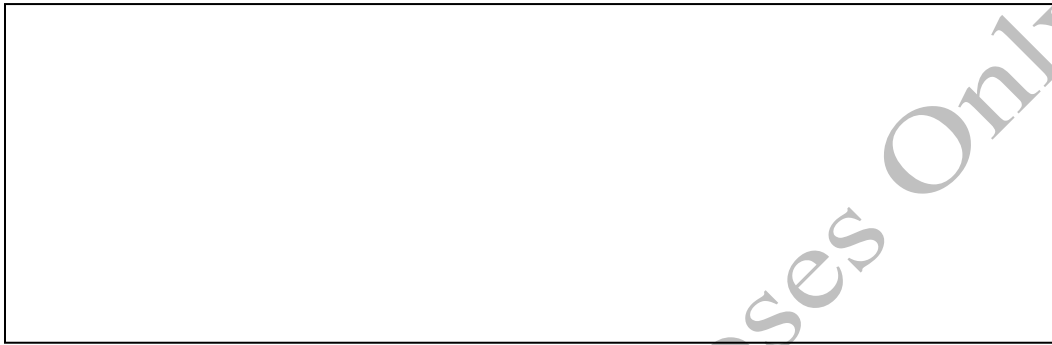
Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
Organization								
42	I am satisfied with my job.	1	2	3	4	5	DK	N/A
43	I am satisfied with my organization.	1	2	3	4	5	DK	N/A
44	Overall, I am satisfied in my work as a BC Transit employee.	1	2	3	4	5	DK	N/A
45	I would prefer to stay with BC Transit, even if offered a similar job elsewhere.	1	2	3	4	5	DK	N/A

OUR COMMENTS

46. What **one thing** would you like your organization to focus on in the next 12 months 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.***



Informational Purposes Only

DEMOGRAPHIC INFORMATION

The final section of the survey contains one demographic question. The information you provide will be used only for statistical analysis and reported as aggregate percentages. The data will in no way be linked with your personnel file or be used to make any individual personnel decisions. 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, such as employment equity. All provisions of the *BC Freedom of Information and Protection of Privacy Act* apply.

47. Please indicate your gender

- ☐ Male
- ☐ Female
- ☐ Trans-gendered or Trans-sexual
- ☐ Prefer not to answer

Thank you for completing the 2011 Work Environment survey!

Informational Purposes Only

BC Transit Work Environment Survey 2011

Welcome to the 2011 BC Transit Work Environment Survey!

BC Stats is conducting the 2011 BC Transit Work Environment Survey on behalf of the crown corporation. The objective of this survey is to obtain feedback about your experiences as an employee in BC Transit. You will be asked to give your first-hand impressions about your job and workplace experiences. You will also be asked several questions about BC Transit in general.

This survey should take approximately **15 minutes** to complete. Responses are required by **4:30 pm** on **October 14th, 2011**.

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- If you wish to review your answers, use your web browser's BACK and FORWARD buttons.
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4	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5	DK	N/A
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15	My job is a good fit with my skills and interests.	1	2	3	4	5	DK	N/A
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18	I am satisfied with my schedule.	1	2	3	4	5	DK	N/A
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23	The electronic tools (e.g., computers, navigation, radio) I have access to help me excel in my job.	1	2	3	4	5		DK	N/A
24	The non-computer based tools (e.g., seating, office or outdoor equipment) I have access to help me excel in my job.	1	2	3	4	5		DK	N/A
25	My tools are regularly maintained and updated to work properly.	1	2	3	4	5		DK	N/A
26	The physical security of my workplace is satisfactory.	1	2	3	4	5		DK	N/A
27	I feel safe at work.	1	2	3	4	5		DK	N/A
28	My workplace procedures adequately handle safety issues.	1	2	3	4	5		DK	N/A
29	I receive adequate training to deal with possible altercations with the public.	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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

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34	I have positive working relationships with my co-workers.	1	2	3	4	5		DK	N/A

MY SUPERVISOR

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 the last 12 months, 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
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MY EXECUTIVE

Your executive refers to senior leadership in BC Transit at the executive and director level including:

- Manuel Achadinha – President & CEO
- Mike Davis – VP & COO
- Michael Kohl – VP & CFO
- Brian Anderson – VP Business Development & CIO
- Debbie Nussbaum - VP Human Resources
- Aaron Lamb – Executive Director, Asset Management
- Tom Day – Director, Partnership Development & Corporate Strategy

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your executive.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
38	<u>Executives</u> in my <u>organization</u> communicate decisions in a timely manner.	1	2	3	4	5		DK	N/A

39	Executives in my organization provide clear direction for the future.	1	2	3	4	5	DK	N/A
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MY ORGANIZATION

Your organization refers to BC Transit.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
40	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
41	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK	N/A

MY EMPLOYMENT WITH BC TRANSIT

The following section asks for your level of agreement with statements focused on your organization.

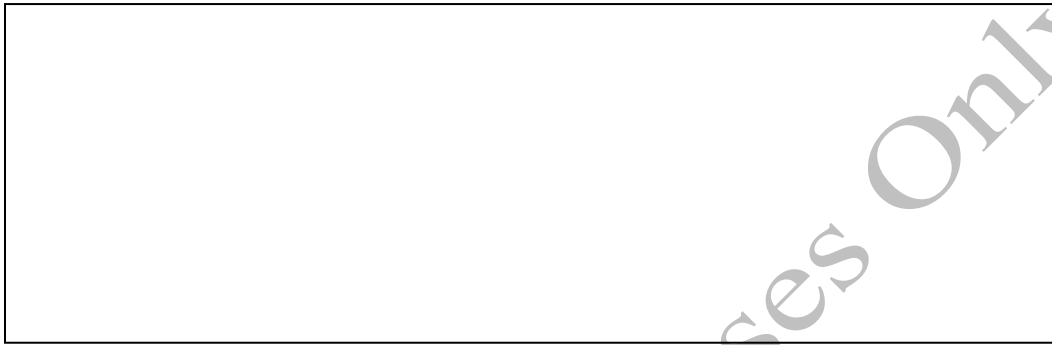
Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
Organization								
42	I am satisfied with my job.	1	2	3	4	5	DK	N/A
43	I am satisfied with my organization.	1	2	3	4	5	DK	N/A
44	Overall, I am satisfied in my work as a BC Transit employee.	1	2	3	4	5	DK	N/A
45	I would prefer to stay with BC Transit, even if offered a similar job elsewhere.	1	2	3	4	5	DK	N/A

OUR COMMENTS

46. What **one thing** would you like your organization to focus on in the next 12 months to improve your work environment?

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47. Please indicate your gender

- ☐ Male
- ☐ Female
- ☐ Trans-gendered or Trans-sexual
- ☐ Prefer not to answer

Thank you for your participation in the 2011 BC Transit Work Environment Survey!

Liquor Distribution Branch Work Environment Survey 2011

Introduction

BC Stats is conducting the 2011 Liquor Distribution Branch Work Environment Survey on behalf of the Liquor Distribution Branch. The objective of this survey is to obtain feedback about your experiences as an employee in the Liquor Distribution Branch. You will be asked to give your first-hand impressions about your job, workplace experiences and the Liquor Distribution Branch in general.

This survey should take approximately 15 to 20 minutes to complete. Responses are required by 4:30 pm on Friday, May 13th, 2011.

Please navigate via the NEXT button.

- If you wish to review your answers, use your web browser's BACK and FORWARD buttons.
- If you wish to go back to change an answer, please note that in doing so, all completed responses from that point forward will clear and need to be re-entered.

Protecting Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your survey responses. When you submit the survey, your responses are transferred to and stored on a secure server, which can only be accessed by select members of the BC Stats research team who have been sworn under the Statistics Act. Your responses are then stored in a database file separate from the demographic information. In the reports and tables, your responses are combined with other employee responses and reported as group averages and percentages.

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 preserve your identity, we strongly suggest that you avoid personalizing your comments.**

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Definitions Used in the Survey

For your reference, this page presents various definitions used in the survey. You will see these words underlined throughout the questionnaire.

- Your **work unit** refers to your store, distribution centre or department.
- **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	- religion	- sex
- colour	- marital status	- sexual orientation
- ancestry	- family status	- physical or mental disability
- place of origin	- age	- unrelated criminal conviction
- political belief		
- **Harassment** includes any unwelcome conduct or comment which has a negative impact on you or your work environment.
- **Workplace procedures** refer to a series of steps and decisions that explains or describes how to complete a task or accomplish a result.
- Your **workplace** refers to the immediate physical surroundings in which you work. Your workplace may have one or more work units.
- Your **organization** refers to the Liquor Distribution Branch.
- **“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 in the LDB at the executive and director level including: General Manager, Executive Directors and Directors (store operations, distribution, real estate, purchasing, marketing, WCC, HR, Finance, IS, etc.)

QUESTIONS?

If you have any questions about the survey or the confidentiality of your responses, please contact the BC Stats Survey Administrator.

Phone: 250.952.0362

Email: BCStats.SurveyMail2@gov.bc.ca

MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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 .	1	2	3	4	5		DK	N/A
3	My work unit is free from discrimination and harassment .	1	2	3	4	5		DK	N/A
4	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5		DK	N/A
5	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5		DK	N/A
6	Innovation is valued in my work.	1	2	3	4	5		DK	N/A
7	I am encouraged to be innovative in my work.	1	2	3	4	5		DK	N/A
8	I have the opportunities I need to implement new ideas.	1	2	3	4	5		DK	N/A
9	I am inspired to give my very best.	1	2	3	4	5		DK	N/A
10	My work unit is well supported during times of change.	1	2	3	4	5		DK	N/A
11	Employees are held accountable in my work unit.	1	2	3	4	5		DK	N/A
12	I feel my job is secure.	1	2	3	4	5		DK	N/A
13	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
14	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
15	I receive meaningful recognition for work well done.	1	2	3	4	5		DK	N/A
16	In my work unit, recognition is based on performance.	1	2	3	4	5		DK	N/A
17	I am fairly paid for the work I do.	1	2	3	4	5		DK	N/A
18	My benefits meet my (and my family's) needs well.	1	2	3	4	5		DK	N/A
19	My pay is competitive with similar jobs in the region.	1	2	3	4	5		DK	N/A
20	My work is meaningful.	1	2	3	4	5		DK	N/A

21	My job is a good fit with my skills and interests.	1	2	3	4	5	DK	N/A
22	I am proud of the work I do.	1	2	3	4	5	DK	N/A
23	My workplace procedures allow me to use my time as effectively as possible.	1	2	3	4	5	DK	N/A
24	I regularly participate in activities that are not necessarily expected of me, to help my organization succeed.	1	2	3	4	5	DK	N/A
25	I contribute to building higher levels of customer service.	1	2	3	4	5	DK	N/A
26	I have support at work to provide a high level of service.	1	2	3	4	5	DK	N/A
27	The work I do provides good value for the organization's users/stakeholders.	1	2	3	4	5	DK	N/A
28	Work is fairly distributed 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 job provides me with the right amount of challenge.	1	2	3	4	5	DK	N/A

MY PHYSICAL ENVIRONMENT AND RESOURCES

In this section, you will be asked questions about the physical environment and resources of your workplace. Your workplace is the immediate physical surroundings in which you work. Your workplace may have one or more work units.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your physical environment and resources.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
32	My physical work environment is satisfactory.	1	2	3	4	5	DK	N/A	
33	The physical security of my workplace is satisfactory.	1	2	3	4	5	DK	N/A	
34	I have the tools (i.e., technology, equipment, etc.) I need to do my job well.	1	2	3	4	5	DK	N/A	
35	I have the information I need to do my job well.	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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
36	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A
37	The quality of training and development I have received is satisfactory.	1	2	3	4	5		DK	N/A
38	I have adequate opportunities to develop my skills.	1	2	3	4	5		DK	N/A
39	I have opportunities for career growth within the Liquor Distribution Branch.	1	2	3	4	5		DK	N/A
40	I receive the <i>amount</i> of feedback and support I need from the person I report to .	1	2	3	4	5		DK	N/A
41	I receive the <i>quality</i> of feedback and support I need from the person I report to.	1	2	3	4	5		DK	N/A
42	My performance review helps me achieve my work-related goals.	1	2	3	4	5		DK	N/A
43	My performance review supports my work-related development 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 your store, distribution centre or department.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
44	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
45	My ideas are respected by others in my work unit .	1	2	3	4	5		DK	N/A
46	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
47	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 the last 12 months, 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
48	The person I report to provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
49	The person I report to consults me on decisions that affect me.	1	2	3	4	5		DK	N/A
50	The person I report to keeps me informed of things I need to know.	1	2	3	4	5		DK	N/A
51	The person I report to is an effective manager.	1	2	3	4	5		DK	N/A
52	The person I report to maintains high standards of honesty and integrity.	1	2	3	4	5		DK	N/A
53	I am satisfied with the quality of supervision I receive.	1	2	3	4	5		DK	N/A

MY EXECUTIVE

Your executive refers to the senior leadership in the LDB at the executive and director levels including: General Manager, Executive Directors and Directors (store operations, distribution, real estate, purchasing, marketing, WCC, HR, Finance, IS, etc.).

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your executive.

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

MY ORGANIZATION

Your organization refers to the Liquor Distribution Branch.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
59	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
60	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK N/A
61	I know how my work contributes to the achievement of my organization's goals.	1	2	3	4	5	DK N/A

MY EMPLOYMENT WITH THE LIQUOR DISTRIBUTION BRANCH

The following section asks for your level of agreement with statements focused on two distinct levels: your work unit and your organization.

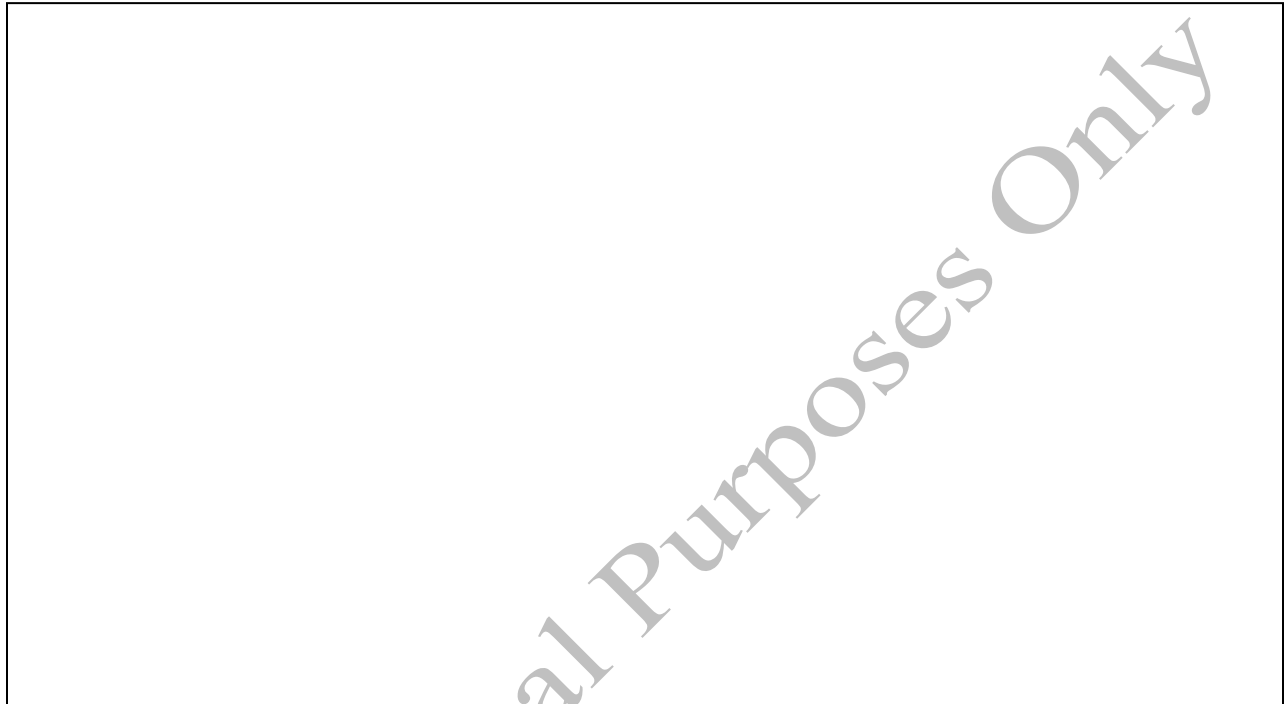
Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
Work Unit							
62	I am satisfied with my job.	1	2	3	4	5	DK N/A
63	I am satisfied with my work unit .	1	2	3	4	5	DK N/A
64	I would prefer to remain with my work unit even if a comparable job was available elsewhere in the Liquor Distribution Branch.	1	2	3	4	5	DK N/A
Organization							
65	I am satisfied with my organization .	1	2	3	4	5	DK N/A
66	I am proud to work for my organization.	1	2	3	4	5	DK N/A
67	I would prefer to stay with the Liquor Distribution Branch, even if offered a similar job elsewhere.	1	2	3	4	5	DK N/A
68	I would recommend the Liquor Distribution Branch as a great place to work.	1	2	3	4	5	DK N/A

YOUR COMMENTS

69. What **one thing** would you like your organization to focus on in the next 12 months 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.***



70. Please choose up to **2 themes** your comment best fits into. (This will ensure accuracy in our interpretation and analysis. This list is based on the thousands of responses collected over the past few years).

- ☐ Career and Professional Development
- ☐ Recognition and Empowerment
- ☐ Engagement and Workplace Culture
- ☐ Compensation and Benefits
- ☐ Physical Environment, Tools and Equipment
- ☐ Hiring, Promotion and Retention
- ☐ Stress and Workload
- ☐ Supervisors
- ☐ Executives
- ☐ Vision, Mission and Goals of the Organization

WORKPLACE IMPROVEMENTS

		Strongly Disagree		Strongly Agree		Don't Know	Not Applicable
71	Last year's Work Environment Survey results led to improvements in my current workplace.	1 Go to Q72	2 Go to Q72	3 Go to Q72	4 Go to Q72	5 Go to Q72	DK Go to Q72 N/A Go to Q72

72. 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.***

Informational Purposes Only

Thank you for your participation in the 2011 Liquor Distribution Branch Work Environment Survey!

Liquor Distribution Branch Work Environment Survey 2011

Introduction

BC Stats is conducting the 2011 Liquor Distribution Branch Work Environment Survey on behalf of the Liquor Distribution Branch.

The objective of this survey is to obtain feedback about your experiences as an employee in the Liquor Distribution Branch. You will be asked to give your first-hand impressions about your job and workplace experiences. You will also be asked several questions about the Liquor Distribution Branch in general.

This survey should take approximately **15 to 20 minutes** to complete. Responses are required by **4:30 pm** on **May 13th, 2011**.

If you prefer, you may complete the survey on-line. Please type this link into your web browser:

LINK REMOVED

Then type in your personal and confidential survey password: **EXAMPLE REMOVED**

Protecting Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your responses to this survey. When you submit the survey, your responses are transferred and stored on a server, which can only be accessed by select members of the BC Stats research team who have been sworn in under the *Statistics Act*. In the reports and tables, your replies will be combined with other employee responses and reported as group averages.

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 preserve your identity, we strongly suggest that you avoid personalizing your comments.**

CONFIDENTIALITY: Responses to this questionnaire will be kept confidential by BC Stats. Under Section 9 of the *Statistics Act*, BC Stats cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 of the *Statistics Act* applies despite the provisions of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* other than [Section 44\(1\)\(b\)\(2\)\(2.1\) and \(3\)](#) of the *FOIPPA*.

Definitions Used in the Survey

For your reference, this page presents various definitions used in the survey. You will see these words underlined throughout the questionnaire.

- Your **work unit** refers to your store, distribution centre or department.
- **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	- religion	- sex
- colour	- marital status	- sexual orientation
- ancestry	- family status	- physical or mental disability
- place of origin	- age	- unrelated criminal conviction
- political belief		
- **Harassment** includes any unwelcome conduct or comment which has a negative impact on you or your work environment.
- **Workplace procedures** refer to a series of steps and decisions that explains or describes how to complete a task or accomplish a result.
- Your **workplace** refers to the immediate physical surroundings in which you work. Your workplace may have one or more work units.
- Your **organization** refers to the Liquor Distribution Branch.
- **“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 in the LDB at the executive and director level including: General Manager, Executive Directors and Directors (store operations, distribution, real estate, purchasing, marketing, WCC, HR, Finance, IS, etc.)

QUESTIONS?

If you have any questions about the survey or the confidentiality of your responses, please contact the BC Stats Survey Administrator.

Phone: 250.952.0362

Email: BCStats.SurveyMail2@gov.bc.ca

Liquor Distribution Branch Work Environment Survey 2011

Definitions Used in the Survey

For your reference, this page presents various definitions used in the survey. You will see these words underlined throughout the questionnaire.

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MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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 .	1	2	3	4	5		DK	N/A
3	My work unit is free from discrimination and harassment .	1	2	3	4	5		DK	N/A
4	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5		DK	N/A
5	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5		DK	N/A
6	Innovation is valued in my work.	1	2	3	4	5		DK	N/A
7	I am encouraged to be innovative in my work.	1	2	3	4	5		DK	N/A
8	I have the opportunities I need to implement new ideas.	1	2	3	4	5		DK	N/A
9	I am inspired to give my very best.	1	2	3	4	5		DK	N/A
10	My work unit is well supported during times of change.	1	2	3	4	5		DK	N/A
11	Employees are held accountable in my work unit.	1	2	3	4	5		DK	N/A
12	I feel my job is secure.	1	2	3	4	5		DK	N/A
13	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
14	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
15	I receive meaningful recognition for work well done.	1	2	3	4	5		DK	N/A
16	In my work unit, recognition is based on performance.	1	2	3	4	5		DK	N/A
17	I am fairly paid for the work I do.	1	2	3	4	5		DK	N/A
18	My benefits meet my (and my family's) needs well.	1	2	3	4	5		DK	N/A
19	My pay is competitive with similar jobs in the region.	1	2	3	4	5		DK	N/A
20	My work is meaningful.	1	2	3	4	5		DK	N/A

21	My job is a good fit with my skills and interests.	1	2	3	4	5	DK	N/A
22	I am proud of the work I do.	1	2	3	4	5	DK	N/A
23	My workplace procedures allow me to use my time as effectively as possible.	1	2	3	4	5	DK	N/A
24	I regularly participate in activities that are not necessarily expected of me, to help my organization succeed.	1	2	3	4	5	DK	N/A
25	I contribute to building higher levels of customer service.	1	2	3	4	5	DK	N/A
26	I have support at work to provide a high level of service.	1	2	3	4	5	DK	N/A
27	The work I do provides good value for the organization's users/stakeholders.	1	2	3	4	5	DK	N/A
28	Work is fairly distributed 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 job provides me with the right amount of challenge.	1	2	3	4	5	DK	N/A

MY PHYSICAL ENVIRONMENT AND RESOURCES

In this section, you will be asked questions about the physical environment and resources of your workplace. Your workplace is the immediate physical surroundings in which you work. Your workplace may have one or more work units.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your physical environment and resources.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
32	My physical work environment is satisfactory.	1	2	3	4	5	DK	N/A	
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34	I have the tools (i.e., technology, equipment, etc.) I need to do my job well.	1	2	3	4	5	DK	N/A	
35	I have the information I need to do my job well.	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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
36	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A
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38	I have adequate opportunities to develop my skills.	1	2	3	4	5		DK	N/A
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40	I receive the <i>amount</i> of feedback and support I need from the person I report to .	1	2	3	4	5		DK	N/A
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42	My performance review helps me achieve my work-related goals.	1	2	3	4	5		DK	N/A
43	My performance review supports my work-related development 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 your store, distribution centre or department.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
44	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
45	My ideas are respected by others in my work unit .	1	2	3	4	5		DK	N/A
46	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
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"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 the last 12 months, 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
48	The person I report to provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
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53	I am satisfied with the quality of supervision I receive.	1	2	3	4	5		DK	N/A

MY EXECUTIVE

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Thinking of the last 12 months, please indicate your level of agreement with the following statements about your executive.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
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MY ORGANIZATION

Your organization refers to the Liquor Distribution Branch.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
59	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
60	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK N/A
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MY EMPLOYMENT WITH THE LIQUOR DISTRIBUTION BRANCH

The following section asks for your level of agreement with statements focused on two distinct levels: your work unit and your organization.

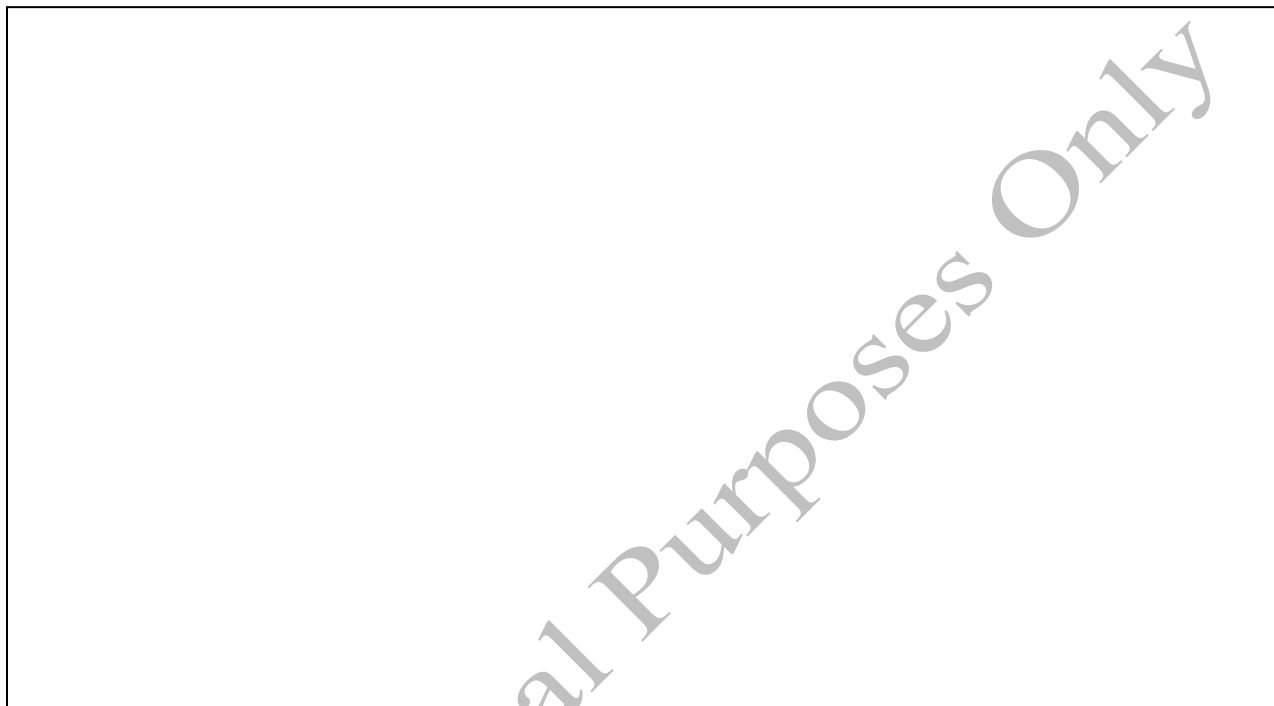
Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
Work Unit							
62	I am satisfied with my job.	1	2	3	4	5	DK N/A
63	I am satisfied with my work unit .	1	2	3	4	5	DK N/A
64	I would prefer to remain with my work unit even if a comparable job was available elsewhere in the Liquor Distribution Branch.	1	2	3	4	5	DK N/A
Organization							
65	I am satisfied with my organization .	1	2	3	4	5	DK N/A
66	I am proud to work for my organization.	1	2	3	4	5	DK N/A
67	I would prefer to stay with the Liquor Distribution Branch, even if offered a similar job elsewhere.	1	2	3	4	5	DK N/A
68	I would recommend the Liquor Distribution Branch as a great place to work.	1	2	3	4	5	DK N/A

YOUR COMMENTS

69. What **one thing** would you like your organization to focus on in the next 12 months 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.***



70. Please choose up to **2 themes** your comment best fits into. (This will ensure accuracy in our interpretation and analysis. This list is based on the thousands of responses collected over the past few years).

- ☐ Career and Professional Development
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- ☐ Physical Environment, Tools and Equipment
- ☐ Hiring, Promotion and Retention
- ☐ Stress and Workload
- ☐ Supervisors
- ☐ Executives
- ☐ Vision, Mission and Goals of the Organization

WORKPLACE IMPROVEMENTS

		Strongly Disagree		Strongly Agree		Don't Know	Not Applicable	
71	Last year's Work Environment Survey results led to improvements in my current workplace.	1 Go to Q72	2 Go to Q72	3 Go to Q72	4 Go to Q72	5 Go to Q72	DK Go to Q72	N/A Go to Q72

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

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Informational Purposes Only

Thank you for completing this survey!

2012 Pacific Carbon Trust Work Environment Survey

BC Stats is conducting the 2012 Pacific Carbon Trust Work Environment Survey on behalf of Pacific Carbon Trust. The objective of this survey is to obtain feedback about your experiences as an employee with Pacific Carbon Trust. You will be asked to give your first-hand impressions about your job and workplace experiences.

This survey should take approximately 15 minutes to complete. Responses are required by 4:30 pm on Friday, May 4th, 2012.

- Please navigate via the Next button.
- If you wish to review your answers, use your web browser's Back and Next buttons.
- If you wish to go back to change an answer, please note that in doing so, all completed responses from that point forward may clear and need to be re-entered.
- If you go in and out of the survey, it will bookmark where you have left last off.

Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your survey responses. When you submit the survey, your responses are transferred to and stored on a secure server, which can only be accessed by select members of the BC Stats research team who have been sworn under the [Statistics Act](#). In the reports and tables, your responses are combined with other employee responses and reported as group averages and percentages.

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[If you have any questions or run into technical difficulties, please consult the FAQ](#)

MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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 .	1	2	3	4	5		DK	N/A
3	My work unit is free from discrimination and harassment .	1	2	3	4	5		DK	N/A
4	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5		DK	N/A
5	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5		DK	N/A
6	I have the opportunities I need to implement new ideas.	1	2	3	4	5		DK	N/A
7	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
8	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
9	I receive meaningful recognition for work well done.	1	2	3	4	5		DK	N/A
10	In my work unit, recognition is based on performance.	1	2	3	4	5		DK	N/A
11	I am fairly paid for the work I do.	1	2	3	4	5		DK	N/A
12	My benefits meet my (and my family's) needs well.	1	2	3	4	5		DK	N/A
13	My workload is manageable.	1	2	3	4	5		DK	N/A
14	My work-related stress is manageable.	1	2	3	4	5		DK	N/A

MY PHYSICAL ENVIRONMENT, RESOURCES, DEVELOPMENT AND PERFORMANCE

In this section, you will be asked questions about the current physical environment and resources of your workplace. Your workplace is the immediate physical surroundings in which you work. Your workplace may have one or more work units.

Thinking of the last 12 months, 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
15	My physical work environment is satisfactory.	1	2	3	4	5		DK	N/A
16	I have the tools I need to do my job well.	1	2	3	4	5		DK	N/A
17	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A
18	The quality of training and development I have received is satisfactory.	1	2	3	4	5		DK	N/A
19	I have adequate opportunities to develop my skills.	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 refers to the team you work most closely with, including your immediate supervisor (which could be the Managing Director or CEO).

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
20	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
21	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
22	I have positive working relationships with my co-workers.	1	2	3	4	5		DK	N/A

MY SUPERVISOR AND EXECUTIVES

- "The person I report to" refers to your immediate supervisor. If you report to more than one supervisor, please answer the question thinking about the person who oversees most of your work.
- Your executive refers to the Managing Directors and CEO.

Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
23	The person I report to provides clear expectations regarding my work.	1	2	3	4	5	DK N/A
24	The person I report to consults me on decisions that affect me.	1	2	3	4	5	DK N/A
25	The person I report to keeps me informed of things I need to know.	1	2	3	4	5	DK N/A
26	Executives in my organization communicate decisions in a timely manner.	1	2	3	4	5	DK N/A
27	Executives in my organization provide clear direction for the future.	1	2	3	4	5	DK N/A

MY ORGANIZATION

Your organization refers to PCT.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
28	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
29	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK N/A
30	I am satisfied with my job.	1	2	3	4	5	DK N/A
31	I am satisfied with my organization.	1	2	3	4	5	DK N/A
32	I am proud to work for my organization.	1	2	3	4	5	DK N/A
33	I would prefer to stay with Pacific Carbon Trust, even if offered a similar job elsewhere.	1	2	3	4	5	DK N/A

Thank you for your participation in the 2012 Pacific Carbon Trust Work Environment Survey.

Questions?

If you have any questions about the survey or the confidentiality of your responses, please contact the BC Stats Survey Administration Team:

Contact name: Kaylie Ingram
 Phone: (250) 387-5545
 Email: Work.Environment.Survey@gov.bc.ca

Please click the **Submit** button to complete your survey.

Informational Purposes Only

BC Assessment Work Environment Survey 2011

INTRODUCTION

BC Stats is conducting the 2011 BC Assessment Employee Engagement Survey on behalf of BC Assessment. The objective of this survey is to obtain feedback about your experiences as an employee of BC Assessment. You will be asked to give your first-hand impressions about your job and workplace experiences. You will also be asked several questions about BC Assessment in general.

This survey should take approximately **15 - 20 minutes** to complete. Responses are required by **4:30 pm on Friday, December 16, 2011**.

Please navigate via the NEXT button.

- If you wish to review your answers, use your web browser's BACK and FORWARD buttons.
- If you wish to go back to change an answer, please note that in doing so, all completed responses from that point forward will clear and need to be re-entered.

Protecting Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your survey responses. When you submit the survey, your responses are transferred to and stored on a secure server, which can only be accessed by select members of the BC Stats research team who have been sworn under the *Statistics Act*. Your responses are then stored in a database file separate from the demographic information. In the reports and tables, your responses are combined with other employee responses and reported as group averages and percentages. If you provide a comment on the survey, BC Stats will make every effort to remove any information that could potentially identify a respondent. **To help us protect your identity, we strongly recommend that you avoid personalizing your comments.**

CONFIDENTIALITY: Responses to this questionnaire will be kept confidential by BC Stats. Under Section 9 of the Statistics Act, BC Stats cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 of the Statistics Act applies despite the provisions of the Freedom of Information and Protection of Privacy Act (FOIPPA) other than *Section 44(1)(b)(2)(2.1) and (3) of the FOIPPA*.

Please consult the *Frequently Asked Questions* for help, or click [here](#) to send an email to BC Stats if you run into technical difficulties.

DEFINITIONS USED IN THE SURVEY

For your reference, this page presents various definitions used in the survey. You will see these words underlined throughout the questionnaire.

- Your **work unit** refers to your office (if you work in the field office) or your department (if you work in head office).
 - **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
 - physical or mental disability
 - unrelated criminal conviction
 - **Harassment** includes any unwelcome conduct or comment which has a negative impact on you or your work environment based on the grounds listed above.
 - **Workplace procedures** refer to a series of steps and decisions that explains or describes how to complete a task or accomplish a result.
 - Your **organization** refers to BC Assessment.
 - **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 the CEO and Vice Presidents.
-

MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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.	1	2	3	4	5	DK	N/A
3	My work unit is free from discrimination and harassment .	1	2	3	4	5	DK	N/A
4	I have adequate opportunities to candidly express ideas.	1	2	3	4	5	DK	N/A
5	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5	DK	N/A
6	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5	DK	N/A
7	Innovation is valued in my work.	1	2	3	4	5	DK	N/A
8	I am encouraged to be innovative in my work.	1	2	3	4	5	DK	N/A
9	I have the opportunities I need to implement new ideas.	1	2	3	4	5	DK	N/A
10	I am inspired to give my very best.	1	2	3	4	5	DK	N/A
11	My work unit is well supported during times of change.	1	2	3	4	5	DK	N/A
12	Employees are held accountable in my work unit.	1	2	3	4	5	DK	N/A
13	I feel my job is secure.	1	2	3	4	5	DK	N/A
14	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
15	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
16	I am appreciated for the contribution I make to my organization.	1	2	3	4	5	DK	N/A
17	I receive meaningful recognition for work well done.	1	2	3	4	5	DK	N/A
18	In my work unit, recognition is based on performance.	1	2	3	4	5	DK	N/A
19	I am fairly paid for the work I do.	1	2	3	4	5	DK	N/A

20	My benefits meet my (and my family's) needs well.	1	2	3	4	5	DK	N/A
21	My work is meaningful.	1	2	3	4	5	DK	N/A
22	My job is a good fit with my skills and interests.	1	2	3	4	5	DK	N/A
23	I am proud of the work I do.	1	2	3	4	5	DK	N/A
24	My workplace procedures allow me to use my time as effectively as possible.	1	2	3	4	5	DK	N/A
25	The work I do gives citizens good value for their tax dollars.	1	2	3	4	5	DK	N/A
26	Work is distributed fairly in my work unit .	1	2	3	4	5	DK	N/A
27	My workload is manageable.	1	2	3	4	5	DK	N/A
28	My work-related stress is manageable.	1	2	3	4	5	DK	N/A
29	My job provides me with the right amount of challenge.	1	2	3	4	5	DK	N/A
30	I have support at work to provide a high level of service.	1	2	3	4	5	DK	N/A
31	I have support at work to balance my work and personal life.	1	2	3	4	5	DK	N/A

MY TOOLS AND TECHNOLOGY

In this section, you will be asked questions about the physical environment and resources of your workplace. Your workplace may have one or more work units.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your physical environment and resources.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
32	My physical work environment is satisfactory.	1	2	3	4	5	DK	N/A	
33	The physical security of my workplace is satisfactory.	1	2	3	4	5	DK	N/A	
34	I have access to the latest technology that helps me do my job better.	1	2	3	4	5	DK	N/A	
35	ValueBC is a useful tool for the work I do.	1	2	3	4	5	DK	N/A	
36	I have the information I need to do my job well.	1	2	3	4	5	DK	N/A	
37	The computer based tools I have access to (e.g., hardware, software), help me excel in my job.	1	2	3	4	5	DK	N/A	
38	The non-computer based tools I have access	1	2	3	4	5	DK	N/A	

	to (e.g., office), help me excel in my job.	
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MY DEVELOPMENT AND PERFORMANCE

This section asks about your development or 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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
39	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A
40	The quality of training and development I have received is satisfactory.	1	2	3	4	5		DK	N/A
41	I have adequate opportunities to develop my skills.	1	2	3	4	5		DK	N/A
42	I have opportunities for career growth within BC Assessment.	1	2	3	4	5		DK	N/A
43	My performance review helps me achieve my work goals.	1	2	3	4	5		DK	N/A
44	I receive the <i>amount</i> of feedback and support I need from the person I report to.								
45	I receive the <i>quality</i> of feedback and support I need from the person I report to.								

MY CO-WORKERS

This section asks about the people you work with in your work unit. Your work unit refers to your office (if you work in the field office) or your department (if you work in head office).

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
46	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
47	My ideas are respected by others in my work unit .	1	2	3	4	5		DK	N/A
48	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
49	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 the last 12 months, 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
50	The person I report to listens to my suggestions and ideas for improvement.	1	2	3	4	5		DK	N/A
51	The person I report to provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
52	The person I report to consults me on decisions that affect me.	1	2	3	4	5		DK	N/A
53	The person I report to keeps me informed of things I need to know.	1	2	3	4	5		DK	N/A
54	The person I report to is an effective leader.	1	2	3	4	5		DK	N/A
55	The person I report to maintains high standards of honesty and integrity.	1	2	3	4	5		DK	N/A
56	I am satisfied with the quality of supervision I receive.	1	2	3	4	5		DK	N/A

MY EXECUTIVE

Your **executive** refers to the CEO and Vice Presidents.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your executive.

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

MY ORGANIZATION

Your organization refers to BC Assessment.

Thinking of the last 12 months, please indicate your level of agreement with the following aspects of your organization.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
63	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
64	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK	N/A
65	I know how my work contributes to the achievement of my organization's goals.	1	2	3	4	5	DK	N/A
66	I always go the extra mile in my work to help achieve my organization's goals.	1	2	3	4	5	DK	N/A
67	I always have a strong sense of belonging to BC Assessment.	1	2	3	4	5	DK	N/A

MY EMPLOYMENT WITH BC ASSESSMENT

The following section asks for your level of agreement with statements focused on two distinct levels: your work unit and your organization.

Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
Work Unit								
68	I am satisfied with my job.	1	2	3	4	5	DK	N/A
69	I am satisfied with my work unit .	1	2	3	4	5	DK	N/A
70	I would prefer to remain with my work unit even if a comparable job was available elsewhere in BC Assessment.	1	2	3	4	5	DK	N/A
Organization								
71	I am satisfied with my organization .	1	2	3	4	5	DK	N/A
72	I am proud to work for my organization.	1	2	3	4	5	DK	N/A
73	I would prefer to stay with BC Assessment, even if offered a similar job elsewhere.	1	2	3	4	5	DK	N/A
74	Overall, I am satisfied in my work as a BC Assessment employee.							
75	I would recommend the BC Assessment as a great place to work.	1	2	3	4	5	DK	N/A

ANNUAL SURVEY RESULTS

		Strongly Disagree			Strongly Agree		Don't Know	Not Applicable
76	Last year's Employee Engagement Survey results led to improvements in my current workplace.	1	2	3	4	5	DK	N/A

YOUR COMMENTS

78. What **one thing** would you like your organization to focus on in the next 12 months 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.***

79. Please choose up to **2 themes** your comment best fits into (this is meant to refine comment analysis and to prevent any misinterpretation).

- ☐ Compensation and Benefits
- ☐ Empowerment and Engagement
- ☐ Physical Environment and Resources
- ☐ Career and Professional Development
- ☐ Professional and Respectful Environment
- ☐ Staffing Practices
- ☐ Stress and Workload
- ☐ Supervisors and Managers
- ☐ Executives
- ☐ Vision, Mission and Goals of the Organization

Your contribution is much appreciated! Thank you for your participation in the 2011 BC Assessment Employee Engagement Survey.

Questions?

If you have any questions about the survey, please contact the BC Stats Survey Administrator:

By phone: (250) 387-5978

By email: Work.Environment.Survey@gov.bc.ca

Please click the Submit button to complete your survey.

Informational Purposes Only

Work Environment Survey 2011

WELCOME!

BC Stats is conducting the 2011 Work Environment Survey on behalf of HealthLink BC.

The objective of this survey is to obtain feedback about your experiences as a nurse in HealthLink BC. You will be asked to give your first-hand impressions about your job and workplace experiences. You will also be asked questions about your work unit, HealthLink BC, and the Ministry of Health as a whole and a few demographic questions.

This survey should take approximately 15 minutes to complete. Responses are required by 4:30 pm on Friday, May 13, 2011.

Please navigate via the NEXT button.

- If you wish to review your answers, use your web browser's BACK and FORWARD buttons.
- If you wish to go back to change an answer, please note that in doing so, all completed responses from that point forward will clear and need to be re-entered.

Protecting Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your survey responses. When you submit the survey, your responses are transferred to and stored on a secure server, which can only be accessed by select members of the BC Stats research team who have been sworn in under the *Statistics Act*. Your responses are then stored in a database file separate from the demographic information. In the reports and tables, your responses are combined with other employee responses and reported as group averages and percentages.

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

CONFIDENTIALITY: Responses to this questionnaire will be kept confidential by BC Stats. Under Section 9 of the *Statistics Act*, BC Stats cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 of the *Statistics Act* applies despite the provisions of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* other than [Section 44\(1\)\(b\)\(2\)\(2.1\) and \(3\)](#) of the *FOIPPA*.

DEFINITIONS IN THE SURVEY

For your reference, this page presents definitions for words used in the survey. You will see these words in blue and underlined throughout the questionnaire and you may click them to see the definition again.

- 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	- religion	- sex
- colour	- marital status	- sexual orientation
- ancestry	- family status	- physical or mental disability
- place of origin	- age	- unrelated criminal conviction
- political belief		
 - **Harassment** includes any unwelcome conduct or comment which has a negative impact on you or your work environment.
 - **Workplace procedures** refer to a series of steps and decisions that explains or describes how to complete a task or accomplish a result.
 - Your **organization** refers to the Ministry of Health.
 - The **EPDP** (Employee Performance and Development Plan) refers to your plan, the tool, and the conversations you have with your supervisor about your plan.
 - **“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 the senior leadership in headquarters including the Deputy Minister, Assistant Deputy Ministers, Executive Directors, and other members of the Executive Committee.
-
- **Disability** For the purposes of this survey, a person with a disability is someone who has a persistent physical, mental, psychiatric, learning or sensory impairment and as a result experiences specific and serious barriers to employment; or believes that a potential employer would likely consider them to be disadvantaged; or requires work-related accommodation. Disabilities that are not discernible, and that require no workplace accommodation, are not included in this definition of persons with disabilities.
 - **Visible Minority** The Employment Equity Act defines visible minorities as 'persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour'. Examples of visible minority are: Chinese, Japanese, Korean, Filipino, South Asian (e.g. East Indian, Pakistani, Punjabi, Sri Lankan), South-East Asian (e.g. Cambodian, Malaysian, Laotian, Vietnamese), Arab, West Asian (e.g. Iranian, Afghan), Black, Latin American, person of mixed origin (with one parent in one of the visible minority groups listed above), other visible minority group.

QUESTIONS? If you have any questions about the survey or the confidentiality of your responses, please contact the BC Stats Survey Administration Team.

Phone: 250-387-5545
Email: BCStats.SurveyMail1@gov.bc.ca

MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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 .	1	2	3	4	5		DK	N/A
3	My work unit is free from discrimination and harassment .	1	2	3	4	5		DK	N/A
4	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5		DK	N/A
5	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5		DK	N/A
6	Innovation is valued in my work.	1	2	3	4	5		DK	N/A
7	I am encouraged to be innovative in my work.	1	2	3	4	5		DK	N/A
8	I have the opportunities I need to implement new ideas.	1	2	3	4	5		DK	N/A
9	I am inspired to give my very best.	1	2	3	4	5		DK	N/A
10	My work unit is well supported during times of change.	1	2	3	4	5		DK	N/A
11	Employees are held accountable in my work unit.	1	2	3	4	5		DK	N/A
12	I feel my job is secure.	1	2	3	4	5		DK	N/A
13	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
14	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
15	I receive meaningful recognition for work well done.	1	2	3	4	5		DK	N/A
16	In my work unit, recognition is based on performance.	1	2	3	4	5		DK	N/A
17	I am fairly paid for the work I do.	1	2	3	4	5		DK	N/A
18	My benefits meet my (and my family's) needs well.	1	2	3	4	5		DK	N/A
19	My pay is competitive with similar jobs in the region.	1	2	3	4	5		DK	N/A
20	My work is meaningful.	1	2	3	4	5		DK	N/A

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
21	My job is a good fit with my skills and interests.	1	2	3	4	5		DK	N/A
22	I am proud of the work I do.	1	2	3	4	5		DK	N/A
23	My workplace procedures allow me to use my time as effectively as possible.	1	2	3	4	5		DK	N/A
24	I regularly participate in activities that are not necessarily expected of me, to help my organization succeed.	1	2	3	4	5		DK	N/A
25	The work I do gives citizens good value for their tax dollars.	1	2	3	4	5		DK	N/A
26	Work is distributed fairly in my work unit.	1	2	3	4	5		DK	N/A
27	My workload is manageable.	1	2	3	4	5		DK	N/A
28	My work-related stress is manageable.	1	2	3	4	5		DK	N/A
29	My job provides me with the right amount of challenge.	1	2	3	4	5		DK	N/A
30	I have support at work to provide a high level of service.	1	2	3	4	5		DK	N/A
31	I have support at work to balance my work and personal life.	1	2	3	4	5		DK	N/A

MY PHYSICAL ENVIRONMENT AND TOOLS

In this section, you will be asked questions about your physical environment and the tools and equipment 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 or computers at home).

Your workplace is the immediate physical surroundings in which you work (e.g., branch office, regional office). Your workplace may have one or more work units.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your physical environment and resources.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
32	My physical work environment is satisfactory.	1	2	3	4	5		DK	N/A
33	The physical security of my workplace is satisfactory.	1	2	3	4	5		DK	N/A
34	I have the tools I need to do my job well.	1	2	3	4	5		DK	N/A
35	I have the information I need to do my job well.	1	2	3	4	5		DK	N/A
36	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
37	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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
38	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A
39	The quality of training and development I have received is satisfactory.	1	2	3	4	5		DK	N/A
40	I have adequate opportunities to develop my skills.	1	2	3	4	5		DK	N/A
41	I have opportunities for career growth within HealthLink BC.	1	2	3	4	5		DK	N/A
42	I receive the <i>amount</i> of feedback and support I need from the person I report to .	1	2	3	4	5		DK	N/A
43	I receive the <i>quality</i> of feedback and support I need from the person I report to.	1	2	3	4	5		DK	N/A
44	My EPDP /performance review helps me achieve my key work goals.	1	2	3	4	5		DK	N/A
45	My EPDP/performance review helps me achieve my 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 you work.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
46	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
47	My ideas are respected by others in my work unit .	1	2	3	4	5		DK	N/A
48	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
49	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 the last 12 months, 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
50	The person I report to provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
51	The person I report to consults me on decisions that affect me.	1	2	3	4	5		DK	N/A
52	The person I report to keeps me informed of things I need to know.	1	2	3	4	5		DK	N/A
53	The person I report to is an effective manager.	1	2	3	4	5		DK	N/A
54	The person I report to maintains high standards of honesty and integrity.	1	2	3	4	5		DK	N/A
55	I am satisfied with the quality of supervision I receive.	1	2	3	4	5		DK	N/A

MY EXECUTIVE

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

Executive members in your group include:

- John Dyle
- Michael MacDougall
- John Bethel

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your executive.

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

MY ORGANIZATION

Your organization refers to the Ministry of Health.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
61	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
62	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK N/A
63	I know how my work contributes to the achievement of my organization's goals.	1	2	3	4	5	DK N/A

MY EMPLOYMENT AT HEALTHLINK BC

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

Thinking of the last 12 months, please indicate your level of agreement with the following statements.

<i>Work Unit</i>							
		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
64	I am satisfied with my job.	1	2	3	4	5	DK N/A
65	I am satisfied with my work unit .	1	2	3	4	5	DK N/A
66	I would prefer to remain with my work unit even if a comparable job was available elsewhere in HealthLink BC.	1	2	3	4	5	DK N/A
<i>Organization</i>							
67	I am satisfied with my organization .	1	2	3	4	5	DK N/A
68	At present, I would prefer to remain with my organization even if a comparable job was available in another organization.	1	2	3	4	5	DK N/A
<i>HealthLink BC</i>							
69	Overall, I am satisfied in my work as a nurse in HealthLink BC.	1	2	3	4	5	DK N/A
70	I am proud to tell people I work for HealthLink BC.	1	2	3	4	5	DK N/A
71	I would prefer to stay with HealthLink BC, even if offered a similar job elsewhere.	1	2	3	4	5	DK N/A
72	I would recommend HealthLink BC as a great place to work.	1	2	3	4	5	DK N/A

YOUR COMMENTS

73. What **one thing** would you like your organization to focus on in the next 12 months 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.***



74. Please choose up to **2 themes** your comment best fits into. (This will ensure accuracy in our interpretation and analysis).

- ☐ Career and Professional Development (go to subtheme)
- ☐ Recognition and Empowerment (go to subtheme)
- ☐ Engagement and Workplace Culture (go to subtheme)
- ☐ Compensation and Benefits (go to subtheme)
- ☐ Physical Environment, Tools and Equipment (go to subtheme)
- ☐ Hiring, Promotion and Retention (go to subtheme)
- ☐ Stress and Workload (go to subtheme)
- ☐ Supervisors (go to subtheme)
- ☐ Executives (go to subtheme)
- ☐ Vision, Mission and Goals of the Organization (go to subtheme)

Career and Professional Development

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Improve training and development opportunities
- ☐ Improve new employee orientation
- ☐ Provide opportunities for career advancement
- ☐ Concerns with the EPDP process
- ☐ Concerns with the EPDP tool
- ☐ Career and professional development - other

Recognition and Empowerment

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Make better use of employees' skills and abilities
- ☐ Enable staff to make decisions
- ☐ Listen to staff input
- ☐ Provide more frequent recognition
- ☐ Provide better quality, performance-based recognition
- ☐ Recognition and empowerment – other

Engagement and Workplace Culture

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Treat employees and colleagues better
- ☐ Address discrimination and harassment (including bullying)
- ☐ Improve morale and workplace culture
- ☐ Value diversity
- ☐ Act on engagement initiatives
- ☐ Engagement and workplace culture - other

Compensation and Benefits Sub-themes

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Increase salary
- ☐ Ensure salary parity within work unit
- ☐ Ensure salary parity with other organizations
- ☐ Improve medical and/or dental benefits
- ☐ Improve per diem rates and/or transportation subsidies
- ☐ Compensation and benefits – other

Physical Environment, Tools and Equipment

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Improve *facilities* (e.g. office space, noise levels, air quality, etc.)
- ☐ Provide better *office furniture* (desks, filing cabinets, etc.)
- ☐ Provide better *equipment* (safety gear, field instruments, etc.)
- ☐ Provide better *computer-based* hardware (e.g. desktops, laptops, etc.)
- ☐ Upgrade/improve software
- ☐ Ensure safety and security of employees
- ☐ Physical environment, tools and equipment– other

Hiring and Promotion

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Review job classifications and/or reporting levels
- ☐ Review job descriptions and/or competencies
- ☐ Address staff reductions
- ☐ Focus on job security
- ☐ Ensure hiring and promotions are fair and merit based
- ☐ Focus on succession planning/recruitment
- ☐ Hiring, promotion and retention – other

Stress and Workload

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Increase staff coverage to reduce stress
- ☐ Review workload expectations
- ☐ Promote work-life balance or flexibility
- ☐ Improve productivity and efficiency
- ☐ Clarify, refine and/or document work procedures
- ☐ Stress and workload – other

Supervisors

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Cultivate effective teamwork and communication within teams
- ☐ Improve communication between employees and supervisors
- ☐ Strengthen quality of supervisory leadership
- ☐ Take action with problem employees
- ☐ Hold managers and supervisors accountable
- ☐ Supervisors – other

Executives

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Improve communication between executives and staff
- ☐ Improve external communication (e.g. with clients, the public, etc.)
- ☐ Hold executives accountable
- ☐ Make yourselves visible in day-to-day operations
- ☐ Strengthen quality of executive leadership
- ☐ Improve stability and/or change management
- ☐ Executive – other

Vision, Mission and Goals of the Organization

Please choose a sub-theme from the list below that best fits your comment:

- ☐ Improve program and/or policy implementation
- ☐ Assess plans, priorities and strategies for the organization
- ☐ Minimize political interference
- ☐ Pay attention to the public interest
- ☐ Review funding/budget allocation to programs
- ☐ Improve transparency
- ☐ Address disconnect between work units, or regions
- ☐ Vision, mission and goals of the organization – other

WORKPLACE IMPROVEMENTS

Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree				Strongly Agree				Don't Know	Not Applicable
74	Last year's Work Environment Survey results led to improvements in my current workplace.	1 Go to Q75	2 Go to Q75	3 Go to Q75	4 Go to Q75	5 Go to Q75	DK Go to Q75				N/A Go to Q75

75. 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.***

You have now reached the end of the Work Environment Survey!

Thank you for taking the time to complete the survey. Your opinions count!

Community Living BC Employee Engagement Survey 2012

Introduction

BC Stats is conducting the 2012 Community Living BC Employee Engagement Survey on behalf of Community Living BC. The objective of this survey is to obtain feedback about your experiences as an employee of Community Living BC. You will be asked to give your first-hand impressions about your job and workplace experiences. You will also be asked several questions about Community Living BC in general.

This survey should take approximately **15 minutes** to complete. Responses are required by **4:30 pm on Friday, March 9, 2012**.

- Please navigate via the NEXT button.
- If you wish to review your answers, use your BACK and NEXT buttons.
- If you wish to go back to change an answer, please note that in doing so, all completed responses from that point forward may clear and need to be re-entered.

Protecting Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your survey responses. When you submit the survey, your responses are transferred to and stored on a secure server, which can only be accessed by select members of the BC Stats research team who have been sworn under the *Statistics Act*. In the reports and tables, your responses are combined with other employee responses and reported as group averages and percentages. If you provide a comment on the survey, BC Stats will make every effort to remove any information that could potentially identify a respondent. **To help us protect your identity, we strongly recommend that you avoid personalizing your comments.**

CONFIDENTIALITY: Responses to this questionnaire will be kept confidential by BC Stats. Under Section 9 of the *Statistics Act*, BC Stats cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 of the *Statistics Act* applies despite the provisions of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* other than Section 44(1)(b)(2)(2.1) and (3) of the FOIPPA.

Please consult the *Frequently Asked Questions* for help, or click [here](#) to send an email to BC Stats if you run into technical difficulties.

MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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 <u>work unit</u> .	1	2	3	4	5	DK	N/A	
2	My work unit values diversity.	1	2	3	4	5	DK	N/A	
3	My work unit is free from <u>discrimination and harassment</u> .	1	2	3	4	5	DK	N/A	
4	CLBC cares about my <u>health, personal safety and well-being</u> .	1	2	3	4	5	DK	N/A	
5	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5	DK	N/A	
6	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5	DK	N/A	
7	I have the opportunities I need to implement new ideas.	1	2	3	4	5	DK	N/A	
8	I receive meaningful recognition for work well done.	1	2	3	4	5	DK	N/A	
9	In my <u>work unit</u> , recognition is based on performance.	1	2	3	4	5	DK	N/A	
10	I am fairly paid for the work I do.	1	2	3	4	5	DK	N/A	
11	My benefits meet my (and my family's) needs well.	1	2	3	4	5	DK	N/A	
12	My work is meaningful.	1	2	3	4	5	DK	N/A	
13	My job is a good fit with my skills and interests.	1	2	3	4	5	DK	N/A	
14	My workload is manageable.	1	2	3	4	5	DK	N/A	
15	I have support at work to balance my work and personal life.	1	2	3	4	5	DK	N/A	

MY PHYSICAL ENVIRONMENT & TOOLS

In this section, you will be asked questions about the physical environment, tools, technology and resources of your workplace. Your workplace may have one or more work units.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your physical environment and resources.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
16	My physical work environment is satisfactory.	1	2	3	4	5	DK	N/A
17	I have the tools I need to do my job well.	1	2	3	4	5	DK	N/A
18	I have the information I need to do my job well.	1	2	3	4	5	DK	N/A
19	I have the electronic systems and equipment (computer hardware and software) I need to do my job.	1	2	3	4	5	DK	N/A

MY DEVELOPMENT AND PERFORMANCE

This section asks about your development or 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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
20	My organization supports my work related learning and development.	1	2	3	4	5	DK	N/A
21	The quality of training and development I have received is satisfactory.	1	2	3	4	5	DK	N/A
22	I have adequate opportunities to develop my skills	1	2	3	4	5	DK	N/A
23	I have opportunities for career growth and development (e.g. temporary and/or project assignments, external training, attendance at conferences, etc.)	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 refers to your office (if you work in a field office) or your department (if you work in head office).

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
24	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
25	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
26	I have positive working relationships with my co-workers.	1	2	3	4	5		DK	N/A

MY MANAGER

"My manager" refers to the person who manages your work unit.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your manager.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
27	My <u>manager</u> provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
28	My manager consults me on decisions that affect me.	1	2	3	4	5		DK	N/A
29	My manager keeps me informed of things I need to know.	1	2	3	4	5		DK	N/A
30	My manager supports me to achieve the competencies (knowledge, skills & abilities) needed for me to perform my role effectively.	1	2	3	4	5		DK	N/A
31	My manager builds positive relationships with people in the community.	1	2	3	4	5		DK	N/A
32	My manager recognizes and works to resolve performance issues in a timely and constructive way.	1	2	3	4	5		DK	N/A
33	My manager recognizes and acknowledges individual and team success in a timely way.	1	2	3	4	5		DK	N/A

MY SENIOR MANAGER

"My senior manager" refers to the person who manages your manager, i.e. your Director of Regional Operations, VP or in some cases, the CEO.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your senior manager.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
34	My <u>senior manager</u> treats employees in a manner consistent with our values (i.e. Being open, honest and fair in all aspects of our work; Promoting a culture of responsibility, respect and trust; Supporting our employees to do their best; inspiring creativity and innovation; striving for quality in everything we do.)	1	2	3	4	5		DK	N/A
35	My senior manager does a good job of acting on the suggestions of employees	1	2	3	4	5		DK	N/A
36	My senior manager explains the reasons behind major decisions.	1	2	3	4	5		DK	N/A
37	My senior manager supports events that help build relationships with co-workers and peers.	1	2	3	4	5		DK	N/A

SENIOR MANAGEMENT

Your senior management refers to CLBC's leadership team which includes the CEO, Vice Presidents and Directors of Regional Operations, Director of Strategic Planning, Director of Communication, and Director of Quality Assurance.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your senior management team.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
38	<u>Senior management</u> in my <u>organization</u> communicate decisions in a timely manner.	1	2	3	4	5		DK	N/A
39	Senior management in my organization provide clear direction for the future.	1	2	3	4	5		DK	N/A
40	The CEO clearly communicates strategic changes and/or changes in priorities.	1	2	3	4	5		DK	N/A
41	I have confidence in the senior leadership of my organization.	1	2	3	4	5		DK	N/A

MY ORGANIZATION

Your organization refers to CLBC.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
42	My <u>organization</u> is taking steps to ensure the long-term success of its vision, mission and goals.	1	2	3	4	5		DK	N/A
43	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5		DK	N/A
44	I know how my work contributes to the achievement of my organization's goals.	1	2	3	4	5		DK	N/A
45	CLBC's policies, processes and procedures enhance my ability to do my job.	1	2	3	4	5		DK	N/A
46	There is open and honest two-way communication in CLBC.	1	2	3	4	5		DK	N/A
47	At CLBC, the <i>selection</i> of a person for a position is based on merit.	1	2	3	4	5		DK	N/A
48	At CLBC, the <i>process</i> for selecting a person for a position is fair.	1	2	3	4	5		DK	N/A

EXTERNAL RELATIONSHIPS

The following section asks for your level of agreement with statements focused on CLBC's external relationships.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about external relationships with individuals, families, service providers and CLBC's other stakeholders.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
49	I have the resources and information I need to provide the individuals and families with a clear understanding of what we do at CLBC.	1	2	3	4	5		DK	N/A
50	We are building strong relationships with stakeholders in communities.	1	2	3	4	5		DK	N/A
51	We are doing a good job of meeting the needs of individuals and families we support.	1	2	3	4	5		DK	N/A
52	We are doing a good job of informing people outside the organization about who we are and what we do.	1	2	3	4	5		DK	N/A
53	We are effective in promoting innovative approaches to encourage inclusion and full citizenship for persons with developmental disabilities.	1	2	3	4	5		DK	N/A

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
54	We are building positive working relationships with service providers.	1	2	3	4	5	DK	N/A

MY EMPLOYMENT WITH CLBC

The following section asks for your level of agreement with statements focused on your organization.

Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
55	I am satisfied with my job.	1	2	3	4	5	DK	N/A
56	I am satisfied with my organization .	1	2	3	4	5	DK	N/A
57	I am proud to work for my organization.	1	2	3	4	5	DK	N/A
58	I would prefer to stay with Community Living BC, even if offered a similar job elsewhere.	1	2	3	4	5	DK	N/A
59	I have confidence in the long term success of CLBC.	1	2	3	4	5	DK	N/A

Thinking of your employment with CLBC, please indicate your preferred choice among the options listed below.

60	I plan to stay with CLBC:	Less than 1 year	1 to 2 years	3 to 5 years	5 to 10 years	10+ years	Don't know	Not applicable
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YOUR COMMENTS

61 What **one thing** would you like your organization to focus on in the next 12 months 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.***

62 Please choose up to **2 themes** your comments best fits into:

- ☐ Compensation and Benefits
- ☐ Empowerment and Engagement
- ☐ Physical Environment and Resources
- ☐ Career and Professional Development
- ☐ Professional and Respectful Environment
- ☐ Staffing Practices

- ☐ Stress and Workload
- ☐ Managers
- ☐ Senior Managers
- ☐ Vision, Mission and Goals of the Organization
- ☐ External Relationships

OTHER COMMENTS

63 Please provide any other comments or suggestions on how the organization can focus on improving the 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.***

Your contribution is much appreciated! Thank you for your participation in the 2012 Community Living BC Employee Engagement Survey.

Questions?

If you have any questions about the survey, please contact the BC Stats Survey Administrator:

By phone: (250) 387-5978

By email: Work.Environment.Survey@gov.bc.ca

Please click the Submit button to complete your survey.

Consumer Protection British Columbia Work Environment Survey 2011

Introduction

Welcome to the 2011 Consumer Protection BC Work Environment Survey!

BC Stats is conducting the 2011 Consumer Protection British Columbia Work Environment Survey on behalf of Consumer Protection BC.

The objective of this survey is to obtain feedback about your experiences as an employee with Consumer Protection BC. You will be asked to give your first-hand impressions about your job and workplace experiences.

This survey should take approximately **15 minutes** to complete. Responses are required by **4:30 pm on Friday, September 23, 2011**.

Please navigate via the NEXT button.

- If you wish to review your answers, use your web browser's BACK and FORWARD buttons.
- If you wish to go back to change an answer, please note that in doing so, all completed responses from that point forward will clear and need to be re-entered.

Protecting Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your survey responses. When you submit the survey, your responses are transferred to and stored on a secure server, which can only be accessed by select members of the BC Stats research team who have been sworn under the *Statistics Act*. Your responses are then stored in a database file separate from the demographic information. In the reports and tables, your responses are combined with other employee responses and reported as group averages and percentages.

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

CONFIDENTIALITY: Responses to this questionnaire will be kept confidential by BC Stats. Under Section 9 of the *Statistics Act*, BC Stats cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 of the *Statistics Act* applies despite the provisions of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* other than [Section 44\(1\)\(b\)\(2\)\(2.1\) and \(3\)](#) of the *FOIPPA*.

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

To preview the entire survey, [click here](#).

Other questions? Please call BC Stats at (250) 952-0362 or [click here to email](#).

MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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.	1	2	3	4	5	DK	N/A
3	My work unit is free from discrimination and harassment.	1	2	3	4	5	DK	N/A
4	In the past 12 months, how often did you experience discrimination and/or harassment at work? <i>Please select one of the following:</i>	a. never b. once or twice c. more than twice d. don't know/no opinion						
5	From whom did you experience discrimination and/or harassment at work? Check all that apply.	a. Co-workers at CPBC b. Individuals with authority over me c. Individuals whom I have authority over d. Individuals from other organizations e. Clients, customers or members of the public in a face-to-face situation f. Clients, customers or members of the public in a telephone/email/mail situation						

6 Please describe the discrimination and/or harassment you experienced.

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.**

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
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	I have the opportunities I need to implement new ideas.	1	2	3	4	5	DK	N/A
10	In my work unit, the selection of a person for a position is based on merit.	1	2	3	4	5	DK	N/A
11	In my work unit, the process of selecting a person for a position is fair.	1	2	3	4	5	DK	N/A
12	I receive meaningful recognition for work well done.	1	2	3	4	5	DK	N/A
13	In my work unit, recognition is based on performance.	1	2	3	4	5	DK	N/A
14	I am fairly paid for the work I do.	1	2	3	4	5	DK	N/A
15	My benefits meet my (and my family's) needs well.	1	2	3	4	5	DK	N/A
16	My workload is manageable.	1	2	3	4	5	DK	N/A
17	My work-related stress is manageable.	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 the last 12 months, 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
18	My physical work environment is satisfactory.	1	2	3	4	5		DK	N/A
19	I have the tools I need to do my job well.	1	2	3	4	5		DK	N/A
	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
	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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
20	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A

21	The quality of training and development I have received is satisfactory.	1	2	3	4	5	DK	N/A
22	I have adequate opportunities to develop my skills.	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 refers to your team at the CPBC.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
23	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
24	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
25	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 the last 12 months, 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
26	The person I report to provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
27	The person I report to consults me on decisions that affect me.	1	2	3	4	5		DK	N/A
28	The person I report to keeps me informed of things I need to know.	1	2	3	4	5		DK	N/A

MY EXECUTIVE

Your executive refers to the senior leadership in Victoria.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your executive.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
29	Executives in my organization communicate decisions in a timely manner.	1	2	3	4	5		DK	N/A

30	Executives in my organization provide clear direction for the future.	1	2	3	4	5	DK	N/A
31	I have confidence in the senior leadership of my organization.	1	2	3	4	5	DK	N/A

MY ORGANIZATION

Your organization refers to Consumer Protection BC.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
32	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	
33	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK	N/A	

MY EMPLOYMENT WITH CONSUMER PROTECTION BC

The following section asks for your level of agreement on your employment with CPBC.

Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
34	I am satisfied with my job.	1	2	3	4	5	DK	N/A	
35	I am satisfied with my work unit.	1	2	3	4	5	DK	N/A	
36	I am satisfied with my organization.	1	2	3	4	5	DK	N/A	
37	I am proud to work for my organization.	1	2	3	4	5	DK	N/A	
38	I would prefer to stay with Consumer Protection BC, even if offered a similar job elsewhere.	1	2	3	4	5	DK	N/A	

YOUR COMMENTS

39 What **one thing** would you like your organization to focus on in the next 12 months 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.**

WORKPLACE IMPROVEMENTS

Thinking of the last 12 months, please indicate your level of agreement with the following statement.

		Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
40	Last year's Work Environment Survey results led to improvements in my current workplace.	1	2	3	4	5	DK	N/A

41. 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.**

You have now reached the end of the Work Environment Survey!

Thank you for taking the time to complete the survey. Your opinions count!

Please press submit to save your answers.

Thank you for your participation in the 2011 Consumer Protection BC Work Environment Survey!

It is now safe to close your browser window.

Consumer Protection British Columbia Work Environment Survey 2012

Introduction

BC Stats is conducting the 2012 Consumer Protection British Columbia Work Environment Survey on behalf of Consumer Protection BC.

The objective of this survey is to obtain feedback about your experiences as an employee with Consumer Protection BC. You will be asked to give your first-hand impressions about your job and workplace experiences.

This survey should take approximately **15 minutes** to complete. Responses are required by **4:30 pm** on **Friday, October 26th, 2012**.

Please navigate via the Next button.

- If you wish to review your answers, use your web browser's Back and Next buttons.
- If you wish to go back to change an answer, please note that in doing so, all completed responses from that point forward may clear and need to be re-entered.
- If you go in and out of the survey, it will bookmark where you have last left off.

Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your survey responses. When you submit the survey, your responses are transferred to and stored on a secure server, which can only be accessed by select members of the BC Stats research team who have been sworn under the [Statistics Act](#). In the reports and tables, your responses are combined with other employee responses and reported as group averages and percentages.

CONFIDENTIALITY: Responses to this questionnaire will be kept confidential by BC Stats. Under Section 9 of the Statistics Act, BC Stats cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 of the Statistics Act applies despite the provisions of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* other than [Section 44\(1\)\(b\)\(2\)\(2.1\) and \(3\)](#) of the *FOIPPA*.

MY WORK ATMOSPHERE

This section explores aspects of your work atmosphere.

- **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
 - physical or mental disability
 - unrelated criminal conviction
- **Harassment** includes any unwelcome conduct or comment which has a negative impact on you or your work environment.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your atmosphere.

		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 .	1	2	3	4	5	DK	N/A
3	My work unit is free from discrimination and harassment .	1	2	3	4	5	DK	N/A
4	In the past 12 months, how often did you experience discrimination and/or harassment at work?	a. never b. once c. twice d. more than twice e. don't know / no opinion						
5	From whom did you experience discrimination and/or harassment at work?	a. Co-workers at CPBC b. Individuals with authority over me c. Individuals whom I have authority over d. Individuals from other organizations e. Clients, customers or members of the public in a face-to-face situation f. Clients, customers or members of the public in a telephone/email/mail situation						

6 Please describe the [discrimination](#) and/or [harassment](#) you experienced.

*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 DAY-TO-DAY WORK

This section explores aspects of your day to day work.

Thinking of the last 12 months, 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
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	I have the opportunities I need to implement new ideas.	1	2	3	4	5		DK	N/A
10	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
11	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
12	I receive meaningful recognition for work well done.	1	2	3	4	5		DK	N/A
13	In my work unit, recognition is based on performance.	1	2	3	4	5		DK	N/A
14	I am fairly paid for the work I do.	1	2	3	4	5		DK	N/A
15	My benefits meet my (and my family's) needs well.	1	2	3	4	5		DK	N/A
16	My workload is manageable.	1	2	3	4	5		DK	N/A
17	My work-related stress is manageable.	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 the last 12 months, 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
18	My physical work environment is satisfactory.	1	2	3	4	5		DK	N/A
19	I have the tools I need to do my job well.	1	2	3	4	5		DK	N/A
20	The computer based tools (e.g., hardware,	1	2	3	4	5		DK	N/A

	software) I have access to help me excel in my job.							
21	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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
22	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A
23	The quality of training and development I have received is satisfactory.	1	2	3	4	5		DK	N/A
24	I have adequate opportunities to develop my skills.	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 you work.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
25	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
26	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
27	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 the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
28	"The person I report to" provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
29	The person I report to consults me on decisions	1	2	3	4	5		DK	N/A

	that affect me.							
30	The person I report to keeps me informed of things I need to know.	1	2	3	4	5	DK	N/A

MY EXECUTIVE

Your executive refers to the senior leadership in Victoria.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
31	Executives in my organization communicate decisions in a timely manner.	1	2	3	4	5		DK	N/A
32	Executives in my organization provide clear direction for the future.	1	2	3	4	5		DK	N/A
33	I have confidence in the senior leadership of my organization.	1	2	3	4	5		DK	N/A

MY ORGANIZATION

Your organization refers to the Consumer Protection BC.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
34	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
35	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5		DK	N/A

MY EMPLOYMENT WITH CONSUMER PROTECTION BC

The following section asks for your level of agreement about your employment with CPBC.

Thinking of the last 12 months, please indicate your level of agreement with the following statements.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
36	I am satisfied with my job.	1	2	3	4	5		DK	N/A
37	I am satisfied with my work unit .	1	2	3	4	5		DK	N/A
38	I am satisfied with my organization .	1	2	3	4	5		DK	N/A
39	I am proud to work for my organization.	1	2	3	4	5		DK	N/A
40	I would prefer to stay with CPBC, even if offered a similar job elsewhere.	1	2	3	4	5		DK	N/A

YOUR COMMENTS

41 What **one thing** would you like your organization to focus on in the next 12 months 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.***

WORKPLACE IMPROVEMENTS

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
42	Last year's Work Environment Survey results led to improvements in my current workplace.	1	2	3	4	5		DK	N/A

43 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.***

Thank you for your participation in the 2012 Consumer Protection BC Work Environment Survey.

Questions?

If you have any questions about the survey or the confidentiality of your responses, please contact the BC Stats Survey Administration Team:

Contact name: Kaylie Ingram

Phone: (250) 387-5545

Email: Work.Environment.Survey@gov.bc.ca

Please click the **Submit** button to complete your survey.

Legal Services Society Work Environment Survey 2011

Welcome to the 2011 Legal Services Society Work Environment Survey!

BC Stats is conducting the 2011 Legal Services Society Work Environment Survey on behalf of the Legal Services Society. The objective of this survey is to obtain feedback about your experiences as an employee in the Legal Services Society. You will be asked to give your first-hand impressions about your job, workplace experiences and the Legal Services Society in general.

This survey should take approximately **15 to 20 minutes** to complete. Responses are required by **4:30 pm** on Friday, **June 10th, 2011**.

Please navigate via the NEXT button.

- If you wish to review your answers, use your web browser's BACK and FORWARD buttons.
- If you wish to go back to change an answer, please note that in doing so, all completed responses from that point forward will clear and need to be re-entered.

Protecting Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your survey responses. When you submit the survey, your responses are transferred to and stored on a secure server, which can only be accessed by select members of the BC Stats research team who have been sworn under the *Statistics Act*. Your responses are then stored in a database file separate from the demographic information. In the reports and tables, your responses are combined with other employee responses and reported as group averages and percentages.

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

CONFIDENTIALITY: Responses to this questionnaire will be kept confidential by BC Stats. Under Section 9 of the [Statistics Act](#), BC Stats cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 of the *Statistics Act* applies despite the provisions of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* [Section 44\(1\)\(b\)\(2\)\(2.1\) and \(3\)](#) of the FOIPPA.

DEFINITIONS IN THE SURVEY

For your reference, this page presents definitions for words used in the survey. You will see these words in blue throughout the questionnaire and you may move your mouse cursor over them to see the definition again.

- Your **work unit** refers to your regional centre (or your department if you work in Vancouver).
- **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	- religion	- sex
- colour	- marital status	- sexual orientation
- ancestry	- family status	- physical or mental disability
- place of origin	- age	- unrelated criminal conviction
- political belief		
- **Harassment** includes any unwelcome conduct or comment which has a negative impact on you or your work environment.
- **Workplace procedures** refer to a series of steps and decisions that explains or describes how to complete a task or accomplish a result.
- Your **organization** refers to the Legal Services Society.
- **“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 your Executive Management Committee (EMC), including Mark Benton, Heidi Mason, Sherry MacLennan, Harold Clark, and Doug Wong.

QUESTIONS? If you have any questions about the survey or the confidentiality of your responses, please contact the BC Stats Survey Administration Team.

Phone: 250-952-6821

Email: BCStats.SurveyMail2@gov.bc.ca

MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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 .	1	2	3	4	5		DK	N/A
3	My work unit is free from discrimination and harassment .	1	2	3	4	5		DK	N/A
4	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5		DK	N/A
5	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5		DK	N/A
6	Innovation is valued in my work.	1	2	3	4	5		DK	N/A
7	I am encouraged to be innovative in my work.	1	2	3	4	5		DK	N/A
8	I have the opportunities I need to implement new ideas.	1	2	3	4	5		DK	N/A
9	I am inspired to give my very best.	1	2	3	4	5		DK	N/A
10	My work unit is well supported during times of change.	1	2	3	4	5		DK	N/A
11	Employees are held accountable in my work unit.	1	2	3	4	5		DK	N/A
12	I feel my job is secure.	1	2	3	4	5		DK	N/A
13	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
14	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
15	I receive meaningful recognition for work well done.	1	2	3	4	5		DK	N/A
16	In my work unit, recognition is based on performance.	1	2	3	4	5		DK	N/A
17	I am fairly paid for the work I do.	1	2	3	4	5		DK	N/A
18	My benefits meet my (and my family's) needs well.	1	2	3	4	5		DK	N/A
19	My pay is competitive with similar jobs in the region.	1	2	3	4	5		DK	N/A
20	My work is meaningful.	1	2	3	4	5		DK	N/A

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
21	My job is a good fit with my skills and interests.	1	2	3	4	5		DK	N/A
22	I am proud of the work I do.	1	2	3	4	5		DK	N/A
23	My workplace procedures allow me to use my time as effectively as possible.	1	2	3	4	5		DK	N/A
24	I regularly participate in activities that are not necessarily expected of me, to help my organization succeed.	1	2	3	4	5		DK	N/A
25	The work I do gives citizens good value for their tax dollars.	1	2	3	4	5		DK	N/A
26	Work is distributed fairly in my work unit.	1	2	3	4	5		DK	N/A
27	My workload is manageable.	1	2	3	4	5		DK	N/A
28	My work-related stress is manageable.	1	2	3	4	5		DK	N/A
29	My job provides me with the right amount of challenge.	1	2	3	4	5		DK	N/A
30	I have support at work to provide a high level of service.	1	2	3	4	5		DK	N/A
31	I have support at work to balance my work and personal life.	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 the resources 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). Your workplace is the immediate physical surroundings in which you work. Your workplace may have one or more work units.

Thinking of the last 12 months, 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
32	My physical work environment is satisfactory.	1	2	3	4	5		DK	N/A
33	The physical security of my workplace is satisfactory.	1	2	3	4	5		DK	N/A
34	I have the tools I need to do my job well.	1	2	3	4	5		DK	N/A
35	I have the information I need to do my job well.	1	2	3	4	5		DK	N/A
36	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
37	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 the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
38	My organization supports my work related learning and development.	1	2	3	4	5		DK	N/A
39	The quality of training and development I have received is satisfactory.	1	2	3	4	5		DK	N/A
40	I have adequate opportunities to develop my skills.	1	2	3	4	5		DK	N/A
41	I have opportunities for career growth within Legal Services Society.	1	2	3	4	5		DK	N/A
42	I receive the <i>amount</i> of feedback and support I need from the person I report to .	1	2	3	4	5		DK	N/A
43	I receive the <i>quality</i> of feedback and support I need from the person I report to.	1	2	3	4	5		DK	N/A
44	My performance review helps me achieve my work-related goals.	1	2	3	4	5		DK	N/A
45	My performance review supports my work-related development 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 you work.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

		Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
46	When needed, members of my team help me get the job done.	1	2	3	4	5		DK	N/A
47	My ideas are respected by others in my work unit .	1	2	3	4	5		DK	N/A
48	Members of my team communicate effectively with each other.	1	2	3	4	5		DK	N/A
49	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 the last 12 months, 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
50	The person I report to provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
51	The person I report to consults me on decisions that affect me.	1	2	3	4	5		DK	N/A
52	The person I report to keeps me informed of things I need to know.	1	2	3	4	5		DK	N/A
53	The person I report to is an effective manager.	1	2	3	4	5		DK	N/A
54	The person I report to maintains high standards of honesty and integrity.	1	2	3	4	5		DK	N/A
55	I am satisfied with the quality of supervision I receive.	1	2	3	4	5		DK	N/A

MY EXECUTIVE

Your executive/senior leadership refers to your Executive Management Committee (EMC), including:

Mark Benton
Heidi Mason
Sherry MacLennan
Harold Clark
Doug Wong

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your executive.

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

MY ORGANIZATION

Your organization refers to the Legal Services Society.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
61	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
62	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK N/A
63	I know how my work contributes to the achievement of my organization's goals.	1	2	3	4	5	DK N/A

MY EMPLOYMENT WITH THE LEGAL SERVICES SOCIETY

The following section asks for your level of agreement with statements focused on two distinct levels: your work unit and your organization.

Thinking of the last 12 months, please indicate your level of agreement with the following statements.

<i>Work Unit</i>							
		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
64	I am satisfied with my job.	1	2	3	4	5	DK N/A
65	I am satisfied with my work unit .	1	2	3	4	5	DK N/A
66	I would prefer to remain with my work unit even if a comparable job was available elsewhere in the Legal Services Society.	1	2	3	4	5	DK N/A
<i>Organization</i>							
67	I am satisfied with my organization .	1	2	3	4	5	DK N/A
68	I am proud to work for my organization.	1	2	3	4	5	DK N/A
69	I would prefer to stay with the Legal Services Society, even if offered a similar job elsewhere.	1	2	3	4	5	DK N/A
70	I would recommend the Legal Services Society as a great place to work.	1	2	3	4	5	DK N/A

YOUR COMMENTS

71. What **one thing** would you like your organization to focus on in the next 12 months 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.***



WORKPLACE IMPROVEMENTS

Thinking of the last 12 months, please indicate your level of agreement with the following statement.

		Strongly Disagree			Strongly Agree	Don't Know	Not Applicable
72	The previous Work Environment Survey results led to improvements in my current workplace.	1 Go to END	2 Go to END	3 Go to END	4 Go to Q73	5 Go to Q73	DK Go to END N/A Go to END

73. 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.***

Thank you for your participation in the 2011 Legal Services Society Work Environment Survey!

Pages 89 through 108 redacted for the following reasons:

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BC Oil and Gas Commission Work Engagement Survey 2012

Introduction

BC Stats is conducting the 2012 BC Oil and Gas Commission Work Engagement Survey on behalf of the Organizational Development department.

The objective of this survey is to obtain feedback about your experiences as an employee at the Commission. You will be asked to give your first-hand impressions about your job and workplace experiences. You will also be asked questions about your work unit (department, branch), supervisory and executive-level management and the Commission as a whole. Please be sure to provide constructive and actionable feedback so meaningful change can be implemented.

This survey should take approximately **20 minutes** to complete. Responses are required by **4:30 pm on Friday, April 20th, 2012.**

Please navigate via the Next button.

- If you wish to review your answers, use your web browser's BACK and NEXT buttons.
- If you wish to go back to change an answer, please note that in doing so, all completed responses from that point forward may clear and need to be re-entered.
- If you go in and out of the survey, it will bookmark where you have last left off.

Your Confidential Information

BC Stats has taken every step to ensure the confidentiality of your survey responses. When you submit the survey, your responses are transferred to and stored on a secure server, which can only be accessed by select members of the BC Stats research team who have been sworn under the *Statistics Act*. In the reports and tables, your responses are combined with other employee responses and reported as group averages and percentages.

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

CONFIDENTIALITY: Responses to this questionnaire will be kept confidential by BC Stats. Under Section 9 of the *Statistics Act*, BC Stats cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 of the *Statistics Act* applies despite the provisions of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* other than [Section 44\(1\)\(b\)\(2\)\(2.1\) and \(3\)](#) of the *FOIPPA*.

For reference purposes, please find attached WES 2011-12: A Year in Review

DEFINITIONS IN THE SURVEY

For your reference, this page presents definitions for words used in the survey. You will see these words in blue and underlined throughout the questionnaire and you may hover over them to see the definition again.

- Your work unit refers to the section (branch or department) 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
 - physical or mental disability
 - unrelated criminal conviction
- Harassment includes any unwelcome conduct or comment which has a negative impact on you or your work environment.
- Your organization refers to the BC Oil and Gas Commission.
- The EPDC (Employee Performance and Development Conversations) refers to your plan, the tool, and the conversations you have with your supervisor about your plan.
- The person I report to refers to your immediate supervisor or manager (supervisory-level management). 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 the executive and senior leadership team including the Commissioner, Chief Operating Officer, Chief Engineer, General Counsel, Chief Financial Officer, Deputy Commissioner, Executive Director and Directors.

Office of the Commissioner	Corporate Services	Engineering	Operations
Paul Jeakins Trevor Swan Alexis Williamson Graham Currie	Randall Smith Gord Griffiths Ab Dosil Andrew Spence Christine Richards	Richard Slocomb Mayka Kennedy Kevin Parsonage	Ken Paulson Lance Ollenberger Roger St. Jean Tom Ouellette James O'Hanley Devin Scheck Mike Burzek Dean Zimmer Howard Madill

- The term Don't Know within the question scales is applicable if you are not familiar with or are unable to comment on the question being asked.
- The term Not Applicable within the question scales is applicable if the question or statement does not apply to your specific work or work environment.

QUESTIONS? If you have any questions about the survey or the confidentiality of your responses, please contact the BC Stats Survey Administration Team:

Contact name: Sonja Cunningham
Phone: (25) 952-0362
Email: Work.Environment.Survey@gov.bc.ca

MY DAY-TO-DAY WORK

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

Thinking of the last 12 months, 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 <u>work unit</u> .	1	2	3	4	5	DK	N/A
	2	My work unit values <u>diversity</u> .	1	2	3	4	5	DK	N/A
	3	My work unit is free from <u>discrimination and harassment</u> .	1	2	3	4	5	DK	N/A
	4	In my work unit, hiring and promotion are based on equal employment practices (i.e., not affected by gender, ethnicity or other minority status).	1	2	3	4	5	DK	N/A
	5	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
	6	In my <u>work unit</u> , the <i>process</i> of selecting a person for a position is fair.	1	2	3	4	5	DK	N/A
	7	The orientation process meets the needs of my work unit.	1	2	3	4	5	DK	N/A
	8	I have the information I need to do my job well.	1	2	3	4	5	DK	N/A
	9	In general, information in my organization is communicated well.	1	2	3	4	5	DK	N/A
	10	I have opportunities to provide input into decisions that affect my work.	1	2	3	4	5	DK	N/A
	11	I have the opportunities I need to implement new ideas.	1	2	3	4	5	DK	N/A
	12	I have the freedom to make the decisions necessary to do my job well.	1	2	3	4	5	DK	N/A
	13	Innovation is valued in my work.	1	2	3	4	5	DK	N/A
	14	My <u>organization</u> systematically adopts new and improved ways to work.	1	2	3	4	5	DK	N/A
	15	My organization is committed to doing high quality work.	1	2	3	4	5	DK	N/A
	16	I receive meaningful recognition for work well done.	1	2	3	4	5	DK	N/A
	17	In my work unit, recognition is based on performance.	1	2	3	4	5	DK	N/A
	18	I am fairly paid for the work I do.	1	2	3	4	5	DK	N/A
	19	My benefits meet my (and my family's) needs well.	1	2	3	4	5	DK	N/A

	20	My pay is competitive with similar positions in other Government Agencies, Boards and Commissions.	1	2	3	4	5	DK	N/A
	21	The Health and Wellness program serves as an incentive for working at the Commission.	1	2	3	4	5	DK	N/A
	22	My workload is manageable.	1	2	3	4	5	DK	N/A
	23	My work-related stress is manageable.	1	2	3	4	5	DK	N/A
	52	In my <u>work unit</u> , there is support available to discuss ways to manage my work-related stress.	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).

Your workplace is the immediate physical surroundings in which you work. Your workplace may have one or more work units.

Thinking of the last 12 months, 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
	24	My physical work environment is satisfactory.	1	2	3	4	5	DK	N/A
	25	The physical security of my workplace is satisfactory.	1	2	3	4	5	DK	N/A
	26	I have the tools I need to do my job well.	1	2	3	4	5	DK	N/A

27 Please describe any improvements that could be made to the provided tools, materials and equipment required to do your job well (e.g., computer hardware or software; office equipment; monitoring tools; outdoor equipment), including availability and accessibility of the tools, materials and equipment.

*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 PERFORMANCE AND DEVELOPMENT

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

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your development and performance.

			Strongly Disagree					Strongly Agree	Don't Know	Not Applicable
	28	My organization supports my work related training and development.	1	2	3	4	5	DK	N/A	
	29	I have adequate opportunities to develop my skills.	1	2	3	4	5	DK	N/A	
	30	The quality of training and development I have received is satisfactory.	1	2	3	4	5	DK	N/A	
	31	The developmental training I receive prepares me well for future advancement opportunities.	1	2	3	4	5	DK	N/A	
	32	I have opportunities for career growth within the Commission.	1	2	3	4	5	DK	N/A	
	33	My EPDC performance conversations help me keep my work more focused.	1	2	3	4	5	DK	N/A	
	34	My EPDC helps me understand what I am expected to accomplish at work.	1	2	3	4	5	DK	N/A	
	35	My EPDC helps me see a clear link between my work and my organization's strategic objectives and business plan goals.	1	2	3	4	5	DK	N/A	

36 What is the single most important way in which your organization could improve training and development? Please select **one** option only.

- ☐ More/better external training opportunities (e.g., courses, conferences, workshops)
- ☐ More/better internal training opportunities (e.g., information sessions, lunch and learns)
- ☐ More/better development oriented role-based opportunities (e.g., job shadowing, temporary assignments)
- ☐ More/better internal resources on best practices and protocols (e.g., handbooks, how-to guides, standardized approaches)
- ☐ More/better opportunities for career growth
- ☐ Increased formal support of training and development (i.e., through tuition reimbursement such as LDSP, or other policy)
- ☐ Don't Know
- ☐ Not Applicable
- ☐ Other: _____

37 How could your performance and development conversations (EPDC) be improved?

*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 CO-WORKERS

This section asks about the people you work with in your work unit. Your work unit is the section (branch or department) within the organization where you work.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your co-workers.

			Strongly Disagree			Strongly Agree		Don't Know	Not Applicable
	38	When needed, members of my team help me get the job done.	1	2	3	4	5	DK	N/A
	39	My ideas are respected by others in my work unit .	1	2	3	4	5	DK	N/A
	40	Members of my team communicate effectively with each other.	1	2	3	4	5	DK	N/A
	41	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 the last 12 months, 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
	42	The person I report to provides clear expectations regarding my work.	1	2	3	4	5		DK	N/A
	43	The person I report to consults me on decisions that affect me.	1	2	3	4	5		DK	N/A
	44	The person I report to keeps me informed of things I need to know.	1	2	3	4	5		DK	N/A
	45	The person I report to responds in a timely manner to my requests.	1	2	3	4	5		DK	N/A
	46	The person I report to maintains high standards of honesty and integrity.	1	2	3	4	5		DK	N/A
	47	I feel comfortable expressing my views and concerns to the person I report to .	1	2	3	4	5		DK	N/A
	48	The person I report gives me constructive feedback on the work I do.	1	2	3	4	5		DK	N/A
	49	The person I report inspires me to perform at a high level.	1	2	3	4	5		DK	N/A
	50	The person I report does their best to help me achieve my goals.	1	2	3	4	5		DK	N/A
	51	Overall, I am satisfied with the quality of supervision I receive.	1	2	3	4	5		DK	N/A

MY EXECUTIVE

- Your **executive** refers to the executive and senior leadership team including the Commissioner, Chief Operating Officer, Chief Engineer, General Counsel, Chief Financial Officer, Deputy Commissioner, Executive Director and Director.

Executive members in your work unit include:

Office of the Commissioner	Corporate Services	Engineering	Operations
Paul Jeakins Trevor Swan Alexis Williamson Graham Currie	Randall Smith Gord Griffiths Ab Dosil Andrew Spence Christine Richards	Richard Slocomb Mayka Kennedy Kevin Parsonage	Ken Paulson Lance Ollenberger Roger St. Jean Tom Ouellette James O'Hanley Devin Scheck Mike Burzek Dean Zimmer Howard Madill

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your executive.

			Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
	53	Essential information flows efficiently from executive to staff.	1	2	3	4	5	DK	N/A
	54	I am able to initiate communication with the executive of this organization.	1	2	3	4	5	DK	N/A
	55	I feel comfortable expressing my views and concerns to the executive of this organization.	1	2	3	4	5	DK	N/A
	56	Executives in my organization clearly communicate strategic changes and/or changes in priorities.	1	2	3	4	5	DK	N/A
	57	Executives in my organization communicate decisions in a timely manner.	1	2	3	4	5	DK	N/A
	58	Executives in my organization provide clear direction for the future.	1	2	3	4	5	DK	N/A
	59	I have confidence in the Executive of my organization.	1	2	3	4	5	DK	N/A
	60	The Executive does their best to help the organization achieve its goals.	1	2	3	4	5	DK	N/A

61 Please select the way in which you would most like to see the Commission Executive improve over the next year. Please select **one** option only.

- ☐ Improve communication of strategic direction
- ☐ Better priority setting
- ☐ More approachable
- ☐ Clearer direction
- ☐ Executive leadership meets my expectations
- ☐ Don't know
- ☐ Not applicable
- ☐ Other: _____

MY ORGANIZATION

Your organization refers to the BC Oil and Gas Commission.

Thinking of the last 12 months, please indicate your level of agreement with the following statements about your organization.

			Strongly Disagree				Strongly Agree	Don't Know	Not Applicable
	62	We have a shared vision of what our <u>organization</u> will be like in the future.	1	2	3	4	5	DK	N/A
	63	The vision, mission and goals of my organization are communicated well.	1	2	3	4	5	DK	N/A
	64	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

MY EMPLOYMENT WITH THE COMMISSION

The following section asks for your level of agreement with statements focused on two distinct levels: your work unit, and your organization (the Commission).

Thinking of the last 12 months, please indicate your level of agreement with the following statements in regard to your <u>work unit</u> .									
			Strongly Disagree			Strongly Agree	Don't Know	Not Applicable	
	65	I am satisfied with my job.	1	2	3	4	5	DK	N/A
	66	I am satisfied with my <u>work unit</u> .	1	2	3	4	5	DK	N/A
	67	I would prefer to remain with my work unit even if a comparable job was available elsewhere in the Commission.	1	2	3	4	5	DK	N/A
Thinking of the last 12 months, please indicate your level of agreement with the following statements in regard to your <u>organization</u> .									
	68	Overall, I am satisfied in my work as a Commission employee.	1	2	3	4	5	DK	N/A

	69	I am satisfied with my organization .	1	2	3	4	5	DK	N/A
	70	I would prefer to stay with the Commission, even if offered a similar job elsewhere.	1	2	3	4	5	DK	N/A
	71	I would recommend the Commission as a great place to work.	1	2	3	4	5	DK	N/A
	72	I am likely to accept a position with another employer in the next 12 months.	1	2	3	4	5	DK	N/A

YOUR COMMENTS

73 What **one thing** would you like your organization to focus on in the next 12 months 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.***

Thank you for your participation in the 2012 BC Oil and Gas Commission Work Engagement Survey.

Questions?

If you have any questions about the survey or the confidentiality of your responses, please contact the BC Stats Survey Administration Team:

Contact name: Sonja Cunningham
Phone: (250) 952-0362
Email: Work.Environment.Survey@gov.bc.ca

Please click the **Submit** button to complete your survey.

Informational Purposes Only