
To: Kim Henderson, Deputy Minister

From: Jill Adams, BC Stats

Date: March 9^h, 2011

Re: 2011 Work Environment Survey: Invitation and Reminder Letters

Attached are the web and mail invitation and reminder letters for the **2011 Work Environment Survey** for approval by the Deputy Minister. There are 4 communications for the web survey and 2 for the mail survey.

Approval

This document defines the invitation and reminder letters for the 2011 Work Environment Survey.

Approved by:

Kim Henderson
Deputy Minister

Date

WEB INVITATION (April 13, 2011)

To: <Email>
From: Kim Henderson <Work.Environment.Survey@gov.bc.ca>
Subject: Invitation: BC Public Service Work Environment Survey 2011

Dear <Firstname>,

I am pleased to invite you to participate in the annual *BC Public Service Work Environment Survey*. This survey is being distributed to all BC Public Service employees and is your opportunity to express how you feel about your day-to-day work, your environment and tools, your development and performance, the people you work with, and your organization in general.

The more completed questionnaires we receive, the more accurately your work environment will be represented. Your input will provide valuable feedback to assist your organization in enhancing the employee experience in specific ways.

This survey is being conducted by BC Stats and the data collected are protected under the authority of the *Statistics Act*. Please be assured that your answers will remain completely confidential. You will not be identified as a person in any reports that follow.

The survey will take approximately **15 minutes** to complete.

The deadline for responses is 4:30 pm on **Friday, May 6th**, 2011.

To complete the survey now, please [click here](#).

If the link does not work for you, copy and paste the following link into your web browser:
<https://securesurveys.gov.bc.ca/logins/wes11.html>. Then type in your confidential password: <USERID>
This is your personal password; therefore, **please do not share it with others.**

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

If you have concerns about confidentiality please contact BC Stats at Work.Environment.Survey@gov.bc.ca or call (250) 356-8050.

Thank you in advance for your participation.

Sincerely,

Kim Henderson
Deputy Minister
Citizens' Services and Open Government

WEB REMINDER 1 (April 20, 2011)

To: <Email>
From: BC Stats <Work.Environment.Survey@gov.bc.ca>
Subject: Reminder: Work Environment Survey 2011

Dear <Firstname>,

Recently, you received an invitation to participate in the annual *BC Public Service Work Environment Survey*.

This is a reminder that the closing date for the survey is approaching. We encourage you to take advantage of this opportunity to provide valuable feedback about your workplace. We understand that your time is limited; however, results from the last survey have led to positive change in many workplaces across government.

The survey will be available until **May 6th, 2011**.

The survey is being conducted by BC Stats and the data collected are protected under the authority of the *Statistics Act*. Please be assured that your answers will remain completely confidential. Your name will not be associated with your completed questionnaire or any reports that follow.

The survey has been taking others an average of <#> **minutes** to complete.

To complete the survey now, [click here](#).

If the link does not work for you, copy and paste the following link into your web browser:
<https://securesurveys.gov.bc.ca/logins/wes11.html>. Then type in your confidential password: <USERID>
This is your personal password; therefore, **please do not share it with others.**

BC Stats has taken every step to ensure the confidentiality of your responses to this survey. When you submit your completed questionnaire, your name is not connected to your answers in any way. 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.

Under Section 9 of the *Statistics Act*, BC Stats cannot disclose information that could be used to identify you to any person, organization or government agency. In our final reports, your responses will be combined with other employee responses and reported as group averages.

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

If you have any concerns about this survey and the use of its information, or do not wish to receive any further reminders, please contact us at Work.Environment.Survey@gov.bc.ca or call (250) 356-8050.

Thank you in advance for your participation.

Sincerely,

Work Environment Survey Team
BC Stats

WEB REMINDER 2 (April 27th, 2011)

To: <Email>
From: BC Stats <Work.Environment.Survey@gov.bc.ca>
Subject: 1 week remaining: Work Environment Survey 2011

Dear <Firstname>,

This is the last week to participate in the annual *BC Public Service Work Environment Survey*.

You are encouraged to take **15 minutes** to complete the survey to share your thoughts and opinions about your employee experience in the BC Public Service. Your organization executives support you to take the time to complete the survey. Your input will assist your organization in enhancing the employee experience in specific ways.

To complete the survey now, [click here](#). The survey will only be available until **May 6th**.

If the link does not work for you, copy and paste the following link into your web browser: <https://securesurveys.gov.bc.ca/logins/wes11.html>. Then type in your confidential survey password: <USERID>. Since every employee has received his/her own personal survey invitation, **please do not forward this survey link or share your confidential password with others**.

BC Stats has taken every step to ensure the confidentiality of your responses to this survey. When you submit your completed questionnaire, your name is not connected to your answers. 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.

The information you provide will remain completely confidential, as guaranteed under the *Statistics Act*. Under Section 9 of the *Statistics Act*, BC Stats cannot disclose information that could be used to identify you to any person, organization or government agency. In our final reports, your responses will be combined with other employee responses and reported as group averages.

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

If you have any concerns about this survey and the use of its information, please contact us at Work.Environment.Survey@gov.bc.ca or call (250) 356-8050.

Thank you in advance for your participation.

Sincerely,

Work Environment Survey Team
BC Stats

WEB REMINDER 3 (May 4th, 2011)

To: <Email>
From: BC Stats <Work.Environment.Survey@gov.bc.ca>
Subject: Last Call: Work Environment Survey 2011

Dear <Firstname>,

This Friday is the last day to contribute your thoughts and opinions to the annual *BC Public Service Work Environment Survey*.

It should take no more than **15 minutes** of your time. Please [click here](#) to start.

Since every employee has received his/her own personal survey invitation, please do not forward this survey link or share your confidential password with others.

If you have any concerns about this survey and the use of its information, please contact us at Work.Environment.Survey@gov.bc.ca or call (250) 356-8050.

Thank you!

Sincerely,

Work Environment Survey Team
BC Stats

April 11th, 2011

<Firstname> <Lastname>
<Ministry>
<Address1><Address2>
<City>, BC <Postcode>

Re: Invitation to the BC Public Service Work Environment Survey 2011

Dear <Firstname>,

I am pleased to invite you to participate in the annual *BC Public Service Work Environment Survey*. This survey is being distributed to all BC Public Service employees and is your opportunity to express how you feel about your day-to-day work, your environment and tools, your development and performance, the people you work with, and your organization in general.

The more completed questionnaires we receive, the more accurately we can understand your work environment. Therefore, your input will provide valuable feedback to assist your organization in enhancing the employee experience in specific ways.

This survey is being conducted by BC Stats and the data collected are protected under the authority of the *Statistics Act*. Please be assured that your answers will remain completely confidential. You will not be identified as a person in any reports that follow.

The survey will take approximately **15 minutes** to complete.

The deadline for responses is 4:30 pm on Friday, **May 6th, 2011**.

(Please allow time for mailing, as responses cannot be incorporated after this date).

You may also complete the survey on the web by typing the following link into your web browser:

<https://securesurveys.gov.bc.ca/logins/wes11.html>

Then type in your personal and confidential password: **<USERID>** This is your personal password; therefore, **please do not share it with others.**

If you have any questions about this survey or concerns about confidentiality, please contact BC Stats at Work.Environment.Survey@gov.bc.ca or call (250) 356-8050.

Thank you in advance for your participation.

Sincerely,

Kim Henderson
Deputy Minister
Citizens' Services and Open Government

REMINDER POSTCARD – April 21¹



Last week, you received an invitation to complete the annual *BC Public Service Work Environment Survey*.

This is a reminder that the closing date for this survey is approaching. The survey will be available until **May 6th, 2011** only.

We encourage you to take advantage of this opportunity to provide valuable feedback about your workplace.

If you have questions or concerns about the survey and the use of its information, or if you need another survey, please contact BC Stats at (250) 356-8050.

Thank you in advance for your participation.

Sincerely,

Work Environment Survey Team, BC Stats

Postage

Address

¹ Employees will receive by ~April 26/27th due to holiday

In the Field April 13 – May 6, 2011



Welcome to the 2011 Response Rate Tracker!

The survey is now in the field until May 6, 2011.

This website shows real time response rates for the 2011 Work Environment Survey. Click on each ministry name to expand and display the response rates for each division or branch.

The tracker is updated throughout the day as responses come in so check back from time to time!

Thank you for participating!

Keep the responses coming in!

Please note that BC Stats has taken every step to ensure the confidentiality of your responses to this survey. Response rates are shown as totals, and small divisions are not displayed to protect respondent identities. Therefore, division percentages may not add up to the total ministry percentage. Percentages on this page should not be reproduced as final response rates. Final response rates, including mail responses, will be published in the reports.

Survey Close May 7th



Welcome to the 2011 Response Rate Tracker!

The survey is now closed!

This website shows preliminary response rates only. Final response rates will be published in the reports.

There are a lot of factors that influence response rates, from the size to the type of work done in each organization. The high level of response shows that employees are increasingly using the Work Environment Survey as an outlet for feedback on their workplaces.

Higher response rates yield higher-quality and reliable data, which in turn, results in sound decision-making around change initiatives. Well-managed change leads to a more engaged work force. All employees enjoy the payback of higher engagement in the workplace.

Thank you all sincerely for your participation!

-BC Stats Work Environment Survey Team

Final RR's to be posted June 16th



Welcome to the 2011 Response Rate Tracker!

Final ministry level response rates for the 2011 Work Environment Survey are shown below.

The final BC Public Service response rate is 84% this year!

*Please note you are no longer able to click on the ministry to view response rates for divisions and branches. These will be finalized and printed in the reports.

Every ministry and organization had a response rate over 75% which is excellent! There are a lot of factors that influence response rates, from the size of the organization, to the type of work done in each. But these high participation rates proves that the promotional efforts of each organization really paid off, and that employees are using the Work Environment Survey as an outlet for feedback on their workplaces.


Higher response rates yield higher-quality, more reliable data, which in turn results in sound decision-making around change initiatives. Well-managed change around suitable initiatives leads to a more engaged work force. All employees enjoy the payback of higher engagement in the workplace.

https://securerays.gov.bc.ca/responses2011/ - Windows Internet Explorer

https://securerays.gov.bc.ca/responses2011/

2011 Work Environment S... https://securerays.g...

BC Stats Work Environment Survey 2011



Welcome to the 2011 Response Rate Tracker!

This website shows preliminary response rates for the 2011 Work Environment Survey. The survey will be in the field April 13 – May 6, 2011.

Percentages shown on this page should not be reproduced as final response rates. The final response rates will be published in the reports.

Note: To protect respondent identities, progress for small divisions are not displayed. Therefore, divisional percentages may not add up to the overall ministry percentage.

Thank you for participating! Your opinions count!

Public Service 0%			
Aboriginal Relations and Reconciliation	0%	Health Services	0%
Agriculture	0%	Labour	0%
Attorney General	0%	Natural Resource Operations	0%
BC Public Service Agency	0%	Office of the Premier	0%
Children and Family Development	0%	Public Affairs Bureau	0%
Citizens' Services	0%	Public Safety and Solicitor General	0%
Community, Sport and Cultural Development	0%	Regional Economic and Skills Development	0%
Education	0%	Science and Universities	0%
Energy	0%	Social Development	0%
Environment	0%	Tourism, Trade and Investment	0%
Environmental Assessment Office	0%	Transportation and Infrastructure	0%
Finance	0%		%
Forests, Mines & Lands	0%		

Please note that BC Stats has taken every step to ensure the confidentiality of your responses to this survey. Response rates are shown as totals, and small divisions are not displayed to protect respondent identities. Therefore, division percentages may not add up to the total ministry percentage. Percentages on this page should not be reproduced as final response rates. There will be fluctuation once mail responses are incorporated. Final response rates will be published in the reports.

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Field - Microsoft Ou... RE: Team meeting - ... Field WESI Response Ra... https://securerays... The page cannot be... Evans, Dennis EDUC... 5:45 PM

BC Public Service Work Environment Survey 2011

Introduction

BC Stats is conducting the 2011 BC Public Service Work Environment Survey on behalf of the Business and Workforce Transformation Division.

The objective of this survey is to obtain feedback about your experiences as an employee in the BC Public Service. You will be asked to give your first-hand impressions about your job and workplace experiences. You will also be asked questions about your organization, the BC Public Service 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 6, 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
 - 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.
 - **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 your ministry, agency, office or commission of the Province.
 - 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: 250-356-8050
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 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 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
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 the BC Public Service.	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 helps me achieve my key work goals.	1	2	3	4	5		DK	N/A
45	My EPDP 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: [\[List of executives to be provided on March 16\]](#)

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 your ministry, agency, office, or commission of the Province.

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 AS A BC PUBLIC SERVANT

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

Thinking of 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 BC Public Service.	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>BC Public Service</i>							
69	Overall, I am satisfied in my work as a BC Public Service employee.	1	2	3	4	5	DK N/A
70	I am proud to tell people I work for the BC Public Service.	1	2	3	4	5	DK N/A
71	I would prefer to stay with the BC Public Service, even if offered a similar job elsewhere.	1	2	3	4	5	DK N/A
72	I would recommend the BC Public Service 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
- ☐ 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
75	Last year's Work Environment Survey results led to improvements in my current workplace.	1 Go to Q77	2 Go to Q77	3 Go to Q77	4 Go to Q76	5 Go to Q76	DK Go to Q77	N/A Go to Q77

76. 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.***

For Information Only

DEMOGRAPHIC INFORMATION

This final section of the survey contains four demographic questions that are asked of all new hires of the BC Public Service, or those who have not been asked them before.

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.

77. Please indicate your sex

- ☐ Male
- ☐ Female
- ☐ Refused

78. Do you identify yourself as an Aboriginal person, that is, First Nations (North American Indian), Métis or Inuit?

- ☐ Yes (go to 78b)
- ☐ No (skip to 79)
- ☐ Refused (skip to 79)

78b. Which of the following Aboriginal groups do you identify with? (Select all that apply)

- ☐ First Nations (North American Indian) (skip to 80)
- ☐ Métis (skip to 80)
- ☐ Inuit (skip to 80)
- ☐ Refused (skip to 80)

79. Do you consider yourself to be a member of a [visible minority](#) group?

- ☐ Yes
- ☐ No
- ☐ Refused

80. Do you consider yourself to be a [person with a disability](#)?

- ☐ Yes
- ☐ No
- ☐ Refused

Thank you for completing the 2011 Work Environment Survey!

BC Public Service Work Environment Survey

Frequently Asked Questions

The Work Environment Survey is in the field from **April 13 – May 6, 2011**.

This question and answer is based on the most common questions asked in previous cycles. The document contains the following sections:

- ▶ **Eligibility and Access**
- ▶ **Difficulties completing the survey**
- ▶ **Treatment of the data & reporting**
- ▶ **About the survey**



▶ **Eligibility and Access**

Which workplace should I be thinking about when I respond?

When completing the survey, please answer the questions based on where you were working on **February 28, 2011**.

Many employees have changed positions, departments, or had a change in supervisor or executive team since the last annual survey. If you changed jobs throughout the year, please think of your most recent position that you have been in since February 28th or before. If you changed jobs *in March or April*, please still think of where you were on February 28th as opposed to your brand new job/work unit.

February 28th is the date we pulled the data to create our population list, so your responses will be pooled with all others within the work unit as of this date. **This is our quality assurance that responses all reflect the correct work units.**

There has been considerable change over the last year, specifically, a recent cabinet announcement in March. These changes will not be incorporated into the WES because they will have not been captured in CHIPS (the employee database from which we create our final list), and moves will not be finalized for some time. Further, employees are asked to reflect on their experiences of last few months, not projecting into the future.

Why should I complete the survey?

The survey is completely voluntary but all eligible employees are strongly encouraged to complete it. Particularly given the large amount of change in government in the last year, this survey is your opportunity to be heard and influence priorities for action in the Public Service moving forward. The more completed questionnaires we receive, the more accurately your work environment will be represented. Your executives and Strategic HR groups use this information to direct resources and inform areas for development and improvement.

There are many examples where WES results have provoked targeted action and positive change. This is because results reflect real employee needs. Improving the work environment is everyone's responsibility.

If you choose to not complete it, you do not need to inform BC Stats unless you want to be removed from the reminder list.

Who is eligible to complete the survey?

The survey is available to all **regular and auxiliary employees** who are not on long-term leave and who are employed directly by a ministry. The head of the organization must report directly to the Deputy Minister to the Premier and employees within the organization must be covered by the Public Service Act.

Over the years, other employee groups, such as agencies, boards, commissions or crown corporations, have expressed an interest in conducting work environment surveys. While the groups do not satisfy the eligibility criteria to be included with the Public Service, BC Stats is able to conduct an independent survey at another time. Please contact the Work Environment Survey team at BC Stats for more information.

How can I access the survey?

All eligible employees will receive an **email invitation** on April 13, 2011 with a direct link to your online survey. This year, the email will come from Kim Henderson, Deputy Minister of Labour, Citizens' Services and Open Government. Each survey is coded with a unique and confidential userID. It is very important that employees **do not forward** this email invitation to colleagues.

Why wasn't I sent an invitation?

There are a few reasons why you may not have received an invitation to participate. Please see above, *Who is eligible to complete the survey?*

The respondent list used this year includes all those employees active and current as of **February 28, 2011**. If you were in the February 28, 2011 payroll file, but not an active employee through April, you will not be eligible to participate in the survey. Here, it is assumed that even though you were employed in February, you are not an active employee during the fielding of the survey; therefore, would not have had the opportunity to complete it.

I accidentally deleted my email invitation. May I get another one?

If you believe you have deleted your email invitation, search in your email for "Invitation" or "Work Environment Survey." These phrases are in the subject line of your email invitation.

Sometimes people assume they deleted the email invitation when in fact they did not receive one. For reasons as to why you may not have received a survey invitation, please see the section above, *Why wasn't I sent an invitation?* If you feel there has been an error, please contact BC Stats at 250-356-8050 or email:

Work.Environment.Survey@gov.bc.ca

What about employees who don't have computer access?

Employees with limited computer access will receive a paper version of the survey by post, with the option of completing the survey online. Paper responses are scanned in and included in all the results. The sample of employees with limited computer access is identified by Strategic HR partners.



► Difficulties completing the survey

If your question is not answered below, please leave your browser window open (if you are filling out the survey) and contact BC Stats at 250-356-8050 or email: Work.Environment.Survey@gov.bc.ca.

Why is my USERID invalid?

Your browser window would read, "Unfortunately, your User ID is invalid or you have previously submitted the survey for this User ID."

Each eligible employee is assigned a unique **userID**. BC Stats uses the userID to connect each employee responses with the corresponding demographic information. Record linkages are done solely for the purpose of producing

aggregate reports (e.g., the linkage allows BC Stats to summarize results by ministry, work unit, or according to service years or occupational group, for example).

Each eligible employee can only complete the survey once. If you forwarded or shared your link and your colleague completes the survey using your personalized link, our systems would have recorded you as having already completed the survey. This is why we ask that employees **do not forward the email invitation** to colleagues. If you do not recall sharing your link with anyone, and you receive the error message above, please contact BC Stats.

The executives listed on my survey seem incorrect.

To minimize ambiguity, a list of executive names is provided in the section evaluating the executive team. Your Strategic HR do their best to record the correct set of executives for each department ID. Given the large amount of change in the last year, it is possible that the list contains an error or that you are listed in the wrong work unit. If the list does not seem to reflect who your executive(s) were as of February 28, 2011, please contact BC Stats.

If you are an **executive member**, your name will not appear in the list of executive names (i.e. you are not asked to evaluate yourself). You are asked to consider the other members of the executive team when responding in this section.

I received an error message upon submission. Did my responses go through?

There are a number of reasons as to why you may have received an error message. Please leave your browser window open and contact BC Stats.



▶ Treatment of the data & reporting

Is this survey confidential or anonymous?

The Work Environment Survey is confidential but not anonymous.

Confidential means that BC Stats (and only BC Stats) has access to the individual responses. Having access to the individual responses allows BC Stats to analyze and produce results by key demographic characteristics (e.g., work unit, ministry, service years, etc.).

Anonymous surveys are rarely implemented because of the limited utility. Without any knowledge of who completed the survey or any means of linking to demographic characteristics, the only analysis possible would be a single report for the BC Public Service overall. We would completely lose our ability to target local improvements or highlight areas of success since we would only know that respondents are employees of the BC Public Service.

How is the data treated?

BC Stats takes every step to ensure the confidentiality of responses to this survey. The information provided will remain completely confidential within BC Stats as guaranteed under *Section 9* of the *Statistics Act*. Under the *Statistics Act*, BC Stats cannot disclose information that could be used to identify any person, organization, or government agency.

To ensure confidentiality, BC Stats removes all identifying information and aggregates all collected information based on firmly established reporting criteria (see section below, *What are the WES reporting criteria?*).

When will I see the results?

BC Stats will be releasing the WES reports as quickly as possible following the survey to maximize their use. While we are a small team, we are still able to produce final corporate results two weeks after the survey close, all ministry level results 6 weeks after the survey closes, and ~800 work unit reports 11 weeks after the survey closes. Your Ministry SHR representatives and executives receive the reports and distribute them.

What are the WES reporting criteria?

The WES program adheres to strict reporting guidelines. All criteria have been established to protect respondent confidentiality and to ensure data quality. The guidelines are as follows:

- 1) **Group size:** Each reported work unit must first have a population of 20 or more employees.
- 2) **Response rate:** With all qualifying work unit groupings, there must also be
 - a. A minimum 50% response rate for work units with less than 50 employees
 - b. A minimum 40% response rate for work units with 50 or more employees
- 3) **Residual disclosure:** All work units with <10 employees must be combined with another work unit within the same level. This criterion is in place to prevent the identification of employee responses by comparing results to the reporting level above.



► About the Survey

What does the WES survey measure?

The survey measures the health of the work environments within the BC Public Service. Questions cover many aspects of employee's day-to-day work, physical environment and tools, development and performance, co-workers, supervisors, the organization in general, and commitment to the work unit, organization and BC Public Service.

BC Stats reviews the questionnaire each year to ensure questions are valid and reliable, and balances making improvements with maintaining year over year comparability. New questions added are often pilot-tested with smaller groups and as much as possible supported by current literature. Sometimes BC Stats is the first to introduce a specific question that other jurisdictions haven't asked before. Each question is scrutinized thoroughly so that we're not including redundant questions, questions that could have better wording, or questions that offer greater reliability, validity or strength in our BC Public Service *Employee Engagement Model*.

What is employee engagement and why is it important?

To fully understand the results of the Work Environment Survey, it is important to know what employee engagement means and why it is important. Employee engagement is a multi-faceted concept. At its core, it measures two concepts, namely how satisfied and how committed employees are with their organization and their job. An employee's satisfaction and commitment levels are impacted by many different elements in the workplace. The Employee Engagement Model developed by BC Stats helps to identify which workplace functions influence engagement and which improvements will have the biggest impact.

Aside from the obvious benefits from working in a healthy, high functioning environment, private sector research shows highly engaged organizations tend to be more productive, more profitable and experience less turnover. In the public sector, research has confirmed that higher levels of employee engagement result in higher client satisfaction, which in turn, leads to increased citizen trust and confidence in government.

Why are other questions included if engagement is the focus?

While the four engagement questions are the 'key' questions used to calculate overall engagement, the other survey questions are asked for three reasons:

- 1) The non-model questions provide additional context and support the understanding of different circumstances.
- 2) There are a number of questions used nationally by other provinces and jurisdictions that we include for comparing our results with other provinces.
- 3) The model explains the work environment of the BC Public Service each year; sometimes the questions that make it into the model change. In other words, some questions that were previously non-model questions become stronger predictors of engagement in a given year, or gradually over time. Therefore, it is important to continue to test new concepts and keep alternate questions in the survey to test their predictive power each year.

How did the survey begin?

In 2001 and 2003, the Office of the Auditor General (OAG) undertook studies of the BC government work environment. After the first study, the Auditor General reported:

"I believe a well performing government, one that meets the service expectations of British Columbians, can only be achieved through a strong, highly competent and committed public service."

In 2005, the BC Public Service Agency committed to government-wide measurement of the public service work environment. The commitment to annual government-wide measurement was reinforced in the BC Public Service Corporate Human Resources Plan, released in October 2006:

"...We will gauge our progress annually through a Work Environment Survey overseen by the BC Public Service Agency, and share these results with all employees."

In early 2006, BC Stats in partnership with the BC Public Service Agency conducted the first annual government-wide Work Environment Survey. Since then, the Work Environment Survey has been established as an annual measurement program.

Additional questions can be directed to BC Stats at Work.Environment.Survey@gov.bc.ca.

Thank you for your interest and support!

