

**GOVERNMENT OF ALBERTA
2010
CORPORATE EMPLOYEE SURVEY**

- SUMMARY -

Prepared for:

Alberta Corporate Human Resources

Date:

January 21, 2011

Background and Context

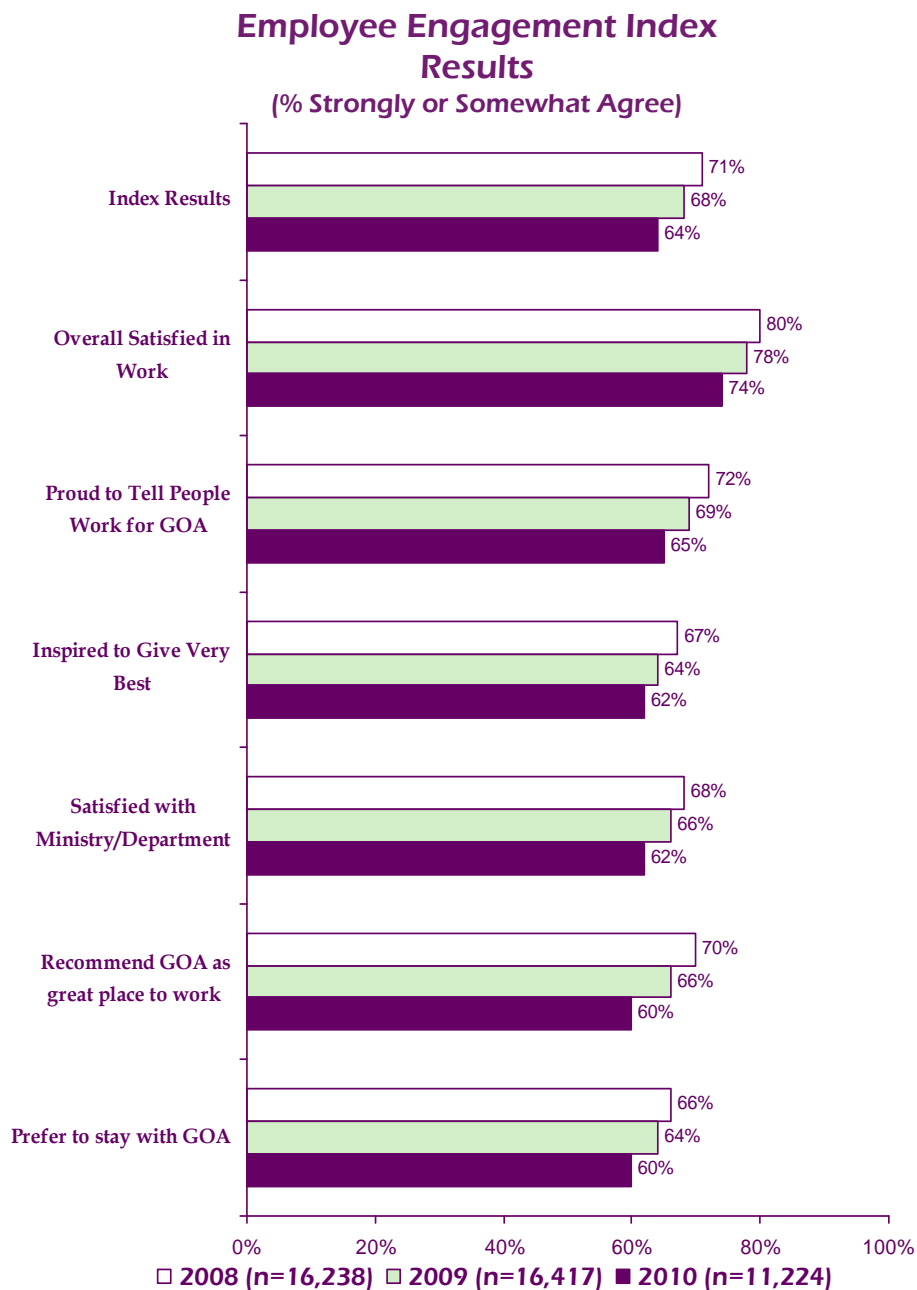
The Corporate Employee Survey has been conducted annually since 1996 to achieve the following:

- 1) Provide a high level indication of the progress on the priorities outlined in the Alberta Public Service Workforce Plan.
- 2) Measure employees' views on elements of the Quality Work Environment Index and Employee Engagement Index, as a key input element for corporate human resource planning.
- 3) Serve as a mechanism for gathering corporate and department-specific information from employees.
- 4) Collect data that can be compared with data from employee surveys in other Canadian government jurisdictions.

In 2010, two surveys were conducted. The first survey (Survey A) was with a random and representative sample of 415 employees across all ministries and departments of the Government of Alberta. A second survey (Survey B) was conducted to ensure that each ministry and department had accurate information on the 17 questions that comprise the Employee Engagement Index and the Quality Work Environment Index. In this second survey, departments and ministries were given the options of increasing their sample size, conducting a census survey, and asking additional questions (not just the questions that comprise the two indices). A total of 10,954 employees participated in this second survey. After adding in the responses for employees who participated in Survey A and whose responses also needed to be included in their ministry's or department's results, the combined total number of respondents to the second survey was 11,224. For both surveys, data was collected online, by phone, and by mail. Most (86%) participated online by answering the questions at a confidential website, 14% participated by phone, and less than 1% participated by mail. Of those invited, 71% participated in the surveys.

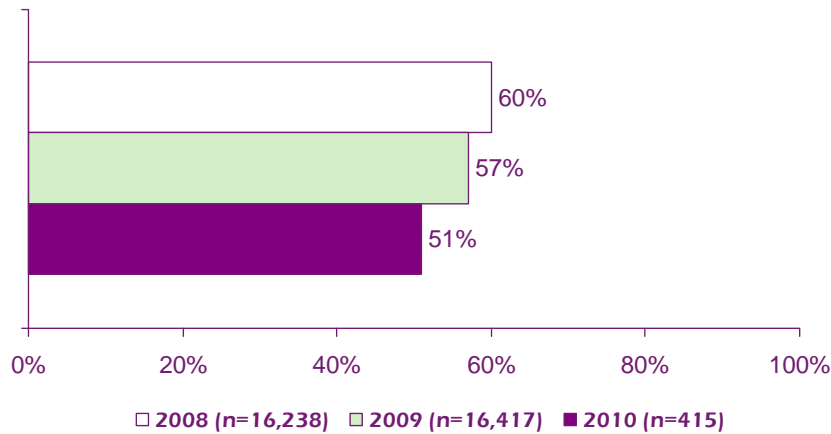
Overall Outcomes

In 2005, the Government of Alberta established the Employee Engagement Index. The Index Score is the average of the percent who agreed with six questions to assess engagement in their employment with the Government of Alberta as an overall outcome. As shown in the following chart, the Index Score has decreased substantially since 2008 (from 71% in 2008, to 68% in 2009, and to 64% in 2010). The percent who agreed with each of the six questions that comprise the Employee Engagement Index is also provided below. For all six questions, the level of agreement decreased substantially (by 5 to 10 percentage points) since 2008. The question with the largest decrease in agreement was “You would recommend the Government of Alberta as a great place to work”.



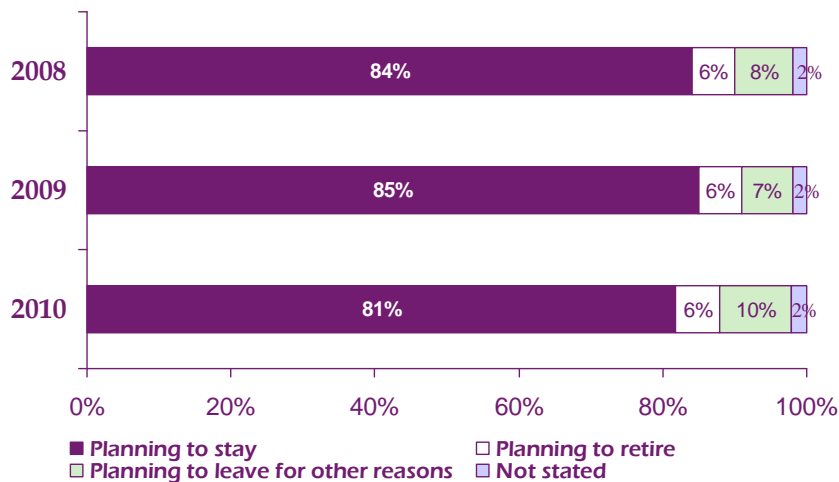
While not part of the Employee Engagement Index, other questions were included in Survey A to assess overall outcomes of employment with the Government of Alberta. The following chart shows that, in 2010, 51% felt valued as a Government of Alberta employee, down substantially from 2008 (60%).

Agreement that Overall Feel Valued as a Government of Alberta Employee
(% Strongly or Somewhat Agree)



In 2010, 81% of employees planned to continue working for the Government of Alberta for the next three years, down three percentage points since 2008, when 84% planned to continue. The percentage of employees planning to retire has stayed the same since 2008 (6% in 2008, 2009 and 2010), while the percentage of employees planning to leave for other reasons has increased slightly from 8% in 2008 to 10% in 2010.

Do you plan to continue working for the Government of Alberta for the next three years?
(% of Respondents)



Quality of the Work Environment

In 2005, the Government of Alberta also established a Quality Work Environment Index. The Index Score is the average of the percent who agreed with eleven questions about the quality of the work environment. The following chart shows that the Index Score has decreased by three points since 2008 (from 69% to 66%). The percent who agreed with each of the eleven questions that comprise the Quality Work Environment Index is also provided in the following chart.

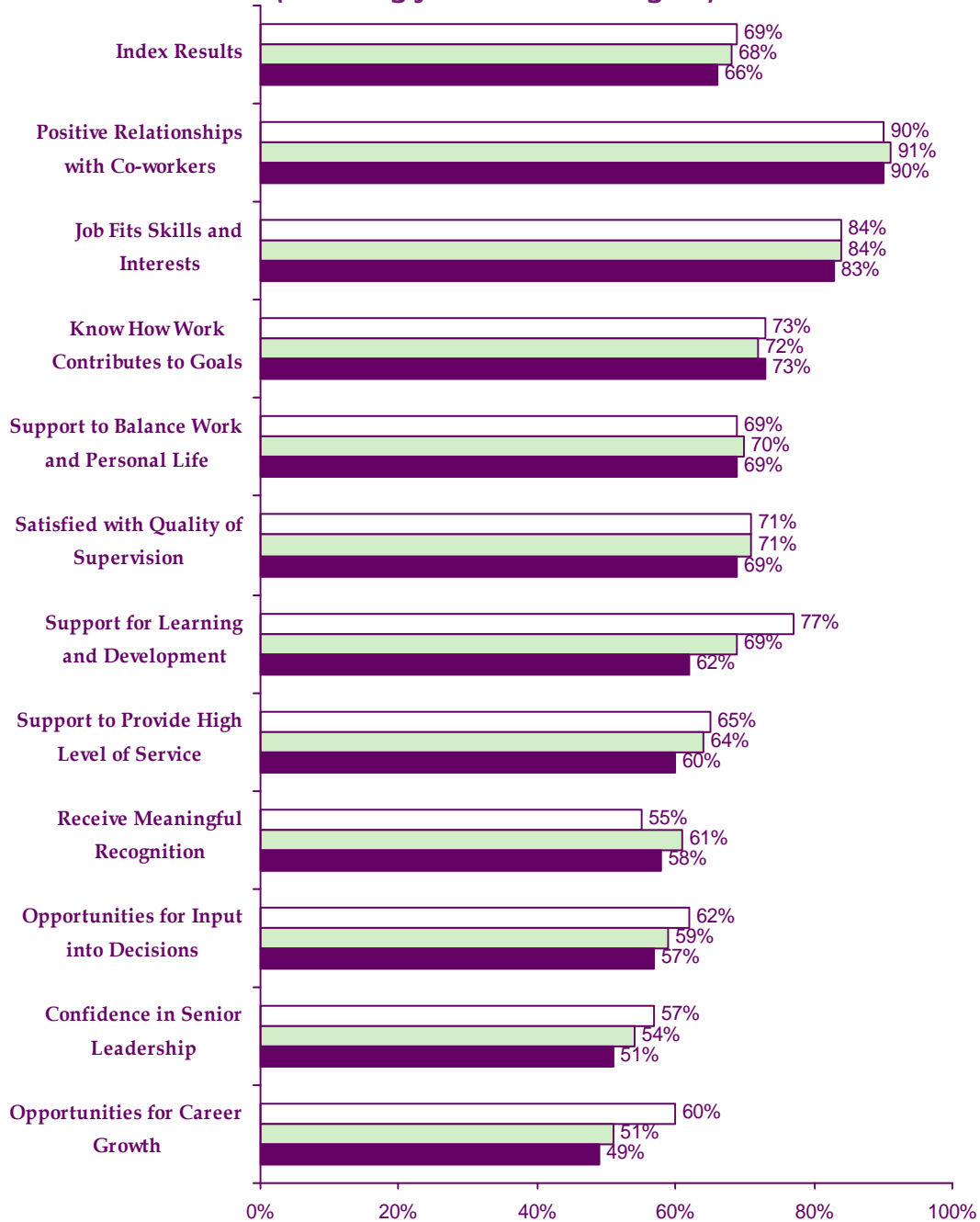
Since 2008, there were substantial decreases (by 5 percentage points or more) in the percentages who agreed with five of the eleven statements, namely:

- “Your organization supports your work related learning and development” (from 77% agreed in 2008, to 62% in 2010),
- “You have opportunities for career growth within the Government of Alberta” (from 60% agreed in 2008, to 49% in 2010),
- “You have confidence in the senior leadership of your ministry or department” (from 57% agreed in 2008, to 51% in 2010),
- “You have support at work to provide a high level of service” (from 65% agreed in 2008, to 60% in 2010), and
- “You have opportunities to provide input into decisions that affect your work” (from 62% agreed in 2008, to 57% in 2010).

For each of the remaining six questions, the percentage who agreed has remained about the same since 2008 (within 3 percentage points).

Quality Work Environment Index Results

(% Strongly or Somewhat Agree)



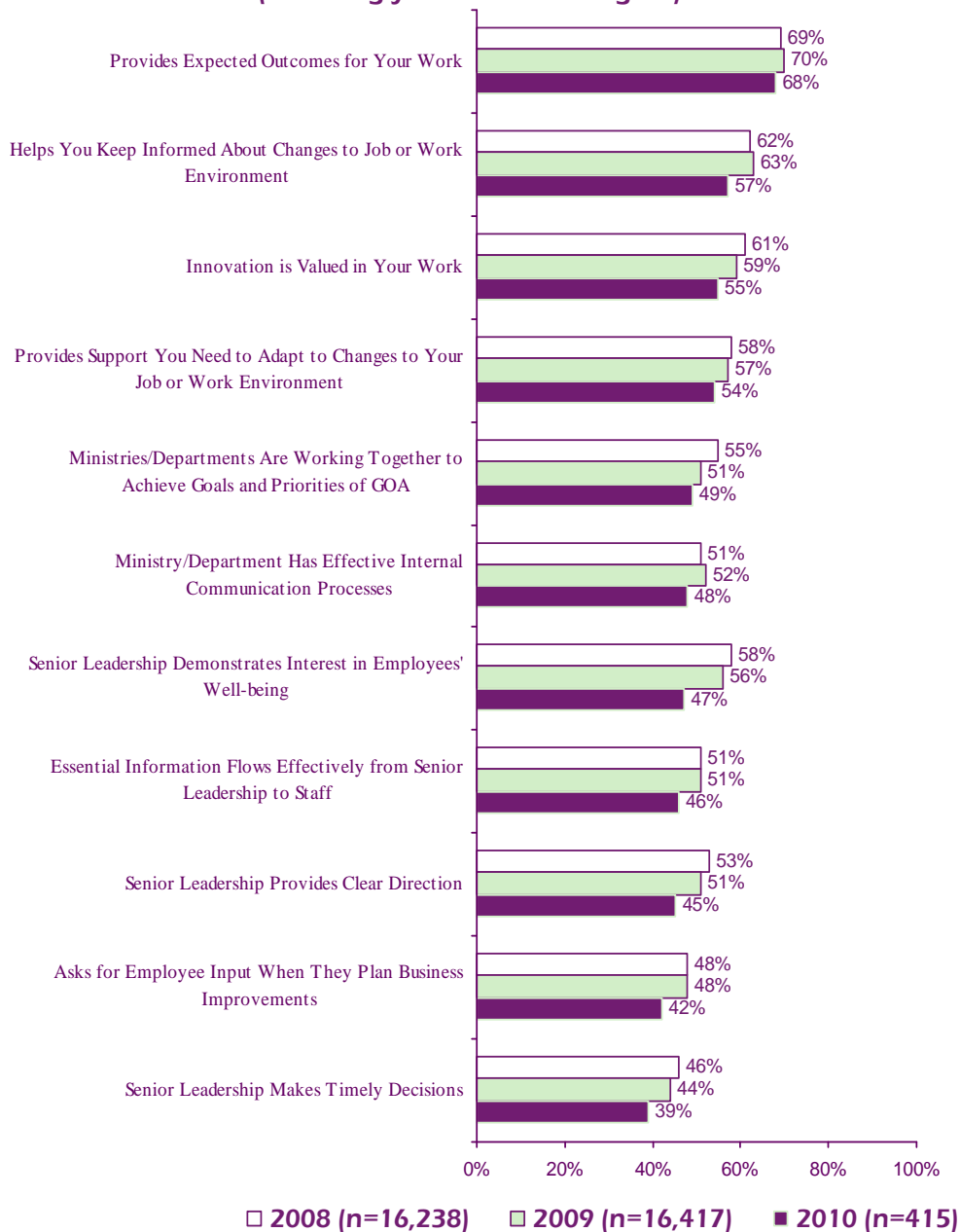
□ 2008 (n=16,238) □ 2009 (n=16,417) ■ 2010 (n=11,224)

In addition to the 11 questions included in the Quality Work Environment Index, 29 other agree-disagree questions were asked to assess various aspects of the work environment. The following chart summarizes the results for 11 questions that relate to supports provided by the organization. There were substantial decreases (by 5 to 11 percentage points) since 2008 in the percentage who agreed with 8 of these 11 statements. The question with the largest decrease in agreement since 2008 was:

- “The senior leadership of your ministry or department demonstrates interest in the well-being of employees” (47% in 2010, down from 58% in 2008).

The remaining three questions had no substantial change in agreement since 2008.

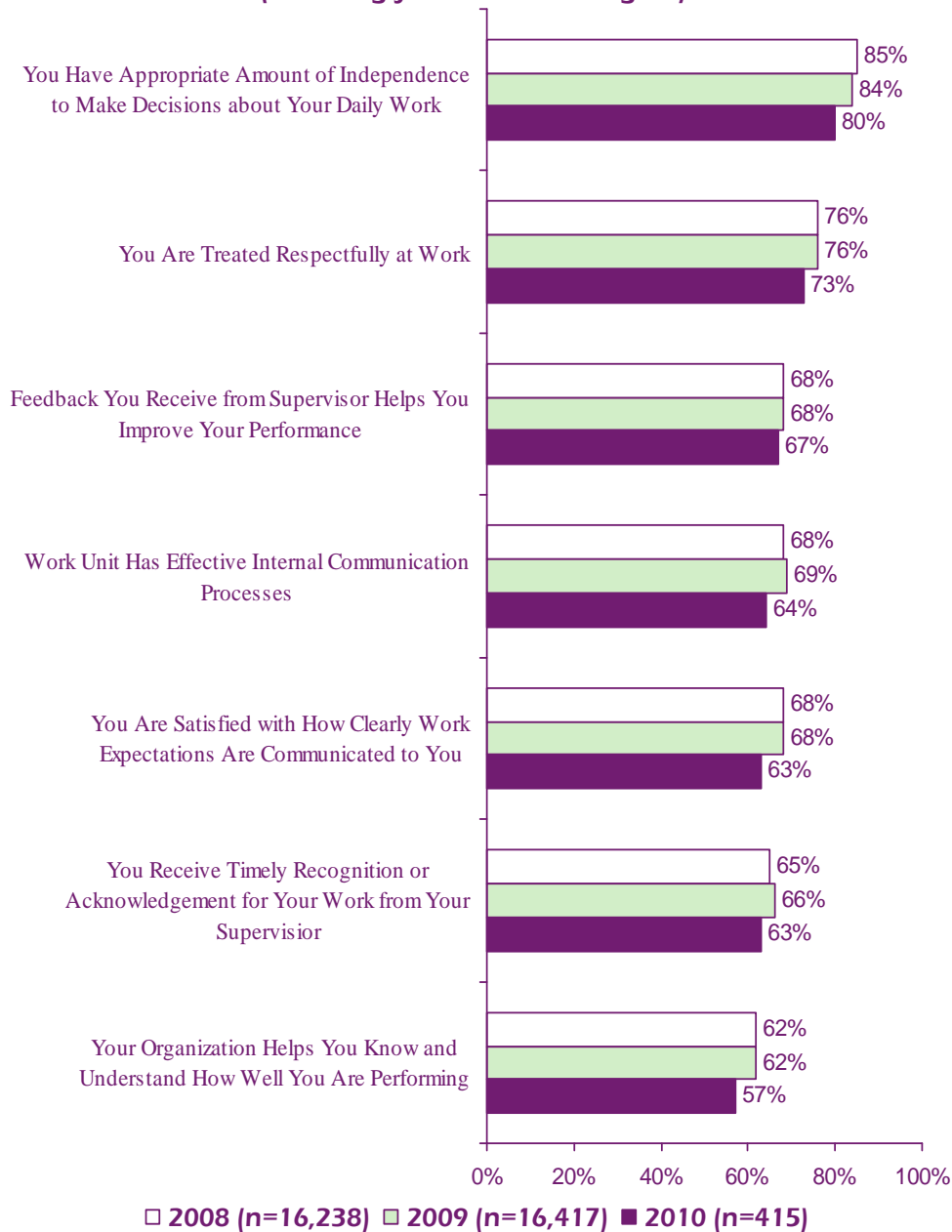
Results for Questions that Relate to Supports Provided by the Organization (% Strongly or Somewhat Agree)



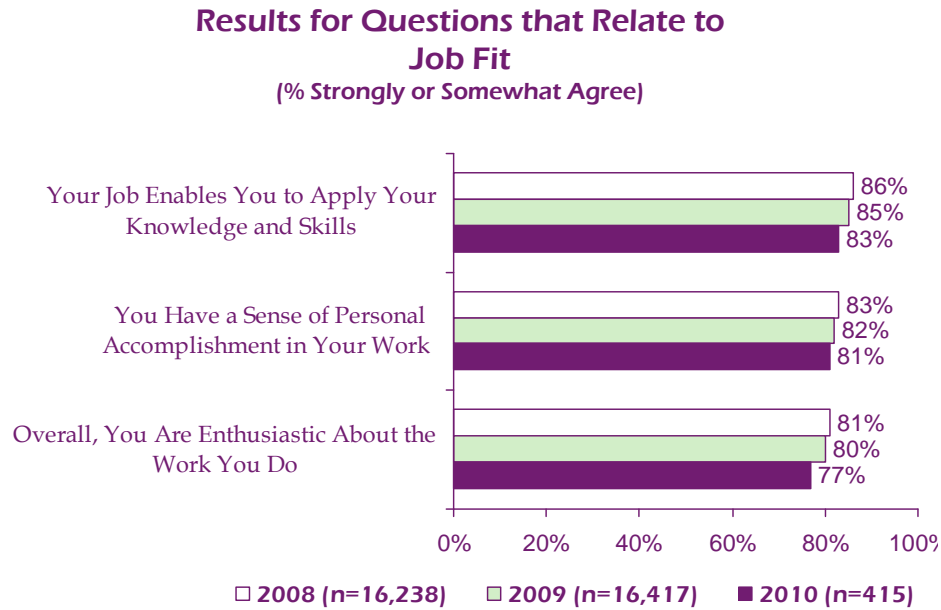
The following chart summarizes the results for 7 agree-disagree questions that relate to supervision. The percentage who agreed with 4 of these 7 statements has remained about the same since 2008 (within ± 4 percentage points). There were substantial decreases in agreement (each by 5 percentage points) with the remaining three statements, as follows:

- “You have an appropriate amount of independence to make decisions about your daily work” (from 85% agreed in 2008, to 80% in 2010),
- “You are satisfied with how clearly work expectations are communicated to you” (from 68% agreed in 2008, to 63% in 2010), and
- “Your organization helps you know and understand how well you are performing” (from 62% agreed in 2008, to 57% in 2010).

Results for Questions that Relate to Supervision (% Strongly or Somewhat Agree)

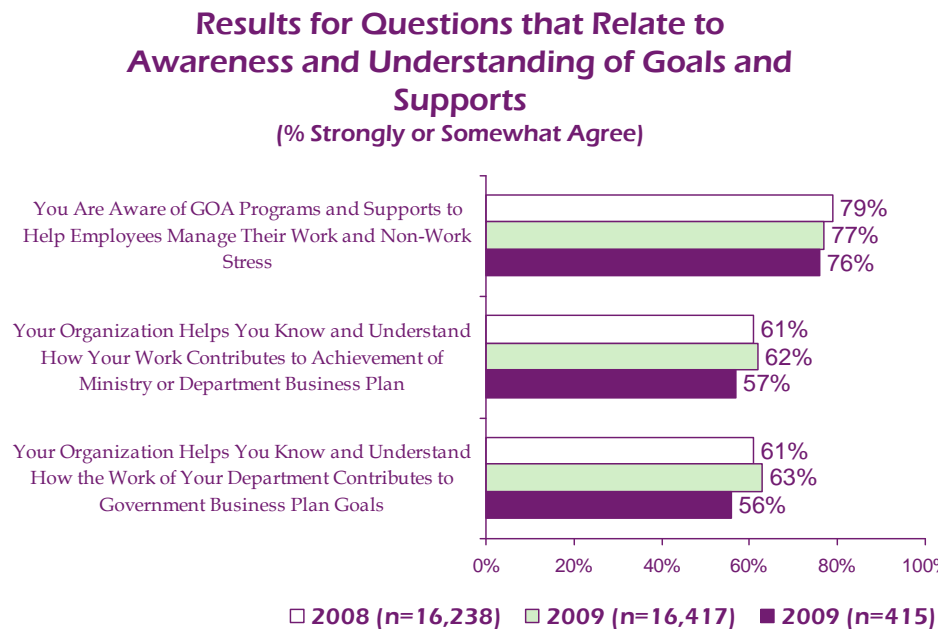


The following chart summarizes the results for 3 agree-disagree questions that relate to job fit. While agreement with all three questions decreased, the decreases were not substantial (no more than four percentage points).



The following chart summarizes the results for 3 agree-disagree questions that relate to awareness and understanding of goals and supports. Agreement with all three questions decreased (by 3 to 5 percentage points), with a substantial decrease with one question:

- “Your organization helps you know and understand how the work of your department contributes to government business plan goals” (from 61% agreed in 2008, to 56% in 2010).



The following chart summarizes the results for 3 agree-disagree questions that relate to co-worker and client relations. The percentage who agreed with each statement has stayed about the same since 2008 (within ± 3 percentage points).

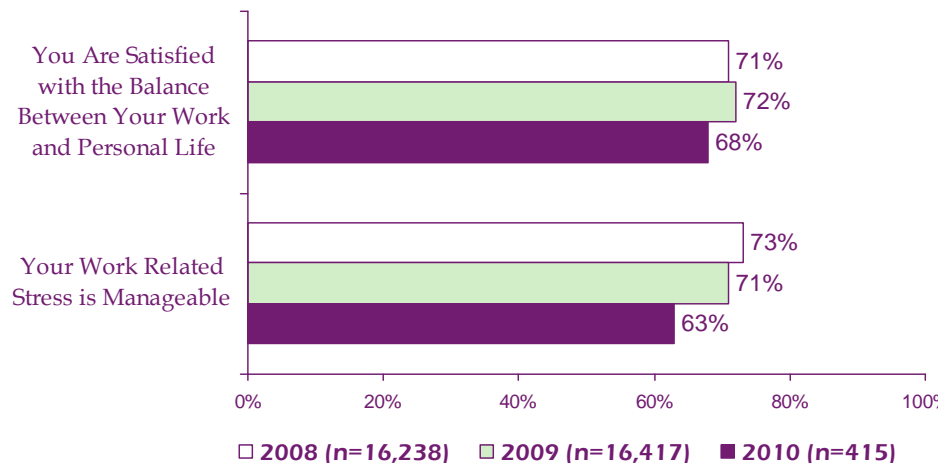
Results for Questions that Relate to Co-worker and Client Relations (% Strongly or Somewhat Agree)



The following chart summarizes the results for 2 agree-disagree questions that relate to work-life balance. The percentage who agreed with both statements has decreased (by 3 and 10 percentage points) since 2008, with a large decrease in agreement that:

- “Your work related stress is manageable” (from 73% agreed in 2008, to 63% in 2010).

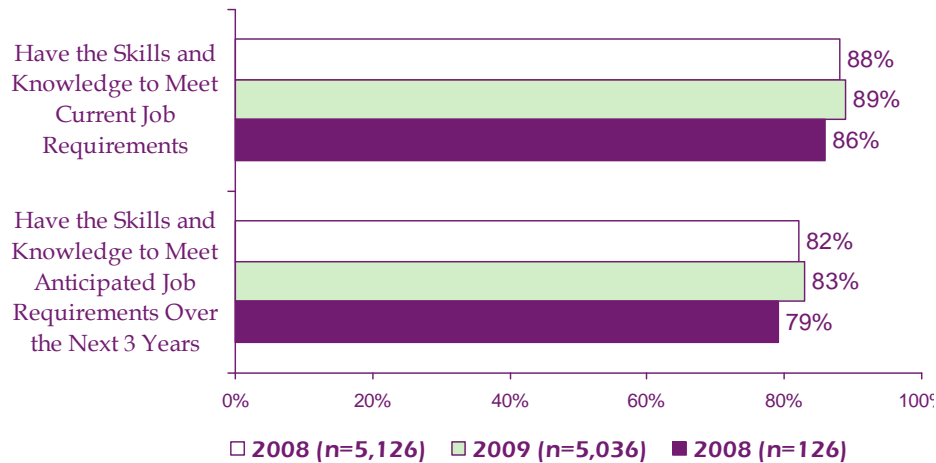
Results for Questions that Relate to Work-Life Balance (% Strongly or Somewhat Agree)



Supervisors' Views

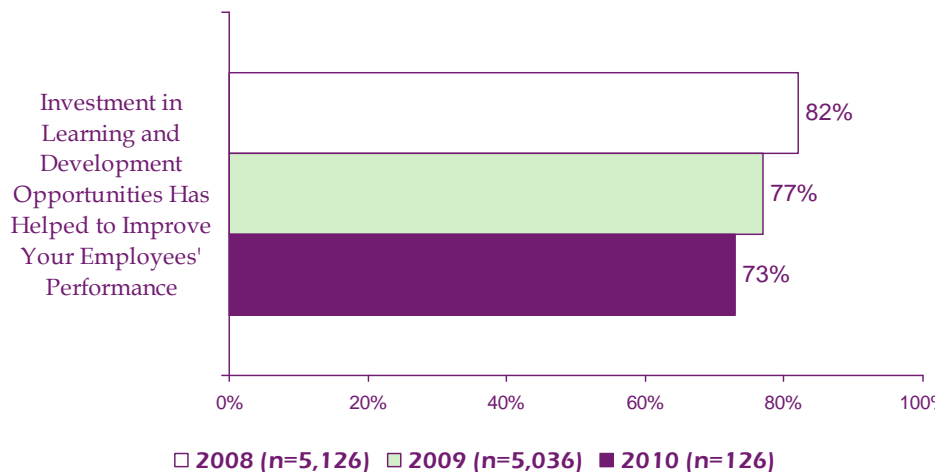
For both measures of supervisors' perceptions of their employees' skills and knowledge, there has been no substantial change in the percentage who agreed (within 3 percentage points) since 2008. When reviewing the results for the 2010 Survey A supervisors (n=126), the reader is cautioned to take into consideration the sampling error tolerances associated with the sample, as the margin of error in the results for a sample of this size is $\pm 9\%$, 19 times out of 20.

**Supervisors' Views of
Their Employees' Skills and Knowledge**
(% Strongly or Somewhat Agree)

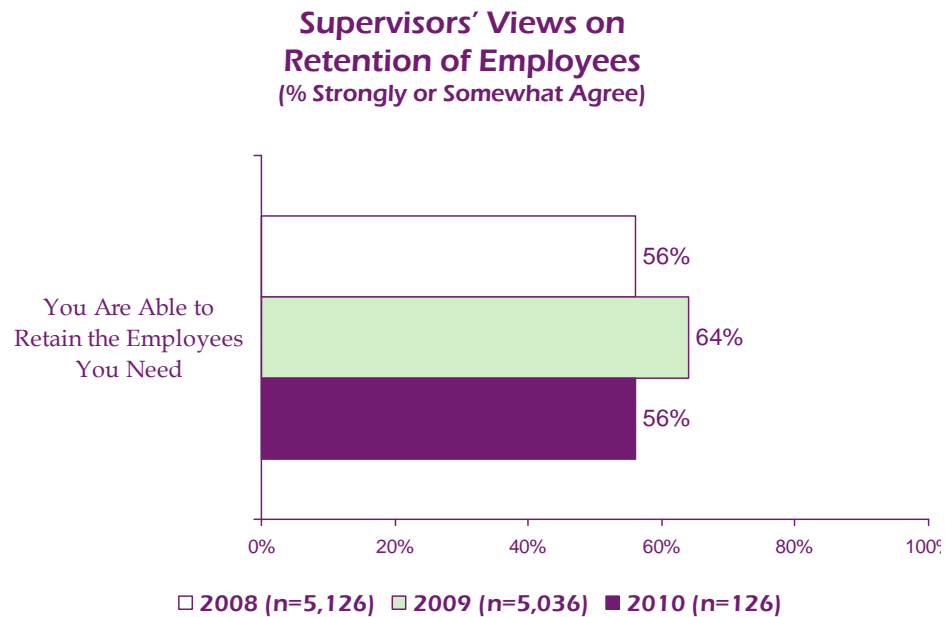


When asked the extent to which they agreed that investment in learning and development opportunities has helped to improve their employees' performance, 73% of supervisors agreed, down from 82% in 2008.

**Supervisors' Views on Investment in Learning and
Development Opportunities**
(% Strongly or Somewhat Agree)



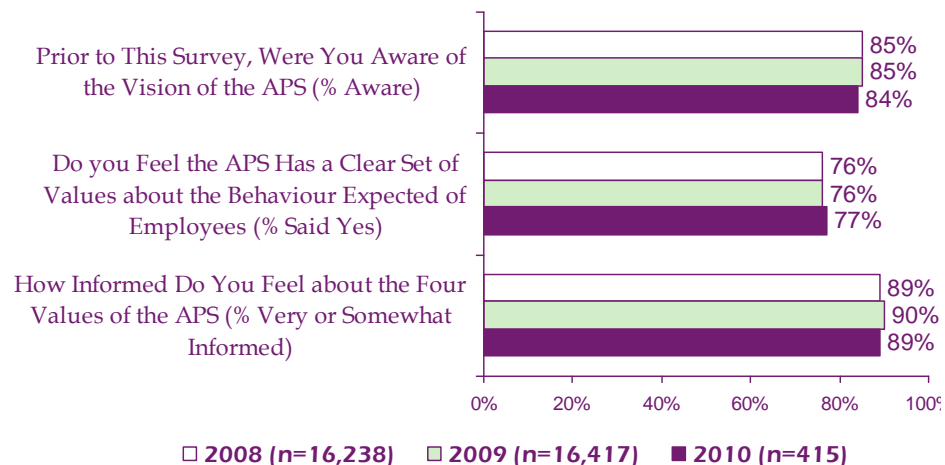
Supervisors provided their perceptions on their ability to retain the employees they need. The percentage who agreed was the same in 2010 as it was in 2008.



Vision and Values

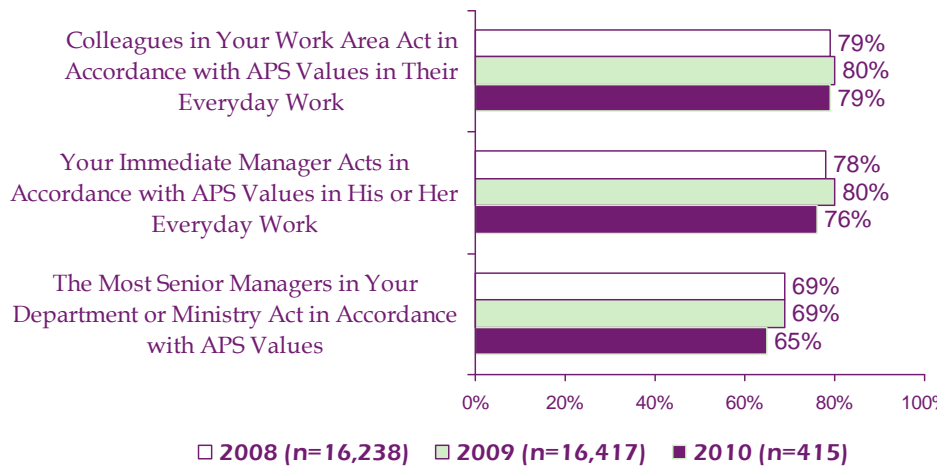
Questions were added in 2006 to assess employees' awareness of and familiarity with the Alberta Public Service's vision and values. As shown below, most employees were aware of the vision (84%, compared to 85% in 2008), most felt that the Alberta Public Service has a clear set of values (77%, compared to 76% in 2008), and the vast majority felt informed about the four values of the Alberta Public Service (89% in both 2010 and 2008).

Awareness of and Familiarity With the Vision and Values of the Alberta Public Service



Most employees agreed that their colleagues (79%), immediate managers (76%) and the most senior managers in their department or ministry (65%) act in accordance with the Alberta Public Service Values, with no substantial change in these results since 2008.

**Perceptions of the Values Being Followed by the
Alberta Public Service**
(% Strongly or Somewhat Agree)



Looking Ahead

Since 2008, there were no substantial improvements in the scores for any of the Quality Work Environment Index questions. Quality Work Environment Index scores decreased substantially for five questions, all of which relate to supports provided by the organization. Improving organizational supports will help most to increase employee engagement.