



[Auditor General's News Release](#)

[News Release from the Public Service Agency](#)

[Public Service Backgrounder](#)

[Report](#)

Detailed survey results for the 2004 Work Environment Survey

The following table contains the results for the work environment survey. We sent our survey to a randomly selected, representative sample of almost 6,000 public service employees out of the close to 24,000 employees included within the scope of our survey. We achieved a 75% response rate. The survey findings for the public service as a whole are considered to be statistically accurate within 2%, 19 times out of 20.

We used a 6-point scale for most of the survey. Unless otherwise noted, the results presented below have been grouped into three categories: “agree” (those selecting “5” or “6,” corresponding to “mostly agree” or “strongly agree”); “middle” (those selecting “3” or “4,” corresponding to “slightly agree” or “slightly disagree”); and “disagree” (those selecting “1” or “2,” corresponding to “strongly disagree” or “mostly disagree”).

Questions

A1 To whom do you mainly provide services?		
Directly to the public or clients outside the BC government	Other BC public servants or politicians	Total
65.30%	34.70%	100.00 %

A2 In my workplace, employees know what standards they are expected to meet in serving clients.			
agree	middle	disagree	Total
82.50%	12.90%	4.60%	100.00%

A3 I often do more than what's necessary to help our clients.
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agree	middle	disagree	Total
87.40%	11.00%	1.60%	100.00%

A4 In my workplace, employees receive recognition for high-quality client service.

agree	middle	disagree	Total
28.40%	39.30%	32.30%	100.00%

A5 In your current job, have you received training specifically on client service?

yes	no	not sure	Total
38.10%	54.90%	7.00%	100.00%

A6a Employees: Freely make suggestions to management for improvements or new services.

agree	middle	disagree	Total
56.00%	31.40%	12.60%	100.00%

A6b Employees: Communicate openly and honestly with management.

agree	middle	disagree	Total
52.90%	31.80%	15.30%	100.00%

A6c Employees: Focus on clients' needs (either internal or external clients).

agree	middle	disagree	Total

72.30%	23.00%	4.70%	100.00%
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A7 Mistakes are used for learning as opposed to people being penalized in my workplace.			
agree	middle	disagree	Total
58.10%	28.30%	13.50%	100.00%

A8 This department really inspires me to do my best work.			
agree	middle	disagree	Total
44.90%	34.00%	21.20%	100.00%

A9 In our ministry, we are developing a workforce that adapts well to change.			
agree	middle	disagree	not aware of
33.10%	39.30%	23.90%	3.80%

A10a I have a clear understanding of ministry's: Vision.			
agree	middle	disagree	not aware of
50.60%	31.60%	14.40%	3.40%

A10b I have a clear understanding of ministry's: Mission.			
agree	middle	disagree	not aware of
54.50%	29.70%	12.80%	3.10%

A10c I have a clear understanding of ministry's: Values.

agree	middle	disagree	not aware of
49.90%	31.50%	14.90%	3.70%

A10d I have a clear understanding of ministry's: Human Resource Plan.

agree	middle	disagree	not aware of	Total
25.10%	39.10%	27.00%	8.70%	100%

A11a I have a clear understanding of: The goals of my department.

agree	middle	disagree	not aware of
68.90%	21.80%	8.00%	1.30%

A11b I have a clear understanding of: How my work contributes to my department's goals.

agree	middle	disagree	not aware of
69.50%	21.70%	7.50%	1.30%

B1a Ministry executives: Are accessible to employees.

agree	middle	disagree
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33.90%	38.10%	28.00%
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B1b Ministry executives: Provide clear direction for the future.			
agree	middle	disagree	Total
29.80%	43.40%	26.80%	100.00%

B1c Ministry executives: Are open and honest in communication.			
agree	middle	disagree	Total
32.70%	42.60%	24.60%	100.00%

B1d Ministry executives: Are aware of employees' concerns.			
agree	middle	disagree	Total
27.80%	42.20%	30.00%	100.00%

B1e Ministry executives: Care about employees' concerns.			
agree	middle	disagree	Total
27.70%	40.60%	31.70%	100.00%

B2 I have confidence in the leadership abilities of the executives in my ministry.			
agree	middle	disagree	Total

36.20%	40.00%	23.80%	100.00%
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B3 I feel confident that my ministry is making the changes necessary to be successful in the future.			
agree	middle	disagree	Total
29.00%	42.10%	28.90%	100.00%

B4 I trust executives to balance the needs of employees with those of my ministry.			
agree	middle	disagree	Total
21.00%	43.50%	35.50%	100.00%

B5a Department managers: Encourage employees to bring forward suggestions for improvements for programs or services.			
agree	middle	disagree	Total
57.10%	29.10%	13.80%	100.00%

B5b Department managers: Encourage employees to develop new skills to enhance their careers.			
agree	middle	disagree	Total
51.80%	33.30%	14.80%	100.00%

B5c Department managers: Are open to flexible work arrangements to accommodate personal needs.			
agree	middle	disagree	Total

55.00%	30.20%	14.80%	100.00%
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B6 I get enough information about our program/department results and performance to know how we are doing.			
agree	middle	disagree	Total
42.50%	38.20%	19.30%	100.00%

B7a The person I report to: Is an effective manager for me.			
agree	middle	disagree	Total
67.20%	20.70%	12.10%	100.00%

B7b The person I report to: Respects me.			
agree	middle	disagree	Total
77.10%	16.20%	6.70%	100.00%

B7c The person I report to: Manages change well.			
agree	middle	disagree	Total
67.60%	23.20%	9.20%	100.00%

B7d The person I report to: Understands my job well enough to evaluate my performance.			
agree	middle	disagree	Total

68.60%	20.80%	10.60%	100.00%
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B7e The person I report to: Sets clear expectations and goals with me.			
agree	middle	disagree	Total
56.90%	30.20%	12.90%	100.00%

B7f The person I report to: Involves me in decisions that effect me.			
agree	middle	disagree	Total
62.70%	25.00%	12.30%	100.00%

B7g The person I report to: Takes the time to get to know me.			
agree	middle	disagree	Total
65.70%	24.10%	10.20%	100.00%

B7h The person I report to: Is open and honest in communication.			
agree	middle	disagree	Total
69.30%	21.10%	9.60%	100.00%

B7i The person I report to: Gives serious consideration to ideas and suggestions for improvements.			
agree	middle	disagree	Total
67.80%	22.80%	9.40%	100.00%

C1 I know how to find out what job advancement opportunities are open to me.

agree	middle	disagree	Total
61.50%	28.90%	96.60%	100.00%

C2 This ministry supports the growth and development of its employees.

agree	middle	disagree	Total
36.40%	41.50%	22.20%	100.00%

C3a There are enough opportunities for me to: Improve my skills in my current job.

agree	middle	disagree	Total
47.40%	37.70%	14.90%	100.00%

C3b There are enough opportunities for me to: Participate in decision-making.

agree	middle	disagree	Total
41.90%	39.80%	18.40%	100.00%

C3c There are enough opportunities for me to: Advance my career.

agree	middle	disagree	Total
32.00%	43.10%	24.90%	100.00%

C3d There are enough opportunities for me to: Develop skills necessary to take on different roles.

agree	middle	disagree	Total
36.50%	43.90%	19.70%	100.00%

C3e There are enough opportunities for me to: Develop the skills necessary for a changing workplace.

agree	middle	disagree	Total
38.80%	43.50%	17.80%	100.00%

C3f There are enough opportunities for me to: Satisfy my personal needs for new challenges and development.

agree	middle	disagree	Total
36.40%	40.10%	23.50%	100.00%

C4 The process of selecting a person for a position is fair.

agree	middle	disagree	Total
37.50%	38.50%	24.00%	100.00%

D1 I enjoy working for our clients.

agree	middle	disagree	Total
85.50%	12.30%	2.20%	100.00%

D2 My co-workers respect my thoughts and feelings.

agree	middle	disagree	Total
84.40%	13.70%	1.90%	100.00%

D3 In my workplace, my co-workers and I work together as a team.

agree	middle	disagree	Total
78.80%	17.10%	4.10%	100.00%

D4a I can easily get info from: The department where I work.

agree	middle	disagree	not applicable	Total
72.50%	20.70%	5.90%	0.80%	100%

D4b I can easily get info from: Other departments within my ministry.

agree	middle	disagree	not applicable	Total
46.10%	35.50%	11.10%	7.30%	100.00%

D4c I can easily get info from: Other ministries.

agree	middle	disagree	not applicable	Total
28.90%	38.90%	13.80%	18.40%	100.00%

D5a I can question a policy/practise without being criticized by: Senior management.

agree	middle	disagree	not applicable	Total

agree	middle	disagree	Total
46.50%	32.90%	20.60%	100.00%

D5b I can question a policy/practise without being criticized by: The person I report to.

agree	middle	disagree	Total
71.70%	19.00%	9.30%	100.00%

D5c I can question a policy/practise without being criticized by: My co-workers.

agree	middle	disagree	Total
85.60%	11.90%	2.50%	100.00%

D6 I usually hear about important changes from the person I report to rather than from the rumour mill.

agree	middle	disagree	Total
49.60%	29.50%	20.90%	100.00%

D7a I receive feedback about: The good work I've done.

agree	middle	disagree	Total
49.40%	32.00%	18.60%	100.00%

D7b I receive feedback about: Things I could do better.

agree	middle	disagree	Total

46.30%	39.00%	14.70%	100.00%
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E1 My work related stress is manageable.			
agree	middle	disagree	Total
54.30%	32.20%	13.40%	100.00%

E2 I am able to choose how best to complete my work.			
agree	middle	disagree	Total
75.90%	19.40%	4.70%	100.00%

E3 The balance between my work and personal commitments is right for me.			
agree	middle	disagree	Total
61.00%	29.90%	9.10%	100.00%

E4 My job is interesting and challenging.			
agree	middle	disagree	Total
69.60%	23.20%	7.30%	100.00%

E5 In my workplace work is distributed fairly.			
agree	middle	disagree	Total
52.80%	31.30%	15.80%	100.00%

E6 My job makes good use of my knowledge and abilities.

agree	middle	disagree	Total
65.80%	23.40%	10.80%	100.00%

E7 My current workload is manageable.

agree	middle	disagree	Total
54.60%	30.30%	15.10%	100.00%

E8 Workplace safety and security receives appropriate attention here.

agree	middle	disagree	Total
71.10%	21.20%	7.70%	100.00%

E9 The workplace processes we have in place allow me to be as productive as possible.

agree	middle	disagree	Total
51.70%	34.30%	13.90%	100.00%

E10 I get a feeling of personal satisfaction from my work.

agree	middle	disagree	Total
63.10%	27.70%	9.20%	100.00%

E11 At work, my opinion counts.

agree	middle	disagree	Total
58.40%	31.30%	10.30%	100.00%

E12 I feel the work I do makes an important contribution to the ministry's success.

agree	middle	disagree	Total
68.30%	25.70%	6.00%	100.00%

E13 I am appreciated for the contribution I make to my department.

agree	middle	disagree	Total
53.60%	33.60%	12.70%	100.00%

E14a The authority to make the decisions necessary to do my job well.

agree	middle	disagree	not applicable	Total
66.70%	24.60%	7.80%	0.80%	100.00%

E14b The tools (technology and equipment) I need to do my job well.

agree	middle	disagree	not applicable	Total
66.20%	24.60%	8.60%	0.50%	100.00%

E14c The staff I need to do my job well.

agree	middle	disagree	not applicable	Total

agree	middle	disagree	not applicable	Total
42.80%	29.80%	17.10%	10.30%	100.00%

E15a How satisfied are you with: Career advancement opportunities?			
satisfied	middle	dissatisfied	Total
36.30%	39.00%	24.70%	100.00%

E15b How satisfied are you with: Day-to-day work activities?			
satisfied	middle	dissatisfied	Total
62.30%	30.30%	7.40%	100.00%

E15c How satisfied are you with: Ministry leadership/executives?			
satisfied	middle	dissatisfied	Total
35.50%	40.70%	23.80%	100.00%

E15d How satisfied are you with: Departmental managers?			
satisfied	middle	dissatisfied	Total
53.60%	30.80%	15.60%	100.00%

E15e how satisfied are you with: The person you report to?			
satisfied	middle	dissatisfied	Total

70.50%	19.60%	9.90%	100.00%
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E15f how satisfied are you with: Individual recognition?			
satisfied	middle	dissatisfied	Total
42.70%	38.00%	19.20%	100.00%

F1 I am classified fairly compared to others doing similar work in the BC public service.			
agree	middle	disagree	Total
46.30%	30.70%	22.90%	100.00%

F2 I am fairly paid compared to other places I might work outside the BC public service.			
agree	middle	disagree	Total
45.00%	32.30%	22.70%	100.00%

F3 I receive adequate recognition (beyond compensation) for my contribution/accomplishments.			
agree	middle	disagree	Total
32.10%	45.00%	22.90%	100.00%

F4 In my workplace, recognition and awards are based on merit			
agree	middle	disagree	Total
30.60%	43.70%	25.70%	100.00%

F5 My benefits meet my (and my family's) needs well.

agree	middle	disagree	Total
63.90%	29.00%	7.10%	100.00%

F6 In my ministry, workforce adjustment has been administered fairly

agree	middle	disagree	don't know	Total
34.80%	31.20%	22.50%	11.50%	100.00%

F7 I know how to find answers to my human resource policy questions.

agree	middle	disagree	Total
45.40%	39.40%	15.20%	100.00%

F8 In my workplace, employees are held appropriately accountable for their performance.

agree	middle	disagree	Total
41.00%	38.80%	20.20%	100.00%

F9 Which have you had in the last year:

an EPDP	an employee appraisal	neither	Total
25.20%	16.30%	58.50%	100.00%

F10a EPDP/appraisals: Are fair and accurate

agree	middle	disagree	don't know	Total
31.60%	15.70%	5.20%	47.50%	100.00%

***F10a EPDP/appraisals: Are fair and accurate**

agree	middle	disagree	Total
60%	30%	10%	100.00%

*Recalculated to remove the "don't know" responses

F10b EPDP/appraisals: Help me focus my efforts to meet our work goals.

agree	middle	disagree	don't know	Total
26.60%	19.50%	7.60%	46.20%	100%

***F10b EPDP/appraisals: Help me focus my efforts to meet our work goals.**

agree	middle	disagree	Total
50%	36%	14%	100%

*Recalculated to remove the "don't know" responses

F10c EPDP/appraisals: Help me achieve my developmental goals.

agree	middle	disagree	don't know	Total
23.10%	20.70%	9.80%	46.50%	100%

*F10c EPDP/appraisals: Help me achieve my developmental goals.				
agree	middle	disagree	Total	
43%	39%	18%	100.00%	
*Recalculated to remove the "don't know" responses				

G1 I would highly recommend this department to a friend seeking employment.				
agree	middle	disagree	Total	
44.70%	32.50%	22.90%	100.00%	

G2 I think this department is a great place to work.				
agree	middle	disagree	Total	
53.80%	31.70%	14.50%	100.00%	

G3 I am proud to tell others I am part of this department.				
agree	middle	disagree	Total	
58.00%	29.80%	12.20%	100.00%	

G4 This ministry deserves my loyalty.				

agree	middle	disagree	Total
56.80%	28.60%	14.60%	100.00%

G5 I am proud to be part of this ministry.

agree	middle	disagree	Total
57.00%	31.3%	11.70%	100.00%

G6 I am certain that my ministry provides a valuable service to BC.

agree	middle	disagree	Total
79.80%	16.00%	4.20%	100.00%

G7 My ministry conducts its business using high ethical standards.

agree	middle	disagree	Total
64.10%	27.30%	8.50%	100.00%

G8 It would take a lot to get me to leave this ministry.

agree	middle	disagree	Total
47.20%	32.10%	20.70%	100.00%

G9 This ministry's reputation helps us attract the best employees.

agree	middle	disagree	Total
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25.00%	46.70%	28.30%	100.00%
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G10 I am proud to be an employee of the BC public service.			
agree	middle	disagree	Total
62.30%	29.10%	8.60%	100.00%

G11a If it were up to me I would stay working in the BC public service for: For at least 1 year			
agree	middle	disagree	Total
87.30%	7.00%	5.70%	100.00%

g11b Results not reasonable due to response errors.

G11c If it were up to me I would stay working in the BC public service for: Until I retire			
agree	middle	disagree	Total
71.80%	17.30%	10.90%	100.00%

G12 Are you planning to retire: (Choose only one)			
within the next 12 months	within the next 5 years	no definite plans	Total
5.80%	15.80%	78.30%	100.00%

G13 I have worked within the BC public service (in any ministry):

fewer than 2 years	2 to 5 years	6 to 10 years	11 to 15 years	16 to 20 years	over 20 years	Total
2.70%	14.10%	19.40%	25.90%	12.00%	25.80%	100.00%

Have you experienced any of the following in the last 12 months?

G14a Recently changed job (e.g. promotion, transfer).			
yes	no	don't know	Total
34.80%	64.80%	0.50%	100.00%

G14b A change in your duties or responsibilities in your existing job.			
yes	no	don't know	Total
59.80%	39.90%	0.40%	100.00%

G14c Change in supervisor.			
yes	no	don't know	Total
51.10%	48.60%	0.30%	100.00%

G14d Introduction of new computer technologies in your job.			
yes	no	don't know	Total
53.50%	46.10%	0.40%	100.00%

G14e Reduction in number of employees in your workplace.

yes	no	don't know	Total
70.20%	28.80%	1.00%	100.00%

G14f Organizational restructuring in your workplace (such as merging, separating units..)

yes	no	don't know	Total
71.00%	26.90%	2.10%	100.00%

G14g Change in ministry executive.

yes	no	don't know	Total
57.90%	30.40%	11.70%	100.00%

G14h Budget reduction in your department.

yes	no	don't know	Total
66.70%	17.30%	16.10%	100.00%

G15a Job pride affected by comments from: Your co-workers.

not at all	slightly	moderately	significantly	Total
14.80%	15.90%	34.00%	35.30%	100.00%

G15b Job pride affected by comments from: The person you report to.

not at all	slightly	moderately	significantly	Total
10.00%	12.00%	28.70%	49.40%	100.00%

G15c Job pride affected by comments from: Executives in your ministry.

not at all	slightly	moderately	significantly	Total
19.90%	20.50%	29.70%	29.90%	100.00%

G15d Job pride affected by comments from: Public/external clients.

not at all	slightly	moderately	significantly	Total
14.20%	17.40%	30.00%	38.50%	100.00%

G15e Job pride affected by comments from: The media.

not at all	slightly	moderately	significantly	Total
40.80%	26.80%	20.70%	11.70%	100.00%

G15f Job pride affected by comments from: Political leaders.

not at all	slightly	moderately	significantly	Total
39.50%	21.60%	20.00%	18.90%	100.00%

