

2020 EMPLOYEE PERSPECTIVES SURVEY

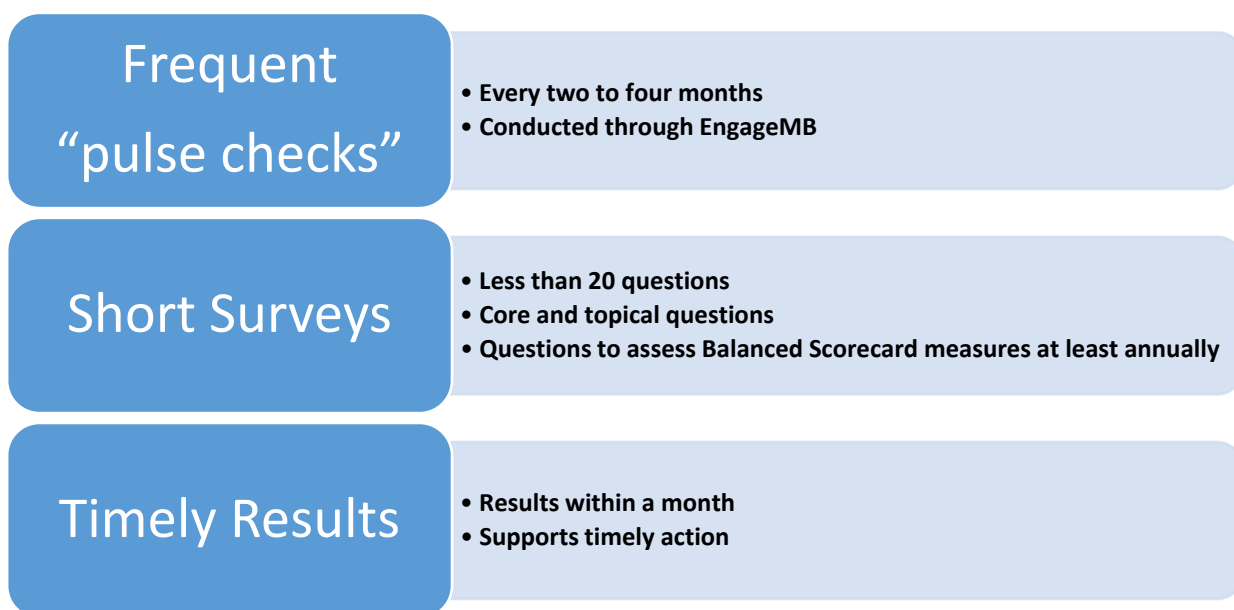
MANITOBA GOVERNMENT REPORT ON OVERALL RESULTS

1. Background

Employee Perspectives Program

Shifting from previous Employee Engagement Surveys that were conducted approximately every two years, the new Employee Perspectives Program (EPP) supports ongoing engagement with employees through frequent pulse check style surveys. Capturing employee feedback in real time helps leadership respond where possible in a timely manner to address issues and emerging risks through activities that enhance key drivers of engagement, such as leadership, employee learning and development, capacity, and work culture. Timely action helps transform our culture by building trust with our employees, as employees feel heard, supported and valued.

The EPP involves:



Why Employee Engagement Matters

Employees are critical to the success of our organization, helping us deliver on Manitoba government’s priorities and improving outcomes for Manitobans. Fulfilling our commitments and achieving our objectives as a government requires tapping into the skills, knowledge, creativity and energy of our employees. Valuable feedback from employees helps shape our culture and inform changes that will ensure we continue to be an engaging, supportive and innovative workplace that provides employees with the tools necessary to maximize their potential.

2. Survey Methodology

Survey Distribution and Participation

The EPP was launched with the first pulse check survey through CONNECT on December 4, with a closing date of December 18, 2020. The survey was conducted through EngageMB, a new engagement portal introduced in November 2019 to host public and internal engagement. The survey was open to all employees including regular, term, technical, departmental, contract, casual employees and students.

Employees were required to register with EngageMB using their work email address or with a personal email address for employees without a @leg.gov.mb.ca or @gov.mb.ca address. Employees with a personal email address registered in SAP also received an email notifying them of the survey and registration process. Once registered, employees can view survey results and have access to future internal engagements through EngageMB.

A total of 1,839 employees from 16 departments or business areas under the leadership of a deputy minister took part in the survey. This represents 12.3% of all active and inactive government employees who could have participated in the survey. The table below shows the employee participation by department.

Department	Employee Count *	Participation Count	Participation Rate	RANK
AGRICULTURE AND RESOURCE DEVELOPMENT	658	232	35.3	2
CENTRAL SERVICES	883	62	7.0	12
CIVIL SERVICE COMMISSION	292	129	44.2	1
CONSERVATION AND CLIMATE	1,286	157	12.2	10
CROWN SERVICES	13	2	15.4	8
ECONOMIC DEVELOPMENT AND TRAINING	519	124	23.9	4
EDUCATION	840	52	6.2	13
EXECUTIVE COUNCIL	37	1	2.7	16
FAMILIES	2,034	395	19.4	6
FINANCE	885	145	16.4	7
HEALTH, SENIORS AND ACTIVE LIVING	1,389	60	4.3	15
INDIGENOUS AND NORTHERN RELATIONS	69	24	34.8	3
INFRASTRUCTURE	1,490	186	12.5	9
JUSTICE	4,040	212	5.2	14
MUNICIPAL RELATIONS	417	33	7.9	11
SPORT, CULTURE AND HERITAGE	112	22	19.6	5
Choose not to answer		3		
Government Wide	14,964	1,839	12.3	

* Includes active and inactive; regular, term, technical, departmental, contract, casual employees and students. Based on SAP report as of November 30, 2020.

Confidentiality

A small team of authorized project administrators trained in engagement principles from the Civil Service Commission and Communication Services Manitoba who support EngageMB have access to the survey results. They work diligently to remove potentially identifying information from survey results, including employee email addresses that are required as part of the log in process to the survey. Responses with fewer than 10 respondents in a particular group will also not be shared to further ensure confidentiality of survey results.

Survey Challenges/Limitations

Concerns were raised about the registration process through EngageMB with some finding the process inconvenient (i.e. needing to create an account on EngageMB). Some found the survey to be inaccessible due to lack of internet connection. Some were concerned about the privacy and confidentiality of survey results due to the requirement to log in using a work or personal email address.

Awareness of the survey may have been limited as the survey was communicated to employees with a work email address through the Manitoba Government's CONNECT e-bulletin, and not all employees regularly read CONNECT. Employees without a work email address who have a personal email address registered in SAP also received an email regarding the survey, but this email may not have been readily received such as in cases where the email went to junk mail accounts. Due to these challenges, some employee groups may have been unaware of the survey, such as seasonal employees.

The survey results are based on the perspectives of those employees who completed the survey and may not be representative of all Manitoba government employees. Higher participation rates are anticipated for future surveys as more employees become aware of the EPP and register an account with EngageMB.

Data Analysis and Reporting

Reports of survey results are generated at the corporate, departmental or business area, and divisional level. Areas with fewer than 10 respondents will not be reported to ensure confidentiality of survey results. As a result, there are two business areas and 20 divisions that cannot receive a report. Agreement scores are based on responses that fall within the five defined levels of agreement (strongly agree, agree, neutral, disagree and strongly disagree). Reports will include results of the agreement scores for the 17 statements, demographic information, and a detailed analysis of the agreement scores by demographic profile.

3. Survey Questions/Statements

EPP surveys include statements where respondents rate the extent to which they agree or disagree, which will include a set of core statements directly related to engagement. These core statements will be included in all EPP surveys. EPP surveys also include topical statements focusing on important issues at that point in time. Some statements align with Balanced Scorecard (BSC) measures, as well as support cross-jurisdictional (federal, provincial and territorial government) comparison of employee engagement. Some EPP surveys will also include statements specific for supervisors.

The first EPP survey included:

- seven core statements, which will be further refined down to six core statements for future surveys – one statement is also aligned with a BSC measure
- six topical statements related to working during the COVID-19 pandemic and working remotely (including three questions for supervisors only)
- four statements aligned with Balanced Scorecard Measures, and
- nine demographic questions.

EMPLOYEE PERSPECTIVES SURVEY STATEMENTS

Core Statements:

1. I find my work meaningful and energizing.
2. I feel inspired by, proud of, and attached to Manitoba's Public Service.
3. I would recommend a job with Manitoba's Public Service to a friend.*
4. I receive recognition for work well done from my supervisor.
5. In my department, senior leadership clearly communicates general government direction and its impact. **
6. I have support at work to perform my job duties to the best of my ability. ***
7. I have applied innovation in how I approach my work.

*Will not be included as a core statement for future EPP pulse surveys

**Will be replaced with the following as a core statement for future EPP pulse surveys:

"In my department, essential information flows effectively from senior leadership to employees".

*** This statement is also a BSC measure.

Topical Statements:

1. Compared to before the pandemic, I have a stronger connection to my coworkers and supervisor.
2. I feel that my supervisor supports my health and safety during the COVID-19 pandemic.
3. I can access internal resources to keep me informed and supported on COVID-19 impacts to the workplace.*
4. I have the skills I need to manage team members who are working remotely. *
5. I require additional training to better manage team members who are working remotely.*
6. My team is able to deliver quality services, products and programs while working remotely. *

* For supervisors only

Statements Aligned with BSC Objectives and Measures:**Build Our Capacity to Deliver**

1. My department supports my work-related learning and development.
2. I have support at work to perform my job duties to the best of my ability.*

Advance Inclusion

3. I feel included at my workplace.

Strengthen Respect in our Workplaces

4. I am treated respectfully at work.
5. The Manitoba government provides access to respectful workplace resources and supports.

*This statement is also a core statement

4. Key Observations

Analysis of the survey data provides the following insights:

1. The following statements received the highest overall agreement scores:
 - The Manitoba government provides access to respectful workplace resources and supports. - 84%
 - I can access internal resources to keep me informed and supported on COVID-19 impacts to the workplace. – 83%

- I feel that my supervisor supports my health and safety during the COVID-19 pandemic. - 82%
- I am treated respectfully at work. – 82%
- I have applied innovation in how I approach my work. – 79%

The table below shows the distribution of overall agreement and disagreement scores for each of the statements measured in the survey, across Strongly Agree and Agree (SA/A), Neutral (N), to Strongly Disagree and Disagree (SD/D)

Type	Statement	SA/A	N	SD/D
BSC	The Manitoba government provides access to respectful workplace resources and supports.	84	13	3
Topical	I can access internal resources to keep me informed and supported on COVID-19 impacts to the workplace.	83	12	5
Topical	I feel that my supervisor supports my health and safety during the COVID-19 pandemic.	82	10	8
BSC	I am treated respectfully at work.	82	11	7
Core	I have applied innovation in how I approach my work.	79	16	5
Core	I find my work meaningful and energizing.	77	16	7
Topical	My team is able to deliver quality services, products and programs while working remotely.	76	17	7
Topical	I have the skills I need to manage team members who are working remotely.	74	21	5
Core	I receive recognition for work well done from my supervisor.	71	15	14
BSC	I feel included at my workplace.	69	17	14
BSC	My department supports my work-related learning and development.	67	20	12
Core / BSC	I have support at work to perform my job duties to the best of my ability.	66	17	18
Core	I would recommend a job with Manitoba's Public Service to a friend.	62	22	15
Core	I feel inspired by, proud of, and attached to Manitoba's Public Service.	61	26	14
Core	In my department, senior leadership clearly communicates general government direction and its impact.	55	20	25
Topical	I require additional training to better manage team members who are working remotely.	29	38	32
Topical	Compared to before the pandemic, I have a stronger connection to my coworkers and supervisor.	27	35	38

2. The statement that received the lowest overall agreement score, including by all demographic groups is: *Compared to before the pandemic, I have a stronger connection to my coworkers and supervisor.* With "Neutral" responses factored in, this statement also received the highest overall disagreement score.

3. The overall agreement and disagreement scores for statements that are specific for supervisors indicate that, generally, supervisors feel that their team is able to deliver quality products, services and programs while working remotely. The majority of supervisors agree that they are equipped to manage their teams while working remotely, and no additional training to manage remote teams is required.
4. The following demographic groups generally scored higher in agreement across statements:
 - a. Employees who are not regular employees (i.e. term, technical, departmental, students, casual employees)
 - b. Those who have worked for the Manitoba Government for less than a year
 - c. Those who are over 59 years in age
 - d. Visible minorities
 - e. Part-time employees
5. Work location of employees does not seem to influence the overall agreement score of employees. Respondents consistently scored a high level of agreement regardless of work location except for the statement that received the lowest overall agreement score referenced in the second key observation above.
6. Where direct comparison from the 2018 Employee Engagement Survey (EES) is possible, there has been a remarkable increase in the overall agreement scores for the following statements that support BSC measures:

Statement	2020 EPP	2018 EES	Increase
I am treated respectfully at work.	82%	66.4%	15.6%
My department supports my work-related learning and development.	67%	47.5%	19.5%

5. EPP Survey Results for Manitoba's Public Service

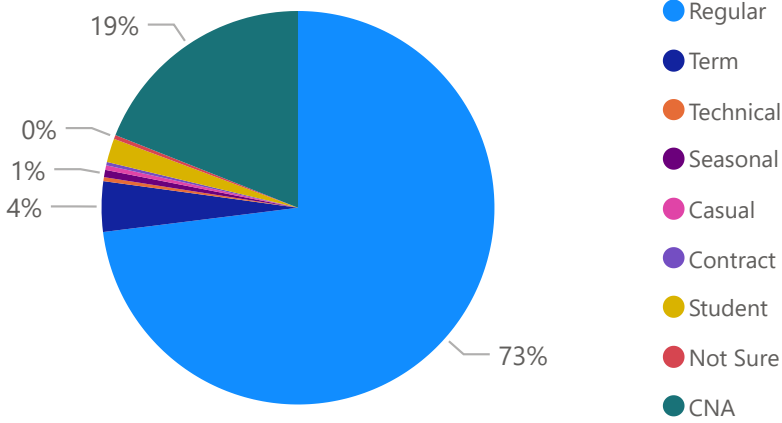
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EMPLOYEE PERSPECTIVES SURVEY 2020

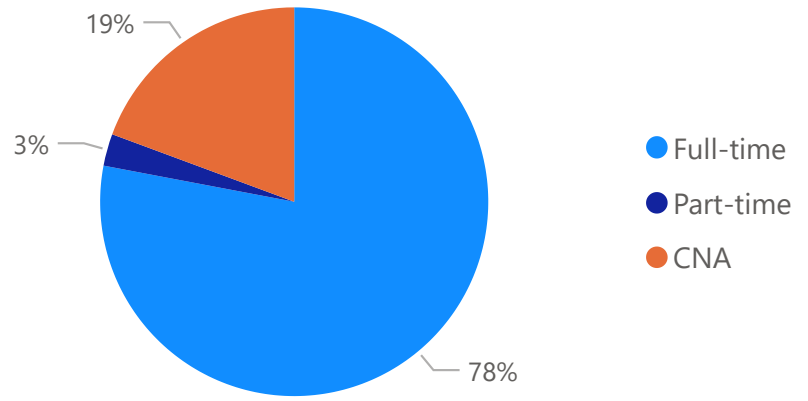
Manitoba

DEMOGRAPHIC PROFILE

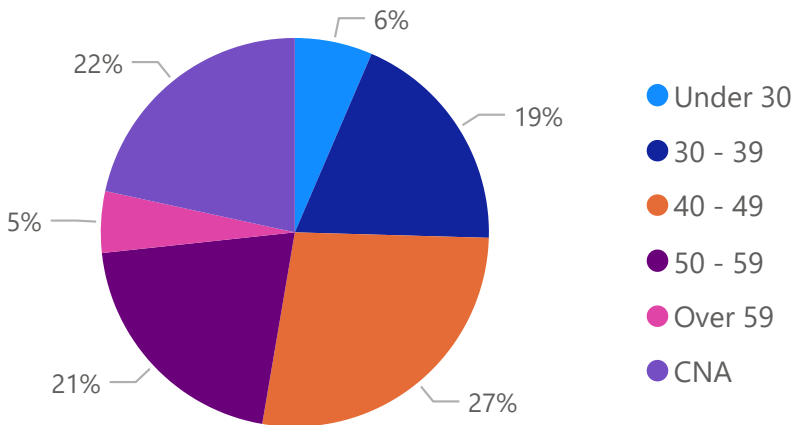
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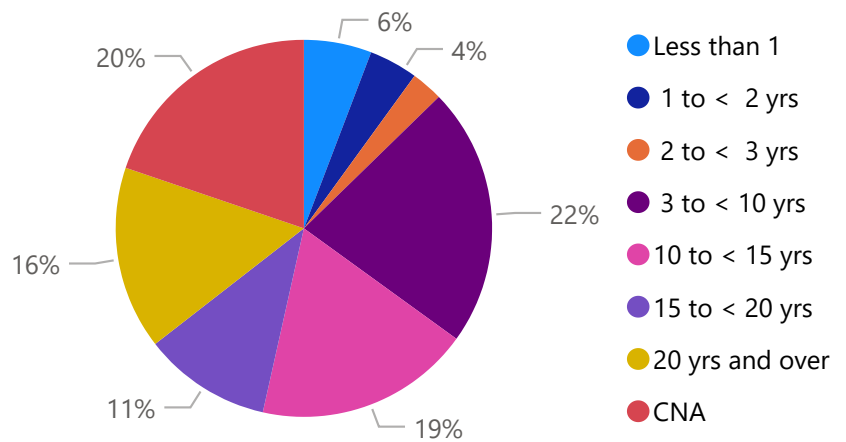
Work Schedule



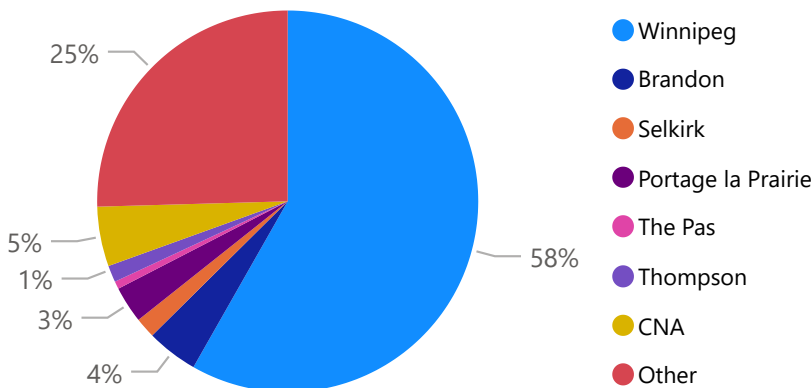
Age of Respondents



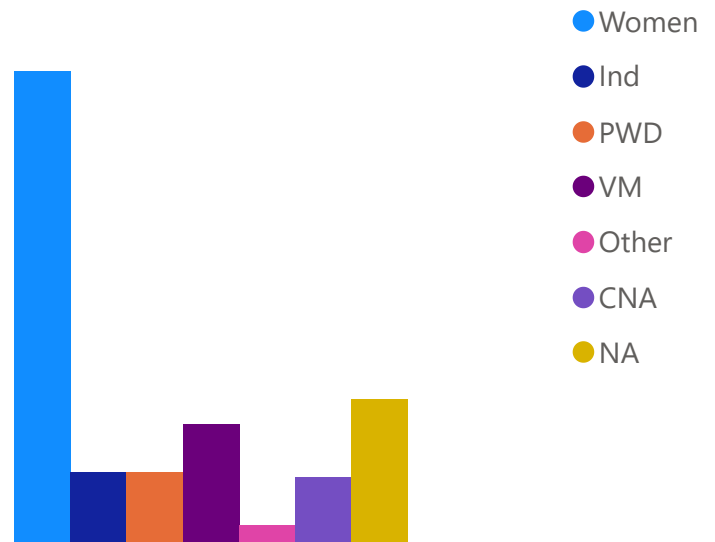
Years worked in the government



Work Location



Equity groups



CNA - Chose not to answer the demographic question

NA - Demographic question is not applicable

EMPLOYEE PERSPECTIVES SURVEY 2020

Manitoba

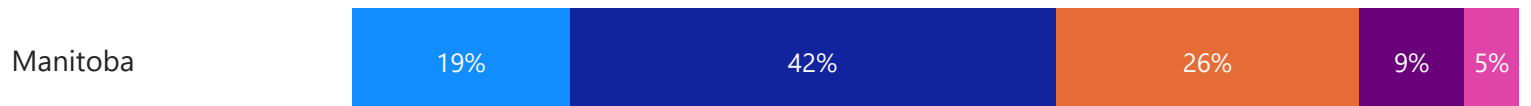
SURVEY RESPONSES



1. I find my work meaningful and energizing.



2. I feel inspired by, proud of, and attached to Manitoba's Public Service.



3. I would recommend a job with Manitoba's Public Service to a friend.



4. I receive recognition for work well done from my supervisor.



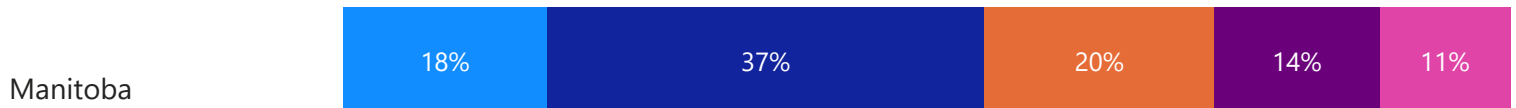
EMPLOYEE PERSPECTIVES SURVEY 2020

Manitoba

SURVEY RESPONSES



5. In my department, senior leadership clearly communicates general government direction and its impact on employees.



6. I have support at work to perform my job duties to the best of my ability.



7. I feel included at my workplace.



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SURVEY RESPONSES



8. Compared to before the pandemic, I have a stronger connection to my coworkers and supervisor.



9. I feel that my supervisor supports my health and safety during the COVID-19 pandemic.



10. I can access internal resources to keep me informed and supported on COVID-19 impacts to the workplace.



11. I have applied innovation in how I approach my work.



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SURVEY RESPONSES



12. My department supports my work-related learning and development.



13. I am treated respectfully at work.



14. The Manitoba government provides access to respectful workplace resources and supports.



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SURVEY RESPONSES



15. I have the skills I need to manage team members who are working remotely.



16. I require additional training to better manage team members who are working remotely.



17. My team is able to deliver quality services, products and programs while working remotely.



EMPLOYEE PERSPECTIVES SURVEY 2020

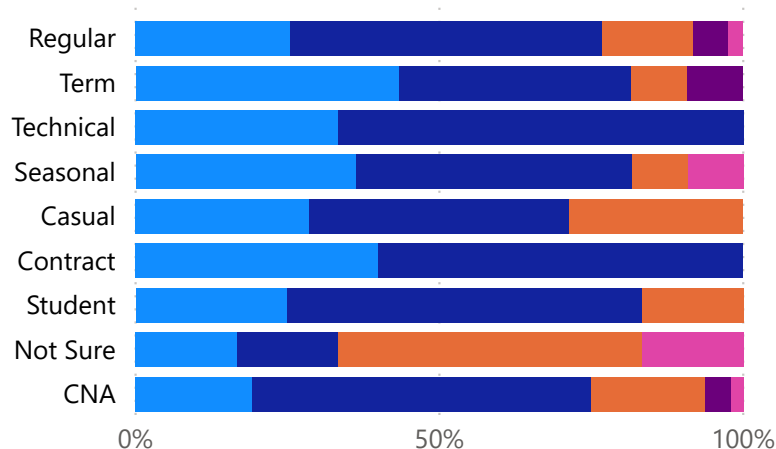
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RESPONSES BY DEMOGRAPHICS

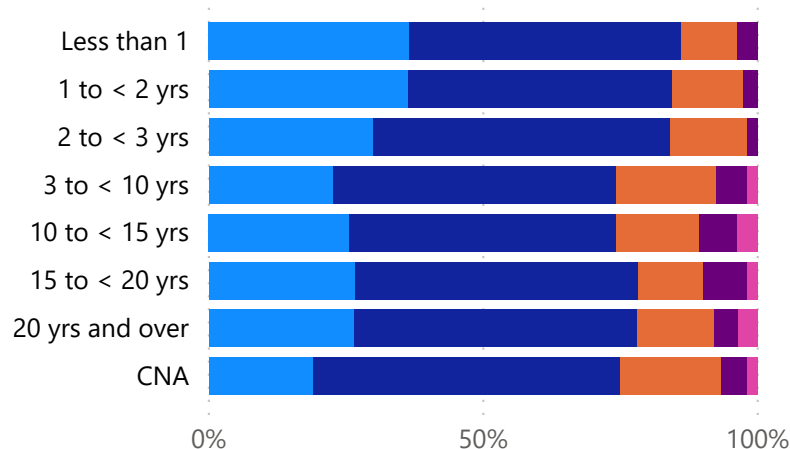


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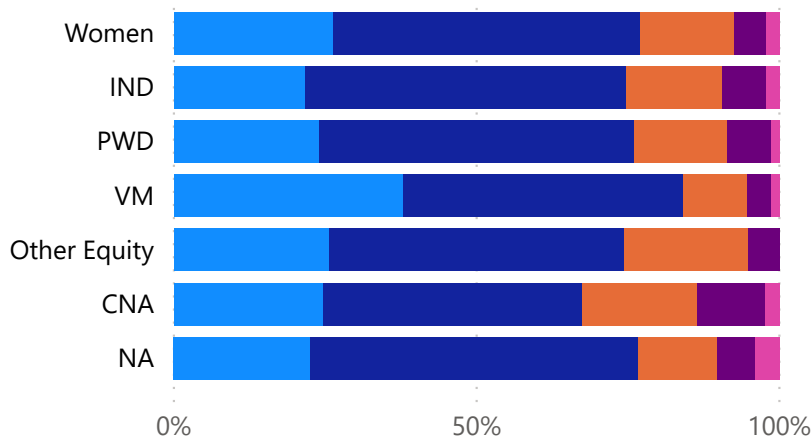
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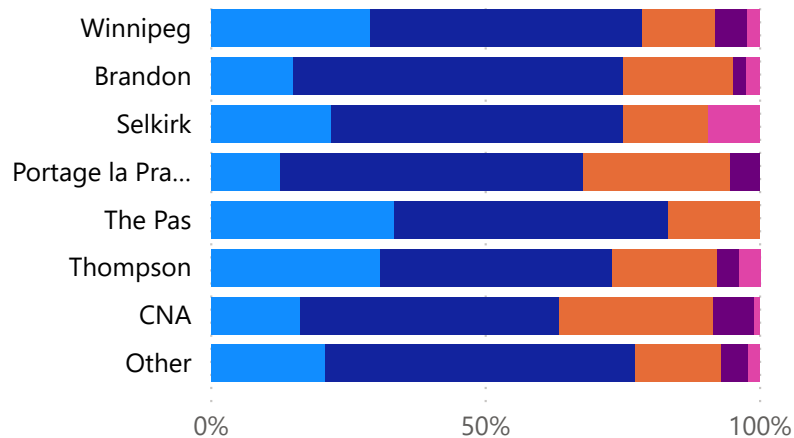
Years worked in the government



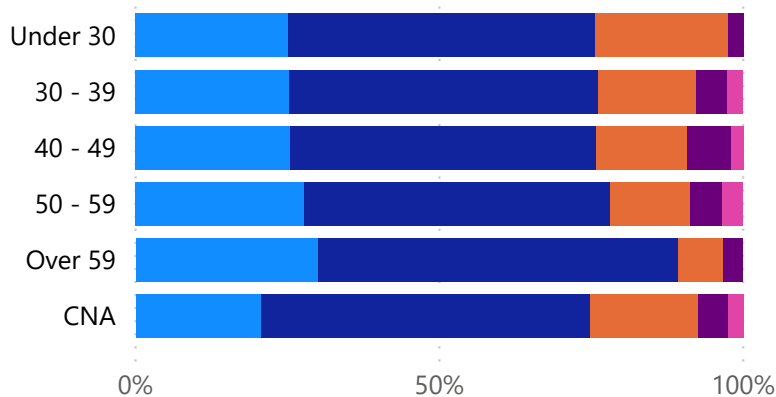
Equity Group



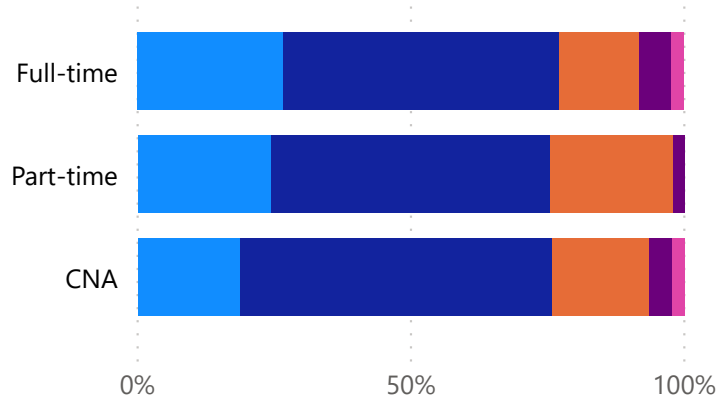
Work Location



Age in years



Work Schedule



CNA - Choose not to answer the demographic question

NA - Demographic question is not applicable

EMPLOYEE PERSPECTIVES SURVEYS 2020

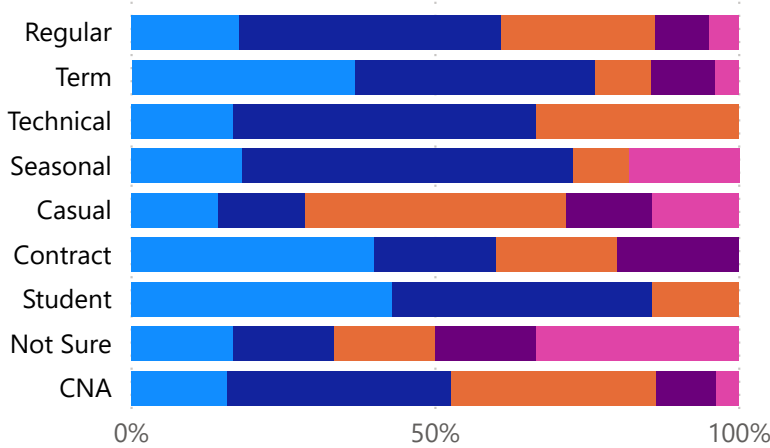
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RESPONSES BY DEMOGRAPHICS

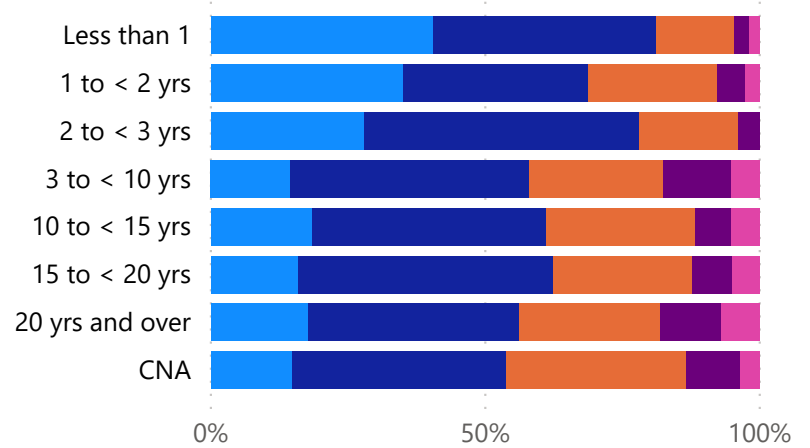


2. I feel inspired by, proud of, and attached to Manitoba's Public Service.

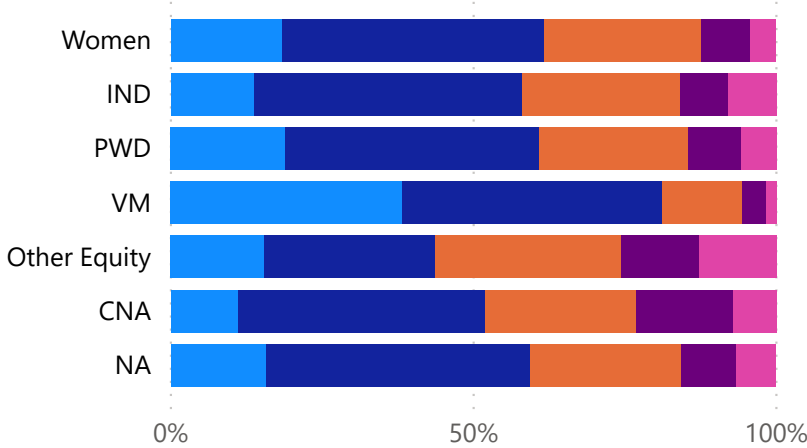
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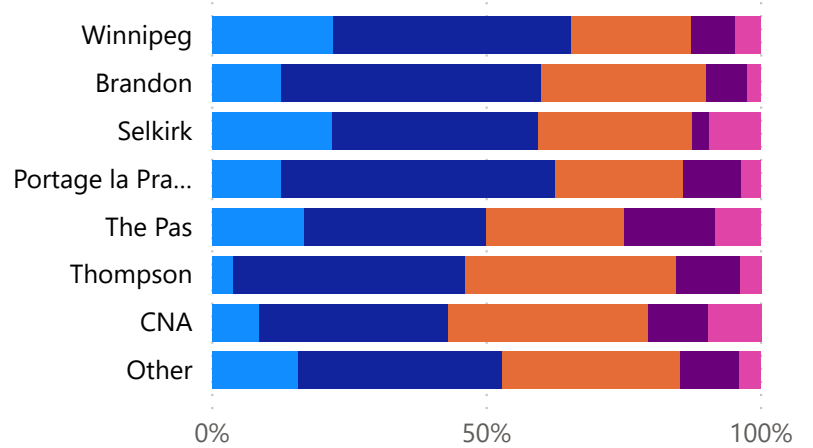
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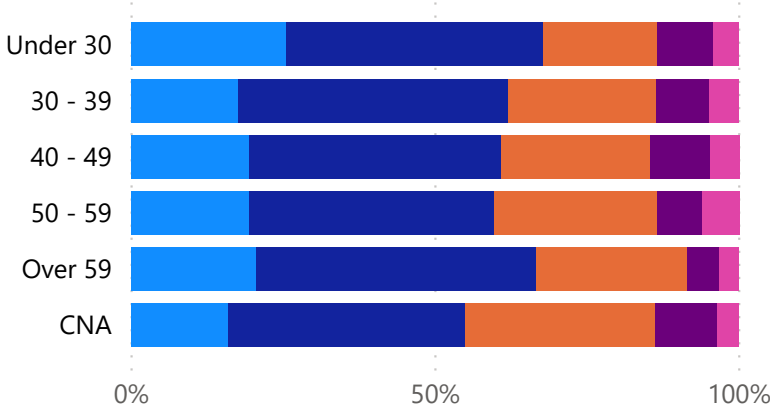
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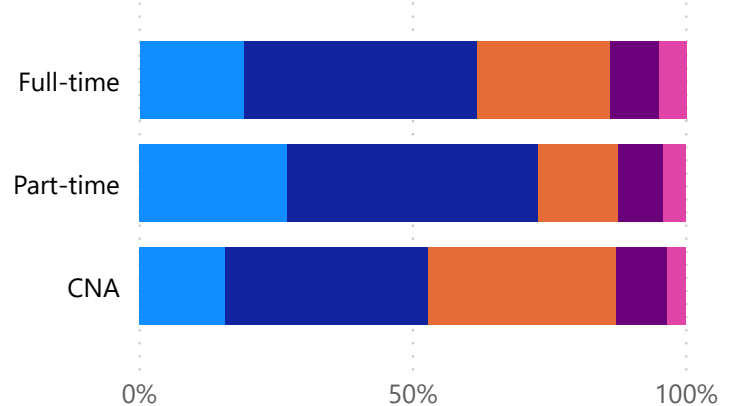
Work Location



Age in years



Work Schedule



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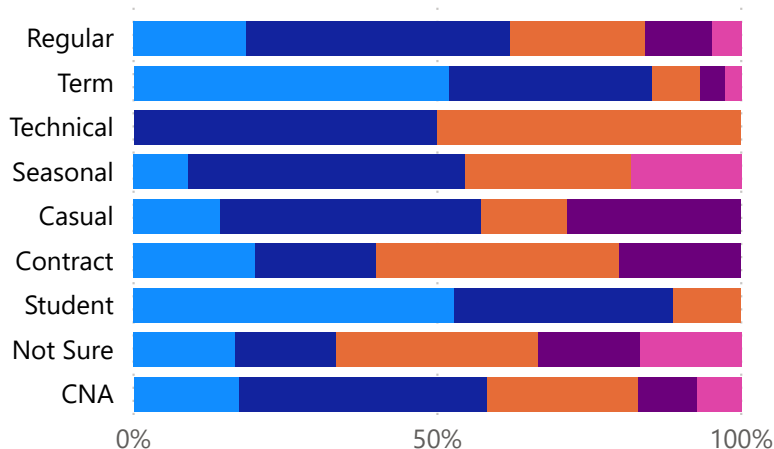
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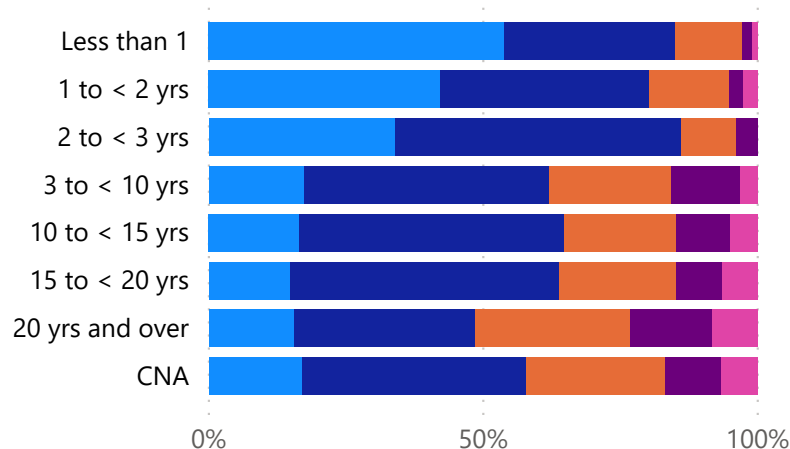


3. I would recommend a job with Manitoba's Public Service to a friend.

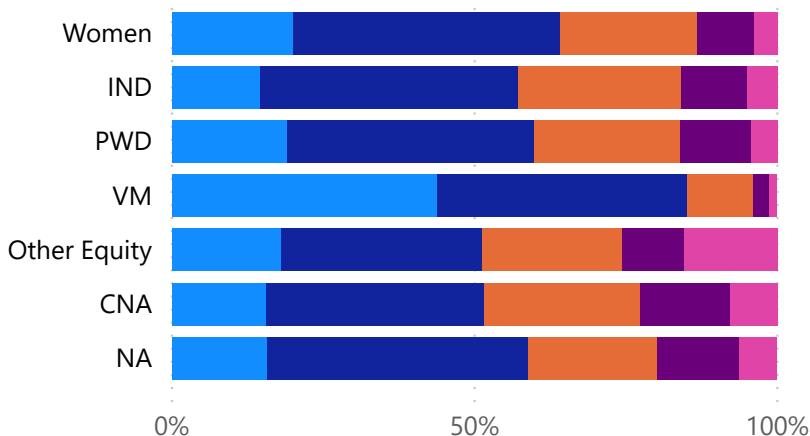
Work Appointment



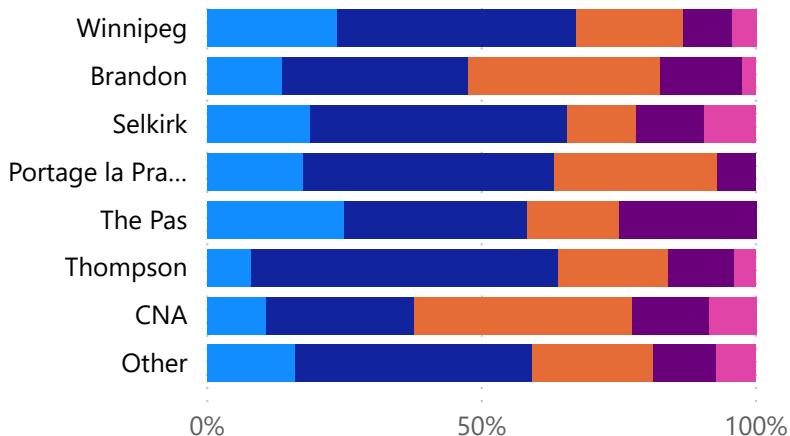
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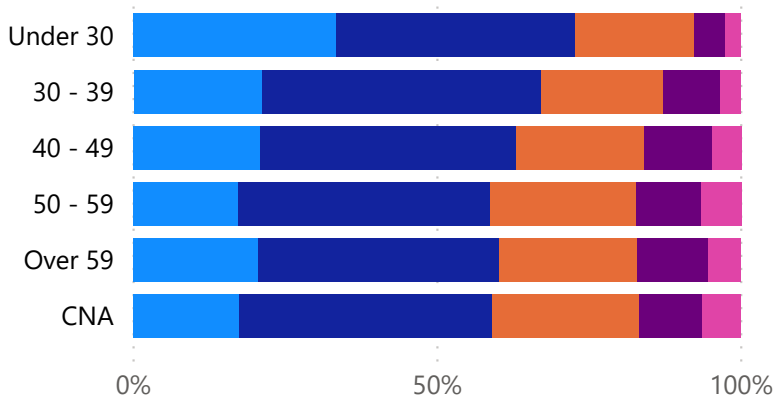
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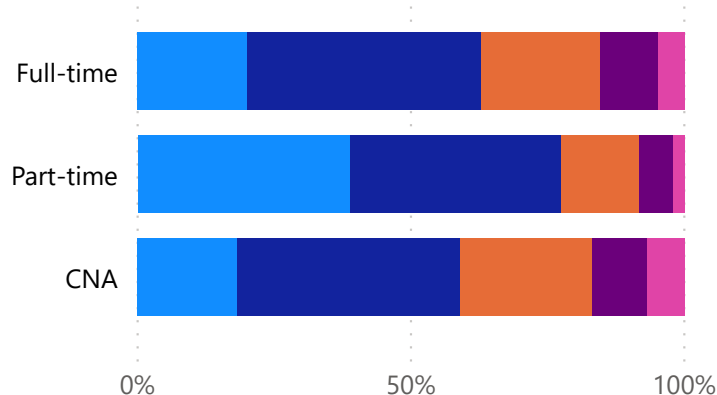
Work Location



Age in years



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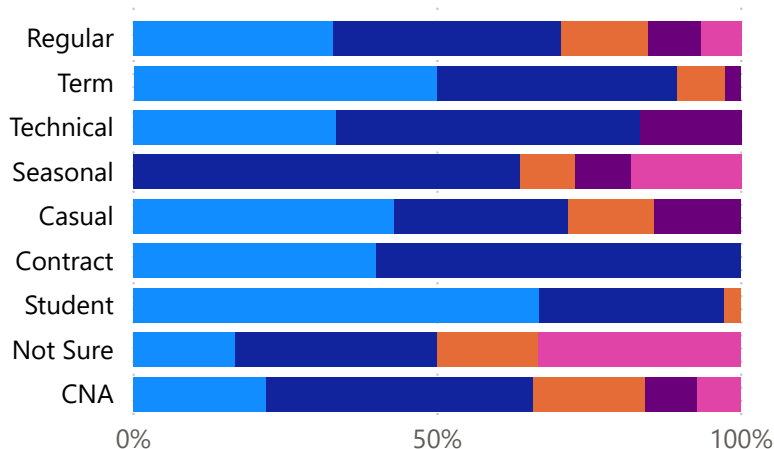
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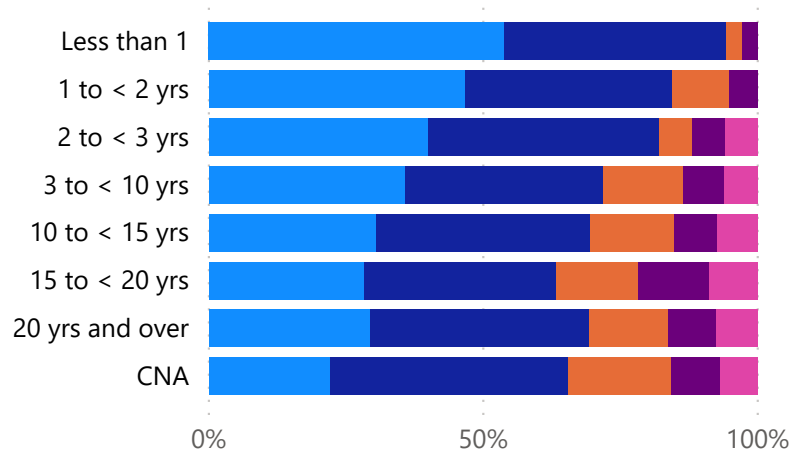


4. I receive recognition for work well done from my supervisor.

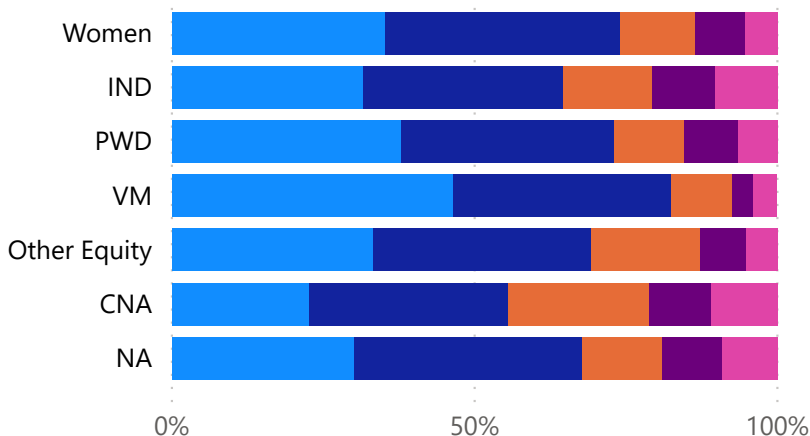
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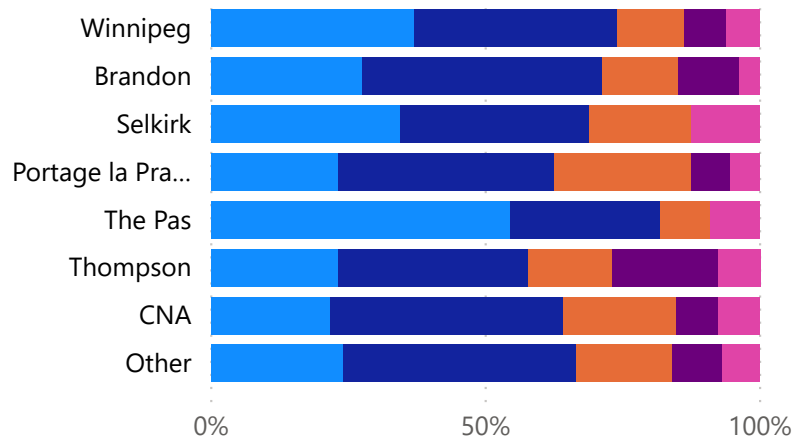
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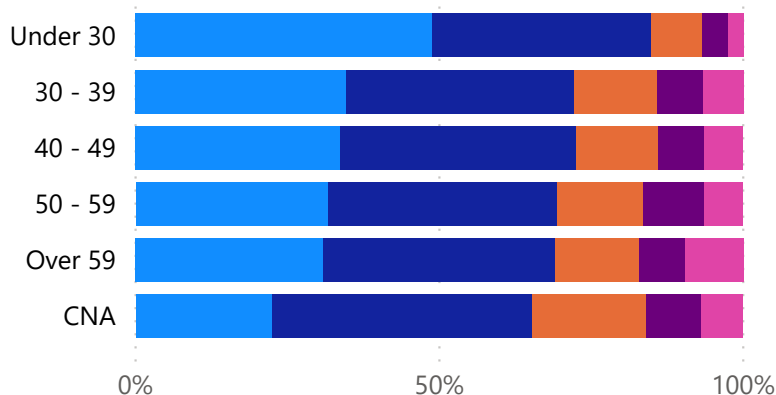
Equity Group



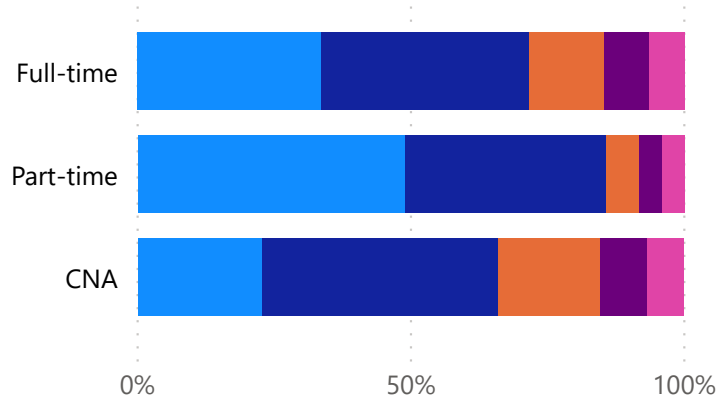
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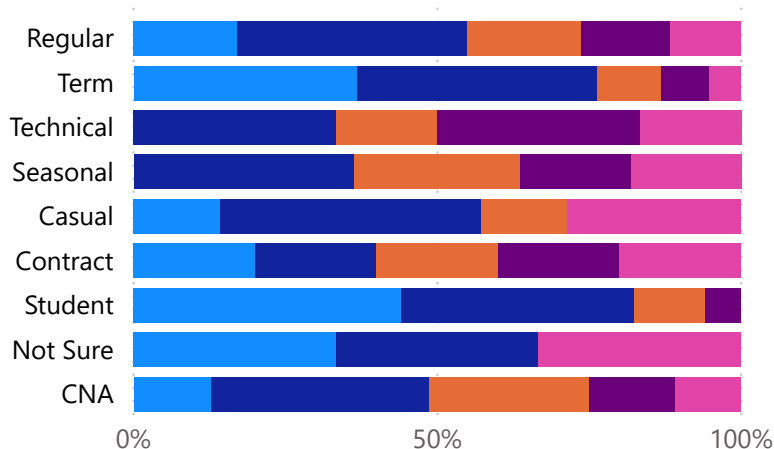
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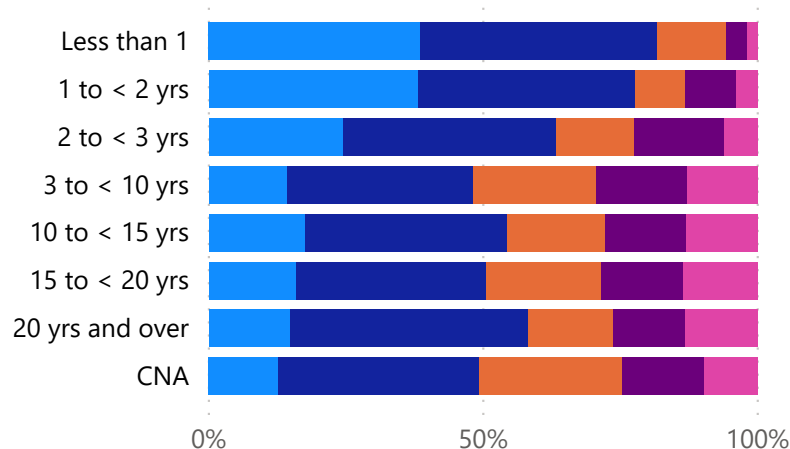


5. In my department, senior leadership clearly communicates general government direction and its impact on employees.

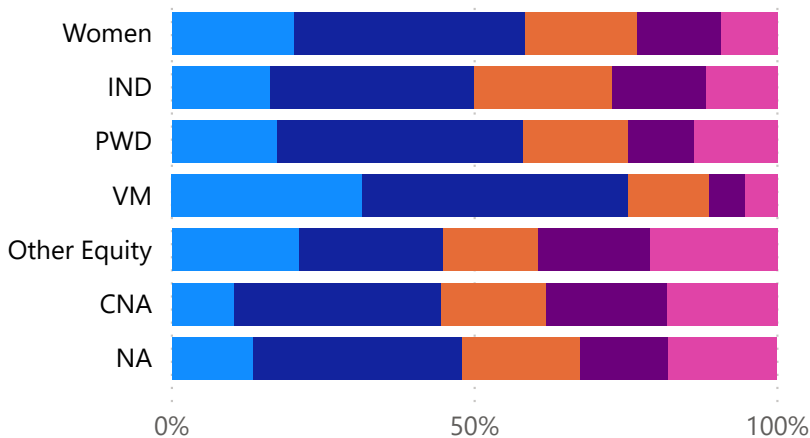
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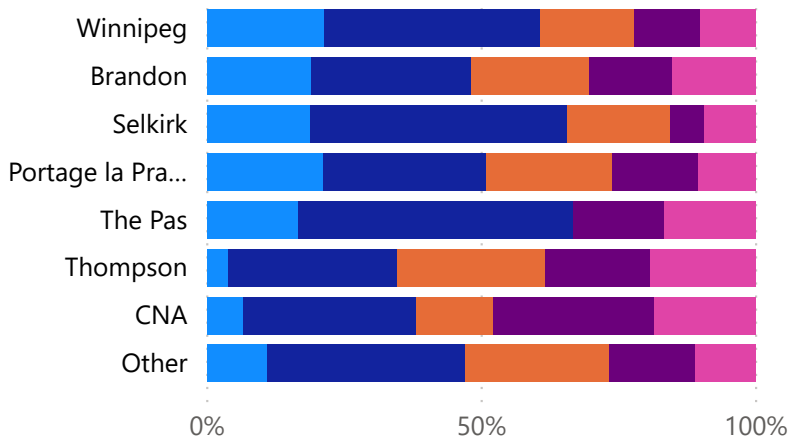
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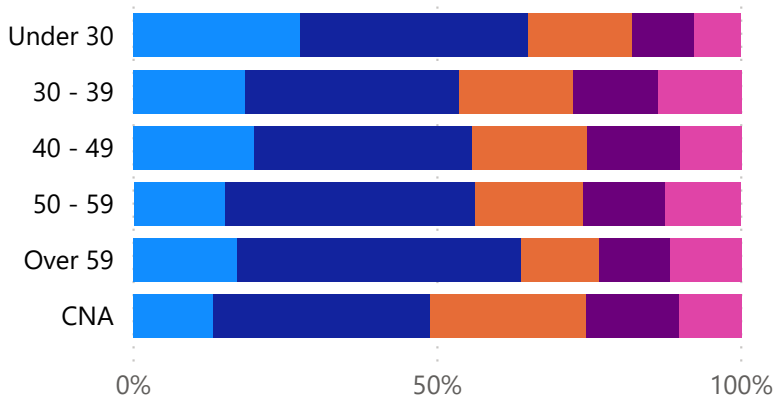
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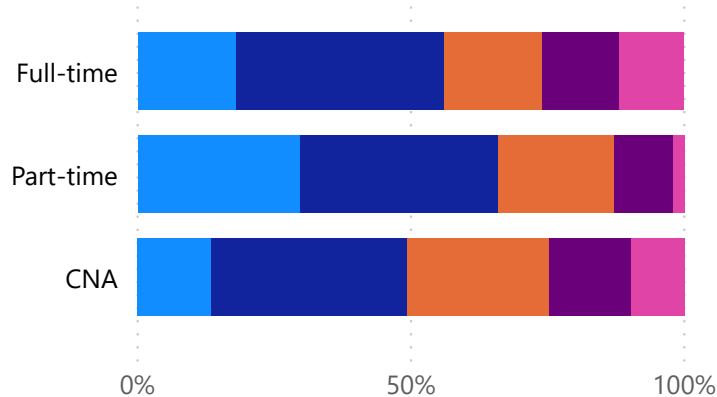
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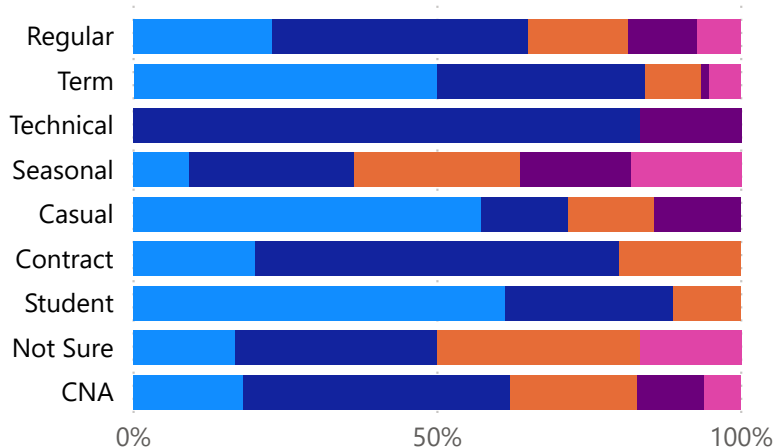
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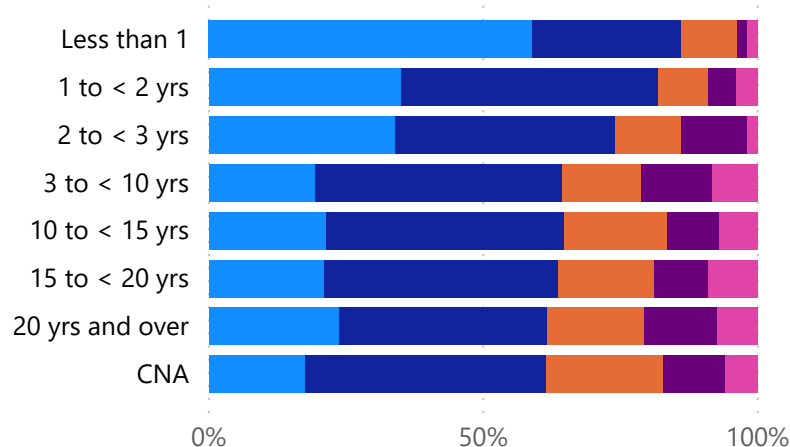


6. I have support at work to perform my job duties to the best of my ability.

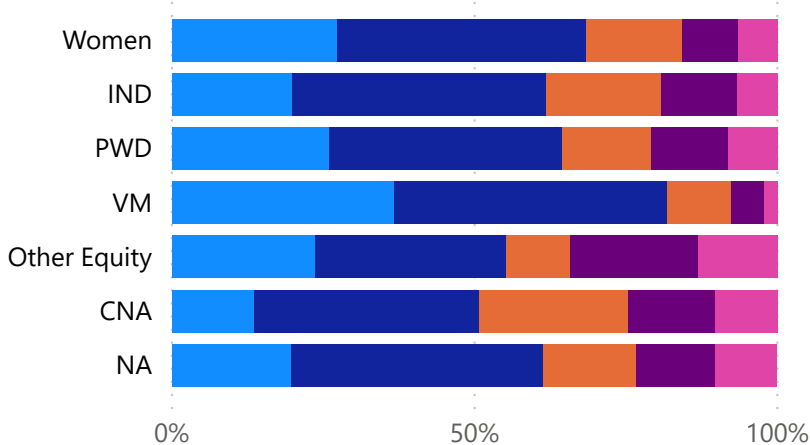
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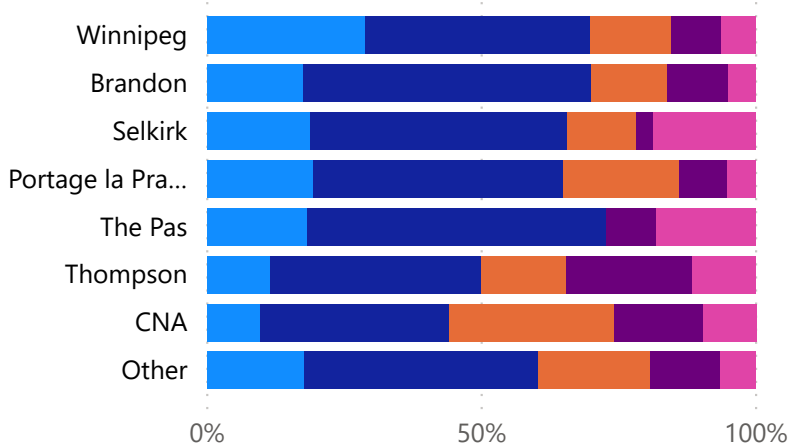
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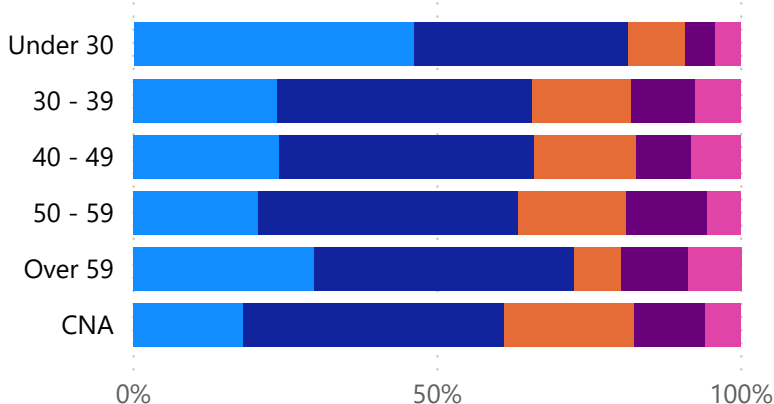
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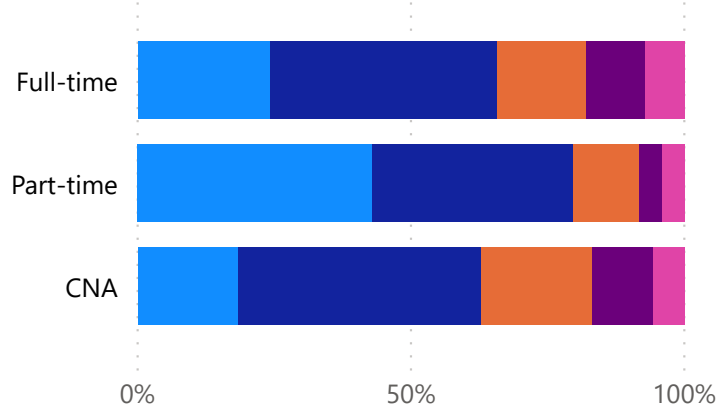
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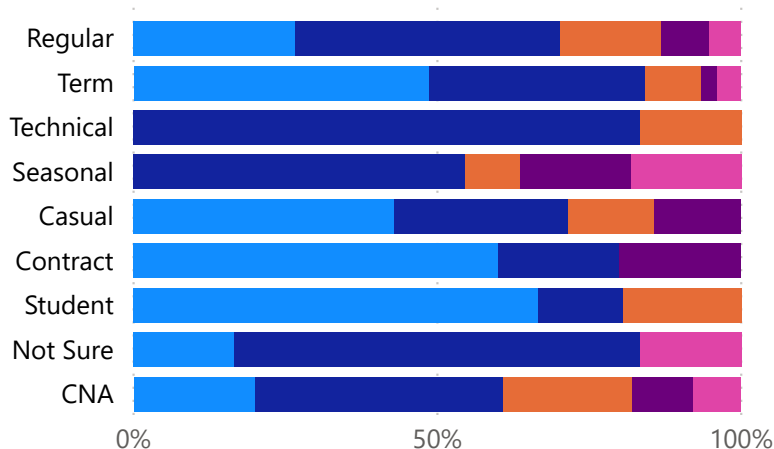
Manitoba

RESPONSES BY DEMOGRAPHICS

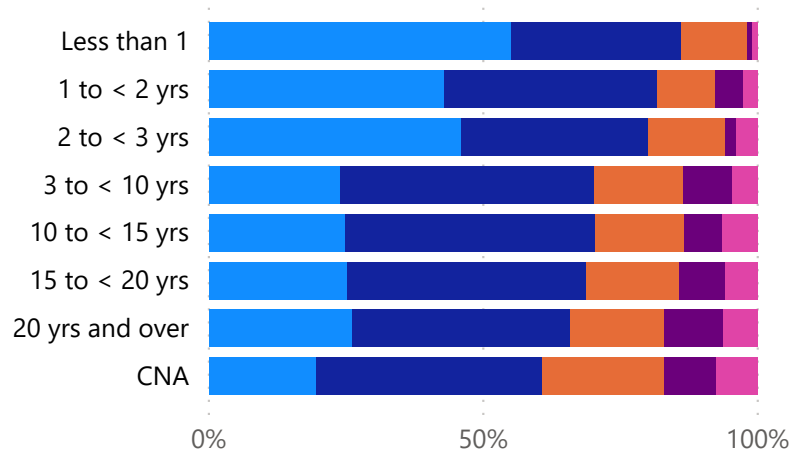


7. I feel included at my workplace.

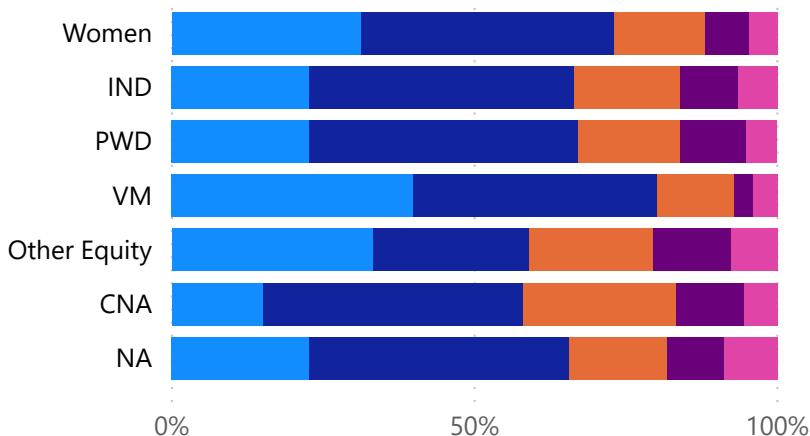
Work Appointment



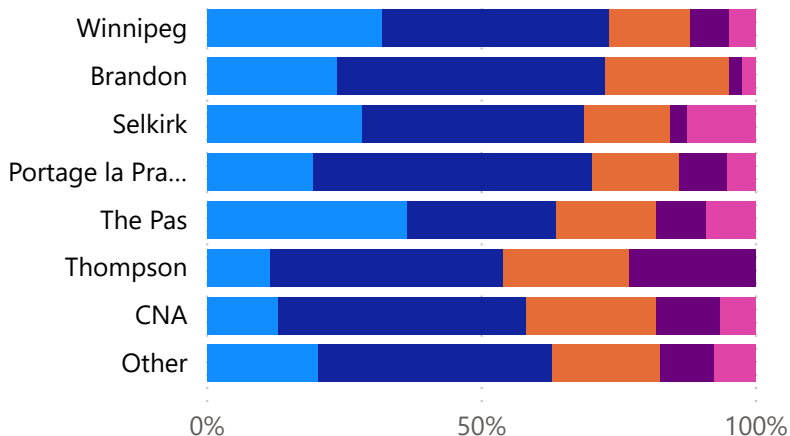
Years worked in the government



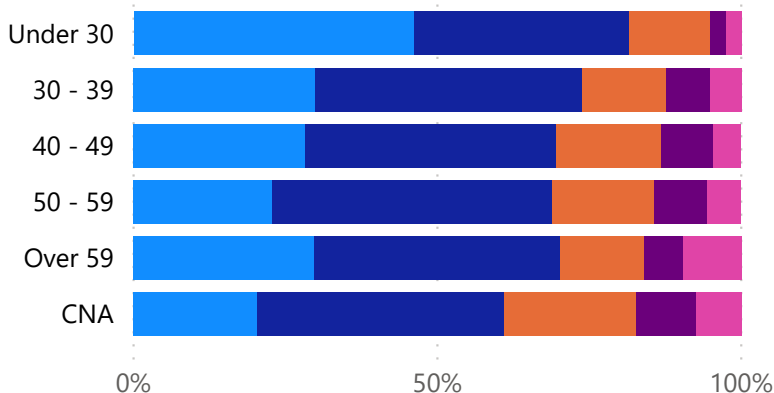
Equity Group



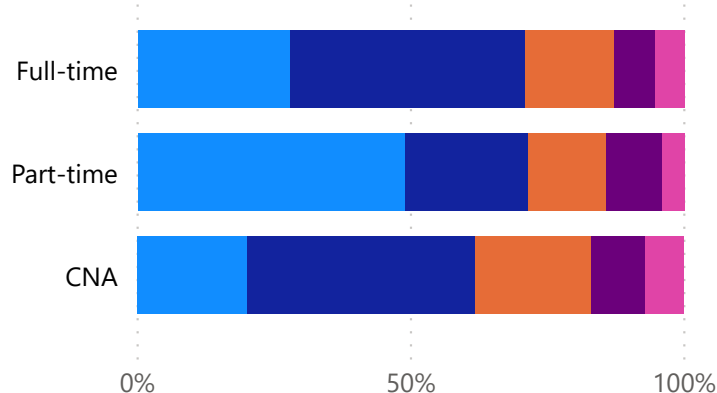
Work Location



Age in years



Work Schedule



CNA - Choose not to answer the demographic question

NA - Demographic question is not applicable

EMPLOYEE PERSPECTIVES SURVEY 2020

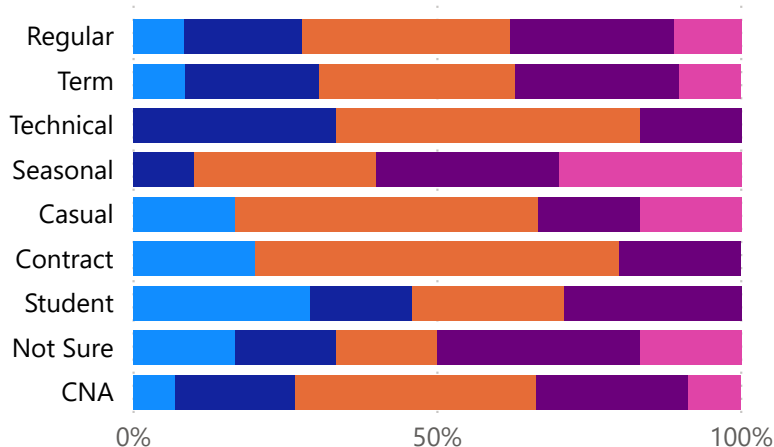
Manitoba

RESPONSES BY DEMOGRAPHICS

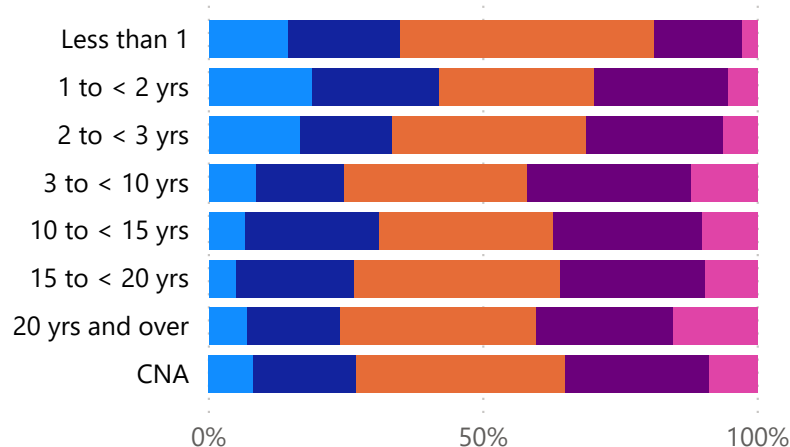


8. Compared to before the pandemic, I have a stronger connection to my coworkers and supervisor.

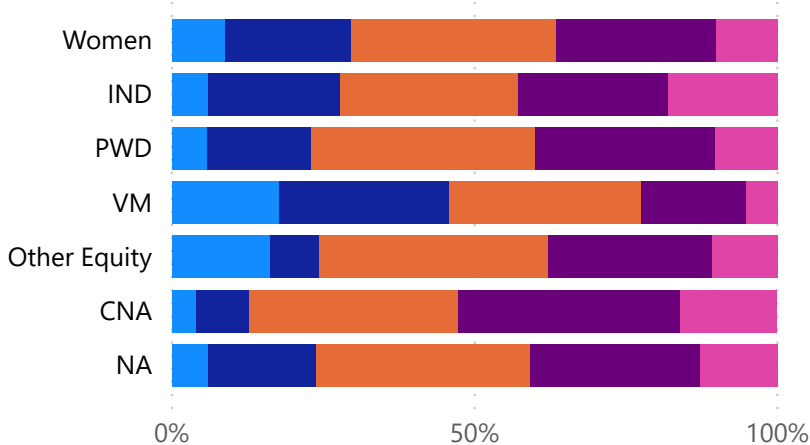
Work Appointment



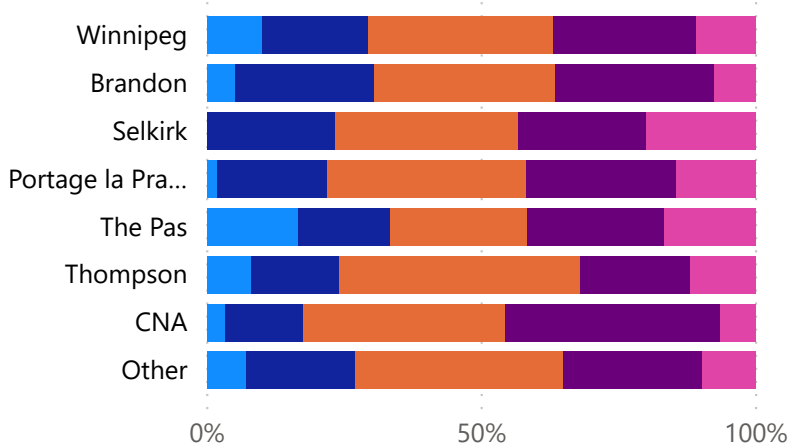
Years worked in the government



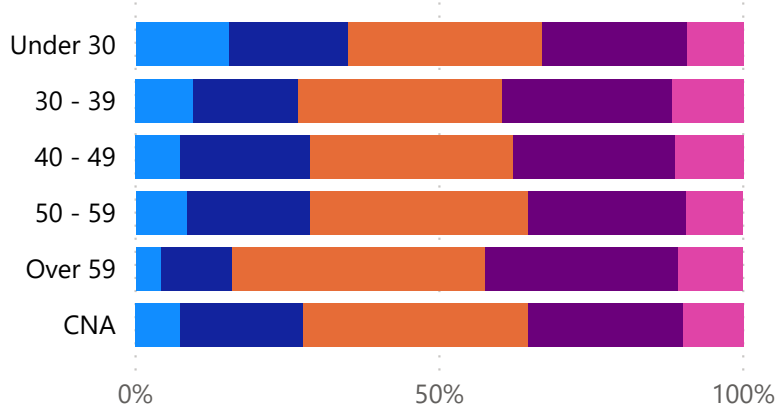
Equity Group



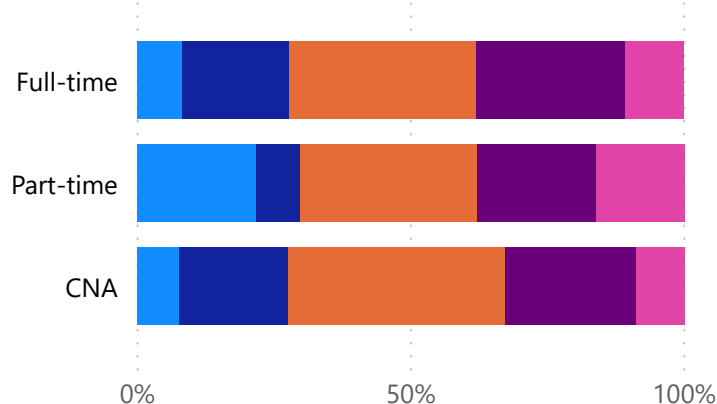
Work Location



Age in years



Work Schedule



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EMPLOYEE PERSPECTIVES SURVEY 2020

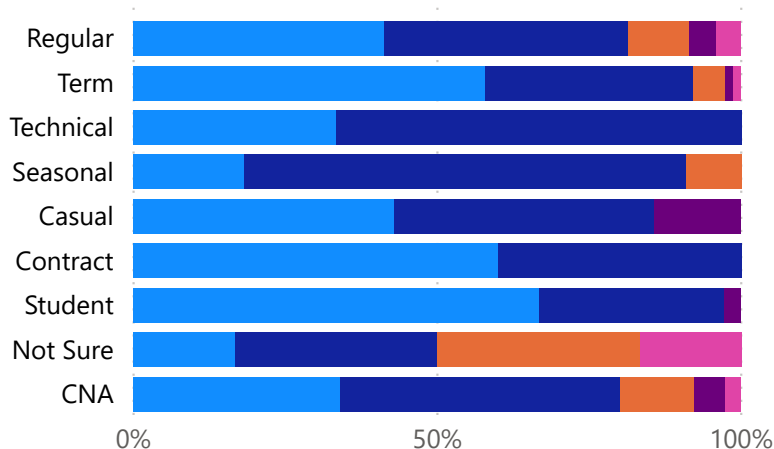
Manitoba

RESPONSES BY DEMOGRAPHICS

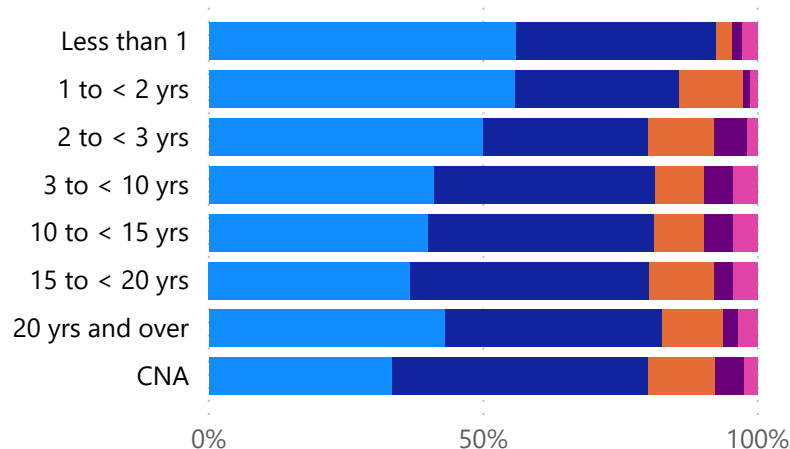


9. I feel that my supervisor supports my health and safety during the COVID-19 pandemic.

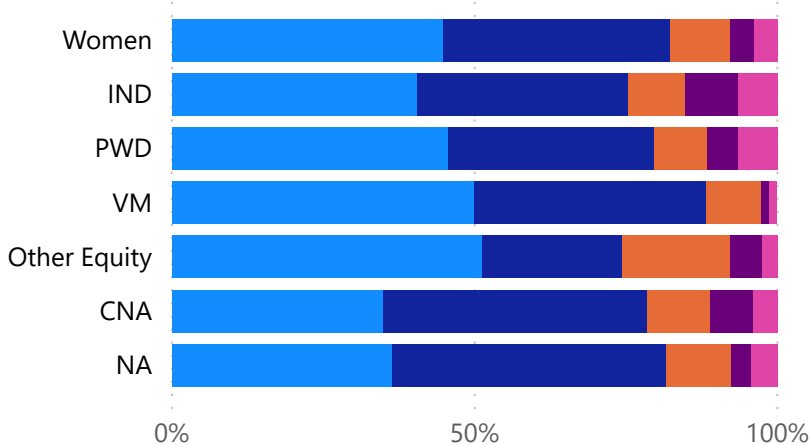
Work Appointment



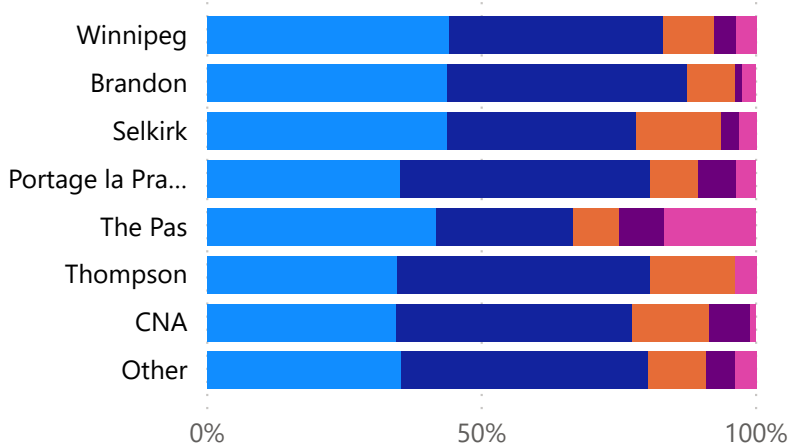
Years worked in the government



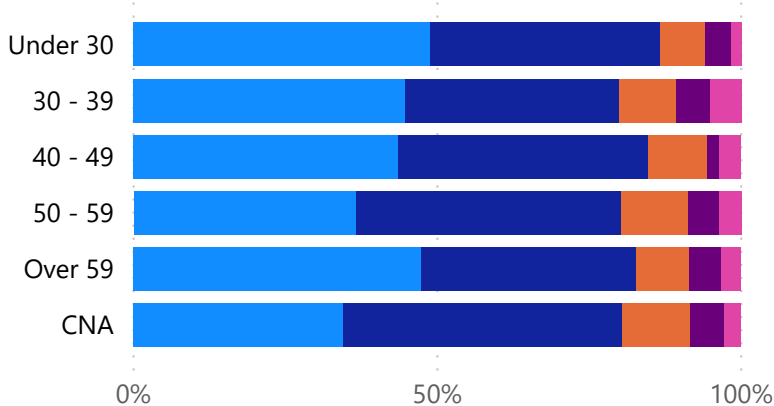
Equity Group



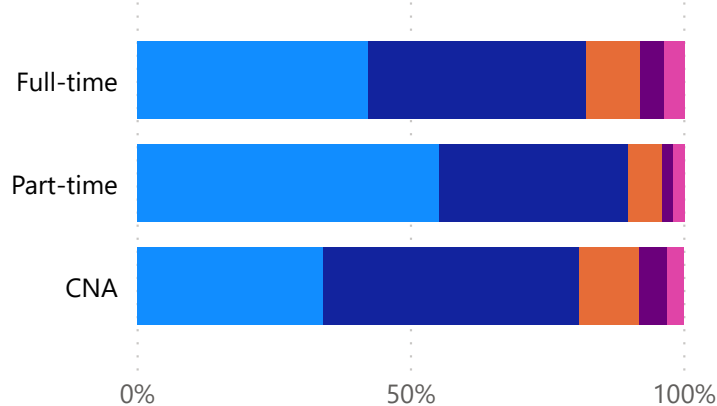
Work Location



Age in years



Work Schedule



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EMPLOYEE PERSPECTIVES SURVEY 2020

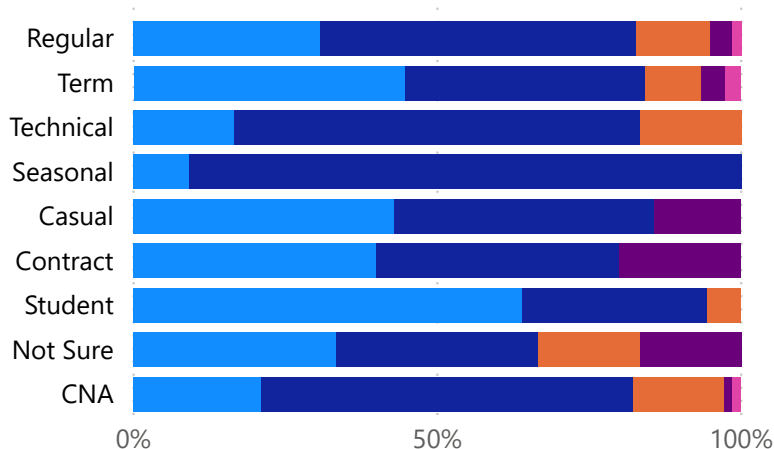
Manitoba

RESPONSES BY DEMOGRAPHICS

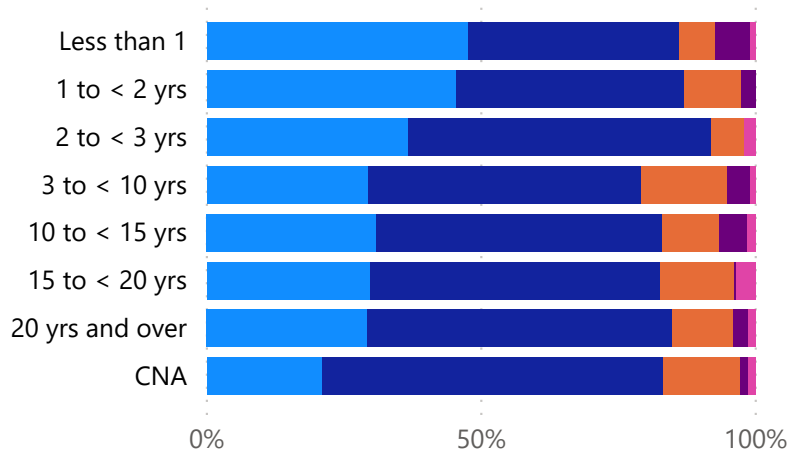


10. I can access internal resources to keep me informed and supported on COVID-19 impacts to the workplace.

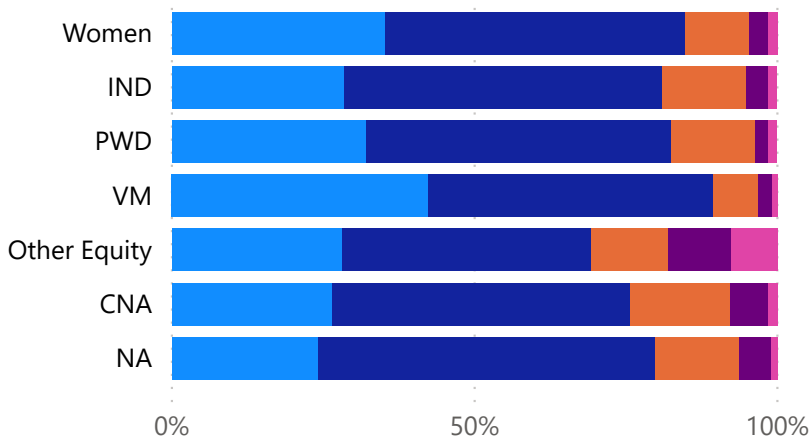
Work Appointment



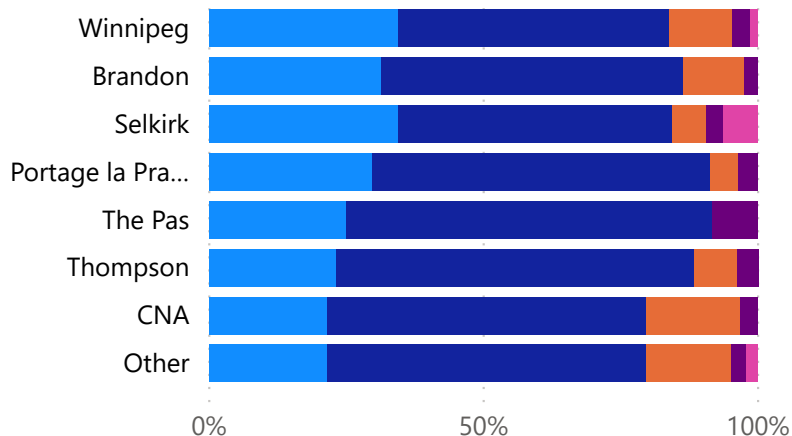
Years worked in the government



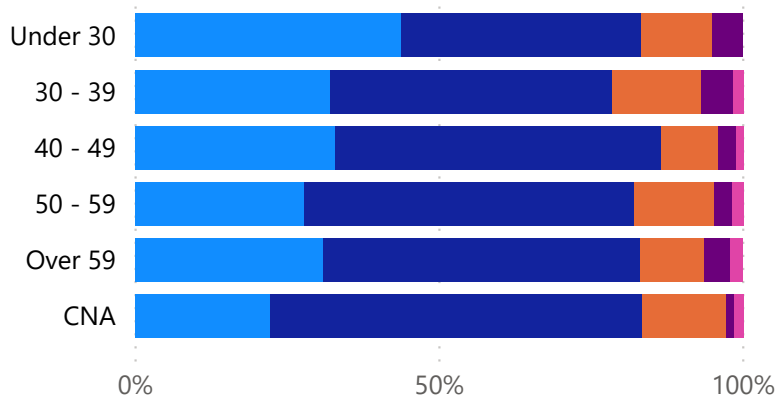
Equity Group



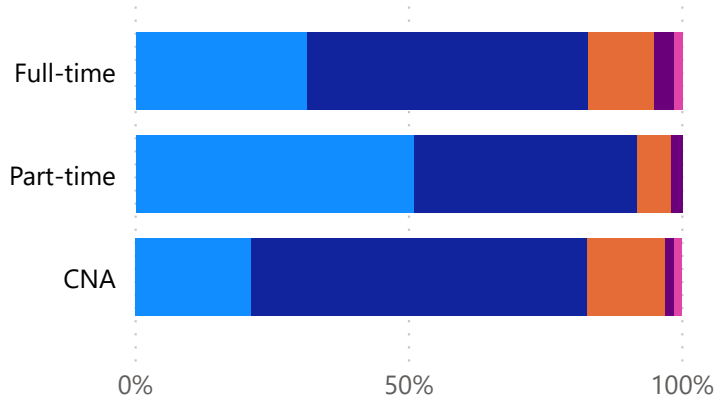
Work Location



Age in years



Work Schedule



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EMPLOYEE PERSPECTIVES SURVEY 2020

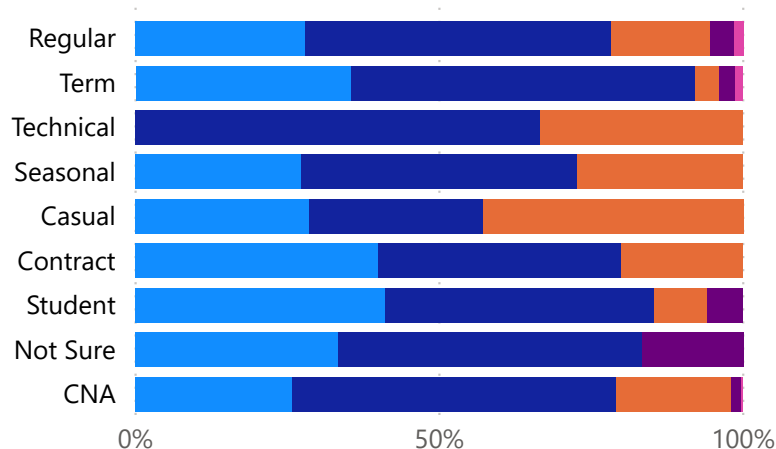
Manitoba

RESPONSES BY DEMOGRAPHICS

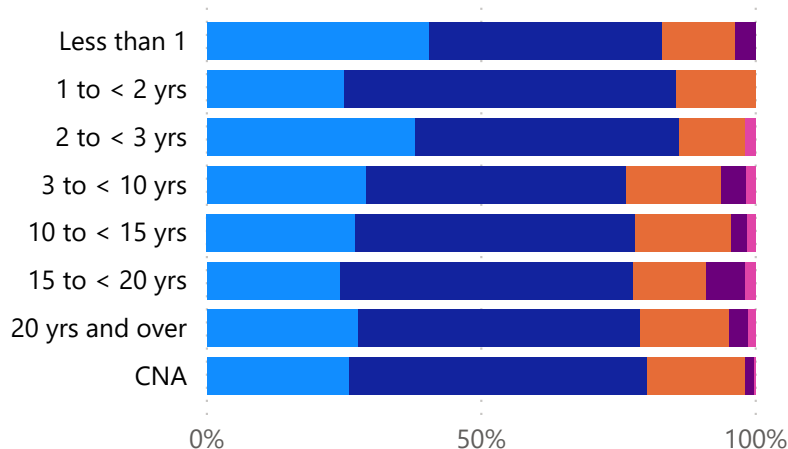


11. I have applied innovation in how I approach my work.

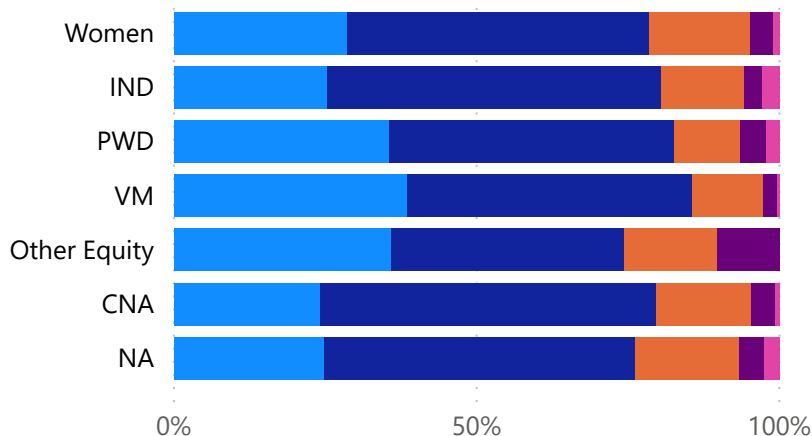
Work Appointment



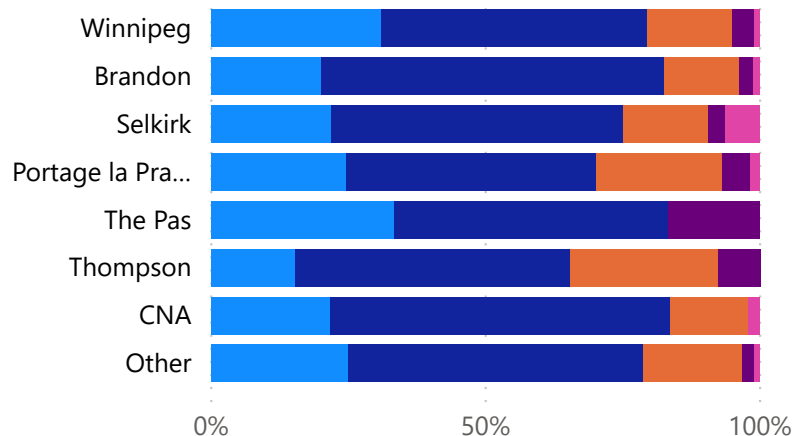
Years worked in the government



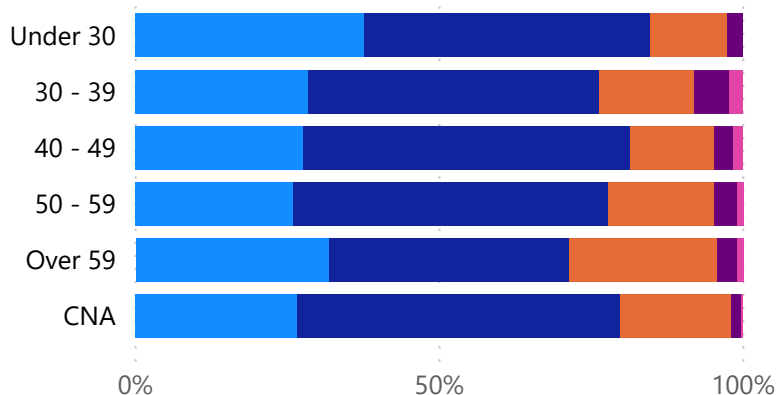
Equity Group



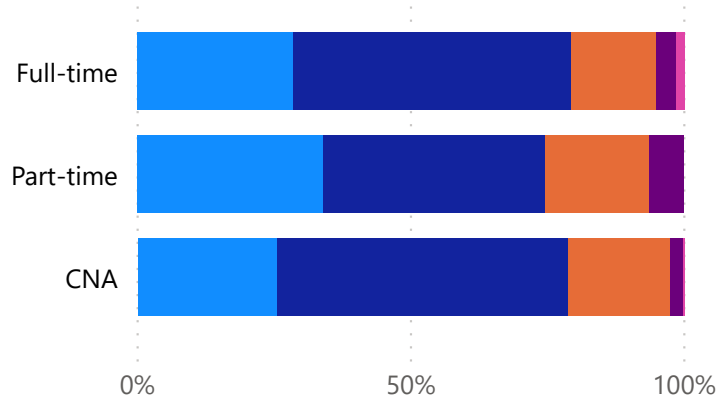
Work Location



Age in years



Work Schedule



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EMPLOYEE PERSPECTIVES SURVEY 2020

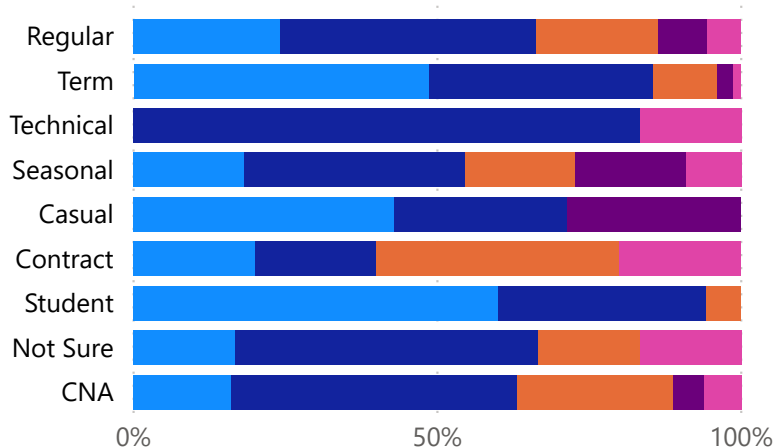
Manitoba

RESPONSES BY DEMOGRAPHICS

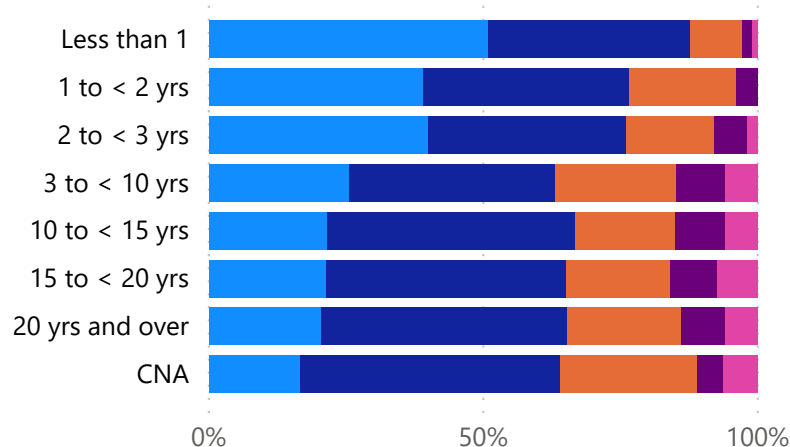


12. My department supports my work-related learning and development.

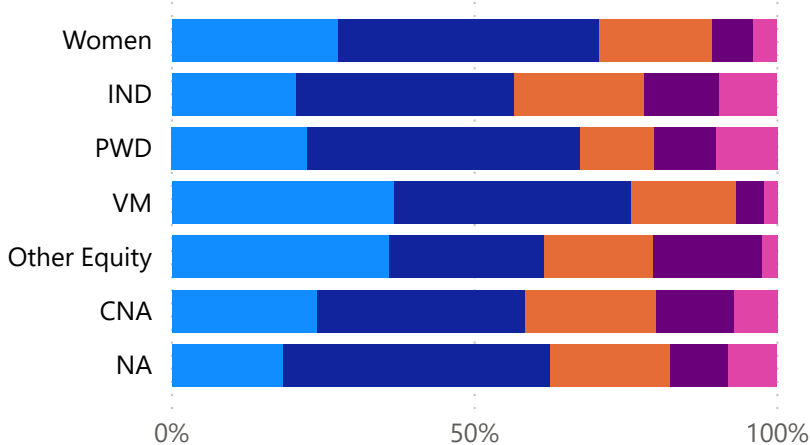
Work Appointment



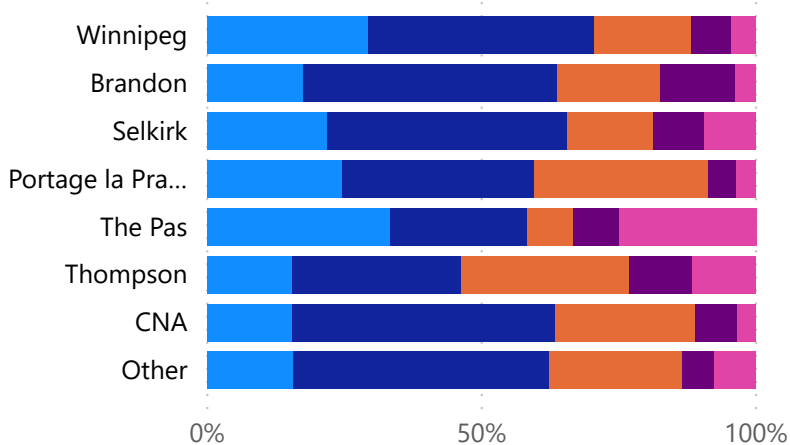
Years worked in the government



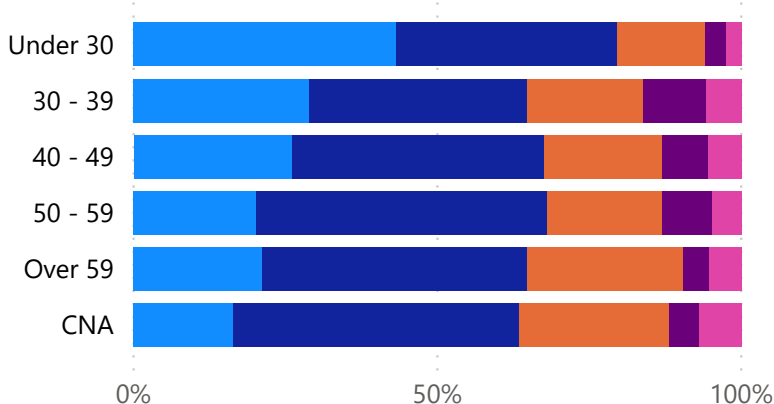
Equity Group



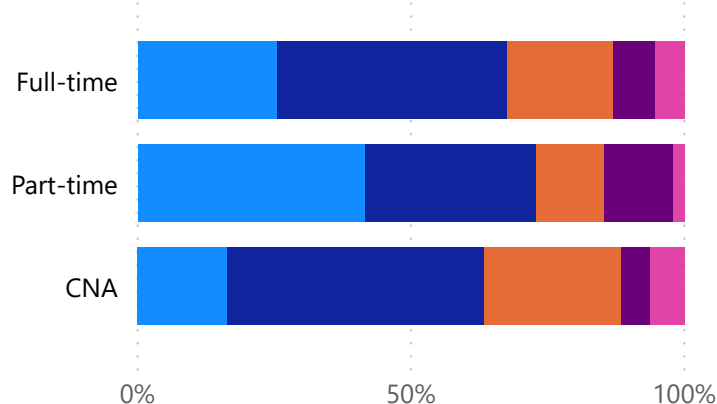
Work Location



Age in years



Work Schedule



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EMPLOYEE PERSPECTIVES SURVEY 2020

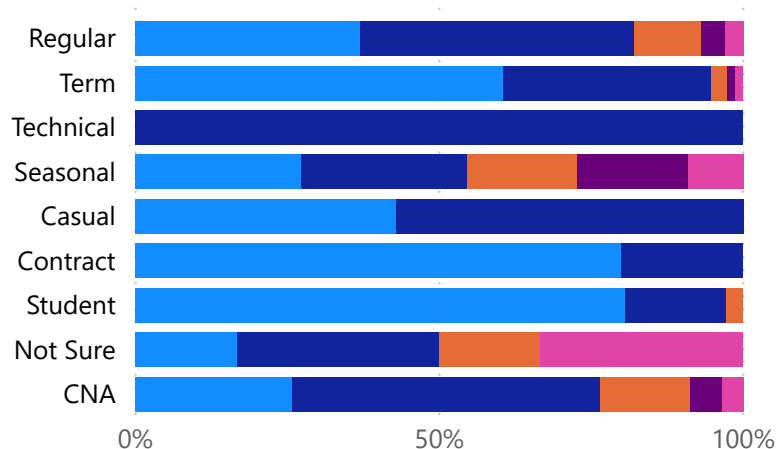
Manitoba

RESPONSES BY DEMOGRAPHICS

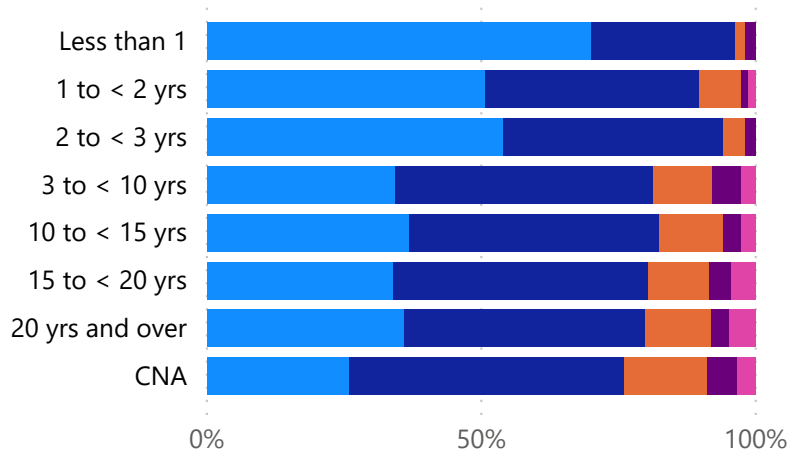


13. I am treated respectfully at work.

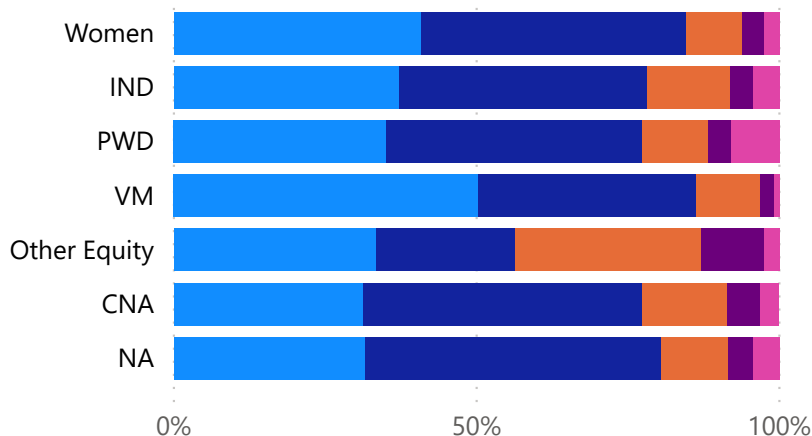
Work Appointment



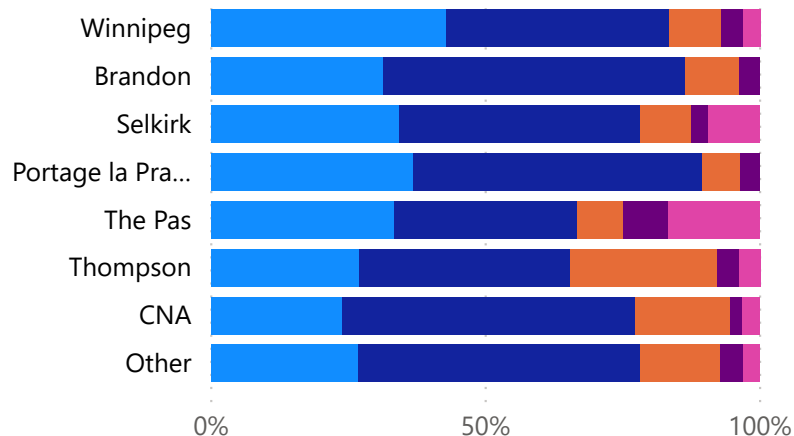
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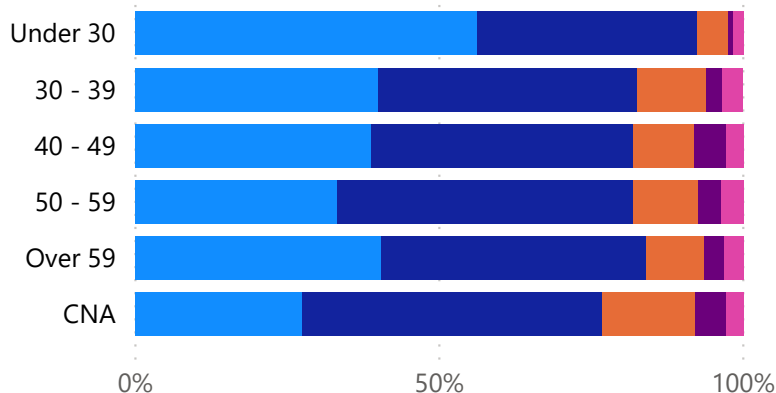
Equity Group



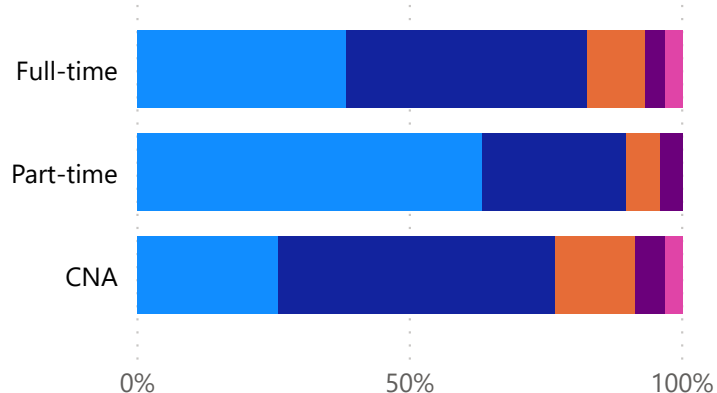
Work Location



Age in years



Work Schedule



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EMPLOYEE PERSPECTIVES SURVEY 2020

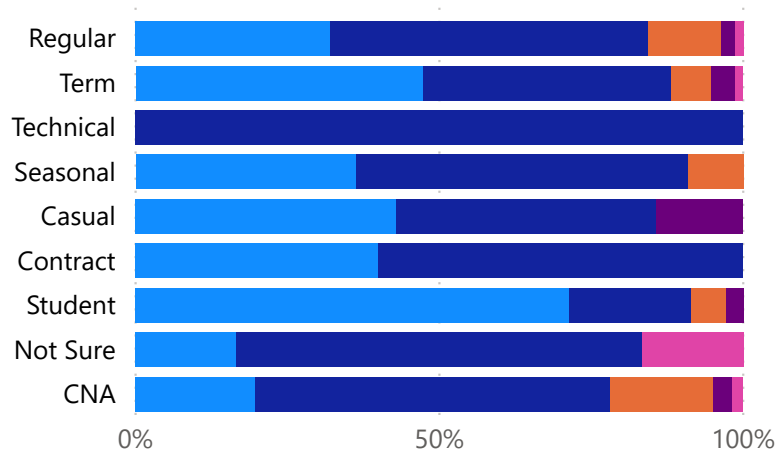
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RESPONSES BY DEMOGRAPHICS

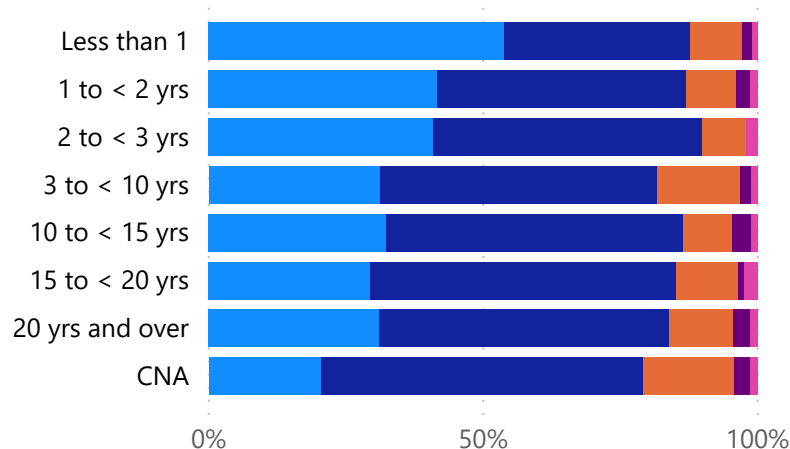


14. The Manitoba government provides access to respectful workplace resources and supports.

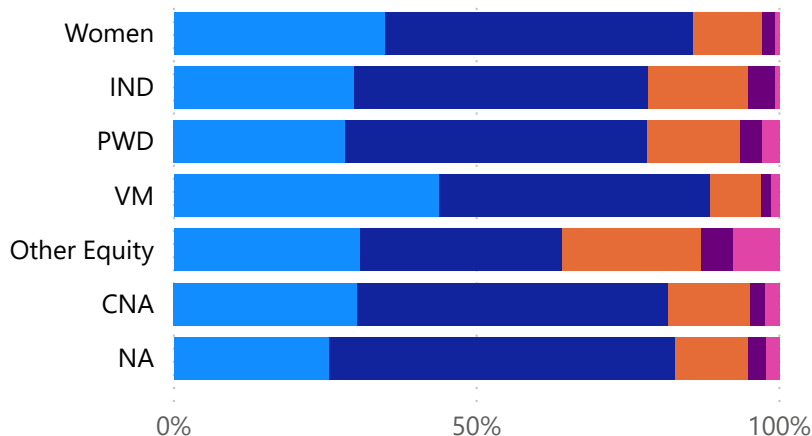
Work Appointment



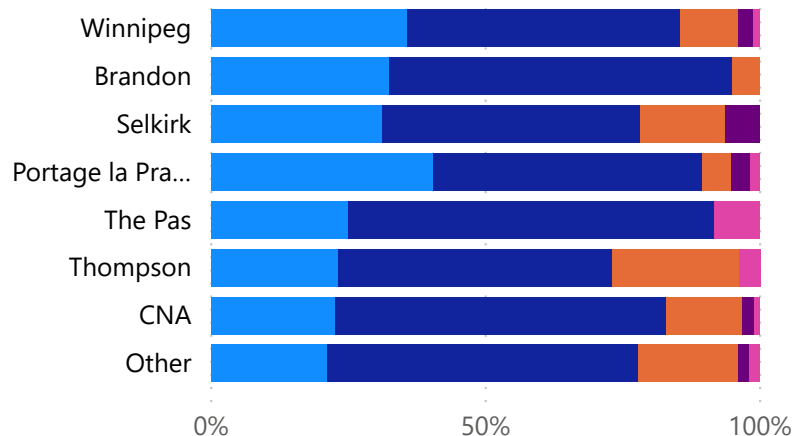
Years worked in the government



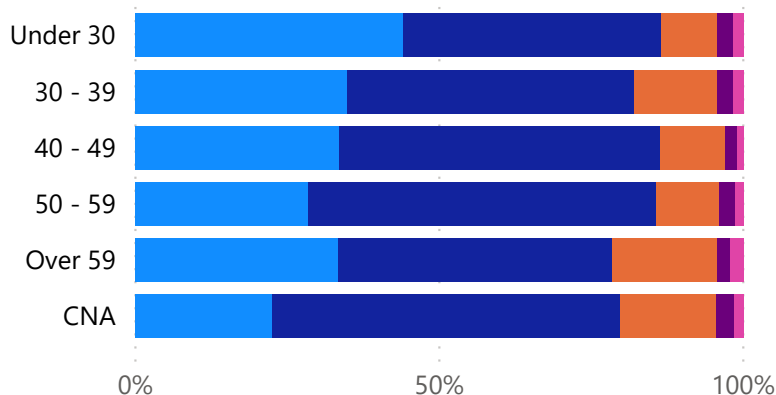
Equity Group



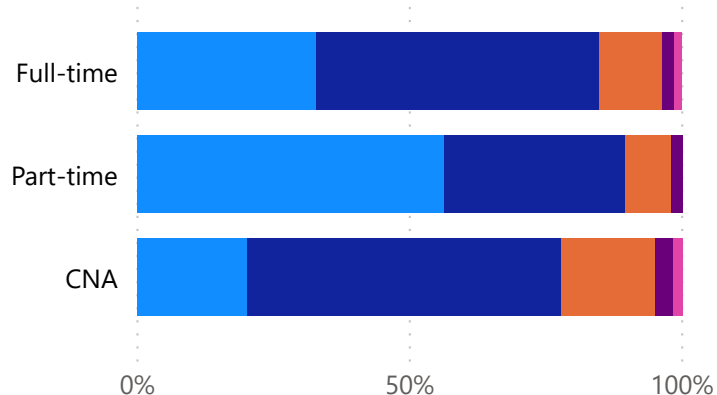
Work Location



Age in years



Work Schedule



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EMPLOYEE PERSPECTIVES SURVEY 2020

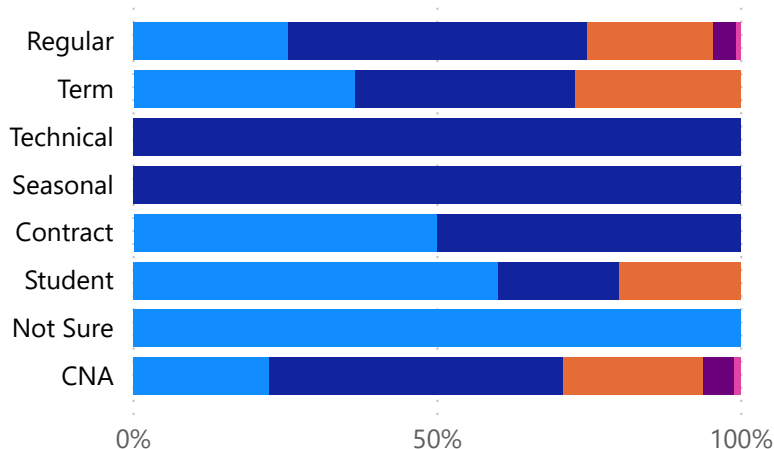
Manitoba

RESPONSES BY DEMOGRAPHICS

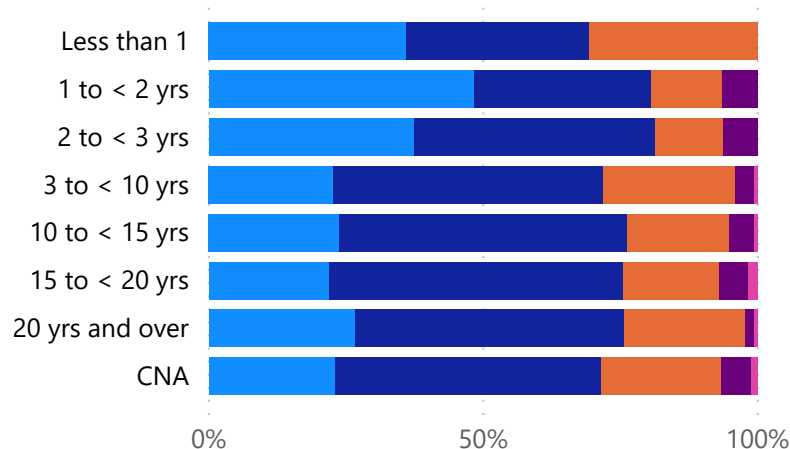


15. I have the skills I need to manage team members who are working remotely.

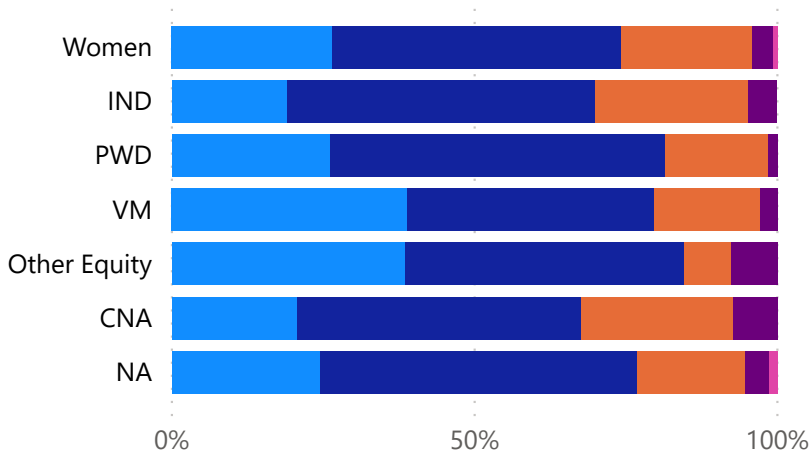
Work Appointment



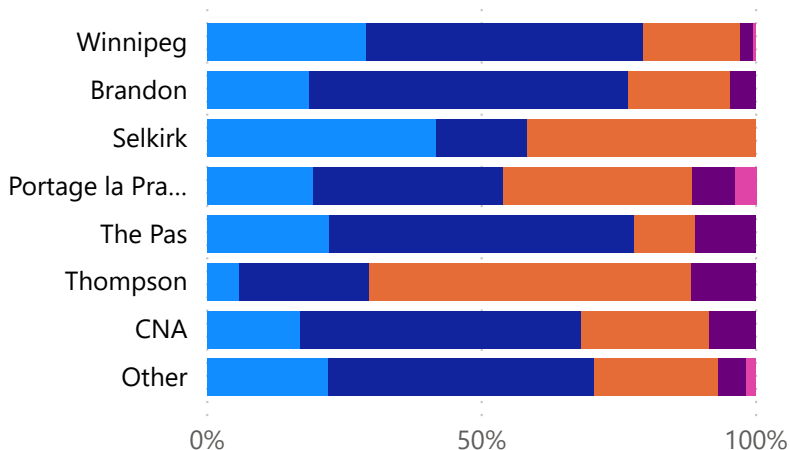
Years worked in the government



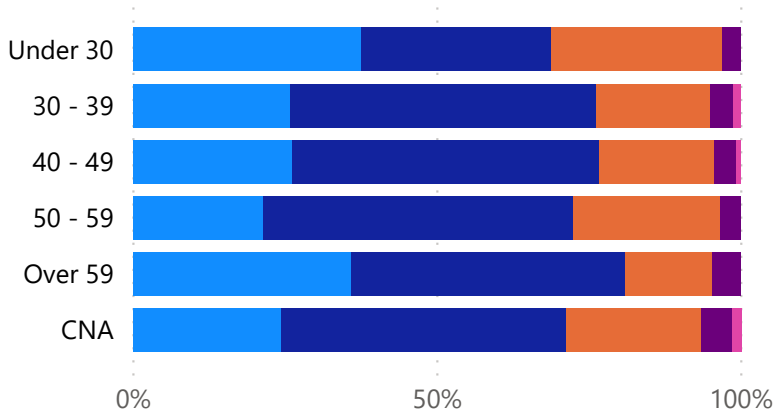
Equity Group



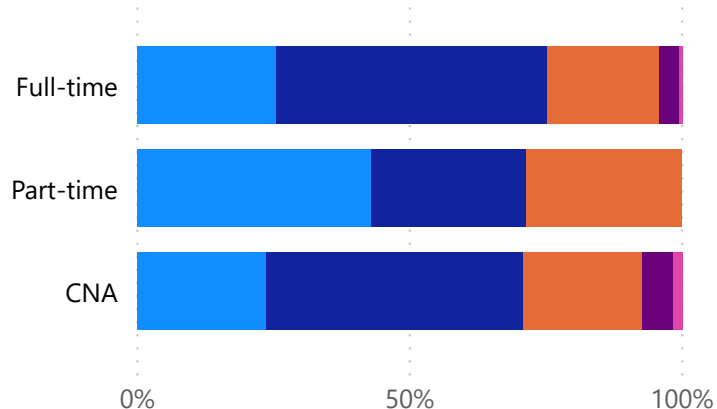
Work Location



Age in years



Work Schedule



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NA - Demographic question is not applicable

EMPLOYEE PERSPECTIVES SURVEY 2020

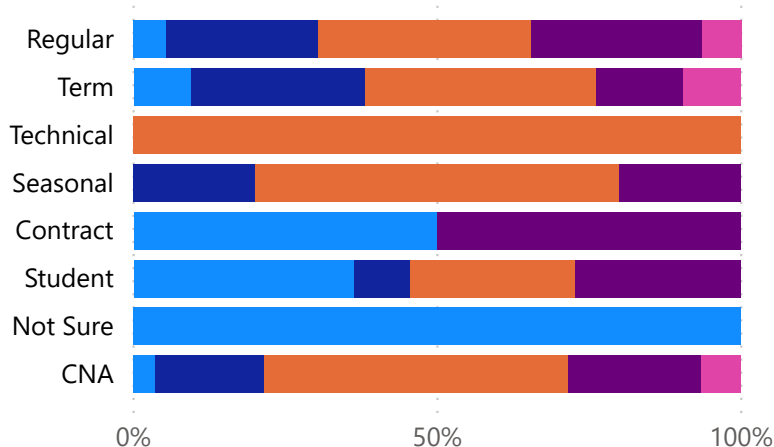
Manitoba

RESPONSES BY DEMOGRAPHICS

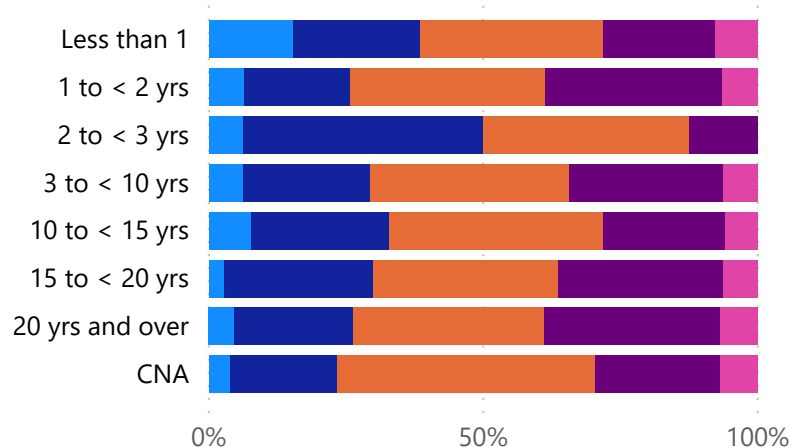


16. I require additional training to better manage team members who are working remotely.

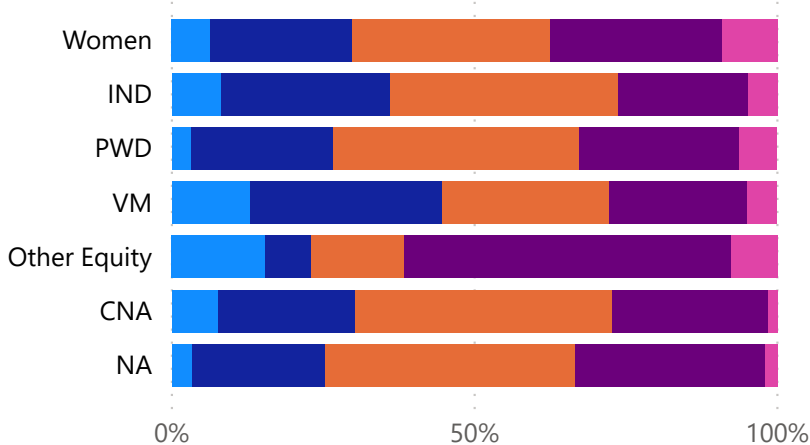
Work Appointment



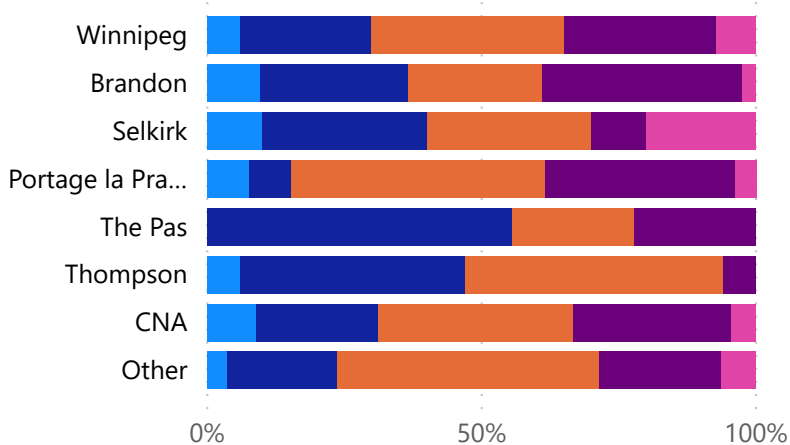
Years worked in the government



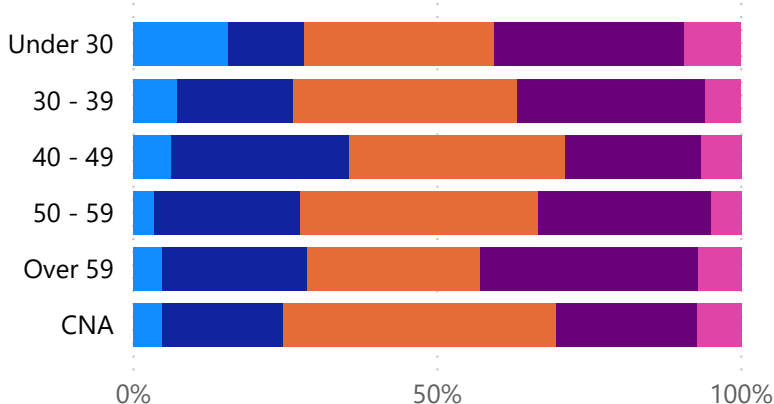
Equity Group



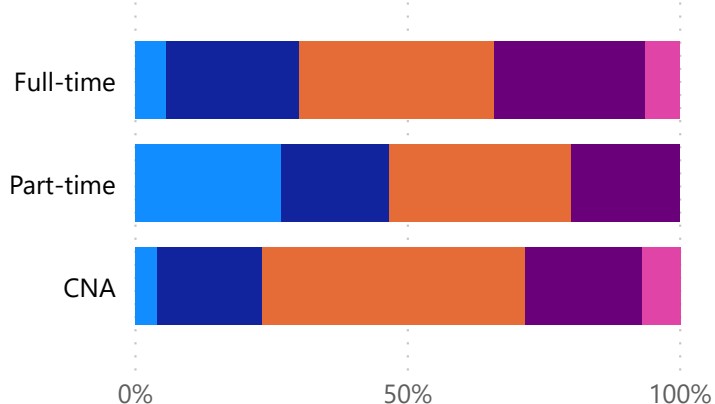
Work Location



Age in years



Work Schedule



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EMPLOYEE PERSPECTIVES SURVEY 2020

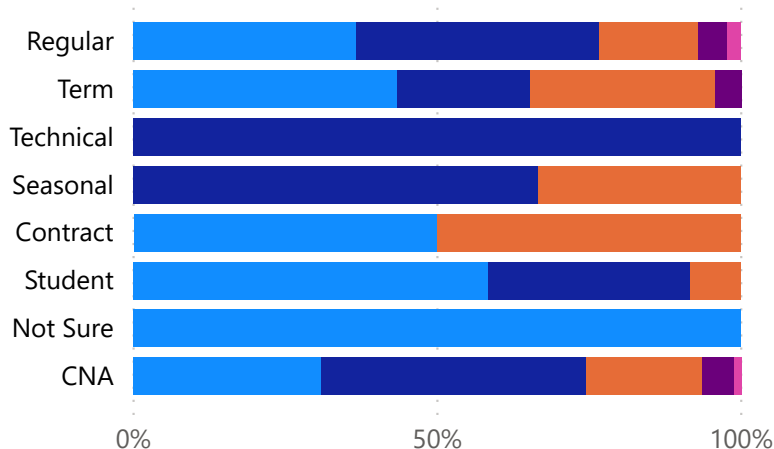
Manitoba

RESPONSES BY DEMOGRAPHICS

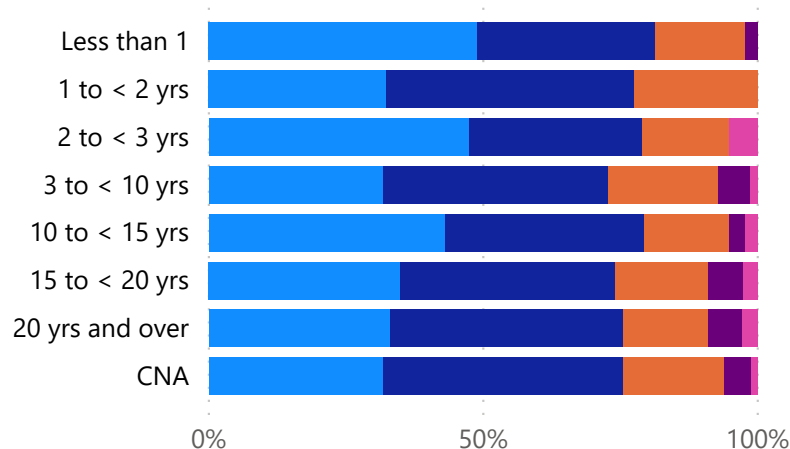


17. My team is able to deliver quality services, products and programs while working remotely.

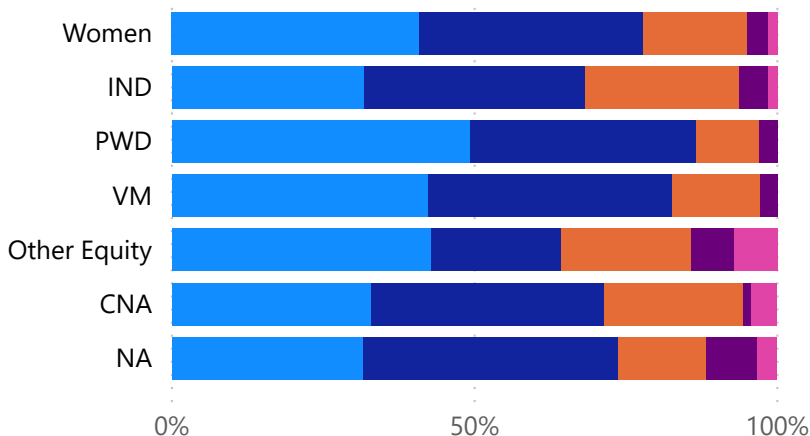
Work Appointment



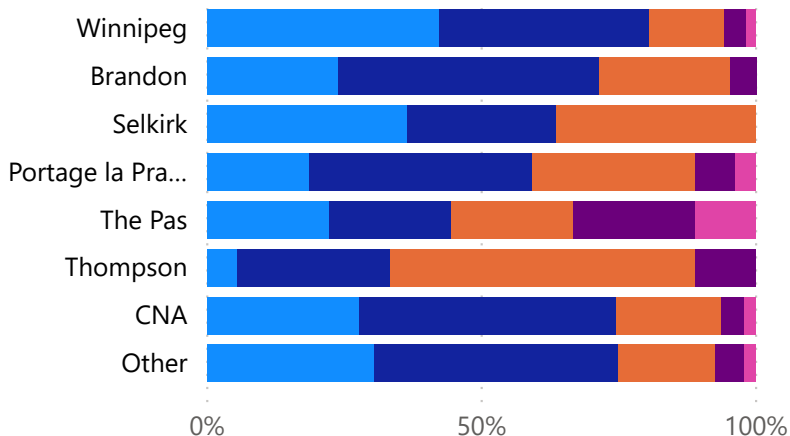
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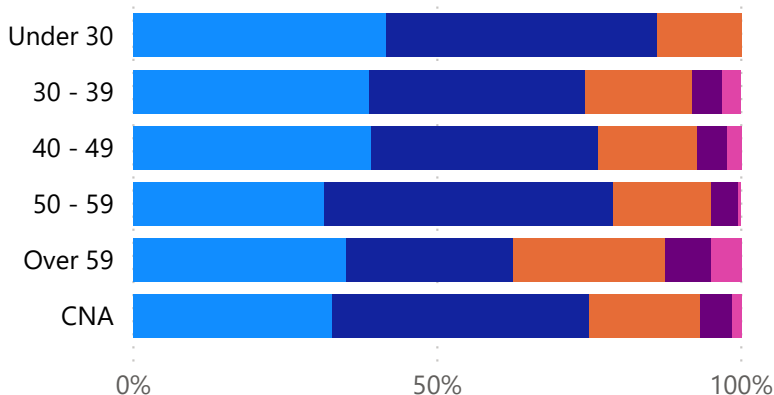
Equity Group



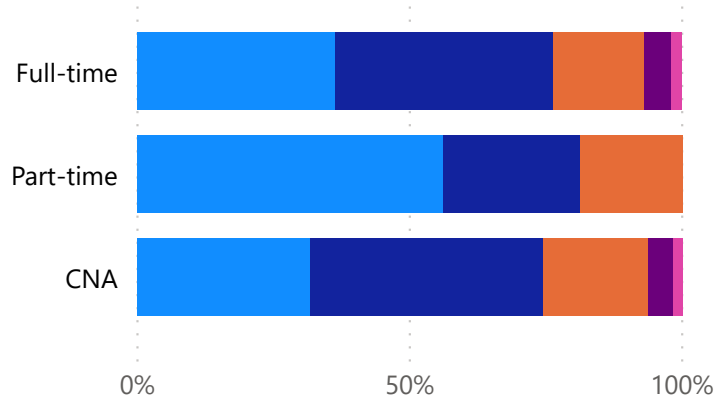
Work Location



Age in years



Work Schedule



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