

Employee Satisfaction and Engagement Survey

I am pleased to announce the results of the 2010 Employee Satisfaction and Engagement survey. As I've often stated, Mr. Speaker, our employees are this government's most important asset. Though difficult to quantify, employee engagement and satisfaction is of vital importance to the effectiveness of our public service.

The Employee Satisfaction and Engagement Survey is part of a national initiative started in 2004. At that time, several governments from across Canada agreed to conduct employee surveys every two years using a common set of questions. These shared questions allow us to compare results across jurisdictions and track changes over time. This is the third satisfaction and engagement survey conducted. The full survey results are available on the Department of Human Resources web site.

Mr. Speaker, I am very happy with this year's results. Approximately 43% of Government of the Northwest Territories employees responded to the survey. Those who responded continue to show a high degree of satisfaction and engagement as more than half agreed or strongly agreed with the majority of statements provided. Nearly 77% of respondents were satisfied with their work as Government of the Northwest Territories employees. Over 70% feel inspired to give their very best. I am especially pleased that over 70% of those surveyed would recommend the Government of the Northwest Territories as a great place to work. This is a significant improvement over the 2008 survey, where only 53% agreed with that statement.

In addition, Mr. Speaker, survey respondents communicated an increased level of satisfaction with the services provided by the Department of Human Resources. Benefits and Payroll staff achieved a high level of client satisfaction, over 70% on most questions. A majority of Government of the Northwest Territories managers expressed

satisfaction with the services provided by our staffing officers and client service personnel. Overall, nearly 78% of those surveyed were satisfied or very satisfied with the services provided by Human Resources.

Mr. Speaker, we should all be proud that the Government of the Northwest Territories scored higher than the national averages on 18 of the 19 shared questions.

The survey also highlights some areas of employee concern. Survey respondents communicated the importance of career growth within the Government of the Northwest Territories. Training in particular was highlighted as an important aspect of employee engagement. In addition, those surveyed indicated a desire for an increasingly inclusive workplace where all staff are treated equitably along with the need to further raise the profile of people with disabilities in the Government of the Northwest Territories. Managers identified recruitment strategies as an area that needs continued attention.

Mr. Speaker, these issues are at the forefront of our human resource planning today. Under *20/20: A Brilliant North, the NWT Public Service Strategic Plan*, new recruitment and marketing strategies are currently in development, including Aboriginal recruitment initiatives, a Talent Acquisition Strategy, and partnerships between various departments to align marketing plans and the recruitment of specific occupations. Investment in employee development is being addressed through new and innovative training programs, such as the Leadership Development Program, the Associate Director/Superintendent Program, and the development of a Performance Management System and Learning policy. Diversity initiatives include a cross-cultural awareness program and the creation of a Diversity Officer position within the Department of Human Resources.

Over the past several years, human resource management in the public service has gone through a period of considerable change and transition. One of the priorities of the 16th Legislative Assembly has been effective and efficient government through improved human resource management. *20/20: A Brilliant North, the NWT Public Service*

Strategic Plan has put greater focus on human resources strategies and practices. Mr. Speaker, I believe that the survey results demonstrate that our efforts have been successful, and that human resource management in the Northwest Territories Public Service is on the right track.

Mr. Speaker, I am very proud of the work done by our public service employees. They also deserve our recognition for making the Government of the Northwest Territories such a great organization and such a great place to work. Their hard work and dedication today have laid the foundation for a very bright future for the Northwest Territories public service.

Thank you, Mr. Speaker.