

BC Public Service
Agency

2008/09
Annual Service Plan Report



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Published by the BC Public Service Agency

Message from the Minister and Accountability Statement



It is my pleasure to present the *2008/09 Service Plan Report* for the BC Public Service Agency. The role of the Agency is to provide human resource leadership for all the organizations represented by the 30,000 employees working to serve British Columbia.

Over the past year we have accomplished some great things. For the second year in a row, the BC Public Service was named one of B.C.'s Top 50 Employers and was also listed as one of Canada's Top 30 Green Employers. These successes are supported internally by the results of the annual Work Environment Survey – a key tool for measuring employee engagement. This year, once again, saw both the response rate increase and the overall engagement score increase over the previous year. This shows that our efforts to improve the quality of the work environment for our employees are being met with success.

The launch of the most recent Corporate Human Resource Plan, Being the Best 3.0, highlighted some of the changes that are helping to improve the HR environment in the BC Public Service. Most applicable to our work is the launch of the new professional values, the launch of flexible benefits and new requirements for annual employee reviews. Additionally, this past year has seen over 700 positions created since the inception of the co-op resource office and 40 internship positions created since the start of the Aboriginal Youth Internship Program. These and other related changes will be key to strengthening the abilities of our employees to serve B.C.

These successes aside, there are a number of very relevant internal and external challenges that lay ahead. An internal demographic shift will see an increase in employee retirees over the next decade. Additionally, the B.C.'s real GDP in 2008 has seen a 0.30 per cent contraction over the previous year – the first time the GDP has shrunk in over two and a half decades. In light of these challenges, the BC Public Service Agency will need to continue to focus on finding greater efficiencies in the way we serve our organizations in the public service while continuing to make improvements in how we recruit, train and retain qualified employees.

As Minister responsible, I believe this plan will contribute to creating a public service of the highest standard. The *2008/09 BC Public Service Agency Annual Service Plan Report* compares the actual results to the expected results identified in the Agency's *2008/09 - 2010/11 Service Plan*. I am accountable for those results as reported.



Honourable Ben Stewart
Minister of Citizens' Services and Minister responsible for
Multiculturalism and the Public Affairs Bureau
July 24, 2009

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Highlights of the Year

It is the role of the BC Public Service Agency to provide leadership in human resource management and services to ministries and client organizations that will facilitate the achievement of public service excellence.

- **B.C. public service is a Top 50 Employer.** For the second time, the B.C. public service was named a Top 50 Employer. According to Mediacorp, in addition to being the largest employer in the province the B.C. public service is also one of the best places to work. Employers are chosen based on a variety of criteria, including health, financial and family benefits, vacation and time off, training and skills development, and community development.
- **Top 30 Green Employers.** The Province of British Columbia is committed to taking action on climate change and is proud to be designated as one of Canada's top 30 Green Employers. The B.C. public service reflects the commitment to be a progressively "green" employer by providing employees opportunities to contribute ideas that help shape the overall provincial response to climate change. As well, "green teams" in every ministry help to develop and implement ways to promote sustainability and ensure government meets its goal of being carbon neutral in all its operations by 2010.
- **Improving Employee Engagement.** Employee engagement in 2008 was up for the second consecutive year and up eight points since 2006, with an 82 per cent response rate on the 2008 Work Environment Survey.
- **New Professional Values.** The new corporate professional values - service, passion, courage, curiosity, teamwork and accountability - and an overarching commitment to integrity were developed with the input of employees across the B.C. public service. These values are now being incorporated into performance assessments of all employees across the public service as well as hiring and training programs.
- **Streamlining the Hiring Process.** In striving to continue to improve service to the public and the public service, hiring times have been reduced by one-third.

Purpose of the Agency

The mandate of the BC Public Service Agency is to provide human resource leadership for the ministries, agencies and the employees working to serve British Columbians. The BC Public Service Agency takes pride in serving our customers and clients so they can create a work environment where all public servants can excel.

The Government's Strategic Plan calls for the achievement of Five Great Goals that are intended to achieve a long term vision for British Columbia — a prosperous and just province, whose citizens' achieve their full potential and have confidence in the future. To achieve this there needs to be a strong and nimble public service that strives to be the leader in Canada and is recognized internationally for public service excellence.

The drive toward service excellence requires every employee to challenge the status quo, to look for ways to improve performance in the organization and to turn good ideas into action. Improving the way the B.C. public service operates requires an engaged workforce, an ability to attract and retain top talent, flexibility to adjust to emerging priorities, an ability to grow and share knowledge freely, and collaboration across various business units. Public servants are more likely to recommend the B.C. public service as a great place to work and be prepared to move beyond the status quo if they feel energized, inspired by their leaders and valued for the contributions that they make.

The BC Public Service Agency is accountable to the Deputy Ministers' Council to provide cost effective service on day-to-day transactional activities to our customers and clients in the B.C. public service. In addition, the BC Public Service Agency is called upon to play a strategic role in support of the B.C. public service realizing its vision of becoming a more dynamic and rewarding place to work than ever before – one recognized as the employer of choice across the country.

Strategic Context

Planning Context and Key Strategic Issues

The B.C. public service is the largest corporate workforce in the province, serving over 280 communities across British Columbia. From frontline workers to accountants and architects, researchers and analysts, to information technology professionals and others, there is virtually no area of expertise unrepresented. Public servants provide a wide range of services to British Columbians such as health care, public safety, education, and environmental management.

The British Columbia public service is vital to making Government's goals a reality. The ongoing provision of these services is challenged by a number of internal and external factors that are driving change to human resource management policies and practices in the B.C. public service.

Internal Factors

- The provincial economy in 2008/09 had an impact on shifting the focus in the short term from a concern over the supply of skilled resources to one of managing existing human resources tactically to deliver quality services within an uncertain economic environment. An innovative approach to optimizing the expenditure upon and timelines of the hiring process was the candidate referral service launched by the BC Public Service Agency where an applicant can submit one application but be considered for various available positions within the job stream. This greatly simplifies the process for the applicant, provides B.C. public service clients with candidates that have been assessed and pre-qualified, and results in the ability to fill positions quicker.
- Currently 17 per cent of the B.C. public service is eligible to retire. It is also projected that exits will outnumber entrants to the B.C. public service by 2011. By 2019, it is expected that 43 per cent of leadership and 33 per cent of other staff will retire from the B.C. public service. The loss of organizational knowledge and expertise is a significant risk not only in the long term, but as the statistics indicate, in the short term as well. With a focus of workforce renewal, the proportion of the B.C. public service under age 30 is 11.5 per cent, increasing by two per cent from a year ago. In 2008/09 the BC Public Service Agency initiated a number of targeted knowledge audits to determine knowledge transfer and management challenges and provide targeted solutions for a number of key talent streams.
- This past year there has been a strong shift from employee driven planning and development programs, to ones that are collaborative and accountable between the supervisor and employee and focus on performance management.

External Factors

- British Columbia's real GDP contracted by 0.3 per cent in 2008, following growth of 3.0 per cent in 2007 and 4.4 per cent in 2006. Private sector forecasters expect economic weakness in B.C. to continue well into 2009. Risks to B.C.'s economic outlook include a prolonged U.S. recession, continued turmoil in global financial markets, slower global demand for B.C. products, volatile commodity prices and further moderation of domestic demand in B.C.
- The current global economic influences have eased the demand for labour; however, the labour market is expected to remain tight in the long run. A workforce that is shrinking due to an aging working population, in the long term, will limit Canada's growth potential as stated by The Conference Board of Canada. It forecasts a serious long term deficit in the labour supply and concludes that attracting and retaining talent remains a key priority for employers.

Report on Performance

The BC Public Service Agency's 2008/09 Service Plan focused on an integrated approach to talent management within a supportive human resource policy, labour relations and client services environment. The corresponding goals and objectives in the service plan were reflective of the stewardship role played by the Agency on behalf of ministries. The achievement of results was in partnership with ministries and provides a better yardstick for assessing how the public service as a whole is doing in relation to human resource management.

The following performance plan summary reports the results of the public service overall.

Performance Plan Summary Table

Goal 1: Government is supported by a professional public service that has the knowledge, skills and abilities to achieve current and future objectives For greater detail see pages 11 to 13	2008/09 Target	2008/09 Actual
1.1 The recruitment policy, process, and tools in the B.C. provincial government facilitate hiring of highly competent employees		
1.2 The B.C. provincial government is recognized as an attractive employer Percentage of individuals appointed to the public service based on merit	100%	95% SUBSTANTIALLY ACHIEVED
Goal 2: The B.C. public service promotes a safe and healthy workplace that supports the well-being of employees For greater detail see pages 13 to 14	2008/09 Target	2008/09 Actual
2.1 Safe workplaces		
2.2 Safe and timely returns to work for individuals who are ill or injured		
2.3 Healthy and productive work environments Employees who say that a healthy workplace exists in my work unit	75 points	67 points NOT ACHIEVED
Goal 3: The B.C. public service is a versatile workforce that can adapt to meet changing needs For greater detail see pages 15 to 17	2008/09 Target	2008/09 Actual
3.1 Development of people for key roles across the public service is accelerated		
3.2 Sharing knowledge across the organization is facilitated		
3.3 The B.C. public service is a learning organization Percentage of managers who report their employees have the skills to meet current and future needs	60%	52% NOT ACHIEVED
Goal 4: B.C. public service employees understand their roles, how their work contributes to achieving the goals to government, and are focused on results For greater detail see pages 17 to 20	2008/09 Target	2008/09 Actual
4.1 Employee engagement is measured, addressed and improved Employee engagement in the public service	IMPROVEMENT	66 points ACHIEVED
4.2 Employees receive a comprehensive orientation to their jobs and the public service		
4.3 Facilitate performance management best practices Percentage of employees who have had a formal performance review in the last year	100%	76% NOT ACHIEVED
Goal 5: B.C. public service employees exhibit the highest standards of conduct For greater detail see page 20		
5.1 Ensure all employees fully understand their roles and obligations as public servants		

Goals, Objectives, Strategies and Performance Results

Goal 1: Government is supported by a professional public service that has the knowledge, skills and abilities to achieve current and future objectives

The B.C. public service faces a potential labour shortage in the medium to long term brought on by an aging population and increasing competition in the marketplace. At the same time, the public service is undergoing significant transformation and will need to ensure the right skills are available in the right place at the right time to deliver critical public services. To attract high quality applicants, the B.C. public service must not only be visible in the labour market but considered an attractive employer. This goal is vital to ensure the continuation of a high quality public service. It supplements the corporate human resource goal of improving our competitiveness.

Objective 1.1: The recruitment policy, process and tools in the B.C. provincial government facilitate hiring of highly competent employees

Faster decision-making and more effective recruitment is necessary to support and deliver government's business goals.

Strategies

Key strategies for this objective include:

- facilitate Workforce Planning activities across government and lead the implementation of a revised Corporate Human Resource Plan;
- facilitate targeted recruitment campaigns; and
- provide training and tools to support managers to make sound hiring decisions.

Objective 1.2: The B.C. provincial government is recognized as an attractive employer

As the working population in Canada ages and birth rates fall, it is expected that an increasingly competitive labour market will be the outcome. The B.C. public service needs to be able to compete with other public sector employers and the private sector for talented people to meet its workforce needs now and in the future. A higher profile in the marketplace through marketing and recruitment efforts will form one part of a larger, multi-faceted human resource strategy to address projected workforce challenges.

Strategies

Key strategies for this objective include:

- ongoing marketing and branding program to raise the visibility and appeal of government as an employer; and
- increased career advertising to heighten awareness of employment opportunities within the public service.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of individuals appointed to the public service based on merit.	96%	96%	100%	95% SUBSTANTIALLY ACHIEVED

Data Source: Office of the Merit Commissioner 2007/08 Annual Report — The report is available at [www.meritcomm.bc.ca/AnnualReports/2007_2008 Annual Report.pdf](http://www.meritcomm.bc.ca/AnnualReports/2007_2008%20Annual%20Report.pdf)

Discussion of Results

Merit means that appointments will be non-partisan and made on the basis of an assessment of competence and ability to do the job. The *Public Service Act* states that the matters to be considered in determining merit must, having regard to the nature of the duties to be performed, include the applicant's education, skills, knowledge, experience, past work performance and years of continuous service in the public service. The Merit Commissioner monitors the application of the merit principle in the B.C. public service. Random audits examine whether appointments are the result of a merit-based process and that the individuals appointed are competent and qualified to do the job. Merit is also monitored by reviewing appointments on request for employee applicants who believe that the merit principle was not applied to specific appointments for bargaining unit positions.

A random sample size of 10 per cent of appointments was used. Of the results, three per cent were determined to have insufficient documentation to determine the application of the merit principle and only two per cent were found to not have the merit principle fully applied. It should be noted that even in instances where the process was found to be flawed, the audit confirmed that the individual(s) appointed were qualified for the position. At the same time, the BC Public Service Agency has been working to provide better tools to support managers to make sound hiring decisions.

Since May 2008, the BC Public Service Agency has been instrumental in the writing, designing and placement of a variety of marketing campaigns aimed at increasing applicant response in a

number of key work streams. There were also newspaper, magazine and airport media dedicated to presenting the entire B.C. public service as an employer of choice.

Goal 2: The B.C. public service promotes a safe and healthy workplace that supports the well-being of employees

Objective 2.1: Safe workplaces

Strategies

Key strategies for this objective include:

- provide client organizations the direction, knowledge, tools and support necessary to implement and maintain effective safety management programs; and
- enhance safety reporting.

Objective 2.2: Safe and timely returns to work for individuals who are ill or injured

The Government is committed to providing an efficient and effective public service and recognizes the importance of managing health-related absences to enhance this commitment.

Strategies

Key strategies for this objective include:

- reposition the Disability Case Management function so that specialized expertise is available to clients and employees as needed; and
- implement enhanced reporting for clients.

Objective 2.3: Healthy and productive work environments

Strategies

Key strategies for this objective include:

- evaluate needs and develop a health strategy proposal for the B.C. public service;
- develop and implement appropriate workplace programs and tools to help reduce health risks; and
- assess needs and implement regular reporting.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Employees who say that a healthy workplace exists in my work unit. ¹	62 points	66 points	75 points	67 points NOT ACHIEVED

Data Source: BC Public Service Work Environment Survey 2008 for 2008/09 reporting, conducted by BC Stats.

¹ This score is based on the question "A healthy atmosphere (e.g. trust, mutual respect) exists in my work unit".

Discussion of Results

The B.C. public service promotes a safe and healthy work environment that support the well being of employees. The Corporate Human Resource Plan links the investment in improving workplace health to healthy employees; an engaged workforce with workforce capacity to ensure delivery of high quality services to British Columbians. A healthy workplace is driven by workplace environment, job level factors and individual level factors which requires a multi-dimensional response.

Agency Response

While the annual Work Environment Survey is the result of individual work experiences across the province, the BC Public Service Agency continues to take the lead for the B.C. public service in supporting a healthy work environment. The Agency expanded its offerings of supervisory training to support and educate staff in this role. This year also saw the introduction of Spark!, a collaboration site that promotes a culture of innovation to find solutions to address issues in the B.C. public service.

Safe work environments are supported through innovations including a computer workstation setup e-tool and safety e-training. The provided benefits package is similar to other large employers and is a key factor in the attraction and retention of qualified employees.

Quittin'Time (a B.C. public service smoking cessation program), activity challenges, and health promotion pilots support employees in making healthy personal choices and improving resilience.

The introduction of corporate professional values by the BC Public Service Agency, developed with the input of employees across the public service, has helped define the B.C public service as an organization and is a linkage to building corporate culture. Overall, it is worth noting that employee engagement performance results are improving. These initiatives, along with specific ministry actions, are striving to improve the workplace for B.C. public servants.

Goal 3: The B.C. public service is a versatile workforce that can adapt to meet changing needs

Employees of government are predominantly knowledge-based workers. Researchers have defined knowledge-based workers in many different ways. One proposed definition is to include occupational categories such as mathematicians, chemists, civil and mechanical engineers, analysts, ecologists, agriculturalists, programmers, economists, accountants, lawyers and artists (Lavoie and Roy, 1998). According to some experts, a shift to a more knowledge based economy has been steadily occurring for the past three decades (Baldwin and Beckstead, 2003). Accordingly, one of the most important investments the government can make is an investment in its employees - its human capital.

Objective 3.1: Development of people for key roles across the public service is accelerated

Based on ministry workforce plans, vulnerable or high risk roles were identified that would be affected by anticipated attrition. Government must ensure that suitable candidates are ready to fill critical roles and positions as more people retire. By rapidly training and developing a continual supply of qualified and ready candidates, government will ensure that its business goals are met and organizational performance is enhanced.

Strategies

Key strategies for this objective include:

- target learning to key and critical roles such as finance and management streams; and
- target developmental assignments to areas of highest need. This approach is a key component of accelerated leadership development used to broaden skill sets and develop executive competencies.

Objective 3.2: Sharing knowledge across the organization is facilitated

Given the volatile nature of knowledge and pending succession challenges faced by the government, the transfer of knowledge is essential to building internal capacity and keeping pace with social, economic, and technological changes.

Strategies

Key strategies for this objective include:

- implement initiatives designed to improve the transfer of knowledge and the sharing of best practices, such as "Communities of Practice" - a forum used by staff to learn from the experiences of colleagues.

Objective 3.3: The B.C. public service is a learning organization

Learning promotes perspective and innovation and is a key driver of change. Empirical studies in both public and private sector organizations have shown that learning investments produce substantial economic returns to organizations through reduced costs, increased efficiencies and other direct and indirect benefits that improve the performance and competitiveness of the organization.

Strategies

Key strategies for this objective include:

- encourage employees to develop their careers by taking advantage of the Pacific Leaders program (graduate student fellowships, student loan forgiveness, and scholarships for public servants and their children);
- balance the focus of employee learning between formal and informal opportunities to learn job-related skills; and
- enhance learning by increasing the use of technology and e-learning strategies.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of managers who report their employees have the skills to meet current and future needs. ¹		58%	60%	52% NOT ACHIEVED

Data Source: BC Public Service Agency Client and Customer Satisfaction Survey, Feb 2009 for 2008/09 reporting, conducted by BC Stats.
Measure first available for 2007/08 reporting period.

¹This measure is based on the response to the survey question "My employees have the skills to meet current and future needs."

Discussion of Results

The BC Public Service Agency will continue to work with all client organizations' executive and managers to ensure that all employees have the opportunity for continuous learning and knowledge sharing. Demographic challenges and work streams that are "at risk" such as financial and project management professionals will continue to challenge the line manager and the Agency is developing new ways to respond. In 2008/09, the BC Public Service Agency embarked on recruitment campaigns directed to the Northern region and its communities, in addition to the finance, corrections, engineering, legal and post-secondary campus streams. Formal employee performance reviews also assist managers in assessing the skills of their staff to meet current needs and identifying high performing individuals to develop to address future needs. The Agency will continue to work with the Deputy Ministers' Council to address learning, hiring, and development issues.

Agency Response

Further to the activities of the Agency mentioned above, the B.C. public service is looking at the work it does and the need for transformation and technology to deliver citizen services with possibly a smaller workforce in the future. Given the performance results, there is all the more urgency to work to address these challenges.

Goal 4: B.C. public service employees understand their roles, how their work contributes to achieving the goals of government, and are focused on results

A public service striving for service excellence and innovation requires a workforce that is engaged, flexible to adjust to emerging priorities and supported to get the right results. Performance management practices have varied widely across government and providing better tools to support ministries in managing performance across the public service has been a focus. This goal is intended to ensure employee understanding of their roles and to focus their contributions to most effectively support the organization's goals and objectives.

Objective 4.1: Employee engagement is measured, addressed and improved

Research shows that organizations with more engaged employees tend to outperform organizations with less engaged employees. In the private sector, highly engaged organizations tend to be more productive and profitable, experience less turnover and absenteeism, and retain more employees. By measuring employee engagement in the B.C. public service and developing specific, targeted strategies to improve annual results, ministry executive hopes to strengthen the work environment, consistent with goal three of the Corporate Human Resource Plan, *Being the Best*. The ultimate aim is to make the B.C. public service a more productive workforce - one that results in better public services.

Strategies

Key strategies for this objective include:

- administer annual Work Environment Survey, which measures employee engagement and develop strategies to address issues that arise out of the survey results;
- benchmark employee engagement across Canada; and
- identify best practices and disseminate a toolkit to assist ministries with improving employee satisfaction and commitment.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Employment engagement in the public service.	58 points	63 points	Further Improvement	66 points ACHIEVED

Data Source: BC Public Service Work Environment Survey 2008 for 2008/09 reporting, conducted by BC Stats.

Discussion of Results

Each year the B.C. public service measures employee engagement through the Work Environment Survey. Engaged employees are those that are both satisfied with their jobs and their organizations and highly committed to the B.C. public service. The rating for engagement is averaged based on a 100 point scale.

Employee engagement is a long term commitment for the employer and thus, it takes time to affect and sustain cultural change. The B.C. public service, through specific initiatives, such as those identified through the Corporate Human Resource Plan, is striving to further engage and support its employees. The progress made to date is tracking well and is receiving recognition across the country.

Objective 4.2: Employees receive a comprehensive orientation to their jobs and the public service

New employee orientation helps to effectively integrate a new employee into the work environment; assists with retention, motivation, and job satisfaction; and enables the individual to become a contributing member of the work team. Orientation contributes to productivity through employee engagement, it promotes clarity early in the employment, and helps to establish loyalty.

Strategies:

Key strategies for this objective include:

- implementation of corporate orientation program.

Objective 4.3: Facilitate performance management best practices

Employee performance management is a process a manager and employee participate in throughout the year. The process and supporting tools encourage an approach that increases success in achieving business goals.

Strategies:

Key strategies for this objective include:

- implement a corporate standard for performance measurement across the public service; and
- provide online tools to improve how government manages employee performance.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of employees who have had a formal performance review in the last year.	62%	70%	100%	76% NOT ACHIEVED

Data Source: BC Public Service Work Environment Survey 2008 for 2008/09 reporting, conducted by BC Stats.

Discussion of Results

This measure is based on the percentage of employees who said "Yes" to the statement "Have you had a performance review in the last 12 months." The Employee Performance and Development Process is a Deputy Minister-led initiative that provides individualized performance plans that define the role of every employee through ongoing discussions with their supervisor about how their specific work goals, shared values and learning goals directly contribute to achieving broader organizational goals. The performance plan cycle also provides supervisors and employees with the opportunity to recognize major accomplishments, celebrate successes, as well as focus on areas requiring additional development through constructive feedback and targeted learning and development plans.

Agency Response

In April 2008, the new Performance Management policy was approved making it mandatory for all employees covered by the Public Service Act to participate in the performance management system. This policy supports the core policy objective of ensuring that employees understand their roles, how their work contributes to achieving the goals of government, and are focused on results." Performance management links an employee's efforts to the organization's vision, mission, goals and overall strategic objectives.

In 2008/09, the BC Public Service Agency made available a corporate online e-performance tool to the whole public service (piloted in 2007/08). This activity supports the provision of a consistent approach to the review process and a means to report on completion targets. As this tool becomes more familiar, cross-government improvement on this performance measure is anticipated. New online e-learning modules were developed to offer training to employees and supervisors regarding the new e-performance tool.

The new Professional Values of the B.C. public service were also incorporated into Employee Performance and Development Plans as the “How” employees perform in their jobs regardless of the position, role, or the ministry in which they work. Employees will be evaluated using a new updated common evaluation standard imbedded within the e-performance tool that measures the achievement of job specific work results and the demonstration of the shared values.

Goal 5: B.C. public service employees exhibit the highest standards of conduct

The public service is held to a high standard due to its responsibility to the citizens of British Columbia. In order to ensure the standard is met, individual public servants must be keenly aware of the expectations of them in terms of their work and conduct on the job.

Objective 1.5: Ensure all employees fully understand their roles and obligations as public servants

Strategies

Key strategies for this objective include:

- introduction of corporate orientation and formal oath ceremonies;
- implement an annual program for all employees to ensure their understanding of and commitment to the standards expected of all public servants; and
- development of an internal survey to monitor the standards of conduct amongst public service employees.

Agency Response

A corporate oath and orientation program is in place for employees new to the B.C. public service. This program has been very well received with over 90 per cent of new employees reporting the information provided helped them perform their jobs.

Report on Resources

Resource Summary Table

	Estimated ¹	Other Authorizations	Total Estimated	Actual	Variance
Operating Expenses (\$000)					
Business Performance	30	0	30	432	402
Client Services	3,341	0	3,341	515	(2,826)
Talent Management	5,965	0	5,965	1,230	(4,735)
Employee Relations	466	0	466	31	(435)
Benefits	1	67,743	67,744	76,446	8,702
Executive and Support Services	1713	0	1,713	605	(1,108)
Total	11,516	67,743	79,259	79,259	0
Full-time Equivalents (FTEs)					
Business Performance	14	0	14	32	18
Client Services	197	0	197	221	24
Talent Management	48	0	48	61	13
Employee Relations	30	0	30	30	0
Benefits	63	0	63	71	8
Executive and Support Services	11	0	11	12	1
Total	363	0	363	427	64
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Business Performance	1,299	0	1,299	2	(1,297)
Client Services	0	0	0	56	56
Talent Management	0	0	0	3	3
Employee Relations	0	0	0	0	0
Benefits	0	0	0	3	3
Executive and Support Services	270	0	270	0	(270)
Total	1,569	0	1,569	64	(1,505)

¹ "Other Authorizations" were Supplementary Estimates and access to contingencies to fund LTD program

Annual Service Plan Report Appendices

Appendix A Ministry Contact Information

For more information please visit our website:
www.bcpublicserviceagency.gov.bc.ca

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V8W 2H3
Phone: 250- 356-1500
Fax: 250- 387-0886

Northern Region - Client Services

Prince George

#500 - 1011-4th Ave. 5th Floor
V2L 3H9
Switchboard Phone: 250-565-4242
Fax: 250-565-4249
Hiring Services Unit Phone: 250-565-6050
Fax: 250- 565-6347

South Coast Region - Client Services

Burnaby

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Phone: 604-660-3900

Fax: 604-660-3994

Vancouver

865 Hornby St. 8th floor V6Z 2G3

Phone: 604-660-0828

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Southern Interior Region - Client Services

Kamloops

167 Lorne St. V2C 1V9

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Nelson

310 Ward St. 2nd Floor V1L 5S4

Phone: 250-354-6161

Fax: 250-354-6224

Appendix B Hyperlinks to Additional Information

For more information about job opportunities in the BC Public Service please visit:

www.employment.gov.bc.ca/

For more information about the Pacific Leaders program please visit:

www.pacificleaders.gov.bc.ca/

For more information about Quittin'Time, our smoking cessation program for employees of the BC Public Service, their spouses and dependents please visit:

www.quittintime.gov.bc.ca/

For more information about Being the Best: the Corporate Human Resources Plan for the BC Public Service please visit:

www.employment.gov.bc.ca/documents/HRPlan_2008.pdf

For Agency locations and contact information please visit:

www.bcpublicserviceagency.gov.bc.ca