



NEWS RELEASE

For immediate release
February 3, 2005

BC's Auditor General says public service work environment needs strengthening

VICTORIA — The B.C. government's public service employees say they need better leadership from the top, better developmental and career advancement opportunities and more recognition if they are to do the best possible job of serving the public, according to Auditor General Wayne Strelieff.

Strelieff today released a report, "Building a Strong Public Service: Reassessing the Quality of the Work Environment in British Columbia's Public Service." The findings in the report are based on a survey of 6,000 public service employees undertaken in November 2003. The survey questions were mostly the same as those asked in a similar sized survey three years earlier.

Strelieff said that he found that the work environment had improved somewhat during the three-year period, but still falls far below the standards set by top-performing organizations. In particular, the employees' level of trust in their executive leaders (deputy ministers, assistant deputy ministers and executive directors) remains far below the optimum standard.

"Employee trust and confidence in leaders has improved," Strelieff noted, "but was damaged by downsizing and restructuring." The survey found that only about one-third of employees believe their leaders are accessible, or communicate openly and honestly. Even fewer (28 per cent) believe that ministry executives are aware of, or care about, the concerns of their employees, and only 36 per cent said they had confidence in the leadership abilities of their executive leaders.

Strelieff urged the government to continue to pursue its plans to implement programs in areas such as succession planning, leadership development, employee recognition and performance appraisals for both managers and staff.

Strelieff chose to undertake this audit because he believes a healthy work environment is critical to meeting the service quality needs of British Columbians. "To hold the government accountable," he said, "legislators and the public need to know whether or not the work environment provides the support employees need to deliver these services successfully."

In their response, the Deputy Ministers of government committed to annually assessing and reporting on the state of the work environment and making the improvements necessary to strengthen the public service and become a high-performing organization.

2004/2005 Report #10 - Building a Strong Public Service: Reassessing the Quality of the Work Environment in British Columbia's Public Service

[**Auditor General's Backgrounder**](#)

[Download complete report in .PDF format](#) (size 345 KB)

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

This report is available:

On the Internet at the Office of the Auditor
General homepage
<http://www.bcauditor.com>

By contacting:
Office of the Auditor General
8 Bastion Square
Victoria, B.C. V8V 1X4
Tel: 250 387-6803
Fax: 250 387-1230

Toll free enquiries by dialing *Enquiry BC* at 1-800-663-7867 (in Vancouver 604 660-2421) and requesting a transfer to 387-6803.



[Top of page](#)