

State of the FI Community Survey 2016

Canada Border Services Agency

Overall CBSA performance

- ❖ High-performing areas
 - **Job satisfaction/work relationships:** Good satisfaction and excellent working relationships
- ❖ Average-performing areas
 - **Days worked sick:** High days worked sick but improvement since 2015
 - **Overtime worked/claimed:** Working same OT hours as PS but not all hours are claimed
- ❖ Areas for improvement
 - **Professional development:** Poor attendance, significant decreases in opinions since 2015 and much lower opinions compared to the PS
 - **Language training:** Among the lowest approval ratings in the PS, decreases since 2015
 - **Leave approval:** Heavy usage of sick leave and low approval ratings
 - **Flexible work arrangements:** Fewer requests, lower approval ratings and lower opinions than the PS despite higher number of FIs working under flexible work arrangements
 - **Work/life balance:** Lower opinions and higher stress levels than 2015 / 2016 PS averages
 - **Positive work environment:** Far lower than PS average despite improvement since 2015

Category	2016 PS results	2016 CBSA results	Variance	2015 CBSA results	Percent change
Professional development					
PD attendance	89%	69%	↓ 22%	N/A	N/A
Language training request approvals*	76%	33%	↓ 57%	67%	↓ 51%
PD request approvals*	88%	56%	↓ 36%	76%	↓ 26%
Opinion on PD opportunities**	3.74	2.74	↓ 27%	3.04	↓ 10%
Opinion on PD received to meet job requirements**	3.97	3.42	↓ 14%	3.24	↑ 6%
Opinion on PD received to exceed job requirements**	3.21	2.65	↓ 17%	2.67	↓ 1%
Opinion on PD received for career advancement**	3.22	2.55	↓ 21%	2.80	↓ 9%
Opinion on language training opportunities**	2.79	2.36	↓ 15%	2.71	↓ 13%
Opinion on strictness of PD approval***	2.88	3.94	↑ 37%	3.12	↑ 26%
Leave					
Leave request approvals*	93%	79%	↓ 15%	93%	↓ 15%
Worked sick*	80%	84%	↑ 5%	89%	↓ 6%

Category	2016 PS results	2016 CBSA results	Variance	2015 CBSA results	Percent change
Median days worked sick*	1-3	1-3	-	4-6	↓ 1 interval
Worked sick due to heavy workload*	55%	62%	↑ 13%	61%	↑ 2%
Used up sick leave****	15%	24%	↑ 60%	22%	↑ 9%
Comfort with requesting leave**	4.19	4.16	↓ 1%	4.18	-
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	10-19	-
Median overtime hours claimed*	0	0	-	0-9	N/A
Flexible work request approvals*	77%	65%	↓ 16%	60%	↑ 8%
Working under flexible work arrangements*	43%	47%	↑ 9%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	2.53	↓ 22%	2.98	↓ 15%
Opinion on heaviness of workload***	3.42	3.78	↑ 11%	3.74	↑ 1%
Ability to attend important home life events**	3.84	3.71	↓ 3%	3.68	↑ 1%
Effects of workplace stress on mental health***	3.21	3.63	↑ 13%	3.63	-
Opinion on work/life balance support**	3.57	3.03	↓ 15%	3.36	↓ 10%
Opinion on flexible work opportunities**	3.30	2.94	↓ 11%	3.07	↓ 4%
General / Positive work environment					
Job enjoyment**	4.00	3.68	↓ 8%	3.56	↑ 3%
Opinion on positivity of work environment**	3.50	2.76	↓ 21%	2.58	↑ 7%
Opinion on relationship with supervisor**	4.20	3.95	↓ 6%	3.89	↑ 2%
Opinion on relationship with colleagues**	4.48	4.45	↓ 1%	4.57	↓ 3%
Would leave department for more PD opportunities	36%	47%	↑ 31%	48%	↓ 2%
Would leave department for more promotion opportunities	59%	53%	↓ 10%	N/A	N/A
Would leave department for more flex opportunities	40%	50%	↑ 25%	41%	↑ 22%
Would leave department for a better work/life balance	42%	56%	↑ 33%	46%	↑ 22%
Would leave department for a more positive work environment	42%	56%	↑ 33%	66%	↓ 15%

* in the last 12 months

** ranked on scale of 1 (not at all satisfied) to 5 (very satisfied)

*** ranked on scale of 1 (very low) to 5 (very high)

**** in the last 5 years

Demographics

- ❖ 42 total survey responses from September 27 - October 25, 2016
 - **13% decrease** from 48 responses in 2015
 - Approximately 3% of the total survey response
 - Approximately 24% of FIs at CBSA filled out the survey (confidence rating of 95% +/- 15%; moderate response rate and statistical significance)
- ❖ 4 French responses (8%), 25 English responses (92%) (compared to 36/64 French/English split for the entire survey response)
- ❖ Smaller proportion of FI-01s (12% at CBSA vs 20% in the public service) and larger proportion of FI-04s (24% at CBSA vs 12% in the public service)
- ❖ 71% have served in the public service and 50% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 71% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 50/50 male/female split (vs 59% female predominance in the public service)
- ❖ 88% hold a bachelor's degree or higher (same as the public service) and 57% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 55% supervise employees (vs 49% in the public service)

Professional development

- ❖ 31% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 12 language training requests, 4 (33%) were approved (vs 76% in the public service) (**down 51%** in approvals since 2015 vs **23% increase** in the public service since 2015)
- ❖ 41% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 16 professional development requests, 9 (56%) were approved (vs 88% in the public service) (**26% decrease** in approvals since 2015 vs **6% increase** in the public service)
- ❖ Only 8% of respondents feel their opportunities for professional development have increased since 2015 (vs 14% in the public service) while 69% feel their opportunities have decreased (vs 25% of the public service)
- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs were most interested in conferences and events (average of 4.55), management/leadership training (4.31) and systems, operation, policy or resource management training (4.08)

Work/life balance

- ❖ 79% of FIs at CBSA have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 31% worked 30 hours of overtime or more in the last 12 months (vs 30% in the public service)
- ❖ Of those who worked 30 hours or more, only 36% claimed 30 hours or more (vs 45% in the public service)
- ❖ 61% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 23 reported requests, 15 were approved (65%) (vs 77% in the public service)
- ❖ 40% of respondents are working compressed work weeks (vs 22% in the public service), 0% are teleworking (vs 9% in the public service) and 53% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 13% of FIs at CBSA feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service), yet 42% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 23 open-ended suggestions for possible work/life balance improvements, 14 (61%) mentioned allowing flexible work arrangements (specifically telework) and 4 (17%) mentioned hiring more staff or adjusting deadline expectations to lessen the workload

Positive work environment

- ❖ Of 13 different categories of possible improvements towards a more positive work environment, the most important on a scale of 1 (not at all important) to 10 (extremely important) to FIs at CBSA were having good relationships with supervisors (average of 9.45), good relationships with colleagues (9.26), a balanced work/home life (9.11) and easy accessibility to managers with an open flow of communication (9.03)