

State of the FI Community Survey 2016

Correctional Service of Canada

Overall CSC performance

❖ High-performing areas

- **Job satisfaction/work relationships:** Higher satisfaction than the public service (PS) and significant increases since 2015
- **Leave approval:** High approval / comfort requesting leave, consistent with PS averages
- **Flexible work arrangements:** High request approval and high satisfaction

❖ Average-performing areas

- **Professional development:** High approval rating and significant improvements since 2015, but moderate opinions on opportunities still predominant
- **Work/life balance and positive work environment:** Fairly consistent with the PS averages and decent satisfaction ratings, but high number would leave CSC for better conditions

❖ Areas for improvement

- **Language training:** Approval ratings lower than PS averages despite improvements
- **Days worked sick:** Higher than PS and high increases since 2015
- **Overtime worked and claimed:** Not claiming high number of overtime hours worked

Category	2016 PS results	2016 CSC results	Variance	2015 CSC results	Percent change
Professional development					
PD attendance	89%	82%	↓ 8%	N/A	N/A
Language training request approvals*	76%	62%	↓ 18%	57%	↑ 9%
PD request approvals*	88%	83%	↓ 6%	77%	↑ 8%
Opinion on PD opportunities**	3.74	3.23	↓ 14%	2.77	↑ 17%
Opinion on strictness of PD approval***	2.88	3.09	↑ 7%	3.26	↓ 5%
Opinion on PD received to meet job requirements**	3.97	3.62	↓ 8%	3.29	↑ 10%
Opinion on PD received to exceed job requirements**	3.21	2.94	↓ 8%	2.63	↑ 12%
Opinion on PD received for career advancement**	3.22	2.98	↓ 7%	2.46	↑ 21%
Opinion on language training opportunities**	2.79	2.21	↓ 21%	2.35	↓ 6%
Leave					
Leave request approvals*	93%	92%	↑ 1%	96%	↓ 4%
Worked sick*	80%	92%	↑ 15%	72%	↑ 28%

Category	2016 PS results	2016 CSC results	Variance	2015 CSC results	Percent change
Median days worked sick*	1-3	4-6	↑ 1 interval	1-3	↑ 1 interval
Worked sick due to heavy workload*	55%	67%	↑ 22%	51%	↑ 31%
Used up sick leave****	15%	16%	↑ 7%	16%	-
Comfort with requesting leave**	4.19	4.28	↑ 2%	3.91	↑ 9%
Work/life balance					
Median overtime hours worked*	10-19	20-29	↑ 1 interval	20-29	-
Median overtime hours claimed*	0	0	-	0-9	N/A
Flexible work request approvals*	77%	93%	↑ 21%	85%	↑ 9%
Working under flexible work arrangements*	43%	56%	↑ 30%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	2.61	↓ 19%	2.66	↓ 2%
Opinion on heaviness of workload***	3.42	3.71	↑ 8%	3.19	↑ 16%
Ability to attend important home life events**	3.84	3.62	↓ 6%	3.64	↓ 1%
Effects of workplace stress on mental health***	3.21	3.47	↑ 8%	3.25	↑ 7%
Opinion on work/life balance support**	3.57	3.56	-	3.69	↓ 4%
Opinion on flexible work opportunities**	3.30	3.79	↑ 15%	3.34	↑ 13%
General / Positive work environment					
Job enjoyment**	4.00	4.12	↑ 3%	3.72	↑ 11%
Opinion on positivity of work environment**	3.50	3.00	↓ 14%	2.65	↑ 13%
Opinion on relationship with supervisor**	4.20	4.32	↑ 3%	4.06	↑ 6%
Opinion on relationship with colleagues**	4.48	4.62	↑ 3%	4.44	↑ 4%
Would leave department for more PD opportunities	36%	42%	↑ 17%	69%	↓ 39%
Would leave department for more promotion opportunities	59%	68%	↑ 15%	N/A	N/A
Would leave department for more flex opportunities	40%	34%	↓ 15%	56%	↓ 39%
Would leave department for a better work/life balance	42%	42%	-	59%	↓ 29%
Would leave department for a more positive work environment	42%	54%	↑ 29%	69%	↓ 22%

* 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

- ❖ 53 total survey responses
 - 35% decrease from 82 responses in 2015
 - Approximately 4% of the total survey response
 - Approximately 21% of FIs at CSC filled out the survey (confidence rating of 95% +/- 14%; high response rate and moderate statistical significance)
- ❖ 15 French responses (28%), 38 English responses (72%) (compared to 36/64 French/English split for the entire survey response)
- ❖ Nearly 80% are FI-01s or FI-02s (vs 56% in the public service)
- ❖ 64% have served in the public service and 53% as an FI for 10 years or more
- ❖ Somewhat equal split across the regions, with the largest group in Ottawa (25%)
- ❖ Median age group of 45-54 (vs 35-44 in the public service)
- ❖ 64% female predominance (vs 59% in the public service)
- ❖ 72% hold a bachelor's degree or higher (vs 88% in the public service) and 52% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 64% supervise at least one employee (vs 49% in the public service)

Professional development

- ❖ 25% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 13 reported language training requests, 8 (62%) were approved (vs 76% in the public service) (9% increase in approvals since 2015 vs 23% increase in the public service since 2015)
- ❖ 43% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 23 reported professional development requests, 19 (83%) were approved (vs 88% in the public service) (8% increase in approvals since 2015 vs 6% increase in the public service since 2015)
- ❖ 16% of respondents feel their opportunities for professional development have increased since 2015 (vs 14% in the public service) while 28% 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 attending systems, operations, policy or resource management (average of 4.31) and conferences/events (average of 4.14)

Work/life balance

- ❖ 82% of FIs at CSC have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 34% worked 30 hours of overtime or more in the last 12 months (vs 30% of public service), **down 22%** from 2015
- ❖ Of those who worked 30 hours or more, only 35% claimed 30 hours or more (vs 45% in the public service, **22% lower**)
- ❖ 56% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 30 reported flexible work arrangement requests, 28 were approved (93%) (vs 77% in the public service), **up 9%** from 2015
- ❖ 31% of respondents are working compressed work weeks (vs 22% in the public service), 13% are teleworking (vs 9% in the public service) and 44% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 16% of FIs at CSC feel their satisfaction with their work/life balance has increased in the last 12 months (same as the public service), yet 30% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 16 open-ended suggestions for possible work/life balance improvements, three (19%) mentioned allowing telework and five (31%) mentioned cutting down on 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) and 10 (extremely important) were a good relationship with supervisors (average of 9.32), a balanced work/home life (9.18), good relationships with colleagues (9.18) and having good work that is recognized and appreciated (9.18)