

# State of the FI Community Survey 2016

## Department of National Defence

### Overall DND performance

#### ❖ High-performing areas

- **Professional development:** High attendance, approval ratings and opinions on PD
- **Positive work environment:** Higher than public service (PS) average and improvement since 2015
- **Job satisfaction/work relationships:** High satisfaction and excellent working relationships
- **Work/life balance:** High opinions and improvements since 2015

#### ❖ Average-performing areas

- **Days worked sick and leave:** Low days worked sick and small improvements since 2015, but heavy usage of sick leave
- **Overtime worked/claimed:** Working same OT hours as PS but not all hours are claimed

#### ❖ Areas for improvement

- **Language training:** Low approval rating and low opinions on opportunities
- **Flexible work arrangements:** Fewer requests, fewer FIs working under flexible work arrangements and lower opinions than the PS

Category	2016 PS results	2016 DND results	Variance	2015 DND results	Percent change
<b>Professional development</b>					
PD attendance	89%	95%	↑ 7%	N/A	N/A
Language training request approvals*	76%	55%	↓ 28%	55%	-
PD request approvals*	88%	90%	↑ 2%	86%	↑ 5%
Opinion on PD opportunities**	3.74	4.02	↑ 7%	3.69	↑ 9%
Opinion on PD received to meet job requirements**	3.97	4.14	↑ 4%	3.87	↑ 7%
Opinion on PD received to exceed job requirements**	3.21	3.30	↑ 3%	3.13	↑ 5%
Opinion on PD received for career advancement**	3.22	3.31	↑ 3%	2.99	↑ 11%
Opinion on language training opportunities**	2.79	2.48	↓ 11%	2.51	↓ 1%
Opinion on strictness of PD approval***	2.88	2.82	↓ 2%	3.02	↓ 7%
<b>Leave</b>					
Leave request approvals*	93%	93%	-	91%	↑ 2%
Worked sick*	80%	78%	↓ 3%	81%	↓ 4%

Category	2016 PS results	2016 DND results	Variance	2015 DND results	Percent change
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	55%	59%	↑ 7%	68%	↓ 13%
Used up sick leave****	15%	18%	↑ 20%	16%	↑ 13%
Comfort with requesting leave**	4.19	4.22	↑ 1%	4.03	↑ 5%
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	10-19	-	20-29	↓ 1 interval
Median overtime hours claimed*	0	0	-	0-9	N/A
Flexible work request approvals*	77%	63%	↓ 19%	75%	↓ 16%
Working under flexible work arrangements*	43%	29%	↓ 33%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	3.32	↑ 2%	3.45	↓ 4%
Opinion on heaviness of workload***	3.42	3.33	↓ 3%	3.50	↓ 5%
Ability to attend important home life events**	3.84	4.00	↑ 4%	3.74	↑ 7%
Effects of workplace stress on mental health***	3.21	3.18	↓ 1%	3.48	↓ 9%
Opinion on work/life balance support**	3.57	3.79	↑ 6%	3.54	↑ 7%
Opinion on flexible work opportunities**	3.30	3.15	↓ 5%	3.17	↓ 1%
<b>General / Positive work environment</b>					
Job enjoyment**	4.00	4.19	↑ 5%	3.92	↑ 7%
Opinion on positivity of work environment**	3.50	3.82	↑ 9%	3.41	↑ 12%
Opinion on relationship with supervisor**	4.20	4.23	↑ 1%	4.03	↑ 5%
Opinion on relationship with colleagues**	4.48	4.53	↑ 1%	4.47	↑ 1%
Would leave department for more PD opportunities	36%	36%	-	41%	↓ 12%
Would leave department for more promotion opportunities	59%	50%	↓ 15%	N/A	N/A
Would leave department for more flex opportunities	40%	41%	↑ 3%	47%	↓ 13%
Would leave department for a better work/life balance	42%	34%	↓ 19%	45%	↓ 24%
Would leave department for a more positive work environment	42%	34%	↓ 19%	52%	↓ 35%

\* 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

- ❖ 123 total survey responses from September 27 - October 25, 2016
  - **5% decrease** from 129 responses in 2015
  - Approximately 8% of the total survey response
  - Approximately 27% of FIs at DND filled out the survey (confidence rating of 95% +/- 7%; **high response rate** and **high statistical significance**)
- ❖ 23 French responses (19%), 100 English responses (81%) (compared to 36/64 French/English split for the entire survey response)
- ❖ 74% of FIs at DND are FI-02s or FI-03s (vs 68% in the public service)
- ❖ 59% have served in the public service and 38% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 68% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 54% female predominance (vs 59% in the public service)
- ❖ 90% hold a bachelor's degree or higher (vs 88% in the public service) and 61% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 63% supervise employees (vs 49% in the public service)

## Professional development

- ❖ 46% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 56 language training requests, 31 (55%) were approved (vs 76% in the public service) (no change in approvals since 2015 vs **23% increase** in the public service since 2015)
- ❖ 59% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 73 professional development requests, 66 (90%) were approved (vs 88% in the public service) (**5% increase** in approvals since 2015 vs **6% increase** in the public service since 2015)
- ❖ 14% of respondents feel their opportunities for professional development have increased since 2015 (same as the public service) while 22% 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 language training (average of 4.32), management/leadership training (4.25) and conferences/events (4.23)

## Work/life balance

- ❖ 78% of FIs at DND have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 39% 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 40% claimed 30 hours or more (vs 45% in the public service)
- ❖ 37% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 41 requests, 26 were approved (63%) (vs 77% in the public service)
- ❖ 13% of respondents are working compressed work weeks (vs 22% in the public service), 4% are teleworking (vs 9% in the public service) and 71% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 16% of FIs at DND feel their satisfaction with their work/life balance has increased in the last 12 months (same as the public service), yet 19% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 41 open-ended suggestions for possible work/life balance improvements, 18 (44%) mentioned allowing telework and 8 (20%) mentioned reducing workload and stress by hiring more staff or adjusting deadline expectations

## 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 DND were having a balanced work/home life (average of 9.24), having job stability (9.24) and having good relationships with supervisors (average of 9.20)