

Employment and Social Development Canada

Demographics

- ❖ 146 responses – approximately 33% of FIs at ESDC filled out the survey (confidence rate of 95% +/- 7%; high response rate and statistically significant)
- ❖ 47 French responses (32%), 99 English responses (68%) (vs 24%/76% split in the public service)
- ❖ Lower percentage of FI-03s and FI-04s than the rest of the public service (44% of FIs in the public service compared to 38% at ESDC)
- ❖ Average 10-14 years in the public service and 5-9 years as an FI with ESDC
- ❖ 63% female (compared to 58% in the public service)
- ❖ 77% hold a bachelor's degree (vs 79% in the public service) and 51% hold a CPA designation or are in pursuit of one (vs 54% in the public service)

Professional development

- ❖ 79% of language training requests at ESDC were approved (vs 62% of FIs in the public service)
- ❖ 45% did not request to attend any paid professional development initiatives in the last 12 months (vs 40% in the public service)
- ❖ On a scale of 1 (very poor) to 5 (excellent), FIs rated ESDC's professional development opportunities at an average of 3.53 (vs 3.62 in the public service) and language training at 2.58 (vs 2.73 in the public service)
- ❖ 50% feel professional development opportunities have decreased over the last 5 years (vs 44% for FIs in the public service)
- ❖ Language training, technical/systems training, CPA designations and management/soft skills training were the most sought-after forms of professional development at ESDC

Work/life balance

- ❖ 43% of FIs at ESDC worked 20 hours of overtime or more in the last 12 months, yet only 26% claimed 20 hours or more
- ❖ 51% requested flexible working arrangements in the last 5 years, with 80% of those requests for either a compressed schedule or telework
- ❖ Of flexible working arrangement requests in the last 12 months at ESDC, 72% were approved (vs 73% in the public service)
- ❖ On a scale of 1 (strongly disagree) to 5 (strongly agree) FIs rated ESDC's opportunities for flexible work arrangements at 3.58 out of 5 (vs 3.23 in the public service)
- ❖ Hold slightly higher opinions than the rest of the public service about their department's work/life balance

Leave

- ❖ 80% of FIs at ESDC have gone to work sick in the last 12 months (same as the rest of FIs in the public service), averaging 4-6 sick days worked a year
- ❖ 61% reported going to work sick due to heavy workload/deadlines, while 43% worked sick in order to preserve their sick leave (compared to 33% of public service)
- ❖ 55% are aware of their opportunity to request an advance of sick leave credits and only 33% of sick leave advances were approved (vs 69% in the public service)

Job satisfaction / general

- ❖ FIs at ESDC generally enjoy their job and feel they have good or excellent relationships with their colleagues; however, most feel moderately about their department's work environment (satisfaction of 3.43 out of 5) (vs 3.28 in the public service)
- ❖ Work/life balance and a positive working environment rank as top priorities for FIs at ESDC
- ❖ 73% would leave the department for a higher salary (vs 65% of the rest of FIs)

Overall ESDC performance

- ❖ High-performing areas
 - Overtime worked vs claimed
 - Job satisfaction/work relationships
- ❖ Average-performing areas
 - Work/life balance
 - Leave allotment
 - Flexible working arrangements
 - Positive work environment
 - Professional development
- ❖ Areas in need of improvement
 - Language training
 - Advance sick leave approvals