

State of the FI Community Survey 2016

Employment and Social Development Canada

Overall ESDC performance

❖ High-performing areas

- **Professional development:** High attendance, approval ratings and opinions on PD
- **Language training:** High approval rating and higher opinions than 2016 PS (public service) averages
- **Positive work environment:** Higher than PS average and improvement since 2015
- **Job satisfaction/work relationships:** High satisfaction and excellent working relationships

❖ Average-performing areas

- **Days worked sick and leave:** Low days worked sick and improvement since 2015, but heavy usage of sick leave
- **Overtime worked/claimed:** Working same OT hours as PS but not all hours are claimed
- **Flexible work arrangements:** Fewer requests, fewer FIs working under flexible work arrangements and lower opinions than the PS
- **Work/life balance:** Consistent with 2015 / 2016 PS averages

Category	2016 PS results	2016 ESDC results	Variance	2015 ESDC results	Percent change
Professional development					
PD attendance	89%	91%	↑ 2%	N/A	N/A
Language training request approvals*	76%	88%	↑ 16%	79%	↑ 15%
PD request approvals*	88%	92%	↑ 5%	85%	↑ 8%
Opinion on PD opportunities**	3.74	3.77	↑ 1%	3.53	↑ 7%
Opinion on PD received to meet job requirements**	3.97	3.96	-	3.76	↑ 5%
Opinion on PD received to exceed job requirements**	3.21	3.21	-	3.07	↑ 5%
Opinion on PD received for career advancement**	3.22	3.25	↑ 1%	2.96	↑ 10%
Opinion on language training opportunities**	2.79	2.78	-	2.58	↑ 8%
Opinion on strictness of PD approval***	2.88	3.00	↑ 4%	3.07	↓ 2%
Leave					
Leave request approvals*	93%	93%	-	93%	-
Worked sick*	80%	81%	↑ 1%	80%	↑ 1%
Median days worked sick*	1-3	1-3	-	1-3	-

Category	2016 PS results	2016 ESDC results	Variance	2015 ESDC results	Percent change
Worked sick due to heavy workload*	55%	48%	↓ 13%	61%	↓ 21%
Used up sick leave****	15%	19%	↑ 27%	13%	↑ 46%
Comfort with requesting leave**	4.19	4.26	↑ 2%	4.18	↑ 2%
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	10-19	-
Median overtime hours claimed*	0	1-9	↑ 1 interval	0-9	N/A
Flexible work request approvals*	77%	76%	↓ 1%	72%	↑ 6%
Working under flexible work arrangements*	43%	46%	↑ 7%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	3.48	↑ 7%	3.39	↑ 3%
Opinion on heaviness of workload***	3.42	3.49	↑ 2%	3.42	↑ 2%
Ability to attend important home life events**	3.84	3.86	↑ 1%	3.76	↑ 3%
Effects of workplace stress on mental health****	3.21	3.14	↓ 2%	3.16	↓ 1%
Opinion on work/life balance support**	3.57	3.59	↑ 1%	3.57	↑ 1%
Opinion on flexible work opportunities**	3.30	3.36	↑ 2%	3.38	↓ 1%
General / Positive work environment					
Job enjoyment**	4.00	4.05	↑ 1%	3.88	↑ 4%
Opinion on positivity of work environment**	3.50	3.84	↑ 10%	3.43	↑ 12%
Opinion on relationship with supervisor**	4.20	4.40	↑ 5%	4.14	↑ 6%
Opinion on relationship with colleagues**	4.48	4.48	-	4.37	↑ 3%
Would leave department for more PD opportunities	36%	31%	↓ 14%	50%	↓ 38%
Would leave department for more promotion opportunities	59%	65%	↑ 10%	N/A	N/A
Would leave department for more flex opportunities	40%	48%	↑ 20%	48%	-
Would leave department for a better work/life balance	42%	47%	↑ 12%	53%	↓ 11%
Would leave department for a more positive work environment	42%	46%	↑ 10%	53%	↓ 13%

* 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

- ❖ 152 total survey responses from September 27 - October 25, 2016
 - 4% increase from 146 responses in 2015
 - Approximately 10% of the total survey response
 - Approximately 32% of FIs at ESDC filled out the survey (confidence rating of 95% +/- 7%; high response rate and high statistical significance)
- ❖ 62 French responses (41%), 90 English responses (59%) (compared to 36/64 French/English split for the entire survey response)
- ❖ 68% of FIs at ESDC are FI-02s or FI-03s (same as the public service)
- ❖ 66% have served in the public service and 47% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 52% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 63% female predominance (vs 59% in the public service)
- ❖ 89% 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)
- ❖ 44% supervise employees (vs 49% in the public service)

Professional development

- ❖ 23% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 34 language training requests, 30 (88%) were approved (vs 76% in the public service) (15% increase in approvals since 2015 vs 23% increase in the public service since 2015)
- ❖ 50% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 74 professional development requests, 68 (92%) were approved (vs 88% in the public service) (8% 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 (vs 14% in 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 conferences and events (average of 4.28) and management/leadership training (4.18)

Work/life balance

- ❖ 75% of FIs at ESDC have worked overtime in the last 12 months (same as the public service)
- ❖ 29% 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 51% claimed 30 hours or more (vs 45% in the public service)
- ❖ 41% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 63 requests, 48 were approved (76%) (vs 77% in the public service)
- ❖ 26% of respondents are working compressed work weeks (vs 22% in the public service), 4% are teleworking (vs 9% in the public service) and 54% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 20% of FIs at ESDC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service), yet 25% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 58 open-ended suggestions for possible work/life balance improvements, 30 (52%) mentioned allowing flexible work arrangements such as telework, and 13 (22%) 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 ESDC were having good relationships with supervisors (average of 9.38), a balanced work/home life (9.37), easy accessibility to managers and an open flow of communication (9.19) and good relationships with colleagues (9.18)