

State of the FI Community Survey 2016

Global Affairs Canada

Overall GAC performance

- ❖ High-performing areas
 - **Professional development:** High attendance / approval rating and improvements made since 2015, but some opinions on PD opportunities are only moderate
 - **Language training:** Higher approval ratings than the public service (PS) and higher opinions than 2015 GAC results / 2016 PS averages
 - **Job satisfaction/work relationships:** High satisfaction and good working relationships

- ❖ Average-performing areas
 - **Positive work environment:** Same as PS average and improvement since 2015

- ❖ Areas for improvement
 - **Days worked sick and leave:** Higher usage and days worked sick than PS
 - **Overtime worked/claimed:** Working more OT hours than PS and not all hours are claimed
 - **Work/life balance:** Increasing workload, moderate opinions on work/life balance and decreases in opinion since 2015
 - **Flexible work arrangements:** Fewer requests, fewer FIs working under flexible work arrangements than the PS and lower opinions than the PS

Category	2016 PS results	2016 GAC results	Variance	2015 GAC results	Percent change
Professional development					
PD attendance	89%	89%	-	N/A	N/A
Language training request approvals*	76%	92%	↑ 21%	91%	↑ 1%
PD request approvals*	88%	91%	↑ 3%	88%	↑ 3%
Opinion on PD opportunities**	3.74	3.63	↓ 3%	3.48	↑ 4%
Opinion on PD received to meet job requirements**	3.97	3.73	↓ 4%	3.77	↓ 3%
Opinion on PD received to exceed job requirements**	3.21	2.96	↓ 8%	3.08	↓ 4%
Opinion on PD received for career advancement**	3.22	3.24	↑ 1%	3.00	↑ 8%
Opinion on language training opportunities**	2.79	3.00	↑ 8%	2.78	↑ 8%
Opinion on strictness of PD approval***	2.88	2.91	↑ 1%	3.34	↓ 13%
Leave					
Leave request approvals*	93%	94%	↑ 1%	93%	↑ 1%
Worked sick*	80%	82%	↑ 3%	80%	↑ 3%

Category	2016 PS results	2016 GAC results	Variance	2015 GAC results	Percent change
Median days worked sick*	1-3	4-6	↑ 1 interval	4-6	-
Worked sick due to heavy workload*	55%	64%	↑ 16%	68%	↓ 6%
Used up sick leave****	15%	19%	↑ 27%	17%	↑ 12%
Comfort with requesting leave**	4.19	4.06	↓ 3%	4.25	↓ 4%
Work/life balance					
Median overtime hours worked*	10-19	20-29	↑ 1 interval	20-29	-
Median overtime hours claimed*	0	1-9	-	0-9	N/A
Flexible work request approvals*	77%	76%	↓ 1%	67%	↑ 13%
Working under flexible work arrangements*	43%	28%	↓ 35%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	2.86	↓ 12%	2.98	↓ 4%
Opinion on heaviness of workload***	3.42	3.85	↑ 13%	3.50	↑ 10%
Ability to attend important home life events**	3.84	3.72	↓ 3%	3.80	↓ 2%
Effects of workplace stress on mental health****	3.21	3.46	↑ 8%	3.43	↑ 1%
Opinion on work/life balance support**	3.57	3.22	↓ 10%	3.16	↑ 2%
Opinion on flexible work opportunities**	3.30	2.84	↓ 14%	2.90	↓ 2%
General / Positive work environment					
Job enjoyment**	4.00	4.15	↑ 4%	3.75	↑ 11%
Opinion on positivity of work environment**	3.50	3.45	↓ 1%	3.18	↑ 8%
Opinion on relationship with supervisor**	4.20	4.04	↓ 4%	4.09	↓ 1%
Opinion on relationship with colleagues**	4.48	4.41	↓ 2%	4.37	↓ 1%
Would leave department for more PD opportunities	36%	29%	↓ 19%	48%	↓ 40%
Would leave department for more promotion opportunities	59%	45%	↓ 24%	N/A	N/A
Would leave department for more flex opportunities	40%	43%	↑ 8%	54%	↓ 20%
Would leave department for a better work/life balance	42%	39%	↓ 7%	54%	↓ 28%
Would leave department for a more positive work environment	42%	49%	↑ 17%	63%	↓ 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

- ❖ 54 total survey responses
 - **14% decrease** from 63 responses in 2015
 - Approximately 4% of the total survey response
 - Approximately 26% of FIs at GAC filled out the survey (confidence rating of 95% +/- 14%; **high response rate** and moderate statistical significance)
- ❖ 23 French responses (43%), 31 English responses (57%) (compared to 36/64 French/English split for the entire survey response)
- ❖ Large proportion of FI-04s compared to the public service (24% at GAC vs 12% in the public service)
- ❖ 61% have served in the public service and 55% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 97% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 61% female predominance (vs 59% in the public service)
- ❖ 96% hold a bachelor's degree or higher (vs 88% in the public service) and 58% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 56% supervise at least one employee (vs 49% in the public service)

Professional development

- ❖ Of the 13 language training requests (24% of respondents), 12 (92%) were approved (vs 76% in the public service) (**up 1%** in approvals since 2015 vs **23% increase** in the public service)
- ❖ Of the 33 professional development requests (61% of respondents), 30 (91%) were approved (vs 88% in the public service) (**3% increase** in approvals since 2015 vs **6% increase** in the public service)
- ❖ 26% of respondents feel their opportunities for professional development have decreased since 2015 (vs 25% of the public service) while 20% feel their opportunities have increased (vs 14% in 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 management/leadership training (average of 4.14), conferences and events (4.06) and acting opportunities (4.04)

Work/life balance

- ❖ 84% of FIs at GAC have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ Approximately 40% worked 30 hours of overtime or more in the last 12 months (vs 30% of public service) (same as 2015)
- ❖ Of those who worked 30 hours or more, only 33% claimed 30 hours or more (vs 45% in the public service, **27% lower**)
- ❖ Of the 21 reported flexible work arrangement requests (39% of respondents), 16 were approved (76%) (vs 77% in the public service), **up 13%** from 2015
- ❖ 11% are working compressed work weeks (vs 22% in the public service), 13% are teleworking (vs 9% in the public service) and 72% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 10% of FIs at GAC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service), yet 35% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 27 open-ended suggestions for possible work/life balance improvements, 11 (41%) mentioned allowing flexible work arrangements and another 11 mentioned the difficulty of retention due to the workload and lack of resources

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) to FIs at GAC were having job stability (average of 9.27), good relationships with supervisors (9.20) and good relationships with colleagues (9.00)