

State of the FI Community Survey 2016

Health Canada

Overall HC performance

- ❖ High-performing areas
 - **Job satisfaction/work relationships:** High satisfaction and good working relationships
- ❖ Average-performing areas
 - **Professional development:** High attendance / approval rating and some improvements since 2015, but moderate opinions on opportunities
 - **Language training:** Higher approval ratings than the public service (PS) and increase of approval since 2015, but opinions lower than 2015 and 2016 PS averages
 - **Days worked sick and leave:** Higher usage and days worked sick than PS, but increases in approval and higher comfort requesting leave than PS / since 2015
 - **Overtime worked/claimed:** Working same OT hours as PS but not all hours are claimed
 - **Work/life balance:** Moderate opinions and some decreases since 2015
 - **Positive work environment:** Same as PS averages and no change since 2015
- ❖ Areas for improvement
 - **Flexible work arrangements:** Much lower opinions, approval ratings and FIs working under flexible work arrangements than the PS

Category	2016 PS results	2016 HC results	Variance	2015 HC results	Percent change
Professional development					
PD attendance	89%	86%	↓ 3%	N/A	N/A
Language training request approvals*	76%	92%	↑ 21%	81%	↑ 14%
PD request approvals*	88%	94%	↑ 7%	87%	↑ 8%
Opinion on PD opportunities**	3.74	3.80	↑ 2%	3.88	↓ 2%
Opinion on PD received to meet job requirements**	3.97	3.81	↓ 4%	3.92	↓ 3%
Opinion on PD received to exceed job requirements**	3.21	3.20	-	3.24	↓ 1%
Opinion on PD received for career advancement**	3.22	2.87	↓ 11%	2.97	↓ 3%
Opinion on language training opportunities**	2.79	2.58	↓ 8%	2.77	↓ 7%
Opinion on strictness of PD approval***	2.88	2.89	-	2.99	↓ 4%
Leave					
Leave request approvals*	93%	95%	↑ 2%	93%	↑ 2%
Worked sick*	80%	85%	↑ 6%	84%	↑ 1%

Category	2016 PS results	2016 HC results	Variance	2015 HC results	Percent change
Median days worked sick*	1-3	4-6	↑ 1 interval	1-3	↑ 1 interval
Worked sick due to heavy workload*	55%	54%	↓ 2%	60%	↓ 10%
Used up sick leave****	15%	19%	↑ 27%	20%	↓ 5%
Comfort with requesting leave**	4.19	4.36	↑ 5%	4.30	↑ 1%
Work/life balance					
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%	57%	↓ 26%	67%	↓ 15%
Working under flexible work arrangements*	43%	30%	↓ 30%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	3.81	↑ 18%	3.60	↑ 6%
Opinion on heaviness of workload***	3.42	3.63	↑ 6%	3.58	↑ 1%
Ability to attend important home life events**	3.84	3.94	↑ 3%	3.96	↓ 1%
Effects of workplace stress on mental health****	3.21	3.39	↑ 6%	3.49	↓ 3%
Opinion on work/life balance support**	3.57	3.51	↓ 2%	3.54	↓ 1%
Opinion on flexible work opportunities**	3.30	2.76	↓ 17%	3.14	↓ 12%
General / Positive work environment					
Job enjoyment**	4.00	3.90	↓ 3%	3.95	↓ 1%
Opinion on positivity of work environment**	3.50	3.46	↑ 1%	3.41	↑ 3%
Opinion on relationship with supervisor**	4.20	4.40	↑ 5%	4.34	↑ 1%
Opinion on relationship with colleagues**	4.48	4.33	↓ 3%	4.38	↓ 1%
Would leave department for more PD opportunities	36%	28%	↓ 22%	40%	↓ 30%
Would leave department for more promotion opportunities	59%	52%	↓ 12%	N/A	N/A
Would leave department for more flex opportunities	40%	40%	-	53%	↓ 26%
Would leave department for a better work/life balance	42%	43%	↑ 2%	58%	↓ 26%
Would leave department for a more positive work environment	42%	45%	↑ 7%	57%	↓ 21%

* 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

- ❖ 61 total survey responses
 - **22% decrease** from 78 responses in 2015
 - Approximately 4% of the total survey response
 - Approximately 32% of FIs at HC filled out the survey (confidence rating of 95% +/- 11%; high response rate and moderate statistical significance)
- ❖ 7 French responses (11%), 54 English responses (89%) (compared to 36/64 French/English split for the entire survey response)
- ❖ FI-02s hold the largest proportion at 36% (same as the public service)
- ❖ 72% have served in the public service and 54% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 74% are located in the NCR (vs 67% in the public service) and 24% are located in the Prairies and Territories (vs 9% of the public service)
- ❖ Median age group of 45-54 (vs 35-44 in the public service)
- ❖ 62% female predominance (vs 59% in the public service)
- ❖ 76% hold a bachelor's degree or higher (vs 88% in the public service) and 41% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 46% supervise at least one employee (vs 49% in the public service)

Professional development

- ❖ Of the 13 language training requests (21% of respondents), 12 (92%) were approved (vs 76% in the public service) (**up 14%** in approvals since 2015 vs **23% increase** in the public service)
- ❖ Of the 34 professional development requests (59% of respondents), 32 (94%) were approved (vs 88% in the public service) (**8% increase** in approvals since 2015 vs **6% increase** in the public service)
- ❖ 14% of respondents feel their opportunities for professional development have decreased since 2015 (vs 25% of the public service) while 24% 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 attending systems, operations, policy or resource management (average of 4.10), conferences and events (3.93) and management/leadership training (3.91)

Work/life balance

- ❖ 76% of FIs at HC have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 33% worked 30 hours of overtime or more in the last 12 months (vs 30% of public service), **down 21%** from 2015
- ❖ Of those who worked 30 hours or more, only 53% claimed 30 hours or more (vs 45% in the public service, **18% higher**)
- ❖ Of the 23 reported flexible work arrangement requests (57% of respondents), 13 were approved (57%) (vs 77% in the public service), **down 15%** from 2015
- ❖ 21% are working compressed work weeks (vs 22% in the public service), 4% are teleworking (vs 9% in the public service) and 70% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 10% of FIs at HC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service), yet 26% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 23 open-ended suggestions for possible work/life balance improvements, 15 (65%) mentioned allowing flexible work arrangements and 3 (13%) mentioned loosening the workload by hiring more staff or reshuffling responsibilities

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 HC were a balanced work/home life (average of 9.21), good relationship with supervisors (9.17) and having job stability (9.03)