

State of the FI Community Survey 2016

Indigenous and Northern Affairs Canada

Overall INAC performance

- ❖ High-performing areas
 - **Job satisfaction/work relationships:** Good satisfaction and working relationships
- ❖ Average-performing areas
 - **Professional development:** High attendance / approval rating and some improvements since 2015, but moderate opinions on opportunities
 - **Overtime worked and claimed:** Claiming more overtime hours compared to the public service (PS) but still not claiming all hours worked
 - **Work/life balance:** Despite increases in opinion since 2015, still much lower than PS
- ❖ Areas for improvement
 - **Language training:** Approval ratings / opinions lower than 2015 and 2016 PS averages
 - **Days worked sick and leave:** Lower than PS averages and decreases in opinion since 2015
 - **Flexible work arrangements:** Much lower opinions, approval ratings and FIs working under flexible work arrangements than the PS
 - **Positive work environment:** Lower than PS averages

Category	2016 PS results	2016 INAC results	Variance	2015 INAC results	Percent change
Professional development					
PD attendance	89%	87%	↓ 2%	N/A	N/A
Language training request approvals*	76%	60%	↓ 16%	78%	↓ 30%
PD request approvals*	88%	84%	↓ 5%	67%	↑ 26%
Opinion on PD opportunities**	3.74	3.25	↓ 3%	3.45	↑ 2%
Opinion on strictness of PD approval***	2.88	3.41	↑ 18%	3.09	↑ 10%
Opinion on PD received to meet job requirements**	3.97	3.77	↓ 5%	3.91	↓ 4%
Opinion on PD received to exceed job requirements**	3.21	3.08	↓ 4%	2.89	↓ 2%
Opinion on PD received for career advancement**	3.22	3.06	↓ 5%	2.89	↑ 7%
Opinion on language training opportunities**	2.79	2.27	↓ 19%	2.49	↓ 9%
Leave					
Leave request approvals*	93%	88%	↓ 5%	89%	↓ 1%
Worked sick*	80%	94%	↑ 18%	84%	↑ 12%

Category	2016 PS results	2016 INAC results	Variance	2015 INAC results	Percent change
Median days worked sick*	1-3	4-6	↑ 1 interval	4-6	-
Worked sick due to heavy workload*	55%	71%	↑ 29%	67%	↑ 6%
Used up sick leave****	15%	18%	↑ 20%	18%	-
Comfort with requesting leave**	4.19	3.82	↓ 9%	3.47	↑ 10%
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	20-29	↓ 1 interval
Median overtime hours claimed*	0	1-9	↑ 1 interval	10-19	↓ 1 interval
Flexible work request approvals*	77%	64%	↓ 17%	64%	-
Working under flexible work arrangements*	43%	31%	↓ 28%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	3.24	-	3.02	↑ 8%
Opinion on heaviness of workload***	3.42	3.65	↑ 7%	3.70	↓ 1%
Ability to attend important home life events**	3.84	3.45	↓ 10%	3.24	↑ 6%
Effects of workplace stress on mental health***	3.21	3.69	↑ 15%	3.63	↑ 2%
Opinion on work/life balance support**	3.57	3.04	↓ 15%	3.07	↓ 1%
Opinion on flexible work opportunities**	3.30	2.85	↓ 14%	2.94	↓ 3%
General / Positive work environment					
Job enjoyment**	4.00	3.82	↓ 5%	3.67	↑ 4%
Opinion on positivity of work environment**	3.50	2.78	↓ 21%	2.81	↓ 1%
Opinion on relationship with supervisor**	4.20	4.02	↓ 4%	3.76	↑ 7%
Opinion on relationship with colleagues**	4.48	4.37	↓ 2%	4.24	↑ 3%
Would leave department for more PD opportunities	36%	35%	↓ 3%	28%	↑ 25%
Would leave department for more promotion opportunities	59%	43%	↓ 27%	N/A	N/A
Would leave department for more flex opportunities	40%	43%	↑ 8%	49%	↓ 12%
Would leave department for a better work/life balance	42%	57%	↑ 36%	57%	-
Would leave department for a more positive work environment	42%	55%	↑ 31%	59%	↓ 7%

* 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

- ❖ 55 total survey responses
 - 8% decrease from 60 responses in 2015
 - Approximately 4% of the total survey response
 - Approximately 14% of FIs at INAC filled out the survey (confidence rating of 95% +/- 14%; moderate response rate and statistical significance)
- ❖ 28 French responses (51%), 27 English responses (49%) (compared to 36/64 French/English split for the entire survey response)
- ❖ 64% are FI-02s or FI-03s (vs 68% in the public service)
- ❖ 80% have served in the public service and 53% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 73% are located in the NCR (vs 67% in the public service) and 15% are located in the Prairies and Territories (vs 9% of the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 62% female predominance (vs 59% in the public service)
- ❖ 85% hold a bachelor's degree or higher (vs 88% in the public service) and 37% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 53% supervise at least one employee (vs 49% in the public service)

Professional development

- ❖ Of the 15 language training requests (27% of respondents), 9 (60%) were approved (vs 76% in the public service) (down 30% in approvals since 2015 vs 23% increase in the public service)
- ❖ Of the 25 professional development requests (45% of respondents), 21 (84%) were approved (vs 88% in the public service) (26% increase in approvals since 2015 vs 6% increase in the public service)
- ❖ 33% of respondents feel their opportunities for professional development have decreased since 2015 (vs 25% of the public service) while 25% 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 conferences/events (average of 4.18), systems, operations, policy or resource management (average of 4.06) and management/leadership training (average of 4.02)

Work/life balance

- ❖ 80% of FIs at INAC have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 40% worked 30 hours of overtime or more in the last 12 months (vs 30% of public service), **down 7%** from 2015
- ❖ Of those who worked 30 hours or more, only 65% claimed 30 hours or more (vs 45% in the public service, **44% higher**)
- ❖ Of the 25 reported flexible work arrangement requests (45% of respondents), 16 were approved (64%) (vs 77% in the public service), **no change since 2015**
- ❖ 16% are working compressed work weeks (vs 22% in the public service) and 2% are teleworking (vs 9% in the public service)
- ❖ 16% of FIs at INAC feel their satisfaction with their work/life balance has increased in the last 12 months (same as the public service), yet 48% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 25 open-ended suggestions for possible work/life balance improvements, 13 (52%) mentioned workload relief by adjusting expectations on deadlines or hiring more staff, while 6 (24%) mentioned allowing telework

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 INAC were a good relationship with supervisors (average of 9.96), a balanced work/home life (9.31) and good relationships with colleagues (9.06)