

# State of the FI Community Survey 2016

## Immigration, Refugees and Citizenship Canada

### Overall IRCC performance

#### ❖ High-performing areas

- **Professional development:** High attendance, approval ratings and significantly higher opinions than in the public service (PS)
- **Language training:** High approval ratings and higher approval than the PS
- **Flexible work arrangements:** High approval rating, more FIs working under flexible arrangements and higher opinions on opportunities than the PS
- **Work/life balance:** High opinions on department's work/life balance
- **Job satisfaction/work relationships:** High satisfaction and excellent working relationships
- **Positive work environment:** High satisfaction and higher than the PS average

#### ❖ Average-performing areas

- **Days worked sick and leave:** Lower usage of sick leave and high approval of leave, but higher days worked sick than the PS
- **Overtime worked/claimed:** Working more OT hours and more hours are claimed than the PS, but not all hours worked are claimed

Category	2016 PS results	2016 IRCC results	Variance
<b>Professional development</b>			
PD attendance*	89%	96%	↑ 8%
Language training request approvals*	76%	100%	↑ 32%
PD request approvals*	88%	92%	↑ 5%
Opinion on PD opportunities**	3.74	4.42	↑ 18%
Opinion on PD received to meet job requirements**	3.97	4.50	↑ 13%
Opinion on PD received to exceed job requirements**	3.21	3.48	↑ 8%
Opinion on PD received for career advancement**	3.22	3.67	↑ 14%
Opinion on language training opportunities**	2.79	3.64	↑ 30%
Opinion on strictness of PD approval***	2.88	2.04	↓ 29%
<b>Leave</b>			
Leave request approvals*	93%	100%	↑ 8%
Worked sick*	80%	84%	↑ 5%
Median days worked sick*	1-3	4-6	↑ 1 interval
Worked sick due to heavy workload*	55%	65%	↑ 18%
Used up sick leave****	15%	4%	↓ 73%
Comfort with requesting leave**	4.19	4.48	↑ 7%
<b>Work/life balance</b>			
Median overtime hours worked*	10-19	20-29	↑ 1 interval
Median overtime hours claimed*	0	10-19	↑ 2 intervals
Flexible work request approvals*	77%	85%	↑ 10%

Category	2016 PS results	2016 IRCC results	Variance
Working under flexible work arrangements*	43%	58%	↑ 35%
Opinion on ease of claiming overtime**	3.24	4.04	↑ 25%
Opinion on heaviness of workload***	3.42	3.84	↑ 12%
Ability to attend important home life events**	3.84	3.96	↑ 3%
Effects of workplace stress on mental health***	3.21	3.09	↓ 4%
Opinion on work/life balance support**	3.57	3.72	↑ 4%
Opinion on flexible work opportunities**	3.30	3.88	↑ 18%
<b>General / Positive work environment</b>			
Job enjoyment**	4.00	4.13	↑ 3%
Opinion on positivity of work environment**	3.50	4.13	↑ 18%
Opinion on relationship with supervisor**	4.20	4.54	↑ 8%
Opinion on relationship with colleagues**	4.48	4.58	↑ 2%
Would leave department for more PD opportunities	36%	59%	↑ 64%
Would leave department for more promotion opportunities	59%	5%	↓ 92%
Would leave department for more flex opportunities	40%	50%	↑ 25%
Would leave department for a better work/life balance	42%	55%	↑ 31%
Would leave department for a more positive work environment	42%	32%	↓ 24%

\* 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

- ❖ 26 total survey responses
  - 13% increase from 23 responses in 2015
  - Approximately 2% of the total survey response
  - Approximately 14% of FIs at IRCC filled out the survey (confidence rating of 95% +/- 18%; moderate response rate and statistical significance)
- ❖ 13 French responses (50%), 13 English responses (50%) (compared to 36/64 French/English split for the entire survey response)
- ❖ Large proportion of FI-03s compared to the public service (54% at IRCC vs 32% in the public service) and fewer FI-01s (12% at IRCC vs 20% in the PS)
- ❖ 62% have served in the public service and 50% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 85% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 73% female predominance (vs 59% in the public service)
- ❖ 96% hold a bachelor's degree or higher (vs 88% in the public service) and 42% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 50% supervise at least one employee (vs 49% in the public service)

## Professional development

- ❖ Of the 5 language training requests (19% of respondents), all 5 were approved (vs 76% in the public service)
- ❖ Of the 12 professional development requests (46% of respondents), 11 (92%) were approved (vs 88% in the public service)
- ❖ 12% of respondents feel their opportunities for professional development have increased since 2015 (vs 14% of the public service) while 28% feel their opportunities have decreased (vs 25% 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 4.24) and conferences and events (4.12)

## Work/life balance

- ❖ 95% of FIs at IRCC have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ Approximately 45% worked 30 hours of overtime or more in the last 12 months (vs 30% of public service)
- ❖ Of those who worked 30 hours or more, only 50% claimed 30 hours or more (vs 45% in the public service)
- ❖ Of the 13 reported flexible work arrangement requests (50% of respondents), 11 were approved (85%) (vs 77% in the public service)
- ❖ 38% of respondents are working compressed work weeks (vs 22% in the public service), 25% are teleworking (vs 9% in the public service) and 42% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 4% of FIs at IRCC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service), yet 36% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the open-ended suggestions for possible work/life balance improvements, 57% mentioned allowing various forms of flexible work arrangements, particularly 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 IRCC were having a balanced work/home life (average of 9.54), job stability (9.46) and good relationships with supervisors (9.25)