

## Innovation, Science and Economic Development Canada

### Overall ISED performance

#### ❖ High-performing areas

- **Professional development:** High attendance, higher number of requests and higher opinions compared to the public service (PS)
- **Leave approval:** Good approval and lower usage of sick leave compared to the PS
- **Job satisfaction/work relationships:** High satisfaction and excellent working relationships

#### ❖ Average-performing areas

- **Language training:** Good approval ratings and better opinions than the PS, but low number of requests and decreases in approvals since 2015
- **Days worked sick:** Less days worked sick compared the PS, but still room for improvement
- **Overtime worked/claimed:** Working less OT hours than the PS but not all hours claimed
- **Work/life balance:** Lower stress than the PS, but decreased satisfaction since 2015
- **Positive work environment:** Positive opinions, yet decrease in opinion since 2015

#### ❖ Areas for improvement

- **Flexible work arrangements:** Low approval rating and fewer FIs working under flexible work arrangements at ISED compared to the PS

Category	2016 PS results	2016 ISED results	Variance	2015 ISED results	Percent change
<b>Professional development</b>					
PD attendance*	89%	92%	↑ 3%	N/A	N/A
Language training request approvals*	76%	75%	↓ 1%	91%	↓ 18%
PD request approvals*	88%	93%	↑ 6%	95%	↓ 2%
Opinion on PD opportunities**	3.74	3.87	↑ 3%	4.00	↓ 3%
Opinion on PD received to meet job requirements**	3.97	4.38	↑ 10%	4.25	↑ 3%
Opinion on PD received to exceed job requirements**	3.21	3.74	↑ 17%	3.58	↑ 4%
Opinion on PD received for career advancement**	3.22	3.64	↑ 13%	3.62	↑ 1%
Opinion on language training opportunities**	2.79	3.13	↑ 12%	3.68	↓ 15%
Opinion on strictness of PD approval***	2.88	2.41	↓ 16%	2.63	↓ 8%
<b>Leave</b>					
Leave request approvals*	93%	87%	↓ 6%	86%	↑ 1%
Worked sick*	80%	71%	↓ 11%	71%	-

Category	2016 PS results	2016 ISED results	Variance	2015 ISED results	Percent change
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	55%	35%	↓ 36%	33%	↑ 6%
Used up sick leave****	15%	4%	↓ 73%	0%	N/A
Comfort with requesting leave**	4.19	4.08	↓ 3%	4.25	↓ 4%
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	1-9	↓ 1 interval	0-9	N/A
Median overtime hours claimed*	0	0	-	0-9	N/A
Flexible work request approvals*	77%	64%	↓ 17%	71%	↓ 10%
Working under flexible work arrangements*	43%	38%	↓ 12%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	2.81	↓ 13%	3.00	↓ 6%
Opinion on heaviness of workload***	3.42	3.17	↓ 7%	3.35	↓ 5%
Ability to attend important home life events**	3.84	4.04	↑ 5%	4.30	↓ 6%
Effects of workplace stress on mental health****	3.21	2.92	↓ 9%	2.63	↑ 11%
Opinion on work/life balance support**	3.57	3.42	↓ 4%	3.71	↓ 8%
Opinion on flexible work opportunities**	3.30	3.09	↓ 6%	3.43	↓ 10%
<b>General / Positive work environment</b>					
Job enjoyment**	4.00	4.13	↑ 3%	4.22	↓ 2%
Opinion on positivity of work environment**	3.50	3.79	↑ 8%	3.89	↓ 3%
Opinion on relationship with supervisor**	4.20	3.92	↓ 7%	4.41	↓ 11%
Opinion on relationship with colleagues**	4.48	4.63	↑ 3%	4.37	↑ 6%
Would leave department for more PD opportunities	36%	22%	↓ 39%	38%	↓ 42%
Would leave department for more promotion opportunities	59%	44%	↓ 25%	N/A	N/A
Would leave department for more flex opportunities	40%	30%	↓ 25%	33%	↓ 9%
Would leave department for a better work/life balance	42%	39%	↓ 7%	33%	↑ 18%
Would leave department for a more positive work environment	42%	39%	↓ 7%	38%	↑ 3%

\* 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

- ❖ 27 total survey responses from September 27 - October 25, 2016
  - **13% decrease** from 38 responses in 2015
  - Approximately 2% of the total survey response
  - Approximately 24% of FIs at ISED filled out the survey (confidence rating of 95% +/- 15%; good response rate and moderate statistical significance)
- ❖ 18 French responses (67%), 9 English responses (33%) (compared to 36/64 French/English split for the entire survey response)
- ❖ 70% of respondents are FI-02s or FI-03s (vs 68% in the public service)
- ❖ 63% have served in the public service and 46% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 89% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 67% female predominance (vs 59% female predominance in the public service)
- ❖ 85% hold a bachelor's degree or higher (vs 88% in the public service) and 46% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 41% supervise employees (vs 49% in the public service)

## Professional development

- ❖ 17% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 4 reported language training requests, 75% were approved (vs 76% in the public service) (**down 17%** in approvals since 2015 vs **23% increase** in the public service since 2015)
- ❖ 58% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 14 reported professional development requests, 13 (93%) were approved (vs 88% in the public service) (**2% decrease** in approvals since 2015 vs **6% increase** in the public service)
- ❖ 13% 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 management/leadership training (average of 4.13), conferences and events (4.09) and systems, operation, policy or resource management training (3.83)

## Work/life balance

- ❖ 70% of FIs at ISED have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 30% 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 43% claimed 30 hours or more (vs 45% in the public service)
- ❖ 58% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 14 reported requests, 9 were approved (64%) (vs 77% in the public service)
- ❖ 21% of respondents are working compressed work weeks (vs 22% in the public service), 8% are teleworking (vs 9% in the public service) and 63% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ No FIs at ISED feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service) while 38% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 10 open-ended suggestions for possible work/life balance improvements, half mentioned allowing more flexible work arrangements (specifically telework), two mentioned compensation for overtime and two mentioned providing laptops for mobile work

## 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 ISED were:
  - a good relationship with supervisor(s) (average of 9.33);
  - good relationships with colleagues (9.21); and
  - having job stability (9.00)