

State of the FI Community Survey 2016

Department of Justice Canada

Overall Justice performance

❖ High-performing areas

- **Professional development:** High attendance, higher number of requests and increases in opinions since 2015 / compared to the public service (PS)
- **Language training:** High approval ratings, high number of requests, positive opinions and improvements made since 2015 / compared to the PS
- **Leave approval:** High approval and lower usage of sick leave compared to the PS
- **Overtime worked/claimed:** Working less and claiming more OT hours than the PS
- **Flexible work arrangements:** High approval ratings and positive opinions
- **Work/life balance:** Higher opinions and lower stress levels than 2015 / 2016 PS averages
- **Job satisfaction/work relationships:** Good satisfaction and excellent working relationships

❖ Average-performing areas

- **Days worked sick:** Moderate amount of days worked sick compared to 2015 / the PS
- **Positive work environment:** Moderate opinions despite improvements since 2015

Category	2016 PS results	2016 Justice results	Variance	2015 Justice results	Percent change
Professional development					
PD attendance*	89%	96%	↑ 8%	N/A	N/A
Language training request approvals*	76%	92%	↑ 21%	67%	↑ 37%
PD request approvals*	88%	94%	↑ 7%	75%	↑ 25%
Opinion on PD opportunities**	3.74	3.89	↑ 4%	3.58	↑ 9%
Opinion on PD received to meet job requirements**	3.97	4.20	↑ 6%	3.76	↑ 12%
Opinion on PD received to exceed job requirements**	3.21	3.40	↑ 6%	3.24	↑ 5%
Opinion on PD received for career advancement**	3.22	3.37	↑ 5%	3.12	↑ 8%
Opinion on language training opportunities**	2.79	3.37	↑ 21%	2.86	↑ 18%
Opinion on strictness of PD approval***	2.88	2.78	↓ 3%	2.53	↑ 10%
Leave					
Leave request approvals*	93%	94%	↑ 1%	91%	↑ 3%
Worked sick*	80%	78%	↓ 3%	88%	↓ 11%
Median days worked sick*	1-3	1-3	-	1-3	-

Category	2016 PS results	2016 Justice results	Variance	2015 Justice results	Percent change
Worked sick due to heavy workload*	55%	47%	↓ 15%	73%	↓ 36%
Used up sick leave****	15%	4%	↓ 73%	12%	↓ 67%
Comfort with requesting leave**	4.19	4.19	-	3.97	↑ 6%
Work/life balance					
Median overtime hours worked*	10-19	1-9	↓ 1 interval	10-19	N/A
Median overtime hours claimed*	0	1-9	↑ 1 interval	0-9	N/A
Flexible work request approvals*	77%	75%	↓ 3%	90%	↓ 17%
Working under flexible work arrangements*	43%	47%	↑ 9%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	3.65	↑ 13%	3.83	↓ 5%
Opinion on heaviness of workload***	3.42	3.29	↓ 4%	3.67	↑ 10%
Ability to attend important home life events**	3.84	3.92	↑ 2%	3.88	↑ 1%
Effects of workplace stress on mental health***	3.21	3.22	-	3.61	↓ 11%
Opinion on work/life balance support**	3.57	3.83	↑ 7%	3.32	↑ 15%
Opinion on flexible work opportunities**	3.30	3.79	↑ 15%	3.55	↑ 7%
General / Positive work environment					
Job enjoyment**	4.00	3.91	↓ 2%	4.06	↓ 4%
Opinion on positivity of work environment**	3.50	3.36	↓ 4%	2.85	↑ 18%
Opinion on relationship with supervisor**	4.20	4.25	↑ 1%	4.21	↑ 1%
Opinion on relationship with colleagues**	4.48	4.49	-	4.56	↓ 2%
Would leave department for more PD opportunities	36%	26%	↓ 28%	59%	↓ 56%
Would leave department for more promotion opportunities	59%	57%	↓ 3%	N/A	N/A
Would leave department for more flex opportunities	40%	46%	↑ 15%	32%	↑ 44%
Would leave department for a better work/life balance	42%	37%	↓ 12%	56%	↓ 34%
Would leave department for a more positive work environment	42%	49%	↑ 17%	62%	↓ 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

- ❖ 38 total survey responses from September 27 - October 25, 2016
 - No change from 38 responses in 2015
 - Approximately 3% of the total survey response
 - Approximately 28% of FIs at Justice filled out the survey (confidence rating of 95% +/- 15%; good response rate and moderate statistical significance)
- ❖ 12 French responses (32%), 26 English responses (68%) (compared to 36/64 French/English split for the entire survey response)
- ❖ 77% of respondents are FI-01s or FI-02s (vs 56% in the public service)
- ❖ 58% have served in the public service and 30% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 62% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service), mode age group of 25-34 (vs 35-44 in the public service)
- ❖ 53% female predominance (vs 59% female predominance in the public service)
- ❖ 87% hold a bachelor's degree or higher (vs 88% in the public service) and 50% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 42% supervise employees (vs 49% in the public service)

Professional development

- ❖ 35% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 13 reported language training requests, 92% were approved (vs 76% in the public service) (up 37% in approvals since 2015 vs 23% increase in the public service since 2015)
- ❖ 84% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 31 reported professional development requests, 29 (94%) were approved (vs 88% in the public service) (25% increase in approvals since 2015 vs 6% increase in the public service)
- ❖ 21% of respondents feel their opportunities for professional development have increased since 2015 (vs 14% in the public service) while 21% 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 conferences and events (average of 4.31), systems, operation, policy or resource management training (4.22) and management/leadership training (4.09)

Work/life balance

- ❖ 77% of FIs at Justice have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 18% 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 67% claimed 30 hours or more (vs 45% in the public service)
- ❖ 53% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 20 reported requests, 15 were approved (75%) (vs 77% in the public service)
- ❖ 32% of respondents are working compressed work weeks (vs 22% in the public service), 3% are teleworking (vs 9% in the public service) and 53% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 12% of FIs at Justice feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service) while 31% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 14 open-ended suggestions for possible work/life balance improvements, 6 (43%) mentioned taking action to improve work/life balance culture by hiring more staff or adjusting deadline expectations to lessen the workload, 5 (36%) mentioned allowing more flexible work arrangements (specifically telework) and 2 (14%) mentioned reducing employee turnover

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 Justice were:
 - a good relationship with supervisor(s) (average of 9.31);
 - good relationships with colleagues (9.17);
 - a balanced work/home life (9.09); and
 - knowing I can share my ideas and that they will be listened to (9.03)