

State of the FI Community Survey 2016

Natural Resources Canada

Overall NRCan performance

❖ High-performing areas

- **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

- **Professional development:** Improvements since 2015 and opinions on par with the PS
- **Language training:** Improvements since 2015 but opinions still only moderate
- **Work/life balance:** Increased satisfaction since 2015 and opinions on par with the PS
- **Positive work environment:** Increase in opinion since 2015 but still only moderate

❖ Areas for improvement

- **Days worked sick:** Higher days worked sick than the PS and increases since 2015
- **Overtime worked/claimed:** Opinions low and not all hours are claimed
- **Flexible work arrangements:** Fewer requests, low approval rating and fewer FIs working under flexible work arrangements at NRCan compared to the PS

Category	2016 PS results	2016 NRCan results	Variance	2015 NRCan results	Percent change
Professional development					
PD attendance*	89%	82%	↓ 8%	N/A	N/A
Language training request approvals*	76%	78%	↑ 3%	50%	↑ 56%
PD request approvals*	88%	88%	-	59%	↑ 49%
Opinion on PD opportunities**	3.74	3.75	-	3.52	↑ 7%
Opinion on PD received to meet job requirements**	3.97	4.00	↑ 1%	3.77	↑ 6%
Opinion on PD received to exceed job requirements**	3.21	3.14	↓ 2%	2.88	↑ 9%
Opinion on PD received for career advancement**	3.22	3.24	↑ 1%	2.92	↑ 11%
Opinion on language training opportunities**	2.79	2.90	↑ 4%	2.82	↑ 3%
Opinion on strictness of PD approval***	2.88	2.58	↓ 16%	2.85	↓ 9%
Leave					
Leave request approvals*	93%	89%	↓ 4%	88%	↑ 1%
Worked sick*	80%	82%	↑ 3%	74%	↑ 11%

Category	2016 PS results	2016 NRCan results	Variance	2015 NRCan results	Percent change
Median days worked sick*	1-3	4-6	↑ 1 interval	4-6	-
Worked sick due to heavy workload*	55%	64%	↑ 16%	67%	↓ 4%
Used up sick leave****	15%	7%	↓ 53%	11%	↓ 36%
Comfort with requesting leave**	4.19	3.86	↓ 8%	3.09	↑ 25%
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	10-19	-
Median overtime hours claimed*	0	0	-	0-9	N/A
Flexible work request approvals*	77%	56%	↓ 27%	73%	↓ 23%
Working under flexible work arrangements*	43%	35%	↓ 19%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	2.42	↓ 25%	2.96	↓ 18%
Opinion on heaviness of workload***	3.42	3.25	↓ 5%	3.52	↓ 8%
Ability to attend important home life events**	3.84	3.88	↑ 1%	3.83	↑ 1%
Effects of workplace stress on mental health***	3.21	3.40	↑ 6%	3.74	↓ 9%
Opinion on work/life balance support**	3.57	3.30	↓ 8%	2.89	↑ 14%
Opinion on flexible work opportunities**	3.30	3.36	↑ 2%	2.92	↑ 15%
General / Positive work environment					
Job enjoyment**	4.00	4.19	↑ 5%	3.59	↑ 17%
Opinion on positivity of work environment**	3.50	3.19	↓ 9%	2.70	↑ 18%
Opinion on relationship with supervisor**	4.20	3.85	↓ 8%	4.04	↓ 5%
Opinion on relationship with colleagues**	4.48	4.52	↑ 1%	4.33	↑ 5%
Would leave department for more PD opportunities	36%	44%	↑ 22%	48%	↓ 8%
Would leave department for more promotion opportunities	59%	48%	↓ 19%	N/A	N/A
Would leave department for more flex opportunities	40%	44%	↑ 10%	52%	↓ 15%
Would leave department for a better work/life balance	42%	44%	↑ 5%	63%	↓ 30%
Would leave department for a more positive work environment	42%	63%	↑ 50%	70%	↓ 10%

* 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

- ❖ 29 total survey responses from September 27 - October 25, 2016
 - **9% decrease** from 32 responses in 2015
 - Approximately 2% of the total survey response
 - Approximately 27% of FIs at NRCan filled out the survey (confidence rating of 95% +/- 15%; good response rate and moderate statistical significance)
- ❖ 10 French responses (34%), 19 English responses (66%) (compared to 36/64 French/English split for the entire survey response)
- ❖ Smaller proportion of FI-01s (7% at NRCan vs 20% in the public service) and larger proportion of FI-04s (28% at NRCan vs 12% in the public service)
- ❖ 62% have served in the public service and 45% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 86% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 54% female predominance (vs 59% female predominance in the public service)
- ❖ All respondents hold a bachelor's degree or higher (vs 88% in the public service) and 66% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 55% supervise employees (vs 49% in the public service)

Professional development

- ❖ 31% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 9 reported language training requests, 78% were approved (vs 76% in the public service) (**up 56%** in approvals since 2015 vs **23% increase** in the public service since 2015)
- ❖ 59% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 17 reported professional development requests, 13 (88%) were approved (same as the public service) (**49% increase** in approvals since 2015 vs **6% increase** in the public service)
- ❖ 15% of respondents feel their opportunities for professional development have increased since 2015 (vs 14% in the public service) while 41% 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 4.09), systems, operation, policy or resource management training (3.93), management/leadership training (3.88) and communications training (3.88)

Work/life balance

- ❖ 64% of FIs at NRCan 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 20% claimed 30 hours or more (vs 45% in the public service)
- ❖ 37% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 9 reported requests, 5 were approved (56%) (vs 77% in the public service)
- ❖ 12% of respondents are working compressed work weeks (vs 22% in the public service), 0 are teleworking (vs 9% in the public service) and 65% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 11% of FIs at NRCan feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service) while 30% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 13 open-ended suggestions for possible work/life balance improvements, 38% mentioned management improving their expectations by hiring more staff or loosening deadlines, while 23% mentioned allowing more flexible work arrangements (specifically 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) to 10 (extremely important) to FIs at NRCan were:
 - a good relationship with supervisor(s) (average of 9.33);
 - having job stability (9.33); and
 - having good work that is recognized and appreciated (9.22)