

# State of the FI Community Survey 2016

## Public Services and Procurement Canada

### Overall PSPC performance

#### ❖ High-performing areas

- **Overtime worked:** Working low hours of overtime
- **Job satisfaction/work relationships:** Satisfaction rating < 4 out of 5

#### ❖ Average-performing areas

- **Language training and professional development:** High approval rating, but moderate opinion on opportunities
- **Days worked sick and leave:** Consistent with public service (PS) averages
- **Work/life balance and positive work environment:** Consistent with public service averages and good satisfaction ratings, but high number would leave PSPC for better conditions

#### ❖ Areas for improvement

- **Overtime claimed:** Not claiming all overtime hours worked
- **Flexible work arrangements (specifically telework):** Many FIs cited telework/the approval of flexible work as a way to improve work/life balance

Category	2016 PS results	2016 PSPC results	Variance	2015 PSPC results	Percent change
<b>Professional development</b>					
PD attendance*	89%	91%	↑ 2%	N/A	N/A
Language training request approvals*	76%	87%	↑ 14%	73%	↑ 19%
PD request approvals*	88%	91%	↑ 3%	90%	↑ 1%
Opinion on PD opportunities**	3.74	3.62	↓ 3%	3.56	↑ 2%
Opinion on strictness of PD approval***	2.88	3.14	↑ 9%	2.88	↑ 9%
Opinion on PD received to meet job requirements**	3.97	3.88	↓ 2%	3.79	↑ 2%
Opinion on PD received to exceed job requirements**	3.21	3.00	↓ 7%	3.06	↓ 2%
Opinion on PD received for career advancement**	3.22	3.06	↓ 5%	3.17	↓ 3%
Opinion on language training opportunities**	2.79	2.80	-	2.56	↑ 9%
<b>Leave</b>					
Leave request approvals*	93%	95%	↑ 2%	94%	↑ 1%
Worked sick*	80%	82%	↑ 2%	82%	-

Category	2016 PS results	2016 PSPC results	Variance	2015 PSPC results	Percent change
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	55%	53%	↓ 4%	59%	↓ 10%
Used up sick leave****	15%	16%	↑ 7%	15%	↑ 7%
Comfort with requesting leave**	4.19	4.15	↓ 1%	4.04	↑ 3%
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	1-9	↓ 1 interval	10-19	↓ 1 interval
Median overtime hours claimed*	0	0	-	0-9	N/A
Flexible work request approvals*	77%	78%	↑ 1%	67%	↑ 16%
Working under flexible work arrangements*	43%	46%	↑ 7%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	3.29	↑ 1%	2.96	↑ 11%
Opinion on heaviness of workload***	3.42	3.23	↓ 6%	3.22	-
Ability to attend important home life events**	3.84	3.77	↓ 2%	3.81	↓ 1%
Effects of workplace stress on mental health***	3.21	3.26	↑ 2%	3.13	↑ 4%
Opinion on work/life balance support**	3.57	3.45	↓ 3%	3.23	↑ 7%
Opinion on flexible work opportunities**	3.30	3.32	↑ 1%	2.60	↑ 28%
<b>General / Positive work environment</b>					
Job enjoyment**	4.00	3.92	↓ 2%	3.89	↑ 1%
Opinion on positivity of work environment**	3.50	3.42	↓ 2%	3.07	↑ 11%
Opinion on relationship with supervisor**	4.20	4.21	-	4.14	↑ 2%
Opinion on relationship with colleagues**	4.48	4.57	↑ 2%	4.38	↑ 4%
Would leave department for more PD opportunities	36%	32%	↓ 11%	37%	↓ 14%
Would leave department for more promotion opportunities	59%	45%	↓ 24%	N/A	N/A
Would leave department for more flex opportunities	40%	52%	↑ 30%	53%	↓ 2%
Would leave department for a better work/life balance	42%	65%	↑ 55%	58%	↑ 12%
Would leave department for a more positive work environment	42%	56%	↑ 33%	67%	↓ 16%

\* 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

- ❖ 137 total survey responses
  - 11% decrease from 154 responses in 2015
  - 9% of the total survey response
  - Approximately 29% of FIs at PSPC filled out the survey (confidence rating of 95% +/- 8%; high response rate and good statistical significance)
- ❖ 83 French responses (61%), 54 English responses (39%) (compared to 36/64 French/English split for the entire survey response)
- ❖ Nearly 80% are FI-02s or FI-03s (vs 68% in the public service)
- ❖ 66% have served in the public service and 54% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 80% located in the NCR, other 20% split equally across the regions (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 59% female predominance (same as the rest of the public service)
- ❖ 94% 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)
- ❖ 49% supervise at least one employee (same as the public service)

## Professional development

- ❖ 28% of respondents requested language training leave with pay in the last 12 months (vs 30% in the public service), and of the 38 language training requests, 33 (87%) were approved (vs 76% in the public service) (9% increase in approvals since 2015) (vs 23% increase in the public service)
- ❖ 58% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 77 reported professional development requests, 70 (91%) were approved (vs 88% in the public service) (1% increase in approvals since 2015 vs 6% increase in the public service since 2015)
- ❖ 16% of respondents feel their opportunities for professional development have increased since 2015 (vs 14% in the public service) while 13% 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 attending conferences/events (average of 4.08) and management/leadership training (3.92)

## Work/life balance

- ❖ 68% of FIs at PSPC have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 19% worked 30 hours of overtime or more in the last 12 months (vs 30% of public service), **down 25%** from 2015
- ❖ Of those who worked 30 hours or more, only 40% claimed 30 hours or more
- ❖ Of the 85 reported flexible work arrangement requests, 66 were approved (78%) (vs 77% in the public service), **up 16%** from 2015
- ❖ 16% of respondents are working compressed work weeks (vs 22% in the public service), 24% are teleworking (vs 9% in the public service) and 54% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 22% of FIs at PSPC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service), yet 33% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 60 open-ended suggestions for possible work/life balance improvements, more than half mentioned allowing telework or other forms of flexible work arrangements

## 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) were a good relationship with supervisors (average of 9.21), a balanced work/home life (9.21) and good relationships with colleagues (9.08)