

State of the FI Community Survey 2016

Royal Canadian Mounted Police

Overall RCMP performance

❖ High-performing areas

- **Professional development:** High attendance, approval and opinions on opportunities
- **Job satisfaction/work relationships:** High satisfaction and excellent working relationships

❖ Average-performing areas

- **Language training:** High approval rating but low opinion about opportunities for training
- **Days worked sick and leave:** Low days worked sick and high comfort requesting leave, but heavy usage of sick leave and some averages lower than the public service (PS) and 2015
- **Overtime worked/claimed:** Claiming more hours than the PS but not all hours are claimed
- **Work/life balance:** Relatively high opinions but some regression since 2015

❖ Areas for improvement

- **Flexible work arrangements:** Lower approval levels and lower opinions than PS/since 2015
- **Positive work environment:** Lower opinions than the PS and since 2015

Category	2016 PS results	2016 RCMP results	Variance	2015 RCMP results	Percent change
Professional development					
PD attendance*	89%	90%	↑ 1%	N/A	N/A
Language training request approvals*	76%	85%	↑ 12%	71%	↑ 20%
PD request approvals*	88%	87%	↓ 1%	77%	↑ 13%
Opinion on PD opportunities**	3.74	3.93	↑ 5%	4.00	↓ 2%
Opinion on PD received to meet job requirements**	3.97	4.06	↑ 2%	4.15	↓ 2%
Opinion on PD received to exceed job requirements**	3.21	3.20	-	3.33	↓ 4%
Opinion on PD received for career advancement**	3.22	3.02	↓ 6%	3.28	↓ 8%
Opinion on language training opportunities**	2.79	2.62	↓ 6%	2.82	↓ 7%
Opinion on strictness of PD approval***	2.88	2.84	↓ 1%	2.94	↓ 3%
Leave					
Leave request approvals*	93%	90%	↓ 3%	97%	↓ 7%
Worked sick*	80%	81%	↑ 1%	73%	↑ 11%
Median days worked sick*	1-3	1-3	-	1-3	-

Category	2016 PS results	2016 RCMP results	Variance	2015 RCMP results	Percent change
Worked sick due to heavy workload*	55%	51%	↓ 7%	53%	↓ 4%
Used up sick leave****	15%	18%	↑ 20%	2%	↑ 800%
Comfort with requesting leave**	4.19	4.31	↑ 3%	4.49	↓ 4%
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	10-19	-
Median overtime hours claimed*	0	1-9	↑ 1 interval	0-9	N/A
Flexible work request approvals*	77%	70%	↓ 9%	79%	↓ 11%
Working under flexible work arrangements*	43%	38%	↓ 12%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	3.42	↑ 6%	3.77	↓ 9%
Opinion on heaviness of workload***	3.42	3.41	-	3.48	↓ 2%
Ability to attend important home life events**	3.84	3.88	↑ 1%	4.17	↓ 7%
Effects of workplace stress on mental health***	3.21	3.00	↓ 7%	3.03	↓ 1%
Opinion on work/life balance support**	3.57	3.86	↑ 8%	4.03	↓ 4%
Opinion on flexible work opportunities**	3.30	3.38	↑ 2%	3.85	↓ 12%
General / Positive work environment					
Job enjoyment**	4.00	3.92	↓ 2%	4.06	↓ 3%
Opinion on positivity of work environment**	3.50	3.28	↓ 6%	3.81	↓ 14%
Opinion on relationship with supervisor**	4.20	4.24	↑ 1%	4.52	↓ 6%
Opinion on relationship with colleagues**	4.48	4.38	↓ 2%	4.50	↓ 3%
Would leave department for more PD opportunities	36%	33%	↓ 8%	36%	↓ 8%
Would leave department for more promotion opportunities	59%	69%	↑ 17%	N/A	N/A
Would leave department for more flex opportunities	40%	41%	↑ 3%	38%	↑ 8%
Would leave department for a better work/life balance	42%	31%	↓ 26%	40%	↓ 23%
Would leave department for a more positive work environment	42%	45%	↑ 7%	47%	↓ 4%

* 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

- ❖ 55 total survey responses from September 27 - October 25, 2016
 - **20% decrease** from 69 responses in 2015
 - Approximately 4% of the total survey response
 - Approximately 24% of FIs at RCMP filled out the survey (confidence rating of 95% +/- 14%; moderate response rate and statistical significance)
- ❖ 4 French responses (7%), 51 English responses (93%) (vs 36/64% split for the public service)
- ❖ 71% of FI respondents at RCMP are FI-02s or FI-03s (vs 68% in the public service)
- ❖ 80% have served in the public service and 57% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 55% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 53% female predominance (vs 59% in the public service)
- ❖ 94% hold a bachelor's degree or higher (vs 88% in the public service) and 78% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 49% supervise employees (same as the public service)

Professional development

- ❖ 36% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 20 reported language training requests, 17 (85%) were approved (vs 76% in the public service) (**20% increase** in approvals since 2015 vs **23% increase** in the public service since 2015)
- ❖ 56% 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, 27 (87%) were approved (vs 88% in the public service) (**27% increase** in approvals since 2015 vs **6% increase** in the public service since 2015)
- ❖ 14% of respondents feel their opportunities for professional development have increased since 2015 (same as 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 4.21) and conferences and events (4.19)

Work/life balance

- ❖ 75% of FIs at RCMP have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 41% 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 38% claimed 30 hours or more (vs 45% in the public service)
- ❖ 42% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 23 reported requests, 16 were approved (70%) (vs 77% in the public service)
- ❖ 26% of respondents are working compressed work weeks (vs 22% in the public service), 4% are teleworking (vs 9% in the public service) and 52% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 19% of FIs at RCMP feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service), yet 21% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 22 open-ended suggestions for possible work/life balance improvements, 11 mentioned allowing more flexible work arrangements such as telework and 4 mentioned reducing the workload by hiring more staff or adjusting expectations on deadlines, but 4 mentioned they are highly satisfied with their work/life balance and have no suggestions for improvement

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 RCMP were a balanced work/home life (average of 9.31) and easy accessibility to managers with an open flow of communication (9.22)