

# State of the FI Community Survey 2016

## Shared Services Canada

### Overall SSC performance

#### ❖ High-performing areas

- **Professional development:** High attendance and some increases in opinions since 2015 despite lower opinions compared to the public service (PS)
- **Language training:** High approval ratings and improvements despite low opinions
- **Job satisfaction/work relationships:** Good satisfaction and excellent working relationships

#### ❖ Average-performing areas

- **Leave approval:** High approval, but heavy usage of sick leave compared to 2015

#### ❖ Areas for improvement

- **Days worked sick:** High days worked sick and higher than 2015 and 2016 PS average
- **Overtime worked/claimed:** Working more OT hours than the PS, not all hours are claimed
- **Flexible work arrangements:** Fewer requests, lower approval ratings and lower opinions than the PS
- **Work/life balance:** Lower opinions and higher stress levels than 2015 / 2016 PS averages
- **Positive work environment:** Opinions lower than 2015 and 2016 PS average

Category	2016 PS results	2016 SSC results	Variance	2015 SSC results	Percent change
<b>Professional development</b>					
PD attendance	89%	93%	↑ 4%	N/A	N/A
Language training request approvals*	76%	100%	↑ 32%	71%	↑ 41%
PD request approvals*	88%	92%	↑ 5%	86%	↑ 7%
Opinion on PD opportunities**	3.74	3.51	↓ 6%	3.14	↑ 12%
Opinion on PD received to meet job requirements**	3.97	3.56	↓ 10%	3.84	↓ 7%
Opinion on PD received to exceed job requirements**	3.21	2.71	↓ 16%	3.00	↓ 10%
Opinion on PD received for career advancement**	3.22	3.02	↓ 6%	2.97	↑ 2%
Opinion on language training opportunities**	2.79	2.56	↓ 8%	2.64	↓ 3%
Opinion on strictness of PD approval***	2.88	3.12	↑ 8%	3.14	↓ 1%
<b>Leave</b>					
Leave request approvals*	93%	98%	↑ 5%	92%	↑ 7%
Worked sick*	80%	82%	↑ 3%	76%	↑ 8%

Category	2016 PS results	2016 SSC results	Variance	2015 SSC results	Percent change
Median days worked sick*	1-3	4-6	↑ 1 interval	1-3	↑ 1 interval
Worked sick due to heavy workload*	55%	65%	↑ 18%	68%	↓ 4%
Used up sick leave****	15%	16%	↑ 7%	5%	↑ 220%
Comfort with requesting leave**	4.19	4.23	↑ 1%	3.77	↑ 12%
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	20-29	↑ 1 interval	10-19	-
Median overtime hours claimed*	0	0	-	0-9	N/A
Flexible work request approvals*	77%	67%	↓ 13%	67%	-
Working under flexible work arrangements*	43%	42%	↓ 2%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	2.57	↓ 21%	2.76	↓ 7%
Opinion on heaviness of workload***	3.42	3.64	↑ 6%	3.35	↑ 9%
Ability to attend important home life events**	3.84	3.38	↓ 12%	3.55	↓ 5%
Effects of workplace stress on mental health****	3.21	3.17	↓ 2%	3.14	↑ 1%
Opinion on work/life balance support**	3.57	3.34	↓ 6%	3.34	-
Opinion on flexible work opportunities**	3.30	2.77	↓ 16%	3.11	↓ 11%
<b>General / Positive work environment</b>					
Job enjoyment**	4.00	3.80	↓ 5%	3.73	↑ 2%
Opinion on positivity of work environment**	3.50	3.05	↓ 13%	3.11	↓ 2%
Opinion on relationship with supervisor**	4.20	4.20	-	4.30	↓ 2%
Opinion on relationship with colleagues**	4.48	4.59	↑ 2%	4.57	-
Would leave department for more PD opportunities	36%	26%	↓ 28%	38%	↓ 32%
Would leave department for more promotion opportunities	59%	45%	↓ 24%	N/A	N/A
Would leave department for more flex opportunities	40%	38%	↓ 5%	46%	↓ 17%
Would leave department for a better work/life balance	42%	55%	↑ 31%	54%	↑ 2%
Would leave department for a more positive work environment	42%	50%	↑ 19%	54%	↓ 7%

\* 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

- ❖ 47 total survey responses from September 27 - October 25, 2016
  - **12% increase** from 42 responses in 2015
  - Approximately 3% of the total survey response
  - Approximately 30% of FIs at SSC filled out the survey (confidence rating of 95% +/- 13%; high response rate and moderate statistical significance)
- ❖ 25 French responses (53%), 22 English responses (47%) (compared to 36/64 French/English split for the entire survey response)
- ❖ Smaller proportion of FI-01s (9% at SSC vs 20% in the public service) and larger proportion of FI-04s (28% at SSC vs 12% in the public service)
- ❖ 78% have served in the public service and 63% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ All FIs are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service)
- ❖ 65% female predominance (vs 59% female predominance in the public service)
- ❖ 98% hold a bachelor's degree or higher (vs 88% in the public service) and 55% hold a CPA designation / are in pursuit of one (same as the public service)
- ❖ 51% supervise employees (vs 49% in the public service)

## Professional development

- ❖ 24% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 11 reported language training requests, all were approved (vs 76% in the public service) (**up 41%** in approvals since 2015 vs **23% increase** in the public service since 2015)
- ❖ 60% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 26 reported professional development requests, 24 (92%) were approved (vs 88% in the public service) (**5% increase** 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 38% 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 4.25), conferences and events (4.22) and systems, operation, policy or resource management training (3.84)

## Work/life balance

- ❖ 73% of FIs at SSC have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 45% 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 42% claimed 30 hours or more (vs 45% in the public service)
- ❖ 44% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 21 reported requests, 14 were approved (67%) (vs 77% in the public service)
- ❖ 26% of respondents are working compressed work weeks (vs 22% in the public service), 7% are teleworking (vs 9% in the public service) and 58% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 18% of FIs at SSC 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 25 open-ended suggestions for possible work/life balance improvements, 12 (48%) mentioned allowing flexible work arrangements (specifically telework) and 8 (32%) mentioned taking action to improve work/life balance culture by hiring more staff or adjusting deadline expectations to lessen the workload

## 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 SSC were:
  - a balanced work/home life (average of 9.47);
  - a good relationship with supervisor(s) (9.26);
  - knowing ideas can be shared and that they will be listened to (9.25);
  - having good work that is recognized and appreciated (9.23); and
  - easily accessibility to manager(s) and an open flow of communication (9.21)