

# State of the FI Community Survey 2016

## Statistics Canada

### Overall Stats performance

#### ❖ High-performing areas

- **Professional development:** High attendance, approval ratings and opinions on PD
- **Language training:** High approval rating and higher opinions than 2016 PS (public service) averages
- **Work/life balance:** Higher opinions and lower stress levels than 2015 / 2016 PS averages
- **Job satisfaction/work relationships:** High satisfaction and excellent working relationships
- **Positive work environment:** Higher than PS average and improvement since 2015

#### ❖ Average-performing areas

- **Days worked sick and leave:** Fewer days worked sick and improvement since 2015, but heavier usage of sick leave and higher number working sick due to heavy workload
- **Overtime worked/claimed:** Working same OT hours as PS but not all hours are claimed

#### ❖ Areas for improvement

- **Flexible work arrangements:** Fewer requests, fewer FIs working under flexible work arrangements and lower opinions than the PS

Category	2016 PS results	2016 Stats results	Variance	2015 Stats results	Percent change
<b>Professional development</b>					
PD attendance	89%	96%	↑ 8%	N/A	N/A
Language training request approvals*	76%	79%	↑ 4%	88%	↓ 10%
PD request approvals*	88%	86%	↓ 2%	88%	↓ 2%
Opinion on PD opportunities**	3.74	4.09	↑ 9%	3.95	↑ 4%
Opinion on PD received to meet job requirements**	3.97	4.30	↑ 8%	4.26	↑ 1%
Opinion on PD received to exceed job requirements**	3.21	3.49	↑ 9%	3.80	↓ 8%
Opinion on PD received for career advancement**	3.22	3.49	↑ 8%	3.70	↓ 6%
Opinion on language training opportunities**	2.79	3.51	↑ 26%	3.50	-
Opinion on strictness of PD approval***	2.88	2.57	↓ 11%	2.80	↓ 8%
<b>Leave</b>					
Leave request approvals*	93%	93%	-	95%	↓ 2%
Worked sick*	80%	77%	↓ 4%	80%	↓ 4%

Category	2016 PS results	2016 Stats results	Variance	2015 Stats results	Percent change
Median days worked sick*	1-3	1-3	-	4-6	↓ 1 interval
Worked sick due to heavy workload*	55%	60%	↑ 9%	68%	↓ 12%
Used up sick leave****	15%	16%	↑ 7%	15%	↑ 7%
Comfort with requesting leave**	4.19	3.86	↓ 8%	3.65	↑ 6%
<b>Work/life balance</b>					
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%	91%	↑ 18%	50%	↑ 82%
Working under flexible work arrangements*	43%	23%	↓ 47%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	2.78	↓ 14%	2.60	↑ 7%
Opinion on heaviness of workload***	3.42	3.19	↓ 7%	3.55	↓ 10%
Ability to attend important home life events**	3.84	3.93	↑ 2%	3.75	↑ 5%
Effects of workplace stress on mental health***	3.21	2.67	↓ 17%	2.80	↓ 5%
Opinion on work/life balance support**	3.57	3.64	↑ 2%	3.60	↑ 1%
Opinion on flexible work opportunities**	3.30	2.50	↓ 24%	2.47	↑ 1%
<b>General / Positive work environment</b>					
Job enjoyment**	4.00	4.11	↑ 3%	3.90	↑ 5%
Opinion on positivity of work environment**	3.50	4.19	↑ 20%	3.95	↑ 6%
Opinion on relationship with supervisor**	4.20	4.23	↑ 1%	4.15	↑ 2%
Opinion on relationship with colleagues**	4.48	4.74	↑ 6%	4.70	↑ 1%
Would leave department for more PD opportunities	36%	31%	↓ 14%	26%	↓ 19%
Would leave department for more promotion opportunities	59%	60%	↑ 2%	N/A	N/A
Would leave department for more flex opportunities	40%	38%	↓ 5%	58%	↓ 34%
Would leave department for a better work/life balance	42%	38%	↓ 10%	32%	↑ 19%
Would leave department for a more positive work environment	42%	31%	↓ 26%	32%	↓ 3%

\* 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

- ❖ 44 total survey responses from September 27 - October 25, 2016
  - **120% increase** from 20 responses in 2015
  - Approximately 3% of the total survey response
  - Approximately 44% of FIs at Stats filled out the survey (confidence rating of 95% +/- 12%; **high response rate** and moderate statistical significance)
- ❖ 19 French responses (43%), 25 English responses (57%) (compared to 36/64 French/English split for the entire survey response)
- ❖ Large proportion of FI-02s (54% at Stats vs 36% in the public service)
- ❖ 36% have served in the public service and 34% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 96% are located in the NCR (vs 67% in the public service)
- ❖ Median age group of 35-44 (same as the public service), but FIs at Stats make up 27% of the 18-24 age group for the entire survey response
- ❖ 63% female predominance (vs 59% in the public service)
- ❖ 93% hold a bachelor's degree or higher (vs 88% in the public service) and 80% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ Only 39% supervise employees (vs 49% in the public service)

## Professional development

- ❖ 32% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 14 language training requests, 11 (79%) were approved (vs 76% in the public service) (**down 10%** in approvals since 2015 vs **23% increase** in the public service since 2015)
- ❖ 66% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 29 professional development requests, 25 (86%) were approved (vs 88% in the public service) (**2% decrease** in approvals since 2015 vs **6% increase** in the public service)
- ❖ 14% of respondents feel their opportunities for professional development have increased since 2015 (same as the public service) while 16% 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 4.61), management/leadership training (4.31) and communications training (4.16)

## Work/life balance

- ❖ 75% of FIs at Stats have worked overtime in the last 12 months (same as the public service)
- ❖ 30% worked 30 hours of overtime or more in the last 12 months (same as the public service, vs 35% in 2015)
- ❖ Of those who worked 30 hours or more, only 46% claimed 30 hours or more (vs 45% in the public service)
- ❖ 25% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 11 requests, 10 were approved (91%)
- ❖ 5% of respondents are working compressed work weeks (vs 22% in the public service), 0% are teleworking (vs 9% in the public service) and 78% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 20% of FIs at Stats feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service), yet 25% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 16 open-ended suggestions for possible work/life balance improvements, 11 (69%) mentioned allowing flexible work arrangements such as compressed work weeks or 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 Stats were having good relationships with supervisors (average of 9.45), easy accessibility to managers and an open flow of communication (9.23), knowing ideas can be shared and that they will be listened to (9.16) and a balanced work/home life (9.14)