

# State of the FI Community Survey 2016

## Treasury Board Secretariat

### Overall TBS performance

#### ❖ High-performing areas

- **Professional development:** High attendance, high approval ratings and good opinions on PD opportunities
- **Language training:** High approval rating and higher opinions on opportunities than the PS (public service), although still only moderate
- **Flexible work arrangements:** More FIs working under flexible work arrangements, improvements since 2015 and slightly higher opinions than the PS
- **Positive work environment:** Same as PS average but improvement since 2015
- **Job satisfaction/work relationships:** High satisfaction and excellent working relationships
- **Work/life balance:** High opinions and improvements since 2015

#### ❖ Average-performing areas

- **Days worked sick and leave:** Low days worked sick and improvements since 2015, but heavy usage of sick leave
- **Overtime worked/claimed:** Working same OT hours as PS but not all hours are claimed

Category	2016 PS results	2016 TBS results	Variance	2015 TBS results	Percent change
<b>Professional development</b>					
PD attendance	89%	89%	-	N/A	N/A
Language training request approvals*	76%	91%	↑ 20%	75%	↑ 21%
PD request approvals*	88%	95%	↑ 8%	75%	↑ 27%
Opinion on PD opportunities**	3.74	3.93	↑ 5%	3.72	↑ 6%
Opinion on PD received to meet job requirements**	3.97	3.85	↓ 3%	4.00	↓ 4%
Opinion on PD received to exceed job requirements**	3.21	3.00	↓ 7%	3.21	↓ 7%
Opinion on PD received for career advancement**	3.22	3.30	↑ 2%	3.29	-
Opinion on language training opportunities**	2.79	3.24	↑ 16%	3.16	↑ 3%
Opinion on strictness of PD approval***	2.88	2.69	↓ 7%	2.93	↓ 8%
<b>Leave</b>					
Leave request approvals*	93%	89%	↓ 4%	97%	↓ 8%
Worked sick*	80%	68%	↓ 15%	77%	↓ 12%

Category	2016 PS results	2016 TBS results	Variance	2015 TBS results	Percent change
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	55%	39%	↓ 29%	50%	↓ 22%
Used up sick leave****	15%	22%	↑ 47%	10%	↑ 120%
Comfort with requesting leave**	4.19	3.93	↓ 6%	3.73	↑ 5%
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	10-19	-	0-9	↑ 1 interval
Median overtime hours claimed*	0	0	-	0-9	N/A
Flexible work request approvals*	77%	80%	↑ 4%	60%	↑ 33%
Working under flexible work arrangements*	43%	48%	↑ 12%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	3.41	↑ 5%	2.64	↑ 29%
Opinion on heaviness of workload***	3.42	3.30	↓ 4%	3.48	↓ 5%
Ability to attend important home life events**	3.84	3.76	↓ 2%	3.69	↑ 2%
Effects of workplace stress on mental health***	3.21	3.19	↓ 1%	3.31	↓ 4%
Opinion on work/life balance support**	3.57	3.62	↑ 1%	3.20	↑ 13%
Opinion on flexible work opportunities**	3.30	3.77	↑ 14%	3.29	↑ 15%
<b>General / Positive work environment</b>					
Job enjoyment**	4.00	4.04	↑ 1%	3.73	↑ 8%
Opinion on positivity of work environment**	3.50	3.50	-	2.97	↑ 18%
Opinion on relationship with supervisor**	4.20	4.00	↓ 5%	3.53	↑ 13%
Opinion on relationship with colleagues**	4.48	4.42	↓ 1%	4.37	↑ 1%
Would leave department for more PD opportunities	36%	35%	↓ 3%	25%	↑ 40%
Would leave department for more promotion opportunities	59%	50%	↓ 15%	N/A	N/A
Would leave department for more flex opportunities	40%	35%	↓ 13%	31%	↑ 13%
Would leave department for a better work/life balance	42%	50%	↑ 19%	41%	↑ 22%
Would leave department for a more positive work environment	42%	46%	↑ 10%	53%	↓ 13%

\* 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

- ❖ 28 total survey responses from September 27 - October 25, 2016
  - **13% decrease** from 32 responses in 2015
  - Approximately 2% of the total survey response
  - Approximately 22% of FIs at TBS filled out the survey (confidence rating of 95% +/- 17%; moderate response rate and statistical significance)
- ❖ 10 French responses (36%), 18 English responses (64%) (same split for the entire survey response)
- ❖ 68% of FIs at TBS are FI-02s or FI-03s (same split as the public service)
- ❖ 64% have served in the public service and 46% 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)
- ❖ 56% female predominance (vs 59% in the public service)
- ❖ 94% hold a bachelor's degree or higher (vs 88% in the public service) and 69% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 29% supervise employees (vs 49% in the public service)

## Professional development

- ❖ 41% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 11 reported language training requests, 10 (91%) were approved (vs 76% in the public service) (**21% increase** in approvals since 2015 vs **23% increase** in the public service since 2015)
- ❖ 70% of respondents requested professional development leave with pay in the last 12 months (vs 57% in the public service), and of the 19 reported professional development requests, 18 (95%) were approved (vs 88% in the public service) (**27% increase** in approvals since 2015 vs **6% increase** in the public service since 2015)
- ❖ 22% of respondents feel their opportunities for professional development have increased since 2015 (vs 14% in the public service) while 15% 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 4.04), management/leadership training (3.96) and systems, operation, policy or resource management training (3.96)

## Work/life balance

- ❖ 74% of FIs at TBS have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 30% worked 30 hours of overtime or more in the last 12 months (same as the public service)
- ❖ Of those who worked 30 hours or more, only 63% claimed 30 hours or more (vs 45% in the public service)
- ❖ 52% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 15 reported requests, 12 were approved (80%) (vs 77% in the public service)
- ❖ 15% of respondents are working compressed work weeks (vs 22% in the public service), 15% are teleworking (vs 9% in the public service) and 52% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 33% of FIs at TBS feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service), yet 26% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 7 open-ended suggestions for possible work/life balance improvements, 3 mentioned allowing more flexible work arrangements such as 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 TBS were having good relationships with supervisors (average of 9.30), a balanced work/home life (9.28) and good relationships with colleagues (8.96)