

# State of the FI Community Survey 2016

## Transport Canada

### Overall TC performance

#### ❖ High-performing areas

- **Leave approval:** High approval and lower usage of sick leave compared to the public service (PS)
- **Flexible work arrangements:** High approval ratings and opinions compared to the PS
- **Job satisfaction/work relationships:** Good satisfaction and excellent working relationships

#### ❖ Average-performing areas

- **Language training:** High approval ratings, but low number of requests and low opinions
- **Overtime worked/claimed:** Working less OT hours than the PS but not all hours claimed
- **Positive work environment:** Moderate opinions and minimal change in opinion since 2015

#### ❖ Areas for improvement

- **Professional development:** Low attendance, low number of requests and decreases in opinions since 2015 / compared to the PS
- **Days worked sick:** High days worked sick and higher than 2015 and 2016 PS average
- **Work/life balance:** Lower opinions and higher stress levels than 2015 / 2016 PS averages

Category	2016 PS results	2016 TC results	Variance	2015 TC results	Percent change
<b>Professional development</b>					
PD attendance*	89%	74%	↓ 17%	N/A	N/A
Language training request approvals*	76%	86%	↑ 13%	71%	↑ 21%
PD request approvals*	88%	47%	↓ 47%	56%	↓ 16%
Opinion on PD opportunities**	3.74	3.09	↓ 17%	3.83	↓ 19%
Opinion on PD received to meet job requirements**	3.97	3.56	↓ 10%	4.19	↓ 15%
Opinion on PD received to exceed job requirements**	3.21	2.52	↓ 22%	3.20	↓ 21%
Opinion on PD received for career advancement**	3.22	2.57	↓ 20%	3.33	↓ 23%
Opinion on language training opportunities**	2.79	2.50	↓ 10%	2.78	↓ 10%
Opinion on strictness of PD approval***	2.88	3.05	↑ 6%	2.95	↑ 3%
<b>Leave</b>					
Leave request approvals*	93%	98%	↑ 5%	95%	↑ 3%
Worked sick*	80%	91%	↑ 14%	72%	↑ 26%

Category	2016 PS results	2016 TC results	Variance	2015 TC results	Percent change
Median days worked sick*	1-3	4-6	↑ 1 interval	4-6	-
Worked sick due to heavy workload*	55%	68%	↑ 24%	51%	↑ 33%
Used up sick leave****	15%	12%	↓ 20%	17%	↓ 29%
Comfort with requesting leave**	4.19	4.28	↑ 2%	4.28	-
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	1-9	↓ 1 interval	20-29	N/A
Median overtime hours claimed*	0	0	-	0-9	N/A
Flexible work request approvals*	77%	96%	↑ 25%	87%	↑ 10%
Working under flexible work arrangements*	43%	61%	↑ 42%	N/A	N/A
Opinion on ease of claiming overtime**	3.24	3.08	↓ 5%	3.60	↓ 14%
Opinion on heaviness of workload***	3.42	3.83	↑ 12%	3.64	↑ 5%
Ability to attend important home life events**	3.84	4.10	↑ 7%	4.18	↓ 2%
Effects of workplace stress on mental health****	3.21	3.23	↑ 1%	2.89	↑ 12%
Opinion on work/life balance support**	3.57	3.66	↑ 3%	3.57	↑ 3%
Opinion on flexible work opportunities**	3.30	3.50	↑ 6%	3.00	↑ 17%
<b>General / Positive work environment</b>					
Job enjoyment**	4.00	4.02	↑ 1%	4.14	↓ 3%
Opinion on positivity of work environment**	3.50	3.62	↑ 3%	3.84	↓ 6%
Opinion on relationship with supervisor**	4.20	4.36	↑ 4%	4.52	↓ 4%
Opinion on relationship with colleagues**	4.48	4.54	↑ 2%	4.59	↓ 1%
Would leave department for more PD opportunities	36%	55%	↑ 53%	54%	↑ 2%
Would leave department for more promotion opportunities	59%	69%	↑ 17%	N/A	N/A
Would leave department for more flex opportunities	40%	43%	↑ 8%	46%	↓ 7%
Would leave department for a better work/life balance	42%	41%	↓ 2%	44%	↓ 7%
Would leave department for a more positive work environment	42%	38%	↓ 10%	32%	↑ 19%

\* 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

- ❖ 45 total survey responses from September 27 - October 25, 2016
  - **10% decrease** from 50 responses in 2015
  - Approximately 3% of the total survey response
  - Approximately 31% of FIs at TC filled out the survey (confidence rating of 95% +/- 14%; high response rate and moderate statistical significance)
- ❖ 13 French responses (29%), 32 English responses (71%) (compared to 36/64 French/English split for the entire survey response)
- ❖ Higher proportion of FI-03s (53% at TC vs 36% in the public service) and smaller proportion of FI-04s (4% at TC vs 12% in the public service)
- ❖ 71% have served in the public service and 47% as an FI for 10 years or more (vs 66% and 49% in the public service respectively)
- ❖ 49% 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% female predominance in the public service)
- ❖ 96% hold a bachelor's degree or higher (vs 88% in the public service) and 76% hold a CPA designation / are in pursuit of one (vs 55% in the public service)
- ❖ 40% supervise employees (vs 49% in the public service)

## Professional development

- ❖ 16% of respondents requested language training in the last 12 months (vs 30% in the public service), and of the 7 reported language training requests, 86% were approved (vs 76% in the public service) (**up 21%** in approvals since 2015 vs **23% increase** in the public service since 2015)
- ❖ 45% 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, 9 (45%) were approved (vs 88% in the public service) (**1.6% decrease** in approvals since 2015 vs **6% increase** in the public service)
- ❖ Only 5% of respondents feel their opportunities for professional development have increased since 2015 (vs 14% in the public service) while 74% 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 4.51) management and leadership (4.21) and systems, operation, policy or resource management training (4.14)

## Work/life balance

- ❖ 71% of FIs at TC have worked overtime in the last 12 months (vs 75% in the public service)
- ❖ 32% 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)
- ❖ 57% of respondents requested flexible work arrangements in the last 12 months (vs 49% in the public service), and of the 23 reported requests, 22 were approved (96%) (vs 77% in the public service)
- ❖ 35% of respondents are working compressed work weeks (vs 22% in the public service), 16% are teleworking (vs 9% in the public service) and 39% aren't working under any flexible work arrangements (vs 57% in the public service)
- ❖ 14% of FIs at TC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 16% in the public service) while 14% feel their satisfaction has decreased (vs 27% in the public service)
- ❖ Of the 14 open-ended suggestions for possible work/life balance improvements, 7 (50%) mentioned taking action to improve work/life balance culture by hiring more staff or adjusting deadline expectations to lessen the workload and 5 (36%) mentioned allowing more flexible work arrangements (specifically 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 TC were:
  - a balanced work/home life (average of 9.52);
  - a good relationship with supervisor(s) (9.50); and
  - good relationships with colleagues (9.17)