

State of the FI Community Survey 2015

Veterans Affairs Canada

Demographics

- ❖ 21 responses – approximately 31% of FIs at VAC filled out the survey (confidence rate of 95% +/- 15%; high response rate and moderate statistical significance)
- ❖ 4 French responses (14%), 17 English responses (86%) (compared to 24%/76% French/English split for the entire survey response)
- ❖ No FI-04s in the survey response
- ❖ Average 15-19 years in the public service and 5-9 years as an FI with VAC
- ❖ 52% female (vs 58% female in the rest of the public service)
- ❖ 57% located in the Atlantic region
- ❖ 57% hold a bachelor's degree (vs 79% in the public service), yet 19% hold a master's degree (vs 11% of public service)
- ❖ 43% of FIs at VAC hold a CPA designation or are in pursuit of one (vs 54% of the public service)

Professional development

- ❖ Of the 4 language training requests at VAC in the past 12 months, 2 were approved (vs 62% approval in the public service) with the two rejected requests citing lack of funding
- ❖ Only 32% attended professional development initiatives in the past 12 months (vs 50% in the public service)
- ❖ On a scale of 1 (very poor) to 5 (excellent), FIs rated VAC's professional development opportunities at an average of 2.47 (vs 3.62 in the public service) and language training at 2.36 (vs 2.73 in the public service)
- ❖ 59% of respondents feel VAC's approval process for professional development is too strict
- ❖ Language and job-related training the most desired forms of professional development at VAC

Work/life balance

- ❖ 35% of FIs at VAC have worked 30 hours of overtime or more in the last 12 months (vs 33% of public service), yet only 24% claimed 30 hours or more
- ❖ 41% of FIs at VAC have requested flexible working arrangements in the last 5 years (vs 49% in the public service), with nearly all requests for a compressed schedule
- ❖ Of the 7 requests, 6 were approved (86%) (vs 73% in the public service)
- ❖ On a scale of 1 (very poor) to 5 (excellent), FIs rated VAC's flexible work opportunities at 2.88 (vs 3.23 in the rest of the public service)
- ❖ FIs at VAC have lower opinions about work/life balance than the rest of the public service

Leave

- ❖ 88% of FIs at VAC have gone to work sick in the last 12 months (vs 80% in the public service), averaging 4-6 sick days worked a year
- ❖ 81% reported going to work sick due to heavy workload/deadlines (vs 60% in the public service)
- ❖ 12% have used up all their earned sick leave credits in a calendar year in the last 5 years (vs 13% in the public service)

Job satisfaction / general

- ❖ FIs at VAC enjoy their job and feel they have excellent relationships with their colleagues and supervisors; however, most feel moderately about their department's work environment (satisfaction of 2.82 out of 5) (3.28 for the rest of the public service)
- ❖ Work/life balance and a positive work environment rank as top priorities for FIs at VAC
- ❖ 88% would leave the department for a higher salary (vs 65% of the public service) and 75% would leave VAC for a better work/life balance (vs 50% of the public service)

Overall Veterans Affairs Canada performance

- ❖ High-performing areas
 - Job satisfaction/work relationships
- ❖ Average-performing areas
 - Flexible working arrangements
 - Work/life balance
 - Overtime worked & claimed
- ❖ Areas for improvement
 - Language training
 - Professional development
 - Positive work environment