

State of the FI Community Survey 2017

Canada Border Services Agency

Overall CBSA performance

❖ High-performing areas

- **Language training:** Higher rate of approval for language training requests

❖ Areas for improvement

- **Flexible work arrangements:** Lower rate of approval for flexible work requests, lower percentage of FIs working under flexible work arrangements and lower opinion of flex work opportunities compared to the public service
- **Work-life balance:** FIs report heavier workloads and effects of workplace stress on mental health compared to the public service; lower opinion of work-life balance support compared to the public service
- **Days worked sick and leave:** Higher percentage of FIs worked sick and worked sick due to heavy workload compared to the public service; higher percentage of FIs used up sick leave than in the public service
- **Job satisfaction:** Higher percentage of FIs would leave department for PD or flex work opportunities, a better work-life balance or a more positive work environment than in the public service

Category	2017 PS results	2017 CBSA results	Variance
PD attendance	90%	83%	↓ 8%
Language training request approvals*	78%	100%	↑ 28%
PD request approvals*	89%	89%	-
Opinion on PD opportunities**	3.70	3.00	↓ 19%
Opinion on PD received to meet job requirements**	3.87	3.18	↓ 18%
Opinion on PD received to exceed job requirements**	3.14	2.57	↓ 18%
Opinion on PD received for career advancement**	3.19	2.45	↓ 23%
Opinion on language training opportunities**	2.80	2.47	↓ 12%
Opinion on strictness of PD approval***	2.82	3.06	↑ 9%
Leave request approvals*	94%	82%	↓ 13%
Worked sick*	76%	78%	↑ 3%
Median days worked sick*	1-3	4-6	↑ 1 interval
Worked sick due to heavy workload*	49%	52%	↑ 6%

Category	2017 PS results	2017 CBSA results	Variance
Used up sick leave****	15%	17%	↑ 13%
Comfort with requesting leave**	4.15	4.32	↑ 4%
Median overtime hours worked*	10-19	10-19	-
Median overtime hours claimed*	0	0	-
Flexible work request approvals*	79%	46%	↓ 42%
Working under flexible work arrangements*	47%	30%	↓ 36%
Opinion on ease of claiming overtime**	3.20	2.74	↓ 14%
Opinion on heaviness of workload***	3.34	3.67	↑ 10%
Ability to attend important home life events**	3.92	3.95	↑ 1%
Effects of workplace stress on mental health***	3.27	3.38	↑ 3%
Opinion on work/life balance support**	3.58	2.87	↓ 20%
Opinion on flexible work opportunities**	3.46	2.71	↓ 22%
Opinion on Workplace 2.0**	2.45	2.25	↓ 8%
Job enjoyment**	4.05	4.09	↑ 1%
Opinion on ability to report wrongdoing**	3.60	3.55	↓ 1%
Opinion on positivity of work environment**	3.52	2.95	↓ 16%
Opinion on relationship with supervisor**	4.25	4.13	↓ 3%
Opinion on relationship with senior management**	3.86	3.87	-
Opinion on relationship with colleagues**	4.53	4.43	↓ 2%
Would leave department for more PD opportunities	31%	44%	↑ 42%
Would leave department for more promotion opportunities	50%	48%	↓ 4%
Would leave department for more flex opportunities	37%	52%	↑ 41%
Would leave department for a better work/life balance	41%	48%	↑ 17%
Would leave department for a more positive work environment	42%	57%	↑ 36%

* 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

- ❖ 24 total survey responses from September 19 to October 19, 2017
 - **43% decrease** from 42 responses in 2016
 - Approximately 25% of FIs at CBSA filled out the survey (confidence rating of 95% +/- 19%; moderate response rate and statistical significance)

Demographics	CBSA	PS
French responses	29%	25%
English responses	71%	75%
FI-2s or FI-3s	75%	67%
Served in the public service for 10 years or more	79%	69%
Located in the NCR	63%	66%
Median age group	35-44	35-44
Female	58%	60%
Male	42%	39%
Hold bachelor's degree or higher	100%	90%
Hold a CPA designation or are in pursuit of one	54%	52%
Supervise employees	62%	49%

Professional development

- ❖ 18% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the four language training requests, four (100%) were approved (vs 78% in the public service).
- ❖ 41% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the nine professional development requests, eight (89%) were approved (the same as in the public service).
- ❖ 22% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service), yet another 22% feel their opportunities have decreased (vs 20% of the public service).
- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at CBSA were most interested in management/leadership (average of 4.57),

conferences and events (4.09) and systems, operation, policy or resource management training (3.96).

Work/life balance

- ❖ 61% of FIs at CBSA have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 35% 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 43% in the public service).
- ❖ 65% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 13 requests, six were approved (46%) (vs 79% in the public service).
- ❖ 26% of respondents are working compressed work weeks (vs 21% in the public service), 0% are teleworking (vs 14% in the public service) and 70% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 13% of FIs at CBSA feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 35% feel their satisfaction has decreased (vs 28% in the public service).

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 CBSA were having good relationships with supervisors (average of 9.09), having good relationships with colleagues (9.04) and a balanced work-home life (9.00).