

State of the FI Community Survey 2017

Correctional Services Canada

Overall CSC performance

❖ High-performing areas

- **Flexible working arrangements:** Higher rate of approval for flexible work requests and higher percentage of FIs working under flexible work arrangements compared to the public service; higher opinion of flexible work arrangements

❖ Areas for improvement

- **Job satisfaction:** Higher percentage of respondents who would leave their department for more PD and promotion opportunities, a better work/life balance and a more positive work environment compared to the public service
- **Professional development:** Lower approval rate for professional development and language training, lower PD attendance and lower opinions on PD compared to the public service
- **Days worked sick and leave:** Higher median number of days worked sick than in the public service; higher percentage of FIs worked sick due to heavy workload and higher percentage of employees used up sick leave compared to the public service
- **Positive work environment/work relationships:** Lower opinion of work environment and relationships with colleagues, supervisors and senior management compared to the public service

Category	2017 PS results	2017 CSC results	Variance
PD attendance	90%	81%	↓ 10%
Language training request approvals*	78%	63%	↓ 19%
PD request approvals*	89%	76%	↓ 15%
Opinion on PD opportunities**	3.70	3.12	↓ 16%
Opinion on PD received to meet job requirements**	3.87	3.31	↓ 14%
Opinion on PD received to exceed job requirements**	3.14	2.53	↓ 19%
Opinion on PD received for career advancement**	3.19	2.69	↓ 16%
Opinion on language training opportunities**	2.80	2.27	↓ 19%
Opinion on strictness of PD approval***	2.82	3.07	↑ 9%
Leave request approvals*	94%	98%	↑ 4%
Worked sick*	76%	76%	-
Median days worked sick*	1-3	4-6	↑ 1 interval
Worked sick due to heavy workload*	49%	57%	↑ 16%

Category	2017 PS results	2017 CSC results	Variance
Used up sick leave****	15%	22%	↑ 47%
Comfort with requesting leave**	4.15	4.19	↑ 1%
Median overtime hours worked*	10-19	30+	↑ 1 interval
Median overtime hours claimed*	0	1-9	↑ 1 interval
Flexible work request approvals*	79%	81%	↑ 3%
Working under flexible work arrangements*	47%	57%	↑ 22%
Opinion on ease of claiming overtime**	3.20	2.84	↓ 11%
Opinion on heaviness of workload***	3.34	3.43	↑ 3%
Ability to attend important home life events**	3.92	3.79	↓ 3%
Effects of workplace stress on mental health***	3.27	3.67	↑ 12%
Opinion on work/life balance support**	3.58	3.47	↓ 3%
Opinion on flexible work opportunities**	3.46	3.61	↑ 4%
Opinion on Workplace 2.0**	2.45	2.25	↓ 8%
Job enjoyment**	4.05	4.05	-
Opinion on ability to report wrongdoing**	3.60	3.22	↓ 11%
Opinion on positivity of work environment**	3.52	2.84	↓ 19%
Opinion on relationship with supervisor**	4.25	4.17	↓ 2%
Opinion on relationship with senior management**	3.86	3.72	↓ 4%
Opinion on relationship with colleagues**	4.53	4.40	↓ 3%
Would leave department for more PD opportunities	31%	39%	↑ 26%
Would leave department for more promotion opportunities	50%	71%	↑ 42%
Would leave department for more flex opportunities	37%	29%	↓ 22%
Would leave department for a better work/life balance	41%	51%	↑ 25%
Would leave department for a more positive work environment	42%	54%	↑ 29%

* 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

- ❖ 64 total survey responses from September 19 to October 19, 2017
 - 21% increase from 53 responses in 2016
 - Approximately 26% of FIs at CSC filled out the survey (confidence rating of 95% +/- 16%; high response rate and moderate statistical significance)

Demographics	CSC	PS
French responses	30%	25%
English responses	70%	75%
FI-2s or FI-3s	61%	67%
Served in the public service for 10 years or more	77%	69%
Located in the NCR	23%	66%
Median age group	45-54	35-44
Female	67%	60%
Male	33%	39%
Hold bachelor's degree or higher	73%	90%
Hold a CPA designation or are in pursuit of one	44%	52%
Supervise employees	64%	49%

Professional development

- ❖ 27% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 16 language training requests, 10 (63%) were approved (vs 78% in the public service).
- ❖ 42% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 25 professional development requests, 19 (76%) were approved (vs 89% in the public service).
- ❖ 15% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 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 CSC were most interested in acting opportunities within the FI classification (average of 4.18), management/leadership training (4.03) and conferences and events (4.02).

Work/life balance

- ❖ 76% of FIs at CSC have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 39% 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, 43% claimed 30 hours or more (the same as in the public service).
- ❖ 69% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 36 requests, 29 were approved (81%) (vs 79% in the public service).
- ❖ 38% of respondents are working compressed work weeks (vs 21% in the public service), 10% are teleworking (vs 14% in the public service) and 43% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 15% of FIs at CSC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 39% feel their satisfaction has decreased (vs 28% in the public service).
- ❖ Of the 30 open-ended suggestions for possible work/life balance improvements, the most common were consistently supporting telework, addressing issues around negative work environment and relationships with superiors and fixing Phoenix.

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 CSC were having a balanced work/home life (average of 8.91), having good relationships with supervisors (8.86), and having good work that is recognized and appreciated (8.81).