

State of the FI Community Survey 2017

National Defence and the Canadian Armed Forces

Overall DND performance

❖ High-performing areas

- **Positive work environment/work relationships:** Higher opinion of ability to report wrongdoing, positivity of work environment and relationships with colleagues and senior management than in the public service

❖ Areas for improvement

- **Overtime worked/claimed:** Median and most numerous response for number of hours of overtime worked is two intervals higher than the public service, but median number of hours of overtime claimed is the same as the public service
- **Job satisfaction:** Higher percentage of FIs would leave their department for professional development, promotion and flexible work opportunities compared to the public service
- **Professional development:** Lower rate of approval for PD and language training requests and lower PD attendance compared to the public service

Category	2017 PS results	2017 DND results	Variance
PD attendance	90%	87%	↓ 3%
Language training request approvals*	78%	66%	↓ 15%
PD request approvals*	89%	88%	↓ 1%
Opinion on PD opportunities**	3.70	3.74	↑ 1%
Opinion on PD received to meet job requirements**	3.87	4.02	↑ 4%
Opinion on PD received to exceed job requirements**	3.14	3.13	-
Opinion on PD received for career advancement**	3.19	3.10	↓ 3%
Opinion on language training opportunities**	2.80	2.39	↓ 14%
Opinion on strictness of PD approval***	2.82	2.91	↑ 3%
Leave request approvals*	94%	95%	↑ 1%
Worked sick*	76%	77%	↑ 1%
Median days worked sick*	1-3	1-3	-
Worked sick due to heavy workload*	49%	55%	↑ 12%
Used up sick leave****	15%	16%	↑ 7%
Comfort with requesting leave**	4.15	4.17	-

Category	2017 PS results	2017 DND results	Variance
Median overtime hours worked*	10-19	30+	↑ 2 intervals
Median overtime hours claimed*	0	0	-
Flexible work request approvals*	79%	76%	↓ 3%
Working under flexible work arrangements*	47%	33%	↓ 30%
Opinion on ease of claiming overtime**	3.20	3.20	-
Opinion on heaviness of workload***	3.34	3.37	↑ 1%
Ability to attend important home life events**	3.92	4.12	↑ 5%
Effects of workplace stress on mental health***	3.27	3.42	↑ 5%
Opinion on work/life balance support**	3.58	3.62	↑ 1%
Opinion on flexible work opportunities**	3.46	3.40	↓ 2%
Opinion on workplace 2.0**	2.45	2.32	↓ 5%
Job enjoyment**	4.05	4.02	↓ 1%
Opinion on ability to report wrongdoing**	3.60	3.80	↑ 6%
Opinion on positivity of work environment**	3.52	3.68	↑ 5%
Opinion on relationship with supervisor**	4.25	4.21	↓ 1%
Opinion on relationship with senior management**	3.86	4.05	↑ 5%
Opinion on relationship with colleagues**	4.53	4.60	↑ 2%
Would leave department for more PD opportunities	31%	38%	↑ 23%
Would leave department for more promotion opportunities	50%	58%	↑ 16%
Would leave department for more flex opportunities	37%	43%	↑ 16%
Would leave department for a better work/life balance	41%	40%	↓ 2%
Would leave department for a more positive work environment	42%	47%	↑ 11%

* 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

❖ 98 total survey responses from September 19 to October 19, 2017

- **20% decrease** from 123 responses in 2016
- Approximately 20% of FIs at DND filled out the survey (confidence rating of 95% +/- 10%; **high response rate** and moderate statistical significance)

Demographics	DND	PS
French responses	12%	25%
English responses	88%	75%
FI-2s or FI-3s	68%	67%
Served in the public service for 10 years or more	61%	69%
Located in the NCR	68%	66%
Median age group	35-44	35-44
Female	61%	60%
Male	39%	39%
Hold Bachelor's degree or higher	93%	90%
Hold a CPA designation or are in pursuit of one	58%	52%
Supervise employees	64%	49%

Professional development

- ❖ 47% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 44 language training requests, 29 (66%) were approved (vs 78% in the public service).
- ❖ 51% of respondents requested professional development leave with pay in the last 12 months (vs 56% in the public service), and of the 48 professional development requests, 42 (88%) were approved (vs 89% in the public service).
- ❖ 20% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 26% 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 DND were most interested in conferences and events (average of 4.43), acting opportunities within the FI classification (4.39) and management/leadership training (4.28).

Work/life balance

- ❖ 78% of FIs at DND have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 48% 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, 50% claimed 30 hours or more (vs 43% in the public service).
- ❖ 49% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 37 requests, 28 were approved (76%) (vs 79% in the public service).
- ❖ 10% of respondents are working compressed work weeks (vs 21% in the public service), 7% are teleworking (vs 14% in the public service) and 67% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 16% of FIs at DND feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 23% feel their satisfaction has decreased (vs 28% in the public service).
- ❖ Of the 39 open-ended suggestions for possible work/life balance improvements, the most common were supporting telework and flexible work arrangements and increasing staffing to reduce workload and help meet deadlines.

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 DND were having good relationships with supervisors (average of 9.43), having a balanced work/home life (9.35), and having a good relationship with colleagues (9.18).