

State of the FI Community Survey 2017

Global Affairs Canada

Overall GAC performance

❖ High-performing areas

- **Professional development:** Higher rate of approval for professional development and language training requests than in the public service
- **Worked sick:** Lower percentage of FIs worked sick compared to the public service

❖ Areas for improvement

- **Overtime worked/claimed:** Higher median number of overtime hours worked compared to PS but same median number of overtime hours claimed; lower opinion of ease of claiming overtime compared to the public service
- **Flexible working arrangements:** Lower rate of approval for flexible working arrangement requests and lower percentage of FIs working under flex work arrangements than in the public service
- **Work-life balance:** Higher reported heavy workloads and effects of workplace stress on mental health than in the public service; lower opinion of work-life balance support and ability to attend home life events than in the public service

Category	2017 PS results	2017 GAC results	Variance
PD attendance	90%	84%	↓ 7%
Language training request approvals*	78%	93%	↑ 20%
PD request approvals*	89%	96%	↑ 8%
Opinion on PD opportunities**	3.70	3.59	↓ 3%
Opinion on PD received to meet job requirements**	3.87	3.42	↓ 12%
Opinion on PD received to exceed job requirements**	3.14	2.70	↓ 14%
Opinion on PD received for career advancement**	3.19	3.08	↓ 4%
Opinion on language training opportunities**	2.80	2.80	-
Opinion on strictness of PD approval***	2.82	2.86	↑ 1%
Leave request approvals*	94%	95%	↑ 1%
Worked sick*	76%	69%	↓ 9%
Median days worked sick*	1-3	1-3	-
Worked sick due to heavy workload*	49%	58%	↑ 18%

Category	2017 PS results	2017 GAC results	Variance
Used up sick leave****	15%	21%	↑ 40%
Comfort with requesting leave**	4.15	4.18	↑ 1%
Median overtime hours worked*	10-19	20-29	↑ 1 interval
Median overtime hours claimed*	0	0	-
Flexible work request approvals*	79%	76%	↓ 4%
Working under flexible work arrangements*	47%	36%	↓ 23%
Opinion on ease of claiming overtime**	3.20	2.78	↓ 13%
Opinion on heaviness of workload***	3.34	3.82	↑ 14%
Ability to attend important home life events**	3.92	3.74	↓ 5%
Effects of workplace stress on mental health***	3.27	3.52	↑ 8%
Opinion on work/life balance support**	3.58	3.33	↓ 7%
Opinion on flexible work opportunities**	3.46	3.38	↓ 2%
Opinion on Workplace 2.0**	2.45	2.45	-
Job enjoyment**	4.05	3.95	↓ 3%
Opinion on ability to report wrongdoing**	3.60	3.49	↓ 3%
Opinion on positivity of work environment**	3.52	3.38	↓ 4%
Opinion on relationship with supervisor**	4.25	4.25	-
Opinion on relationship with senior management**	3.86	3.81	↓ 1%
Opinion on relationship with colleagues**	4.53	4.59	↑ 1%
Would leave department for more PD opportunities	31%	30%	↓ 3%
Would leave department for more promotion opportunities	50%	51%	↑ 2%
Would leave department for more flex opportunities	37%	38%	↑ 3%
Would leave department for a better work/life balance	41%	41%	-
Would leave department for a more positive work environment	42%	43%	↑ 3%

* 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

- ❖ 39 total survey responses from September 19 to October 19, 2017
 - **28% decrease** from 54 responses in 2016
 - Approximately 26% of FIs at GAC filled out the survey (confidence rating of 95% +/- 14%; **high response rate** and moderate statistical significance)

Demographics	GAC	PS
French responses	46%	25%
English responses	54%	75%
FI-2s or FI-3s	68%	67%
Served in the public service for 10 years or more	64%	69%
Located in the NCR	90%	66%
Median age group	35-44	35-44
Female	54%	60%
Male	38%	39%
Hold bachelor's degree or higher	95%	90%
Hold a CPA designation or are in pursuit of one	60%	52%
Supervise employees	62%	49%

Professional development

- ❖ 36% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 14 language training requests, 13 (93%) were approved (vs 78% in the public service).
- ❖ 64% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 25 professional development requests, 24 (96%) 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 28% 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 GAC were most interested in management/leadership training (average of 4.21), acting opportunities within the FI classification (4.14) and conferences and events (4.14).

Work/life balance

- ❖ 79% of FIs at GAC have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 44% 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 35% claimed 30 hours or more (vs 43% in the public service).
- ❖ 60% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 21 requests, 16 were approved (76%) (vs 79% in the public service).
- ❖ 3% of respondents are working compressed work weeks (vs 21% in the public service), 15% are teleworking (vs 14% in the public service) and 64% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 21% of FIs at GAC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 26% feel their satisfaction has decreased (vs 28% in the public service).
- ❖ Of the 18 open-ended suggestions for possible work/life balance improvements, half mentioned supporting telework and flexible work arrangements. Addressing resource and capacity issues was another frequent response.

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 GAC were having good relationships with supervisors (average of 9.03), having a balanced work-home life (9.00) and having a good relationship with colleagues (8.97).