

State of the FI Community Survey 2017

Health Canada

Overall HC performance

❖ High-performing areas

- **Working environment:** Higher opinion of job enjoyment opinion, positive work environment and relationship with supervisors and senior management than in the public service
- **Overtime claimed:** Higher median number of overtime hours claimed and higher opinion of ease of claiming overtime compared to the public service

❖ Areas for improvement

- **Flexible work:** Fewer flex work approvals and fewer FIs working under flexible work arrangements than in public service
- **Sick leave:** Higher percentage of FIs worked sick and worked sick due to heavy workload and higher percentage of FIs used up sick leave than in the public service
- **Work-life balance:** Lower opinion of work-life balance support and ability to attend family events than in the public service; higher reported heavy workload and effects of workload on mental health than in the public service

Category	2017 PS results	2017 HC results	Variance
PD attendance	90%	86%	↓ 4%
Language training request approvals*	78%	81%	↑ 4%
PD request approvals*	89%	86%	↓ 4%
Opinion on PD opportunities**	3.70	3.68	↓ 1%
Opinion on PD received to meet job requirements**	3.87	3.75	↓ 3%
Opinion on PD received to exceed job requirements**	3.14	3.25	↑ 4%
Opinion on PD received for career advancement**	3.19	3.00	↓ 6%
Opinion on language training opportunities**	2.80	2.73	↓ 3%
Opinion on strictness of PD approval***	2.82	3.00	↑ 6%
Leave request approvals*	94%	89%	↓ 5%
Worked sick*	76%	77%	↑ 1%
Median days worked sick*	1-3	1-3	-
Worked sick due to heavy workload*	49%	57%	↑ 16%
Used up sick leave****	15%	23%	↑ 53%
Comfort with requesting leave**	4.15	4.20	↑ 1%

Category	2017 PS results	2017 HC results	Variance
Median overtime hours worked*	10-19	10-19	-
Median overtime hours claimed*	0	1-9	↑ 1 interval
Flexible work request approvals*	79%	70%	↓ 11%
Working under flexible work arrangements*	47%	37%	↓ 21%
Opinion on ease of claiming overtime**	3.20	3.63	↑ 13%
Opinion on heaviness of workload***	3.34	3.73	↑ 12%
Ability to attend important home life events**	3.92	3.73	↓ 5%
Effects of workplace stress on mental health***	3.27	3.47	↑ 6%
Opinion on work/life balance support**	3.58	3.47	↓ 3%
Opinion on flexible work opportunities**	3.46	3.32	↓ 4%
Opinion on Workplace 2.0**	2.45	2.22	↓ 9%
Job enjoyment**	4.05	4.16	↑ 3%
Opinion on ability to report wrongdoing**	3.60	3.88	↑ 8%
Opinion on positivity of work environment**	3.52	3.54	↑ 1%
Opinion on relationship with supervisor**	4.25	4.32	↑ 2%
Opinion on relationship with senior management**	3.86	4.02	↑ 4%
Opinion on relationship with colleagues**	4.53	4.46	↓ 2%
Would leave department for more PD opportunities	31%	28%	↓ 10%
Would leave department for more promotion opportunities	50%	47%	↓ 6%
Would leave department for more flex opportunities	37%	45%	↑ 22%
Would leave department for a better work/life balance	41%	45%	↑ 10%
Would leave department for a more positive work environment	42%	49%	↑ 17%

* 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

- ❖ 61 total survey responses from September 19 to October 19, 2017
 - No change from 61 responses in 2016

- Approximately 31% of FIs at HC filled out the survey (confidence rating of 95% +/- 13%; high response rate and moderate statistical significance)

Demographics	HC	PS
French responses	7%	25%
English responses	93%	75%
FI-2s or FI-3s	60%	67%
Served in the public service for 10 years or more	79%	69%
Located in the NCR	67%	66%
Median age group	45-54	35-44
Female	59%	60%
Male	39%	39%
Hold bachelor's degree or higher	80%	90%
Hold a CPA designation or are in pursuit of one	42%	52%
Supervise employees	51%	49%

Professional development

- ❖ 37% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 21 language training requests, 17 (81%) were approved (vs 78% in the public service).
- ❖ 62% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 36 professional development requests, 31 (86%) were approved (vs 89% in the public service).
- ❖ 12% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 16% 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 HC were most interested in acting opportunities within the FI classification (average of 4.24), conferences and events (4.12) and systems, operation, policy or resource management training (4.12).

Work/life balance

- ❖ 74% of FIs at HC have worked overtime in the last 12 months (vs 72% in the public service).

- ❖ 32% 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).
- ❖ 47% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 23 requests, 16 were approved (70%) (vs 79% in the public service).
- ❖ 19% of respondents are working compressed work weeks (vs 21% in the public service), 9% are teleworking (vs 14% in the public service) and 63% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 18% of FIs at HC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 21% feel their satisfaction has decreased (vs 28% in the public service).
- ❖ Of the 18 open-ended suggestions for possible work/life balance improvements, over half mentioned allowing telework or flexible work arrangements. Another frequent response was addressing deadline and workload issues so that employees were not working overtime or during lunches.

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 HC were having a balanced work/home life (average of 9.19), having good relationships with supervisors (average of 9.09) and having easy access to managers and an open flow of communication (average of 9.07).