

## Indigenous and Northern Affairs Canada

### Overall INAC performance

#### ❖ High-performing areas

- **Job satisfaction:** Lower percentage of FIs reported they would leave their department for better PD, promotion or flex work opportunities, a better work-life balance or a more positive working environment than in the public service

#### ❖ Areas for improvement

- **Professional development:** Lower PD attendance rates, lower PD and language training approval rates and lower opinions of PD received compared to the public service
- **Flexible working arrangements:** Lower percentage of FIs working flexible work arrangements and lower flex work approval rate compared to the public service
- **Overtime worked:** Higher median number of hours of overtime worked 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 INAC Results	Variance
PD attendance	90%	83%	↓ 8%
Language training request approvals*	78%	59%	↓ 24%
PD request approvals*	89%	81%	↓ 9%
Opinion on PD opportunities**	3.70	3.36	↓ 9%
Opinion on PD received to meet job requirements**	3.87	3.57	↓ 8%
Opinion on PD received to exceed job requirements**	3.14	2.84	↓ 10%
Opinion on PD received for career advancement**	3.19	3.00	↓ 6%
Opinion on language training opportunities**	2.80	2.47	↓ 12%
Opinion on strictness of PD approval***	2.82	2.95	↑ 5%
Leave request approvals*	94%	89%	↓ 5%
Worked sick*	76%	72%	↓ 5%
Median days worked sick*	1-3	4-6	↑ 1 interval
Worked sick due to heavy workload*	49%	50%	↑ 2%

Category	2017 PS Results	2017 INAC Results	Variance
Used up sick leave****	15%	20%	↑ 33%
Comfort with requesting leave**	4.15	3.78	↓ 9%
Median overtime hours worked*	10-19	20-29	↑ 1 interval
Median overtime hours claimed*	0	1-9	↑ 1 interval
Flexible work request approvals*	79%	56%	↓ 29%
Working under flexible work arrangements*	47%	33%	↓ 30%
Opinion on ease of claiming overtime**	3.20	3.17	↓ 1%
Opinion on heaviness of workload***	3.34	3.73	↑ 12%
Ability to attend important home life events**	3.92	3.22	↓ 18%
Effects of workplace stress on mental health***	3.27	3.64	↑ 12%
Opinion on work/life balance support**	3.58	3.11	↓ 13%
Opinion on flexible work opportunities**	3.46	3.14	↓ 9%
Opinion on Workplace 2.0**	2.45	2.00	↓ 18%
Job enjoyment**	4.05	3.89	↓ 4%
Opinion on ability to report wrongdoing**	3.60	3.48	↓ 3%
Opinion on positivity of work environment**	3.52	3.09	↓ 12%
Opinion on relationship with supervisor**	4.25	3.91	↓ 8%
Opinion on relationship with senior management**	3.86	4.00	↑ 4%
Opinion on relationship with colleagues**	4.53	4.50	↓ 1%
Would leave department for more PD opportunities	31%	24%	↓ 23%
Would leave department for more promotion opportunities	50%	46%	↓ 8%
Would leave department for more flex opportunities	37%	33%	↓ 10%
Would leave department for a better work/life balance	41%	37%	↓ 10%
Would leave department for a more positive work environment	42%	41%	↓ 2%

\* 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

- ❖ 50 total survey responses from September 19 to October 19, 2017
  - **9% decrease** from 55 responses in 2016
  - Approximately 27% of FIs at INAC filled out the survey (confidence rating of 95% +/- 15%; **high response rate** and moderate statistical significance)

Demographics	INAC	PS
French responses	38%	25%
English responses	62%	75%
FI-2s or FI-3s	54%	67%
Served in the public service for 10 years or more	80%	69%
Located in the NCR	67%	66%
Median age group	35-44	35-44
Female	73%	60%
Male	27%	39%
Hold bachelor's degree or higher	90%	90%
Hold a CPA designation or are in pursuit of one	32%	52%
Supervise employees	46%	49%

## Professional development

- ❖ 38% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 17 language training requests, 10 (59%) were approved (vs 78% in the public service).
- ❖ 60% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 27 professional development requests, 22 (81%) were approved (vs 89% in the public service).
- ❖ 28% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 15% 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 INAC were most interested in systems, operation, policy or resource management training (average of 4.11), conferences and events (3.98) and management and leadership training (3.84).

## Work/life balance

- ❖ 76% of FIs at INAC 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, 56% claimed 30 hours or more (vs 43% in the public service).
- ❖ 68% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 25 requests, only 14 were approved (56%) (vs 79% in the public service).
- ❖ 16% of respondents are working compressed work weeks (vs 21% in the public service), 5% are teleworking (vs 14% in the public service) and 67% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 15% of FIs at INAC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 33% feel their satisfaction has decreased (vs 28% in the public service).
- ❖ Of the 21 open-ended suggestions for possible work/life balance improvements, the most common responses included allowing telework or flexible work arrangement, bringing on additional staff resources and addressing expectations of overtime and work done outside of work hours.

## 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 INAC were having a good relationship with supervisors (average of 9.46), having a good relationship with colleagues (9.39) and a balanced work/home life (average of 9.35).