

State of the FI Community Survey 2017

Immigration, Refugees and Citizenship Canada

Overall IRCC performance

❖ High-performing areas

- **Positive work environment/work relationships:** Higher opinion of positivity of workplace, and relationships with colleagues, supervisor and senior management and higher level of job enjoyment than in the public service
- **Overtime worked/claimed:** Same median number of days of overtime worked as in public service but higher median number of hours claimed; higher opinion of ease of claiming overtime compared to the public service
- **Flexible working arrangements:** Higher percentage of FIs working under flexible arrangements and higher rate of approval for flexible working arrangement requests compared to the public service
- **Work-life balance:** Higher opinion of work-life balance support than in the public service; lower reported workloads and effects of workplace stress on mental health than in the public service

❖ Areas for improvement

- **Professional development:** Lower rate of approval for PD requests and lower PD attendance than in the public service

Category	2017 PS results	2017 IIRC results	Variance
PD attendance	90%	89%	↓ 1%
Language training request approvals*	78%	90%	↑ 15%
PD request approvals*	89%	86%	↓ 3%
Opinion on PD opportunities**	3.70	4.21	↑ 14%
Opinion on PD received to meet job requirements**	3.87	4.09	↑ 6%
Opinion on PD received to exceed job requirements**	3.14	3.69	↑ 18%
Opinion on PD received for career advancement**	3.19	3.61	↑ 14%
Opinion on language training opportunities**	2.80	3.00	↑ 7%
Opinion on strictness of PD approval***	2.82	2.13	↓ 25%
Leave request approvals*	94%	94%	-
Worked sick*	76%	79%	↑ 4%
Median days worked sick*	1-3	1-3	-

Category	2017 PS results	2017 IIRC results	Variance
Worked sick due to heavy workload*	49%	33%	↓ 33%
Used up sick leave****	15%	9%	↓ 40%
Comfort with requesting leave**	4.15	3.76	↓ 10%
Median overtime hours worked*	10-19	10-19	-
Median overtime hours claimed*	0	1-9	↑ 1 interval
Flexible work request approvals*	79%	81%	↑ 3%
Working under flexible work arrangements*	47%	61%	↑ 30%
Opinion on ease of claiming overtime**	3.20	3.87	↑ 21%
Opinion on heaviness of workload***	3.34	2.87	↓ 14%
Ability to attend important home life events**	3.92	3.77	↓ 4%
Effects of workplace stress on mental health***	3.27	2.90	↓ 14%
Opinion on work/life balance support**	3.58	3.94	↑ 10%
Opinion on flexible work opportunities**	3.46	4.00	↑ 16%
Opinion on Workplace 2.0**	2.45	3.04	↑ 24%
Job enjoyment**	4.05	4.25	↑ 5%
Opinion on ability to report wrongdoing**	3.60	3.67	↑ 2%
Opinion on positivity of work environment**	3.52	3.91	↑ 11%
Opinion on relationship with supervisor**	4.25	4.34	↑ 2%
Opinion on relationship with senior management**	3.86	4.16	↑ 8%
Opinion on relationship with colleagues**	4.53	4.53	-
Would leave department for more PD opportunities	31%	19%	↓ 39%
Would leave department for more promotion opportunities	50%	41%	↓ 18%
Would leave department for more flex opportunities	37%	28%	↓ 24%
Would leave department for a better work/life balance	41%	31%	↓ 24%
Would leave department for a more positive work environment	42%	31%	↓ 26%

* 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

- ❖ 37 total survey responses from September 19 to October 19, 2017
 - 42% increase from 26 responses in 2016
 - Approximately 19% of FIs at IRCC filled out the survey (confidence rating of 95% +/- 18%; moderate response rate and statistical significance)

Demographics	IIRC	PS
French responses	35%	25%
English responses	65%	75%
FI-2s or FI-3s	76%	67%
Served in the public service for 10 years or more	54%	69%
Located in the NCR	86%	66%
Median age group	35-44	35-44
Female	76%	60%
Male	24%	39%
Hold bachelor's degree or higher	92%	90%
Hold a CPA designation or are in pursuit of one	57%	52%
Supervise employees	51%	49%

Professional development

- ❖ 29% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 10 language training requests, nine (90%) were approved (vs 78% in the public service).
- ❖ 41% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 14 professional development requests, 12 (86%) were approved (vs 89% in the public service).
- ❖ 11% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 17% 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 IRCC were most interested in conferences and events (average of 4.15), acting opportunities within the FI classification (4.13) and management/leadership training (3.97).

Work/life balance

- ❖ 81% of FIs at IRCC have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 38% 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).
- ❖ 81% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 21 requests, 17 were approved (81%) (vs 79% in the public service).
- ❖ 29% of respondents are working compressed work weeks (vs 21% in the public service), 25% are teleworking (vs 14% in the public service) and 39% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 28% of FIs at IRCC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 25% feel their satisfaction has decreased (vs 28% in the public service).
- ❖ Of the 10 open-ended suggestions for possible work/life balance improvements, the most frequent were addressing staffing and workload issues, allowing telework and flexible work arrangements and respecting employees' time during non-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 IRCC were having good relationships with supervisors (average of 9.52), having easy access to managers and an open flow of communication (9.52), having a good relationship with colleagues (9.23) and knowing they can share ideas and be listened to (9.23).