

## Innovation, Science and Economic Development Canada

### Overall ISED performance

#### ❖ High-performing areas

- **Positive work environment/work relationships:** Higher opinion of positivity of workplace and relationships with colleagues, supervisors and senior management than in the public service; higher level of job enjoyment than in the public service
- **Job satisfaction:** FIs less likely to leave department for more PD, promotion or flex opportunities or for a more positive work environment compared to the public service

#### ❖ Areas for improvement

- **Work-life balance:** FIs report heavier workloads and effects of workplace stress on mental health compared to the public service; lower opinion of work-life balance support compared to the public service
- **Days worked sick:** Higher percentage of FIs worked sick and worked sick due to heavy workload compared to the public service
- **Professional development:** Lower rate of approval for PD and language training requests than public service

Category	2017 PS results	2017 ISED results	Variance
PD attendance	90%	93%	↑ 3%
Language training request approvals*	78%	63%	↓ 19%
PD request approvals*	89%	82%	↓ 8%
Opinion on PD opportunities**	3.70	3.86	↑ 4%
Opinion on PD received to meet job requirements**	3.87	3.96	↑ 2%
Opinion on PD received to exceed job requirements**	3.14	3.29	↑ 5%
Opinion on PD received for career advancement**	3.19	3.43	↑ 8%
Opinion on language training opportunities**	2.80	3.53	↑ 26%
Opinion on strictness of PD approval***	2.82	2.65	↓ 6%
Leave request approvals*	94%	89%	↓ 5%
Worked sick*	76%	79%	↑ 4%
Median days worked sick*	1-3	4-6	↑ 1 interval
Worked sick due to heavy workload*	49%	57%	↑ 16%

Category	2017 PS results	2017 ISED results	Variance
Used up sick leave****	15%	14%	↓ 7%
Comfort with requesting leave**	4.15	3.82	↓ 8%
Median overtime hours worked*	10-19	10-19	-
Median overtime hours claimed*	0	0	-
Flexible work request approvals*	79%	83%	↑ 5%
Working under flexible work arrangements*	47%	41%	↓ 13%
Opinion on ease of claiming overtime**	3.20	2.86	↓ 11%
Opinion on heaviness of workload***	3.34	3.65	↑ 10%
Ability to attend important home life events**	3.92	4.07	↑ 4%
Effects of workplace stress on mental health***	3.27	3.32	↑ 2%
Opinion on work/life balance support**	3.58	3.15	↓ 12%
Opinion on flexible work opportunities**	3.46	2.96	↓ 14%
Opinion on Workplace 2.0**	2.45	2.60	↑ 6%
Job enjoyment**	4.05	4.07	-
Opinion on ability to report wrongdoing**	3.60	3.72	↑ 3%
Opinion on positivity of work environment**	3.52	3.85	↑ 9%
Opinion on relationship with supervisor**	4.25	4.30	↑ 1%
Opinion on relationship with senior management**	3.86	3.96	↑ 3%
Opinion on relationship with colleagues**	4.53	4.52	-
Would leave department for more PD opportunities	31%	30%	↓ 3%
Would leave department for more promotion opportunities	50%	37%	↓ 26%
Would leave department for more flex opportunities	37%	33%	↓ 11%
Would leave department for a better work/life balance	41%	48%	↑ 17%
Would leave department for a more positive work environment	42%	30%	↓ 29%

\* 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

- ❖ 29 total survey responses from September 19 to October 19, 2017
  - 7% increase from 27 responses in 2016
  - Approximately 25% of FIs at ISED filled out the survey (confidence rating of 95% +/- 18%; high response rate and moderate statistical significance)

Demographics	ISED	PS
French responses	32%	25%
English responses	68%	75%
FI-2s or FI-3s	75%	67%
Served in the public service for 10 years or more	75%	69%
Located in the NCR	82%	66%
Median age group	35-44	35-44
Female predominance	61%	60%
Male	39%	39%
Hold bachelor's degree or higher	96%	90%
Hold a CPA designation or are in pursuit of one	64%	52%
Supervise employees	57%	49%

## Professional development

- ❖ 29% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the eight language training requests, five (63%) were approved (vs 78% in the public service).
- ❖ 61% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 17 professional development requests, 14 (82%) were approved (vs 89% in the public service).
- ❖ 18% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 25% 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 ISED were most interested in conferences and events (average of 4.29), management/leadership training (3.89) and systems, operation, policy or resource management training (3.89).

## Work/life balance

- ❖ 72% of FIs at ISED have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 29% 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).
- ❖ 37% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 12 requests, 10 were approved (83%) (vs 79% in the public service).
- ❖ 15% of respondents are working compressed work weeks (vs 21% in the public service), 11% are teleworking (vs 14% in the public service) and 59% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 11% of FIs at ISED feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 43% feel their satisfaction has decreased (vs 28% in the public service).

## 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 ISED were having good relationships with supervisors (9.30), having good work that is recognized and appreciated (9.15) and having easy access to managers and an open flow of communication (9.15).