

# State of the FI Community Survey 2017

## Department of Justice

### Overall Justice performance

#### ❖ High-performing areas

- **Positive work environment/work relationships:** Higher opinion of positivity of workplace, higher opinion of relationship with colleagues, supervisor and senior management and higher level of job enjoyment compared to the public service
- **Overtime worked/claimed:** Lower median number of days of overtime worked compared to the public service and higher opinion of ease of claiming overtime 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
- **Professional development:** Higher rate of approval of PD and language training requests; higher PD attendance rate

#### ❖ Areas for improvement

- **Job satisfaction:** Higher percentage of FIs would leave department for more professional development, promotion and flex opportunities and for better work-life balance compared to the public service
- **Days worked sick:** Higher percentage of days worked sick than in the public service

Category	2017 PS results	2017 Justice results	Variance
PD attendance	90%	94%	↑ 4%
Language training request approvals*	78%	91%	↑ 17%
PD request approvals*	89%	94%	↑ 6%
Opinion on PD opportunities**	3.70	3.74	↑ 1%
Opinion on PD received to meet job requirements**	3.87	3.85	↓ 1%
Opinion on PD received to exceed job requirements**	3.14	3.45	↑ 10%
Opinion on PD received for career advancement**	3.19	3.12	↓ 2%
Opinion on language training opportunities**	2.80	2.48	↓ 11%
Opinion on strictness of PD approval***	2.82	2.71	↓ 3%
Leave request approvals*	94%	91%	↓ 3%
Worked sick*	76%	85%	↑ 12%
Median days worked sick*	1-3	1-3	-

Category	2017 PS results	2017 Justice results	Variance
Worked sick due to heavy workload*	49%	44%	↓ 10%
Used up sick leave****	15%	9%	↓ 40%
Comfort with requesting leave**	4.15	4.18	↑ 1%
Median overtime hours worked*	10-19	1-9	↓ 1 interval
Median overtime hours claimed*	0	0	-
Flexible work request approvals*	79%	81%	↑ 3%
Working under flexible work arrangements*	47%	47%	-
Opinion on ease of claiming overtime**	3.20	3.52	↑ 10%
Opinion on heaviness of workload***	3.34	3.28	↓ 2%
Ability to attend important home life events**	3.92	4.13	↑ 5%
Effects of workplace stress on mental health***	3.27	3.12	↓ 5%
Opinion on work/life balance support**	3.58	3.73	↑ 4%
Opinion on flexible work opportunities**	3.46	3.67	↑ 6%
Opinion on Workplace 2.0**	2.45	1.95	↓ 20%
Job enjoyment**	4.05	4.21	↑ 4%
Opinion on ability to report wrongdoing**	3.60	3.86	↑ 7%
Opinion on positivity of work environment**	3.52	3.62	↑ 3%
Opinion on relationship with supervisor**	4.25	4.39	↑ 3%
Opinion on relationship with senior management**	3.86	3.87	-
Opinion on relationship with colleagues**	4.53	4.74	↑ 5%
Would leave department for more PD opportunities	31%	47%	↑ 52%
Would leave department for more promotion opportunities	50%	59%	↑ 18%
Would leave department for more flex opportunities	37%	47%	↑ 27%
Would leave department for a better work/life balance	41%	44%	↑ 7%
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

- ❖ 36 total survey responses from September 19 to October 19, 2017
  - **5% decrease** from 38 responses in 2016
  - Approximately 29% of FIs at Justice filled out the survey (confidence rating of 95% +/- 13%; **high response rate** and moderate statistical significance)

Demographics	Justice	PS
French responses	19%	25%
English responses	81%	75%
FI-2s or FI-3s	67%	67%
Served in the public service for 10 years or more	58%	69%
Located in the NCR	69%	66%
Median age group	35-44	35-44
Female	53%	60%
Male	42%	39%
Hold bachelor's degree or higher	89%	90%
Hold a CPA designation or are in pursuit of one	47%	52%
Supervise employees	36%	49%

## Professional development

- ❖ 31% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 11 language training requests, 10 (91%) were approved (vs 78% in the public service).
- ❖ 46% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 16 professional development requests, 15 (94%) were approved (vs 89% in the public service).
- ❖ 20% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 34% 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 Justice were most interested in acting opportunities within the FI classification (average of 4.44), conferences and events (4.35) and systems, operation, policy or resource management training (4.23).

## **Work/life balance**

- ❖ 59% of FIs at Justice have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 15% 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 20% 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 21 requests, 17 were approved (81%) (vs 79% in the public service).
- ❖ 27% of respondents are working compressed work weeks (vs 21% in the public service), 6% are teleworking (vs 14% in the public service) and 53% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 26% of FIs at Justice 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 10 open-ended suggestions for possible work/life balance improvements, over half were to consistently allow telework and flexible work arrangements.

## **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 Justice were having a balanced work-home life (average of 9.52), having good relationships with colleagues (9.34) and having a good relationship with supervisors (9.25).