

State of the FI Community Survey 2017

Public Services and Procurement Canada

Overall PSPC performance

- ❖ High-performing areas
 - **Flexible working arrangements:** Higher percentage of flexible work requests and higher percentage of FIs working under flexible work arrangements compared to the public service; higher opinion of flexible work arrangements
 - **Overtime worked:** Lower median number of overtime hours worked compared to the public service

- ❖ Areas for improvement
 - **Job satisfaction:** Higher percentage of respondents who would leave their department for better work/life balance, a more positive work environment and flexible work opportunities than in the public service
 - **Days worked sick and leave:** Higher percentage of FIs reported using up all their sick leave and working sick as compared to the public service
 - **Positive work environment/working relationships:** FIs at PSPC reported lower opinion of job enjoyment, ability to report wrongdoing, positive working environment and relationships with supervisor and senior management than in the public service

Category	2017PS results	2017 PSPC results	variance
PD attendance	90%	93%	↑ 3%
Language training request approvals*	78%	79%	↑ 1%
PD request approvals*	89%	85%	↓ 5%
Opinion on PD opportunities**	3.70	3.66	↓ 1%
Opinion on PD received to meet job requirements**	3.87	3.79	↓ 2%
Opinion on PD received to exceed job requirements**	3.14	3.08	↓ 2%
Opinion on PD received for career advancement**	3.19	3.17	↓ 1%
Opinion on language training opportunities**	2.8	2.92	↑ 4%
Opinion on strictness of PD approval***	2.82	2.91	↑ 3%
Leave request approvals*	94%	94%	-
Worked sick*	76%	79%	↑ 4%
Median days worked sick*	1-3	1-3	-
Worked sick due to heavy workload*	49%	49%	-

Category	2017PS results	2017 PSPC results	variance
Used up sick leave****	15%	23%	↑ 35%
Comfort with requesting leave**	4.15	3.93	↓ 5%
Median overtime hours worked*	10-19	1-9	↓ 1 interval
Median overtime hours claimed*	0	0	-
Flexible work request approvals*	79%	82%	↑ 4%
Working under flexible work arrangements*	47%	67%	↑ 43%
Opinion on ease of claiming overtime**	3.2	3.08	↓ 4%
Opinion on heaviness of workload***	3.34	3.01	↓ 10%
Ability to attend important home life events**	3.92	3.86	↓ 2%
Effects of workplace stress on mental health***	3.27	3.22	↓ 2%
Opinion on work/life balance support**	3.58	3.49	↓ 3%
Opinion on flexible work opportunities**	3.46	3.71	↑ 6%
Opinion on Workplace 2.0**	2.45	2.63	↑ 7%
Job enjoyment**	4.05	3.99	↓ 1%
Opinion on ability to report wrongdoing**	3.60	3.44	↓ 4%
Opinion on positivity of work environment**	3.52	3.45	↓ 2%
Opinion on relationship with supervisor**	4.25	4.00	↓ 6%
Opinion on relationship with senior management**	3.86	3.66	↓ 5%
Opinion on relationship with colleagues**	4.53	4.53	-
Would leave department for more PD opportunities	31%	27%	↓ 13%
Would leave department for more promotion opportunities	50%	36%	↓ 28%
Would leave department for more flex opportunities	37%	42%	↑ 14%
Would leave department for a better work/life balance	41%	53%	↑ 29%
Would leave department for a more positive work environment	42%	48%	↑ 14%

* 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

- ❖ 90 total survey responses from September 19 to October 19, 2017
 - **34% decrease** from 137 responses in 2016
 - Approximately 19% of FIs at PSPC filled out the survey (confidence rating of 95% +/- 12%; moderate response rate and statistical significance)

Demographics	PSPC	PS
French responses	36%	25%
English responses	64%	75%
FI-2s or FI-3s	76%	67%
Served in the public service for 10 years or more	71%	69%
Located in the NCR	79%	66%
Median age group	35-44	35-44
Female	61%	60%
Male	36%	39%
Hold Bachelor's degree or higher	94%	90%
Hold a CPA designation or are in pursuit of one	49%	52%
Supervise employees	48%	49%

Professional development

- ❖ 28% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 24 language training requests, 29 (79%) were approved (vs 78% in the public service).
- ❖ 48% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 40 professional development requests, 34 (85%) were approved (vs 89% in the public service).
- ❖ 17% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 22% 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 PSPC were most interested in conferences and events (average of 4.24), management/leadership training (3.94) and acting opportunities within the FI classification (3.90).

Work/life balance

- ❖ 74% of FIs at PSPC have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 21% 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 22% claimed 30 hours or more (vs 43% in the public service).
- ❖ 80% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 65 requests, 53 were approved (82%) (vs 79% in the public service).
- ❖ 27% of respondents are working compressed work weeks (vs 21% in the public service), 39% are teleworking (vs 14% in the public service) and 33% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 21% of FIs at PSPC 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 34 open-ended suggestions for possible work/life balance improvements, the most common was allowing and consistently supporting telework. Increasing staffing resources and better planning and management of workflow and deadlines were also repeated suggestions.

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 PSPC were having good relationships with supervisors (average of 9.39), having a balanced work/home life (9.29), and having a good relationship with colleagues (9.20).