

## Royal Canadian Mounted Police

### Overall RCMP performance

#### ❖ High-performing areas

- **Work-life balance:** Higher opinion of work-life balance support and ability to attend home life events than in the public service; FIs less likely to report heavy workload and effects of workplace stress on mental health than in the public service
- **Flexible working arrangements:** Higher percentage of FIs working under flexible working arrangements
- **Worked sick and sick leave:** Lower percentage of FIs worked sick due to heavy workload and lower percentage used all sick days than in the public service

#### ❖ Areas for improvement

- **Professional development:** Lower rates for approval for language training requests and professional development requests than in the public service
- **Work relationships/job enjoyment:** Lower opinion of relationship with colleagues and senior management than in the public service and lower opinion of job enjoyment

Category	2017 PS results	2017 RCMP results	Variance
PD attendance	90%	92%	↑ 2%
Language training request approvals*	78%	64%	↓ 18%
PD request approvals*	89%	83%	↓ 7%
Opinion on PD opportunities**	3.70	3.97	↑ 7%
Opinion on PD received to meet job requirements**	3.87	3.92	↑ 1%
Opinion on PD received to exceed job requirements**	3.14	3.13	-
Opinion on PD received for career advancement**	3.19	3.11	↓ 3%
Opinion on language training opportunities**	2.80	2.71	↓ 3%
Opinion on strictness of PD approval***	2.82	2.86	↑ 1%
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%	39%	↓ 20%
Used up sick leave****	15%	8%	↓ 47%

Category	2017 PS results	2017 RCMP results	Variance
Comfort with requesting leave**	4.15	4.47	↑ 8%
Median overtime hours worked*	10-19	10-19	-
Median overtime hours claimed*	0	1-9	↑ 1 interval
Flexible work request approvals*	79%	80%	↑ 1%
Working under flexible work arrangements*	47%	54%	↑ 15%
Opinion on ease of claiming overtime**	3.20	3.42	↑ 7%
Opinion on heaviness of workload***	3.34	3.17	↓ 5%
Ability to attend important home life events**	3.92	4.06	↑ 4%
Effects of workplace stress on mental health***	3.27	3.20	↓ 2%
Opinion on work/life balance support**	3.58	3.70	↑ 3%
Opinion on flexible work opportunities**	3.46	3.31	↓ 5%
Opinion on Workplace 2.0**	2.45	2.58	↑ 5%
Job enjoyment**	4.05	3.95	↓ 3%
Opinion on ability to report wrongdoing**	3.60	3.56	↓ 1%
Opinion on positivity of work environment**	3.52	3.58	↑ 1%
Opinion on relationship with supervisor**	4.25	4.34	↑ 2%
Opinion on relationship with senior management**	3.86	3.66	↓ 5%
Opinion on relationship with colleagues**	4.53	4.47	↓ 1%
Would leave department for more PD opportunities	31%	29%	↓ 7%
Would leave department for more promotion opportunities	50%	63%	↑ 26%
Would leave department for more flex opportunities	37%	37%	-
Would leave department for a better work/life balance	41%	32%	↓ 22%
Would leave department for a more positive work environment	42%	40%	↓ 5%

\* 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

❖ 40 total survey responses from September 19 to October 19, 2017

- **27% decrease** from 53 responses in 2016
- Approximately 17% of FIs at RCMP filled out the survey (confidence rating of 95% +/- 18%; moderate response rate and statistical significance)

Demographics	RCMP	PS
French responses	5%	25%
English responses	95%	75%
FI-2s or FI-3s	83%	67%
Served in the public service for 10 years or more	65%	69%
Located in the NCR	60%	66%
Median age group	35-44	35-44
Female	50%	60%
Male	48%	39%
Hold bachelor's degree or higher	100%	90%
Hold a CPA designation or are in pursuit of one	70%	52%
Supervise employees	38%	49%

## Professional development

- ❖ 29% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 11 language training requests, seven (64%) were approved (vs 78% in the public service).
- ❖ 63% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 24 professional development requests, 20 (83%) 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 23% 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 RCMP were most interested in conferences and events (average of 4.37), management/leadership training (4.21) and systems, operation, policy or resource management training (4.16).

## Work/life balance

- ❖ 78% of FIs at RCMP have worked overtime in the last 12 months (vs 72% in the public service),
- ❖ 32% 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 33% claimed 30 hours or more (vs 43% in the public service),
- ❖ 63% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 20 requests, 16 were approved (80%) (vs 79% in the public service),
- ❖ 27% of respondents are working compressed work weeks (vs 21% in the public service), 3% are teleworking (vs 14% in the public service) and 46% aren't working under any flexible work arrangements (vs 53% in the public service),
- ❖ 8% of FIs at RCMP feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 21% feel their satisfaction has decreased (vs 28% in the public service),
- ❖ Of the 11 open-ended suggestions for possible work/life balance improvements, the most frequent were allowing telework and flexible work arrangements and addressing issues with workload.

## 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 RCMP were having good relationships with colleagues (average of 9.24), having good relationships with supervisors (9.18) and having a balanced work-home life (9.03)