

State of the FI Community Survey 2017

Shared Services Canada

Overall SSC performance

❖ High-performing areas

- **Professional development:** Higher rate of approval for PD and language training requests than in the public service and higher rate of PD attendance
- **Positive work environment/work relationships:** High opinion of job enjoyment and positivity of workplace compared to the public service

❖ Areas for improvement

- **Work-life balance:** FIs more likely to report heavy workloads and effects of workplace stress on mental health than in the public service; lower opinion of work-life balance support and ability to attend important home life events than in the public service
- **Days worked sick and leave:** Higher percentage of FIs worked sick and worked sick due to heavy workload compared to the public service; higher median number of days worked sick than in the public service
- **Overtime worked/claimed:** Higher median number of hours of overtime worked but same median number of hours claimed compared to the public service; lower opinion of ease of claiming overtime than in the public service

Category	2017 PS results	2017 SSC results	Variance
PD attendance	90%	93%	↑ 3%
Language training request approvals*	78%	100%	↑ 28%
PD request approvals*	89%	95%	↑ 7%
Opinion on PD opportunities**	3.70	3.79	↑ 2%
Opinion on PD received to meet job requirements**	3.87	3.75	↓ 3%
Opinion on PD received to exceed job requirements**	3.14	2.93	↓ 7%
Opinion on PD received for career advancement**	3.19	3.21	↑ 1%
Opinion on language training opportunities**	2.80	2.06	↓ 26%
Opinion on strictness of PD approval***	2.82	3.08	↑ 9%
Leave request approvals*	94%	100%	↑ 6%
Worked sick*	76%	78%	↑ 3%
Median days worked sick*	1-3	4-6	↑ 1 interval
Worked sick due to heavy workload*	49%	63%	↑ 29%

Category	2017 PS results	2017 SSC results	Variance
Used up sick leave****	15%	18%	↑ 20%
Comfort with requesting leave**	4.15	4.22	↑ 2%
Median overtime hours worked*	10-19	30+	↑ 1 interval
Median overtime hours claimed*	0	0	-
Flexible work request approvals*	79%	82%	↑ 4%
Working under flexible work arrangements*	47%	36%	↓ 23%
Opinion on ease of claiming overtime**	3.20	2.64	↓ 18%
Opinion on heaviness of workload***	3.34	3.93	↑ 18%
Ability to attend important home life events**	3.92	3.59	↓ 8%
Effects of workplace stress on mental health***	3.27	3.31	↑ 1%
Opinion on work/life balance support**	3.58	3.04	↓ 15%
Opinion on flexible work opportunities**	3.46	2.73	↓ 21%
Opinion on Workplace 2.0**	2.45	2.20	↓ 10%
Job enjoyment**	4.05	4.14	↑ 2%
Opinion on ability to report wrongdoing**	3.60	3.68	↑ 2%
Opinion on positivity of work environment**	3.52	3.68	↑ 5%
Opinion on relationship with supervisor**	4.25	4.36	↑ 3%
Opinion on relationship with senior management**	3.86	3.79	↓ 2%
Opinion on relationship with colleagues**	4.53	4.43	↓ 2%
Would leave department for more PD opportunities	31%	32%	↑ 3%
Would leave department for more promotion opportunities	50%	50%	-
Would leave department for more flex opportunities	37%	54%	↑ 46%
Would leave department for a better work/life balance	41%	50%	↑ 22%
Would leave department for a more positive work environment	42%	36%	↓ 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

- ❖ 28 total survey responses from September 19 to October 19, 2017
 - **40% decrease** from 47 responses in 2016
 - Approximately 17% of FIs at SSC filled out the survey (confidence rating of 95% +/- 20%; moderate response rate and statistical significance)

Demographics	SSC	PS
French responses	39%	25%
English responses	61%	75%
FI-2s or FI-3s	64%	67%
Served in the public service for 10 years or more	61%	69%
Located in the NCR	93%	66%
Median age group	35-44	35-44
Female	54%	60%
Male	46%	39%
Hold bachelor's degree or higher	96%	90%
Hold a CPA designation or are in pursuit of one	54%	52%
Supervise employees	61%	49%

Professional development

- ❖ 25% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the seven language training requests, seven (100%) were approved (vs 78% in the public service).
- ❖ 68% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 19 professional development requests, 18 (95%) were approved (vs 89% in the public service).
- ❖ 25% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 11% 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 SSC were most interested in conferences and events (average of 4.32), management/leadership training (4.25) and acting opportunities within the FI classification (4.09).

Work/life balance

- ❖ 79% of FIs at SSC have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 46% 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 38% claimed 30 hours or more (compared to 43% in the public service).
- ❖ 44% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 11 requests, nine were approved (82%) (vs 79% in the public service).
- ❖ 28% of respondents are working compressed work weeks (vs 21% in the public service), 4% are teleworking (vs 14% in the public service) and 64% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 18% of FIs at SSC 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 17 open-ended suggestions for possible work/life balance improvements, over half were to consistently support telework. Another frequent response was to address issues with understaffing.

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 SSC were a balanced work-home life (average of 9.44), having easy access to managers and an open flow of communication (9.15) and having access to flexible working arrangements (9.12).