

# State of the FI Community Survey 2017

## Treasury Board of Canada Secretariat

### Overall TBS performance

#### ❖ High-performing areas

- **Flexible working arrangements:** Higher percentage of FIs working under flexible work arrangements and higher approval rate for flexible work requests compared to the public service
- **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
- **Job satisfaction:** FIs less likely to leave department for PD, promotion or flex opportunities compared to the public service

#### ❖ Areas for improvement

- **Overtime worked/claimed:** Higher median number of overtime hours worked than in PS but same median number of hours claimed; lower opinion of ease of claiming overtime compared to the public service
- **Work-life balance:** Higher percentage of FIs reported heavy workloads and effects of workplace stress on mental health compared to the public service

Category	2017 PS results	2017 TBS results	Variance
PD attendance	90%	90%	-
Language training request approvals*	78%	100%	↑ 28%
PD request approvals*	89%	82%	↓ 8%
Opinion on PD opportunities**	3.70	4.03	↑ 9%
Opinion on PD received to meet job requirements**	3.87	3.86	-
Opinion on PD received to exceed job requirements**	3.14	3.14	-
Opinion on PD received for career advancement**	3.19	3.29	↑ 3%
Opinion on language training opportunities**	2.80	3.73	↑ 33%
Opinion on strictness of PD approval***	2.82	2.54	↓ 9%
Leave request approvals*	94%	93%	↓ 1%
Worked sick*	76%	72%	↓ 5%
Median days worked sick*	1-3	1-3	-
Worked sick due to heavy workload*	49%	46%	↓ 6%

Category	2017 PS results	2017 TBS results	Variance
Used up sick leave****	15%	7%	↓ 53%
Comfort with requesting leave**	4.15	4.21	↑ 1%
Median overtime hours worked*	10-19	20-29	↑ 1 interval
Median overtime hours claimed*	0	0	-
Flexible work request approvals*	79%	94%	↑ 19%
Working under flexible work arrangements*	47%	58%	↑ 23%
Opinion on ease of claiming overtime**	3.20	3.08	↓ 4%
Opinion on heaviness of workload***	3.34	3.54	↑ 6%
Ability to attend important home life events**	3.92	4.00	↑ 2%
Effects of workplace stress on mental health***	3.27	3.32	↑ 2%
Opinion on work/life balance support**	3.58	3.86	↑ 8%
Opinion on flexible work opportunities**	3.46	3.56	↑ 3%
Opinion on Workplace 2.0**	2.45	2.50	↑ 2%
Job enjoyment**	4.05	4.11	↑ 1%
Opinion on ability to report wrongdoing**	3.60	3.60	-
Opinion on positivity of work environment**	3.52	3.89	↑ 10%
Opinion on relationship with supervisor**	4.25	4.38	↑ 3%
Opinion on relationship with senior management**	3.86	3.96	↑ 3%
Opinion on relationship with colleagues**	4.53	4.67	↑ 3%
Would leave department for more pd opportunities	31%	19%	↓ 39%
Would leave department for more promotion opportunities	50%	41%	↓ 18%
Would leave department for more flex opportunities	37%	30%	↓ 19%
Would leave department for a better work/life balance	41%	48%	↑ 17%
Would leave department for a more positive work environment	42%	37%	↓ 12%

\* 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

- ❖ 33 total survey responses from September 19 to October 19, 2017
  - 18% increase from 28 responses in 2016
  - Approximately 25% of FIs at TBS filled out the survey (confidence rating of 95% +/- 17%; high response rate and moderate statistical significance)

Demographics	TBS	PS
French responses	15%	25%
English responses	85%	75%
FI-2s or FI-3s	64%	67%
Served in the public service for 10 years or more	76%	69%
Located in the NCR	100%	66%
Median age group	45-54	35-44
Male	52%	39%
Female	48%	60%
Hold Bachelor's degree or higher	88%	90%
Hold a CPA designation or are in pursuit of one	59%	52%
Supervise employees	45%	49%

## Professional development

- ❖ 30% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 10 language training requests, 10 (100%) 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).
- ❖ 10% 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 TBS were most interested in conferences and events (average of 4.04), management/leadership training (4.00) and communications training (3.77).

## Work/life balance

- ❖ 71% of FIs at TBS have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 39% 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 18% claimed 30 hours or more (vs 43% in the public service).
- ❖ 64% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 16 requests, 15 were approved (94%) (vs 79% in the public service).
- ❖ 8% of respondents are working compressed work weeks (vs 21% in the public service), 39% are teleworking (vs 14% in the public service) and 42% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 21% of FIs at TBS feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 32% feel their satisfaction has decreased (vs 28% in the public service).
- ❖ Of the seven open-ended suggestions for possible work/life balance improvements, the most common were to consistently allow telework and to address staffing and workload issues.

## 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 TBS were having a balanced work-home life (average of 9.59), having easy access to managers and an open flow of communication (9.07) and having access to flexible working arrangements (8.93).