

# State of the FI Community Survey 2017

## Transport Canada

### Overall TC performance

#### ❖ High-performing areas

- **Professional development:** Higher rate of PD attendance compared to the public service; higher rates of approval for language training and professional development requests and higher opinions of PD opportunities than in the public service
- **Days worked sick and leave:** Lower percentage of FIs worked sick, worked sick due to heavy workloads and used up sick leave compared to the public service
- **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, job enjoyment and higher opinion of relationship with colleagues, supervisor and senior management compared to the public service

#### ❖ Areas for improvement

- **Workload:** Higher percentage of FIs reported heavy workload compared to the public service

Category	2017 PS results	2017 TC results	Variance
PD attendance	90%	93%	↑ 3%
Language training request approvals*	78%	82%	↑ 5%
PD request approvals*	89%	100%	↑ 12%
Opinion on PD opportunities**	3.70	4.30	↑ 16%
Opinion on PD received to meet job requirements**	3.87	4.37	↑ 13%
Opinion on PD received to exceed job requirements**	3.14	3.56	↑ 13%
Opinion on PD received for career advancement**	3.19	3.74	↑ 17%
Opinion on language training opportunities**	2.80	4.08	↑ 46%
Opinion on strictness of PD approval***	2.82	2.79	↓ 1%
Leave request approvals*	94%	100%	↑ 7%
Worked sick*	76%	57%	↓ 25%
Median days worked sick*	1-3	1-3	-
Worked sick due to heavy workload*	49%	37%	↓ 25%

Category	2017 PS results	2017 TC results	Variance
Used up sick leave****	15%	7%	↓ 53%
Comfort with requesting leave**	4.15	4.46	↑ 7%
Median overtime hours worked*	10-19	10-19	-
Median overtime hours claimed*	0	0	-
Flexible work request approvals*	79%	88%	↑ 11%
Working under flexible work arrangements*	47%	61%	↑ 30%
Opinion on ease of claiming overtime**	3.20	3.39	↑ 6%
Opinion on heaviness of workload***	3.34	3.59	↑ 7%
Ability to attend important home life events**	3.92	3.96	↑ 1%
Effects of workplace stress on mental health***	3.27	2.83	↓ 13%
Opinion on work/life balance support**	3.58	3.96	↑ 10%
Opinion on flexible work opportunities**	3.46	3.50	↑ 1%
Opinion on Workplace 2.0**	2.45	2.80	↑ 14%
Job enjoyment**	4.05	4.27	↑ 5%
Opinion on ability to report wrongdoing**	3.60	3.67	↑ 2%
Opinion on positivity of work environment**	3.52	4.15	↑ 18%
Opinion on relationship with supervisor**	4.25	4.46	↑ 5%
Opinion on relationship with senior management**	3.86	4.35	↑ 13%
Opinion on relationship with colleagues**	4.53	4.69	↑ 4%
Would leave department for more PD opportunities	31%	23%	↓ 26%
Would leave department for more promotion opportunities	50%	35%	↓ 30%
Would leave department for more flex opportunities	37%	35%	↓ 5%
Would leave department for a better work/life balance	41%	35%	↓ 15%
Would leave department for a more positive work environment	42%	35%	↓ 17%

\* 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

- ❖ 29 total survey responses from September 19 to October 19, 2017
  - **36% decrease** from 45 responses in 2016
  - Approximately 18% of FIs at TC filled out the survey (confidence rating of 95% +/- 19%; moderate response rate and statistical significance)

Demographics	TC	PS
French responses	17%	25%
English responses	83%	75%
FI-2s or FI-3s	72%	67%
Served in the public service for 10 years or more	72%	69%
Located in the NCR	59%	66%
Median age group	35-44	35-44
Female	69%	60%
Male	31%	39%
Hold bachelor's degree or higher	93%	90%
Hold a CPA designation or are in pursuit of one	66%	52%
Supervise employees	34%	49%

## Professional development

- ❖ 39% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 11 language training requests, nine (82%) were approved (vs 78% in the public service).
- ❖ 54% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 15 professional development requests, 15 (100%) were approved (vs 89% in the public service).
- ❖ 44% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 7% 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 TC were most interested in conferences and events (average of 4.43), systems, operation, policy or resource management training (4.11) and acting opportunities within the FI classification (3.96).

## Work/life balance

- ❖ 63% of FIs at TC have worked overtime in the last 12 months (vs 72% in the public service).
- ❖ 26% 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, 43% claimed 30 hours or more (the same as in the public service).
- ❖ 72% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 16 requests, 14 were approved (88%) (vs 79% in the public service).
- ❖ 22% of respondents are working compressed work weeks (vs 21% in the public service), 22% are teleworking (vs 14% in the public service) and 39% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 7% of FIs at TC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 30% feel their satisfaction has decreased (vs 28% in the public service).
- ❖ Of the 12 open-ended suggestions for possible work/life balance improvements, the most frequent were to consistently allow telework and flexible working arrangements and to address workload and deadline 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 TC were a balanced work-home life (average of 9.58), having a good relationship with supervisors (9.27) and having a good relationship with colleagues (9.15).