

State of the FI Community Survey 2017

Employment and Social Development Canada

Overall EDSC performance

❖ High-performing areas

- **Professional development:** Higher PD attendance, PD request approvals and opinions on PD received than in the public service
- **Overtime claimed:** Same median number of overtime hours worked as in the public service but higher median number of overtime hours claimed

❖ Areas for improvement

- **Positive work environment/work relationships:** Lower job satisfaction and lower opinion on relationships with colleagues, supervisors and senior management
- **Work-life balance:** Lower opinion of work-life balance support and ability to attend family events than PS; higher reported heavy workload and effects of workload on mental health than in the public service
- **Days worked sick and leave:** Higher percentage of FIs worked sick due to workload and higher percentage used all sick days compared to the public service

Category	2017 PS results	2017 EDSC results	Variance
PD attendance	90%	91%	↑ 1%
Language training request approvals*	78%	65%	↓ 17%
PD request approvals*	89%	93%	↑ 5%
Opinion on PD opportunities**	3.70	3.80	↑ 3%
Opinion on PD received to meet job requirements**	3.87	3.98	↑ 3%
Opinion on PD received to exceed job requirements**	3.14	3.15	-
Opinion on PD received for career advancement**	3.19	3.25	↑ 2%
Opinion on language training opportunities**	2.80	2.48	↓ 11%
Opinion on strictness of PD approval***	2.82	3.00	↑ 6%
Leave request approvals*	94%	94%	-
Worked sick*	76%	76%	-
Median days worked sick*	1-3	1-3	-
Worked sick due to heavy workload*	49%	58%	↑ 18%
Used up sick leave****	15%	20%	↑ 33%
Comfort with requesting leave**	4.15	4.04	↓ 3%

Category	2017 PS results	2017 EDSC results	Variance
Median overtime hours worked*	10-19	10-19	-
Median overtime hours claimed*	0	1-9	↑ 1 interval
Flexible work request approvals*	79%	69%	↓ 13%
Working under flexible work arrangements*	47%	49%	↑ 4%
Opinion on ease of claiming overtime**	3.20	3.18	↓ 1%
Opinion on heaviness of workload***	3.34	3.54	↑ 6%
Ability to attend important home life events**	3.92	3.73	↓ 5%
Effects of workplace stress on mental health***	3.27	3.62	↑ 10%
Opinion on work/life balance support**	3.58	3.43	↓ 4%
Opinion on flexible work opportunities**	3.46	3.43	↓ 1%
Opinion on Workplace 2.0**	2.45	2.47	↑ 1%
Job enjoyment**	4.05	3.87	↓ 4%
Opinion on ability to report wrongdoing**	3.60	3.53	↓ 2%
Opinion on positivity of work environment**	3.52	3.42	↓ 3%
Opinion on relationship with supervisor**	4.25	4.17	↓ 2%
Opinion on relationship with senior management**	3.86	3.80	↓ 2%
Opinion on relationship with colleagues**	4.53	4.31	↓ 5%
Would leave department for more PD opportunities	31%	31%	-
Would leave department for more promotion opportunities	50%	60%	↑ 20%
Would leave department for more flex opportunities	37%	38%	↑ 3%
Would leave department for a better work/life balance	41%	40%	↓ 2%
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

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

- A 60% decrease from 152 responses in 2016

- Approximately 12% of FIs at EDSC filled out the survey (confidence rating of 95% +/- 16%; moderate response rate and moderate statistical significance)

Demographics	EDSC	PS
French responses	26%	25%
English responses	74%	75%
FI-2s or FI-3s	67%	67%
Served in the public service for 10 years or more	72%	69%
Located in the NCR	40%	66%
Median age group	35-44	35-44
Female predominance	59%	60%
Male	39%	39%
Hold bachelor's degree or higher	89%	90%
Hold a CPA designation or are in pursuit of one	54%	52%
Supervise employees	46%	49%

Professional development

- ❖ 30% of respondents requested language training in the last 12 months (vs 32% in the public service), and of the 17 language training requests, 11 (65%) were approved (vs 78% in the public service).
- ❖ 50% of respondents requested professional development leave in the last 12 months (vs 56% in the public service), and of the 28 professional development requests, 26 (93%) were approved (vs 89% in the public service).
- ❖ 13% of respondents feel their opportunities for professional development have increased since 2016 (vs 18% of the public service) while 18% 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 EDSC were most interested in conferences and events (average of 4.46), acting opportunities within the FI classification (4.37) and management and leadership training (4.13).

Work/life balance

- ❖ 76% of FIs at EDSC have worked overtime in the last 12 months (vs 72% in the public service).

- ❖ 11% 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, 50% claimed 30 hours or more (vs 43% in the public service).
- ❖ 53% of respondents requested flexible work arrangements in the last 12 months (vs 60% in the public service), and of the 26 requests, 18 were approved (69%) (vs 79% in the public service).
- ❖ 32% of respondents are working compressed work weeks (vs 21% in the public service), 5% are teleworking (vs 14% in the public service) and 51% aren't working under any flexible work arrangements (vs 53% in the public service).
- ❖ 7% of FIs at EDSC feel their satisfaction with their work/life balance has increased in the last 12 months (vs 17% in the public service), yet 31% feel their satisfaction has decreased (vs 28% in the public service).
- ❖ Of the 25 open-ended suggestions for possible work/life balance improvements, the most common responses included consistently supporting telework and flexible work arrangements and addressing issues with understaffing and staff retention.

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 EDSC were having a balanced work/home life (average of 9.27), having good relationships with supervisors (9.16) and a good relationship with colleagues (9.02).