

State of the FI Community Survey 2018-2019

Canadian Border Services Agency

Overall CBSA performance

❖ High-performing areas

- **Overall improvements compared to 2017:** CBSA demonstrated improvements in most categories compared to their performance in 2017
- **Job enjoyment:** Less likely to leave department for a more positive workplace, more promotion opportunities or better work-life balance compared to the public service (PS)

❖ Areas for improvement

- **Professional development:** Lower opinions on PD and strictness of PD approval compared to the PS; more likely to leave department for PD opportunities than the PS
- **Language training:** Lower approval rate for language training compared to the PS and compared to CBSA in 2017
- **Flex work:** Lower flex work approval rate and lower opinion on flexible work compared to the PS; more likely to leave department for flex work opportunities than the PS

Category	2018-19 PS results	2018-19 CBSA results	Variance	2017 CBSA results	Percent change
Professional development					
PD attendance	93%	95%	↑ 2%	83%	↑ 15%
Language training request approvals*	79%	74%	↓ 6%	100%	↓ 26%
PD request approvals*	88%	89%	↑ 1%	89%	-
Opinion on PD opportunities**	3.89	3.76	↓ 3%	3.00	↑ 25%
Opinion on PD received to meet job requirements**	4.02	3.75	↓ 7%	3.18	↑ 18%
Opinion on PD received to exceed job requirements**	3.22	2.99	↓ 7%	2.57	↑ 16%
Opinion on PD received for career advancement**	3.30	3.09	↓ 7%	2.45	↑ 26%
Opinion on language training opportunities**	2.88	2.96	↑ 3%	2.47	↑ 20%
Opinion on strictness of PD approval***	2.72	3.12	↑ 15%	3.06	↑ 2%
Leave					
Leave request approvals*	95%	98%	↑ 3%	82%	↑ 20%
Worked sick*	76%	80%	↑ 5%	78%	↑ 3%
Median days worked sick*	1-3	1-3	-	4-6	↓ 1 interval

Category	2018-19 PS results	2018-19 CBSA results	Variance	2017 CBSA results	Percent change
Worked sick due to heavy workload*	52%	48%	↓ 8%	52%	↓ 8%
Used up sick leave****	15%	13%	↓ 13%	17%	↓ 24%
Comfort with requesting leave**	4.22	4.37	↑ 4%	4.32	↑ 1%
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	10-19	-
Median overtime hours claimed*	1-9	1-9	-	0	↑ 1 interval
Flexible work request approvals*	84%	82%	↓ 2%	46%	↑ 78%
Working under flexible work arrangements*	59%	62%	↑ 5%	30%	↑ 107%
Opinion on ease of claiming overtime**	3.41	3.38	↓ 1%	2.74	↑ 24%
Opinion on heaviness of workload***	3.48	3.69	↑ 6%	3.67	↑ 1%
Ability to attend important home life events**	3.90	3.93	↑ 1%	3.95	↓ 1%
Effects of workplace stress on mental health***	3.27	3.23	↓ 1%	3.38	↓ 4%
Opinion on work/life balance support**	3.67	3.71	↑ 1%	2.87	↑ 29%
Opinion on flexible work opportunities**	3.68	3.49	↓ 5%	2.71	↑ 29%
Opinion on Workplace 2.0**	2.58	2.45	↓ 5%	2.25	↑ 9%
General / Positive work environment					
Opinion on ability to report wrongdoing**	3.21	3.39	↑ 5%	3.55	↓ 5%
Job enjoyment**	4.13	4.01	↓ 3%	4.09	↓ 2%
Opinion on positivity of work environment**	3.66	3.46	↓ 6%	2.95	↑ 17%
Opinion on relationship with supervisor**	4.29	4.21	↓ 2%	4.13	↑ 2%
Opinion on relationship with senior management**	3.91	4.04	↑ 3%	3.87	↑ 4%
Opinion on relationship with colleagues**	4.54	4.44	↓ 2%	4.43	-
Would leave department for more PD opportunities	29%	34%	↑ 17%	44%	↓ 23%
Would leave department for more promotion opportunities	48%	44%	↓ 8%	48%	↓ 8%
Would leave department for more flex opportunities	36%	39%	↑ 8%	52%	↓ 25%
Would leave department for a better work/life balance	39%	38%	↓ 3%	48%	↓ 21%
Would leave department for a more positive work environment	37%	34%	↓ 8%	57%	↓ 40%

Category	2018-19 PS results	2018-19 CBSA results	Variance	2017 CBSA results	Percent change
Opinion on fairness of department's competitions***	3.06	3.25	↑ 6%	-	-

* 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

❖ 89 total survey responses from January 16 to February 11, 2019

- 271% increase from 24 responses in 2017
- Approximately 49% of FIs at CBSA filled out the survey (confidence rating of 95% +/- 7% compared to confidence rating of 95% +/- 19% in 2017; high response rate and high statistical significance)

Demographics	CBSA	PS
French responses	15%	21%
English responses	85%	79%
FI-2s or FI-3s	53%	70%
Served in the public service for 10 years or more	74%	77%
Located in the NCR	70%	65%
Median age group	35-44	35-44
Female	53%	58%
Male	47%	41%
Hold bachelor's degree or higher	85%	90%
Hold a CPA designation or are in pursuit of one	48%	56%
Supervise employees	48%	55%

Notable results

Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at CBSA were most interested in conferences and events (average of 4.33), systems, operation, policy or resource management training (4.24) and management/leadership training (4.20).

Work/life balance

- ❖ 82% of FIs at CBSA have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 39% worked 30 hours of overtime or more in the last 12 months (vs 44% in the public service).
- ❖ Of those who worked 30 hours or more, only 39% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 26% are working compressed work weeks (vs 21% in the public service), 30% are teleworking (same as the public service) and 23% are working flexible hours (vs 19% in the public service). 38% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 35 open-ended suggestions for possible work/life balance improvements, the most common were consistently supporting telework for all employees beyond the duty to accommodate or other special circumstances; better management of deadlines and resources; and more fair and respectful treatment of employees by management.

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 CBSA were a having a balanced work/home life (average of 9.27), having good relationships with supervisors (9.07) and having good relationships with colleagues (8.90).

Staffing

- ❖ 43% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (the same as in the public service).
- ❖ 37% of respondents agreed that, over the past 12 months, work in their department that could have been performed by an FI was performed by a consulting firm or private contractor (vs 28% in the public service).