

# State of the FI Community Survey 2018-2019

## Correctional Services Canada

### Overall CSC performance

#### ❖ High-performing areas

- **Overall improvements compared to 2017:** CSC demonstrated improvements in most categories compared to their performance in 2017
- **Positive work environment:** Higher opinion of relationships with supervisors, senior management and colleagues compared to the public service (PS)

#### ❖ Areas for improvement

- **Professional development:** Lower approval rate for professional development, lower PD attendance and lower opinions on PD compared to the PS; lower PD approvals and attendance compared to 2017
- **Days worked sick:** Higher percentage of FIs worked sick and higher median number of days worked sick than in the PS; higher percentage of FIs worked sick due to heavy workload
- **Job satisfaction:** Higher percentage of respondents who would leave their department for more PD and promotion opportunities, a better work/life balance or a more positive work environment compared to the PS
- **Work/life balance:** Lower opinion of work/life balance support and ability to attend important life events compared to the PS; higher percentage of respondents would leave department for flex opportunities

Category	2018-19 PS results	2018-19 CSC results	Variance	2017 CSC results	Percent change
<b>Professional development</b>					
PD attendance	93%	79%	↓ 15%	81%	↓ 3%
Language training request approvals*	79%	88%	↑ 11%	63%	↑ 40%
PD request approvals*	88%	74%	↓ 16%	76%	↓ 3%
Opinion on PD opportunities**	3.89	3.54	↓ 10%	3.12	↑ 14%
Opinion on PD received to meet job requirements**	4.02	3.79	↓ 8%	3.31	↑ 15%
Opinion on PD received to exceed job requirements**	3.22	2.83	↓ 12%	2.53	↑ 12%
Opinion on PD received for career advancement**	3.30	2.71	↓ 18%	2.69	↑ 1%
Opinion on language training opportunities**	2.88	2.36	↓ 18%	2.27	↑ 4%
Opinion on strictness of PD approval***	2.72	3.06	↑ 13%	3.07	-
<b>Leave</b>					

Category	2018-19 PS results	2018-19 CSC results	Variance	2017 CSC results	Percent change
Leave request approvals*	95%	98%	↑ 3%	98%	-
Worked sick*	76%	85%	↑ 12%	76%	↑ 12%
Median days worked sick*	1-3	4-6	↑ 1 interval	4-6	-
Worked sick due to heavy workload*	52%	61%	↑ 17%	57%	↑ 7%
Used up sick leave****	15%	15%	-	22%	↓ 32%
Comfort with requesting leave**	4.22	4.24	↑ 1%	4.19	↑ 1%
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	20-29	↑ 1 interval	30+	↓ 1 interval
Median overtime hours claimed*	1-9	1-9	-	1-9	-
Flexible work request approvals*	84%	71%	↓ 16%	81%	↓ 12%
Working under flexible work arrangements*	59%	67%	↑ 14%	57%	↑ 18%
Opinion on ease of claiming overtime**	3.41	3.02	↓ 11%	2.84	↑ 6%
Opinion on heaviness of workload***	3.48	3.43	↓ 1%	3.43	-
Ability to attend important home life events**	3.90	3.83	↓ 2%	3.79	↑ 1%
Effects of workplace stress on mental health***	3.27	3.38	↑ 3%	3.67	↓ 8%
Opinion on work/life balance support**	3.67	3.50	↓ 5%	3.47	↑ 1%
Opinion on flexible work opportunities**	3.68	3.76	↑ 2%	3.61	↑ 4%
Opinion on Workplace 2.0**	2.58	1.92	↓ 26%	2.25	↓ 15%
<b>General / Positive work environment</b>					
Opinion on ability to report wrongdoing**	3.21	2.92	↓ 9%	3.22	↓ 10%
Job enjoyment**	4.13	4.13	-	4.05	↑ 2%
Opinion on positivity of work environment**	3.66	3.32	↓ 9%	2.84	↑ 17%
Opinion on relationship with supervisor**	4.29	4.36	↑ 2%	4.17	↑ 5%
Opinion on relationship with senior management**	3.91	4.10	↑ 5%	3.72	↑ 10%
Opinion on relationship with colleagues**	4.54	4.58	↑ 1%	4.40	↑ 4%
Would leave department for more PD opportunities	29%	30%	↑ 3%	39%	↓ 23%
Would leave department for more promotion opportunities	48%	51%	↑ 6%	71%	↓ 28%

Category	2018-19 PS results	2018-19 CSC results	Variance	2017 CSC results	Percent change
Would leave department for more flex opportunities	36%	51%	↑ 42%	29%	↑ 76%
Would leave department for a better work/life balance	39%	47%	↑ 21%	51%	↓ 8%
Would leave department for a more positive work environment	37%	49%	↑ 32%	54%	↓ 9%
Opinion on fairness of department's competitions***	3.06	3.10	↑ 1%	-	-

\* 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

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

- 8% decrease from 64 responses in 2017
- Approximately 24% of FIs at CSC filled out the survey (confidence rating of 95% +/- 14%; high response rate and moderate statistical significance)

Demographics	CSC	PS
French responses	14%	21%
English responses	86%	79%
FI-2s or FI-3s	64%	70%
Served in the public service for 10 years or more	85%	77%
Located in the NCR	16%	65%
Median age group	45-54	35-44
Female	61%	58%
Male	37%	41%
Hold bachelor's degree or higher	70%	90%
Hold a CPA designation or are in pursuit of one	51%	56%
Supervise employees	61%	55%

## Professional development

❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at CSC were most interested in conferences and events (average of 4.35), systems,

operation, policy or resource management training (4.34) and management/leadership training (4.31).

## **Work/life balance**

- ❖ 78% of FIs at CSC have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 50% 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 48% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 31% are working compressed work weeks (vs 21% in the public service), 13% are teleworking (vs 30% in the public service) and 29% are working flexible hours (vs 19% in the public service). 33% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 22 open-ended suggestions for possible work/life balance improvements, the most common were supporting telework and increasing and/or better allocating staff and resources.

## **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 CSC were having good relationships with supervisors (average of 9.38), having a balanced work/home life (9.36) and having good relationships with colleagues (9.28).

## **Staffing**

- ❖ 26% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 8% 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).