

Employment and Social Development Canada

Overall ESDC performance

❖ High-performing areas

- **Improvements compared to 2017:** ESDC demonstrated improvements in most categories compared to 2017
- **Overtime claimed:** Same median number of overtime hours worked as the public service (PS), but higher median number of hours claimed and higher opinion of ease of claiming overtime
- **Flex work:** Higher percentage of respondents working under flex work and higher opinion of flex work opportunities than the PS

❖ Areas for improvement

- **Professional development:** Lower rate of PD and language training request approvals and higher opinion of strictness of PD approval than the PS
- **Worked sick:** Higher percentage of respondents worked sick and higher percentage used up sick leave compared to the PS
- **Job enjoyment:** Greater percentage would leave department for better work/life balance, more promotion opportunities and a more positive workplace than the PS

| Category | 2018-19 PS results | 2018-19 ESDC results | Variance | 2017 ESDC results | Percent change |
|---|--------------------|----------------------|----------|-------------------|----------------|
| Professional development | | | | | |
| PD attendance | 93% | 98% | ↑ 5% | 91% | ↑ 8% |
| Language training request approvals* | 79% | 71% | ↓ 10% | 65% | ↑ 9% |
| PD request approvals* | 88% | 81% | ↓ 8% | 93% | ↓ 13% |
| Opinion on PD opportunities** | 3.89 | 3.79 | ↓ 3% | 3.80 | - |
| Opinion on PD received to meet job requirements** | 4.02 | 4.02 | - | 3.98 | ↑ 1% |
| Opinion on PD received to exceed job requirements** | 3.22 | 3.36 | ↑ 4% | 3.15 | ↑ 7% |
| Opinion on PD received for career advancement** | 3.30 | 3.36 | ↑ 2% | 3.25 | ↑ 3% |
| Opinion on language training opportunities** | 2.88 | 2.91 | ↑ 1% | 2.48 | ↑ 17% |
| Opinion on strictness of PD approval*** | 2.72 | 2.99 | ↑ 10% | 3.00 | - |
| Leave | | | | | |
| Leave request approvals* | 95% | 93% | ↓ 2% | 94% | ↓ 1% |
| Worked sick* | 76% | 81% | ↑ 7% | 76% | ↑ 7% |

| Category | 2018-19 PS results | 2018-19 ESDC results | Variance | 2017 ESDC results | Percent change |
|---|--------------------|----------------------|--------------|-------------------|----------------|
| Median days worked sick* | 1-3 | 1-3 | - | 1-3 | - |
| Worked sick due to heavy workload* | 52% | 50% | ↓ 4% | 58% | ↓ 14% |
| Used up sick leave**** | 15% | 19% | ↑ 27% | 20% | ↓ 5% |
| Comfort with requesting leave** | 4.22 | 4.31 | ↑ 2% | 4.04 | ↑ 7% |
| Work/life balance | | | | | |
| Median overtime hours worked* | 10-19 | 10-19 | - | 10-19 | - |
| Median overtime hours claimed* | 1-9 | 0 | ↑ 1 interval | 1-9 | ↑ 1 interval |
| Flexible work request approvals* | 84% | 81% | ↓ 4% | 69% | ↑ 17% |
| Working under flexible work arrangements* | 59% | 61% | ↑ 3% | 49% | ↑ 25% |
| Opinion on ease of claiming overtime** | 3.41 | 3.55 | ↑ 4% | 3.18 | ↑ 12% |
| Opinion on heaviness of workload*** | 3.48 | 3.45 | ↓ 1% | 3.54 | ↓ 3% |
| Ability to attend important home life events** | 3.90 | 3.89 | - | 3.73 | ↑ 4% |
| Effects of workplace stress on mental health*** | 3.27 | 3.23 | ↓ 1% | 3.62 | ↓ 11% |
| Opinion on work/life balance support** | 3.67 | 3.68 | - | 3.43 | ↑ 7% |
| Opinion on flexible work opportunities** | 3.68 | 3.86 | ↑ 5% | 3.43 | ↑ 13% |
| Opinion on Workplace 2.0** | 2.58 | 2.60 | ↑ 1% | 2.47 | ↑ 5% |
| General / Positive work environment | | | | | |
| Opinion on ability to report wrongdoing** | 3.21 | 3.36 | ↑ 5% | 3.53 | ↓ 5% |
| Job enjoyment** | 4.13 | 4.00 | ↓ 3% | 3.87 | ↑ 3% |
| Opinion on positivity of work environment** | 3.66 | 3.79 | ↑ 4% | 3.42 | ↑ 11% |
| Opinion on relationship with supervisor** | 4.29 | 4.28 | - | 4.17 | ↑ 3% |
| Opinion on relationship with senior management** | 3.91 | 3.94 | ↑ 1% | 3.80 | ↑ 4% |
| Opinion on relationship with colleagues** | 4.54 | 4.53 | - | 4.31 | ↑ 5% |
| Would leave department for more PD opportunities | 29% | 29% | - | 31% | ↓ 6% |
| Would leave department for more promotion opportunities | 48% | 52% | ↑ 8% | 60% | ↓ 13% |
| Would leave department for more flex opportunities | 36% | 36% | - | 38% | ↓ 5% |
| Would leave department for a better work/life balance | 39% | 47% | ↑ 21% | 40% | ↑ 18% |

| Category | 2018-19 PS results | 2018-19 ESDC results | Variance | 2017 ESDC results | Percent change |
|---|--------------------|----------------------|----------|-------------------|----------------|
| Would leave department for a more positive work environment | 37% | 40% | ↑ 8% | 40% | - |
| Opinion on fairness of department's competitions*** | 3.06 | 3.24 | ↑ 1% | N/A | N/A |

* 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

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

- A 57% increase from 61 responses in 2017
- Approximately 19% of FIs at ESDC filled out the survey (confidence rating of 95% +/- 10%; moderate response rate and statistical significance)

| Demographics | ESDC | PS |
|---|-------|-------|
| French responses | 17% | 21% |
| English responses | 83% | 79% |
| FI-2s or FI-3s | 68% | 70% |
| Served in the public service for 10 years or more | 84% | 77% |
| Located in the NCR | 44% | 65% |
| Median age group | 35-44 | 35-44 |
| Female | 39% | 58% |
| Male | 61% | 41% |
| Hold bachelor's degree or higher | 90% | 90% |
| Hold a CPA designation or are in pursuit of one | 51% | 56% |
| Supervise employees | 51% | 55% |

Notable results

Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at ESDC were most interested in conferences and events (average of 4.60),

management/leadership training (4.26) and acting opportunities within the FI classification (4.18).

Work/life balance

- ❖ 82% of FIs at ESDC have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 37% 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 32% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 38% of are working compressed work weeks (vs 21% in the public service), 15% are teleworking (vs 30% in the public service) and 10% are working flexible hours (vs 19% in the public service). 39% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 28 open-ended suggestions for possible work/life balance improvements, the most common were consistently supporting telework for all without stigma; increasing staff to decrease workload and meet deadlines; and to apply the same standards fairly to all staff.

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 ESDC were a having good relationships with colleagues (average of 9.21) having good relationships with supervisors (9.19) and having a balanced work/home life (9.16).

Staffing

- ❖ 47% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 10% 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).