

State of the FI Community Survey 2018-2019

Global Affairs Canada

Overall GAC performance

❖ High-performing areas

- **Job enjoyment:** Less likely to leave department for more PD, promotion or flex opportunities, a better work/life balance or a more positive work environment compared to the public service (PS)
- **Language training:** Higher rate of language training request approvals compared to the PS; higher opinion of language training opportunities

❖ Areas for improvement

- **Overtime:** Higher median number of overtime hours worked but lower median number of overtime hours claimed compared to the PS and to GAC in 2017; lower opinion of ease of claiming overtime compared to the PS
- **Flex work:** Lower rate of flex work request approvals, lower opinion of flex work opportunities and lower percentage of respondents working under flex work conditions compared to the PS
- **Work/life balance:** Lower opinion of work/life balance support and ability to attend important home life events and higher reported workload compared to the PS

Category	2018-19 PS results	2018-19 GAC results	Variance	2017 GAC results	Percent change
Professional development					
PD attendance	93%	89%	↓ 4%	84%	↑ 6%
Language training request approvals*	79%	87%	↑ 10%	93%	↓ 6%
PD request approvals*	88%	88%	-	96%	↓ 8%
Opinion on PD opportunities**	3.89	3.98	↑ 2%	3.59	↑ 11%
Opinion on PD received to meet job requirements**	4.02	3.87	↓ 4%	3.42	↑ 13%
Opinion on PD received to exceed job requirements**	3.22	3.31	↑ 3%	2.70	↑ 23%
Opinion on PD received for career advancement**	3.30	3.38	↑ 2%	3.08	↑ 10%
Opinion on language training opportunities**	2.88	3.27	↑ 14%	2.80	↑ 17%
Opinion on strictness of PD approval***	2.72	3.02	↑ 11%	2.86	↑ 6%
Leave					
Leave request approvals*	95%	89%	↓ 6%	95%	↓ 6%

Category	2018-19 PS results	2018-19 GAC results	Variance	2017 GAC results	Percent change
Worked sick*	76%	80%	↑ 5%	69%	↑ 16%
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	52%	59%	↑ 13%	58%	↑ 2%
Used up sick leave*****	15%	16%	↑ 7%	21%	↓ 24%
Comfort with requesting leave**	4.22	3.96	↓ 6%	4.18	↓ 5%
Work/life balance					
Median overtime hours worked*	10-19	30+	↑ 2 intervals	20-29	↑ 1 interval
Median overtime hours claimed*	1-9	1-9	-	0	↓ 1 interval
Flexible work request approvals*	84%	81%	↓ 4%	76%	↑ 7%
Working under flexible work arrangements*	59%	42%	↓ 29%	36%	↑ 17%
Opinion on ease of claiming overtime**	3.41	3.21	↓ 6%	2.78	↑ 15%
Opinion on heaviness of workload***	3.48	3.70	↑ 6%	3.82	↓ 3%
Ability to attend important home life events**	3.90	3.85	↓ 1%	3.74	↑ 3%
Effects of workplace stress on mental health***	3.27	3.28	-	3.52	↓ 7%
Opinion on work/life balance support**	3.67	3.41	↓ 7%	3.33	↑ 2%
Opinion on flexible work opportunities**	3.68	3.33	↓ 10%	3.38	↑ 1%
Opinion on Workplace 2.0**	2.58	2.70	↑ 5%	2.45	↑ 10%
General / Positive work environment					
Opinion on ability to report wrongdoing**	3.21	2.79	↓ 13%	3.49	↓ 20%
Job enjoyment**	4.13	4.28	↑ 4%	3.95	↑ 8%
Opinion on positivity of work environment**	3.66	3.70	↑ 1%	3.38	↑ 10%
Opinion on relationship with supervisor**	4.29	4.22	↓ 2%	4.25	↓ 1%
Opinion on relationship with senior management**	3.91	3.74	↓ 4%	3.81	↓ 2%
Opinion on relationship with colleagues**	4.54	4.54	-	4.59	↓ 1%
Would leave department for more PD opportunities	29%	26%	↓ 10%	30%	↓ 13%
Would leave department for more promotion opportunities	48%	43%	↓ 10%	51%	↓ 16%
Would leave department for more flex opportunities	36%	33%	↓ 8%	38%	↓ 13%

Category	2018-19 PS results	2018-19 GAC results	Variance	2017 GAC results	Percent change
Would leave department for a better work/life balance	39%	33%	↓ 15%	41%	↓ 20%
Would leave department for a more positive work environment	37%	31%	↓ 16%	43%	↓ 28%
Opinion on fairness of department's competitions***	3.06	3.10	↑ 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

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

- 65% increase from 39 responses in 2017
- Approximately 29% of FIs at GAC filled out the survey (confidence rating of 95% +/- 14%; high response rate and moderate statistical significance)

Demographics	GAC	PS
French responses	36%	21%
English responses	64%	79%
FI-2s or FI-3s	73%	70%
Served in the public service for 10 years or more	69%	77%
Located in the NCR	94%	65%
Median age group	35-44	35-44
Female	61%	58%
Male	37%	41%
Hold bachelor's degree or higher	95%	90%
Hold a CPA designation or are in pursuit of one	57%	56%
Supervise employees	59%	55%

Notable results

Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at GAC were most interested in conferences and events (average of 4.31), management/leadership training (4.20) and communications training (3.95).

Work/life balance

- ❖ 89% of FIs at GAC have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 56% 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 56% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 4% are working compressed work weeks (vs 21% in the public service), 29% are teleworking (vs 30% in the public service) and 11% are working flexible hours (vs 19% in the public service). 58% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 21 open-ended suggestions for possible work/life balance improvements, the most common were consistently supporting flexible working arrangements and increasing staffing.

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 GAC were having good relationships with supervisors (average of 9.41), having good relationships with colleagues (9.35) and having good work that is recognized and appreciated (9.15).

Staffing

- ❖ 37% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 44% 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).