

State of the FI Community Survey 2018-2019

Health Canada

Overall HC performance

❖ High-performing areas

- **Job enjoyment:** Higher opinion on positivity of work environment, higher opinion on relationships with supervisors, senior management and colleagues compared to the public service (PS) and to HC in 2017
- **Language training:** Higher rate of language training request approvals and opinion of language training opportunities compared to PS and to HC in 2017

❖ Areas for improvement

- **Work/life balance:** Higher reported workload and effects of workplace stress on mental health compared to the PS; lower opinion of work/life balance support and ability to attend important home life events
- **Flex work:** Lower rate of flex work request approvals and opinion of flex work opportunities compared to the PS; lower percentage of respondents working under flex work arrangements
- **Worked sick:** Greater percentage of respondents worked sick and worked sick due to heavy workload compared to the PS and to HC performance in 2017; higher median number of days worked sick and percentage of respondents used up sick leave

Category	2018-19 PS results	2018-19 HC results	Variance	2017 HC results	Percent change
Professional development					
PD attendance	93%	88%	↓ 5%	86%	↑ 2%
Language training request approvals*	79%	88%	↑ 11%	81%	↑ 9%
PD request approvals*	88%	86%	↓ 2%	86%	-
Opinion on PD opportunities**	3.89	3.47	↓ 11%	3.68	↓ 6%
Opinion on PD received to meet job requirements**	4.02	4.00	-	3.75	↑ 7%
Opinion on PD received to exceed job requirements**	3.22	3.21	-	3.25	↓ 1%
Opinion on PD received for career advancement**	3.30	3.10	↓ 6%	3.00	↑ 3%
Opinion on language training opportunities**	2.88	3.00	↑ 4%	2.73	↑ 10%
Opinion on strictness of PD approval***	2.72	2.72	-	3.00	↓ 9%
Leave					
Leave request approvals*	95%	97%	↑ 2%	89%	↑ 9%

Category	2018-19 PS results	2018-19 HC results	Variance	2017 HC results	Percent change
Worked sick*	76%	83%	↑ 9%	77%	↑ 8%
Median days worked sick*	1-3	4-6	↑ 1 interval	1-3	↑ 1 interval
Worked sick due to heavy workload*	52%	63%	↑ 21%	57%	↑ 11%
Used up sick leave****	15%	17%	↑ 13%	23%	↓ 26%
Comfort with requesting leave**	4.22	4.40	↑ 4%	4.20	↑ 5%
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%	79%	↓ 6%	70%	↑ 13%
Working under flexible work arrangements*	59%	38%	↓ 36%	37%	↑ 3%
Opinion on ease of claiming overtime**	3.41	3.38	↓ 1%	3.63	↓ 8%
Opinion on heaviness of workload***	3.48	3.60	↑ 3%	3.73	↓ 3%
Ability to attend important home life events**	3.90	3.74	↓ 4%	3.73	-
Effects of workplace stress on mental health***	3.27	3.41	↑ 4%	3.47	↓ 2%
Opinion on work/life balance support**	3.67	3.48	↓ 5%	3.47	-
Opinion on flexible work opportunities**	3.68	3.41	↓ 7%	3.32	↓ 3%
Opinion on Workplace 2.0**	2.58	1.85	↓ 28%	2.22	↓ 17%
General / Positive work environment					
Opinion on ability to report wrongdoing**	3.21	3.00	↓ 7%	3.88	↓ 23%
Job enjoyment**	4.13	4.17	↑ 1%	4.16	-
Opinion on positivity of work environment**	3.66	3.90	↑ 7%	3.54	↑ 10%
Opinion on relationship with supervisor**	4.29	4.67	↑ 9%	4.32	↑ 9%
Opinion on relationship with senior management**	3.91	4.28	↑ 9%	4.02	↑ 6%
Opinion on relationship with colleagues**	4.54	4.73	↑ 4%	4.46	↑ 6%
Would leave department for more PD opportunities	29%	31%	↑ 7%	28%	↑ 11%
Would leave department for more promotion opportunities	48%	48%	-	47%	↑ 2%
Would leave department for more flex opportunities	36%	48%	↑ 33%	45%	↑ 7%

Category	2018-19 PS results	2018-19 HC results	Variance	2017 HC results	Percent change
Would leave department for a better work/life balance	39%	41%	↑ 5%	45%	↓ 9%
Would leave department for a more positive work environment	37%	34%	↓ 8%	49%	↓ 31%
Opinion on fairness of department's competitions***	3.06	3.08	↑ 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

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

- 48% decrease from 61 responses in 2017
- Approximately 16% of FIs at HC filled out the survey (confidence rating of 95% +/- 18%; moderate response rate and statistical significance)

Demographics	HC	PS
French responses	12%	21%
English responses	88%	79%
FI-2s or FI-3s	63%	70%
Served in the public service for 10 years or more	88%	77%
Located in the NCR	81%	65%
Median age group	45-54	35-44
Female	59%	58%
Male	41%	41%
Hold bachelor's degree or higher	84%	90%
Hold a CPA designation or are in pursuit of one	48%	56%
Supervise employees	53%	55%

Notable results

Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at HC were most interested in acting opportunities within the FI classification (average of 4.20), management and leadership training (4.06) and language training (4.03).

Work/life balance

- ❖ 83% of FIs at HC have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 38% 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, 0% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 12% are working compressed work weeks (vs 21% in the public service), 19% are teleworking (vs 30% in the public service) and 23% are working flexible hours (vs 19% in the public service). 62% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 15 open-ended suggestions for possible work/life balance improvements, the most common were consistently supporting flexible working arrangements, especially telework, increasing staffing and balancing workloads.

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 HC were having good relationships with supervisors (average of 9.50), a balanced work/home life (9.33) and easy accessibility to my manager and an open flow of communication (9.23).

Staffing

- ❖ 30% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 21% 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).