

State of the FI Community Survey 2018-2019

Immigration, Refugees and Citizenship Canada

Overall IRCC performance

❖ High-performing areas

- **Job enjoyment:** Higher opinion of positivity of work environment and relationships with supervisors and colleagues compared to the public service (PS); less likely to leave department for more PD, promotion or flex work opportunities, a better work/life balance or a more positive work environment
- **Professional development:** Higher rate of PD attendance compared to PS; lower opinion of strictness of PD approval and higher opinion of language training opportunities
- **Work/life balance:** Higher opinion of work/life balance support compared to PS; lower reported workload and effects of workplace stress on mental health

❖ Areas for improvement

- **Overall performance compared to 2017:** IRCC demonstrated decreased performance in approximately half of all categories compared to their performance in 2017
- **Worked sick:** Higher median days worked compared to the PS; higher percentage of respondents used up sick leave compared to PS

Category	2018-19 PS results	2018-19 IRCC results	Variance	2017 IRCC results	Percent change
Professional development					
PD attendance	93%	95%	↑ 2%	89%	↑ 7%
Language training request approvals*	79%	80%	↑ 1%	90%	↓ 11%
PD request approvals*	88%	87%	↓ 1%	86%	↑ 1%
Opinion on PD opportunities**	3.89	4.13	↑ 6%	4.21	↓ 2%
Opinion on PD received to meet job requirements**	4.02	4.24	↑ 5%	4.09	↑ 4%
Opinion on PD received to exceed job requirements**	3.22	3.43	↑ 7%	3.69	↓ 7%
Opinion on PD received for career advancement**	3.30	3.63	↑ 10%	3.61	↑ 1%
Opinion on language training opportunities**	2.88	3.23	↑ 12%	3.00	↑ 8%
Opinion on strictness of PD approval***	2.72	2.43	↓ 11%	2.13	↑ 14%
Leave					
Leave request approvals*	95%	97%	↑ 2%	94%	↑ 3%
Worked sick*	76%	71%	↓ 7%	79%	↓ 10%

Category	2018-19 PS results	2018-19 IRCC results	Variance	2017 IRCC results	Percent change
Median days worked sick*	1-3	4-6	↑ 1 interval	1-3	↑ 1 interval
Worked sick due to heavy workload*	52%	51%	↓ 2%	33%	↑ 55%
Used up sick leave****	15%	16%	↑ 7%	9%	↑ 78%
Comfort with requesting leave**	4.22	4.32	↑ 2%	3.76	↑ 15%
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	10-19	-
Median overtime hours claimed*	1-9	1-9	-	1-9	-
Flexible work request approvals*	84%	74%	↓ 12%	81%	↓ 9%
Working under flexible work arrangements*	59%	63%	↑ 7%	61%	↑ 3%
Opinion on ease of claiming overtime**	3.41	3.69	↑ 8%	3.87	↓ 5%
Opinion on heaviness of workload***	3.48	3.44	↓ 1%	2.87	↑ 20%
Ability to attend important home life events**	3.90	3.67	↓ 6%	3.77	↓ 3%
Effects of workplace stress on mental health***	3.27	3.17	↓ 3%	2.90	↑ 9%
Opinion on work/life balance support**	3.67	3.75	↑ 2%	3.94	↓ 5%
Opinion on flexible work opportunities**	3.68	3.83	↑ 4%	4.00	↓ 4%
Opinion on Workplace 2.0**	2.58	2.97	↑ 15%	3.04	↓ 2%
General / Positive work environment					
Opinion on ability to report wrongdoing**	3.21	3.68	↑ 15%	3.67	-
Job enjoyment**	4.13	4.14	-	4.25	↓ 3%
Opinion on positivity of work environment**	3.66	4.06	↑ 14%	3.91	↑ 4%
Opinion on relationship with supervisor**	4.29	4.46	↑ 4%	4.34	↑ 3%
Opinion on relationship with senior management**	3.91	4.18	↑ 7%	4.16	-
Opinion on relationship with colleagues**	4.54	4.54	-	4.53	-
Would leave department for more PD opportunities	29%	28%	↓ 3%	19%	↑ 47%
Would leave department for more promotion opportunities	48%	25%	↓ 48%	41%	↓ 39%
Would leave department for more flex opportunities	36%	33%	↓ 8%	28%	↑ 18%
Would leave department for a better work/life balance	39%	33%	↓ 15%	31%	↑ 6%

Category	2018-19 PS results	2018-19 IRCC results	Variance	2017 IRCC results	Percent change
Would leave department for a more positive work environment	37%	31%	↓ 16%	31%	-
Opinion on fairness of department's competitions***	3.06	3.31	↑ 8%	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

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

- 8% increase from 37 responses in 2017
- Approximately 19% of FIs at IRCC filled out the survey (confidence rating of 95% +/- 17%; moderate response rate and moderate statistical significance)

Demographics	IRCC	PS
French responses	23%	21%
English responses	77%	79%
FI-2s or FI-3s	83%	70%
Served in the public service for 10 years or more	68%	77%
Located in the NCR	92%	65%
Median age group	35-44	35-44
Female	59%	58%
Male	41%	41%
Hold bachelor's degree or higher	100%	90%
Hold a CPA designation or are in pursuit of one	67%	56%
Supervise employees	45%	55%

Notable results

Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at IRCC were most interested in conferences and events (average of 4.11), management/leadership training (4.00) and communications training (3.89).

Work/life balance

- ❖ 81% of FIs at IRCC have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 30% 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 40% 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), 31% are teleworking (vs 30% in the public service) and 23% are working flexible hours (vs 19% in the public service). 37% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 12 open-ended suggestions for possible work/life balance improvements, the most common were to improve and increase staffing and to consistently support flexible working conditions.

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 IRCC were having good relationships with supervisors (average of 9.53), a balanced work/home life (9.44) and having good relationships with colleagues (9.31).

Staffing

- ❖ 39% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 17% 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).