

State of the FI Community Survey 2018-2019

Indigenous Services Canada

Overall ISC performance

❖ High-performing areas

- **Professional development:** Higher rate of PD attendance and PD request approval compared to the public service (PS); higher opinion of PD opportunities compared to PS
- **Ease of claiming overtime:** Higher opinion of ease of claiming overtime compared to PS

❖ Areas for improvement

- **Job enjoyment:** More likely to leave department for better work/life balance, more flex opportunities, a more positive work environment and more promotion and PD opportunities than the PS
- **Work-life balance:** Lower opinion of work-life balance support and greater impact of workplace stress on mental health than the PS
- **Flex work:** Lower flex work approval rate and lower opinion on flexible work compared to PS; lower percentage of employees working under flexible working conditions

Note: As Indigenous Services Canada is a new department, comparison numbers from 2017 are not available.

Category	2018-19 PS results	2018-19 ISC results	Variance	2017 ISC results	Percent change
Professional development					
PD attendance	93%	94%	↑ 1%	N/A	N/A
Language training request approvals*	79%	77%	↓ 3%	N/A	N/A
PD request approvals*	88%	95%	↑ 8%	N/A	N/A
Opinion on PD opportunities**	3.89	3.81	↓ 2%	N/A	N/A
Opinion on PD received to meet job requirements**	4.02	4.13	↑ 3%	N/A	N/A
Opinion on PD received to exceed job requirements**	3.22	3.11	↓ 3%	N/A	N/A
Opinion on PD received for career advancement**	3.30	3.39	↑ 3%	N/A	N/A
Opinion on language training opportunities**	2.88	2.07	↓ 28%	N/A	N/A
Opinion on strictness of PD approval***	2.72	2.46	↓ 10%	N/A	N/A
Leave					
Leave request approvals*	95%	96%	↑ 1%	N/A	N/A
Worked sick*	76%	78%	↑ 3%	N/A	N/A

Category	2018-19 PS results	2018-19 ISC results	Variance	2017 ISC results	Percent change
Median days worked sick*	1-3	1-3	-	N/A	N/A
Worked sick due to heavy workload*	52%	44%	↓ 15%	N/A	N/A
Used up sick leave****	15%	22%	↑ 47%	N/A	N/A
Comfort with requesting leave**	4.22	4.00	↓ 5%	N/A	N/A
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	N/A	N/A
Median overtime hours claimed*	1-9	1-9	-	N/A	N/A
Flexible work request approvals*	84%	81%	↓ 4%	N/A	N/A
Working under flexible work arrangements*	59%	52%	↓ 12%	N/A	N/A
Opinion on ease of claiming overtime**	3.41	3.73	↑ 10%	N/A	N/A
Opinion on heaviness of workload***	3.48	3.32	↓ 5%	N/A	N/A
Ability to attend important home life events**	3.90	3.90	-	N/A	N/A
Effects of workplace stress on mental health***	3.27	3.70	↑ 13%	N/A	N/A
Opinion on work/life balance support**	3.67	3.47	↓ 6%	N/A	N/A
Opinion on flexible work opportunities**	3.68	3.38	↓ 8%	N/A	N/A
Opinion on Workplace 2.0**	2.58	2.11	↓ 18%	N/A	N/A
General / Positive work environment					
Opinion on ability to report wrongdoing**	3.21	3.10	↓ 3%	N/A	N/A
Job enjoyment**	4.13	3.81	↓ 8%	N/A	N/A
Opinion on positivity of work environment**	3.66	2.89	↓ 21%	N/A	N/A
Opinion on relationship with supervisor**	4.29	4.02	↓ 6%	N/A	N/A
Opinion on relationship with senior management**	3.91	4.00	↑ 2%	N/A	N/A
Opinion on relationship with colleagues**	4.54	4.35	↓ 4%	N/A	N/A
Would leave department for more PD opportunities	29%	31%	↑ 7%	N/A	N/A
Would leave department for more promotion opportunities	48%	50%	↑ 4%	N/A	N/A
Would leave department for more flex opportunities	36%	46%	↑ 28%	N/A	N/A
Would leave department for a better work/life balance	39%	58%	↑ 49%	N/A	N/A

Category	2018-19 PS results	2018-19 ISC results	Variance	2017 ISC results	Percent change
Would leave department for a more positive work environment	37%	50%	↑ 35%	N/A	N/A
Opinion on fairness of department's competitions***	3.06	2.93	↓ 6%	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

- ❖ 51 total survey responses from January 16 to February 11, 2019
 - Approximately 24% of FIs at ISC filled out the survey (confidence rating of 95% +/- 15%; **high response rate** and moderate statistical significance)

Demographics	ISC	PS
French responses	16%	21%
English responses	84%	79%
FI-2s or FI-3s	51%	70%
Served in the public service for 10 years or more	73%	77%
Located in the NCR	35%	65%
Median age group	45-55	35-44
Female	65%	58%
Male	35%	41%
Hold bachelor's degree or higher	84%	90%
Hold a CPA designation or are in pursuit of one	57%	56%
Supervise employees	55%	55%

Notable results

Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at ISC were most interested in acting opportunities within the FI classification (average of 4.33), conferences and events (4.27) and management/leadership training (4.24).

Work/life balance

- ❖ 72% of FIs at ISC have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 36% 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, 85% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 27% are working compressed work weeks (vs 21% in the public service), 11% are teleworking (vs 30% in the public service) and 14% are working flexible hours (vs 19% in the public service). Forty-eight percent of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 23 open-ended suggestions for possible work/life balance improvements, the most common were consistently supporting telework for all without stigma; increased staff; and better communication by leadership.

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 ISC were a having a balanced work/home life (average of 9.34), having good relationships with supervisors (9.23) and having good relationships with colleagues (9.04).

Staffing

- ❖ 53% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 23% 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).