

## Innovation, Science and Economic Development Canada

### Overall ISED performance

#### ❖ High-performing areas

- **Professional development:** Higher rate of PD and language training request approvals compared to the public service (PS); higher opinion of PD and language training opportunities compared to PS and to ISED in 2017
- **Positive work environment:** Higher opinion of positivity of work environment and relationships with senior management and colleagues compared to the PS and higher job enjoyment
- **Job enjoyment:** Less likely to leave department for PD, promotion or flex work opportunities compared to the PS and to ISED in 2017; less likely to leave for better work/life balance or a more positive work environment

#### ❖ Areas for improvement

- **Overtime:** Higher median number of overtime hours worked compared to the PS and to ISED in 2017; lower median number of overtime hours claimed and lower opinion of ease of claiming overtime compared to the PS
- **Flex work:** Lower rate of flex work request approvals and lower percentage of respondents working under flex work arrangements compared to the PS

Category	2018-19 PS results	2018-19 ISED results	Variance	2017 ISED results	Percent change
<b>Professional development</b>					
PD attendance	93%	92%	↓ 1%	93%	↓ 1%
Language training request approvals*	79%	80%	↑ 1%	63%	↑ 27%
PD request approvals*	88%	81%	↑ 8%	82%	↓ 2%
Opinion on PD opportunities**	3.89	4.00	↑ 3%	3.86	↑ 4%
Opinion on PD received to meet job requirements**	4.02	4.13	↑ 3%	3.96	↑ 4%
Opinion on PD received to exceed job requirements**	3.22	3.46	↑ 7%	3.29	↑ 5%
Opinion on PD received for career advancement**	3.30	3.65	↑ 11%	3.43	↑ 6%
Opinion on language training opportunities**	2.88	3.60	↑ 25%	3.53	↑ 2%
Opinion on strictness of PD approval***	2.72	2.77	↑ 2%	2.65	↑ 2%
<b>Leave</b>					
Leave request approvals*	95%	92%	↓ 3%	89%	↑ 3%

Category	2018-19 PS results	2018-19 ISED results	Variance	2017 ISED results	Percent change
Worked sick*	76%	88%	↑ 16%	79%	↑ 11%
Median days worked sick*	1-3	1-3	-	4-6	↑ 1 interval
Worked sick due to heavy workload*	52%	58%	↑ 12%	57%	↑ 2%
Used up sick leave****	15%	8%	↓ 47%	14%	↓ 43%
Comfort with requesting leave**	4.22	3.92	↓ 7%	3.82	↑ 3%
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	20-29	↑ 1 interval	10-19	↑ 1 interval
Median overtime hours claimed*	1-9	0	↓ 1 interval	0	-
Flexible work request approvals*	84%	77%	↓ 8%	83%	↓ 7%
Working under flexible work arrangements*	59%	50%	↓ 15%	41%	↑ 22%
Opinion on ease of claiming overtime**	3.41	3.23	↓ 5%	2.86	↑ 13%
Opinion on heaviness of workload***	3.48	3.75	↑ 8%	3.65	↑ 3%
Ability to attend important home life events**	3.90	4.17	↑ 7%	4.07	↑ 2%
Effects of workplace stress on mental health***	3.27	3.12	↓ 5%	3.32	↓ 6%
Opinion on work/life balance support**	3.67	3.84	↑ 5%	3.15	↑ 22%
Opinion on flexible work opportunities**	3.68	3.68	-	2.96	↑ 29%
Opinion on Workplace 2.0**	2.58	3.58	↑ 39%	2.60	↑ 38%
<b>General / Positive work environment</b>					
Opinion on ability to report wrongdoing**	3.21	3.58	↑ 12%	3.72	↓ 4%
Job enjoyment**	4.13	4.32	↑ 5%	4.07	↑ 6%
Opinion on positivity of work environment**	3.66	4.08	↑ 11%	3.85	↑ 6%
Opinion on relationship with supervisor**	4.29	4.24	↓ 1%	4.30	↓ 1%
Opinion on relationship with senior management**	3.91	4.04	↑ 3%	3.96	↑ 2%
Opinion on relationship with colleagues**	4.54	4.60	↑ 1%	4.52	↑ 2%
Would leave department for more PD opportunities	29%	24%	↓ 17%	30%	↓ 20%
Would leave department for more promotion opportunities	48%	36%	↓ 25%	37%	↓ 3%
Would leave department for more flex opportunities	36%	24%	↓ 33%	33%	↓ 27%

Category	2018-19 PS results	2018-19 ISED results	Variance	2017 ISED results	Percent change
Would leave department for a better work/life balance	39%	36%	↓ 8%	48%	↓ 25%
Would leave department for a more positive work environment	37%	12%	↓ 68%	30%	↓ 61%
Opinion on fairness of department's competitions***	3.06	3.40	↑ 11%	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

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

- 7% decrease from 29 responses in 2017
- Approximately 19% of FIs at ISED filled out the survey (confidence rating of 95% +/- 18%; moderate response rate and statistical significance)

Demographics	ISED	PS
French responses	33%	21%
English responses	67%	79%
FI-2s or FI-3s	89%	70%
Served in the public service for 10 years or more	59%	77%
Located in the NCR	82%	65%
Median age group	35-44	35-44
Female	74%	58%
Male	26%	41%
Hold bachelor's degree or higher	85%	90%
Hold a CPA designation or are in pursuit of one	50%	56%
Supervise employees	48%	55%

## Notable results

### Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at ISED were most interested in conferences and events (average of 4.16), language training (4.00) and management and leadership training (3.96).

### Work/life balance

- ❖ 64% of FIs at ISED 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 67% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 21% are working compressed work weeks (vs 21% in the public service), 17% are teleworking (vs 30% in the public service) and 21% are working flexible hours (vs 19% in the public service). 50% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 8 open-ended suggestions for possible work/life balance improvements, most were to consistently support flexible working arrangements, especially telework.

### 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 ISED were a balanced work/home life (average of 9.48), knowing that they can share their ideas and that they will be listened to (9.12), having good relationships colleagues (9.04) and access to flexible working arrangements (9.04).

### Staffing

- ❖ 44% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 24% 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).