

State of the FI Community Survey 2018-2019

Public Service and Procurement Canada

Overall PSPC performance

❖ High-performing areas

- **Overall improvements compared to 2017:** PSPC demonstrated improvements in most categories compared to their performance in 2017
- **Flex work:** Higher rate of flex work request approvals, higher opinion of flex work opportunities and higher percentage of respondents working under flex work conditions compared to the public service (PS)
- **Professional development:** Higher rate of approval for PD requests than in the PS; higher opinions on PD in most categories

❖ Areas for improvement

- **Overtime claimed:** Same median overtime hours worked but lower median number of overtime hours claimed compared to the PS; lower opinion of ease of claiming overtime
- **Work/life balance:** Higher workload and greater impact of workplace stress compared to the PS; lower opinion on work/life balance support and ability to attend important life events
- **Ability to report wrongdoing:** Lower opinion of ability to report wrongdoing compared to the PS and to 2017

Category	2018-19 PS results	2018-19 PSPC results	Variance	2017 PSPC results	Percent change
Professional development					
PD attendance	93%	94%	↑ 1%	93%	↑ 1%
Language training request approvals*	79%	79%	-	79%	-
PD request approvals*	88%	91%	↑ 3%	85%	↑ 7%
Opinion on PD opportunities**	3.89	3.86	↓ 1%	3.66	↑ 5%
Opinion on PD received to meet job requirements**	4.02	4.10	↑ 2%	3.79	↑ 12%
Opinion on PD received to exceed job requirements**	3.22	3.34	↑ 4%	3.08	↑ 8%
Opinion on PD received for career advancement**	3.30	3.51	↑ 6%	3.17	↑ 11%
Opinion on language training opportunities**	2.88	2.96	↑ 3%	2.92	↑ 1%
Opinion on strictness of PD approval***	2.72	2.69	↓ 1%	2.91	↓ 8%
Leave					
Leave request approvals*	95%	96%	↑ 1%	94%	↑ 2%

Category	2018-19 PS results	2018-19 PSPC results	Variance	2017 PSPC results	Percent change
Worked sick*	76%	72%	↓ 5%	79%	↓ 9%
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	52%	48%	↓ 8%	49%	↓ 2%
Used up sick leave*****	15%	17%	↑ 13%	23%	↓ 26%
Comfort with requesting leave**	4.22	4.06	↓ 4%	3.93	↑ 3%
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	1-9	-
Median overtime hours claimed*	1-9	0	↓ 1 interval	0	-
Flexible work request approvals*	84%	98%	↑ 17%	82%	↑ 20%
Working under flexible work arrangements*	59%	81%	↑ 37%	67%	↑ 20%
Opinion on ease of claiming overtime**	3.41	3.13	↓ 8%	3.08	↑ 2%
Opinion on heaviness of workload***	3.48	3.39	↑ 6%	3.01	↑ 13%
Ability to attend important home life events**	3.90	3.87	↓ 3%	3.86	-
Effects of workplace stress on mental health***	3.27	3.29	↑ 1%	3.22	↑ 1%
Opinion on work/life balance support**	3.67	3.59	↓ 2%	3.49	↑ 3%
Opinion on flexible work opportunities**	3.68	3.80	↑ 3%	3.71	↑ 2%
Opinion on Workplace 2.0**	2.58	2.74	↑ 6%	2.63	↑ 4%
General / Positive work environment					
Opinion on ability to report wrongdoing**	3.21	2.96	↓ 8%	3.44	↓ 14%
Job enjoyment**	4.13	4.31	↑ 4%	3.99	↑ 8%
Opinion on positivity of work environment**	3.66	3.70	↑ 1%	3.45	↑ 7%
Opinion on relationship with supervisor**	4.29	4.17	↓ 3%	4.00	↑ 4%
Opinion on relationship with senior management**	3.91	3.90	-	3.66	↑ 7%
Opinion on relationship with colleagues**	4.54	4.53	-	4.53	-
Would leave department for more PD opportunities	29%	28%	↓ 3%	27%	↑ 3%
Would leave department for more promotion opportunities	48%	35%	↓ 27%	36%	↓ 3%
Would leave department for more flex opportunities	36%	33%	↓ 8%	42%	↓ 21%

Category	2018-19 PS results	2018-19 PSPC results	Variance	2017 PSPC results	Percent change
Would leave department for a better work/life balance	39%	41%	↑ 5%	53%	↓ 23%
Would leave department for a more positive work environment	37%	46%	↑ 24%	48%	↓ 4%
Opinion on fairness of department's competitions***	3.06	3.00	↓ 2%	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

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

- 22% increase from 90 responses in 2017
- Approximately 22% of FIs at PSPC filled out the survey (confidence rating of 95% +/- 15%; high response rate and moderate statistical significance)

Demographics	PSPC	PS
French responses	57%	21%
English responses	43%	79%
FI-2s or FI-3s	77%	70%
Served in the public service for 10 years or more	81%	77%
Located in the NCR	82%	65%
Median age group	45-54	35-44
Female	53%	58%
Male	45%	41%
Hold bachelor's degree or higher	97%	90%
Hold a CPA designation or are in pursuit of one	50%	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 PSPC were most interested in conferences and events (average of 4.39), systems, operation, policy or resource management training (4.16) and management/leadership training (3.91).

Work/life balance

- ❖ 76% of FIs at PSPC have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 34% 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 30% 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 (the same as in the public service), 66% are teleworking (vs 30% in the public service) and 16% are working flexible hours (vs 19% in the public service). 19% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 39 open-ended suggestions for possible work/life balance improvements, the most common were supporting flexible working conditions; eliminating harassment and bullying; and treating all employees fairly and with respect.

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 PSPC were having good relationships with supervisors (average of 9.10), having good relationships with colleagues (9.05) and a balanced work/home life (9.02).

Staffing

- ❖ 50% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 29% 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).