

## Royal Canadian Mounted Police

### Overall RCMP performance

#### ❖ High-performing areas

- **Job enjoyment:** Less likely to leave department for a more positive work environment, better work/life balance, more flex opportunities or more PD opportunities compared to the public service (PS)
- **Work-life balance:** Higher opinion of work-life balance support, ability to attend important life events and flex work opportunities and lower impact of workplace stress on mental health compared to the PS
- **Improvements compared to 2017:** RCMP has demonstrated improvements in over half of all categories compared to 2017

#### ❖ Areas for improvement

- **Ability to report wrongdoing:** Respondents feel less comfortable reporting wrongdoing compared to the PS and to 2017
- **Worked sick:** Higher percentage of respondents worked sick compared to the PS and higher percentage worked sick due to workload compared to 2017; higher percentage used up sick leave compared to PS and to 2017

Category	2018-19 PS results	2018-19 RCMP results	Variance	2017 RCMP results	Percent change
<b>Professional development</b>					
PD attendance	93%	84%	↓ 10%	92%	↓ 9%
Language training request approvals*	79%	94%	↑ 19%	64%	↑ 47%
PD request approvals*	88%	85%	↓ 3%	83%	↑ 2%
Opinion on PD opportunities**	3.89	4.12	↑ 6%	3.97	↑ 4%
Opinion on PD received to meet job requirements**	4.02	4.14	↑ 3%	3.92	↑ 6%
Opinion on PD received to exceed job requirements**	3.22	3.34	↑ 3%	3.13	↑ 7%
Opinion on PD received for career advancement**	3.30	3.31	-	3.11	↑ 6%
Opinion on language training opportunities**	2.88	2.58	↓ 10%	2.71	↓ 5%
Opinion on strictness of PD approval***	2.72	2.73	-	2.86	↓ 9%
<b>Leave</b>					
Leave request approvals*	95%	96%	↑ 1%	94%	↓ 2%
Worked sick*	76%	76%	↑ 3%	79%	↓ 3%

Category	2018-19 PS results	2018-19 RCMP results	Variance	2017 RCMP results	Percent change
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	52%	52%	-	39%	↑ 33%
Used up sick leave****	15%	18%	↑ 20%	8%	↑ 125%
Comfort with requesting leave**	4.22	4.24	↓ 1%	4.47	↓ 5%
<b>Work/life balance</b>					
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%	87%	↑ 4%	80%	↑ 9%
Working under flexible work arrangements*	59%	59%	-	54%	↑ 9%
Opinion on ease of claiming overtime**	3.41	3.44	↑ 1%	3.42	↑ 1%
Opinion on heaviness of workload***	3.48	3.50	↑ 1%	3.17	↑ 10%
Ability to attend important home life events**	3.90	4.02	↑ 3%	4.06	↓ 1%
Effects of workplace stress on mental health***	3.27	3.23	↓ 1%	3.20	↑ 1%
Opinion on work/life balance support**	3.67	4.04	↑ 10%	3.70	↑ 9%
Opinion on flexible work opportunities**	3.68	3.90	↑ 6%	3.31	↑ 18%
Opinion on Workplace 2.0**	2.58	2.56	↓ 1%	2.58	↓ 1%
<b>General / Positive work environment</b>					
Opinion on ability to report wrongdoing**	3.21	2.93	↓ 9%	3.56	↓ 18%
Job enjoyment**	4.13	4.32	↓ 5%	3.95	↑ 9%
Opinion on positivity of work environment**	3.66	3.86	↑ 6%	3.58	↑ 8%
Opinion on relationship with supervisor**	4.29	4.36	↑ 2%	4.34	-
Opinion on relationship with senior management**	3.91	4.04	↑ 3%	3.66	↑ 10%
Opinion on relationship with colleagues**	4.54	4.62	↑ 2%	4.47	↑ 3%
Would leave department for more PD opportunities	29%	27%	↓ 7%	29%	↓ 7%
Would leave department for more promotion opportunities	48%	55%	↑ 15%	63%	↓ 13%
Would leave department for more flex opportunities	36%	27%	↓ 7%	37%	↓ 27%
Would leave department for a better work/life balance	39%	33%	↓ 15%	32%	↑ 3%

Category	2018-19 PS results	2018-19 RCMP results	Variance	2017 RCMP results	Percent change
Would leave department for a more positive work environment	37%	27%	↓ 27%	40%	↓ 33%
Opinion on fairness of department's competitions***	3.06	3.22	↑ 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

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

- A **25% increase** from 40 responses in 2017
- Approximately 21% of FIs at RCMP filled out the survey (confidence rating of 95% +/- 15%; **high response rate** and moderate statistical significance)

Demographics	RCMP	PS
French responses	-	21%
English responses	100%	79%
FI-2s or FI-3s	70%	70%
Served in the public service for 10 years or more	86%	77%
Located in the NCR	46%	65%
Median age group	35-44	35-44
Female	64%	58%
Male	36%	41%
Hold bachelor's degree or higher	88%	90%
Hold a CPA designation or are in pursuit of one	67%	56%
Supervise employees	54%	55%

## Notable results

### Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at RCMP were most interested in conferences and events (average of 4.42),

management/leadership training (4.12) and systems, operation, policy or resource management training (4.08).

## Work/life balance

- ❖ 69% of FIs at RCMP have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 47% 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 56% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 28% of respondents are working compressed work weeks (vs 21% in the public service), 9% are teleworking (vs 30% in the public service) and 24% are working flexible hours (vs 19% in the public service). 41% of respondents aren't working under any flexible work arrangements (the same as in the public service).
- ❖ Of the 16 open-ended suggestions for possible work/life balance improvements, the most common were consistently supporting telework and an increase in staff to better balance 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 RCMP were a having a balanced work/home life and a good relationship with supervisors (average of 9.32), accessible managers and an open flow of communication (9.14) and having good relationships with colleagues (8.96).

## Staffing

- ❖ 20% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 16% 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).