

State of the FI Community Survey 2018-2019

Shared Services Canada

Overall SSC performance

❖ High-performing areas

- **Overall improvements compared to 2017:** SSC demonstrated improvements in most categories compared to their performance in 2017
- **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 or promotion opportunities, a better work/life balance or a more positive work environment
- **Professional development:** Higher rate of PD attendance and PD and language training request approvals compared to PS; lower opinion of strictness of PD approval and higher opinion of language training opportunities

❖ Areas for improvement

- **Overtime:** Higher median overtime hours worked but same median number of overtime hours claimed compared to the PS; lower opinion of ease of claiming overtime
- **Work/life balance:** Lower opinion of ability to attend important home events and of work/life balance support compared to PS; higher reported workload and effects of workplace stress on mental health

Category	2018-19 PS results	2018-19 SSC results	Variance	2017 SSC results	Percent change
Professional development					
PD attendance	93%	97%	↑ 4%	93%	↑ 4%
Language training request approvals*	79%	87%	↑ 10%	100%	↓ 13%
PD request approvals*	88%	93%	↑ 6%	95%	↓ 2%
Opinion on PD opportunities**	3.89	3.94	↑ 1%	3.79	↑ 4%
Opinion on PD received to meet job requirements**	4.02	3.79	↓ 6%	3.75	↑ 1%
Opinion on PD received to exceed job requirements**	3.22	3.09	↓ 4%	2.93	↑ 6%
Opinion on PD received for career advancement**	3.30	3.34	↑ 1%	3.21	↑ 4%
Opinion on language training opportunities**	2.88	3.18	↑ 10%	2.06	↑ 55%
Opinion on strictness of PD approval***	2.72	2.57	↓ 6%	3.08	↓ 17%
Leave					
Leave request approvals*	95%	91%	↓ 4%	100%	↓ 9%

Category	2018-19 PS results	2018-19 SSC results	Variance	2017 SSC results	Percent change
Worked sick*	76%	57%	↓ 25%	78%	↓ 27%
Median days worked sick*	1-3	1-3	-	4-6	↓ 1 interval
Worked sick due to heavy workload*	52%	60%	↑ 15%	63%	↓ 5%
Used up sick leave****	15%	14%	↓ 7%	18%	↓ 22%
Comfort with requesting leave**	4.22	4.18	↓ 1%	4.22	↓ 1%
Work/life balance					
Median overtime hours worked*	10-19	20-29	↑ 1 interval	30+	↓ 1 interval
Median overtime hours claimed*	1-9	1-9	-	0	↓ 1 interval
Flexible work request approvals*	84%	79%	↓ 6%	82%	↓ 4%
Working under flexible work arrangements*	59%	71%	↑ 20%	36%	↑ 97%
Opinion on ease of claiming overtime**	3.41	3.27	↓ 4%	2.64	↑ 24%
Opinion on heaviness of workload***	3.48	3.64	↑ 5%	3.93	↓ 7%
Ability to attend important home life events**	3.90	3.52	↓ 10%	3.59	↓ 2%
Effects of workplace stress on mental health***	3.27	3.52	↑ 8%	3.31	↑ 6%
Opinion on work/life balance support**	3.67	3.34	↓ 9%	3.04	↑ 10%
Opinion on flexible work opportunities**	3.68	4.06	↑ 10%	2.73	↑ 49%
Opinion on Workplace 2.0**	2.58	2.89	↑ 12%	2.20	↑ 31%
General / Positive work environment					
Opinion on ability to report wrongdoing**	3.21	3.24	↑ 1%	3.68	↓ 12%
Job enjoyment**	4.13	3.79	↓ 8%	4.14	↓ 8%
Opinion on positivity of work environment**	3.66	3.74	↑ 2%	3.68	↑ 2%
Opinion on relationship with supervisor**	4.29	4.50	↑ 5%	4.36	↑ 3%
Opinion on relationship with senior management**	3.91	3.75	↓ 4%	3.79	↓ 1%
Opinion on relationship with colleagues**	4.54	4.74	↑ 4%	4.43	↑ 7%
Would leave department for more PD opportunities	29%	20%	↓ 31%	32%	↓ 38%
Would leave department for more promotion opportunities	48%	43%	↓ 10%	50%	↓ 14%
Would leave department for more flex opportunities	36%	40%	↑ 11%	54%	↓ 26%

Category	2018-19 PS results	2018-19 SSC results	Variance	2017 SSC results	Percent change
Would leave department for a better work/life balance	39%	23%	↓ 41%	50%	↓ 54%
Would leave department for a more positive work environment	37%	31%	↓ 16%	36%	↓ 14%
Opinion on fairness of department's competitions***	3.06	3.23	↑ 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

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

- 29% increase from 28 responses in 2017
- Approximately 21% of FIs at SSC filled out the survey (confidence rating of 95% +/- 17%; high response rate and moderate statistical significance)

Demographics	SSC	PS
French responses	31%	21%
English responses	69%	79%
FI-2s or FI-3s	69%	70%
Served in the public service for 10 years or more	72%	77%
Located in the NCR	92%	65%
Median age group	35-44	35-44
Female	53%	58%
Male	47%	41%
Hold bachelor's degree or higher	94%	90%
Hold a CPA designation or are in pursuit of one	53%	56%
Supervise employees	64%	55%

Notable results

Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at SSC were most interested in conferences and events (average of 4.51), management/leadership training (4.18) and systems, operation, policy or resource management training (3.94).

Work/life balance

- ❖ 91% of FIs at SSC have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 55% 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 53% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 15% are working compressed work weeks (vs 21% in the public service), 59% are teleworking (vs 30% in the public service) and 12% are working flexible hours (vs 19% in the public service). 29% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 14 open-ended suggestions for possible work/life balance improvements, the most common were to 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 SSC were a balanced work/home life (average of 9.37), having good relationships with supervisors (9.20) and having good relationships with colleagues (9.14).

Staffing

- ❖ 63% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 63% 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).