

# State of the FI Community Survey 2018-2019

## Treasury Board Secretariat

### Overall TBS performance

#### ❖ High-performing areas

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

#### ❖ Areas for improvement

- **Overtime:** Higher median number of overtime hours worked compared to the PS and to TBS in 2017 but same number of hours claimed compared to PS and lower number of hours claimed compared to TBS in 2017
- **Workload:** Higher reported workload compared to the PS and lower opinion of work/life balance support and ability to attend important home life events; high percentage worked sick due to heavy workload

Category	2018-19 PS results	2018-19 TBS results	Variance	2017 TBS results	Percent change
<b>Professional development</b>					
PD attendance	93%	100%	↑ 8%	90%	↑ 11%
Language training request approvals*	79%	90%	↑ 14%	100%	↓ 10%
PD request approvals*	88%	92%	↑ 5%	82%	↑ 12%
Opinion on PD opportunities**	3.89	4.32	↑ 11%	4.03	↑ 7%
Opinion on PD received to meet job requirements**	4.02	4.41	↑ 10%	3.86	↑ 14%
Opinion on PD received to exceed job requirements**	3.22	3.21	-	3.14	↑ 2%
Opinion on PD received for career advancement**	3.30	3.46	↑ 5%	3.29	↑ 5%
Opinion on language training opportunities**	2.88	3.39	↑ 18%	3.73	↓ 9%
Opinion on strictness of PD approval***	2.72	2.20	↓ 19%	2.54	↓ 13%
<b>Leave</b>					
Leave request approvals*	95%	90%	↓ 9%	93%	↓ 3%

Category	2018-19 PS results	2018-19 TBS results	Variance	2017 TBS results	Percent change
Worked sick*	76%	69%	↓ 9%	72%	↓ 4%
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	52%	70%	↑ 35%	46%	↑ 52%
Used up sick leave*****	15%	3%	↓ 80%	7%	↓ 57%
Comfort with requesting leave**	4.22	4.45	↑ 5%	4.21	↑ 6%
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	30+	↑ 2 intervals	20-29	↑ 1 interval
Median overtime hours claimed*	1-9	1-9	-	0	↓ 1 interval
Flexible work request approvals*	84%	89%	↑ 6%	94%	↓ 5%
Working under flexible work arrangements*	59%	54%	↓ 8%	58%	↓ 7%
Opinion on ease of claiming overtime**	3.41	3.71	↑ 9%	3.08	↑ 20%
Opinion on heaviness of workload***	3.48	3.78	↑ 9%	3.54	↑ 7%
Ability to attend important home life events**	3.90	3.57	↓ 8%	4.00	↓ 11%
Effects of workplace stress on mental health***	3.27	3.24	↓ 1%	3.32	↓ 2%
Opinion on work/life balance support**	3.67	3.41	↓ 7%	3.86	↓ 12%
Opinion on flexible work opportunities**	3.68	3.86	↑ 5%	3.56	↑ 8%
Opinion on Workplace 2.0**	2.58	3.15	↑ 22%	2.50	↑ 26%
<b>General / Positive work environment</b>					
Opinion on ability to report wrongdoing**	3.21	3.11	↓ 3%	3.60	↓ 14%
Job enjoyment**	4.13	4.28	↑ 4%	4.11	↑ 4%
Opinion on positivity of work environment**	3.66	3.90	↑ 7%	3.89	-
Opinion on relationship with supervisor**	4.29	4.34	↑ 1%	4.38	↓ 1%
Opinion on relationship with senior management**	3.91	4.22	↑ 8%	3.96	↑ 7%
Opinion on relationship with colleagues**	4.54	4.72	↑ 4%	4.67	↑ 1%
Would leave department for more PD opportunities	29%	21%	↓ 28%	19%	↑ 11%
Would leave department for more promotion opportunities	48%	36%	↓ 25%	41%	↓ 12%
Would leave department for more flex opportunities	36%	32%	↓ 11%	30%	↑ 7%

Category	2018-19 PS results	2018-19 TBS results	Variance	2017 TBS results	Percent change
Would leave department for a better work/life balance	39%	39%	-	48%	↓ 19%
Would leave department for a more positive work environment	37%	32%	↓ 14%	37%	↓ 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

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

- 6% decrease from 33 responses in 2017
- Approximately 21% of FIs at TBS filled out the survey (confidence rating of 95% +/- 17%; high response rate and moderate statistical significance)

Demographics	TBS	PS
French responses	16%	21%
English responses	84%	79%
FI-2s or FI-3s	65%	70%
Served in the public service for 10 years or more	74%	77%
Located in the NCR	87%	65%
Median age group	35-44	35-44
Female	42%	58%
Male	58%	41%
Hold bachelor's degree or higher	94%	90%
Hold a CPA designation or are in pursuit of one	65%	56%
Supervise employees	52%	55%

## Notable results

### Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at TBS were most interested in conferences and events (average of 4.56), systems, operation, policy or resource management training (4.04) and communications training (3.82).

### Work/life balance

- ❖ 79% of FIs at TBS have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 78% 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, 14% are working compressed work weeks (vs 21% in the public service), 36% are teleworking (vs 30% in the public service) and 18% are working flexible hours (vs 19% in the public service). 46% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 6 open-ended suggestions for possible work/life balance improvements, almost all were to increase staffing and 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 TBS were having good relationships with supervisors (average of 9.59), good relationships with colleagues (9.38) and a balanced work/home life (9.00).

### Staffing

- ❖ 54% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 46% 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).