

State of the FI Community Survey 2018-2019

Transport Canada

Overall TC performance

❖ High-performing areas

- **Professional development and language training:** Higher rate of language training request approvals and higher opinion of language training opportunities compared to the public service (PS); lower opinion of strictness of PD approval and less likely to leave department for more PD opportunities
- **Job enjoyment:** Higher job enjoyment and higher opinion on positivity of work environment compared to the PS; less likely to leave department for more positive work environment

❖ Areas for improvement

- **Overall performance compared to 2017:** Decreased performance in most categories compared to TC results in 2017
- **Work/life balance:** Higher median number of days of overtime worked and greater effects of workplace stress on mental health compared to the PS and to TC in 2017; lower reported ability to attend important home life events
- **Worked sick:** Greater percentage worked sick and worked sick due to heavy workload compared to the PS and to TC performance in 2017

Category	2018-19 PS results	2018-19 TC results	Variance	2017 TC results	Percent change
Professional development					
PD attendance	93%	91%	↓ 2%	93%	↓ 2%
Language training request approvals*	79%	87%	↑ 10%	82%	↑ 6%
PD request approvals*	88%	83%	↓ 6%	100%	↓ 17%
Opinion on PD opportunities**	3.89	4.18	↑ 7%	4.30	↓ 3%
Opinion on PD received to meet job requirements**	4.02	4.26	↑ 6%	4.37	↓ 3%
Opinion on PD received to exceed job requirements**	3.22	3.18	↓ 1%	3.56	↓ 11%
Opinion on PD received for career advancement**	3.30	3.52	↑ 7%	3.74	↓ 6%
Opinion on language training opportunities**	2.88	3.14	↑ 9%	4.08	↓ 23%
Opinion on strictness of PD approval***	2.72	2.69	↓ 1%	2.79	↓ 4%
Leave					
Leave request approvals*	95%	91%	↓ 4%	100%	↓ 9%
Worked sick*	76%	86%	↑ 13%	57%	↑ 51%

Category	2018-19 PS results	2018-19 TC results	Variance	2017 TC results	Percent change
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	52%	56%	↑ 8%	37%	↑ 51%
Used up sick leave****	15%	14%	↓ 7%	7%	↑ 100%
Comfort with requesting leave**	4.22	4.00	↓ 5%	4.46	↓ 10%
Work/life balance					
Median overtime hours worked*	10-19	20-29	↑ 1 interval	10-19	↑ 1 interval
Median overtime hours claimed*	1-9	1-9	-	0	↑ 1 interval
Flexible work request approvals*	84%	74%	↓ 11%	88%	↓ 16%
Working under flexible work arrangements*	59%	59%	-	61%	↓ 3%
Opinion on ease of claiming overtime**	3.41	3.50	↑ 2%	3.39	↑ 3%
Opinion on heaviness of workload***	3.48	3.52	↑ 1%	3.59	↓ 2%
Ability to attend important home life events**	3.90	3.67	↓ 6%	3.96	↓ 7%
Effects of workplace stress on mental health***	3.27	3.42	↑ 5%	2.83	↑ 21%
Opinion on work/life balance support**	3.67	3.75	↑ 2%	3.96	↓ 5%
Opinion on flexible work opportunities**	3.68	3.44	↓ 7%	3.50	↓ 1%
Opinion on Workplace 2.0**	2.58	2.50	↓ 3%	2.80	↓ 11%
General / Positive work environment					
Opinion on ability to report wrongdoing**	3.21	3.35	↑ 4%	3.67	↓ 9%
Job enjoyment**	4.13	4.23	↑ 2%	4.27	↓ 1%
Opinion on positivity of work environment**	3.66	4.10	↑ 12%	4.15	↓ 1%
Opinion on relationship with supervisor**	4.29	4.32	↑ 1%	4.46	↓ 3%
Opinion on relationship with senior management**	3.91	3.79	↓ 3%	4.35	↓ 13%
Opinion on relationship with colleagues**	4.54	4.42	↓ 3%	4.69	↓ 6%
Would leave department for more PD opportunities	29%	23%	↓ 21%	23%	-
Would leave department for more promotion opportunities	48%	58%	↑ 21%	35%	↑ 66%
Would leave department for more flex opportunities	36%	35%	↓ 3%	35%	-
Would leave department for a better work/life balance	39%	42%	↑ 8%	35%	↑ 20%

Category	2018-19 PS results	2018-19 TC results	Variance	2017 TC results	Percent change
Would leave department for a more positive work environment	37%	23%	↓ 38%	35%	↓ 34%
Opinion on fairness of department's competitions***	3.06	2.97	↓ 3%	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

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

- 28% increase from 29 responses in 2017
- Approximately 21% of FIs at TC filled out the survey (confidence rating of 95% +/- 18%; high response rate and moderate statistical significance)

Demographics	TC	PS
French responses	19%	21%
English responses	81%	79%
FI-2s or FI-3s	78%	70%
Served in the public service for 10 years or more	70%	77%
Located in the NCR	51%	65%
Median age group	35-44	35-44
Female	75%	58%
Male	22%	41%
Hold bachelor's degree or higher	97%	90%
Hold a CPA designation or are in pursuit of one	72%	56%
Supervise employees	59%	55%

Notable results

Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at TC were most interested in conferences and events (average of 4.49), systems,

operation, policy or resource management training (4.31) and acting opportunities within the FI classification (4.24).

Work/life balance

- ❖ 82% of FIs at TC 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, 33% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 28% are working compressed work weeks (vs 21% in the public service), 14% 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 12 open-ended suggestions for possible work/life balance improvements, the most common were consistently supporting flexible working arrangements, especially telework, and balancing 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 TC were a balanced work/home life (9.26), having good relationships with supervisors (average of 9.26) and having good relationships with colleagues (9.13).

Staffing

- ❖ 55% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 13% 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).