

# State of the FI Community Survey 2018-2019

## Veterans Affairs Canada

### Overall VAC performance

#### ❖ High-performing areas

- **Sick leave:** Lower percentage worked sick, worked sick due to workload and used up sick leave compared to the public service (PS)
- **Work/life balance:** Higher opinion of work/life balance support and ability to attend important home events compared to the PS; lower perceived workload and effects of workplace stress on mental health

#### ❖ Areas for improvement

- **Professional development:** Lower PD attendance rate and PD and language training request approvals compared to the PS; lower opinion of almost all PD opportunities
- **Flex work:** Lower percentage of flex work request approvals, lower percentage working under flexible arrangements and lower opinion of flex work opportunities compared to the PS; higher percentage would leave department for more flex work opportunities

**Note:** Veterans Affairs Canada did not meet the minimum survey respondent threshold for a departmental summary in 2017 so 2017 comparison numbers are not included.

Category	2018-19 PS results	2018-19 VAC results	Variance	2017 VAC results	Percent change
<b>Professional development</b>					
PD attendance	93%	85%	↓ 9%	N/A	N/A
Language training request approvals*	79%	50%	↓ 37%	N/A	N/A
PD request approvals*	88%	71%	↓ 19%	N/A	N/A
Opinion on PD opportunities**	3.89	3.50	↓ 10%	N/A	N/A
Opinion on PD received to meet job requirements**	4.02	4.12	↑ 3%	N/A	N/A
Opinion on PD received to exceed job requirements**	3.22	2.94	↓ 9%	N/A	N/A
Opinion on PD received for career advancement**	3.30	2.59	↓ 22%	N/A	N/A
Opinion on language training opportunities**	2.88	2.23	↓ 23%	N/A	N/A
Opinion on strictness of PD approval***	2.72	3.00	↑ 10%	N/A	N/A
<b>Leave</b>					
Leave request approvals*	95%	100%	↑ 5%	N/A	N/A
Worked sick*	76%	74%	↓ 3%	N/A	N/A

Category	2018-19 PS results	2018-19 VAC results	Variance	2017 VAC results	Percent change
Median days worked sick*	1-3	1-3	-	N/A	N/A
Worked sick due to heavy workload*	52%	32%	↓ 39%	N/A	N/A
Used up sick leave****	15%	11%	↓ 27%	N/A	N/A
Comfort with requesting leave**	4.22	4.32	↑ 2%	N/A	N/A
<b>Work/life balance</b>					
Median overtime hours worked*	10-19	10-19	-	N/A	N/A
Median overtime hours claimed*	1-9	0	↓ 1 interval	N/A	N/A
Flexible work request approvals*	84%	80%	↓ 5%	N/A	N/A
Working under flexible work arrangements*	59%	29%	↓ 51%	N/A	N/A
Opinion on ease of claiming overtime**	3.41	3.44	↑ 1%	N/A	N/A
Opinion on heaviness of workload***	3.48	2.89	↓ 17%	N/A	N/A
Ability to attend important home life events**	3.90	4.00	↑ 3%	N/A	N/A
Effects of workplace stress on mental health***	3.27	3.11	↓ 5%	N/A	N/A
Opinion on work/life balance support**	3.67	3.74	↑ 2%	N/A	N/A
Opinion on flexible work opportunities**	3.68	3.29	↓ 11%	N/A	N/A
Opinion on Workplace 2.0**	2.58	1.50	↓ 42%	N/A	N/A
<b>General / Positive work environment</b>					
Opinion on ability to report wrongdoing**	3.21	3.17	↓ 1%	N/A	N/A
Job enjoyment**	4.13	4.21	↑ 2%	N/A	N/A
Opinion on positivity of work environment**	3.66	3.58	↓ 2%	N/A	N/A
Opinion on relationship with supervisor**	4.29	4.47	↑ 4%	N/A	N/A
Opinion on relationship with senior management**	3.91	3.47	↓ 11%	N/A	N/A
Opinion on relationship with colleagues**	4.54	4.58	↑ 1%	N/A	N/A
Would leave department for more PD opportunities	29%	16%	↓ 45%	N/A	N/A
Would leave department for more promotion opportunities	48%	42%	↓ 13%	N/A	N/A
Would leave department for more flex opportunities	36%	42%	↑ 17%	N/A	N/A
Would leave department for a better work/life balance	39%	47%	↑ 21%	N/A	N/A

Category	2018-19 PS results	2018-19 VAC results	Variance	2017 VAC results	Percent change
Would leave department for a more positive work environment	37%	32%	↓ 14%	N/A	N/A
Opinion on fairness of department's competitions***	3.06	3.06	-	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

- ❖ 20 total survey responses from January 16 to February 11, 2019
  - Approximately 28% of FIs at VAC filled out the survey (confidence rating of 95% +/- 16%; **high response rate** and moderate statistical significance)

Demographics	VAC	PS
French responses	10%	21%
English responses	90%	79%
FI-2s or FI-3s	80%	70%
Served in the public service for 10 years or more	95%	77%
Located in the NCR	5%	65%
Median age group	45-54	35-44
Female	70%	58%
Male	30%	41%
Hold bachelor's degree or higher	95%	90%
Hold a CPA designation or are in pursuit of one	40%	56%
Supervise employees	45%	55%

## Notable results

### Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at VAC were most interested in conferences and events (average of 4.42), systems, operation, policy or resource management training (4.00) and communications training (3.91).

## Work/life balance

- ❖ 79% of FIs at VAC have worked overtime in the last 12 months (vs 77% in the public service).
- ❖ Of those who reported working overtime, 33% 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 40% claimed 30 hours or more (vs 49% in the public service).
- ❖ Of the respondents who reported working under flexible working arrangements, 18% are working compressed work weeks (vs 21% in the public service), 12% are teleworking (vs 30% in the public service) and 12% are working flexible hours (vs 19% in the public service). 71% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).

## 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 VAC were a balanced work/life balance (average of 9.37), having good relationships with supervisors (9.32) and having good relationships with colleagues (9.32).

## Staffing

- ❖ 21% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 53% 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).