

State of the FI Community Survey 2018-2019

National Defence and the Canadian Armed Forces

Overall DND performance

❖ High-performing areas

- **Overall improvements compared to 2017:** DND demonstrated improvements in some categories compared to their performance in 2017

❖ Areas for improvement

- **Overtime claimed:** Same median overtime hours worked but lower median number of overtime hours claimed compared to the PS; lower opinion of ease of claiming overtime
- **Flex work:** Lower rate of flex work request approvals, lower opinion of flex work opportunities and lower percentage of respondents working under flex work conditions compared to the PS
- **Job enjoyment:** Lower opinion of positivity of work environment and relationships with senior management and supervisors compared to the PS; more likely to leave department for more PD, promotion or flex opportunities, a better work/life balance or a more positive work environment
- **Fairness of department competitions:** Lower opinion of the fairness of department staffing competitions compared to the public service (PS)
- **Language training:** Lower rate of language training request approvals and lower opinion of language training opportunities compared to the PS

Category	2018-19 PS results	2018-19 DND results	Variance	2017 DND results	Percent change
Professional development					
PD attendance	93%	92%	↑ 1%	87%	↑ 6%
Language training request approvals*	79%	60%	↓ 24%	66%	↓ 9%
PD request approvals*	88%	88%	-	88%	-
Opinion on PD opportunities**	3.89	3.92	↑ 1%	3.74	↑ 5%
Opinion on PD received to meet job requirements**	4.02	4.03	-	4.02	-
Opinion on PD received to exceed job requirements**	3.22	3.25	↑ 1%	3.13	↑ 4%
Opinion on PD received for career advancement**	3.30	3.26	↓ 1%	3.10	↑ 5%
Opinion on language training opportunities**	2.88	2.32	↓ 19%	2.39	↓ 3%
Opinion on strictness of PD approval***	2.72	2.64	↓ 3%	2.91	↓ 9%
Leave					

Category	2018-19 PS results	2018-19 DND results	Variance	2017 DND results	Percent change
Leave request approvals*	95%	97%	↑ 2%	95%	↑ 2%
Worked sick*	76%	81%	↑ 7%	77%	↑ 5%
Median days worked sick*	1-3	1-3	-	1-3	-
Worked sick due to heavy workload*	52%	56%	↑ 8%	55%	↑ 2%
Used up sick leave****	15%	14%	↓ 7%	16%	↓ 13%
Comfort with requesting leave**	4.22	4.28	↑ 1%	4.17	↑ 3%
Work/life balance					
Median overtime hours worked*	10-19	10-19	-	30+	↓ 1 interval
Median overtime hours claimed*	1-9	0	↓ 1 interval	0	-
Flexible work request approvals*	84%	77%	↓ 8%	76%	↑ 1%
Working under flexible work arrangements*	59%	45%	↓ 24%	33%	↑ 37%
Opinion on ease of claiming overtime**	3.41	3.36	↓ 2%	3.20	↑ 5%
Opinion on heaviness of workload***	3.48	3.65	↑ 5%	3.37	↑ 8%
Ability to attend important home life events**	3.90	3.99	↑ 2%	4.12	↓ 3%
Effects of workplace stress on mental health***	3.27	3.31	↑ 1%	3.42	↓ 3%
Opinion on work/life balance support**	3.67	3.64	↓ 1%	3.62	↑ 1%
Opinion on flexible work opportunities**	3.68	3.49	↓ 5%	3.40	↑ 3%
Opinion on Workplace 2.0**	2.58	2.03	↓ 21%	2.32	↓ 13%
General / Positive work environment					
Opinion on ability to report wrongdoing**	3.21	3.23	↑ 1%	3.80	↓ 15%
Job enjoyment**	4.13	4.12	-	4.02	↑ 3%
Opinion on positivity of work environment**	3.66	3.58	↓ 2%	3.68	↓ 3%
Opinion on relationship with supervisor**	4.29	4.13	↓ 4%	4.21	↓ 2%
Opinion on relationship with senior management**	3.91	3.77	↓ 4%	4.05	↓ 7%
Opinion on relationship with colleagues**	4.54	4.48	↓ 1%	4.60	↓ 3%
Would leave department for more PD opportunities	29%	37%	↑ 28%	38%	↓ 3%
Would leave department for more promotion opportunities	48%	56%	↑ 17%	58%	↓ 3%

Category	2018-19 PS results	2018-19 DND results	Variance	2017 DND results	Percent change
Would leave department for more flex opportunities	36%	40%	↑ 11%	43%	↓ 7%
Would leave department for a better work/life balance	39%	42%	↑ 8%	40%	↑ 5%
Would leave department for a more positive work environment	37%	47%	↑ 27%	47%	-
Opinion on fairness of department's competitions***	3.06	2.47	↓ 24%	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

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

- 6% increase from 98 responses in 2017
- Approximately 18% of FIs at DND filled out the survey (confidence rating of 95% +/- 11%; moderate response rate and moderate statistical significance)

Demographics	DND	PS
French responses	13%	21%
English responses	88%	79%
FI-2s or FI-3s	73%	70%
Served in the public service for 10 years or more	73%	77%
Located in the NCR	78%	65%
Median age group	45-54	35-44
Female	60%	58%
Male	39%	41%
Hold bachelor's degree or higher	93%	90%
Hold a CPA designation or are in pursuit of one	59%	56%
Supervise employees	70%	55%

Notable results

Professional development

- ❖ On a scale of 1 (not at all interested) to 5 (very interested), of seven different categories, FIs at DND were most interested in conferences and events (average of 4.22), acting opportunities within the FI classification (4.17) and management/leadership training (4.09).

Work/life balance

- ❖ 80% of FIs at DND 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, 7% are working compressed work weeks (vs 21% in the public service), 23% are teleworking (vs 30% in the public service) and 21% are working flexible hours (vs 19% in the public service). 55% of respondents aren't working under any flexible work arrangements (vs 41% in the public service).
- ❖ Of the 44 open-ended suggestions for possible work/life balance improvements, the most common were increased staffing, more balanced workloads and reasonable deadlines and greater support for telework.

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 DND were having good relationships with supervisors (average of 9.27), having a balanced work/home life (9.25) and having good relationships with colleagues (9.08).

Staffing

- ❖ 66% of respondents agreed that the number of non-advertised competitions had increased over the past 12 months (vs 43% in the public service).
- ❖ 42% 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).