

FI Community Phoenix Impact Study – January 2017

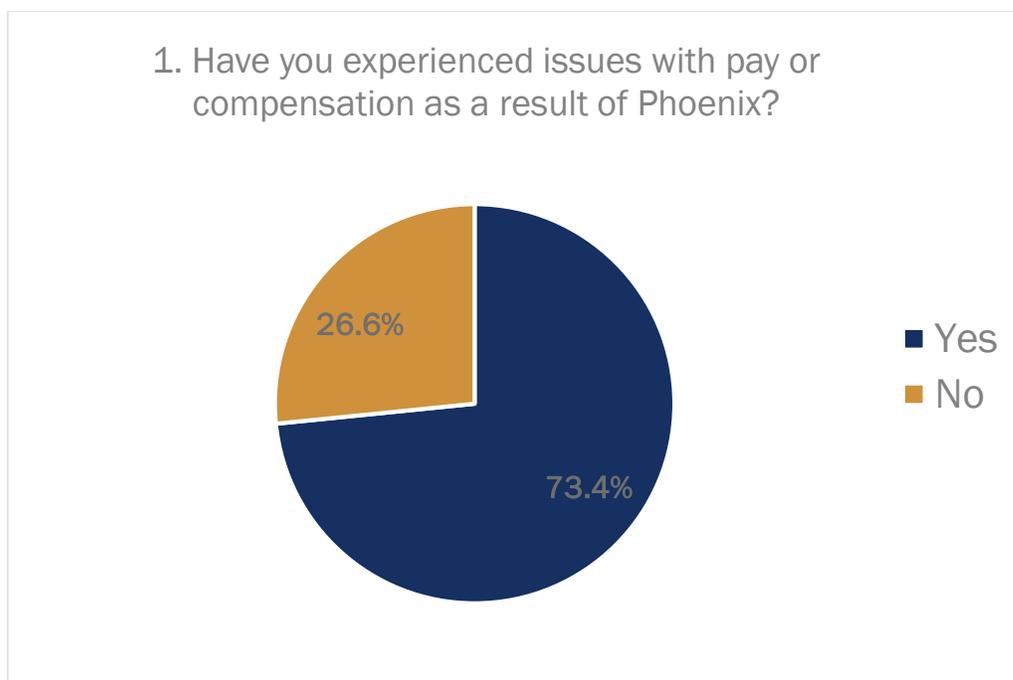
Introduction

From January 19 to January 31, a follow-up survey from the FI Community Phoenix Impact Study made up of 19 questions was circulated to the FI Community. The first survey was issued to the FI Community in November 2016. The purpose of the follow-up survey was to continue to gather tangible figures on the effects of the broken Phoenix payroll system, to continue to track the impact of Phoenix on worker mental health and work/life balance and to evaluate changes since the November study, since the employer has yet to report data on the progress of cases since July 1.

A complete list of questions from the survey can be found [here](#). Footnotes indicate the survey question to which the statistic refers.

Of the 4,700 FIs in the FI Community, some 4,500 received the survey and 1,215 FIs across 60 departments completed it. This gave the survey a high response rate of approximately 27% and a strong statistical significance of 95% +/- 2.5%. Of the 1,215 responses, 65.3% of respondents indicated they had completed the initial survey published in November 2016.¹⁶

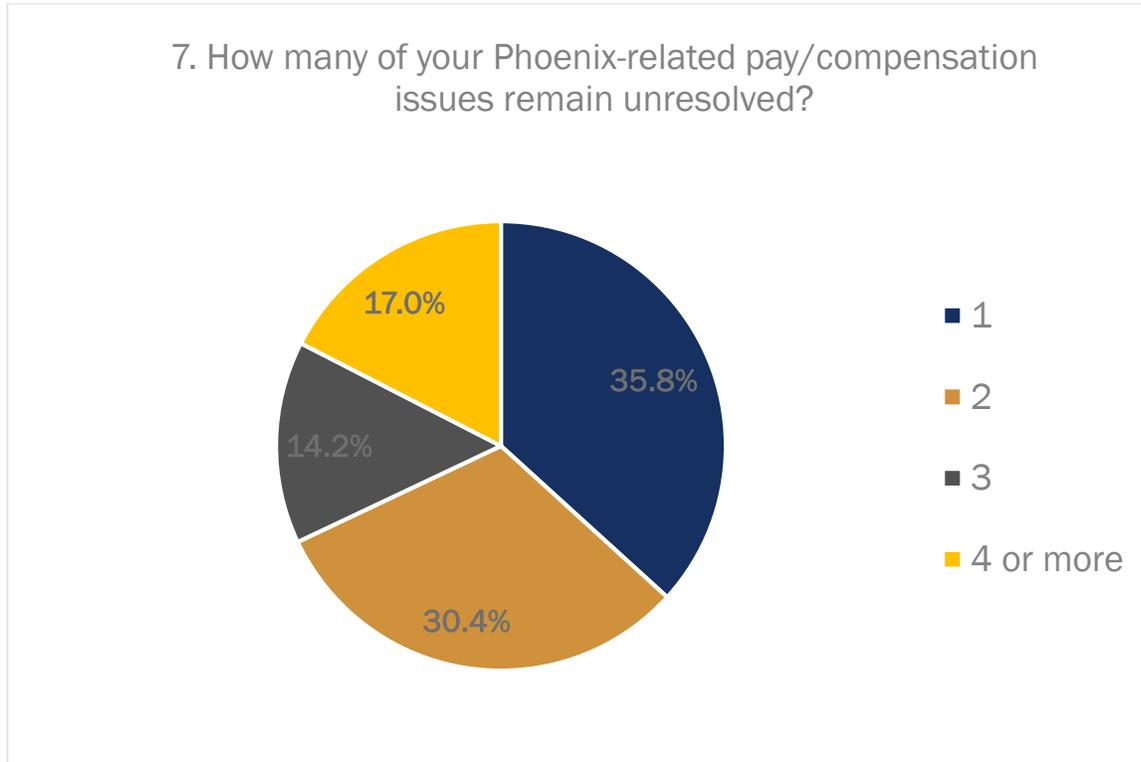
Pay and compensation issues



Of the 1,215 respondents, 891 FIs indicated they have experienced issues with pay or compensation as a result of Phoenix.¹ This is a 2.7% increase in reported issues from the 2016 survey results with 71.5% of FIs having reported issues with pay or compensation.

Among those 891 FIs, the most common issues experienced included acting pay (50.2%), base pay (28.7%), delays in increment pay (28.0%) and CPA dues reimbursements (22.2%).²

Furthermore, 85.9% of FIs who have experienced pay or compensation issues still have issues outstanding⁶ and more than 60% have multiple issues that remain.⁷



The number of FIs who have unresolved Phoenix issues has not changed since the previous survey. In fact, this number increased from 85.1% in November. The number of issues that have gone unresolved has also increased 3% from 59.7% to 61.6%.

Pay Centre interaction

Approximately 93% of FIs who have experienced issues with their pay or compensation have contacted either the Pay Centre or their compensation advisor to attempt to resolve their issues.³

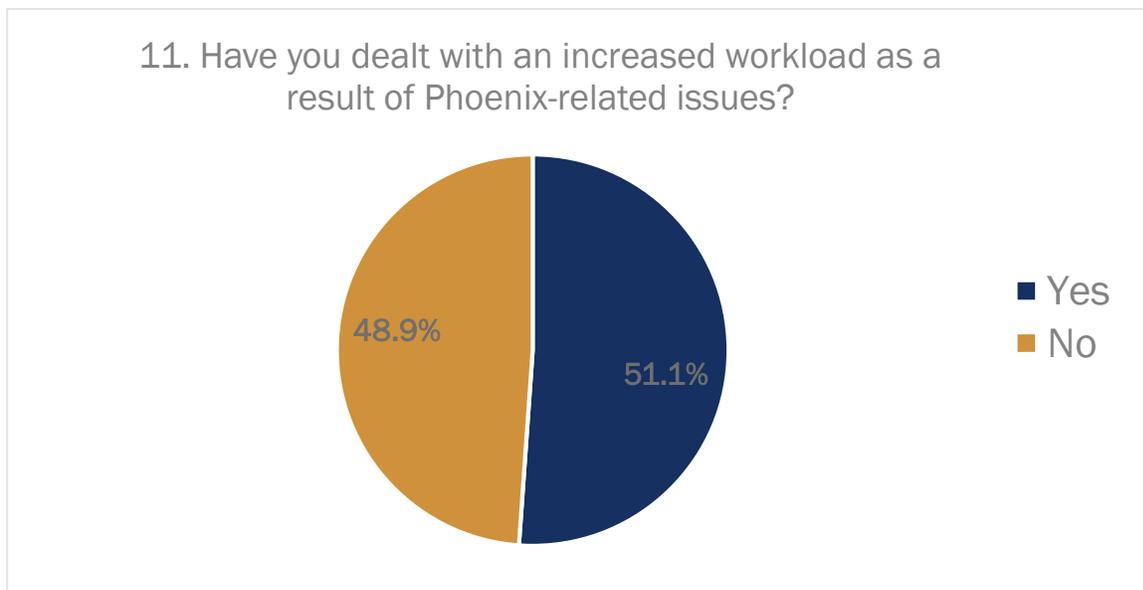
In addition, among the FIs who have contacted the Pay Centre or their compensation advisor, 137 FIs (16.9%) reported one of their PARs (Pay Action Requests) were rejected, while 228 (28.1%) have been asked by the Pay Centre to re-submit their PAR as a 'general inquiry'.⁴ These PAR rejections mean requests are sent to the back of the line, resulting in significant delays towards resolving pay issues, and the re-classification of PARs to 'general inquiries' means its priority level drops, further delays are incurred and whether or not these cases are included in the Pay Centre's reported backlog remains unclear.

While the number of reported PAR rejections has decreased from November (down 27%), the number of FIs asked to re-submit their PARs has increased by 3%. Therefore, more FIs' requests are getting processed by the Pay Centre, but more requests are being re-classified in order to decrease their priority level.

Time and money lost to Phoenix

575 FIs indicated how much time they have spent attempting to resolve their Phoenix-related issues and more than 8,000 hours were reported (346 days).⁵ An additional 1,951/ hours (81 days) have been lost since November. Moreover, 20.8% of FIs who have experienced issues with their pay have incurred out-of-pocket expenses due to Phoenix⁸ with more than \$200,000 total out-of-pocket expenses reported.⁹ The number of FIs who've incurred out-of-pocket expenses has increased 8% and the reported costs incurred by the FI Community have nearly doubled since November's study.

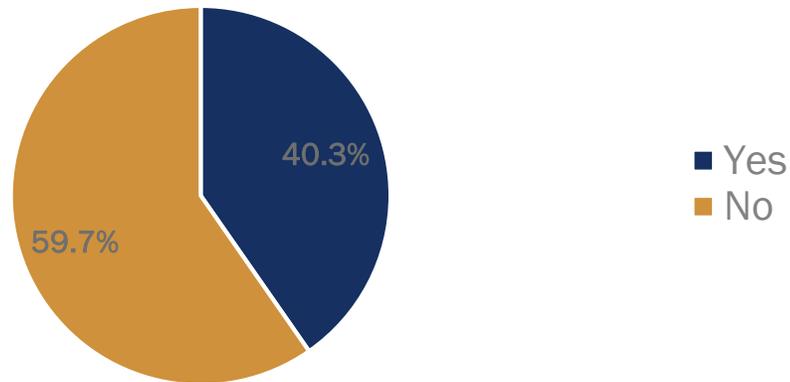
Work/life balance issues



More than half of FIs indicated that they have dealt with an increased workload due to Phoenix, up 5% from 48.5% reported in November's study.¹¹ In addition, among the FIs who use the Phoenix pay system, 65% feel they have not received sufficient training on how to use it.¹⁵ This number is down 2% from the 66.6% who reported insufficient training in November.

Furthermore, many FIs have expressed their concern about the implications of Phoenix issues come tax season. Therefore, survey respondents were prompted on past T4 issues in order to establish a baseline of previous issues compared to any issues that arise come tax season. No new issues were reported from November's study, with 96% of FIs having not experienced any issues with their T4 in the past 3 tax years.¹²

13. Has your mental well-being been affected by Phoenix-related pay or compensation issues?



More than 40% of respondents have seen their mental well-being affected by Phoenix.¹³ For those who indicated in Question 1 that they had experienced pay or compensation issues due to Phoenix, 47.1% indicated their mental health has been affected. Among the FIs who have seen their mental health affected, dozens have seen a practitioner (5.6%), sought medical assistance (4.6%) or taken stress leave (7.5%) to cope.¹⁴ Although the number of FIs whose mental health has been affected has increased, the number of FIs who have taken action towards resolving their mental health issues has not changed.

Conclusion

The last survey question asked FIs for details about the issues they've experienced with Phoenix and more than 600 FIs told their stories. By providing the option for FIs to include their name and contact information, a number of Labour Relations case files were established to assist FIs solve their issues.

Based on the January 2017 FI Community Phoenix Impact Study results, it is evident that the effects of the broken Phoenix pay system are only getting worse. Since the November study was released, while the number of PARs rejected and understanding of how to use the Phoenix pay system is improving slightly, far too many conditions have deteriorated, including the number of pay issues that have occurred, the number of unresolved issues, re-classified PARs, time and money lost, workload and mental health. Public Services and Procurement Canada (PSPC) must therefore step up their response to the Phoenix debacle in order to prevent these issues from worsening.

Key findings from the January study were made public in [Metro Ottawa](#) on January 27. The survey will further be used to inform senior management at PSPC and at the departmental level about the worsening effects of Phoenix on the FI Community and to hold the government accountable towards fixing the Phoenix pay system.