

State of the FI Community Survey 2015

Canada Border Services Agency

Demographics

- ❖ 48 responses – approximately 37% of FIs at CBSA filled out the survey (confidence rating of 95% +/- 13%; high response rate and moderate statistical significance)
- ❖ 10 French responses (21%), 38 English responses (79%) (compared to 24%/76% French/English split for the entire survey response)
- ❖ Average 10-14 years in the public service, 10-14 years as an FI, and 5-9 years as an FI with CBSA
- ❖ 53% female (vs 57% in the public service)
- ❖ 72% are located in the NCR (vs 67% in the public service)
- ❖ 79% hold a bachelor's degree (same as the public service) and 49% hold a CPA designation or are in pursuit of one (vs 54% of the public service)

Professional development

- ❖ Of the 15 reported language training requests in the past 12 months, 10 (67%) were approved (vs 62% approval rate for FIs in the rest of the public service)
- ❖ Only 42% attended professional development initiatives in the past 12 months (vs 50% of FIs in the public service) at an approval rate of 76% (vs 83% in the public service)
- ❖ On a scale of 1 (very poor) to 5 (excellent), FIs rated CBSA's professional development opportunities at an average of 3.04 (vs 3.62 in the public service) and language training at 2.71 (vs 2.73 in the public service)
- ❖ Language training, costing, technical training and management/communication training the most sought-after forms of professional development at CBSA

Work/life balance

- ❖ FIs at CBSA average 10-19 overtime hours worked in the last 12 months yet average only 0-9 overtime hours claimed
- ❖ 33% worked 30 hours of overtime or more in the last 12 months, yet only about a quarter (9%) claimed 30 hours of more
- ❖ 56% have requested flexible working arrangements in the last 5 years (vs 49% in the public service), and nearly all requests were for a compressed schedule or telework
- ❖ Of the 25 requests, 15 were approved (60% approval) (vs 73% approval in the public service)
- ❖ On a scale of 1 (very poor) to 5 (excellent), FIs rated CBSA's flexible work opportunities at 3.07 (vs 3.23 in the rest of the public service)
- ❖ Moderate opinions about work/life balance support (3.36 out of 5), have moderate to high stress levels (3.69 out of 5) and feel moderately about their ability to claim overtime hours (2.98 out of 5)
- ❖ Lower feelings about their work/life balance than the rest of the public service

Leave

- ❖ 89% of FIs at CBSA have gone to work sick in the last 12 months (vs 80% of FIs in the public service), averaging 4-6 sick days worked a year
- ❖ 61% reported going to work sick due to heavy workload/deadlines (vs 65% in the public service)
- ❖ 22% used up all their earned sick leave credits in a calendar year over the last 5 years (vs 13% in the public service)
- ❖ Of the 3 reported advance sick leave requests, all 3 were approved

Job satisfaction / general

- ❖ FIs at CBSA somewhat enjoy their job, feel they have excellent relationships with their colleagues and good relationships with their supervisors, but have moderate feelings about their work environment (satisfaction of 2.58 out of 5) (3.28 for the rest of the public service)
- ❖ Work/life balance and a positive work environment rank as top priorities for FIs at CBSA
- ❖ More FIs at CBSA (66%) would leave the department for a more positive work environment than for a higher salary (48%)

Overall CBSA performance

- ❖ High-performing areas
 - Job satisfaction/work relationships
- ❖ Average-performing areas
 - Language training
 - Flexible working arrangements
 - Professional development
- ❖ Areas for improvement
 - Overtime worked & claimed
 - Positive work environment
 - Work/life balance