

State of the FI Community Survey 2015

Correctional Service Canada

Demographics

- ❖ 82 responses – approximately 39% of FIs at CSC filled out the survey (confidence rating of 95% +/- 9%; high response rate and statistical significance)
- ❖ 17 French responses (21%), 65 English responses (79%) (compared to 24%/76% French/English split for the entire survey response)
- ❖ More than 50% of FIs at CSC are FI-02s (compared to 1/3 of FIs in the public service)
- ❖ 50% have served at both CSC and in the public service for 5-14 years
- ❖ 64% female (compared to 58% in the public service)
- ❖ 72% hold a bachelor's degree (vs 79% in the public service) and over 50% hold a CPA designation or are in pursuit of one (vs. 54% in the public service)

Professional development

- ❖ Only 57% of FIs at CSC who requested language training at CSC had their requests approved (vs 62% of FIs in the public service)
- ❖ 66% did not attend any paid professional development initiatives in the last 12 months (vs 40% in the public service)
- ❖ On a scale of 1 (very poor) to 5 (excellent), FIs rated CSC's professional development opportunities at 2.77 (vs 3.62 in the public service)
- ❖ Over 60% feel professional development opportunities have decreased over the last 5 years (vs 44% for FIs in the public service)
- ❖ Language training, technical/systems training and management/soft skills training were the most sought-after forms of professional development at CSC

Work/life balance

- ❖ Nearly half of FIs at CSC worked 20 hours of overtime or more in the last 12 months, yet 75% are claiming 19 hours or less
- ❖ Overtime hours worked are slightly higher at CSC vs the public service and overtime hours claimed are slightly lower at CSC vs the public service
- ❖ 45% have requested flexible working arrangements in the last 5 years (vs 49% in the public service), with 80% of those requests for either compressed work weeks or telework
- ❖ Of flexible working arrangement requests in the last 12 months, 85% were approved (vs 73% in the public service)
- ❖ Slightly more positive feelings about work/life balance than the rest of the public service aside from ease of claiming overtime hours

Leave

- ❖ 72% of FIs at CSC have gone to work sick in the last 12 months (vs 80% of FIs in the public service)
- ❖ 51% reported going to work sick due to heavy workload/deadlines
- ❖ 79% are aware of their opportunity to request an advance of sick leave credits (26% more than the public service) and 71% of sick leave advances are approved (vs 69% in the public service)

Job satisfaction / general

- ❖ FIs at CSC generally enjoy their job and feel they have good or excellent relationships with their colleagues; however, most feel negatively about their department's work environment (average response of 2.47 out of 5) (3.28 in the public service)
- ❖ Work/life balance and a positive working environment rank as top priorities for FIs at CSC
- ❖ More FIs at CSC would leave the department for a more positive working environment (83%) than for a higher salary (78%) (vs 56% and 65% respectively in the public service)

Overall CSC performance

- ❖ High-performing areas
 - Leave allotment
 - Flexible working arrangements
 - Job satisfaction/work relationships
- ❖ Average-performing areas
 - Work/life balance
- ❖ Areas in need of improvement
 - Positive work environment
 - Professional development
 - Language training
 - Overtime worked vs claimed