

State of the FI Community Survey 2015

Shared Services Canada

Demographics

- ❖ 44 responses – approximately 28% of FIs at Shared Services filled out the survey (confidence rate of 95% +/- 15%; high response rate and moderate statistical significance)
- ❖ 17 French response (39%), 27 English responses (61%) (compared to 24%/76% French/English split for the entire survey response)
- ❖ 50% of FIs at Shared Services are FI-03s or FI-04s (vs 44% in the public service)
- ❖ 89% have been with their department for less than 5 years (vs. 31% in the public service)
- ❖ 40% female (vs 58% female in the rest of the public service)
- ❖ All respondents located in the NCR (vs 67% in the public service)
- ❖ 86% hold a bachelor's degree (vs 79% in the public service) and 60% hold a CPA designation or are in pursuit of one (vs 54% in the public service)

Professional development

- ❖ Of the 14 reported language training requests at Shared Services in the last 12 months, 10 (71%) were approved (vs 62% in the public service)
- ❖ 64% of FIs at Shared Services attended professional development initiatives in the past 12 months (vs 50% in the public service)
- ❖ On a scale of 1 (very poor) to 5 (excellent), FIs rated Shared Services' professional development opportunities at an average of 3.48 (vs 3.62 in the public service) and language training at 2.64 (vs 2.73 in the public service)
- ❖ No one form of professional development identified as a top priority for FIs at Shared Services

Work/life balance

- ❖ 37% of FIs at Shared Services have worked 30 hours of overtime or more in the last 12 months (vs 33% of public service), yet less than half (13%) claimed 30 hours or more
- ❖ 43% have requested flexible working arrangements in the last 5 years (vs 49% in the public service) with nearly all requests for either a compressed schedule or telework
- ❖ Of the 18 requests, 12 were approved (67%) (vs 73% in the public service)
- ❖ On a scale of 1 (very poor) to 5 (excellent), FIs rated Shared Services' flexible work opportunities at 3.11 (vs 3.23 in the rest of the public service)
- ❖ FIs at Shared Services have slightly lower opinions about work/life balance support and ease of claiming overtime than the rest of the public service, but have slightly lower stress levels and work through their lunch hour less often

Leave

- ❖ 76% of FIs at Shared Services have gone to work sick in the last 12 months, averaging 4-6 sick days worked a year
- ❖ 68% reported going to work sick due to heavy workload/deadlines
- ❖ Only 46% are aware of their opportunity to request an advance of sick leave credits (vs 58% in the public service)

Job satisfaction / general

- ❖ FIs at Shared Services enjoy their job and feel they have excellent relationships with their colleagues and supervisors; however, most feel moderately about their department's work environment (satisfaction of 3.11 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 Shared Services
- ❖ More than 50% of FIs at Shared Services would leave the department for a higher salary, a better work/life balance or a more positive work environment

Overall Shared Services Canada performance

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