

5.7 Workload

Overall satisfaction with Workload remains the same in 2003 (6.3) as does the percentage of employees who rated their level of satisfaction with Workload as a 7 or higher out of 10 (56%). Satisfaction is fairly consistent when comparing LES and CBS, rising from a 6.1 for CBS-Post as a group to a 6.3 for CBS-HQ and 6.4 for LES. Examining satisfaction with Workload by location and classification shows that it is lowest for FS at Post (5.9) and highest for EX at Headquarters (6.9).

On average, work/life balance seems to be improving as the number of hours worked above the standard 37.5 per week continues to decline. The average number of overtime hours reported is now 8.7, in comparison to 9.6 in 2000 and 14.5 in 1998. In comparison to CBS, both at Post and HQ, LES reported an increase in their average overtime hours worked since 2000 (up to 7.7 from 5.5).

Overall, employees continue to claim less overtime hours than they reported working. Employees formally claim an average of 4.1 hours of overtime per week and 2.9 hours through informal flex time arrangements. Employees continue to claim more overtime hours through formal processes, increasing to 4.1 hours a week from the 3.8 hours in 2000 and 1.0 hour in 1998.

Satisfaction with Workload remains fairly high and more than half of all employees (56%) agreed that their Workload allows them to adequately meet client demands. Eighty-one percent (81%) of employees agreed that an improved Information Management approach would help to reduce their workload while 63% called for better screening of Canadian companies referred by domestic partners.