



OSFI Employee Survey (ES) 2018

Executive Summary

Prepared for:

Office of the Superintendent of Financial Institutions (OSFI)

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This public opinion research report presents the results of an online survey conducted by Environics Research on behalf of the Office of the Superintendent of Financial Institutions. The research was conducted with OSFI employees between September and October 2018.

Cette publication est aussi disponible en français sous le titre : Sondage auprès des employés (SE) du BSIF - édition 2018.

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The Office of the Superintendent of Financial Institutions (OSFI) Canada is the federal regulator and supervisor of over 1,800 financial institutions, including deposit-taking institutions, insurance companies and federally regulated private pensions plans. OSFI regularly conducts a survey of its approximately 700 employees at four locations across Canada. The employee survey seeks to assess employee levels of satisfaction and to identify potential areas for improvement. Following each survey, OSFI has implemented improvements based on the feedback of employees and measured the effectiveness of those improvements in the subsequent survey. This report presents the 2018 findings and provides a discussion of these results in comparison to the 2017 OSFI employee survey.

The survey was made available in both official languages and was completed online by OSFI employees between September 12th and October 19th, 2018. The questionnaire explored various themes of employee satisfaction. Survey results were explored overall, in comparison to the previous years' results and by OSFI sector. An overall response rate of 85% was achieved. Since the survey attempted to include all employees (i.e., was conducted as a census) it is unnecessary to apply a margin of error to the survey results and the results are considered representative of the population of OSFI employees.

Summary of Findings

- Overall results in 2018 are positive across all thematic areas.
- The majority of comparable measures are broadly consistent with those in 2017 with only a handful of instances where mean scores are notably lower or higher.
- The most positive results are in Immediate Supervisor and Work-Life Balance.
- Still strong, but somewhat less so, are results in Communication, Talent Management and Culture & Community.
- The thematic areas Work-Life Balance, Communication and Corporate Focus all saw increases in most or all variables compared to 2017.
- Results vary by sector/group and by years of employment with OSFI.
 - Employees in Regulation Sector, Corporate Services Sector, Office of the Chief Actuary and Superintendent's Office & Internal Audit tend to provide higher than average scores while those in Risk Support Sector, Insurance Supervision Sector and Deposit-taking Supervision Sector tend to provide lower scores.
 - The newest employees (with 2 years or less at OSFI), REX employees and employees in Ottawa tend to consistently provide more positive results.
- Driver analysis shows that Immediate Supervisor, Senior Leadership and Training/Career Development are the main drivers of overall employee engagement.

The results of this research will be used to help identify areas of improvement for OSFI going forward. The contract value for the project was \$71,899.30 (including HST).