

# OSFI Employee Survey (ES) 2019

## Executive Summary

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Office of the Superintendent of Financial Institutions (OSFI)

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For more information on this report, please contact OSFI at: [information@osfi-bsif.gc.ca](mailto:information@osfi-bsif.gc.ca)

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April 2020

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 November and December 2019.

Cette publication est aussi disponible en français sous le titre : Sondage auprès des employés (SE) du BSIF - édition 2019 Sommaire.

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Communications and Engagement  
Office of the Superintendent of Financial Institutions  
255 Albert St.  
Ottawa, ON  
K1A 0H2

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# Executive Summary

The Office of the Superintendent of Financial Institutions (OSFI) Canada is the federal regulator and supervisor of approximately 1,600 financial institutions, including deposit-taking institutions, insurance companies and federally regulated private pensions plans. OSFI regularly conducts a survey of all eligible 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 2019 findings and provides a discussion of these results in comparison to the 2018 OSFI employee survey.

The survey was made available in both official languages and was completed online by OSFI employees between November 26<sup>th</sup> and December 23<sup>rd</sup>, 2019. The questionnaire explored various themes of employee satisfaction. Survey results are explored overall, in comparison to the previous years' results and by OSFI sector. An overall response rate of 81% 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 2019 are positive across all thematic areas.
- The majority of comparable measures are broadly consistent with those in 2018 where comparable, with only a handful of instances where mean scores are notably lower or higher.
- The most positive results are in Immediate Supervisor and Wellbeing.
- Still strong, but somewhat less so, are results in My Job and Communication.
- The thematic areas Immediate Supervisor, Senior Management and My Job all saw increases in most of the comparable variables since 2018.
- Results vary by sector/group and by years of employment with OSFI.
  - Employees in the Superintendent's Office & Internal Audit provided the highest average scores while those in Risk Support Sector, provided lower scores.
  - The newest employees (with 2 years or less at OSFI), REX employees and employees in Montreal tend to consistently provide more positive results.
- Driver analysis shows that the factors Community at Work, Immediate Supervisor and Senior Management 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 \$75,640.39 (including HST).