RCMP Survey results

Prepared by CAPE

Overview

1. Introduction
2. Telework
3. Working conditions
4. Harassment and discrimination
5. Health and safety at work
6. Deeming of RCMP Civilian Members

Introduction

Method: The online application Survey Monkey was used to administer the survey. Potential survey respondents received an introductory letter by email.

Response rate: Of the 580 invitations that were successfully delivered, 366 RCMP employees responded to the survey, yielding a response rate of 63%. We received responses from a total of 198 civilian members of the RCMP (181 ESS and 17 TRL employees) and 158 EC employees.

Analysis: The team employed a thematic approach to analyze the open-ended questions in an Excel file. They reviewed, coded, and classified the data, ultimately revealing consistent themes identified by the participants. We conducted tests on all the demographic variables to identify any significant differences among the groups, using **a threshold of 10% variation between results**. This document reports the findings where a significant difference was observed, and the absence of such reporting indicates the absence of notable variation.

Telework

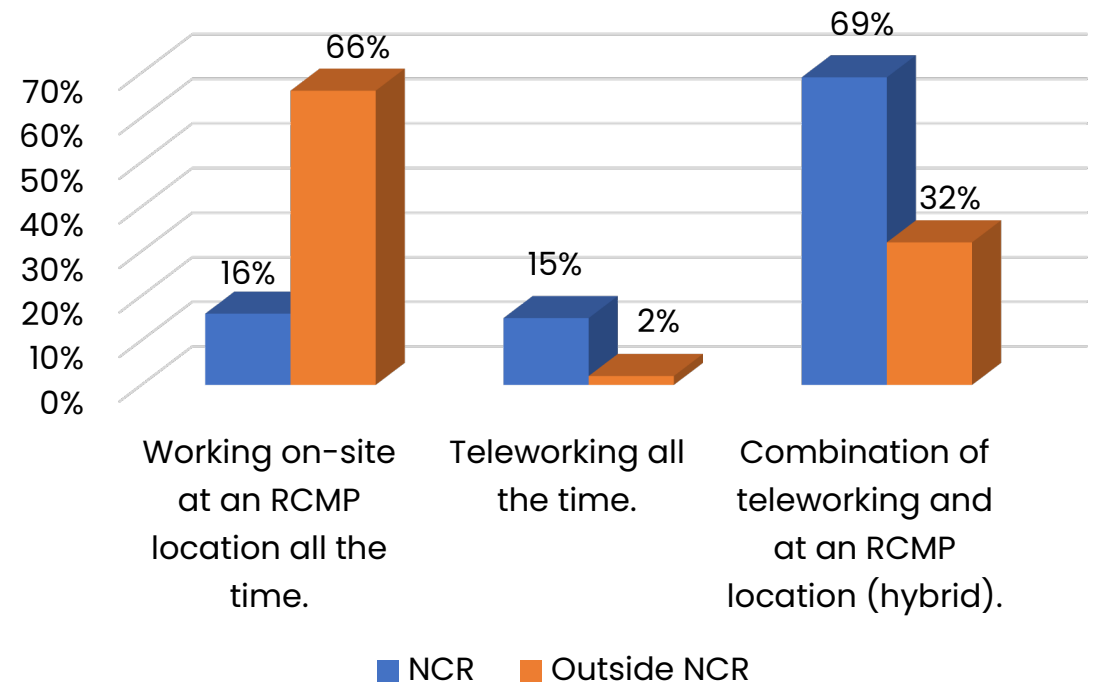## Current work situation of CAPE members at the RCMP

Q1. Which of the following best describes your current work situation?
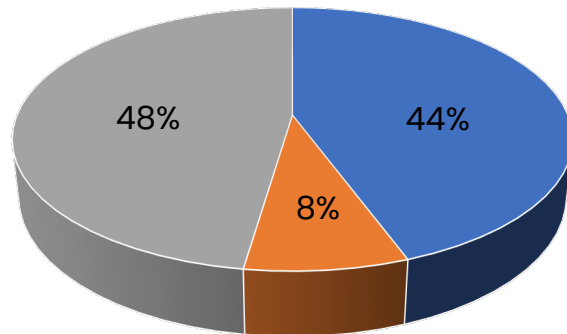
- ■ Working on-site at an RCMP location all the time.
- ■ Teleworking all the time.
- ■ Combination of teleworking and at an RCMP location (hybrid).

44%
8%
48%

Comparison of work situation between members in the NCR and outside the NCR

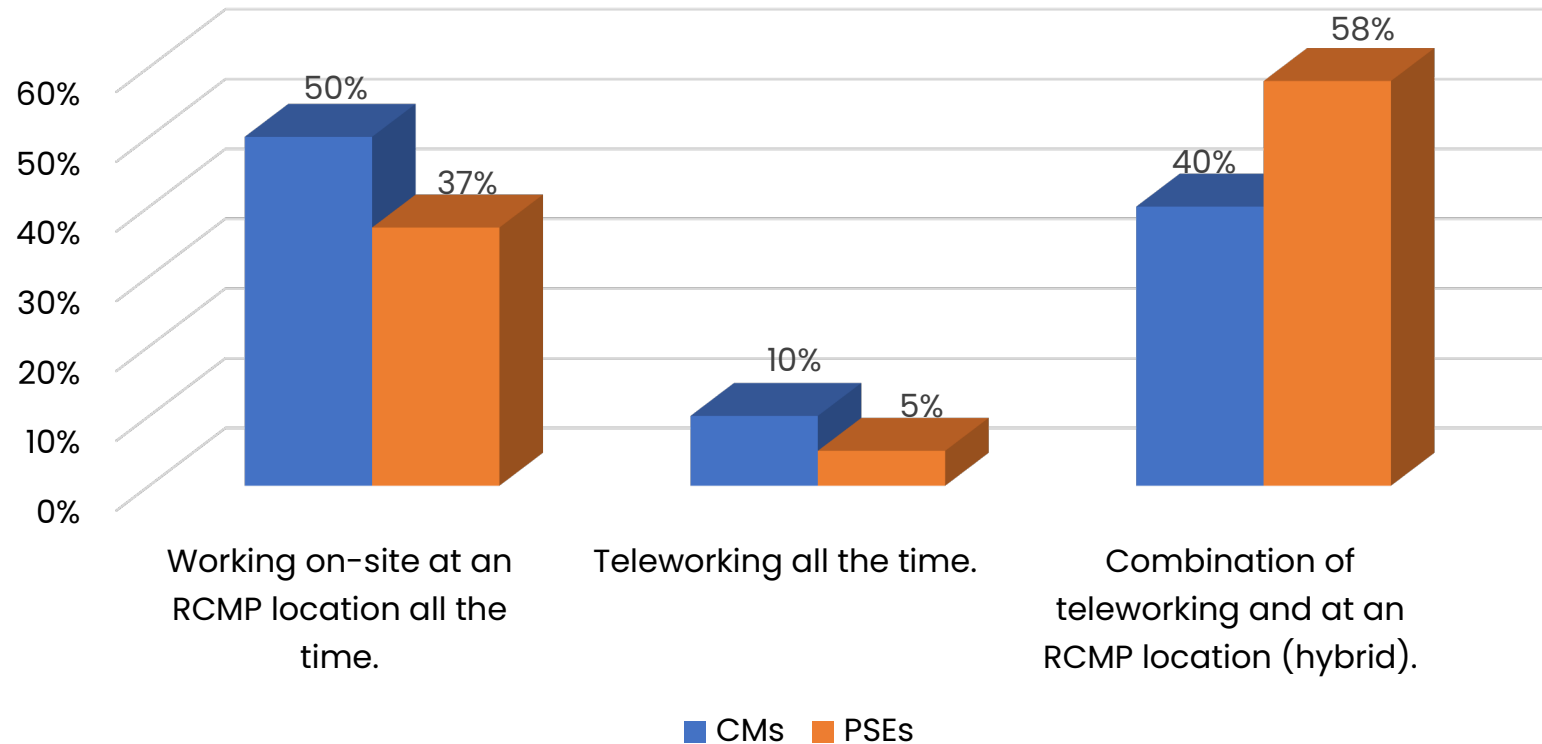Q1. Which of the following best describes your current work situation?

	NCR	Outside NCR
Working on-site at an RCMP location all the time.	16%	66%
Teleworking all the time.	15%	2%
Combination of teleworking and at an RCMP location (hybrid).	69%	32%

■ NCR ■ Outside NCR

Telework(cont'd)

Comparison of work situation between public service employees (PSEs) and civilian members (CMs)

Q1. Which of the following best describes your current work situation?

	CMs	PSEs
Working on-site at an RCMP location all the time.	50%	37%
Teleworking all the time.	10%	5%
Combination of teleworking and at an RCMP location (hybrid).	40%	58%

Telework(cont'd)

Comparison of work situation between PSEs and CMs working in the NCR and outside the NCR

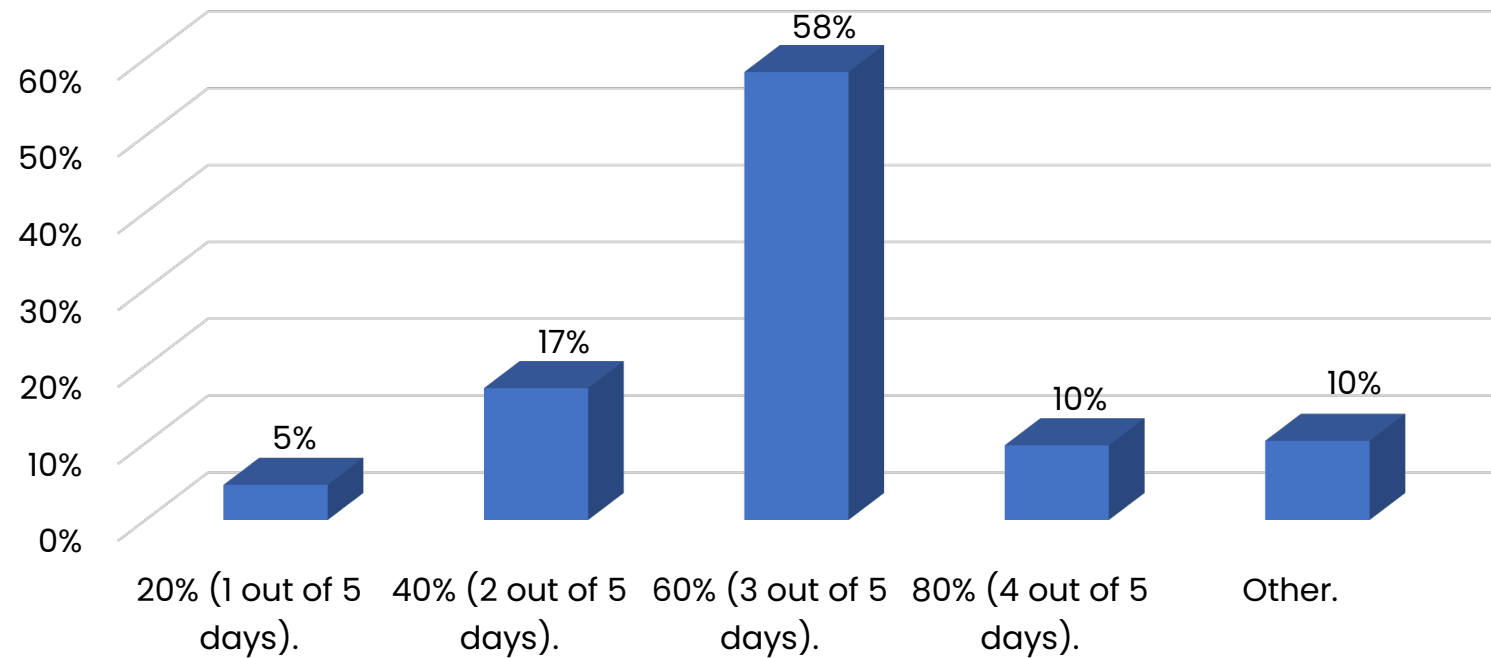Q1. Which of the following best describes your current work situation?

■ Working on-site at an RCMP location all the time.

■ Teleworking all the time.

■ Combination of teleworking and at an RCMP location (hybrid).
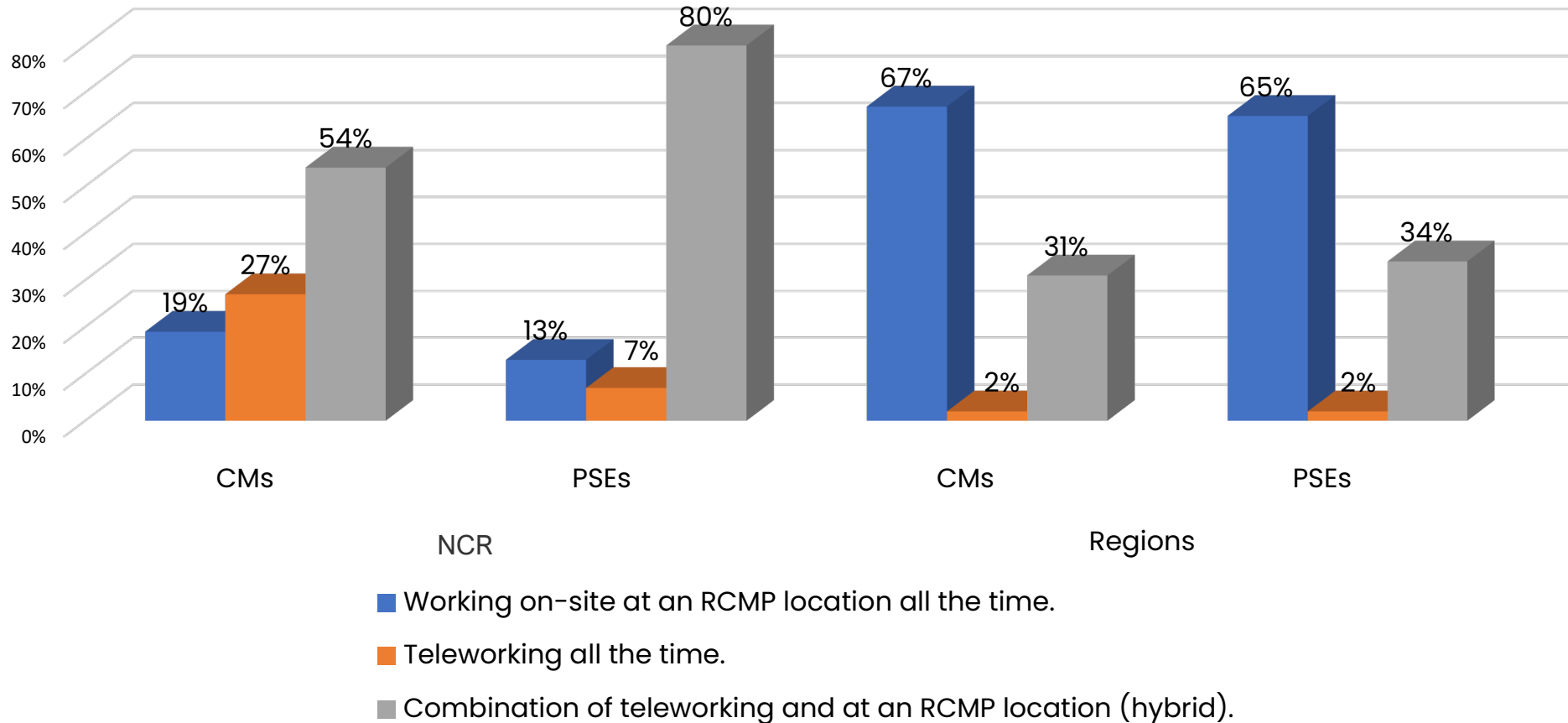
Telework(cont'd)

Proportion of CAPE members by number of days working from the office

Q2. How much time do you spend working at an RCMP location on a normal work week?
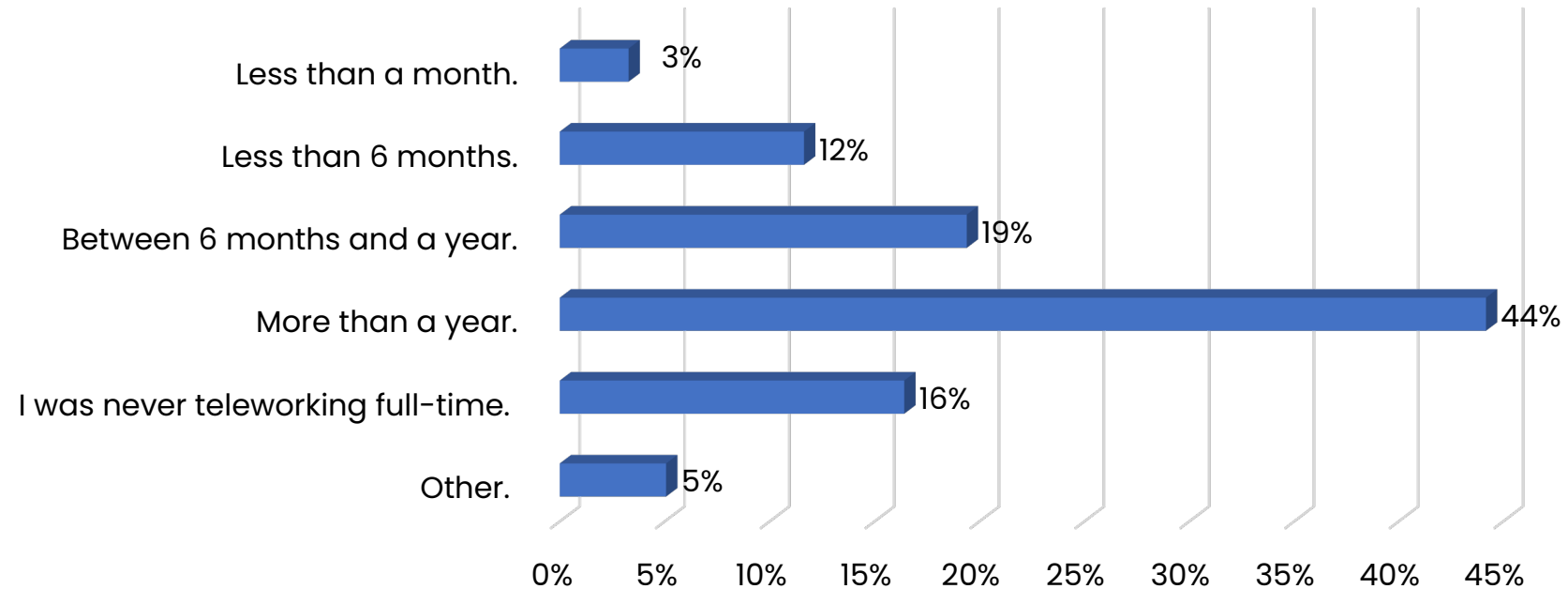
Telework(cont'd)

CAPE members by the timing of return to the office

Q3. How long have you been back to work at an RCMP location?
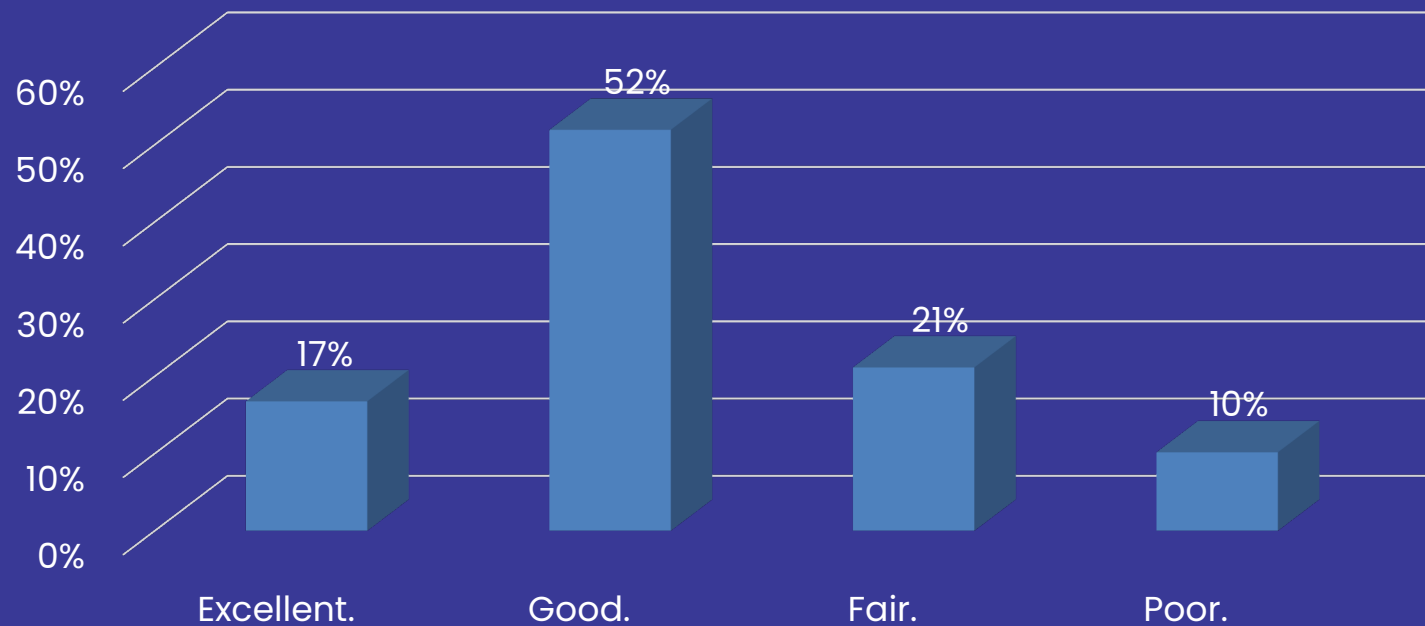

Category	Percentage
Less than a month.	3%
Less than 6 months.	12%
Between 6 months and a year.	19%
More than a year.	44%
I was never teleworking full-time.	16%
Other.	5%

Working conditions

Ranking of working conditions at the RCMP by CAPE members

Q4. How would you rate your working conditions at the RCMP?

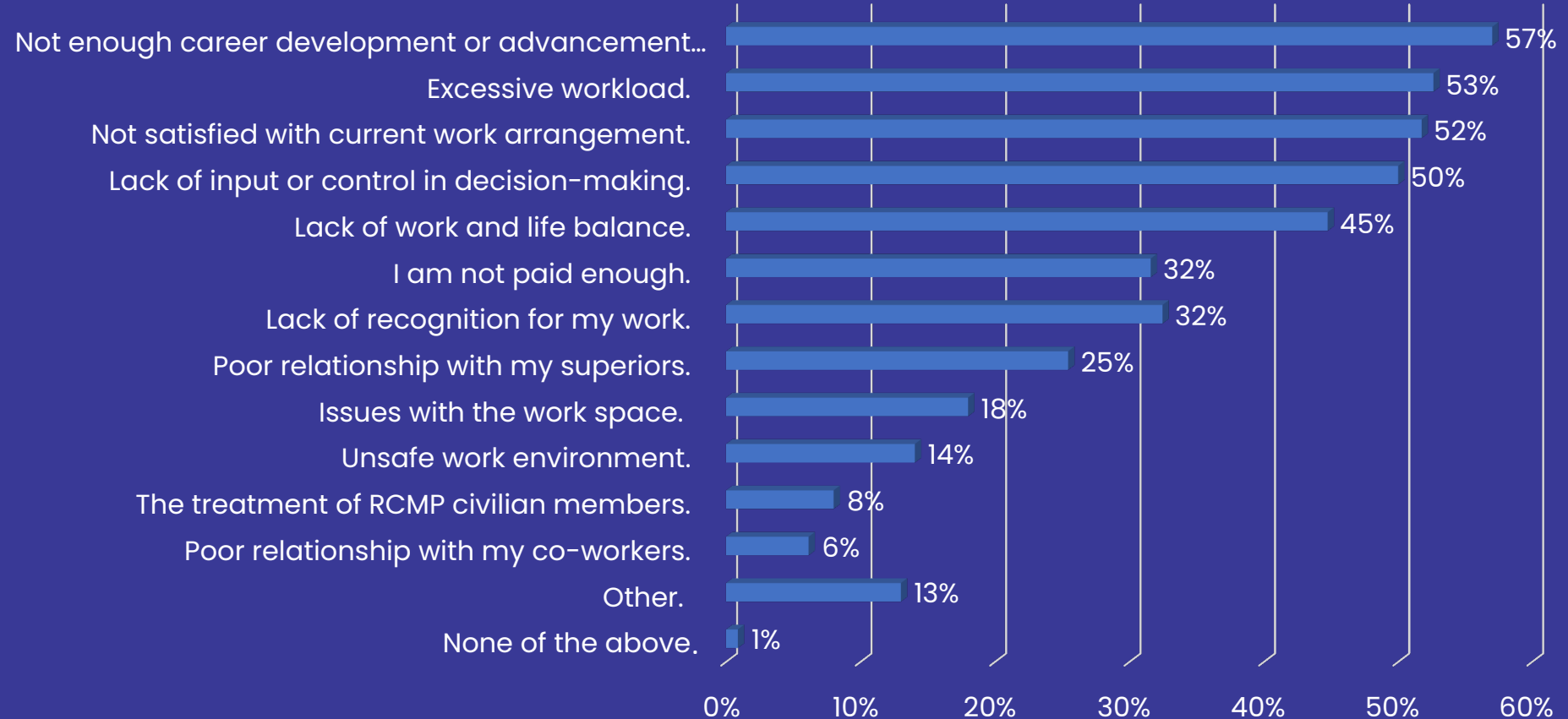|	Excellent.	Good.	Fair.	Poor.
	17%	52%	21%	10%

Working conditions (Cont'd)

Reasons why members rated their working conditions as fair or poor

Q5. Why did you rate your working conditions as "fair" or "poor" instead of "good" or "excellent"?

Reason	Percentage
Not enough career development or advancement…	57%
Excessive workload.	53%
Not satisfied with current work arrangement.	52%
Lack of input or control in decision-making.	50%
Lack of work and life balance.	45%
I am not paid enough.	32%
Lack of recognition for my work.	32%
Poor relationship with my superiors.	25%
Issues with the work space.	18%
Unsafe work environment.	14%
The treatment of RCMP civilian members.	8%
Poor relationship with my co-workers.	6%
Other.	13%
None of the above.	1%

Working conditions (Cont'd)

Members' perception of their working conditions since the start of the COVID-19 pandemic

Q6. Have your working conditions improved, remained the same
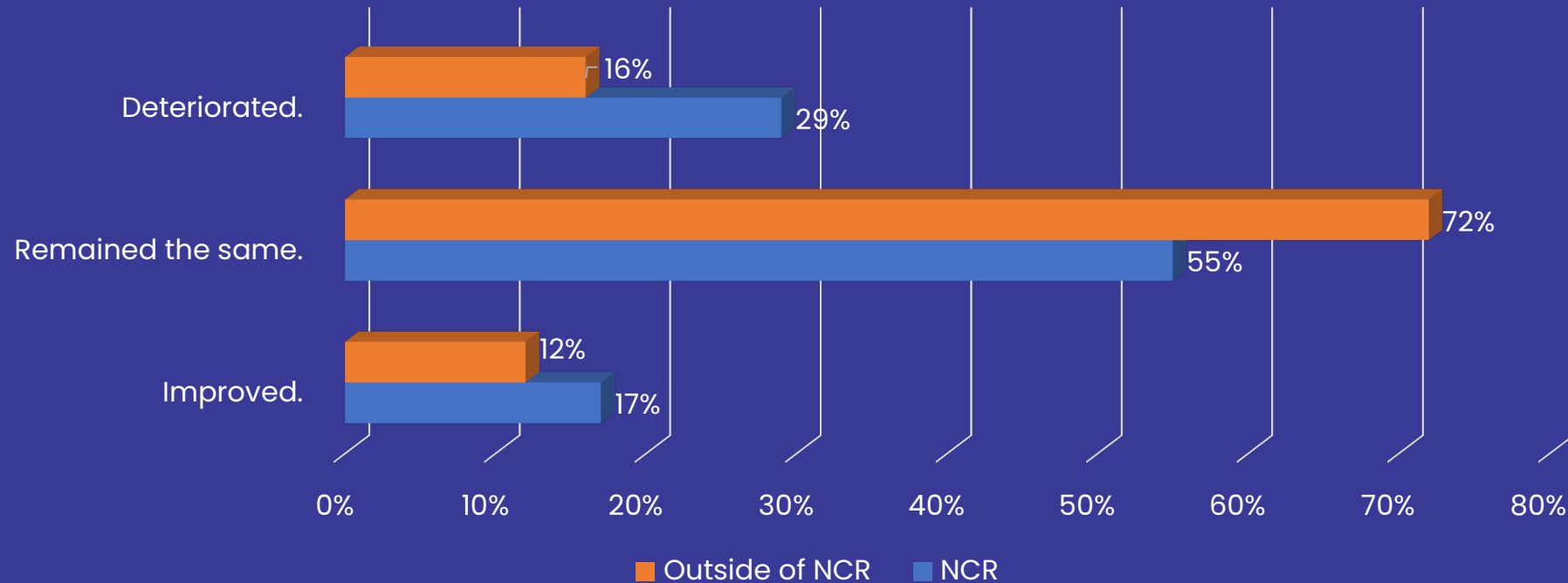or deteriorated since the beginning of the COVID-19 pandemic?
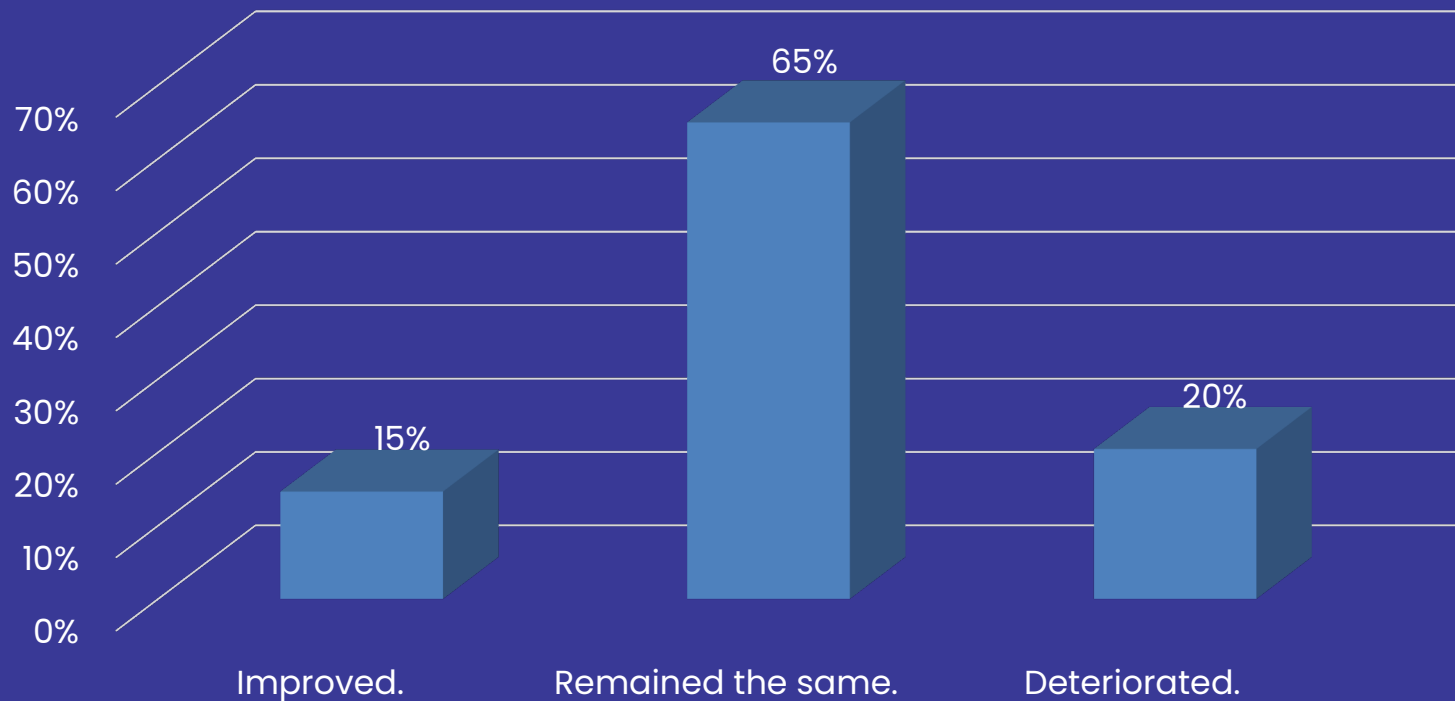
Working conditions (Cont'd)

Comparison of members' perception of working conditions between members in the NCR and outside the NCR

Q6. Have your working conditions improved, remained the same or deteriorated since the beginning of the COVID-19 pandemic?

Deteriorated. — 16% / 29%
Remained the same. — 72% / 55%
Improved. — 12% / 17%

Legend: Outside of NCR | NCR

Working conditions (Cont'd)

Question 7: *Why do you believe your working conditions have <u>deteriorated</u> since the beginning of the COVID-19 pandemic?*

- The reduction in telework availability (30%)

- Decline in the quality of their workspace when working at the office (28%)

- Increased workload (19%)

- Absence of food options near the National Headquarters Division office (11%)

Question 8: *Why do you believe your working conditions have <u>improved</u> since the beginning of the COVID-19 pandemic?*
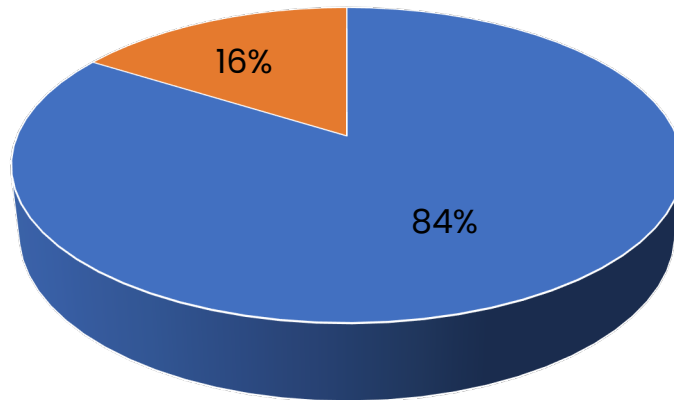
- Availability of telework options (73%). Greater flexibility of managers to allow telework in cases of sickness or caring for a sick family member.

- Improved sanitation (10%)

Harassment

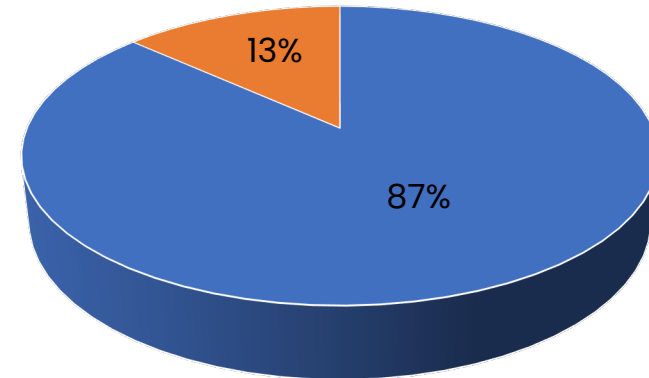## Proportion of members who reported being a victim of harassment on the job

Q10. Have you been the victim of harassment on the job in the past 12 months?

16%

84%

■ No. ■ Yes.

Proportion of members who filed a grievance or a formal complaint for harassment

Q13. Did you file a grievance or formal complaint about the harassment you experienced in the past 12 months?
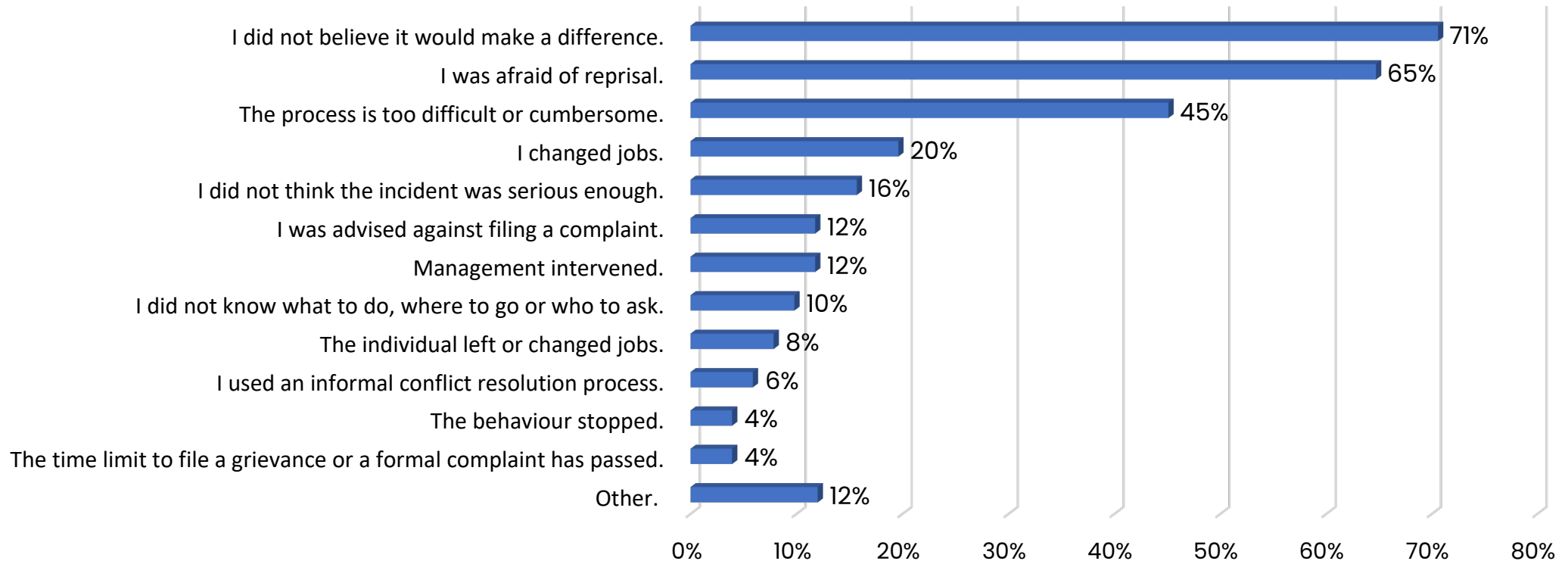

13%

87%

■ No. ■ Yes.

Harassment (Cont'd)

Reasons for not filing a complaint or grievance for harassment

Q14. Why did you not file a grievance or formal complaint about the harassment you experienced?

Reason	Percentage
I did not believe it would make a difference.	71%
I was afraid of reprisal.	65%
The process is too difficult or cumbersome.	45%
I changed jobs.	20%
I did not think the incident was serious enough.	16%
I was advised against filing a complaint.	12%
Management intervened.	12%
I did not know what to do, where to go or who to ask.	10%
The individual left or changed jobs.	8%
I used an informal conflict resolution process.	6%
The behaviour stopped.	4%
The time limit to file a grievance or a formal complaint has passed.	4%
Other.	12%

Harassment (Cont'd)

Proportion of CMs and PSEs who reported being a victim of harassment on the job

Q10. Have you been the victim of harassment on the job in the past 12 months?
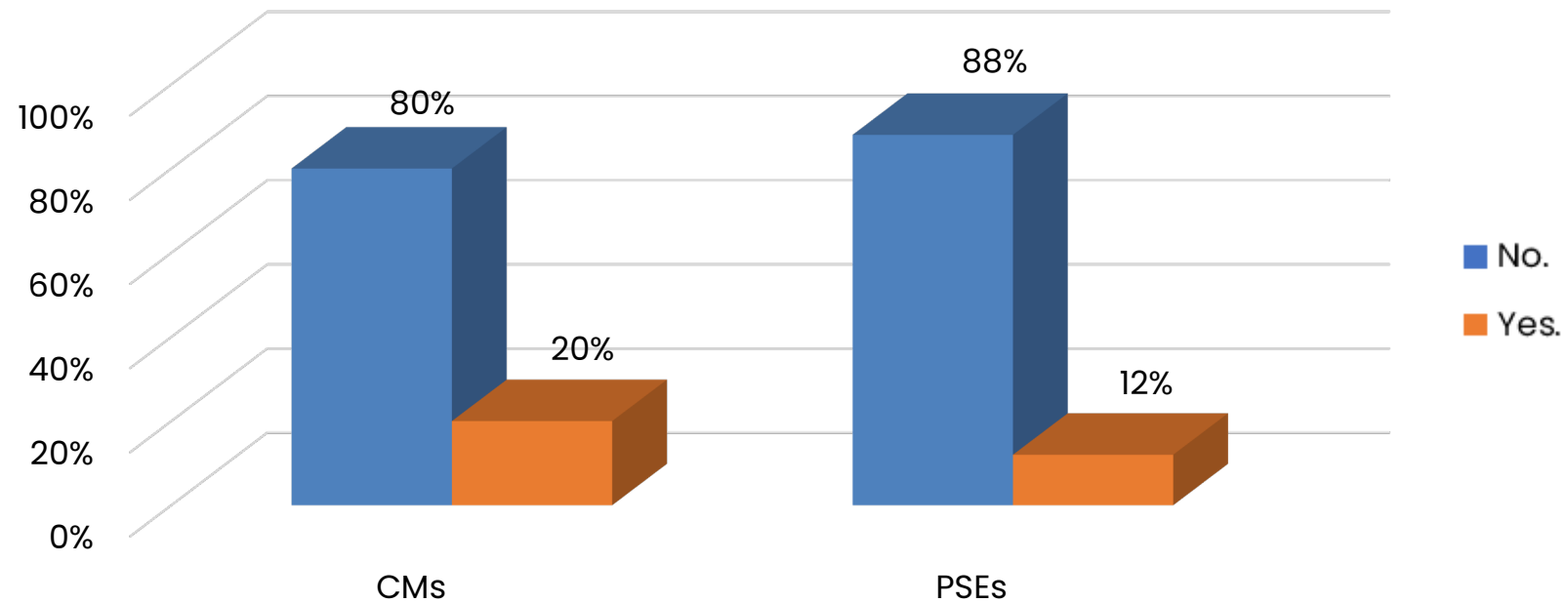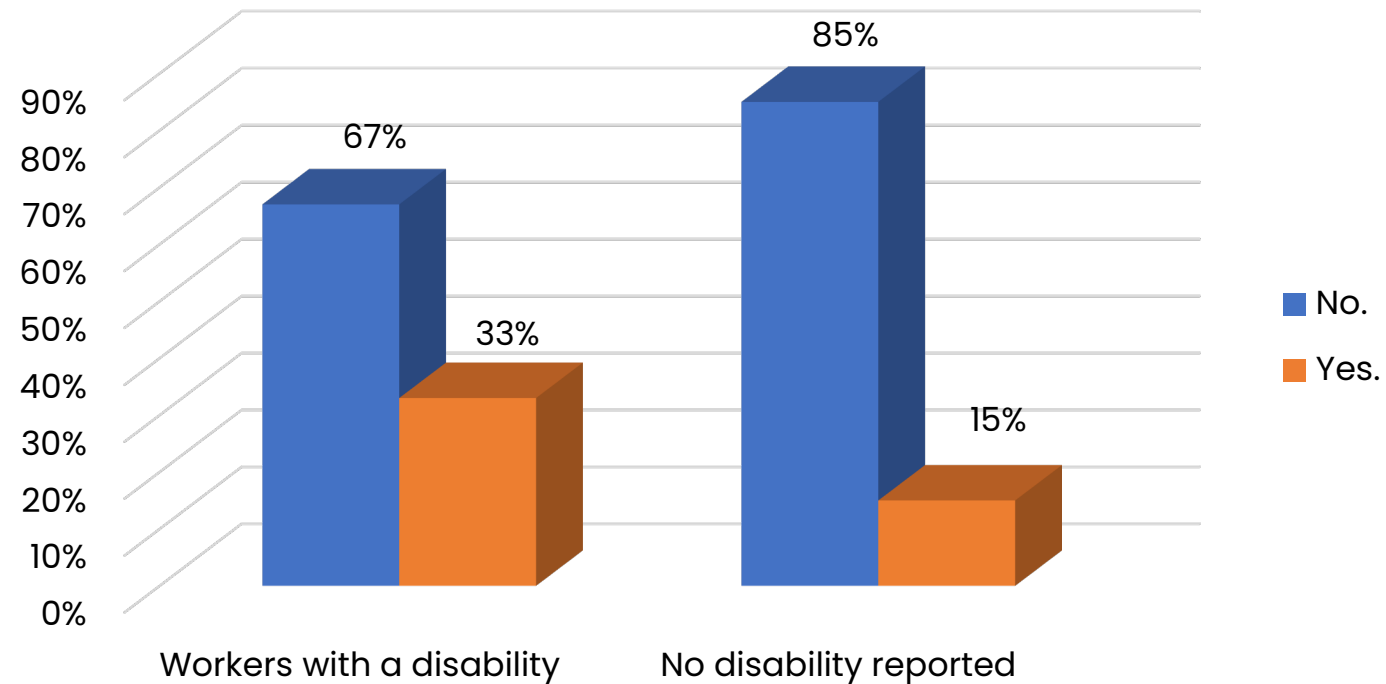
Harassment (Cont'd)

Proportion of members who reported being a victim of harassment by disability status

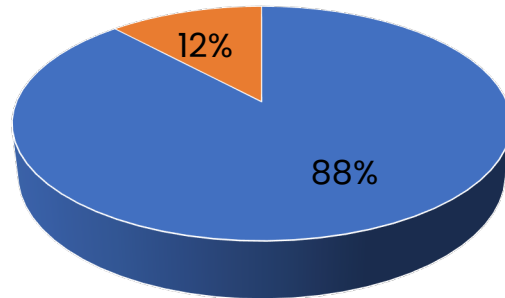Q10. Have you been the victim of harassment on the job in the past 12 months?

Discrimination

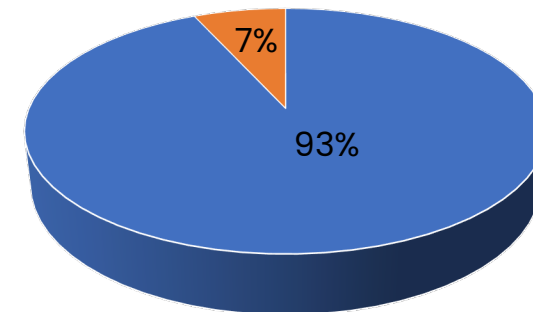**Proportion of members who reported being a victim of discrimination**

Q18. Have you been the victim of discrimination on the job in the past 12 months?

12%
88%

■ No. ■ Yes.

Proportion of members who filed a grievance or formal complaint for discrimination

Q21. Did you file a grievance or formal complaint about the discrimination you experienced in the past 12 month?
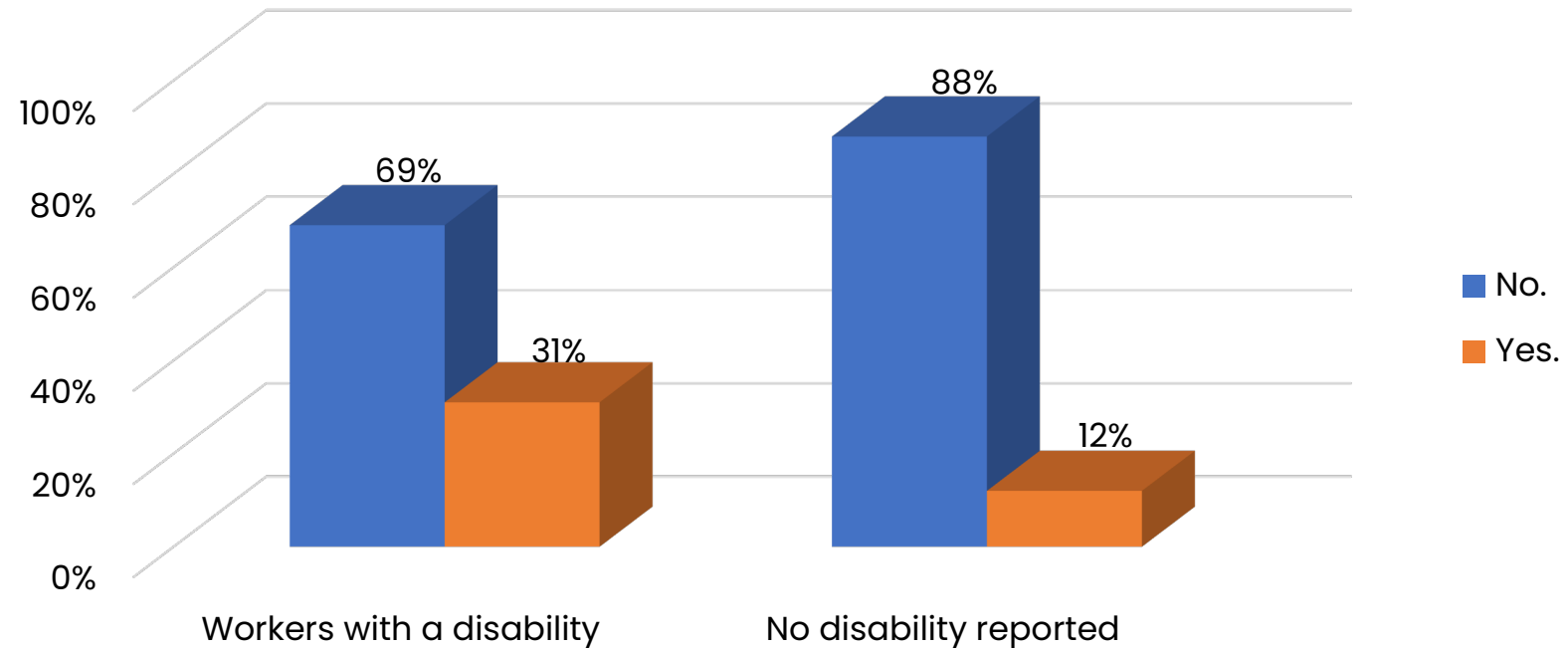
7%
93%

■ No. ■ Yes.

Discrimination (Cont'd)

Proportion of members who reported being a victim of discrimination by disability status

Q18. Have you been the victim of discrimination on the job in the past 12 months?

Discrimination (Cont'd)

Proportion of members who reported being a victim of discrimination by racially visible status

Q18. Have you been the victim of discrimination on the job in the past 12 months?
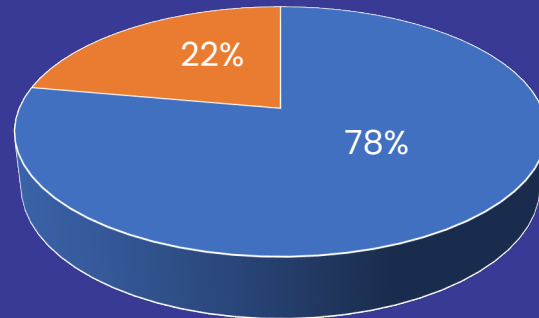
Health and safety at work

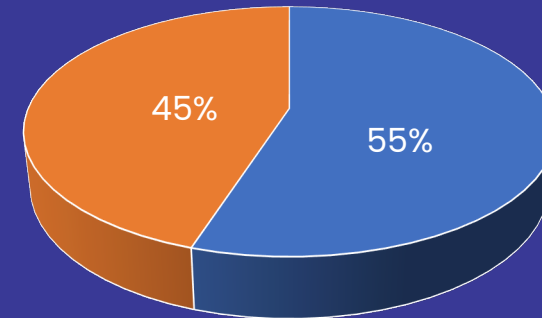## Proportion of members who have concerns about their physical safety at work

Q26. Do you have concerns about your physical health or safety when you are at work?

☐ No. ☐ Yes.

Proportion of members who have concerns about their psychological safety at work

Q28. Do you have concerns about your psychological health or safety when you are at work?

☐ No. ☐ Yes.

Health and safety at work (Cont'd)

Question 27: *What is your number one concern with your physical health and safety when you are at work?*

- Risks of exposure to COVID-19 (30%)

- Office air quality and its potential impact on health (21%)

- Lack of appropriate ergonomic setup for their workspace (21%)

- Office safety (18%)

Question 29: *What is your number one concern with your psychological health and safety when you are at work?*

- Exposure to psychologically harmful content (28%)

- Toxic work environment (20%)

- Harassment and bullying (12%)

- Work overload (15%)

- Exposure to chronic stress and anxiety (19%)

Health and safety at work (Cont'd)

Question 31. What could the RCMP do to make your work environment safer?

- Enhancing physical health and safety in the workplace (31%) by improving ventilation, building access and safety, and sanitary facilities.

- Improve psychological support (24%). Some civilian members are exposed to different stressful content and situations. The support sought includes access to a psychologist to the workplace and the recognition of mental health in leave, among others.

- Provide training for management (12%) regarding mental health, leadership and discrimination.

- Address excessive workload (10%) by increasing recruitment and improving the quality of technological equipment.

- Hold problematic people accountable (8%) in the case of harassment and bullying in the workplace.

- Improve access to telework (5%).

Deeming of civilian members

Proportion of CMs who favour and oppose the deeming process

Q33. Are you in favour or do you oppose the deeming of RCMP
civilian members to the federal public service, or are you neutral?
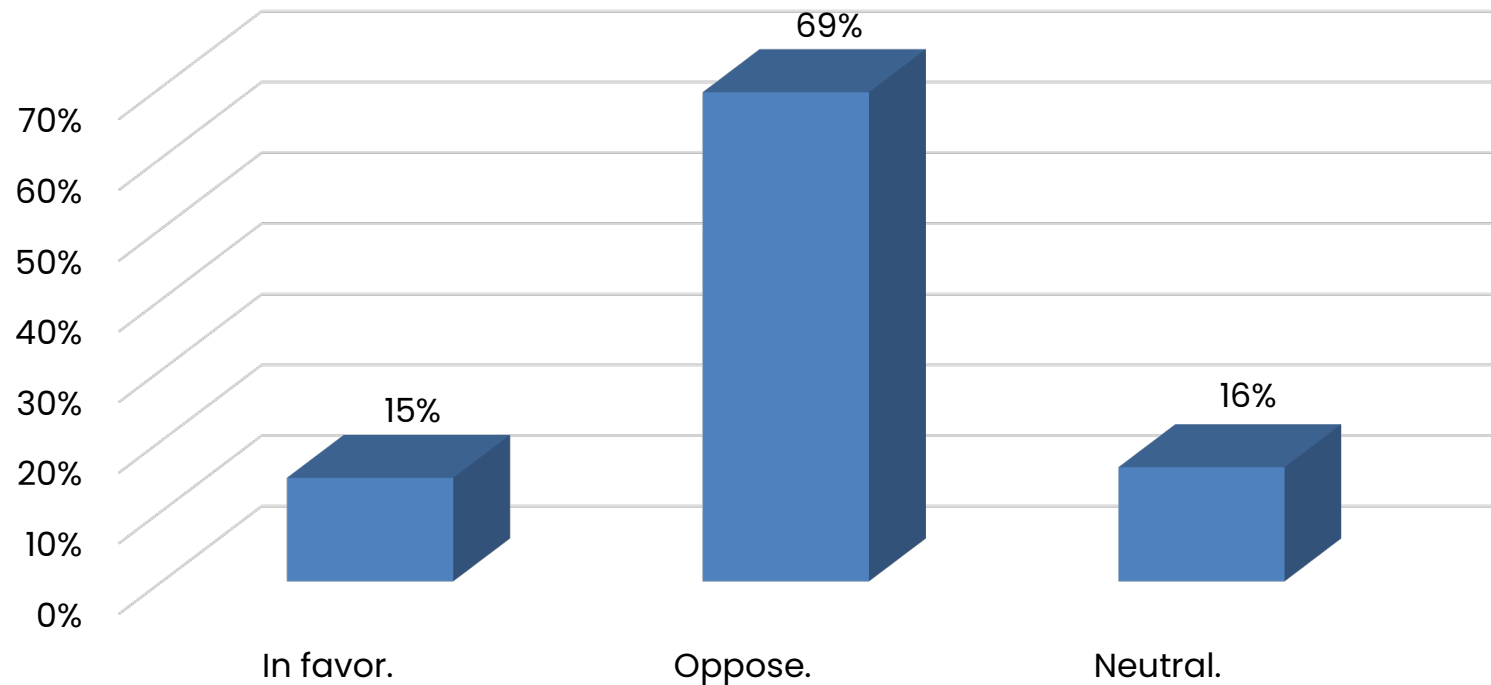
Deeming of civilian members (Cont'd)

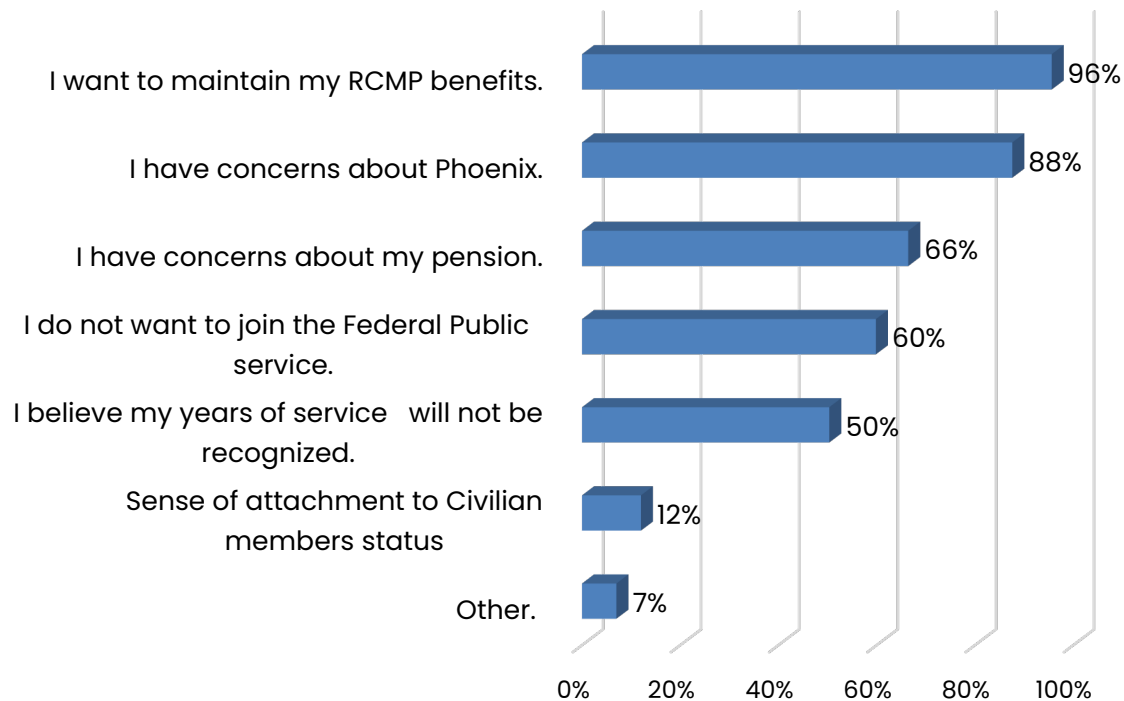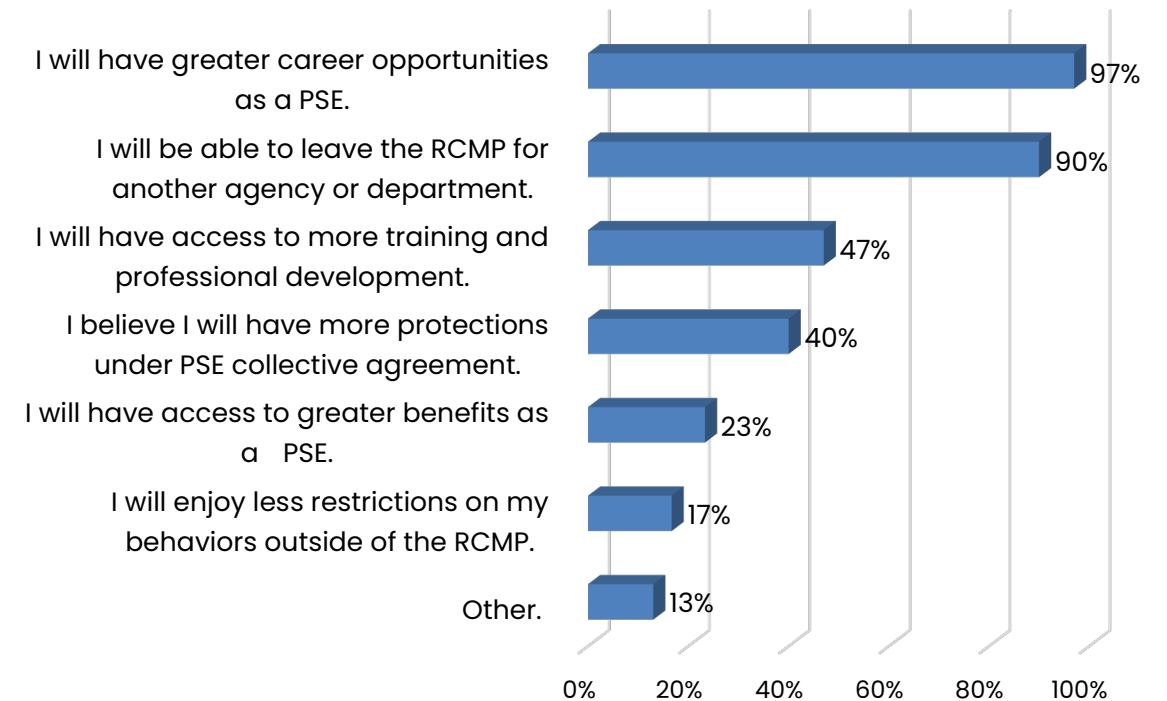**Proportion of CMs who favour and oppose the deeming process by age and work location**

Legend: ■ In favour ■ Oppose.

NCR: In favour 24%, Oppose 59%
Outside of NCR: In favour 10%, Oppose 75%
Under 45: In favour 35%, Oppose 62%
45 and Over: In favour 11%, Oppose 71%
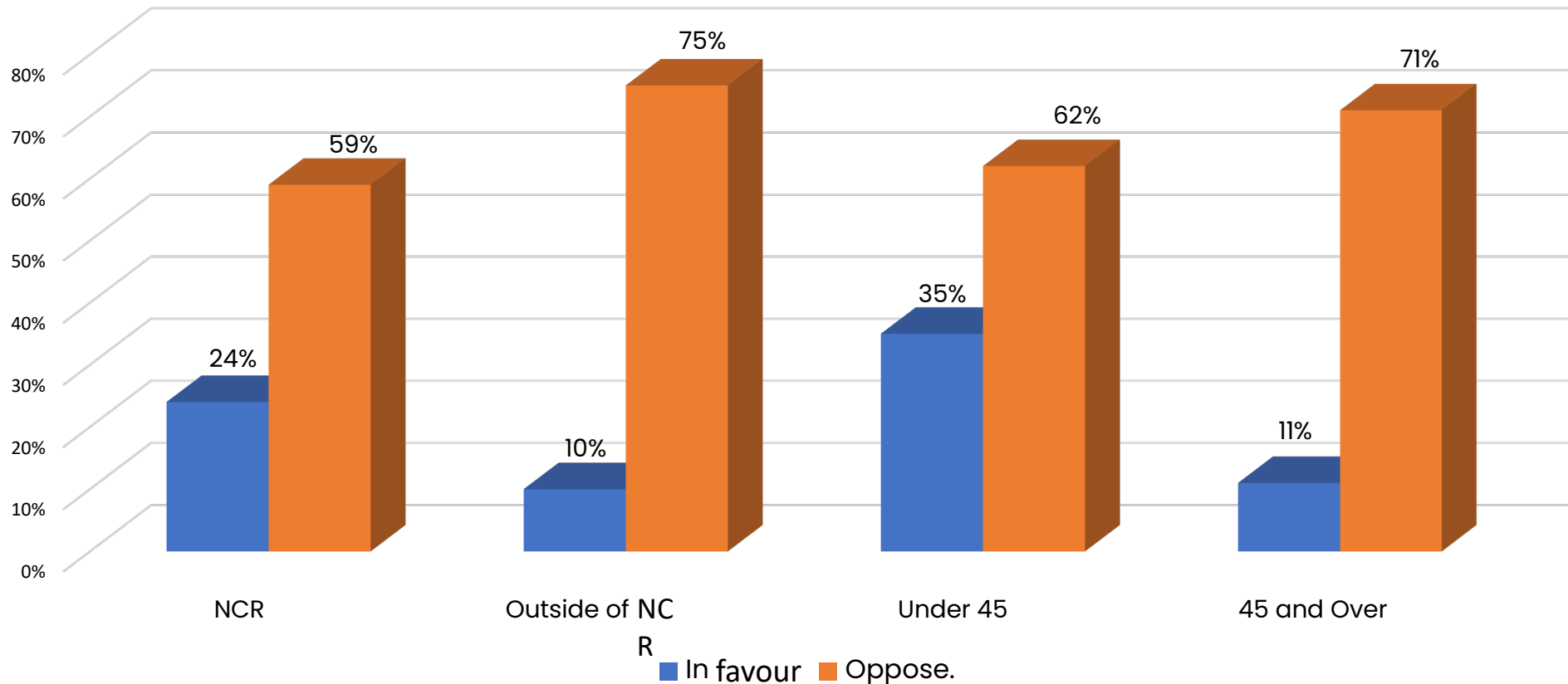
Deeming of civilian members (Cont'd)

Reasons for being opposed or in favour of the deeming process

Q35. Why do you oppose the deeming of RCMP civilian members to the federal public service?

Reason	Percentage
I want to maintain my RCMP benefits.	96%
I have concerns about Phoenix.	88%
I have concerns about my pension.	66%
I do not want to join the Federal Public service.	60%
I believe my years of service will not be recognized.	50%
Sense of attachment to Civilian members status	12%
Other.	7%

Q34. Why are you in favour of the deeming of RCMP civilian members to the federal public service?

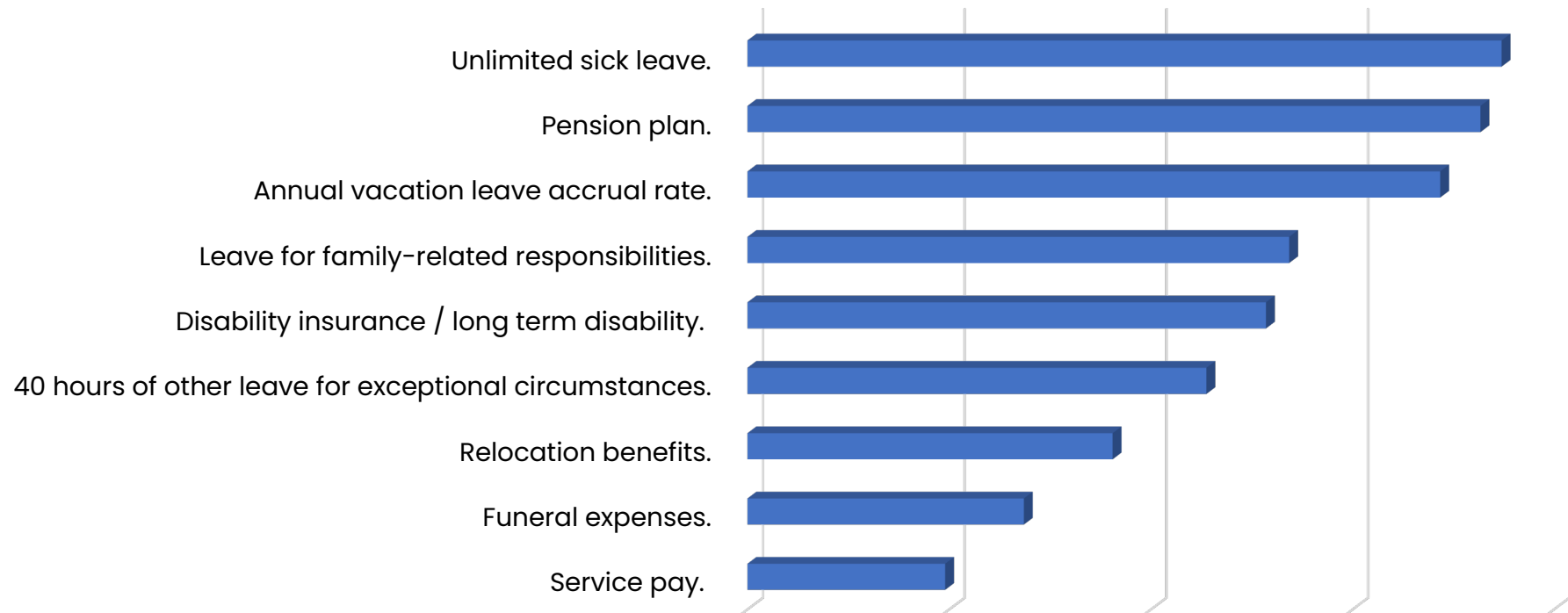| Reason	Percentage
I will have greater career opportunities as a PSE.	97%
I will be able to leave the RCMP for another agency or department.	90%
I will have access to more training and professional development.	47%
I believe I will have more protections under PSE collective agreement.	40%
I will have access to greater benefits as a PSE.	23%
I will enjoy less restrictions on my behaviors outside of the RCMP.	17%
Other.	13%

Deeming of civilian members (Cont'd)

Civilian member benefits in order of importance

Q36. Which of your current civilian member benefits are the most important to you?
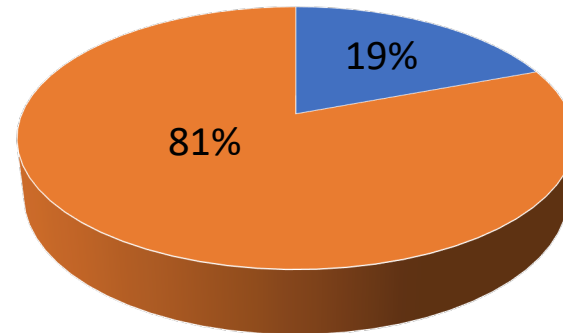

Benefit
Unlimited sick leave.
Pension plan.
Annual vacation leave accrual rate.
Leave for family-related responsibilities.
Disability insurance / long term disability.
40 hours of other leave for exceptional circumstances.
Relocation benefits.
Funeral expenses.
Service pay.

Deeming of civilian members (Cont'd)

Issue of a theoretical vote on the deeming of civilian members

Q37. If a vote was held today, would you vote to remain a civilian member of the RCMP or to become a public service employee?

19%

81%

- Younger respondents under 45 were more likely (32%) to prefer becoming PSEs than more senior respondents (18%).

- CMs working within the NCR were found to be more likely to vote for deeming (33%) compared to those working outside the NCR (12%)

■ I would vote to become a public service employee.

■ I would vote to remain a civilian member of the RCMP.

Deeming of civilian members (Cont'd)

What would make you change your vote to become a public service employee?

Out of those who would have voted against deeming, 40% stated that there was nothing that could sway their decision.

Nearly half of the respondents (47%) mentioned they would reconsider their vote if offered a grandfathered benefits package. Of these, a significant majority (83%) stated they would only reconsider if they were grandfathered in on all their benefits.

Average number of pensionable years of service of RCMP employees

- All RCMP members: 13 pensionable years of service

- PSE members: 12 pensionable years of service

- Civilian members: 18 pensionable years of service

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THANK YOU