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Les Associés de recherche Ekos inc.

Prepared
for:

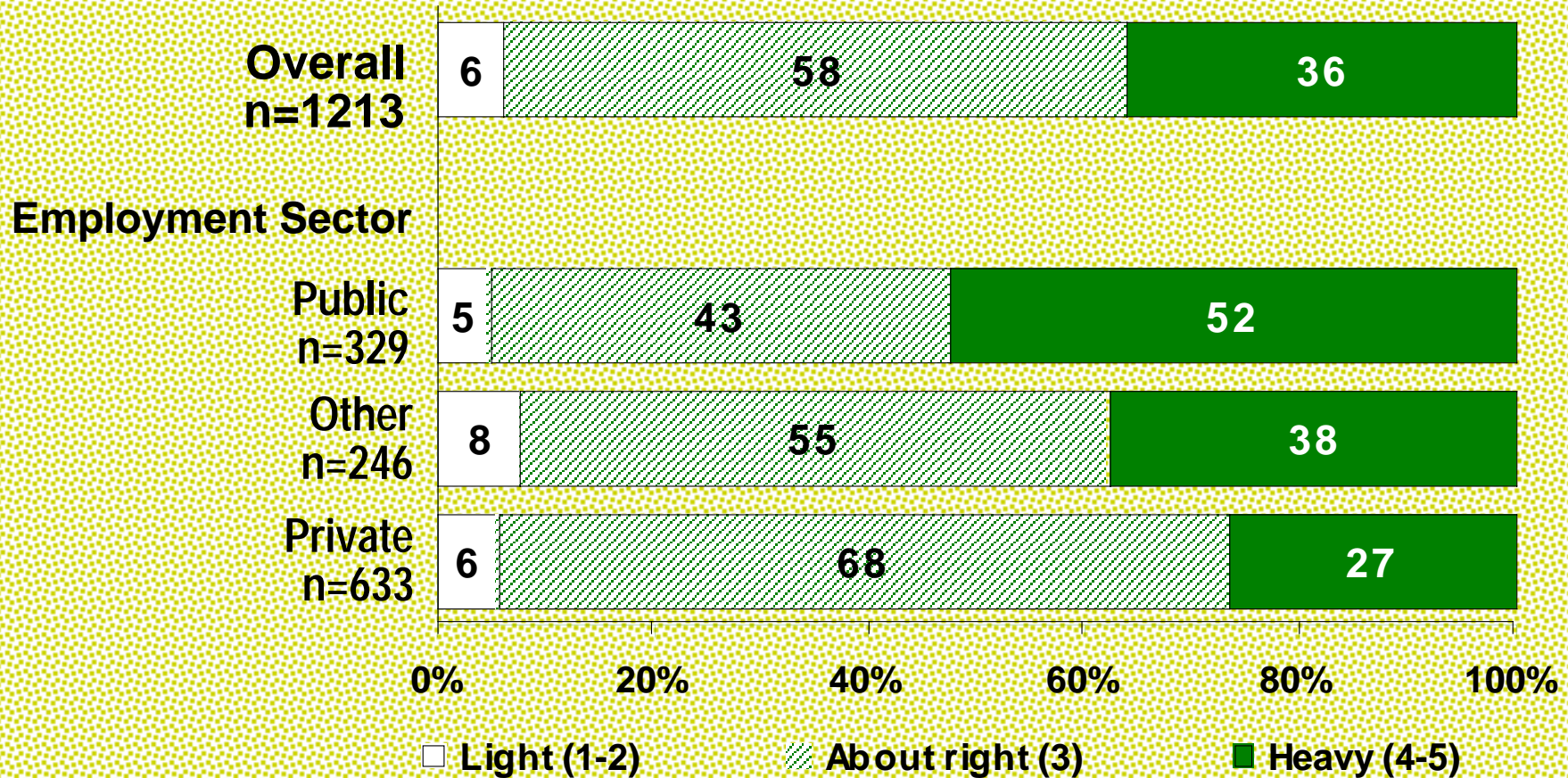
Canadian Union of Public Employees

Survey of Canadian Attitudes on Workload Issues

February 5,
2001

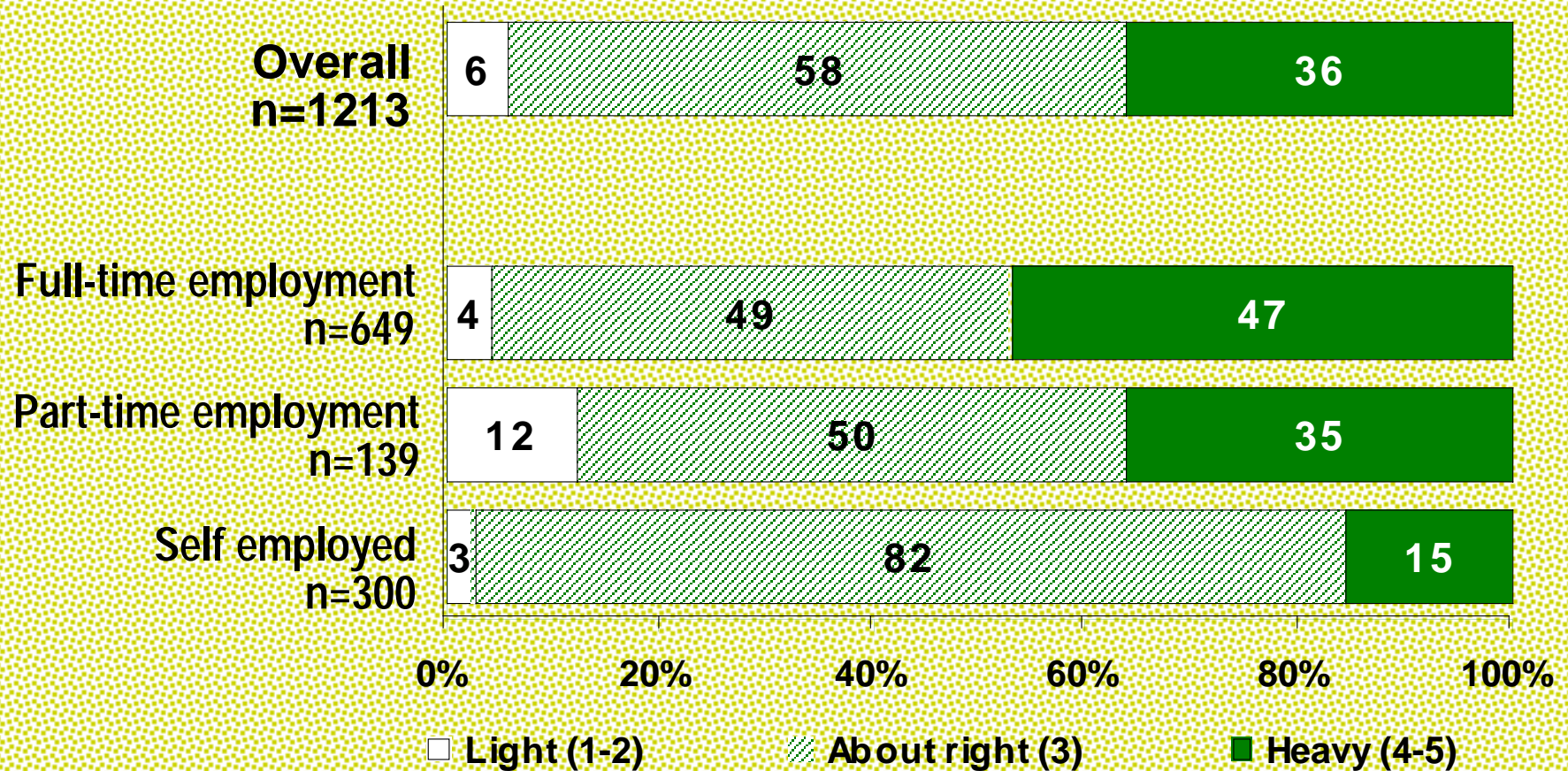
Current Workload: Employment Sector

“How would you describe your current workload?”



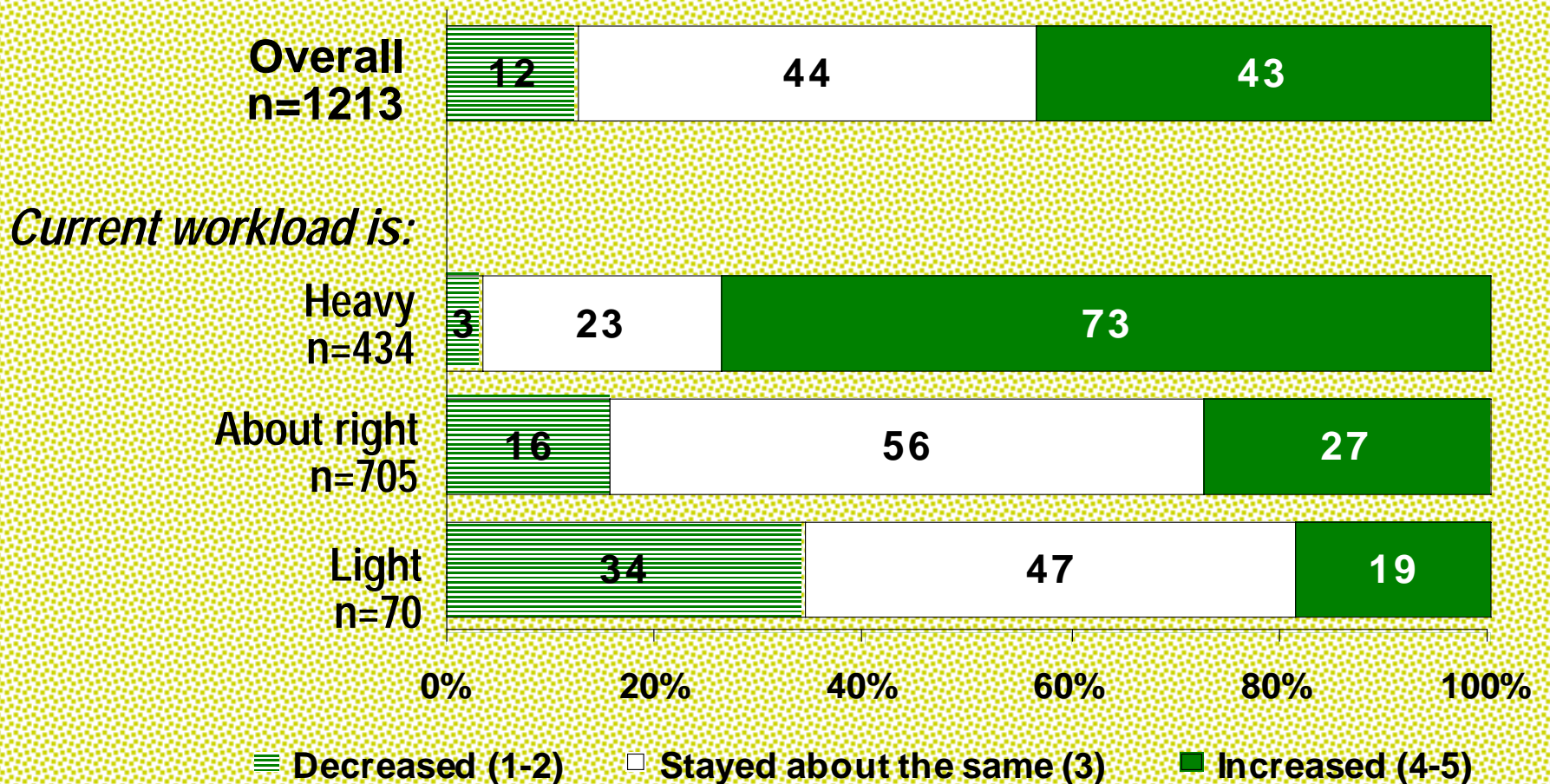
Current Workload: Employment Type

“How would you describe your current workload?”



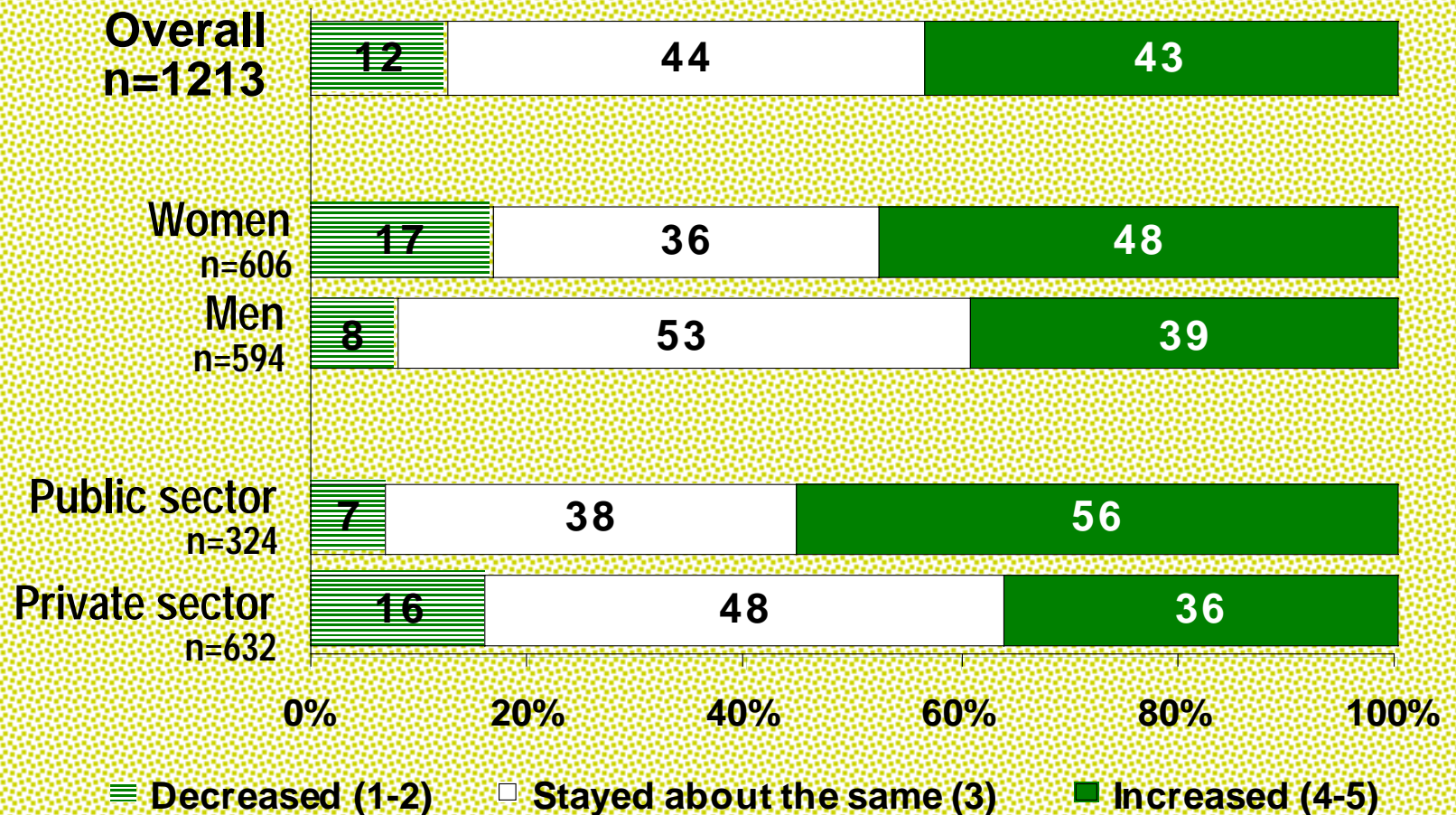
Change in Workload (a)

“Over the past two years, do you feel your workload has increased, decreased, or stayed about the same?”



Change in Workload (b)

“Over the past two years, do you feel your workload has increased, decreased, or stayed about the same?”

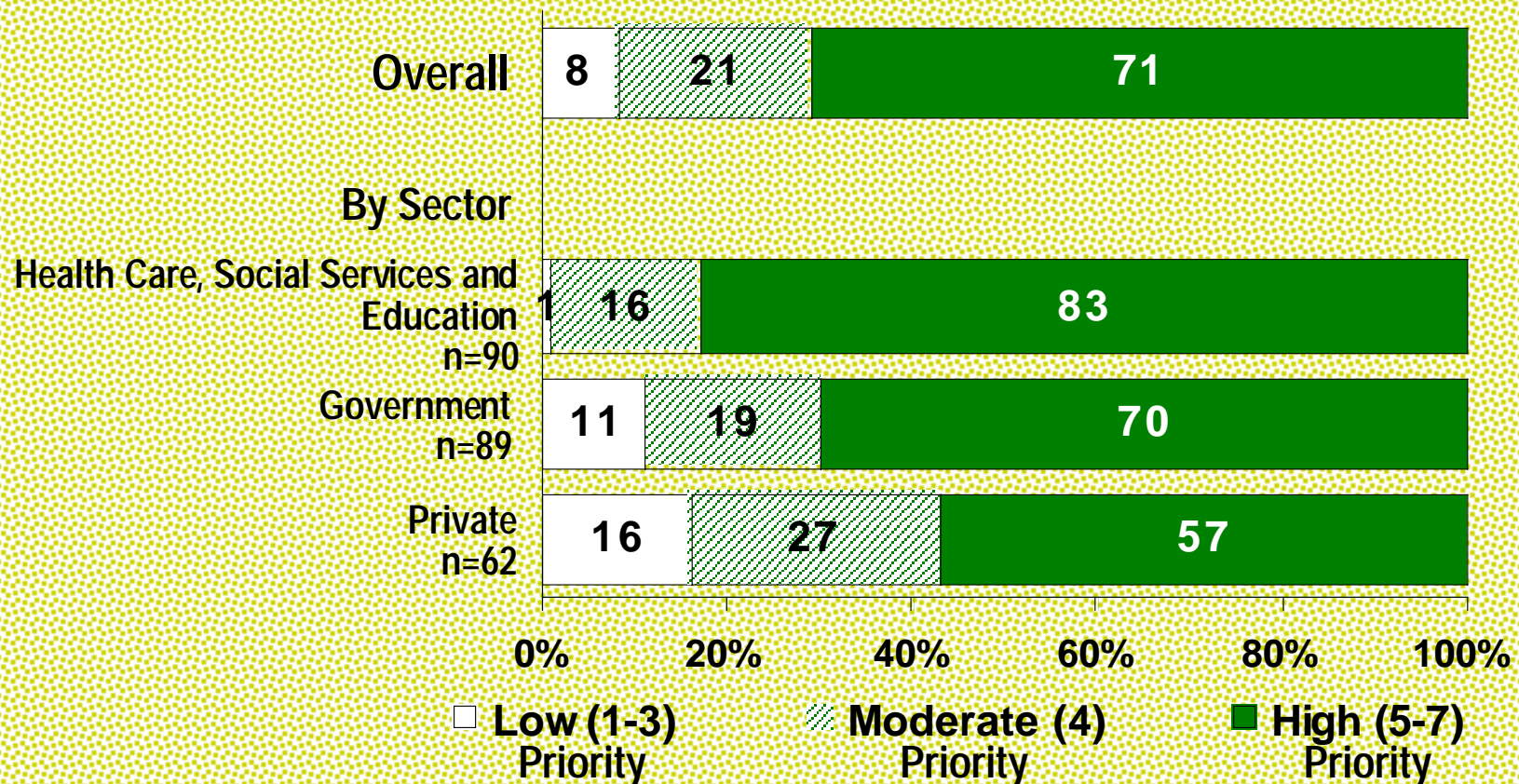


Priority on Workload Issues

*asked of those who indicate they are members of a union

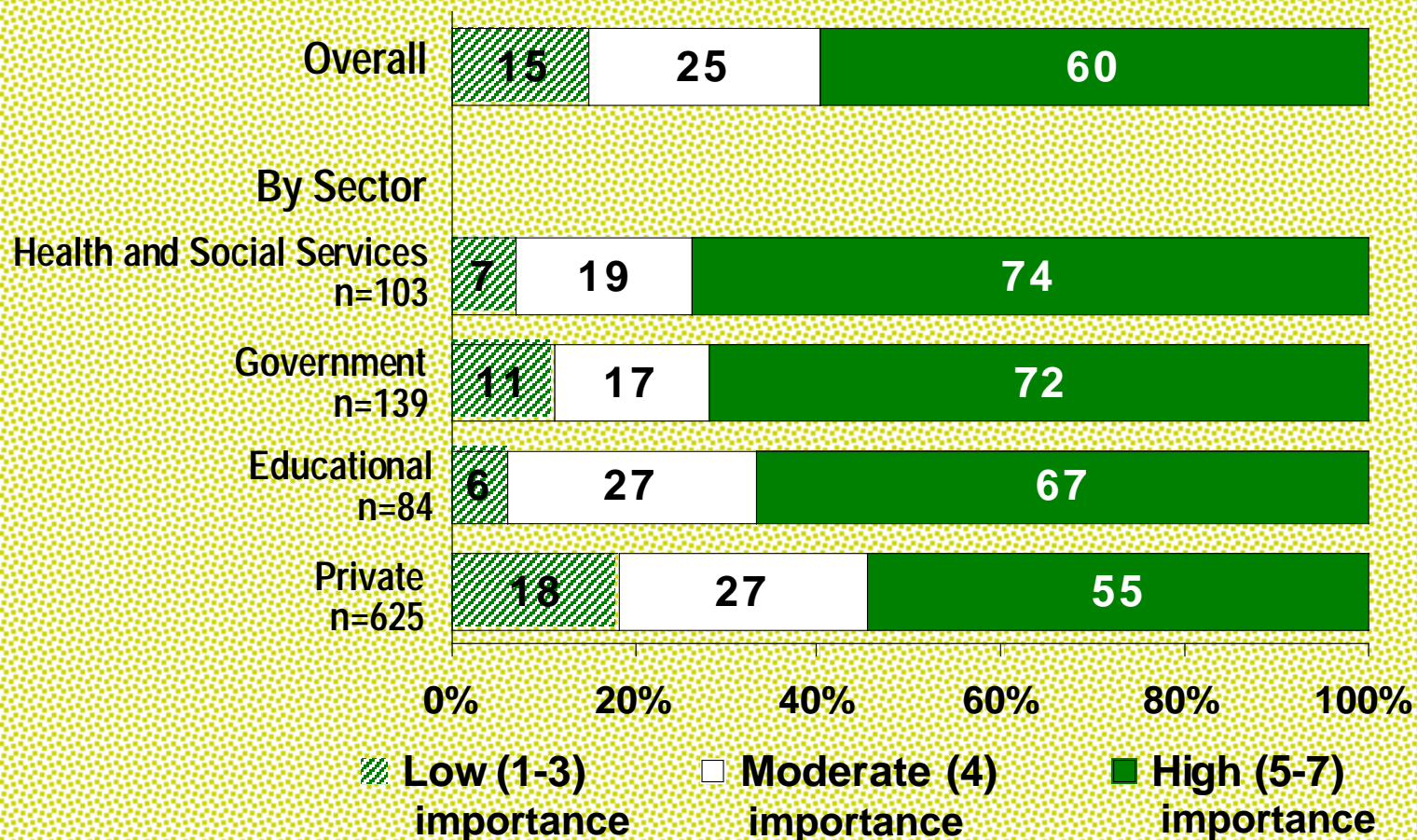
“What priority should your union place on workload?”

Overall mean on 7-point scale= 5.4



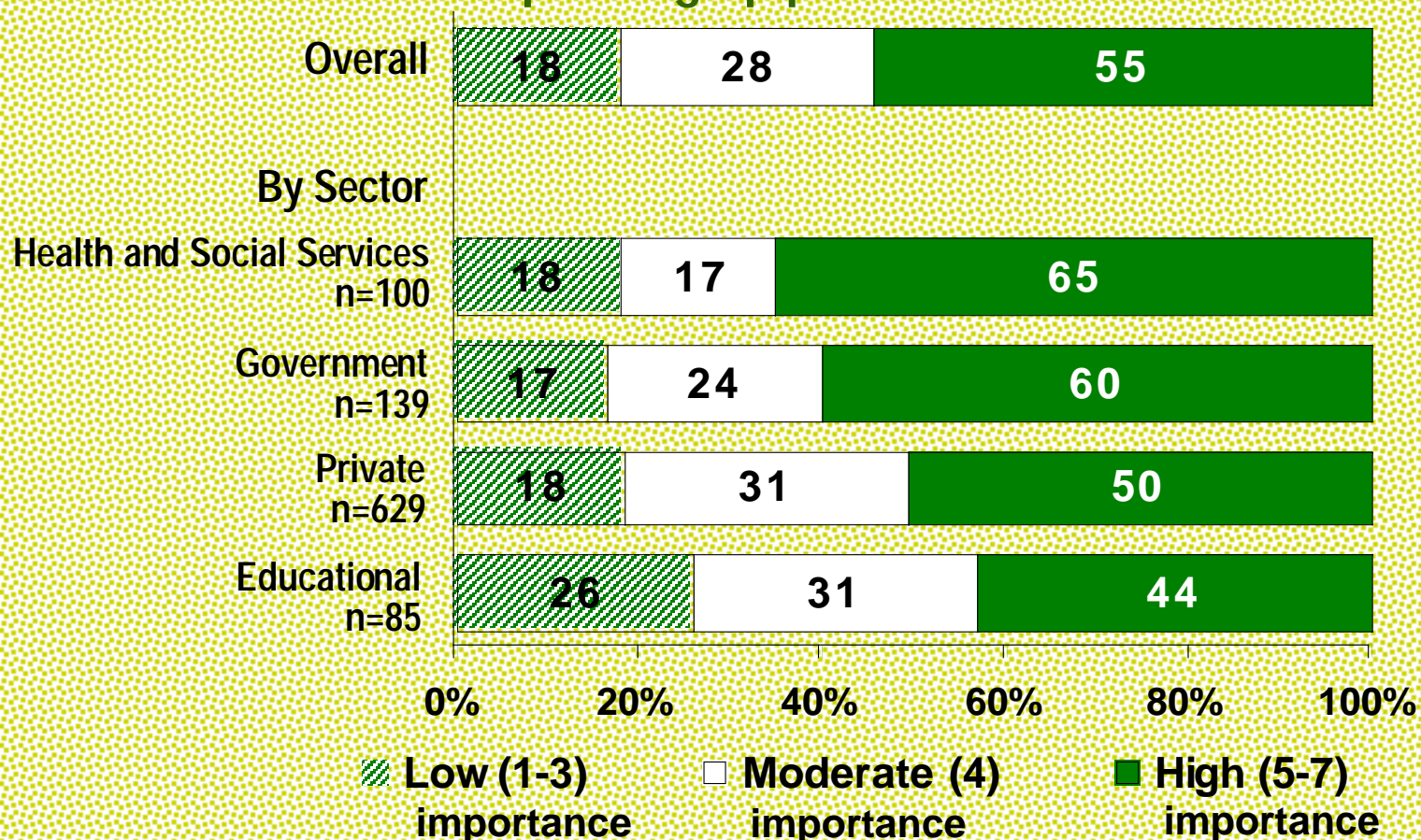
Increased Responsibilities and Duties

“As a potential cause of increased workload in your workplace, how would you rate the importance of increased responsibilities, additional duties?”



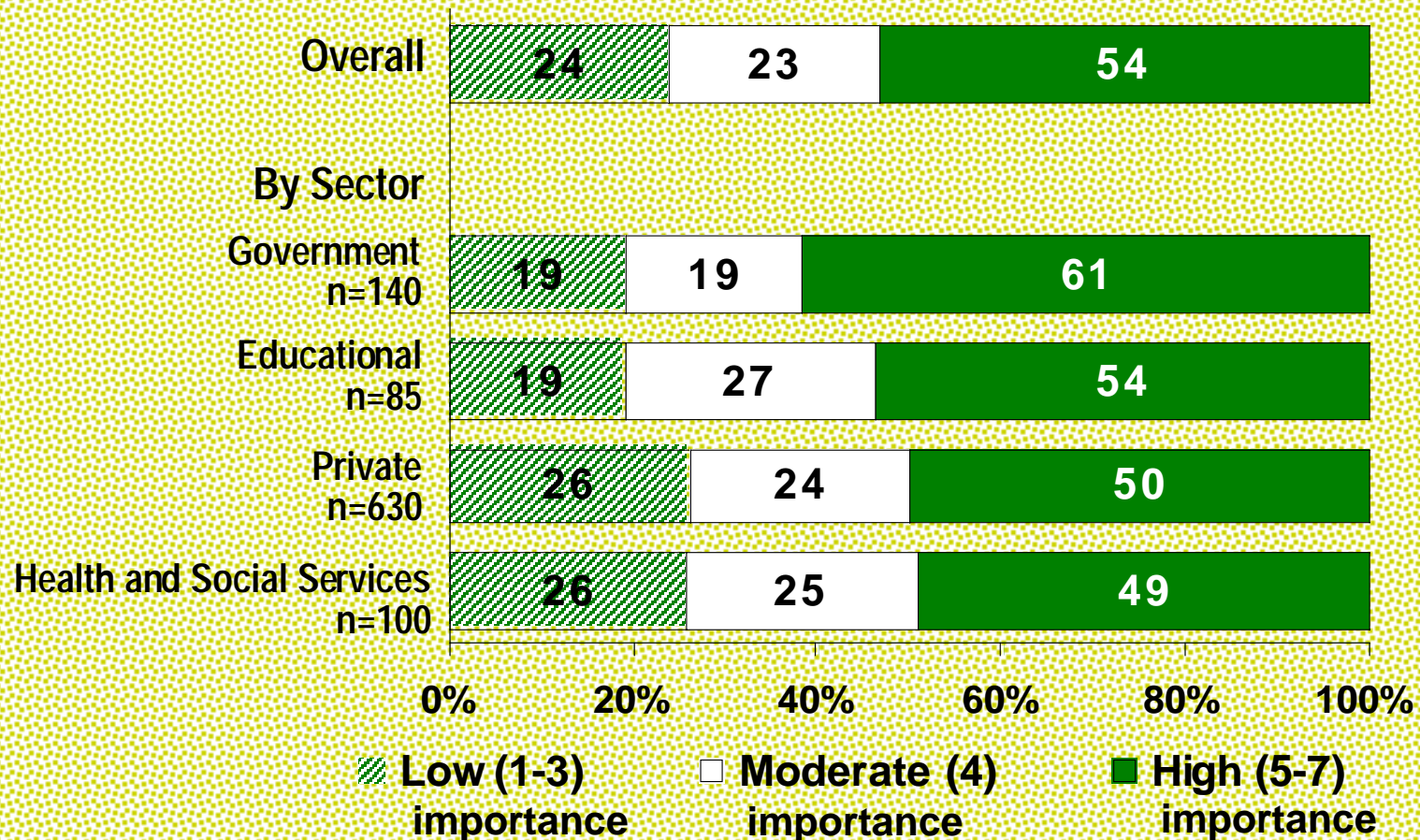
Increased Demand for Services

“As a potential cause of increased workload in your workplace, how would you rate the importance of increased demand for services and speeding up production?”



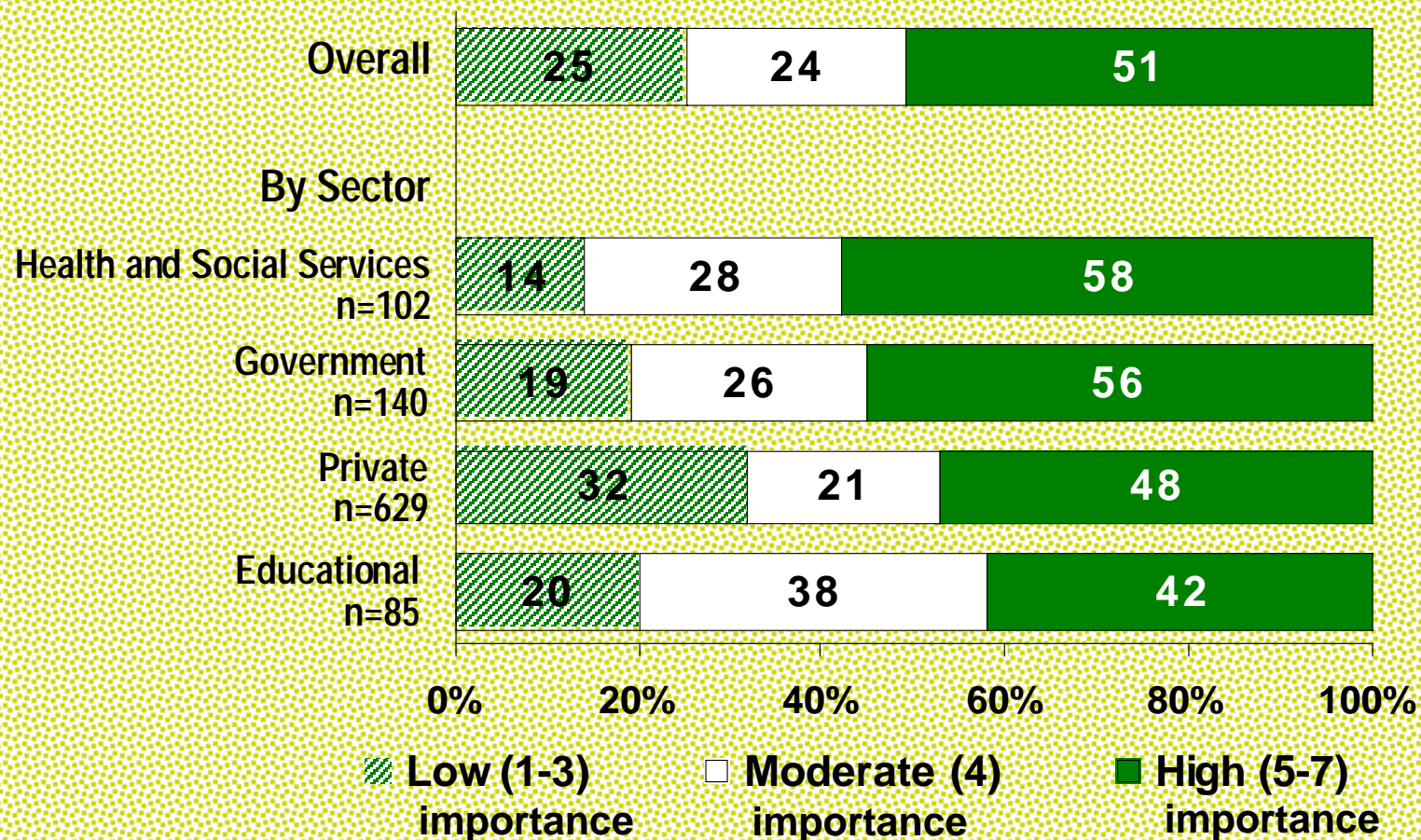
Increased Use of New Technology

“As a potential cause of increased workload in your workplace, how would you rate the importance of increased use of new technology?”



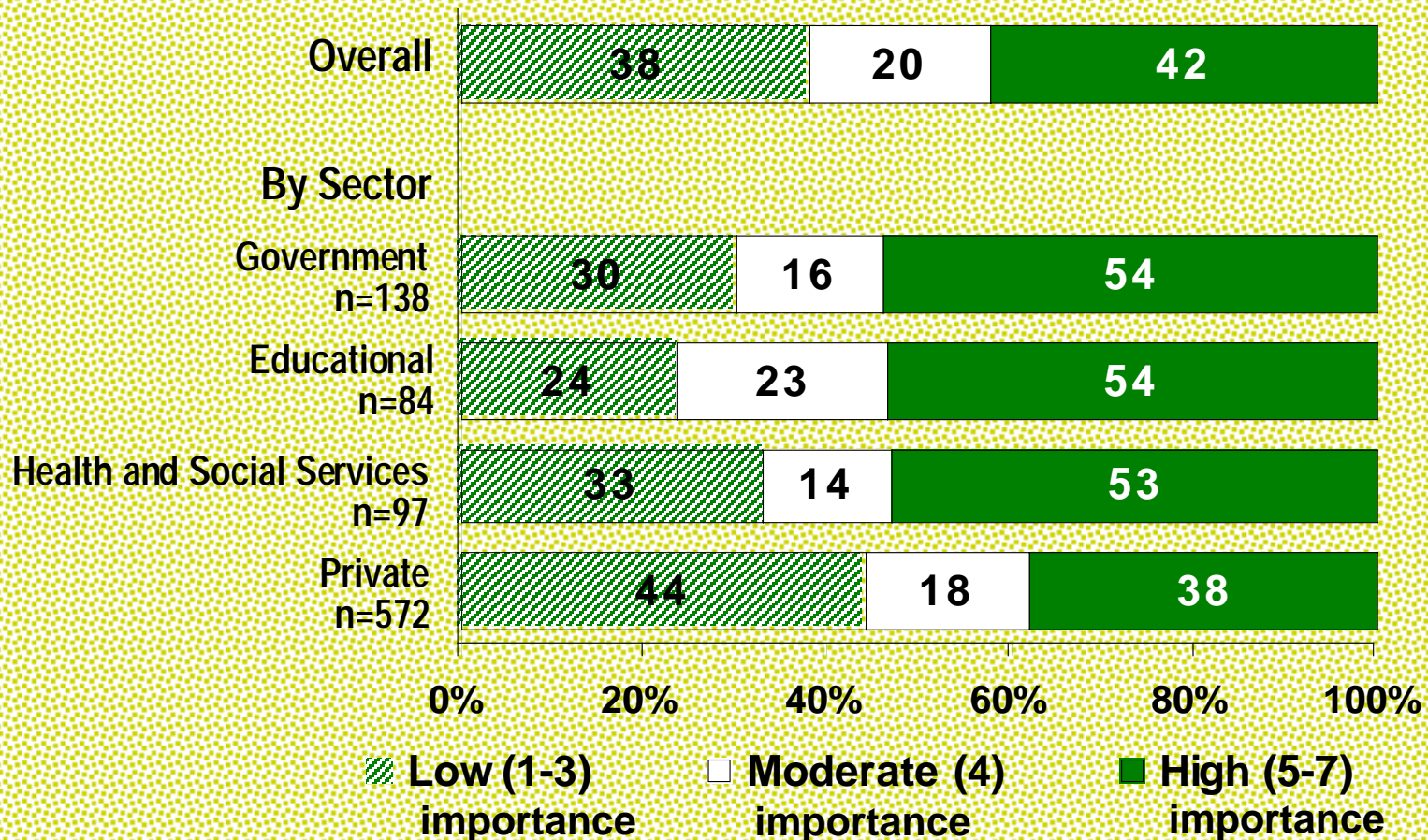
Changes in Work Organization

“As a potential cause of increased workload in your workplace, how would you rate the importance of changes in the way work is organized?”



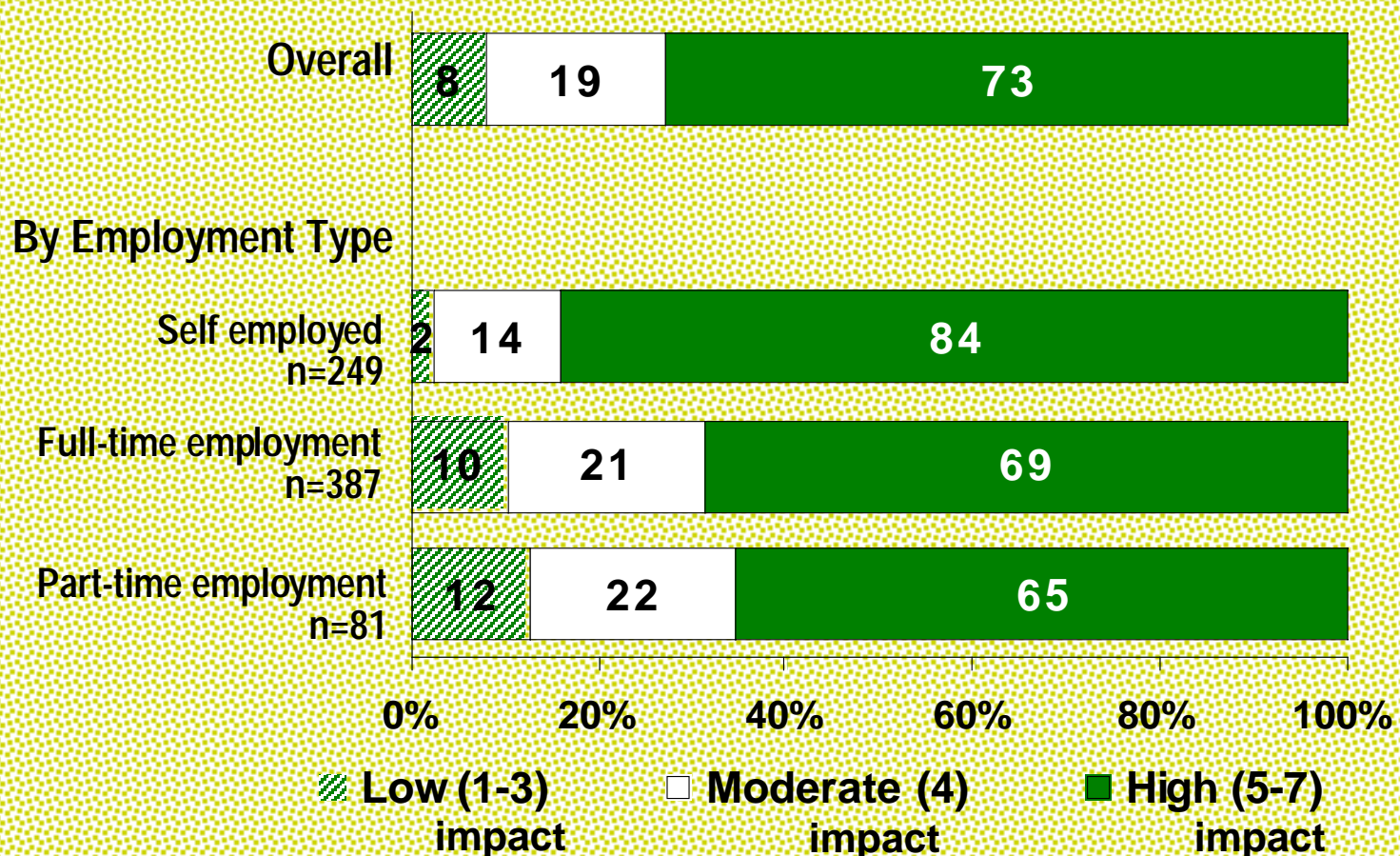
Reduced staff

“As a potential cause of increased workload in your workplace, how would you rate the importance of reduced staff (layoffs and downsizing)?”



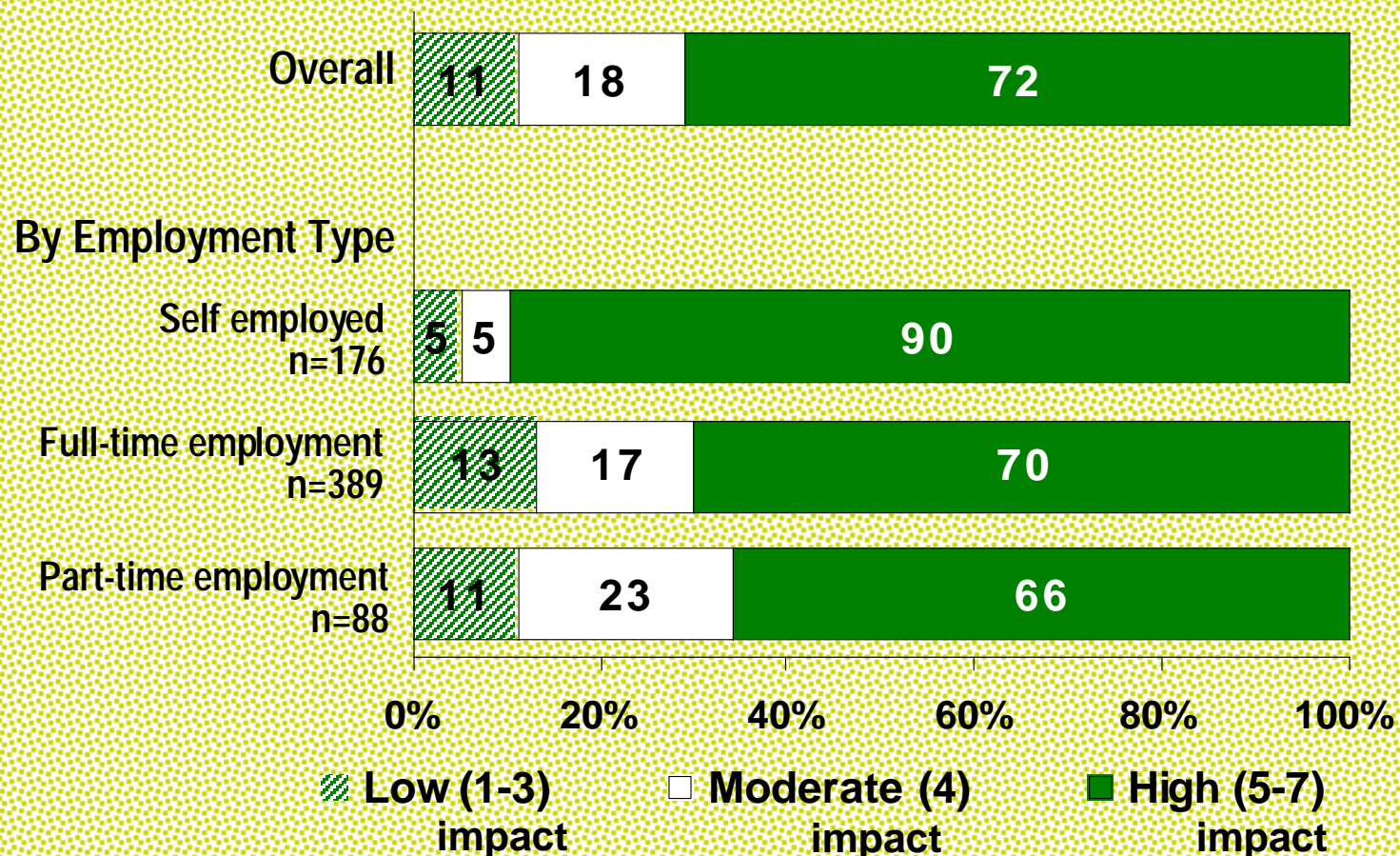
Impact on Job Satisfaction

“Please rate the impact of workload pressures on your overall job satisfaction”



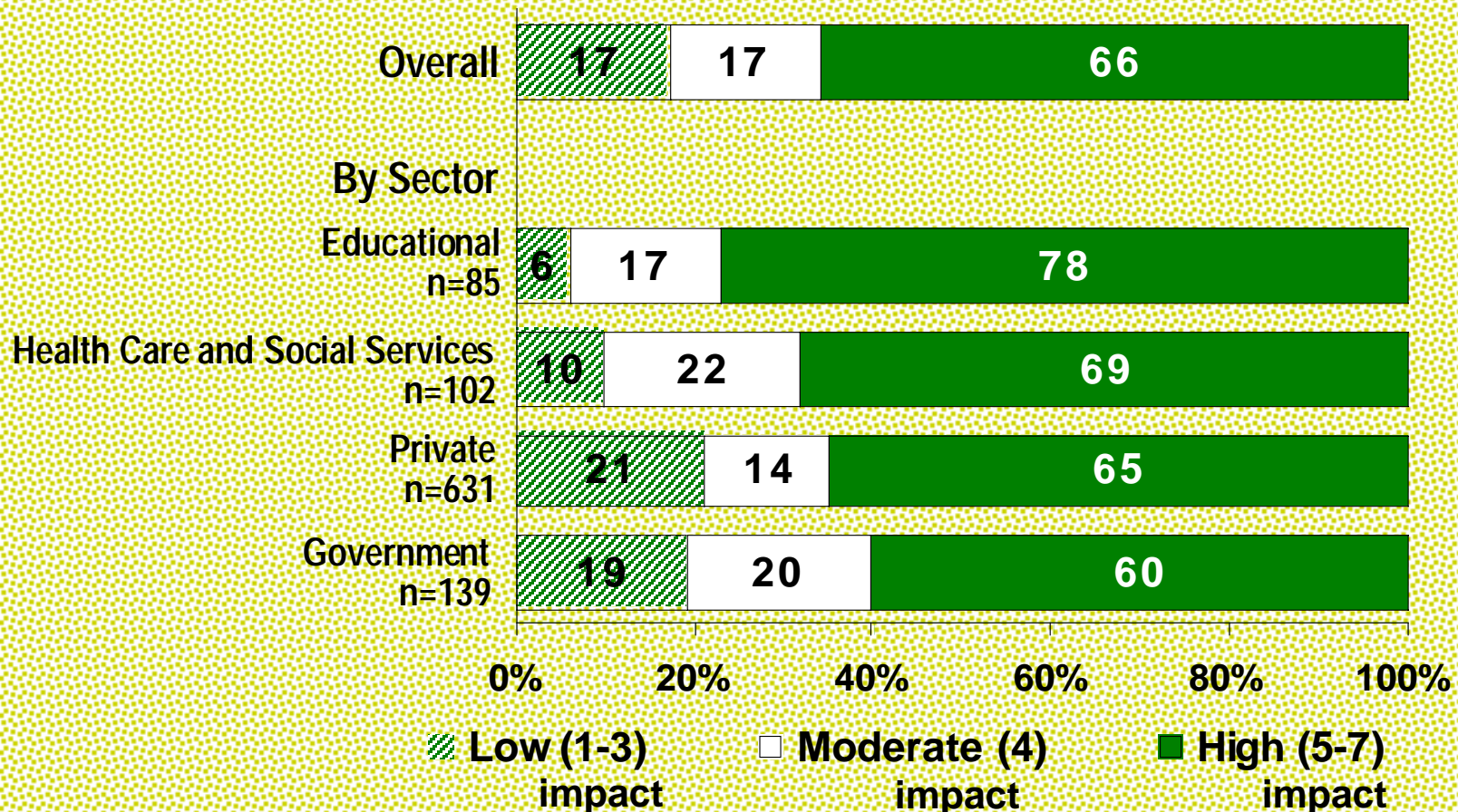
Impact on Quality and Timeliness

“Please rate the impact of workload pressures on the quality and timeliness of work”



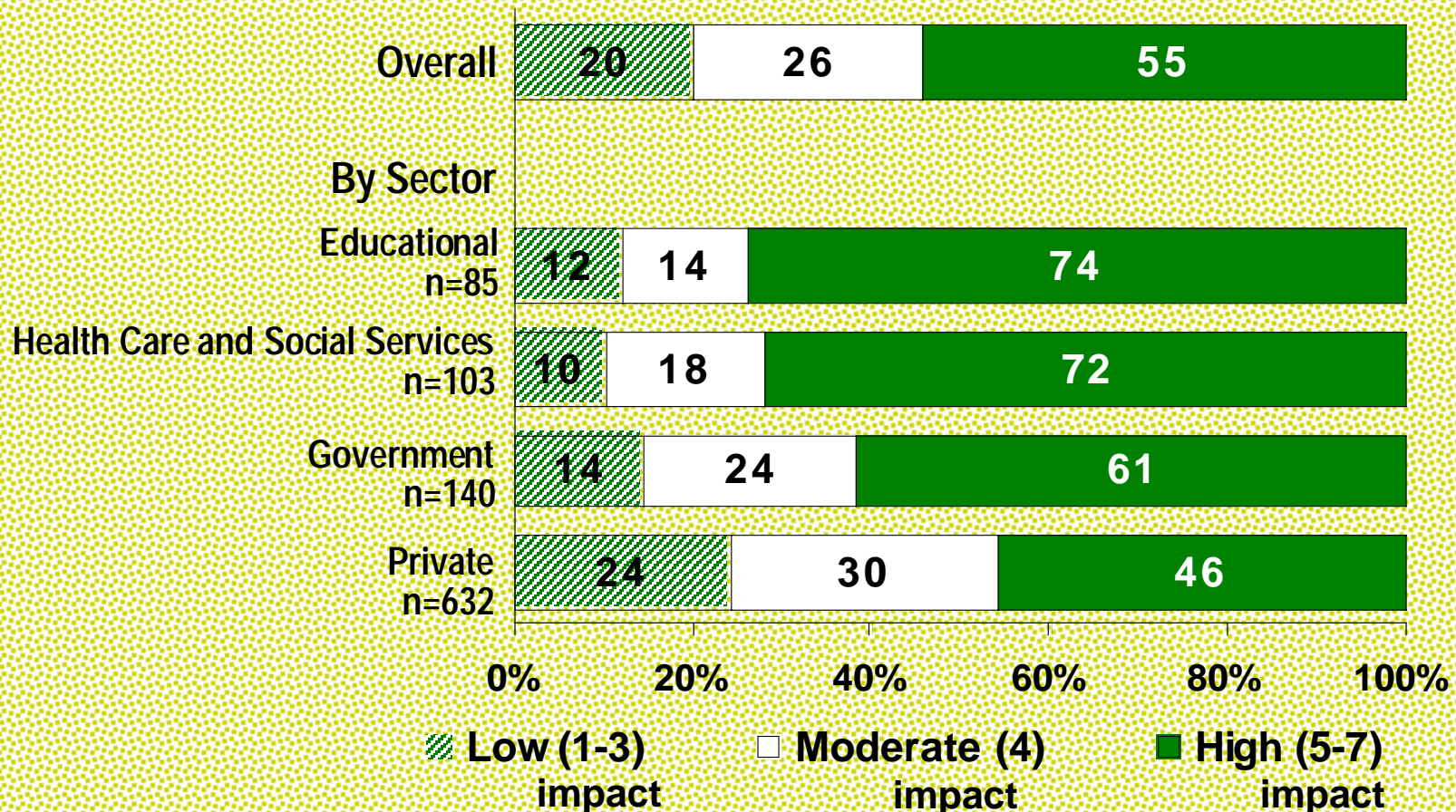
Impact on Physical Health

"Please rate the impact of workload pressures on your physical health and the health of your co-workers"



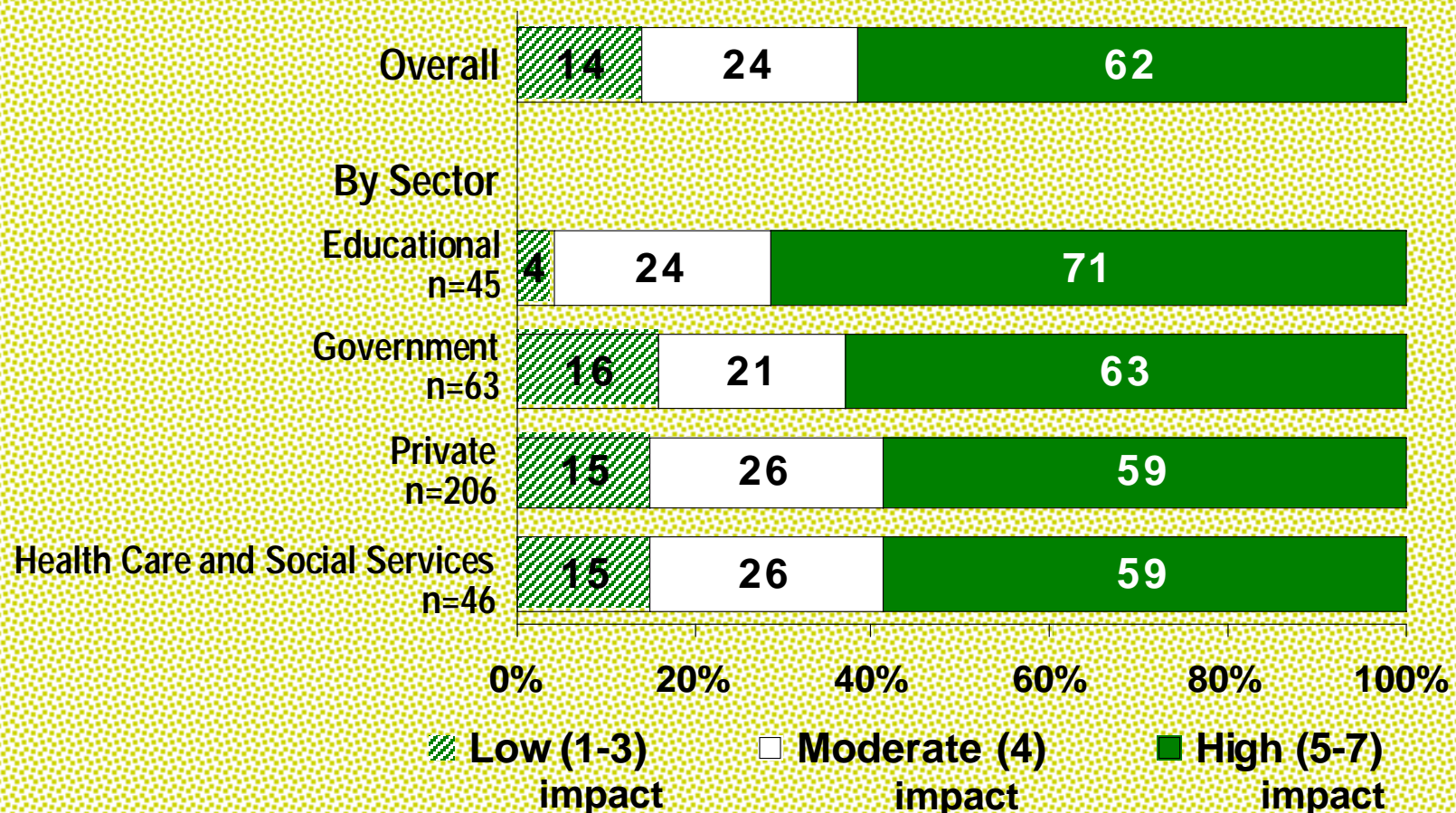
Impact on Emotional Stress

"Please rate the impact of workload pressures on the emotional stress on you and your co-workers"



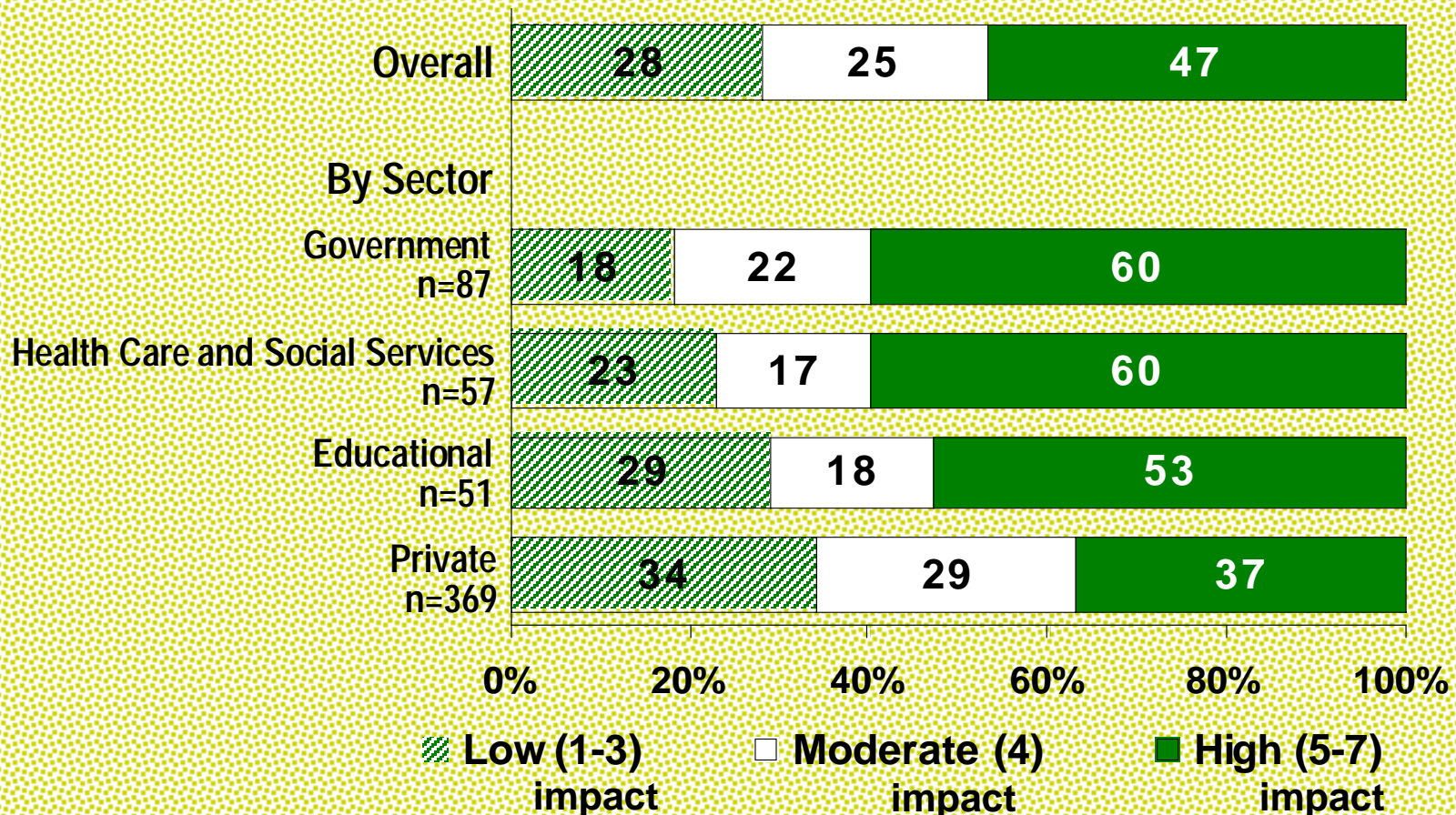
Impact on Balancing Personal and Work Needs

“Please rate the impact of workload pressures on balancing personal and work needs”



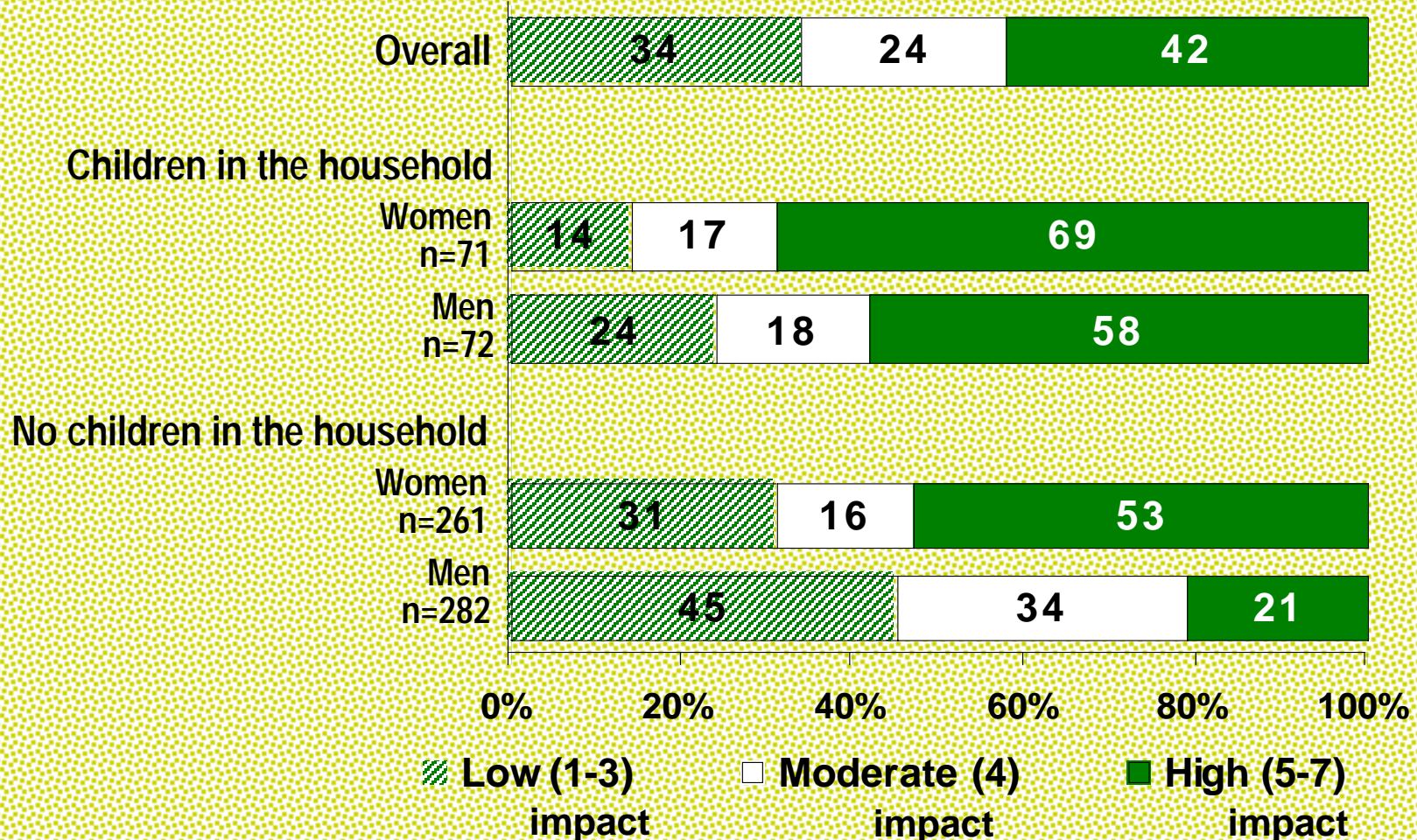
Impact on Occupational Health and Safety

"Please rate the impact of workload pressures on occupational health and safety"



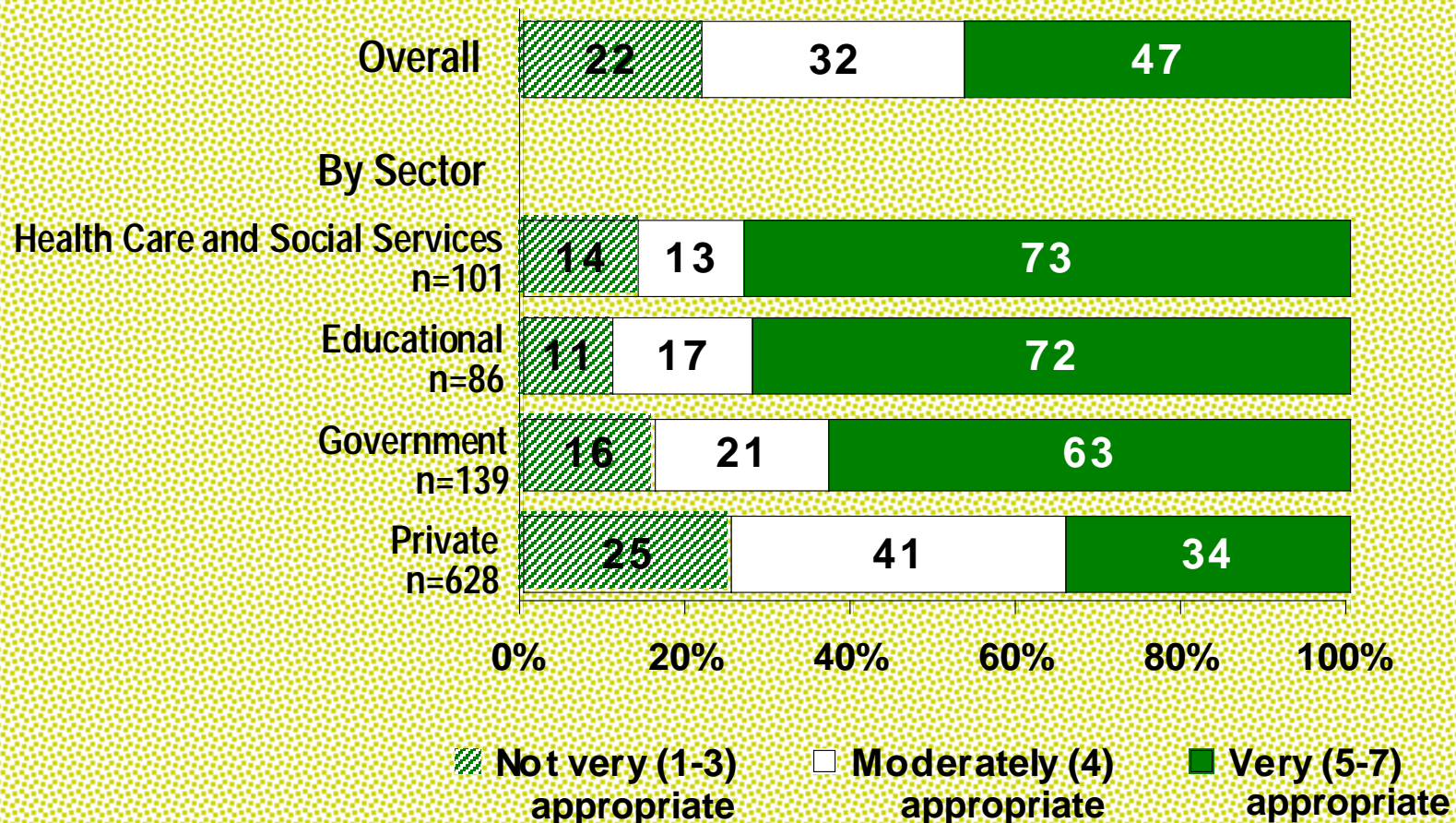
Impact on Child Care and Family Pressures

“Please rate the impact of workload pressures on child care and family pressures”



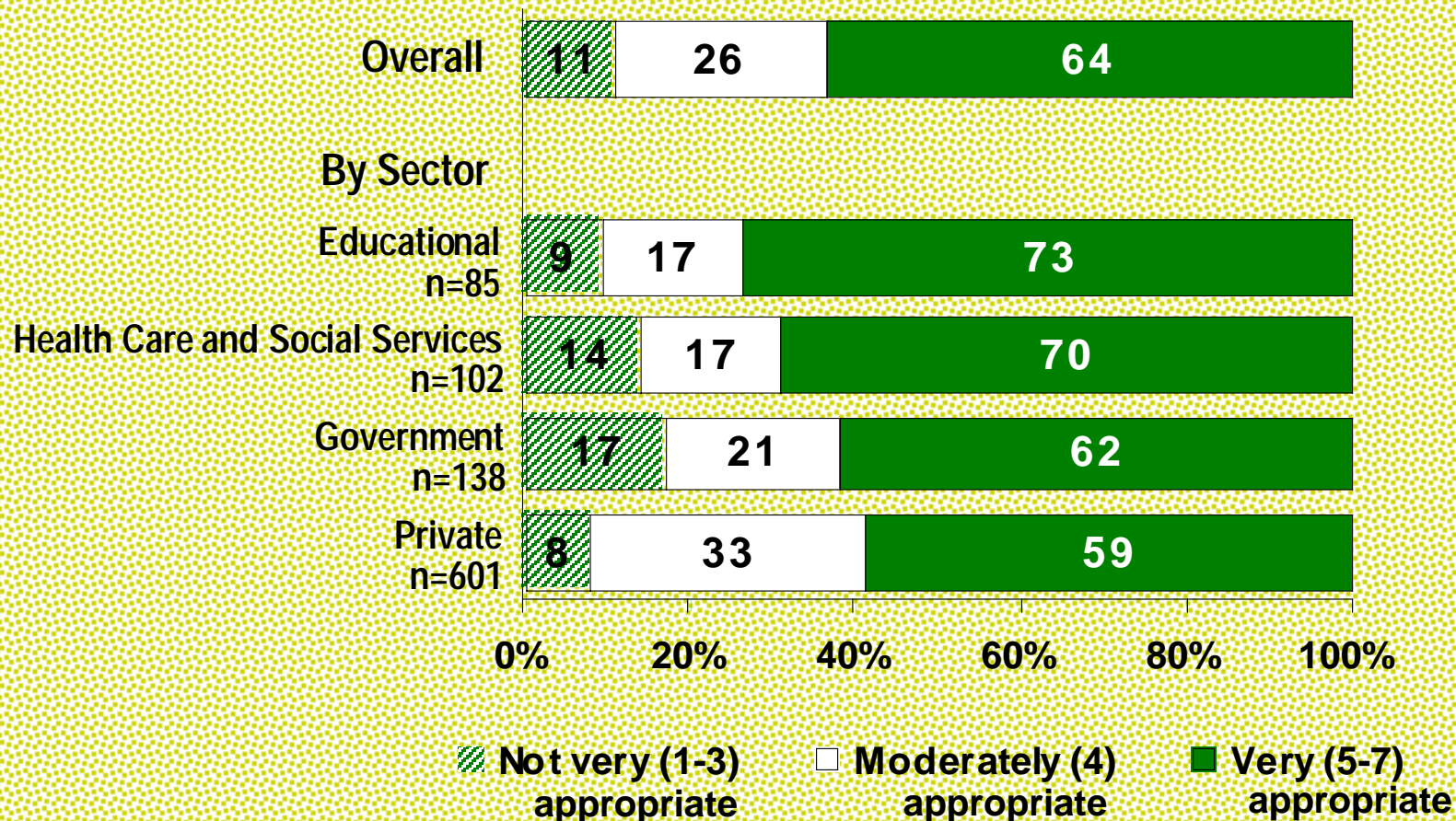
Response: Increased Staffing

"How appropriate is increased staffing in response to workload pressures?"



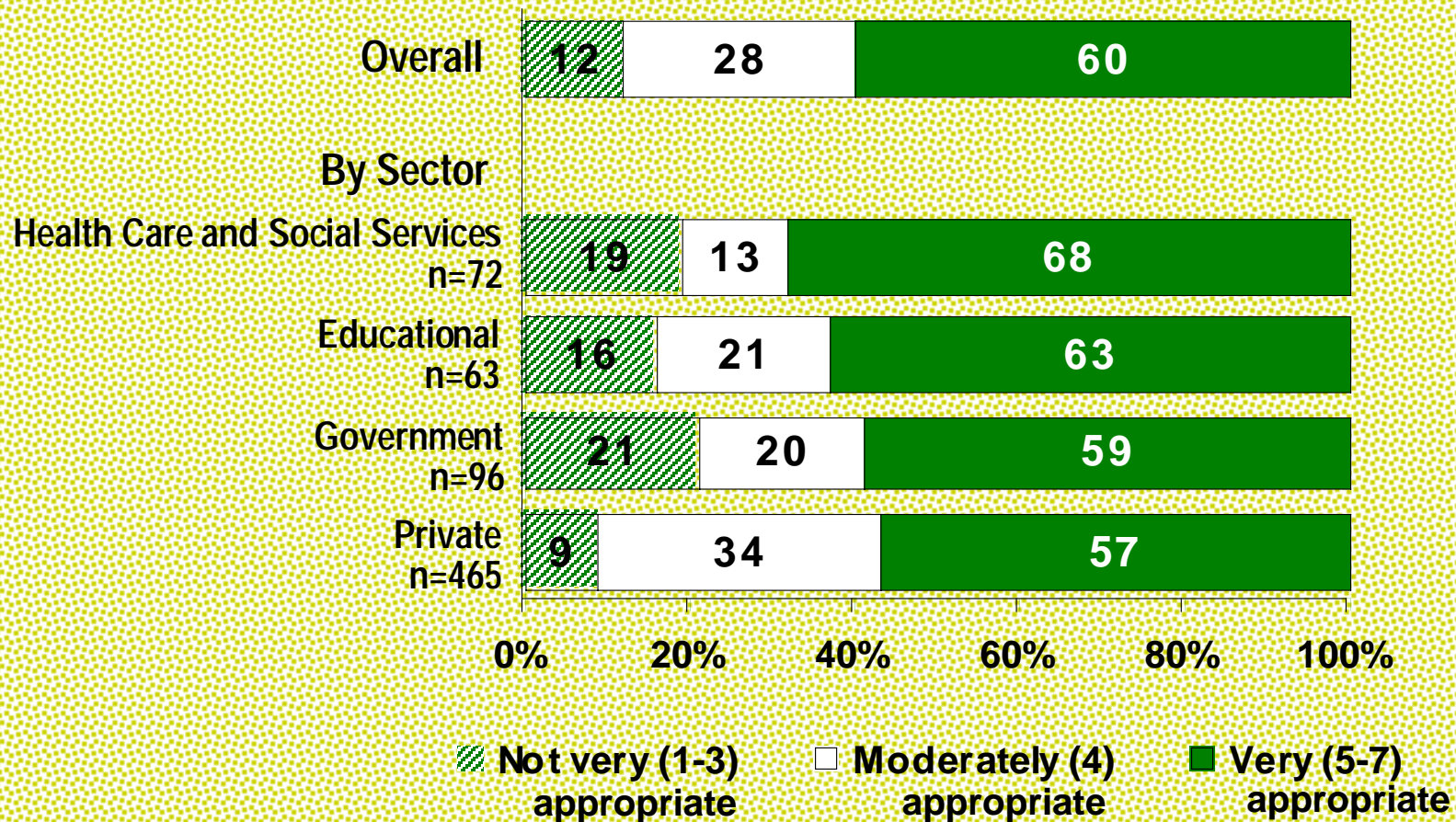
Response: Increased Wage

"How appropriate is increased wage in response to workload pressures?"



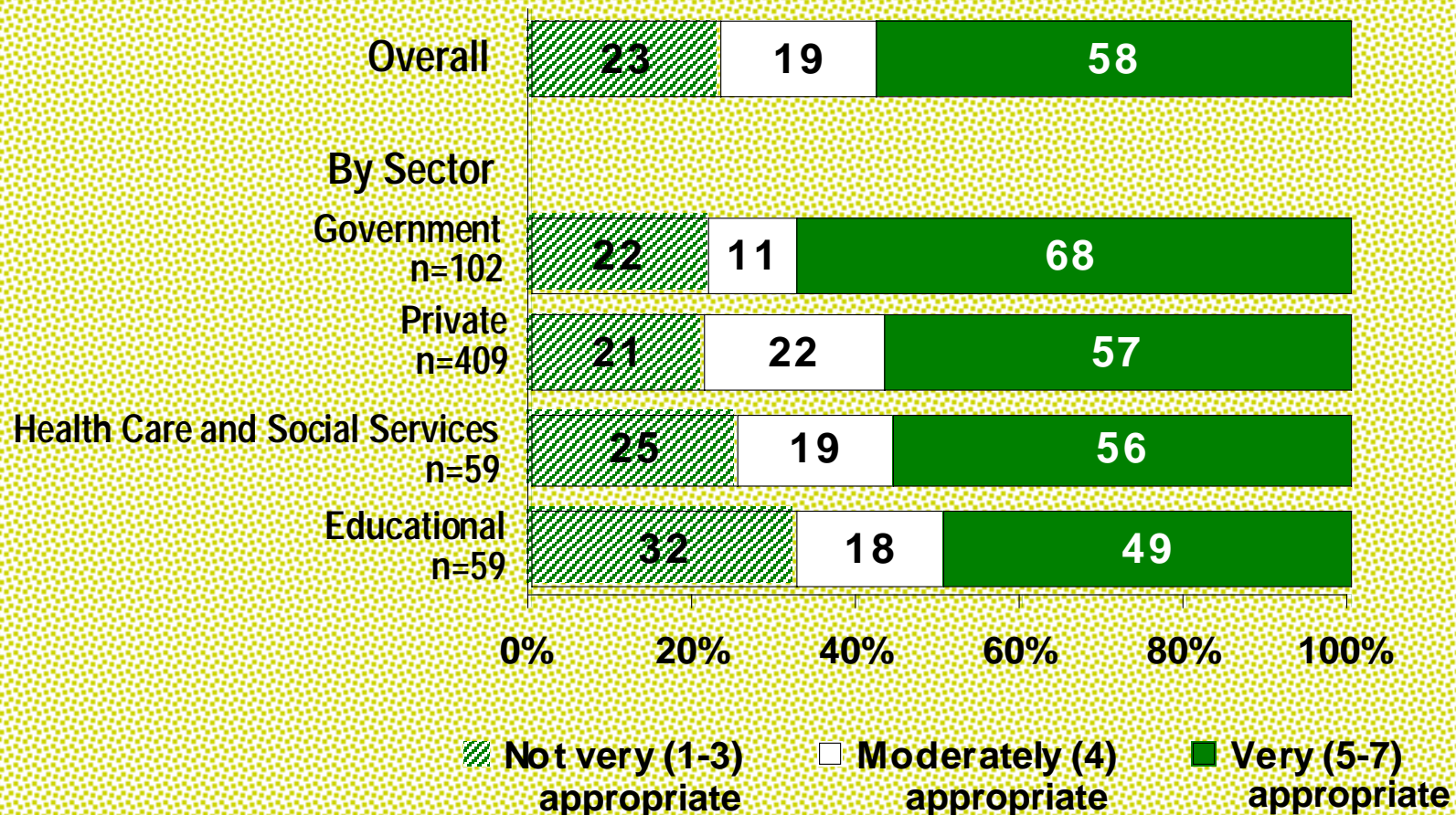
Response: More Efficient Organization of Work

“How appropriate is more efficient organization of work in response to workload pressures?”



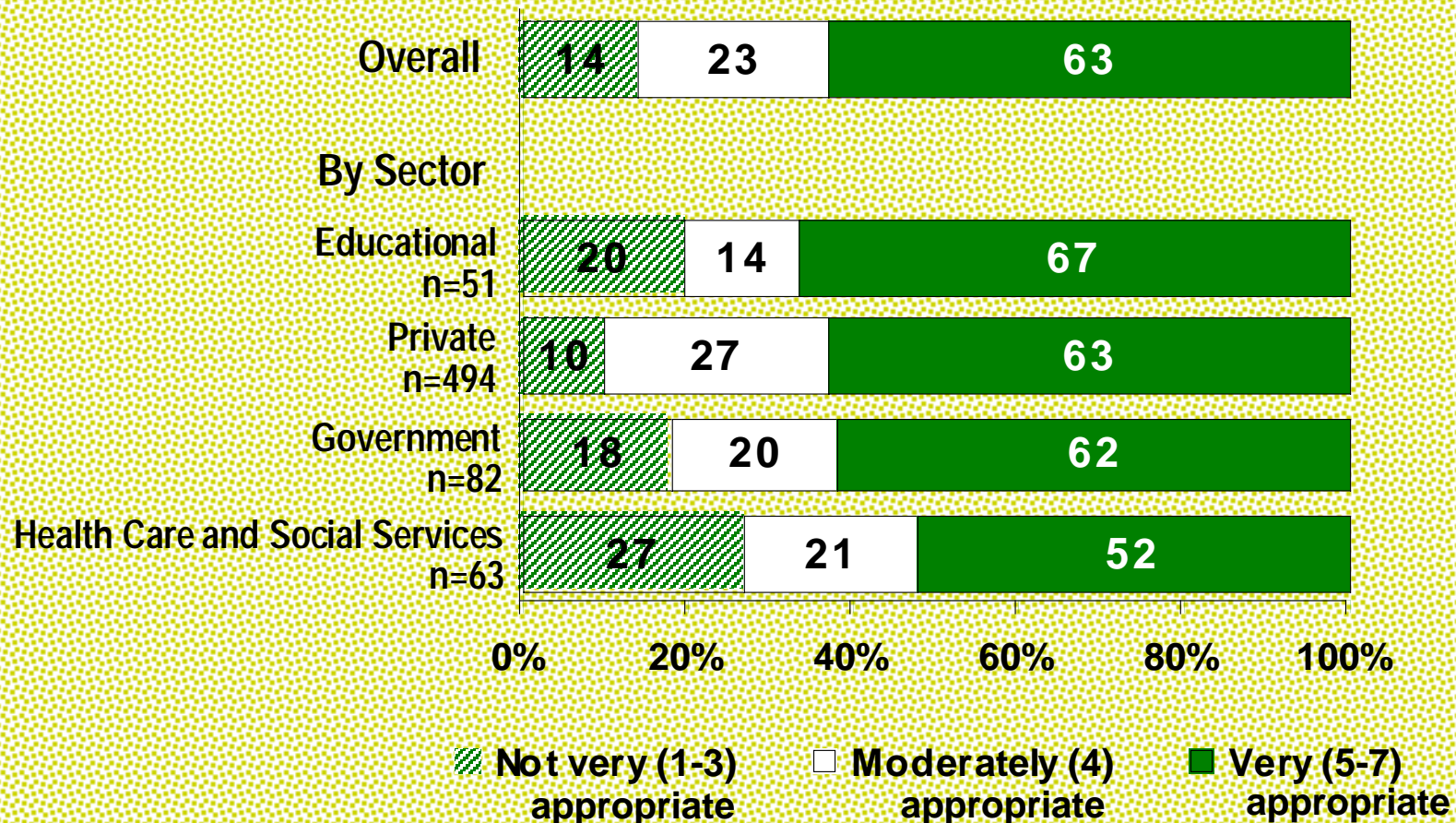
Response: Pay for Overtime

“How appropriate is pay for overtime in response to workload pressures?”



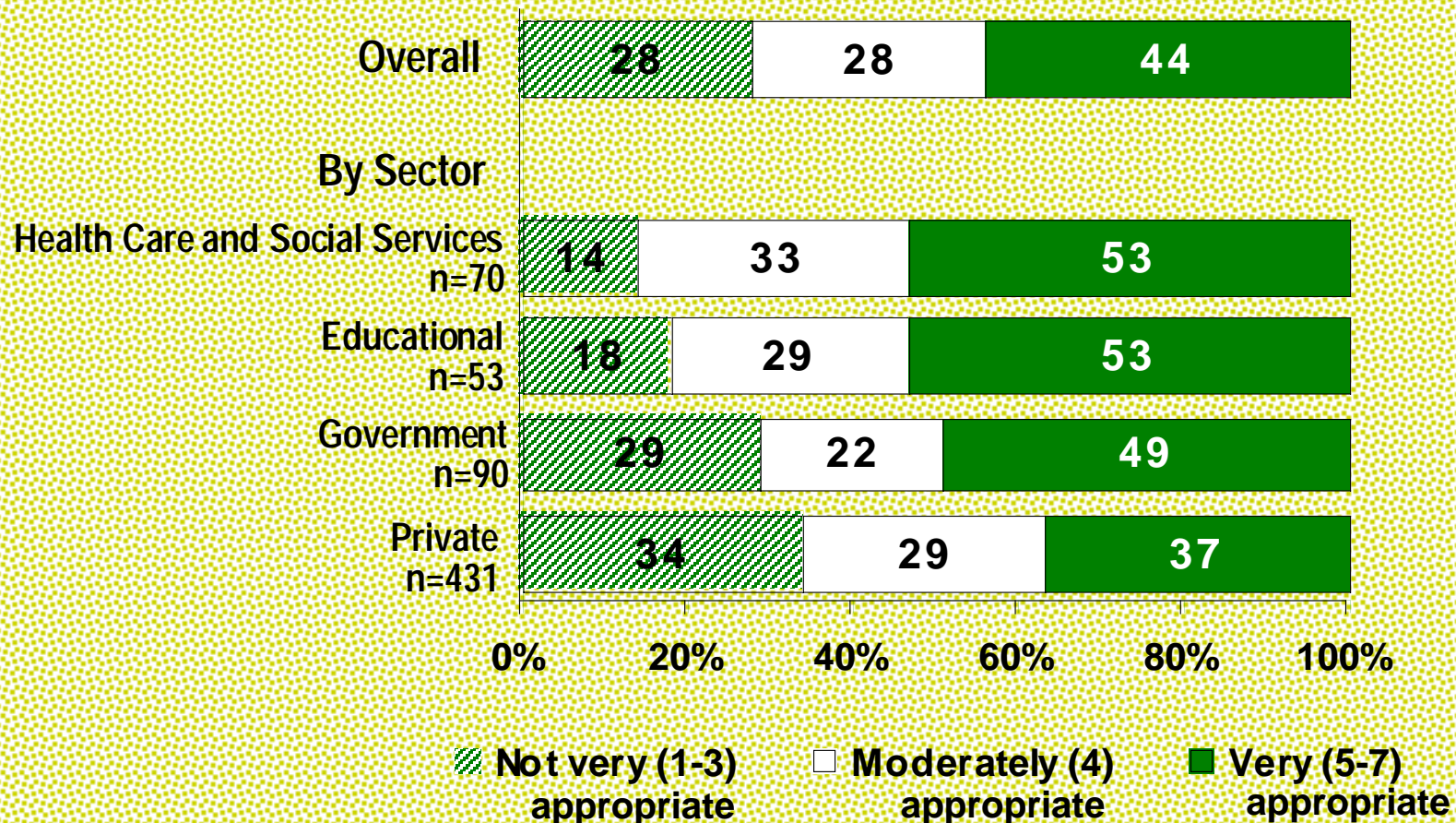
Response: Better Tools and Technology

“How appropriate are better tools and technology in response to workload pressures?”



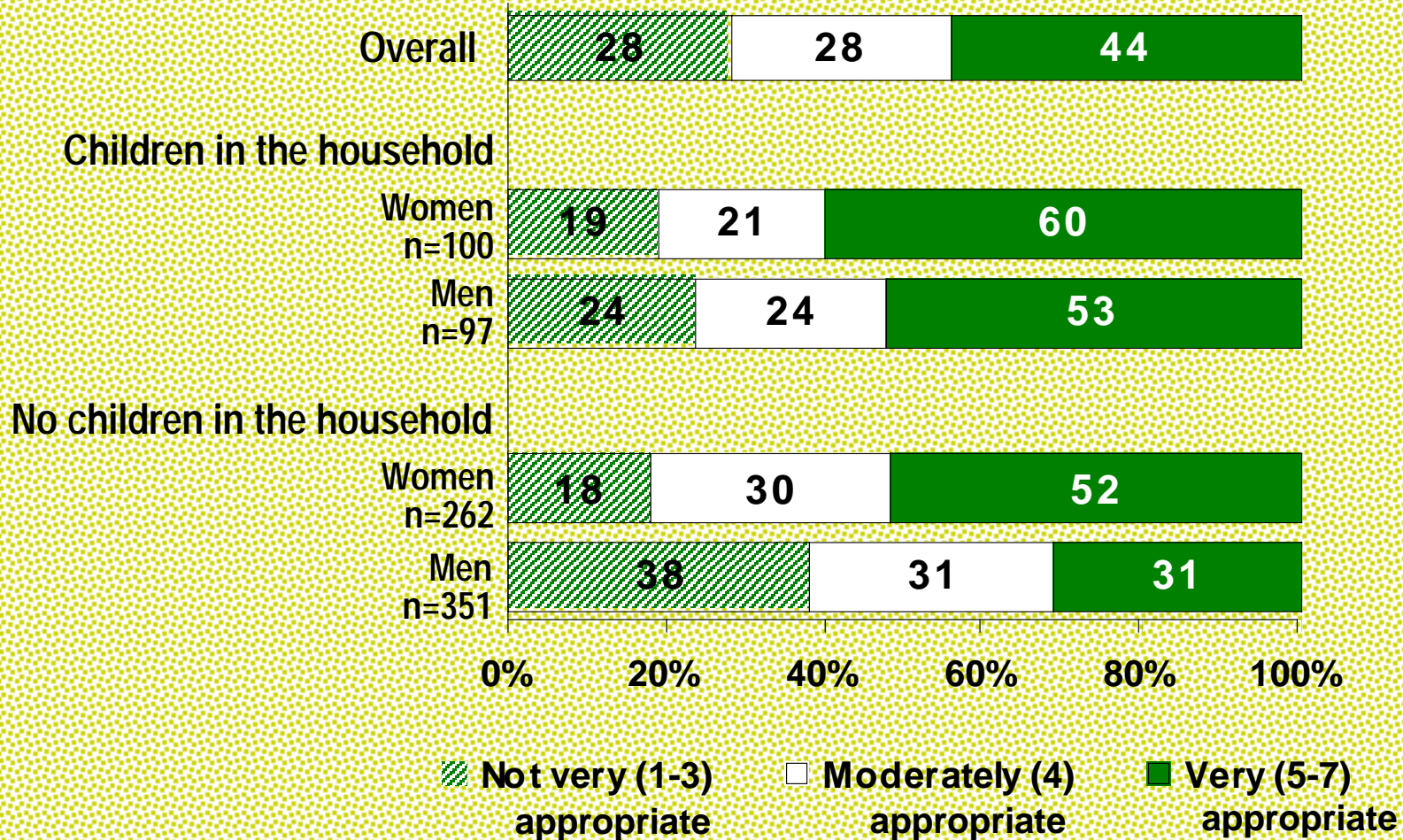
Response: Increased Leave Opportunities (a)

“How appropriate is increased leave opportunities in response to workload pressures?”



Response: Increased Leave Opportunities (b)

“How appropriate is increased leave opportunities in response to workload pressures?”

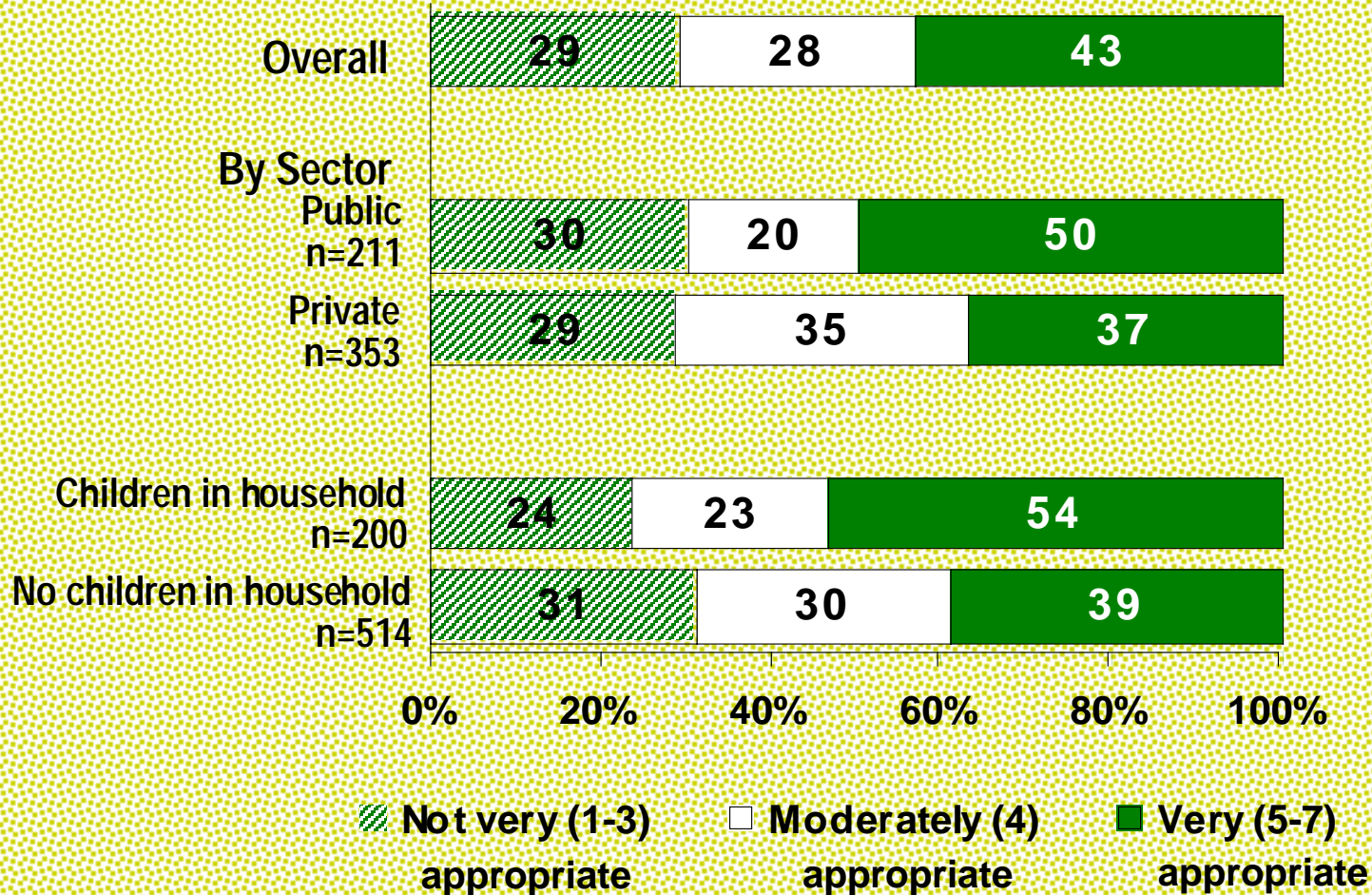


Overall n=812



Response: Improved Childcare or Elder Care Supports

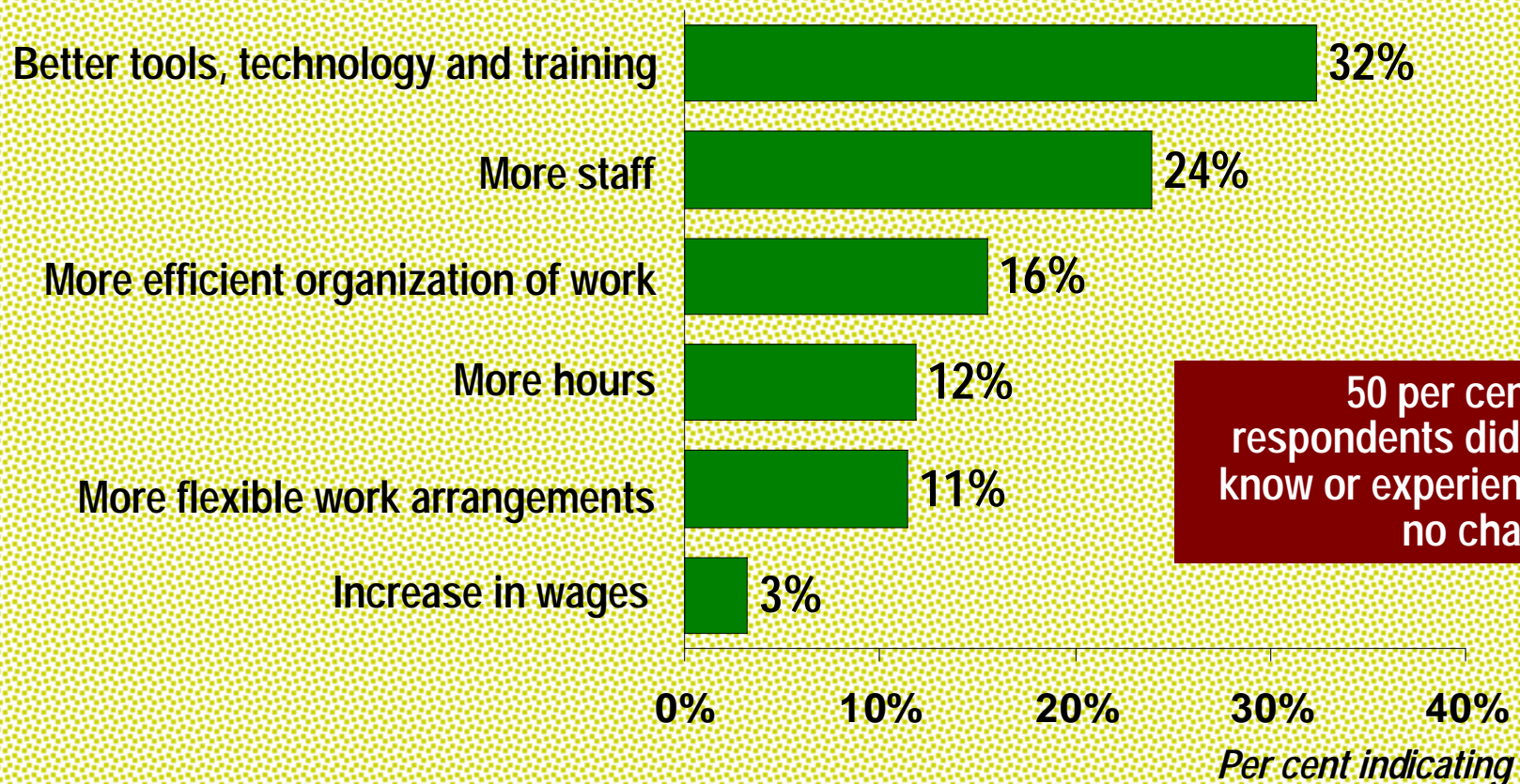
“How appropriate is improved childcare or elder care supports in response to workload pressures?”



Changes Introduced in the Workplace

"What changes, if any, have been introduced in your workplace to address workload issues?"

*more than one responses may have been accepted



Identifying Workload Issues

■ Canadians work longer than their required number of hours

- ✓ On average, 5.5 hours more per week among full-time employed
- ✓ The ability to claim overtime is not a significant factor in determining the number of supplemental hours. In fact, respondents who indicate they cannot claim overtime have, on average, a higher number of weekly supplemental hours.
- ✓ While most feel they would rather work the same number of hours for the same pay, financial pressure more substantial than time crunch. Working more hours for more pay a more feasible and attractive option than fewer hours for less pay.

■ Overall, a majority (58 per cent) feel current workload is about right – neither heavy or light. However, there is a very strong sense that workload presents more serious problems.

- ✓ Among public sector workers, heavy workload is identified as a significant problem.
- ✓ Those with a heavy workload report that their workload has increased over the past two years.
- ✓ A significant proportion of part-time workers are looking to work more hours



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Causes of Increased Workload Are Systemic

- The causes of workload pressures are perceived quite differently depending on the type of employment or the sector of employment.
- Most important factors are systemic, relating to the distribution of duties and responsibilities.
 - ✓ Increased workload in the health and social services sectors arise primarily from increased responsibilities and increased demand for services.
 - ✓ Technology has contributed most to increased workload in the government.
 - ✓ Reductions in staff have contributed to increased workload in the public sector more than in the private sector



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Impacts of Increased Workload

- The most important fall-out from workload pressures is the impact on job satisfaction. The effect is universal, with similar intensity across all sectors of employment, employment status and demographic characteristics. Respondents have a similar reaction to the impact of workload pressures on the quality and timeliness of work.
- Other impacts of workload pressures are variable depending on sector of employment and type of employment, which in turn are strongly linked to the root causes of perceived workload pressures.
 - ✓ Education workers, followed by health and social services workers, are most concerned about the impact of workload pressures on their physical health
 - ✓ Stress arising from workload identified as major concern in the education and health and social services sectors.
- For families with children, workload pressures have a significant impact on child care



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Addressing Workload Issues

- Great deal of consistency in matching the potential solutions with the perceived causes of mounting workload pressures.
 - ✓ Among health care, social services and education workers, increased staffing levels is seen as the main answer to increased workloads.
- Workers believe they should be paid more in light of heavy workloads
- Younger Canadians see overtime pay as an appropriate response to workload while older workers are more wary of this response.
- Families with children see improved child care and elder care as an important aid in handling workload pressures
- Unionized workers are looking to their unions to make workload a priority



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Methodology

- Telephone survey of 1213 currently employed Canadians aged 18 and older.
 - ✓ Random national sample (1013 cases)
 - ✓ Additional over-sample in the Greater Toronto Area (200 cases)
 - ✓ Interviewing dates between January 5th and January 14th, 2001.
- Sample size yields a maximum error estimate of 3.0 %, 19 times out of 20. Error estimates increase with sub-sampling.

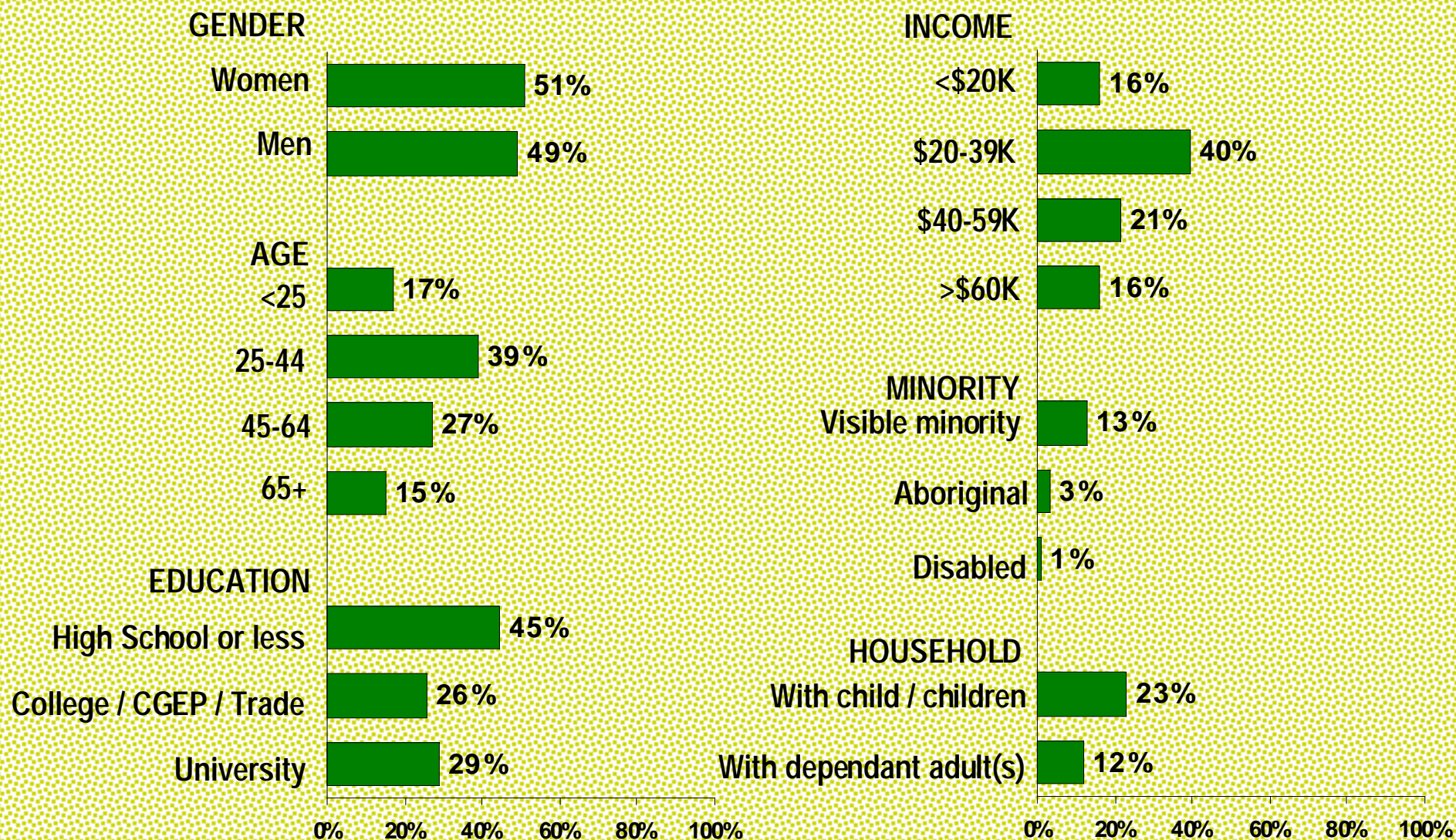


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Demographic Characteristics of the Sample



The Job Sector

“Which of the following best describes the sector of the economy in which you do the majority of your paid work?”

