

2023-2024 Employee Experience Survey (EES)

Executive Summary

Prepared for the Office of the Superintendent of Financial Institutions (OSFI)

Supplier: EKOS RESEARCH ASSOCIATES INC.

Contract Number: CW2328174

Contract Value: \$26,309.23 (tax included)

Award Date: August 28, 2023

Delivery Date: February 21, 2024

Registration Number: POR 035-23

For more information on this report, please contact information@osfi-bsif.gc.ca.

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Canada 

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This public opinion research report presents the methodology for an online survey of 925 employees conducted by EKOS Research Associates Inc. on behalf of OSFI.

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Communications and Stakeholder Affairs
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255 Albert St.
Ottawa, ON
K1A 0H2

Catalogue Number: IN4-29/1-2024E-PDF

International Standard Book Number (ISBN): 978-0-660-70435-7

Cette publication est aussi disponible en français sous le titre : Sondage sur l'expérience employé (SEE) de 2023-2024

Catalogue Number: IN4-29/1-2024F-PDF (Rapport en français)

International Standard Book Number (ISBN): 978-0-660-70436-4

Summary

Campaign Background

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 employees, of which there are over 1,000 currently employed at four locations across Canada. The EES is collected quarterly to gather opinions on employee satisfaction with OSFI as a place to work and build a career, specifically touching on internal communications, performance management, career development, work-life balance, leadership and use of official languages. The information collected allows OSFI management to understand if employees' needs are being met and to plan priorities for dealing with any engagement and effectiveness issues.

OSFI requires services to conduct one of the quarterly waves of the EES, in the second quarter. EKOS Research worked in consultation with OSFI to review and program the questionnaire, make adjustments to translation based on previous EES questionnaires, conduct the pre-test and survey, clean, weight and tabulate the results, and report on methodology used in the fieldwork and data tabulation.

Methodology

A bilingual online survey of OSFI employees was conducted in the second quarter of the fiscal year (Q2). The questionnaire was provided by OSFI in English and French and reviewed and programmed by EKOS. The sample of 1,206 OSFI employees included those who work in one of the four OSFI locations (Ottawa, Toronto, Montreal and Vancouver) and having a tenure of 3 or more months as of September 4, 2023. Following the same sample approach used in previous iterations of the EES, contractors, consultants, casuals, and co-op students were excluded.

The Q2 EES was conducted between September 18 and October 4, 2023, including 51 questions, taking an average of 11 minutes to complete online. The final sample include 925 completes out of 1206 eligible employees, for a response rate of 77%. Since the entire population of eligible OSFI employees was invited to participate in this study there is no margin of sampling error to be estimated or reported. No weighting was applied to the data.

Appendix A provides the details of the methodology for the survey. The questionnaire can also be found in Appendix B.

Contract Value

The value of the contract is \$26,309.23 including HST.

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Signed by:



Susan Galley (Vice President)