Contrasting pre- and post-pandemic public service survey results

By ANDREW GRIFFITH DECEMBER 6, 2021

The data reveals the different impact on the various visible minority and Indigenous groups, and can help government to take steps to address the disparities between them.

Of particular interest in comparing the public service Employee Surveys is whether the general positive change from pre- to post-pandemic workplace satisfaction and other indicators is shared by the different visible minority and Indigenous groups, whether harassment and discrimination responses have changed, and the extent to which government efforts to address racism and inclusion are seen as credible and effective by these groups, writes Andrew Griffith. The Hill Times photograph by Sam Garcia

While the public service suffered less than many others during the pandemic, the May release of the Public Service Employee Survey diversity and inclusion tables allows us to assess the impact on the different visible minority and Indigenous groups and take steps to address the disparities between them.

Overall, remote work seems to have been beneficial. Stephen Van Dine, the senior vice-president of public governance at the Institute on Governance, wrote in May that "while the pandemic isn't over, public servants remain engaged. It would appear that working from home and away from the office has improved their view of the workplace and of their senior managers."

Of particular interest when comparing the 2019 and 2020 data is whether the general positive change from pre- to post-pandemic workplace satisfaction and other indicators is shared by the different visible minority and Indigenous groups, whether harassment and discrimination responses have changed, and the extent to which government efforts to address racism and improve inclusion are seen as credible and effective by these groups. While there is no dramatic overall change from the pre-pandemic survey, there is considerable variety between the different visible minority and Indigenous groups that suggest the need for both targeted and general initiatives.

Get Today's Headlines Newsletter
Canadian politics and policy stories that are shaping the day, Weekdays.
agriffith232@gmail.com
SIGN UP
By entering your email address you consent to receive email from The Hill Times containing news, analysis, offers and updates. You may unsubscribe at any time. See our privacy policy.

For ease in analysis, I have separated indicators pertaining more to organizational culture (employee engagement, senior management, workplace well-being, empowerment, career development, diversity and inclusion, anti-racism) from those of personal experience (harassment and discrimination).

Figure 1 contrasts the 2020 results for the 27 organizational culture questions for women, gender diverse (GD), visible minorities, Indigenous peoples, persons with disabilities (PwD) and LGBTQ2, highlighting those with a variance of five per cent better or worse compared to the each comparator group.

Figure 1: Organizational Culture Comparison 2020

Search...

	Women	GD	VisMin	Indigenous	PwD
Respondents	111580		37728	7405	16644
Employee Engagement					
Q 7. Work satisfaction	6%	-14%	1%	-3%	-8%
Q 51. Department or agency satisfaction	6%	-17%	1%	-6%	-13%
Q 11. Feeling valued at work	3%	-11%	1%	-6%	-13%
Senior Management					
Q 32. Confidence in senior management	8%	-13%	2%	-5%	-10%
Q 33. Effectiveness and timeliness of decisions	8%	-16%	1%	-4%	-10%
Q 34. Effectiveness of essential information flows	5%	-15%	0%	-5%	-11%
Workplace Well-Being					
Q 72. Overall work-related stress is… (High or Very high)	0%	15%	-1%	4%	12%
Q 73. Feeling emotionally drained after workday	4%	18%	-3%	7%	15%
Q 78. Psychological health of workplace	4%	-21%	1%	-7%	-14%
Q 70r. Extent to which harassment/discrimination cause stress at work	-1%	9%	4%	5%	8%
Empowerment					
Q 13. Opportunities to provide input into decisions	2%	-13%	-1%	-4%	-11%
Q 14. Encouraged to be innovative or to take initiative	4%	-11%	-2%	-4%	-10%
Q 44. Support by dept/agency to propose new ideas	3%	-15%	-5%	-4%	-12%
Career Development					
Q 26. Immediate supervisor support	2%	-7%	0%	-4%	-10%
Q 41. Support for employee career development	5%	-10%	-1%	-4%	-14%
Q 42. Opportunities for promotion	4%	-7%	0%	-3%	-14%
Q 43c. Extent to which discrimination affected career	-1%	6%	6%	4%	8%
Diversity and Inclusion					
Q 45. Respects individual differences	2%	-15%	-4%	-7%	-13%
Q 46. Activities & practices that support diverse workplace	3%	-23%	-5%	-5%	-11%
Q 49. Treats me with respect	3%	-13%	-1%	-6%	-13%
Q 20. Work unit accepts every individual as equal member	0%	-9%	-1%	-8%	-12%
Q 21. Work unit individuals behave in respectful manner	1%	-10%	1%	-8%	-9%
Q 22. People I work with value my ideas and opinions	1%	-7%	-1%	-7%	-12%
Anti-racism					
Q 23. Work unit free to speak about racism w/o fear	0%	-13%	-15%	-6%	-10%
Q 47. Dept initiatives promote anti-racism in workplace	1%	-24%	-8%	-6%	-8%
Q 48. Comfortable raising workplace racism issues persons of authority	1%	-17%	-14%	-6%	-10%
Q 69. Satisfied with resolution of concerns & complaints	0%	-10%	-4%	-1%	-1%

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

Overall, the major issues continue to appear to be with respect to gender diverse and persons with disabilities across virtually all indicators followed by Indigenous employees with respect to diversity and inclusion. Visible minorities and LGBTQ2 are largely similar to all employees, with the exception of higher stress for LGBTQ2. New questions highlight considerable dissatisfaction on departmental handling of racism issues for all groups save women, with most groups relatively satisfied with conflict and complaint resolution, save for gender diverse.

Figure 1a contrasts the pre- and post-pandemic responses (2020 compared to 2019). In general, the pandemic has not resulted in significant change in responses, save for gender diverse. where positive responses increased significantly.

Figure 1a: Organizational culture: change pre- and post-COVID

Search...

	Women	G.D.	VisMin	Indigenous	PwD	LGBTQ
Respondents	111580		37728	7405	16644	19717
Employee Engagement						
Q 7. Work satisfaction	1%	5%	3%	-2%	1%	-2%
Q 51. Department or agency satisfaction	1%	6%	0%	-1%	2%	-2%
Q 11. Feeling valued at work	1%	7%	1%	-1%	1%	0%
Senior Management						
Q 32. Confidence in senior management	2%	5%	-1%	-3%	2%	0%
Q 33. Effectiveness and timeliness of decisions	2%	2%	-4%	-3%	1%	-1%
Q 34. Effectiveness of essential information flows	2%	1%	1%	-3%	0%	-2%
Workplace Well-Being						
Q 72. Overall work-related stress is… (High or Very high)	0%	0%	1%	0%	-3%	1%
Q 73. Feeling emotionally drained after workday	0%	0%	0%	1%	-3%	2%
Q 78. Psychological health of workplace	2%	3%	-1%	0%	2%	-1%
Q 70r. Extent to which harassment/discrimination cause stress at work	-1%	-2%	-1%	0%	-5%	0%
Empowerment						
Q 13. Opportunities to provide input into decisions	2%	1%	0%	1%	2%	-1%
Q 14. Encouraged to be innovative or to take initiative	0%	3%	0%	-1%	2%	0%
Q 44. Support by dept/agency to propose new ideas	1%	0%	-1%	-2%	0%	1%
Career Development						
Q 26. Immediate supervisor support	Not asked in 2019					
Q 41. Support for employee career development	1%	5%	-1%	-2%	0%	-1%
Q 42. Opportunities for promotion	2%	6%	0%	-1%	2%	-1%
Q 43c. Extent to which discrimination affected career	1%	-3%	1%	0%	-4%	-1%
Diversity and Inclusion						
Q 45. Respects individual differences	0%	5%	-3%	0%	2%	-2%
Q 46. Activities & practices that support diverse workplace	0%	5%	-1%	1%	1%	-2%
Q 49. Treats me with respect	1%	6%	-1%	0%	2%	-2%
Q 20. Work unit accepts every individual as equal member	1%	5%	-1%	-2%	3%	1%
Q 21. Work unit individuals behave in respectful manner	3%	3%	1%	-1%	2%	1%
Q 22. People I work with value my ideas and opinions	2%	6%	1%	0%	0%	1%
Anti-racism	Not asked in 2019					

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

Figure 2 compares the harassment and discrimination indicators across the categories. gender diverse, Indigenous and persons with disabilities report higher levels of harassment, with all groups save for women and visible minorities more unsatisfied with harassment resolution.

Figure 2: Harassment and Discrimination Comparison 2020

Search...

	Women	GD	VisMin	Indigenous	PwD	LGBTQ
Harassment (yes/no)						
Q 55. Victim of harassment in the past 12 months?	1%	11%	2%	8%	14%	4%
Q 57a. Aggressive behaviour	-4%	3%	3%	2%	0%	0%
Q 57b. Excessive control	-4%	-5%	1%	5%	5%	1%
Q 57c. Being excluded or being ignored	-1%	-6%	2%	5%	11%	-4%
Q 57d. Humiliation	-1%	10%	2%	4%	8%	-1%
Q 57e. Interference with work or withholding resources	-1%	2%	-1%	4%	9%	1%
Q 57f. Offensive remark	2%	2%	0%	2%	0%	3%
Q 57g. Personal attack	-4%	8%	-6%	4%	3%	-1%
Q 57h. Physical violence	-2%	0%	0%	2%	1%	-1%
Q 57i. Sexual comment or gesture	4%	10%	-2%	3%	-1%	8%
Q 57j. Threat	-7%	12%	0%	1%	2%	0%
Q 57k. Unfair treatment	-7%	-2%	8%	6%	12%	-2%
Q 57l. Yelling or shouting	-3%	8%	0%	1%	0%	-1%
Q 57m. Other	1%	6%	1%	5%	4%	2%
Q 64. Satisfied with resolution of harassment matters (scale)	-3%	-23%	1%	-7%	-15%	-5%
Discrimination (yes/no)						
Q 62. Victim of discrimination in the past 12 months?	0%	13%	5%	5%	13%	4%
Q 64a. Race	-10%	-10%	50%	13%	-16%	-9%
Q 64b. National or ethnic origin	-9%	-2%	31%	-2%	-10%	-5%
Q 64c. Colour	-10%	-4%	32%	-8%	-10%	-8%
Q 64d. Religion	-5%	8%	9%	-1%	-1%	-2%
Q 64e. Age	3%	-11%	-6%	2%	-1%	2%
Q 64f. Sex	14%	6%	-12%	-3%	-7%	4%
Q 64g. Sexual orientation	-5%	30%	-3%	2%	2%	34%
Q 64h. Gender identity or expression	-1%	51%	0%	1%	2%	11%
Q 64i. Marital status	1%	0%	-2%	2%	1%	3%
Q 64j. Family status	10%	-8%	-7%	0%	-2%	1%
Q 64k. Genetic characteristics	-1%	0%	0%	0%	1%	0%
Q 64l. Disability	1%	27%	-11%	6%	55%	7%
Q 64m. Pardoned conviction or suspended record	-1%	0%	0%	1%	0%	0%
Q 64n. Other	-4%	-1%	-7%	0%	-3%	-7%
Q 67. Satisfied with resolution of discrimination matters (scale)	-3%	-24%	-4%	-8%	-16%	-4%

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

For discrimination, the results are as one would expect. Visible minorities are more likely to have encountered discrimination based on their race, ethnic origin, colour or religion. Indigenous are more likely to feel excluded and encounter discrimination based on their race. Once again, gender diverse and LGBTQ2 are more likely to encounter discrimination on the basis of sexual orientation and gender identity or expression whereas persons with disabilities is disability-based. Dispute resolution satisfaction is least for gender diverse and PwD. Interesting, there is considerable intersectionality among persons with disabilities with the other groups save for women and visible minorities.

Figure 2a contrasts the pre- and post-pandemic responses. Overall, reporting harassment remains largely the same, with reduced harassment of gender diverse. However, there is some worsening of specific forms of harassment for gender diverse, visible minorities, Indigenous, and persons with disabilities .

Figure 2a: Harassment and Discrimination: change pre- and post-COVID

Search...

	Women	G D	VisMin	Indigenous	PwD	LGBTQ
Harassment (yes/no)						
Q 55. Victim of harassment in the past 12 months?	-1%	-5%	1%	-1%	-3%	-1%
Q 57a. Aggressive behaviour	-4%	0%	3%	2%	0%	-3%
Q 57b. Excessive control	-4%	-6%	1%	5%	5%	0%
Q 57c. Being excluded or being ignored	-1%	-11%	2%	5%	11%	-4%
Q 57d. Humiliation	-1%	11%	2%	4%	8%	-1%
Q 57e. Interference with work or withholding resources	-1%	2%	-1%	4%	9%	1%
Q 57f. Offensive remark	2%	-5%	0%	2%	0%	-1%
Q 57g. Personal attack	-4%	3%	-6%	4%	3%	-1%
Q 57h. Physical violence	-2%	-2%	0%	2%	1%	-1%
Q 57i. Sexual comment or gesture	4%	10%	-2%	3%	-1%	0%
Q 57j. Threat	-7%	5%	0%	1%	2%	-1%
Q 57k. Unfair treatment	-7%	-6%	8%	6%	12%	-1%
Q 57l. Yelling or shouting	-3%	8%	0%	1%	0%	-1%
Q 57m. Other	1%	8%	1%	5%	4%	3%
Q 64. Satisfied with resolution of harassment matters (scale)	2%	-4%	-2%	-2%	0%	-1%
Discrimination (yes/no)						
Q 62. Victim of discrimination in the past 12 months?	-1%	0%	0%	-2%	-4%	0%
Q 64a. Race	-10%	-16%	50%	13%	-16%	-2%
Q 64b. National or ethnic origin	-9%	-14%	31%	-2%	-10%	1%
Q 64c. Colour	-10%	-4%	32%	-8%	-10%	-2%
Q 64d. Religion	-5%	10%	9%	-1%	-1%	0%
Q 64e. Age	3%	-9%	-6%	2%	-1%	3%
Q 64f. Sex	14%	-1%	-12%	-3%	-7%	5%
Q 64g. Sexual orientation	-5%	9%	-3%	2%	2%	1%
Q 64h. Gender identity or expression	-1%	23%	0%	1%	2%	1%
Q 64i. Marital status	1%	-1%	-2%	2%	1%	0%
Q 64j. Family status	10%	-8%	-7%	0%	-2%	1%
Q 64k. Genetic characteristics	-1%	-3%	0%	0%	1%	0%
Q 64l. Disability	1%	27%	-11%	6%	55%	3%
Q 64m. Pardoned conviction or suspended record	-1%	0%	0%	1%	0%	0%
Q 64n. Other	-4%	-1%	-7%	0%	-3%	-2%
Q 67. Satisfied with resolution of discrimination matters (scale)	1%	-3%	-2%	-2%	1%	1%

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

With respect to discrimination, again the overall levels remain the same compared to the pre-pandemic. However, in terms of the specific forms, there are some interesting pandemic effects. Women, for example, highlight family status discrimination, likely reflecting the challenges of children at home while also working. For other groups, the pandemic effect seems to have strengthened the areas of discrimination typical for each group.

Visible minorities

Figure 3 compares how the different visible minority groups perceive organizational culture. Most groups have confidence in senior management. Filipinos have the most positive perceptions overall across virtually all indicators. Blacks have the most concerns, whether discrimination, lack of empowerment, and diversity and inclusion. There appears to be considerable skepticism regarding anti-racism initiatives and ability to raise concerns across most groups but particularly so among Blacks.

Figure 3: Organizational Culture 2020 : compared to all other visible minorities

Search...

	Black	Chinese	Filipino	Japanese	Korean	S Asian, E Indian	SE Asian
Respondents	7244	7244	2037	302	604	8413	1622
Employee Engagement							
Q 7. Work satisfaction	0%	1%	4%	2%	3%	2%	2%
Q 51. Department or agency satisfaction	-2%	4%	7%	-1%	1%	0%	4%
Q 11. Feeling valued at work	-2%	5%	6%	5%	3%	1%	5%
Senior Management							
Q 32. Confidence in senior management	3%	4%	10%	-5%	-2%	2%	4%
Q 33. Effectiveness and timeliness of decisions	6%	5%	13%	-1%	0%	4%	7%
Q 34. Effectiveness of essential information flows	11%	5%	13%	-3%	3%	7%	8%
Workplace Well-Being							
Q 72. Overall work-related stress is… (High or Very high)	-4%	-1%	-2%	4%	4%	0%	-1%
Q 73. Feeling emotionally drained after workday	-5%	-3%	-4%	3%	4%	-1%	-3%
Q 78. Psychological health of workplace	1%	5%	5%	-3%	-3%	2%	5%
Q 70r. Extent to which harassment/discrimination cause stress at work	8%	-1%	0%	2%	-1%	4%	0%
Empowerment							
Q 13. Opportunities to provide input into decisions	-6%	3%	8%	0%	0%	1%	5%
Q 14. Encouraged to be innovative or to take initiative	-4%	1%	8%	0%	-1%	-1%	5%
Q 44. Support by dept/agency to propose new ideas	-7%	-5%	2%	-6%	-7%	-1%	-3%
Career Development							
Q 26. Immediate supervisor support	-3%	3%	4%	2%	0%	0%	4%
Q 41. Support for employee career development	-1%	0%	10%	-2%	-6%	-2%	3%
Q 42. Opportunities for promotion	-3%	1%	9%	-2%	2%	1%	2%
Q 43c. Extent to which discrimination affected career	12%	0%	-1%	2%	1%	6%	0%
Diversity and Inclusion							
Q 45. Respects individual differences	-7%	1%	5%	-3%	-4%	-2%	1%
Q 46. Activities & practices that support diverse workplace	-11%	0%	6%	-8%	-4%	-4%	0%
Q 49. Treats me with respect	-4%	2%	4%	-3%	-1%	-1%	3%
Q 20. Work unit accepts every individual as equal member	-3%	2%	4%	-2%	-1%	-2%	4%
Q 21. Work unit individuals behave in respectful manner	0%	2%	3%	2%	0%	1%	3%
Q 22. People I work with value my ideas and opinions	-5%	1%	3%	0%	-2%	-1%	3%
Anti-racism							
Q 23. Work unit free to speak about racism w/o fear	-27%	-6%	-3%	-3%	-8%	-12%	-4%
Q 47. Dept initiatives promote anti-racism in workplace	-18%	-1%	5%	-9%	-6%	-6%	-2%
Q 48. Comfortable raising workplace racism issues persons of authority	-21%	-8%	-2%	-9%	-9%	-11%	-6%
Q 69. Satisfied with resolution of concerns & complaints	-3%	1%	3%	1%	-10%	0%	-4%

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

Figure 3a contrasts the pre- and post-pandemic responses. For the most part, responses have not changed significantly with exceptions for Japanese (confidence in senior management) and Blacks (diverse workplace).

Figure 3a: Organizational Culture 2020: Change pre- and post-COVID

Search...

	Black	Chinese	Filipino	Japanese	Korean	S Asian, E Indian	SE Asian
Respondents	7244	7244	2037	302	604	8413	1622
Employee Engagement							
Q 7. Work satisfaction	1%	0%	0%	2%	5%	3%	1%
Q 51. Department or agency satisfaction	-2%	1%	-1%	1%	2%	-1%	0%
Q 11. Feeling valued at work	1%	1%	-1%	6%	4%	2%	0%
Senior Management							
Q 32. Confidence in senior management	-1%	2%	1%	-6%	-2%	-1%	0%
Q 33. Effectiveness and timeliness of decisions	0%	2%	1%	-1%	-1%	0%	2%
Q 34. Effectiveness of essential information flows	0%	0%	-1%	-3%	-1%	1%	2%
Workplace Well-Being							
Q 72. Overall work-related stress is… (High or Very high)	0%	2%	1%	1%	1%	1%	1%
Q 73. Feeling emotionally drained after workday	2%	3%	2%	0%	2%	0%	-1%
Q 78. Psychological health of workplace	0%	0%	-2%	1%	-1%	1%	2%
Q 70r. Extent to which harassment/discrimination cause stress at work	0%	0%	0%	-2%	-2%	0%	-1%
Empowerment							
Q 13. Opportunities to provide input into decisions	-1%	0%	-1%	2%	0%	2%	1%
Q 14. Encouraged to be innovative or to take initiative	-1%	0%	0%	2%	2%	1%	3%
Q 44. Support by dept/agency to propose new ideas	-2%	-2%	1%	3%	-1%	0%	1%
Career Development							
Q 26. Immediate supervisor support	-3%	3%	4%	2%	0%	0%	4%
Q 41. Support for employee career development	-2%	-1%	-1%	6%	-2%	0%	1%
Q 42. Opportunities for promotion	-3%	0%	0%	3%	5%	2%	-1%
Q 43c. Extent to which discrimination affected career	3%	0%	-2%	-1%	-1%	1%	-1%
Diversity and Inclusion							
Q 45. Respects individual differences	-4%	0%	1%	3%	-2%	0%	0%
Q 46. Activities & practices that support diverse workplace	-6%	0%	3%	-1%	-1%	-2%	1%
Q 49. Treats me with respect	-4%	0%	-1%	4%	1%	-1%	0%
Q 20. Work unit accepts every individual as equal member	-3%	-1%	-1%	1%	1%	-1%	0%

Working to reduce opioid poisoning in construction
Downloadable resources for employers and employees
www.ccohs.ca

RELATED STORIES

NOV 5, 2021
Canada's Public Service Employee Survey: using advanced data analytics to focus workplace culture change

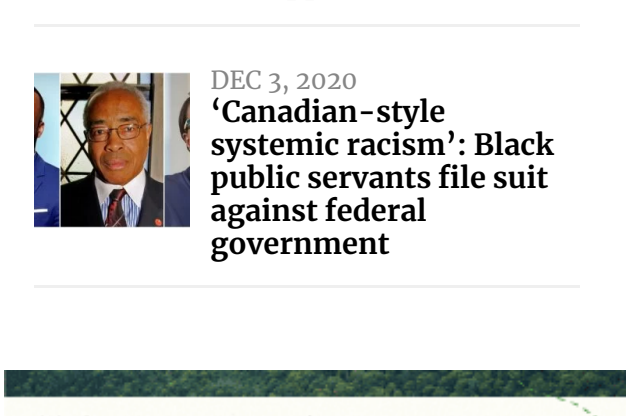
APR 5, 2021
Canada must formally apologize for its historic role in the enslavement of Africans in this country and acknowledge the contributions of Black Canadians

Sponsored Content
Low-cost high speed internet services make new connections possible for those in need
ROGERS

MAR 1, 2021
Diversity and inclusion: public service hirings, promotions and separations

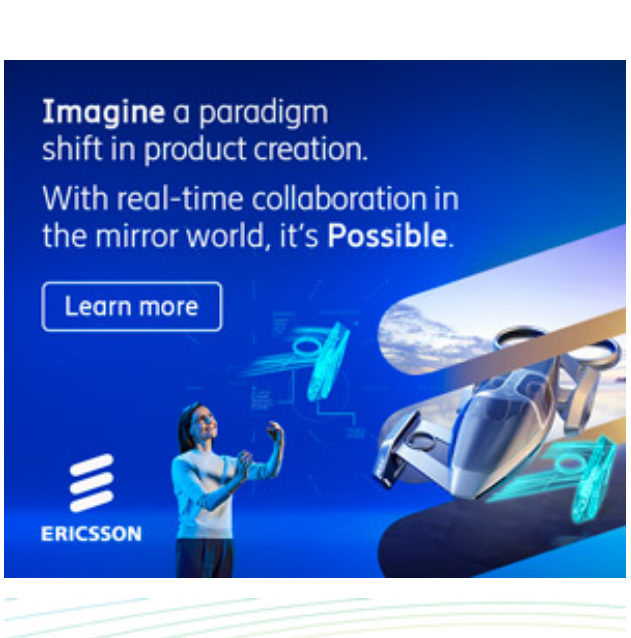
JAN 4, 2021
At Canada's universities, institutional racism more than a case of a few bad apples

DEC 3, 2020
'Canadian-style systemic racism': Black public servants file suit against federal government



This is your opportunity to Meet the Ministers:
Fireside chat with Federal Ministers Guilbeault, Murray and Wilkinson.
Wednesday, December 8 at 7pm ET
An online event by the Canadian Parks and Wilderness Society
CPAWS

Imagine a paradigm shift in product creation.
With real-time collaboration in the mirror world, it's Possible.
Learn more
ERICSSON



To build a clean energy future here in Canada, we have to pursue scientific progress today.
Pour construire un avenir durable ici au Canada, nous devons poursuivre sur la voie des progrès scientifiques dès aujourd'hui.
WWW.CNL.CA
Canadian Nuclear Laboratories / Laboratoires Nucléaires Canadiens

The Hill Times
Get the Inside Scoop
CLICK HERE
for a two-week trial to our subscriber-only newsletter.

National Capital Commission
Commission de la capitale nationale
Public Consultation
Alexandra Bridge Replacement
Tell us what you think.
Canada

REPLAY
From carbon capture to small modular reactors, Canada's energy producers have the tools and the imagination to make gains in the fight against climate change.
LEARN MORE ▸
CANADIAN MINING

What's it going to take?
Industrial farming is a major cause of climate change.
Help World Animal Protection make change ▸

Q 21. Work unit individuals behave in respectful manner	-1%	0%	1%	5%	3%	1%	1%
Q 22. People I work with value my ideas and opinions	-1%	-2%	1%	2%	1%	1%	3%
Anti-racism	Not asked in 2019						

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

Figure 4 contrasts the responses for the different visible minority groups for the harassment and discrimination indicators compared to other visible minorities. Chinese and Filipino employees report lower harassment for most indicators than other groups whereas Japanese, Korean and South Asian/East Indian report greater harassment for a number of indicators. While personal attacks are relatively lower for most groups, unfair treatment is higher except for Filipinos.

Figure 4: Harassment and Discrimination 2020: compared to all other visible minorities

Search...

	Black	Chinese	Filipino	Japanese	Korean	S Asian-E Indian	SE Asian	W Asian N African Arab
Harassment (yes/no)								
Q 55. Victim of harassment in the past 12 months?	4%	-3%	-2%	4%	-3%	1%	-1%	2%
Q 57a. Aggressive behaviour	-1%	1%	-5%	-4%	3%	7%	2%	-3%
Q 57b. Excessive control	0%	-5%	-15%	8%	21%	5%	3%	2%
Q 57c. Being excluded or being ignored	5%	-6%	-15%	7%	11%	4%	-6%	5%
Q 57d. Humiliation	2%	-5%	-5%	-5%	12%	6%	-1%	0%
Q 57e. Interference with work or withholding resources	-3%	-2%	-9%	-15%	-7%	1%	-8%	-1%
Q 57f. Offensive remark	1%	0%	3%	-1%	1%	0%	-2%	0%
Q 57g. Personal attack	-8%	-6%	-1%	-12%	-5%	1%	-8%	-11%
Q 57h. Physical violence	-1%	1%	3%	0%	0%	0%	3%	0%
Q 57i. Sexual comment or gesture	-5%	-2%	1%	2%	0%	-1%	-4%	0%
Q 57j. Threat	0%	1%	1%	2%	2%	1%	3%	-2%
Q 57k. Unfair treatment	8%	-2%	-14%	5%	13%	11%	10%	10%
Q 57l. Yelling or shouting	-3%	2%	-3%	-3%	1%	5%	1%	-3%
Q 57m. Other	0%	0%	-1%	9%	5%	1%	6%	-1%
Q 64. Satisfied with resolution of harassment matters (scale)	-5%	4%	10%	-7%	1%	4%	4%	4%
Discrimination (yes/no)								
Q 62. Victim of discrimination in the past 12 months?	11%	0%	-1%	4%	2%	5%	1%	4%
Q 64a. Race	57%	35%	28%	19%	28%	34%	33%	21%
Q 64b. National or ethnic origin	11%	22%	24%	19%	19%	27%	31%	32%
Q 64c. Colour	43%	10%	11%	0%	6%	31%	13%	2%
Q 64d. Religion	1%	-3%	-1%	-6%	0%	15%	-2%	21%
Q 64e. Age	-13%	4%	2%	4%	5%	0%	9%	-5%
Q 64f. Sex	-17%	-4%	-12%	-5%	-5%	-10%	0%	-9%
Q 64g. Sexual orientation	-3%	1%	0%	0%	0%	-3%	3%	-1%
Q 64h. Gender identity or expression	-1%	0%	4%	0%	0%	-1%	0%	-1%
Q 64i. Marital status	-5%	0%	0%	0%	0%	1%	0%	-1%
Q 64j. Family status	-10%	-4%	-2%	0%	13%	-4%	-3%	-5%
Q 64k. Genetic characteristics	0%	0%	0%	0%	0%	0%	0%	0%
Q 64l. Disability	-13%	-8%	-7%	15%	0%	-7%	-12%	-8%
Q 64m. Pardoned conviction or suspended record	0%	0%	0%	0%	0%	0%	0%	0%
Q 64n. Other	-7%	-8%		0%	0%	0%	-8%	-3%
Q 67. Satisfied with resolution of discrimination matters (scale)	-13%	1%	8%	-8%	-2%	0%	1%	2%

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

Black employees report being a victim of discrimination the most, generally and with respect to race and colour. But all groups report significantly higher discrimination than all employees, whether by race, ethnic origin or colour, save for West Asians/Arab with respect to colour. However, Southeast Asian and West Asians/Arab report high levels of religious discrimination, most likely related to Islam. Discrimination on the basis of sex or disability is relatively low. Discrimination resolution satisfaction is highest with Filipinos and lowest with Black, Japanese, Latin American and mixed.

Figure 4a contrasts the pre- and post-pandemic responses. For the most part, responses did not change over most of the indicators for most groups. Aggressive behaviour decreased for most groups save Blacks. There was a significant worsening of harassment for Koreans and a number of groups. Perception of unfair treatment increased for a number of groups.

With respect to discrimination, national or ethnic origin discrimination increased for a number of groups whereas it decreased with respect to colour and religion.

Blacks had lower level of resolution of both harassment and discrimination complaints.

Figure 4a: Harassment and Discrimination 2020: change pre- and post-COVID

Search...

	Black	Chinese	Filipino	Japanese	Korean	S Asian-E Indian	SE Asian	W Asian, N African, Arab
Harassment (yes/no)								
Q 55. Victim of harassment in the past 12 months?	2%	1%	0%	2%	-3%	0%	0%	-1%
Q 57a. Aggressive behaviour	5%	-5%	-5%	-33%	-14%	3%	-5%	-5%
Q 57b. Excessive control	1%	-1%	-6%	-2%	19%	4%	2%	-1%
Q 57c. Being excluded or being ignored	4%	0%	-10%	-2%	12%	3%	-2%	0%
Q 57d. Humiliation	2%	0%	-5%	-14%	14%	3%	-2%	-5%
Q 57e. Interference with work or withholding resources	2%	-3%	-2%	-14%	-7%	2%	-4%	-2%
Q 57f. Offensive remark	3%	2%	3%	-9%	3%	2%	1%	-3%
Q 57g. Personal attack	0%	-1%	5%	-22%	-2%	5%	-1%	-5%
Q 57h. Physical violence	0%	1%	2%	0%	0%	0%	3%	1%
Q 57i. Sexual comment or gesture	-1%	0%	1%	-2%	1%	1%	-11%	0%
Q 57j. Threat	3%	-2%	-1%	0%	-3%	-2%	-1%	-3%
Q 57k. Unfair treatment	3%	0%	-8%	-11%	14%	0%	10%	-1%
Q 57l. Yelling or shouting	-2%	-3%	-5%	-13%	-6%	3%	-1%	-4%
Q 57m. Other	2%	1%	-7%	-4%	5%	1%	9%	-3%
Q 64. Satisfied with resolution of harassment matters (scale)	-5%	-1%	0%	1%	2%	0%	1%	0%
Discrimination (yes/no)								
Q 62. Victim of discrimination in the past 12 months?	3%	0%	-2%	0%	0%	0%	0%	-1%
Q 64a. Race	4%	1%	-10%	-18%	-1%	-1%	2%	4%
Q 64b. National or ethnic origin	-4%	3%	2%	13%	8%	1%	14%	0%
Q 64c. Colour	2%	-1%	-10%	-22%	-7%	0%	-11%	-1%
Q 64d. Religion	-1%	-2%	-2%	-6%	-4%	-3%	-5%	-7%
Q 64e. Age	0%	-4%	-3%	1%	6%	3%	3%	2%
Q 64f. Sex	-1%	-3%	-4%	-11%	3%	-4%	2%	0%
Q 64g. Sexual orientation	0%	2%	-3%	0%	0%	-1%	3%	0%
Q 64h. Gender identity or expression	0%	-1%	4%	0%	0%	0%	0%	0%
Q 64i. Marital status	-2%	0%	-1%	0%	-3%	2%	-2%	3%
Q 64j. Family status	-4%	-2%	1%	-5%	4%	-3%	-3%	0%
Q 64k. Genetic characteristics	0%	0%	0%	0%	0%	0%	0%	0%
Q 64l. Disability	-1%	-1%	-1%	15%	-2%	1%	-4%	-2%
Q 64m. Pardoned conviction or suspended record	0%	0%	0%	0%	0%	0%	0%	0%
Q 64n. Other	0%	0%	12%	0%	0%	3%	-6%	0%
Q 67. Satisfied with resolution of discrimination matters (scale)	-5%	-3%	1%	2%	1%	-2%	1%	2%

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

Indigenous groups

Figure 5 contrasts the responses of the three Indigenous groups for the organizational culture indicators compared to all employees. Overall, Inuit have higher levels of satisfaction across the vast majority of these indicators, with Métis having the lowest levels with respect to employee engagement, the highest work-related stress and the lowest levels of empowerment. North American Indian and Métis rate the psychological health lower than all employees. All groups had lower satisfaction with respect to diversity, inclusion and anti-racism.

Figure 5: Organizational Culture 2020: compared to other Indigenous groups

Search...

	NA Indian	Métis	Inuit
Respondents	3340	3821	252
Employee Engagement			
Q 7. Work satisfaction	-1%	-4%	0%
Q 51. Department or agency satisfaction	-4%	-7%	1%
Q 11. Feeling valued at work	-4%	-8%	1%
Senior Management			
Q 32. Confidence in senior management	-2%	-7%	3%
Q 33. Effectiveness and timeliness of decisions	0%	-6%	5%
Q 34. Effectiveness of essential information flows	-3%	-7%	3%
Workplace Well-Being			
Q 72. Overall work-related stress is… (high or very high)	3%	5%	-5%
Q 73. Feeling emotionally drained after workday	4%	9%	-5%
Q 78. Psychological health of workplace	-5%	-8%	0%
Q 70r. Extent to which harassment/discrimination cause stress at work	4%	4%	0%
Empowerment			
Q 13. Opportunities to provide input into decisions	-3%	-6%	-1%
Q 14. Encouraged to be innovative or to take initiative	-2%	-6%	0%
Q 44. Support by dept/agency to propose new ideas	-3%	-6%	2%
Career Development			
Q 26. Immediate supervisor support	-2%	-5%	-2%
Q 41. Support for employee career development	-2%	-6%	7%
Q 42. Opportunities for promotion	-2%	-4%	5%
Q 43c. Extent to which discrimination affected career	5%	3%	4%
Diversity and Inclusion			
Q 45. Respects individual differences	-6%	-7%	-2%
Q 46. Activities & practices that support diverse workplace	-5%	-5%	-5%
Q 49. Treats me with respect	-5%	-7%	-5%
Q 20. Work unit accepts every individual as equal member	-7%	-9%	-8%
Q 21. Work unit individuals behave in respectful manner	-8%	-9%	-7%
Q 22. People I work with value my ideas and opinions	-7%	-7%	-5%
Anti-racism			
Q 23. Work unit free to speak about racism w/o fear	-7%	-4%	-7%
Q 47. Dept initiatives promote anti-racism in workplace	-4%	-4%	-4%
Q 48. Comfortable raising workplace racism issues persons of authority	-5%	-6%	2%
Q 59. Satisfied with resolution of concerns & complaints	0%	-3%	-10.0%

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

Figure 5a contrasts the pre- and post-pandemic responses. In general, no major pre and post-pandemic change save for a relative deterioration for Inuit.

Figure 5a: Organizational Culture: change pre- and post-COVID

Search...

	NA Indian	Métis	Inuit
Respondents	3340	3821	252
Employee Engagement			
Q 7. Work satisfaction	-2%	-1%	1%
Q 51. Department or agency satisfaction	-1%	0%	-2%
Q 11. Feeling valued at work	-2%	-1%	0%
Senior Management			
Q 32. Confidence in senior management	-2%	-3%	-7%
Q 33. Effectiveness and timeliness of decisions	-1%	-3%	-10%
Q 34. Effectiveness of essential information flows	-2%	-3%	-8%
Workplace Well-Being			
Q 72. Overall work-related stress is… (high or very high)	0%	-1%	-4%
Q 73. Feeling emotionally drained after workday	0%	1%	-5%
Q 78. Psychological health of workplace	1%	0%	-3%
Q 70r. Extent to which harassment/discrimination cause stress at work	1%	-2%	-4%
Empowerment			
Q 13. Opportunities to provide input into decisions	0%	0%	0%
Q 14. Encouraged to be innovative or to take initiative	-1%	-1%	-6%
Q 44. Support by dept/agency to propose new ideas	-2%	-2%	-3%
Career Development			
Q 26. Immediate supervisor support	Not asked in 2019		
Q 41. Support for employee career development	-2%	-2%	2%
Q 42. Opportunities for promotion	0%	-1%	-2%
Q 43c. Extent to which discrimination affected career	1%	-1%	1%
Diversity and Inclusion			
Q 45. Respects individual differences	1%	0%	-2%
Q 46. Activities & practices that support diverse workplace	1%	0%	2%
Q 49. Treats me with respect	0%	-1%	-7%
Q 20. Work unit accepts every individual as equal member	-1%	-2%	-5%
Q 21. Work unit individuals behave in respectful manner	0%	-2%	-6%
Q 22. People I work with value my ideas and opinions	-1%	1%	-1%
Anti-racism	Not asked in 2019		

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

Figure 6 contrasts the responses with respect to harassment and discrimination. North American Indian and Métis report greater harassment over the past 12 months, with greater incidence of specific forms of harassment, and are less satisfied with complaint resolution than Inuit.

Figure 6: Harassment and Discrimination 2020: compared to other Indigenous Groups

Search...

Harassment (yes/no)	NA Indian	Métis	Inuit
Q 55. Victim of harassment in the past 12 months?	8%	8%	0%
Q 57a. Aggressive behaviour	1%	4%	-3%
Q 57b. Excessive control	4%	5%	-1%
Q 57c. Being excluded or being ignored	4%	5%	-1%
Q 57d. Humiliation	5%	3%	2%
Q 57e. Interference with work or withholding resources	3%	4%	-1%
Q 57f. Offensive remark	5%	1%	4%
Q 57g. Personal attack	3%	3%	0%
Q 57h. Physical violence	0%	5%	-5%
Q 57i. Sexual comment or gesture	1%	3%	-2%
Q 57j. Threat	1%	1%	0%
Q 57k. Unfair treatment	3%	8%	-5%
Q 57l. Yelling or shouting	1%	1%	0%
Q 57m. Other	6%	4%	2%
Q 64. Satisfied with resolution of harassment matters (scale)	-5%	-6%	1%
Discrimination (yes/no)			
Q 62. Victim of discrimination in the past 12 months?	6%	4%	2%
Q 64a. Race	28%	-2%	30.0%
Q 64b. National or ethnic origin	3%	-7%	10.0%
Q 64c. Colour	-8%	-10.0%	2%
Q 64d. Religion	-1%	0%	-1%
Q 64e. Age	-1%	5%	-6%
Q 64f. Sex	-6%	1%	-7%
Q 64g. Sexual orientation	1%	3%	-2%
Q 64h. Gender identity or expression	0%	2%	-2%
Q 64i. Marital status	1%	4%	-3%
Q 64j. Family status	-2%	2%	-4%
Q 64k. Genetic characteristics	0%	1%	-1%
Q 64l. Disability	4%	9%	-5%
Q 64m. Pardoned conviction or suspended record	0%	0%	0%
Q 64n. Other	-4%	4%	-8%
Q 67. Satisfied with resolution of discrimination matters (scale)	-7%	-6%	-1%

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

With respect to discrimination, the same general pattern applies with respect to victims of discrimination and satisfaction with complaint resolution. North American Indian and Inuit have high relative numbers of racial discrimination in contrast to Métis, and Inuit report higher relative ethnic origin discrimination.

Figure 6a contrasts the pre- and post-pandemic responses. Overall, there has been little change save for an improvement for Inuit.

Figure 6a: Harassment and Discrimination: change pre- and post-COVID

Search...

	NA Indian	Métis	Inuit
Harassment (yes/no)	0%	-2%	-5%
Q 64. Satisfied with resolution of harassment matters (scale)	-2%	1%	0%
Discrimination (yes/no)	-1%	-2%	-6%
Q 67. Satisfied with resolution of discrimination matters (scale)	-2.0%	1.0%	-3.0%

Source: Analysis comparing the 2019-20 and 2020-21 Public Service Employee Survey by Andrew Griffith

A Flourish data visualization

There has been comparatively little change between the pre- and post-pandemic period but noteworthy that Black satisfaction with resolution with harassment and discrimination complaints is less than other visible minority groups.

While it appears that the experience of visible minorities is worse than Indigenous peoples, PSES data supports the view that the government has considerable work to improve the workplace organizational culture to reduce harassment and discrimination for both visible minority and Indigenous groups. This needs to take place at the general and the specific group levels by each department given the variances between the individual groups.

As in the case of disaggregated data with respect to employment equity groups, the increased granularity of the PSES provides a richer evidence base for managers and human resources to develop measures to improve inclusion in the public service at the departmental and organizational levels.

Methodology:

This analysis is based upon the TBS abridged PSES diversity and inclusion data tables, 2019 PSES – Diversity and Inclusion Tables and 2020 PSES – Diversity and Inclusion Tables. As the PSES is a voluntary survey, open to core public administration (Schedule I and IV) and separate agencies (Schedule V), the responses cover a broader range of organizations than TBS Employment Equity reports which only apply to core public administration.

Responses for categories and groups were contrasted with the comparator groups as per TBS methodology:

> "The comparison group for each sub-type includes the rest of respondents not in that sub-group. The comparison group, or 'Other' group, includes all respondents who answered "No" to the first referenced Q (such as "Are you an Aboriginal person?") and all respondents who answered "Yes" to the first referenced Q but did not select the sub-group. As an example, the comparison group for "Black" respondents includes respondents who answered "No" to the visible minority Q, as well those who answered "Yes" to the visible minority Q and did not select "Black" as the sub-group.
>
> The LGBTQ2 group included respondents who answered the Q "What is your sexual orientation?" by selecting "Gay or lesbian," "Bisexual" or "Or please specify." The comparison group included respondents who selected "Heterosexual."
>
> Due to very low respondent counts for the gender diverse group that would require extensive suppression of results, the results for women were compared with those for men."

The tables highlighting the change from pre-pandemic to post-pandemic were based upon simple subtraction: 2020 gap – 2019 gap (for example, 11 per cent of Black public servants reported being a victim of discrimination on the job in 2020 compared to eight per cent in 2019, an increase of 3 per cent). Breakdowns regarding types of harassment and discrimination were not provided in the TBS data tables.

TBS weighs the responses based on workforce demographics. The response numbers by group were taken from the 2020 Public Service Employee Survey open dataset. The number for category and group refers to the number of survey responses, calculated from percentages.

A threshold of five per cent to flag significant differences was used, with red indicating worse and green better.

Andrew Griffith is the author of "Because it's 2015…" Implementing Diversity and Inclusion, Multiculturalism in Canada: Evidence and Anecdote and Policy Arrogance or Innocent Bias: Resetting Citizenship and Multiculturalism. He is the former director general for Citizenship and Multiculturalism, and has worked for a variety of government departments in Canada and abroad and is a fellow of the Canadian Global Affairs Institute and Environics Institute.

The Hill Times

To read more great stories like this one and stay ahead of the political curve, subscribe to The Hill Times.

MORE IN NEWS

'This is a once-in-a-history opportunity': Indigenous delegation prepares to meet Pope Francis at the Vatican
NEWS | By CHRISTOPHER GULY
Phil Fontaine says he hopes that the Christmastime gathering at the Vatican will begin the process of healing and have it come full circle next year when the Pope sets foot on Indigenous land in Canada.

Two former Tory national councillors push back on party's ruling of early leadership review
NEWS | By ABBAS RANA
If the national council doesn't overturn the ruling, supporters of the e-petition will take it to the party's arbitration committee, or go to court, say Conservative sources.

MP Fast calls for more help for Abbotsford: 'many of these families have lost everything'
NEWS | By MATTHEW HORWOOD
Conservative MP Ed Fast says all three levels of government had 'known for decades' that the flooding was going to happen, and now is the time for investments in critical flood infrastructure.

'We are resilient… but we need help': MP Vis urges aid after record flooding
NEWS | By MATTHEW HORWOOD
While the water levels have gone down in the riding of Mission-Matsqui-Fraser Canyon, B.C., many roads and railways remain damaged, and a third round of rainfall is approaching.

Almost half of newsrooms entirely white: CAJ survey
NEWS | By MIKE LAPOINTE
Almost 80 per cent of outlets reported having no visible minorities or Indigenous journalists in one of the top three leadership roles in their newsroom, according to the CAJ's newsroom diversity survey.

Legislative bottleneck facing Parliament in rush before December break
NEWS | By JESSE CNOCKAERT
Two bills that died on the Order Paper have been reintroduced in the current Parliament: Bill C-4, which unanimously passed in the House on Dec. 1, and Bill C-3, which received first reading on Nov. 26.

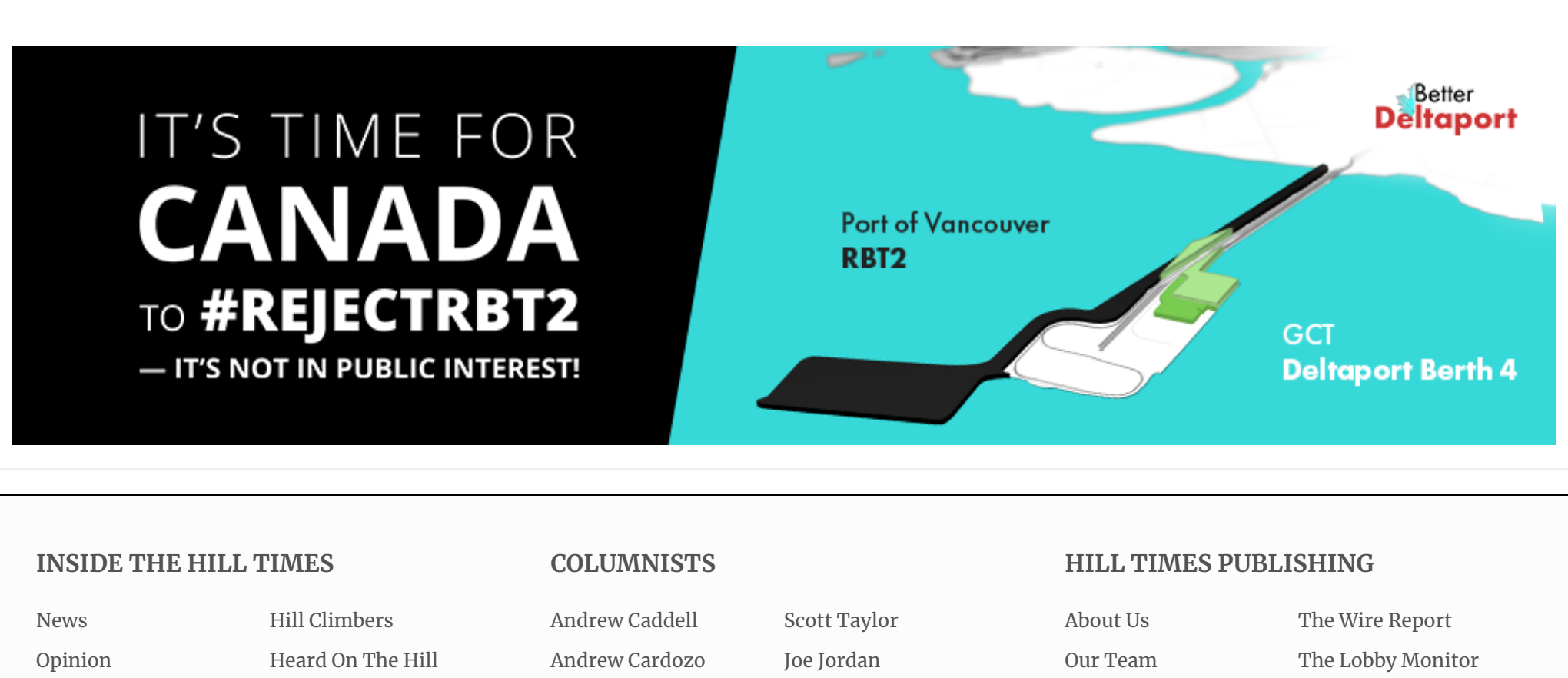
Feds must 'better understand' cryptocurrencies, say NDP, but Conservatives warn Ottawa could 'get in the way'
NEWS
While the Bank of Canada has said cryptocurrencies do not pose 'any significant risk' to the financial system or economy, higher inflation could result in more Canadians using them as a store of wealth, says CPC MP.

Advocates, NDP welcome 'long overdue' paid sick day legislation for federally regulated employees
NEWS | By MIKE LAPOINTE
But the CFIB says it's wary of the legislation, saying it would expect the government to introduce bills favouring economic growth—and not additional costs to be [illegible] small business owners.

Canada's measured response to Ethiopian crisis leaves some wanting more forceful action
NEWS | By NEIL MOSS
Prime Minister Justin Trudeau has spoken with Ethiopian Prime Minister Abiy Ahmed twice in the last month, but it is unclear how involved Canada is with the peace process.

TRENDING STORIES

DEC 2, 2021 Greens need Elizabeth May to leave
DEC 2, 2021 Two kinds of security: the PM's and the world's
DEC 3, 2021 Legislative bottleneck facing Parliament in rush before December break
DEC 2, 2021 Feds must 'better understand' cryptocurrencies, say NDP, but Conservatives warn Ottawa could 'get in the way'
DEC 2, 2021 Advocates, NDP welcome 'long overdue' paid sick day legislation for federally regulated employees
DEC 3, 2021 To end the pandemic, Canada must stop standing in the way of global vaccine equity



INSIDE THE HILL TIMES
News
Opinion
Foreign Policy
Politics
Policy
Legislation
Lobbying
Hill Life & People
Hill Climbers
Heard On The Hill
Policy Briefings
Parliamentary Calendar
Letters to the Editor
Editorials
Embassy Archives
Archives

COLUMNISTS
Andrew Caddell
Andrew Cardozo
John Chenier
David Crane
Jim Creskey
Gwynne Dyer
Michael Harris
Scott Taylor
Joe Jordan
Rose LeMay
Alex Marland
Gerry Nicholls
Tim Powers
Susan Riley
Les Whittington

HILL TIMES PUBLISHING
About Us
Our Team
Contact Us
Advertising
Subscribe
Group Subscriptions
Submit an Article
Internships
The Wire Report
The Lobby Monitor
Parliament Now
Inside Ottawa Directory
Inside Canada Directory
Hill Times Careers
Classifieds
Hill Times Store

© 2021 Hill Times Publishing