

Findings from Canada-wide Surveys of Voluntary/Non-profit Sector Employers & Employees

October 2008



About the HR Council

- Works with organizations, educators, labour and government to identify and address issues related to paid employment in the sector
- Established in 2005; One of 33 national sector councils
- Strategic priorities:
 - Build and share knowledge
 - Promote good HR practices
 - Foster training and learning opportunities
 - Provide leadership on HR issues
 - Engage voluntary & non-profit organizations in our work



Presentation outline

- The sector at a glance
- About the Labour Force Study
- Survey findings
 - Characteristics of employers and employees
 - Employee commitment and satisfaction
 - Recruitment and retention
 - Professional development and skill needs



The sector at a glance

- Large, complex and diverse
- Nearly 69,000 organizations with 1.2 million paid staff and millions of volunteers; many areas of activity
- Many sources of funding, with various requirements
- Organizations engage a range of stakeholders
- Most employers are small organizations, but more than half of the sector employees work in large organizations

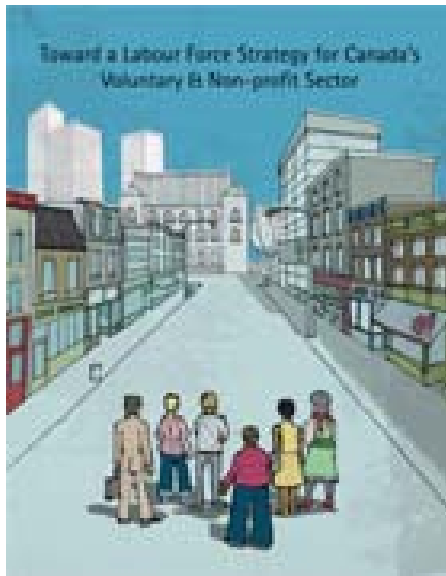


About the Labour Force Study

- Presents a diagnosis of the sector's labour force challenges
- Will lead to recommendations for a national labour force strategy for the sector
- Focus on employee recruitment and retention, and current and emerging skill needs



About the Labour Force Study



Report #1

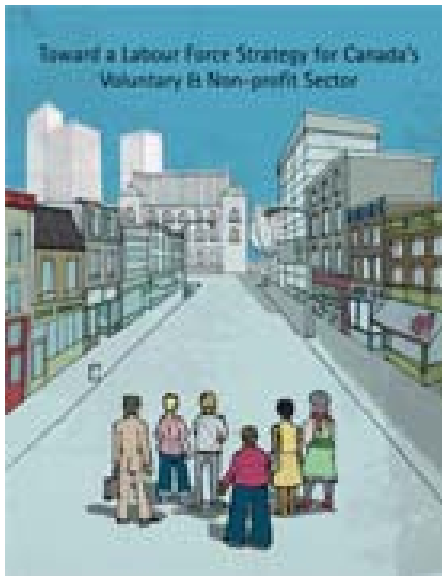
“Toward a Labour Force Strategy for
Canada’s Voluntary & Non-profit Sector”
Published: March 2008

Presents framework for addressing labour force issues

Features views from key informants
on trends and issues



About the Labour Force Study



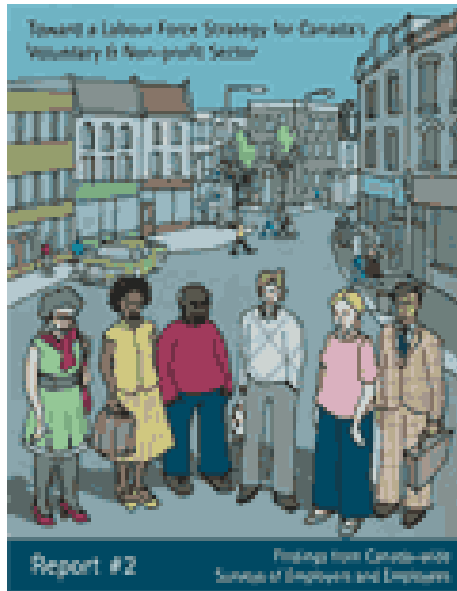
Report #1

Key labour force challenges:

- Aging workforce
- Leadership
- Growing cultural diversity
- Generational differences
- Tightest labour market in decades



About the Labour Force Study



Report #2

“Findings from Canada-wide Surveys of Employers and Employers”

Published: July 2008

Features findings from surveys by Ipsos Reid, conducted between December 2007 and February 2008



Survey findings

Survey Respondents:

- Employers are non-profit organizations with paid staff;
Respondents are individuals responsible for HR.
N = 1,570
- Employees are currently employed for pay by a non-profit organization; includes full-time, part-time, permanent & temporary workers.
N = 2,873



Survey findings

About the sector's employers:

- Most are independent organizations (minority are parents or sub-divisions)
- Long history – particularly religious organizations
- Half of large employers are unionized; few small ones
- Responsibility for HR varies by organization size
- Employee benefits are clearly connected to organization size



Survey findings

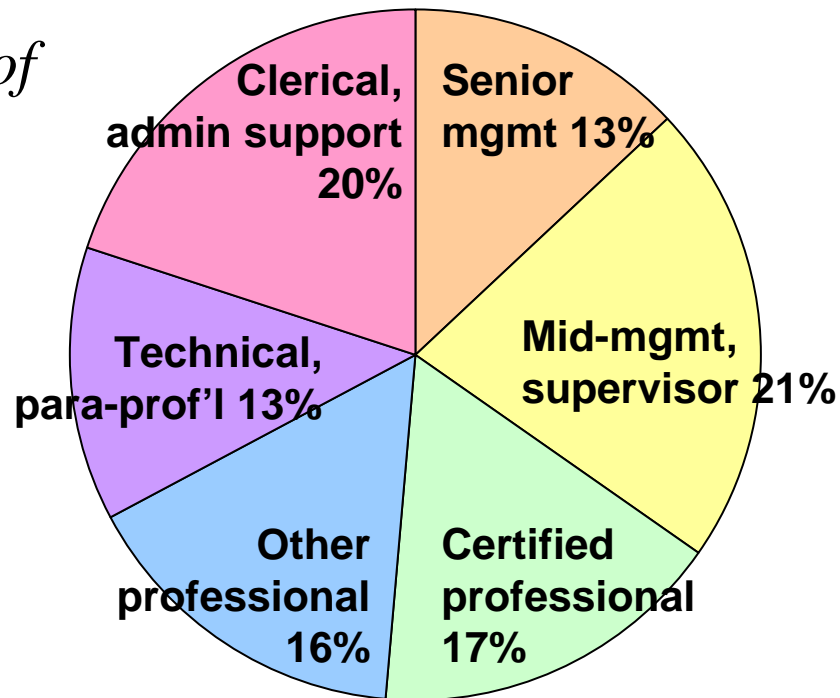
About the sector's employees:

- 76% are women
- 71% have post-secondary education
- Most are Canadian born; less diversity than in Canada's labour force overall
- Nearly 1/3 have dependent children; 6% care for a family member who is elderly or has a disability
- About 1 in 8 have a chronic health problem or disability that affects their work



Survey findings

Distribution of employees by occupation



Survey findings

Employees' current situations:

- 71% are in full-time permanent jobs
- Half of full-timers work 40+ hours per week
- 21% of all employees are union members, more in health and social services
- High levels of commitment to organization & cause



Survey findings

Compensation and benefits:

- 3 in 4 full-time employees earn between \$20,000 and \$60,000 annually
- Almost a quarter of employees do not have access to benefits
- Equivalent time off is the most common compensation for overtime



Survey findings

Employees' satisfaction with their work:

- Overall satisfaction is high
 - 89% of employees are very satisfied or satisfied
- Some aspects of work are less satisfying
 - Pay and benefits
 - Compensation for overtime
 - Retirement savings
 - Opportunities for training & advancement
 - Feedback & recognition



Survey findings

Recruiting:

- About 2 in 3 employers recruited in the past year; nearly half of them report difficulty
- More problems in Alberta, Health & Social Services, large organizations
- When recruiting efforts fail, 1 in 3 employers share work among existing staff



Survey findings

Retention & turnover:

- 1 in 7 employers say retention is difficult
- Turnover varies by region, area of activity and organization size
- Voluntary resignations are highest in professional and support categories
- Most common actions taken by employers to make workplaces more attractive? “Nothing” (29%) and “Increase Salaries” (16.5%)



Survey findings

Current & emerging skill needs:

- Employers, employees are not critical of current skills
- Some gaps identified in specific areas
- Skills needed for the future:
 - Computer/web/IT
 - Communication/PR



Survey findings

Employees report on learning and development:

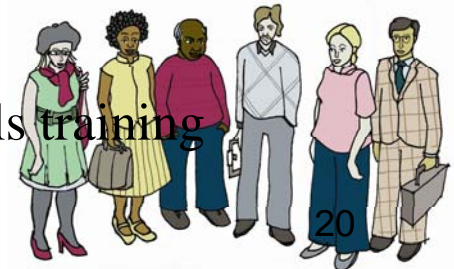
- Performance evaluation is much more common in large organizations
- Over half of employees had in-house training in the past year; almost as many paid time off for learning
- About 1 in 4 employees had no professional development opportunities in the past year
- Employees prefer face-to-face learning



Survey findings

Looking ahead to the next two years:

- 1/3 of employers see growth in the number of employees
- Employees' top reasons for seeking a new job:
 - Dissatisfaction with salary
 - Keeping all options open
 - Lack of promotion opportunities
 - Position not challenging
 - Not feeling valued
 - Limited opportunities for career development, skills training



What does the future hold?

- Finalize the labour force strategy
- Development of new strategic plan for the Council with clear priorities for next 3 years
- Development of provincial workforce strategies
- More communications, outreach and engagement with national associations and umbrella organizations



For more information...

www.hrcouncil.ca

*Toward a Labour Force Strategy for
Canada's Voluntary & Non-profit Sector*

