

Highlights – 2017 Employee Turnover Report

Full report available upon request



Introduction

The *2017 Employee Turnover Report* provides an overview of employee turnover rates in the social services sector in BC by service division, region, and employee group.

The information in this report is based on 2016 calendar year data, collected in the *2017 Compensation and Employee Turnover Survey*, which was conducted in the 2nd and 3rd quarters of 2017.

Definition

Turnover rate is defined as the number of employees who left in the year (terminated employees) divided by the number of employees who worked in the year.

The number of employees who worked in the year is equal to the number of active employees as of December 31, 2016 plus the number of employees who left between January 1, 2016 and December 31, 2016.

$$\text{Turnover Rate} = \frac{\text{Employees who left}}{\text{Active Employees} + \text{Employees who left}}$$

Turnover Rate

The total turnover rate was 18.2% in 2016 (13.1% for regular employees and 28.3% for casual employees).

All Service Divisions	Total	Regular	Casual
All Employee Groups	18.2%	13.1%	28.3%
Bargaining Unit	18.1%	11.7%	28.9%
Non-Union	21.9%	20.3%	25.3%
Management and Excluded	11.5%	n/a	n/a

Community Living Services	Total	Regular	Casual
All Employee Groups	17.7%	11.6%	27.9%
Bargaining Unit	17.9%	10.7%	28.9%
Non-Union	20.6%	18.6%	22.8%
Management and Excluded	10.5%	n/a	n/a

General Services	Total	Regular	Casual
All Employee Groups	19.5%	16.1%	29.6%
Bargaining Unit	19.1%	14.3%	29.1%
Non-Union	23.4%	21.5%	31.8%
Management and Excluded	13.0%	n/a	n/a

Aboriginal Services	Total	Regular	Casual
All Employee Groups	6.9%	7.1%	0.0%
Bargaining Unit	6.5%	6.8%	0.0%
Non-Union	0.0%	0.0%	n/a
Management and Excluded	10.3%	n/a	n/a

Demographic Profile

Most of the terminated employees were younger workers with less seniority or short lengths of service.

More than half (50.9%) of terminated employees were aged 35 or younger, while only 30.3% of the active workforce were aged 35 or younger. Similarly, 83.5% of terminated employees had worked for their employers for 5 years or less, compared to 56.7% in the active workforce.

Reasons for Termination

More than half (51.0%) of the terminations were reported as voluntary, while only 8.6% were reported as involuntary. 27.5% were reported as “Others”, and 12.8% were reported as “Don’t Know”. If “Others” and “Don’t Know” were excluded, more than 5 out of 6 terminations would be due to voluntary reasons.

About the Survey

CSSEA’s annual *Compensation and Employee Turnover Survey* collects compensation and turnover data for all Bargaining Unit, Non-Union, and Management & Excluded positions, as well as other financial and demographic information.

The target sample group of the *2017 Compensation and Employee Turnover Survey* includes 190 agencies that have been CSSEA Members in both calendar years 2016 and 2017. 163 of the 190 agencies responded to the survey. This yields an overall response rate of 85.8%.

	CSSEA	CLS	GS	AS
Participation	85.8%	85.9%	85.9%	83.3%
# of Agencies	163/190	79/92	79/92	5/6
# of FTEs	10,340	6,791	3,361	188
Total Funding	\$863M	\$520M	\$303M	\$40M
Total Comp.	\$620M	\$411M	\$196M	\$13M

For more information or to request a copy of the full report, please contact CSSEA’s Finance, Research and Knowledge Management Department. Phone: 604.687.7220 Email: research@cssea.bc.ca