

Highlights – 2016 Employee Turnover Report

Full report available upon request



Introduction

The 2016 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 2015 calendar year data, collected in the 2016 Compensation and Employee Turnover Survey, which was conducted in the 3rd and 4th quarters of 2016.

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, 2015 plus the number of employees who left between January 1, 2015 and December 31, 2015.

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

Turnover Rate

The total turnover rate was 16.2% in 2015 (11.9% for regular employees and 24.4% for casual employees).

All Service Divisions	Total	Regular	Casual
All Employee Groups	16.2%	11.9%	24.4%
Bargaining Unit	16.1%	11.0%	24.5%
Non-Union	19.5%	17.1%	23.8%
Management and Excluded	10.0%	n/a	n/a

Community Living Services	Total	Regular	Casual
All Employee Groups	15.8%	10.6%	24.0%
Bargaining Unit	15.1%	9.1%	23.7%
Non-Union	22.6%	19.8%	26.0%
Management and Excluded	10.4%	n/a	n/a

General Services	Total	Regular	Casual
All Employee Groups	17.0%	13.9%	25.2%
Bargaining Unit	18.2%	14.3%	27.0%
Non-Union	16.6%	15.1%	20.4%
Management and Excluded	9.7%	n/a	n/a

Aboriginal Services	Total	Regular	Casual
All Employee Groups	13.8%	12.9%	28.6%
Bargaining Unit	15.4%	14.5%	28.6%
Non-Union	0.0%	0.0%	n/a
Management and Excluded	3.1%	n/a	n/a

Demographic Profile

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

Nearly half (49.2%) of terminated employees were aged 35 or younger; while only 29.5% of the active workforce were aged 35 or younger. Similarly, 84.1% of terminated employees had worked for 5 years or less, compared to 59.1% in the active workforce.

Reasons for Termination

More than half (57.0%) of the terminations were reported as voluntary, while only 12.8% were reported as involuntary (30.3% were reported as “Others”). If “Others” were excluded, about 5 out of 6 terminations would be due to voluntary reasons.

Employee Retention

Only 18.9% of terminated employees stayed in the social services sector to work, as far as employers are aware. Terminated employees in paraprofessional (bargaining unit: 22.1%; non-union: 36.8%) and Aboriginal Delegated positions (32.1%) were more likely to stay in the social services sector to work.

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 2016 Compensation and Employee Turnover Survey includes 194 agencies that have been CSSEA Members in both calendar years 2015 and 2016. 168 of the 194 agencies responded to the survey. This yields an overall response rate of 86.5%.

	CSSEA	CLS	GS	AS
Participation	86.5%	87.4%	80.6%	100.0%
# of Agencies	168/194	83/95	75/93	6/6
# of FTEs	11,393	7,362	3,828	203
Total Funding	\$893M	\$521M	\$336M	\$36M
Total Comp.	\$624M	\$392M	\$217M	\$16M

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