



Public Service Employee Survey

01

Confidential when completed

Français au verso



To all Public Service Employees:

Making the Public Service of Canada a great place to work is everybody's business.

Over the last few years, many of you have gone the extra mile to help renew the Public Service. Your commitment and efforts are most appreciated.

Together, we have done a lot. But, we know there is more to do.

That is why your Deputy Minister/Agency Head and I are asking you to take a few minutes to fill out this survey. We want to know what you think about your work, your career and your workplace.

Your participation is voluntary, and your responses will be anonymous and confidential.

However, I do hope you will decide to participate. Your views will help all of us - as managers and employees - identify areas where we might be able to improve things.

We can't fix all the problems overnight. But, if we all work together we can make real progress right where we work.

As Head of the Public Service of Canada, I look forward to working with you as we continue to support a well-performing, non-partisan, professional workforce, able to serve Canadians in the next millennium. Thank you.

Mel Cappe
Clerk of the Privy Council and Secretary to the Cabinet

To all Public Service Employees:

All information provided to Statistics Canada through this survey is confidential. Confidentiality is protected by law under the *Statistics Act*. No one, this includes your immediate supervisor, manager, director or deputy minister/agency head, can access information you provide to Statistics Canada.

To ensure that your answers and your identity are protected, we have taken the following precautions:

- ◆ The survey is **ANONYMOUS**. Your name is not required.
- ◆ The return envelope and questionnaire exclude all explicit identifiers.
- ◆ The data will be used only to produce statistical summaries in the form of tables and graphs.
- ◆ These summaries will be produced for
 - (1) the Public Service as a whole
 - (2) your department or agency
 - (3) your organizational unit
- ◆ Only the tabulated data will be provided to your management.

All tables will be verified to ensure that they do not reveal anyone's identity. If there are **not at least 5 people** with **exactly** the same characteristics for a table, Statistics Canada guarantees that the table will not be produced. You, as an individual will not be identified in any way.

Thank you for your cooperation.

Ivan Fellegi
Chief Statistician of Canada

After you have completed the questionnaire, place it in the **postage-paid return envelope**, seal it and return it to Statistics Canada through internal mail or Canada Post. For more information, visit our intranet site <http://publisservice.gc.ca> or call 1-888-656-2700.

This questionnaire is available in alternative formats. Please contact your employment equity co-ordinator for details.

My job world

| | Strongly Agree | Mostly Agree | Mostly Disagree | Strongly Disagree | Don't Know |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 1. I believe that the work I do is important. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 2. I have the necessary materials and equipment to do my job. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 3. It is easy to get the information I need to do my work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 4. I am classified fairly (my current group and level) compared to others doing similar work in my organization or elsewhere in the public service. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 5. I am allowed the flexibility to balance my personal, family and work needs. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 6. I feel I can claim overtime for the hours that I work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 7. I am in a job that is a good fit for me. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 8. Overall, I like my job. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |

| | | |
|--|-----------------------------------|-----------------------------------|
| 9. I am a full-time (i.e. 30 hours or more per week) or part-time worker. | 1 <input type="radio"/> Full-time | 2 <input type="radio"/> Part-time |
| 10. I am satisfied with my current work arrangement (i.e. regular hours, telework, compressed work week, etc.) | 1 <input type="radio"/> Yes | 2 <input type="radio"/> No |

| | Always | Often | Sometimes | Rarely or Never | Don't Know |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| I feel that the quality of my work suffers because of ... | | | | | |
| 11. constantly changing priorities; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 12. lack of stability in the organization; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 13. too many approval stages; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 14. unreasonable deadlines; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 15. having to do the same or more work with fewer resources. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 16. I consider my workload reasonable. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |

| | Always | Often | Sometimes | Rarely or Never | Don't Know |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 17. I can complete my assigned workload during my regular working hours. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 18. In the past year, I had to work paid overtime. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 19. In the past year, I had to work unpaid overtime. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 20. I compliment others for a job well done. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 21. I am encouraged to be innovative or take initiative in my work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 22. I do take initiative in my work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 23. I have a say in decisions and actions that impact on my work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |

Communication with my immediate supervisor

Your immediate supervisor is the person who assigns you your work and/or evaluates your work performance.

| | Strongly Agree | Mostly Agree | Mostly Disagree | Strongly Disagree | Don't know | Not Applicable |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 24. I know what my immediate supervisor expects of me in my job. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 25. My immediate supervisor allows me to determine how I do my work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 26. I receive useful feedback from my immediate supervisor on my job performance. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 27. I can count on my immediate supervisor to keep his or her promises. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 28. I get adequate recognition from my immediate supervisor when I do a good job. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 29. My immediate supervisor keeps me informed about the issues affecting my work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 30. I keep my immediate supervisor informed about my work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |

| | Strongly Agree | Mostly Agree | Mostly Disagree | Strongly Disagree | Don't know | Not Applicable |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 31. My immediate supervisor and I discuss the results I am expected to achieve. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 32. I feel that I can disagree with my immediate supervisor on work-related issues without fear of reprisal. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 33. My immediate supervisor assesses my work against identified goals and objectives. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 34. If I were to suggest ways to improve how we do things, my immediate supervisor would take them seriously. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 35. My immediate supervisor distributes the work fairly. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 36. My immediate supervisor helps me determine my learning needs. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 37. My immediate supervisor allows me to take training for my job. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 38. My immediate supervisor treats me with respect. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |

My work unit

Your **work unit** includes yourself, your immediate supervisor, and your colleagues. (**N.B.** if you are a supervisor, do not include the employees you supervise).

| | Strongly Agree | Mostly Agree | Mostly Disagree | Strongly Disagree | Don't know | Not Applicable |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 39. In my work unit, my colleagues treat me with respect. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 40. In my work unit, we operate in an open and honest way. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 41. In my work unit, I believe that we hire people who can do the job. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 42. In my work unit, the process of selecting a person for a position is done fairly. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 43. In my work unit, we are generally able to work according to plan. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 44. In my work unit, we work as a team. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |

| | Strongly Agree | Mostly Agree | Mostly Disagree | Strongly Disagree | Don't know | Not Applicable |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 45. I am proud of the work carried out in my work unit. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 46. In my work unit, we learn from our mistakes and do what it takes to correct them. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 47. I know how my work contributes to my work unit's objectives. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 48. I understand my work unit's role in the department / agency. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 49. My work unit's goals are consistent with my department / agency's goals. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 50. In my work unit, we are good at sharing information with each other. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 51. In my work unit, we are good at sharing information with other work units. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 52. In my work unit, we are open to new ideas about how we can improve the way we work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 53. In my work unit, every individual, regardless of his or her race, colour, gender or disability would be / is accepted as an equal member of the team. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |

54. My work unit periodically takes time out to rethink the way it does business. 1 Yes 2 No

| | Always | Often | Sometimes | Rarely or Never | Don't know |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 55. In my work unit we focus on results. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 56. In my work unit, process is important. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |
| 57. In my work unit, we have a say in how the work gets distributed. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> |

58. In your current job, how many supervisors have you had in the last 3 years? *(If you have been in your current job for less than 3 years, please report the number of supervisors you have had since you started.)*

supervisor(s)

| | Yes | No |
|--|-------------------------|-------------------------|
| 59. I have experienced discrimination in my work unit. | 1 <input type="radio"/> | 2 <input type="radio"/> |
| 60. I have experienced harassment in my work unit. | 1 <input type="radio"/> | 2 <input type="radio"/> |

My skills and career

| | A Lot | Some-what | Not at all |
|--|-------------------------|-------------------------|-------------------------|
| For my current job or career development, I need to: | | | |
| 61. improve my interpersonal skills; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> |
| 62. improve my ability to communicate my ideas easily; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> |
| 63. learn more about providing services to clients; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> |
| 64. learn to use job-related software more easily; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> |
| 65. learn more about career planning; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> |
| 66. improve my time management skills; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> |
| 67. learn or improve my knowledge of the other official language; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> |
| 68. learn more about good teamwork skills; | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> |
| 69. learn more about my organization's direction (for example, the vision, values or mission) and how it applies to my work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> |

| | Strongly Agree | Mostly Agree | Mostly Disagree | Strongly Disagree | Don't know | Not Applicable |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 70. I get the training I need to do my job. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 71. For my current job, I keep my knowledge and skills up to date. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 72. I have opportunities to develop and apply the skills I need to enhance my career. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 73. I take the initiative to develop the skills I need to enhance my career. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 74. My immediate supervisor does a good job of helping me develop my career. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |

| | Strongly Agree | Mostly Agree | Mostly Disagree | Strongly Disagree | Don't know | Not Applicable |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 75. My department does a good job in supporting employee career development. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 76. I would be reluctant to ask for a developmental opportunity (e.g. secondment, new project, etc). | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 77. I am able to get on-the-job coaching to help me improve the way I do my work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 78. I believe I have a fair chance of getting a promotion, given my skills and experience. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |

| | Yes | No |
|---|-------------------------|-------------------------|
| 79. Did you request a developmental assignment (e.g. secondment, new project, etc.) in the last 3 years? | 1 <input type="radio"/> | 2 <input type="radio"/> |
| 80. In the last 3 years, were you denied a developmental assignment? | 1 <input type="radio"/> | 2 <input type="radio"/> |
| 81. In the last 3 years, have you been in a developmental programme (e.g. recruitment programme, MTP, CAP, etc.)? | 1 <input type="radio"/> | 2 <input type="radio"/> |

82. In order to ensure confidentiality, only broad occupational grouping will be used in this survey. Please look up your current occupational group in the following table and check the circle corresponding to the letter of your group. (If you are in an acting position, use the group of the acting position.)

My **GROUP CODE** is (from the table below):

1 **A** 2 **B** 3 **C** 4 **D** 5 **E** 6 **F** 7 **G**

| Group | Group Code |
|-------|------------|
| AC | B |
| AG | B |
| AI | D |
| AO | D |
| AR | B |
| AS | C |
| AU | B |
| BI | B |
| CH | B |
| CM | E |
| CO | B |
| CR | E |
| CS | C |
| CX | F |
| DA | E |
| DD | D |
| DE | B |
| DS | B |

| Group | Group Code |
|-------|------------|
| ED | B |
| EG | D |
| EL | D |
| EN | B |
| ES | B |
| EU | D |
| EX | A |
| FI | C |
| FO | B |
| FR | F |
| FS | C |
| GL | F |
| GS | F |
| GT | D |
| GX | A |
| HP | F |
| HR | B |
| HS | F |

| Group | Group Code |
|-------|------------|
| IS | C |
| LA | B |
| LI | F |
| LS | B |
| MA | B |
| MD | B |
| MM | C |
| MT | B |
| NU | B |
| OE | E |
| OM | C |
| OP | B |
| PC | B |
| PE | C |
| PG | C |
| PH | B |
| PI | D |
| PM | C |

| Group | Group Code |
|-------|------------|
| PR | F |
| PS | B |
| PY | D |
| RO | D |
| SC | F |
| SE | B |
| SG | B |
| SI | D |
| SO | D |
| SR | F |
| ST | E |
| SW | B |
| TI | D |
| TR | C |
| UT | B |
| VM | B |
| WP | C |
| Other | G |

83. Which salary range corresponds to your current annual salary? *(Please include any acting position.)*

- 1 less than \$30,000 a year
- 2 \$30,000 - \$39,000
- 3 \$40,000 - \$49,000
- 4 \$50,000 - \$59,000
- 5 \$60,000 or more

84. In total, how many years have you been at your current group and level? *(Please include any acting position.)*

- 1 less than 3 years
- 2 3 - 10 years
- 3 11 - 20 years
- 4 more than 20 years

85. In the past 3 years, how many promotions have you had?

- 1 None
- 2 One
- 3 More than one

Service to clients

Every employee in the Public Service delivers goods or provides services to a client. A client could be another employee, a member of the Canadian public or other clients outside Canada.

| | Strongly Agree | Mostly Agree | Mostly Disagree | Strongly Disagree | Don't know | Not Applicable |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 86. My work unit has client service standards. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 87. I know who my principal clients are (e.g. Canadian public, other public servants, etc.) | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 88. I ask my clients about their needs and expectations. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 89. I have the flexibility to adapt my services to meet my clients' needs. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |

My organization

| | Strongly Agree | Mostly Agree | Mostly Disagree | Strongly Disagree | Don't know | Not Applicable |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 90. I believe that senior management will try to resolve concerns raised in this survey. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 91. Supervisors and employees must work together to try to resolve concerns raised in this survey. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 92. In the past year, I have had an open discussion with someone (excluding colleagues) in my department / agency about my career. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 93. I can clearly explain to others the direction (for example, the vision, values or mission) of my department / agency. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 94. In my department / agency, I feel that management does a good job of sharing information. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 95. My department / agency is a good place to work. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |
| 96. I am satisfied with my career in the Public Service. | 1 <input type="radio"/> | 2 <input type="radio"/> | 3 <input type="radio"/> | 4 <input type="radio"/> | 5 <input type="radio"/> | 6 <input type="radio"/> |

General Information

97. In total, how many years have you been working in the Public Service?

- 1 less than 3 years
 2 3 - 10 years
 3 11 - 20 years
 4 more than 20 years

98. In total, how many years have you been working in your current department or agency?

- 1 less than 3 years
 2 3 - 10 years
 3 11 - 20 years
 4 more than 20 years

99. What is your current employee status?

- 1 Permanent (indeterminate, seasonal)
- 2 Term or casual
- 3 Other (e.g. student, governor in council appointment, minister's exempt staff)

100. Please specify in which organizational unit you are currently working? *(Please select your unit from the list included.)*

Code

| | | |
|--|--|--|
| | | |
|--|--|--|

Statistics Canada guarantees that the unit information you provide will not be used in any way to identify you.

101. Are you a supervisor? *(Please include any acting position.)*

- 1 Yes
- 2 No

102. What are the language requirements of your position?

- 1 Bilingual
- 2 Unilingual English
- 3 Unilingual French
- 4 Either English or French

103. Do you occupy a position in which you provide services to the public?

- 1 Yes
- 2 No → **Go to question 105**

104. In which official language(s) do you provide services to the public?

- 1 English only
- 2 French only
- 3 Both English and French

105. In which province or territory do you work?

- 01 Northwest Territories
- 02 Nunavut
- 03 Yukon
- 04 British Columbia
- 05 Alberta
- 06 Saskatchewan
- 07 Manitoba
- 08 National Capital Region
- 09 Ontario (excluding National Capital Region)
- 10 Québec (excluding National Capital Region)
- 11 New Brunswick
- 12 Nova Scotia
- 13 Prince Edward Island
- 14 Newfoundland / Labrador
- 15 Outside Canada

106. What is your age group?

- 1 Up to 29 years
- 2 30 - 39 years
- 3 40 - 49 years
- 4 50 - 54 years
- 5 55 years and over

107. What is your gender?

- 1 Male
- 2 Female

108. What is the highest level of education you have ever completed?

- 1 Secondary/high school graduation certificate or equivalent or less
- 2 Diploma or certificate from a community college, CEGEP, institute of technology, nursing school, etc. or Trades certificate or diploma
- 3 University certificate or diploma below bachelor level
- 4 Bachelor's degree (e.g. B.A., B.Sc., etc.), university certificate or diploma above bachelor level including Master's degree (e.g. M.A., M.Sc., M.Ed.) or professional degree (e.g. LL. B., degree in medicine, dentistry, veterinary medicine or optometry (M.D., D.D.S., D.M.D., D.V.M., O.D.)) or earned doctorate (e.g. Ph.D., D.Sc., D.Ed.)

109. What is your first official language?

1 English

2 French

110. Are you an Aboriginal person (North American Indian/First Nations, Métis, Inuit)?

1 Yes

2 No

111. Are you a person with a disability? *(Persons with disabilities means persons who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who consider themselves to be disadvantaged in employment by reason of that impairment, or believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment, and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.)*

1 Yes

2 No

112. Are you a member of a visible minority group? *(For example, Black, Chinese, Filipino, Japanese, Korean, South Asian/East Indian, Southeast Asian, Non-White West Asian, North African or Arab, Non-White Latin American, person of mixed origin (with one parent in one of the visible minority groups in this list), or other visible minority group.)*

1 Yes

2 No

Thank you for your cooperation in filling out this questionnaire about your work world. Your views are very important and are essential to the renewal of the public service.