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**PUBLIC SERVICE EMPLOYEE  
OPINION SURVEY, 1999**

**PUBLIC USE MICRODATA  
FILE**

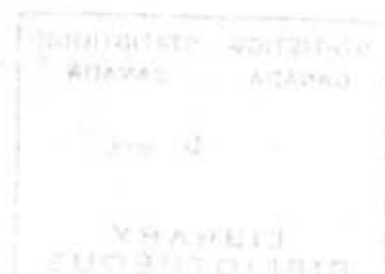


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# Table of Contents

<b>1.0</b>	<b>Introduction</b>	<b>1</b>
<b>2.0</b>	<b>Background</b>	<b>3</b>
<b>3.0</b>	<b>Objectives</b>	<b>5</b>
<b>4.0</b>	<b>Concepts and Definitions</b>	<b>7</b>
<b>5.0</b>	<b>Survey Methodology</b>	<b>9</b>
5.1	Population Coverage	9
5.2	List of Departments and Agencies	9
5.3	Organizational Units	11
<b>6.0</b>	<b>Data Collection</b>	<b>13</b>
6.1	Questionnaire Design	13
6.2	Data Collection	13
<b>7.0</b>	<b>Data Processing</b>	<b>15</b>
7.1	Data Capture	15
7.2	Editing	15
7.3	Weighting (Non-Response Adjustment)	16
7.4	Suppression of Confidential Information	16
<b>8.0</b>	<b>Data Quality</b>	<b>19</b>
8.1	Response Rates - Departments and Agencies	19
8.2	Response Rate - Demographic Variables	20
8.3	Survey Errors	21
8.4	Total Non-response	22
8.5	Partial Non-response	22
<b>9.0</b>	<b>Guidelines for Tabulation, Analysis and Release</b>	<b>25</b>
9.1	Rounding Guidelines	25
9.2	Weighting Guidelines for Tabulation	26
9.2.1	Results from Scale Type Questions: Per cent of Favourable Response	26
9.2.2	Tabulation of Scale Type Results	27
9.2.3	Impact of Local Suppression and Guidelines for Tabulation	28
9.2.4	Demographic Variables - Executive Group	30
9.2.5	Quantitative Results	31
9.3	Other Types of Analysis	31
9.4	Per Cent of Favourable Response: Evaluation Guidelines	32





<b>10.0</b>	<b>Weighting</b> .....	<b>33</b>
10.1	Non-Response Assessment .....	33
10.2	Weighting Procedures .....	34
<b>11.0</b>	<b>Questionnaire</b> .....	<b>37</b>
<b>12.0</b>	<b>Record Layout and Univariate Counts</b> .....	<b>39</b>



# 1.0 Introduction

The Public Service Employee Survey (PSES) was conducted by Statistics Canada in May-June 1999 with the cooperation and support of the Treasury Board Secretariat. This manual has been produced to facilitate the manipulation of the microdata file of the survey results.

Any questions about the data set or its use should be directed to:

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IT IS IMPORTANT FOR USERS TO BECOME FAMILIAR WITH THE CONTENTS OF THIS DOCUMENT BEFORE PUBLISHING OR OTHERWISE RELEASING ANY ESTIMATES DERIVED FROM THE MICRODATA FILE OF THE PUBLIC SERVICE EMPLOYEE SURVEY. **PLEASE PAY PARTICULAR ATTENTION TO THE CHAPTERS ON DATA QUALITY AND GUIDELINES FOR TABULATION, ANALYSIS AND RELEASE.**







## 2.0 Background



The effects of Program Review, government restructuring, increased workload and rapid technological advances have greatly affected federal Public Service employees. Recent studies and reports on specific segments of the federal Public Service had shown that low morale was prevalent among executives and knowledge workers and that many employees felt that workplace conditions were not conducive to confidence in management, job satisfaction and career advancement. Much additional information was required in order to further evaluate these findings and determine how the present workplace structure could be improved to meet the challenges facing it at the turn of the new millennium.

In 1997, the Clerk of the Privy Council introduced the idea of a voluntary survey of all federal Public Service employees (those identified in Schedule I, Part I of the *Public Service Staff Relations Act* and for whom Treasury Board is the employer). The Treasury Board Secretariat (TBS) was asked to implement the project. TBS worked in consultation with other key federal departments to develop a national survey that would gather information from all employees through a common questionnaire. As part of the project, Statistics Canada was asked to participate in the development and to collect and process the data.





## 3.0 Objectives



The primary objective of the survey is to obtain the views of all employees about their workplaces. The survey will provide a baseline against which future progress in renewing the workplace can be measured.

The information would allow managers and employees to initiate concrete actions in their own department, and where warranted, across the Public Service. The survey results will be used to develop actions at the level of the department, sector or branch and ultimately at the work unit level. The results would also serve as input to the future corporate management agenda.





## 4.0 Concepts and Definitions

The population for the survey included all employees for whom the Treasury Board Secretariat is the employer as defined in Schedule I, Part I of the *Public Service Staff Relations Act* as of May 1999. Some definitions were included on the questionnaire to ensure that all employees had the same understanding of the terms.

These were:

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).

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

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









## 5.0 Survey Methodology

The survey was a Census. That is, all employees in the Public Service, for which Treasury Board is the employer, were included as part of the target population and received a paper questionnaire to complete.

### 5.1 Population Coverage

The target population for the Public Service Employee Survey was all employees of the federal Public Service in May-June 1999 with the following exceptions:

1. Students,
2. Governor in council appointment
3. Minister's exempt staff

Because the survey was conducted as a paper questionnaire and because we could not control whether the above exclusions would receive a questionnaire, a category was added to the questionnaire to identify these people. These questionnaires were excluded at the time of processing.

### 5.2 List of Departments and Agencies

The following list indicates the participating departments and agencies:

Revenue Canada  
Human Resources Development Canada  
National Defence  
Correctional Service of Canada  
Fisheries and Oceans  
Health Canada  
Public Works and Government Services Canada  
Statistics Canada  
Agriculture and Agri-food Canada  
Industry Canada  
Environment Canada  
Transport Canada  
Citizenship and Immigration Canada  
Foreign Affairs and International Trade  
Natural Resources Canada




Royal Canadian Mounted Police (Public Service Employees)  
Indian Affairs and Northern Development  
Veterans Affairs  
Justice  
Canadian Heritage  
Public Service Commission  
Canadian International Development Agency  
Immigration and Refugee Board  
Finance  
Canadian Grain Commission  
Treasury Board Secretariat  
National Archives of Canada  
Privy Council Office  
National Library of Canada  
Registry of the Federal Court of Canada  
Canadian Radio-television and Telecommunications Commission  
Atlantic Canada Opportunities Agency  
Canadian Space Agency  
Canada Economic Development Agency for the Regions of Québec  
National Parole Board  
Canadian Transportation Agency  
Solicitor General  
Transportation Safety Board of Canada  
Elections Canada  
Canadian Human Rights Commission  
Office of the Commissioner of Official Languages  
Office of the Coordinator Status of Women  
Canadian Environmental Assessment Agency  
Canadian Centre for Management Development  
Western Economic Diversification  
Office of The Governor General's Secretary  
Offices of The Information And Privacy Commissioners  
Canadian International Trade Tribunal  
Canadian Dairy Commission  
Canada Industrial Relations Board  
Office of the Registrar of the Supreme Court of Canada  
Registry of the Tax Court of Canada  
Canada Information Office  
Canadian Artists & Producers Professional Relations Tribunal  
Canadian Intergovernmental Conference Secretariat  
Civil Aviation Tribunal  
Copyright Board  
Hazardous Materials Information Review Commission  
International Joint Commission  
Nafta Secretariat - Canadian Section  
National Farm Products Council  
Office of The Commissioner For Federal Judicial Affairs  
Patented Medicine Prices Review Board  
Registry of The Competition Tribunal  
The Leadership Network  
Millenium Bureau of Canada







## 5.3



### Organizational Units

An important objective of the survey was to provide all departments with information that would allow them to react to the feedback provided by their employees. To do so, all departments were asked to provide Statistics Canada with a list of units for which the data would be broken down. Some guidelines were provided to the departments and individual discussion took place to come up with a list that would satisfy the department needs and still ensure confidentiality of the data. A code list was prepared for each department and included in the envelope with the questionnaire. Employees were asked to indicate the unit where they worked at Q100 on the questionnaire. If there were at least 10 respondents for a unit, data could be published. Where there were less than 10 respondents, the department was asked to group the unit with another unit.







## 6.0 Data Collection

### 6.1 Questionnaire Design

The questionnaire content was determined by a committee including representatives of a number of departments. Questionnaires from employee surveys done by Statistics Canada, other federal departments and in other countries were used as input to the content. The draft questionnaire was submitted to the Committee of Senior Officers (COSO) for approval.

Focus groups were done across the country and included employees at various groups and levels as well as English and French groups. Comments from the focus groups were integrated in the questionnaire and a final layout was decided. The final draft was presented to COSO and approved. All Deputy Ministers were briefed on the content of the survey and asked to approve the project. The final questionnaire and project plan were presented to the Ministers responsible for approval.

As the department code was essential for the analysis of the data, it was decided that each department would receive their own questionnaire with their department code on the front page. Twenty-two small organizations were regrouped as one single department. Each organization was identified as an organizational unit. In addition, two organizations were coded under the small organization for collection, but later were separated. The Passport Office was treated as a small organization but was regrouped with Foreign Affairs and International Trade during processing. As well, the Offices of the Information and Privacy Commissioners were coded as a separate department during processing.

As the organizational unit lists were coded with the same department number, it was easier to ensure that the proper list of organizational units would accompany the right questionnaire. The list of organizational units and the questionnaire were included in the return envelope by the printer.

### 6.2 Data Collection

Each department was responsible to get the questionnaire to their employees. Each department was given the choice to get their questionnaires sent to one location or to give Statistics Canada a list of addresses and contacts for local distribution. It was suggested to the



departments to distribute the questionnaires at the same time as the pay stubs for the week of May 24<sup>th</sup>. However, the actual process was left to their own discretion. Once completed, the questionnaire was returned directly to Statistics Canada in a postage-paid return envelope.

All questionnaires received were divided by department and counted. The number of questionnaires received were captured and regular reports were given to TBS and departments. Questionnaires were checked to ensure that answers were present, identified by a sequence id on the cover page and batched in groups of 25 in preparation for data capture.

Only one manual edit was performed at the receiving phase. As the Organizational Unit code was critical to provide managers information for their unit, Q100 was browsed. In some cases, instead of writing the unit number, employees wrote the abbreviation letters of the unit. These questionnaires were put aside for further verification. The abbreviation was compared to the unit names of the department and when possible the proper unit number was written in Q100. When it was not possible to determine the proper unit number, a 'Not Stated' code was written.

The collection was extended until the end of July while the majority of questionnaires were received by the end of June. Departments were asked to remind their employees of the survey and asked them to return their questionnaires as soon as possible. Each department used a different approach to promote participation to the survey. Most used a letter from the Deputy Ministers and had information on their intranet site and other communications with their employees.





## 7.0 Data Processing

In November 1999, data tabulations were released at the Public Service level, department level and organizational units identified by the department. The microdata file being released contains data only at the Public Service level. This section presents a brief summary of the processing steps involved in producing this file.

### 7.1 Data Capture

The data capture of the 104,500 questionnaires received was done between June and August 1999. The capture was done using heads-down keying by a group of experienced operators. Standard quality control procedures were used to verify the error rate of the keying operations. Statistics Canada's minimum level of quality is an error rate of 3% when keying-in survey data. For the Public Service Employee Survey, it was determined that the error rate was less than one half of 1%.

### 7.2 Editing

The data were processed by applying edit rules to identify missing, invalid or inconsistent data. Each question was examined to verify the presence of a valid code. If none was present then a not-stated response code of '9' was assigned. An edit rule was applied that examined the flow of data from question 103 to 104. Any superfluous data was eliminated in the flow of data implied by the answer to question 103.

As well, two types of data inconsistencies were corrected. Approximately 2% (about 2000) inconsistent salary range and occupation group responses were treated by assigning a not stated value to the occupational group. Some verification was done to match the province of work and the work unit. An edit was applied in the National Capital Region (NCR) where people coded their province of work as being Ontario or Québec while the NCR had a separate code. In other cases, when regions were identified separately, the department was consulted and when applicable, personnel in the Regions were recoded to a regional unit.

For Q58 "*In your current job, how many supervisors have you had over the last three years?*", all responses with either 0, or 1 supervisor were grouped, and responses with greater than 5 were grouped with 5. That is, for Q58, the response group of "1" indicates 0 or 1 supervisors, and "5" for Q58 indicates 5 or more supervisors.



## 7.3

### Weighting (Non-Response Adjustment)

The weight calculated for the Public Service Employee Survey adjusts for the disproportionate response rates by occupational group within each federal department. That is, the weight compensates for the over and under representation of occupational groups within each federal department. For occupational groups that were over represented within the department, the weights are smaller than one. For occupational groups that were under represented within the department, the weights are greater than one.

That is, if the weight is larger than one then each person represents besides himself or herself other persons who did not respond. This weight indicates that the occupational group was under represented within the department. For example, if the weight is 2, each person represents 2 persons in the population.

The weighting step calculates this number for each record. This weight must be used to derive estimates from the microdata file.

For example, if the number of respondents that strongly agreed with the statement "*I believe the work I do is important*" is to be calculated, it is done by selecting the records for those people (Q1 = 1) and summing the weights of those people.

Note that the sum of the weights is equal to the total number of responses. That is the weights do not sum to the population counts. Therefore when releasing demographic estimates, no statements that to that effect can be made.

Note further, that no adjustment for non-response for responses in small departments was done, due to the proportion of small cells in small departments. See Section 10.1 for further information.

See Section 7.4 for additional information regarding the weights.

See Section 9.1 for the guidelines for tabulation, analysis and release.



## 7.4

### Suppression of Confidential Information

It should be noted that the 'Public Use' microdata files described above differ in a number of important respects from the survey 'master' file held by Statistics Canada. These differences are the result of actions taken to protect the anonymity of individual survey respondents. Users requiring access to information excluded from the microdata files may purchase custom tabulations. Estimates generated will be released to the user, subject to meeting the guidelines for analysis and release outlined in Section 9 of this document.

In order to protect confidentiality, the following actions were taken:

#### Suppression of some demographic variables

The following variables were completely suppressed from the microdata file:

- Department code
- Full-time / Part-time status (Q9)
- Years at current group and level (Q84)
- Years in current department (Q98)
- Employee status (Q99)
- Organizational unit code (Q100)
- Language requirement of the position (Q102)
- Language of service to the public (Q104)
- Aboriginal status (Q110)
- Disability status (Q111)
- Visible minority status (Q112)

#### Collapsing answer categories of some other variable

For the following variables, the answer categories were grouped in order to minimize sensitivity:

- Salary ranges (Q83)
- Number of promotions (Q85)
- Tenure in the Public Service (Q97)
- Province of work (Q105)
- Age groups (Q106)
- Education (Q108)

Please refer to the record layout for the actual categories before and after the collapsing.

#### Special suppression for the Executive Group:







Because of the small size of the Executive group, only a few demographic variables were kept for this group (the other variables were put to "not stated" for all executives). The variables available for this group are:

- Salary range (Q83)
- Province of work (Q105)
- Age groups (Q106)
- Gender (Q107)

See Section 9.2.4 for summary of information for Executive Group.

Adding noise to the Weights:

The non response adjustment was performed by occupational groups by department. Therefore, the original weights could be used to identify specific departments. In order to eliminate this possibility, we applied some random noise to the weights while preserving the weight distribution.

Local suppression to eliminate the cells with less than 5 respondents:

Approximately 5% of the records were treated by local suppression when there were fewer than 5 responses in any cell of a table when all possible combination of all demographic variables were cross tabulated. One or more of the demographic variables were treated by randomly assigning a "Not stated" value.



## 8.0 Data Quality

A number of sources had to be used to determine the response rates for the Public Service Employee Survey. While the Treasury Board Secretariat (TBS) provided the Incumbent System file containing information on the Public Service employees such as department, age, gender, occupational groups, first official language, region and salary, these population counts were sometimes inconsistent with those provided by individual departments. The data on the overall response rates by department were therefore based on information provided by the department.

The response rates for each demographic mentioned above were based on the population counts provided by the department, while using the TBS distributions of the subgroups for each demographic. That is, the percentage breakdown of the total population is based on the counts for the file obtained from the Treasury Board Secretariat Incumbent System.

### 8.1 Response Rates - Departments and Agencies

The following table indicates the responses rates for all departments and agencies involved in the survey.

<i>Department Name</i>	<i>Response rate (%)</i>
REVENUE CANADA	57%
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	54%
DEPARTMENT OF NATIONAL DEFENCE	43%
CORRECTIONAL SERVICE OF CANADA	43%
DEPARTMENT OF FISHERIES AND OCEANS	60%
HEALTH CANADA	48%
PUBLIC WORKS AND GOVERNMENT SERVICES CANADA	66%
STATISTICS CANADA	68%
AGRICULTURE AND AGRI-FOOD CANADA	54%
DEPARTMENT OF INDUSTRY	52%
ENVIRONMENT CANADA	60%
TRANSPORT CANADA	49%
CITIZENSHIP AND IMMIGRATION CANADA	60%
DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE	47%
DEPARTMENT OF NATURAL RESOURCES	55%
ROYAL CANADIAN MOUNTED POLICE (CIVILIAN STAFF)	53%
DEPARTMENT OF INDIAN AFFAIRS AND NORTHERN DEVELOPMENT	67%
DEPARTMENT OF VETERANS AFFAIRS	49%
DEPARTMENT OF JUSTICE	50%
DEPARTMENT OF CANADIAN HERITAGE	66%
PUBLIC SERVICE COMMISSION	66%



<i>Department Name</i>	<i>Response rate (%)</i>
CANADIAN INTERNATIONAL DEVELOPMENT AGENCY	63%
IMMIGRATION AND REFUGEE BOARD	52%
DEPARTMENT OF FINANCE	59%
CANADIAN GRAIN COMMISSION	50%
TREASURY BOARD (SECRETARIAT)	77%
NATIONAL ARCHIVES OF CANADA	62%
PRIVY COUNCIL OFFICE	66%
NATIONAL LIBRARY OF CANADA	55%
REGISTRY OF THE FEDERAL COURT OF CANADA	57%
CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION	59%
ATLANTIC CANADA OPPORTUNITIES AGENCY	61%
CANADIAN SPACE AGENCY	57%
CANADA ECONOMIC DEVELOPMENT AGENCY FOR QUEBEC REGION	60%
NATIONAL PAROLE BOARD	70%
CANADIAN TRANSPORTATION AGENCY	57%
DEPARTMENT OF THE SOLICITOR GENERAL	58%
TRANSPORTATION SAFETY BOARD OF CANADA	64%
ELECTIONS CANADA	63%
CANADIAN HUMAN RIGHTS COMMISSION	67%
OFFICE OF THE COMMISSIONER OF OFFICIAL LANGUAGES	75%
OFFICE OF THE COORDINATOR STATUS OF WOMEN	59%
OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONERS	58%
CANADIAN ENVIRONMENTAL ASSESSMENT AGENCY	73%
CANADIAN CENTRE FOR MANAGEMENT DEVELOPMENT	90%
CANADIAN INTERNATIONAL TRADE TRIBUNAL	57%
CANADIAN DAIRY COMMISSION	43%
CANADIAN INTERGOVERNMENTAL CONFERENCE SECRETARIAT	70%
CANADA INFORMATION OFFICE	77%
CANADA LABOUR RELATIONS BOARD	48%
OFFICE OF THE COMMISSIONER FOR FEDERAL JUDICIAL AFFAIRS	60%
OFFICE OF THE GOVERNOR GENERAL'S SECRETARY	52%
INTERNATIONAL JOINT COMMISSION	47%
PATENTED MEDICINE PRICES REVIEW BOARD	77%
OFFICE OF THE REGISTRAR OF THE SUPREME COURT	48%
REGISTRY OF THE TAX COURT OF CANADA	61%
DEPARTMENT OF WESTERN ECONOMIC DIVERSIFICATION	55%
MILLENNIUM BUREAU	35%
Overall Public Service Response Rate	55%





## 8.2

## Response Rate - Demographic Variables

Demographic	Sub-group	Response Rate	% of Total Population	% Responded
<b>Age Group</b>	Up to 29 years	50%	9%	8%
	30 - 39 years	54%	28%	27%
	40 - 49 years	57%	41%	42%
	50 - 54 years	56%	14%	15%
	55 years and over	46%	8%	7%
	Not Stated			1%
	<b>Total</b>	<b>55%</b>	<b>100%</b>	<b>100%</b>
<b>First Official Language</b>	English	53%	70%	68%
	French	59%	30%	32%
	Not Stated		0%	0%
	<b>Total</b>	<b>55%</b>	<b>100%</b>	<b>100%</b>
<b>Occupational Group</b>	Executive	66%	2%	2%
	Scientific/Professional	57%	14%	14%
	Admin. & Foreign services	57%	39%	41%
	Technical	55%	8%	8%
	Administrative support	51%	27%	25%
	Operational	26%	11%	5%
	Not Stated		0%	5%
	<b>Total</b>	<b>55%</b>	<b>100%</b>	<b>100%</b>
<b>Region</b>	Atlantic Canada	52%	12%	11%
	National Capital Region	56%	35%	35%
	Ontario	54%	16%	16%
	Outside Canada	43%	1%	1%
	Pacific Canada	50%	10%	9%
	Prairies including NWT and Nunavut	55%	13%	13%
	Quebec	55%	13%	13%
	Not Stated			1%
	<b>Total</b>	<b>55%</b>	<b>100%</b>	<b>100%</b>
<b>Gender</b>	Male	52%	47%	44%
	Female	57%	53%	55%
	Not Stated		0%	1%
	<b>Total</b>	<b>55%</b>	<b>100%</b>	<b>100%</b>





Demographic	Sub-group	Response Rate	% of Total Population	% Responded
Salary	Up to \$30,000	53%	13%	12%
	\$30,000 to \$39,999	51%	34%	32%
	\$40,000 to \$49,998	55%	25%	25%
	\$50,000 to \$59,999	58%	13%	14%
	\$60,000 and over	61%	15%	16%
	Not Stated			1%
Total		55%	100%	100%

### 8.3

## Survey Errors

The Public Service Employee Survey is a census. There is therefore no error due to sampling variability. However, the survey is subject to non-sampling errors due to non-response, or those may occur at almost every phase of a survey operation. Respondents may make errors in answering questions, the answers may be incorrectly data captured and errors may be introduced in the processing and tabulation of the data.

Quality assurance and control methods were implemented according to Statistics Canada's standard practices, at each step of the data collection and processing cycle to monitor the quality of the data. These measures included focus group testing to detect problems of questionnaire design or misunderstanding of instructions, and using edit rules designed to detect missing, invalid data or inconsistent data. Detailed specifics are described in Chapter 7, Data Processing.

### 8.4

## Total Non-response

Total non-response can be a major source of non-sampling error in many surveys, depending on the degree to which respondents and non-respondents differ with respect to the characteristics of interest. Total non-response occurred when the employee did not participate in the survey or returned a completely blank questionnaire. There were approximately 2,000 completely blank questionnaires.

Total non-response was assessed by examining the representativity of six characteristics: occupation group, region, first official language, gender, age group and salary. Table 2 (section 8.1) shows these characteristics of the respondents and the population of Public Service indeterminate and term employees. The percentage breakdown of the total population is



based on the counts for the end of May 1999 obtained from the Treasury Board Secretariat Incumbent System.

Generally, as may be seen from Table 2, the profile of the respondents is quite close to the population. Details of the methods used to examine the non-response may be found in (Chapter 11). The assessment showed that there was substantial under and over representation by occupational group within department. Therefore non-response adjustment weights were calculated for each respondent to compensate for those that did not respond.

## 8.5

### Partial Non-response

Partial non-response to the survey occurred when the respondent did not answer a question, or the information was not consistent with other questions on the questionnaire. Partial non-response is indicated by 'Not Stated' codes on the microdata file.









## 9.0 Guidelines for Tabulation, Analysis and Release

This section of the documentation outlines the guidelines to be adhered to by users tabulating, analysing, publishing or otherwise releasing any data derived from the survey microdata tapes. With the aid of these guidelines, users of microdata should be able to produce the same figures as those produced by Statistics Canada and, at the same time, will be able to develop currently unpublished figures in a manner consistent with these established guidelines.

### 9.1 Rounding Guidelines

In order that estimates for publication or other release derived from these microdata tapes correspond to those produced by Statistics Canada, users are urged to adhere to the following guidelines regarding the rounding of such estimates:

- a) Estimates in the main body of a statistical table are to be rounded to the nearest tens using the normal rounding technique. In normal rounding, if the first or only digit to be dropped is 0 to 4, the last digit to be retained is not changed. If the first or only digit to be dropped is 5 to 9, the last digit to be retained is raised by one. For example, in normal rounding to the nearest 10, if the last two digits are between 0.0 and 4.9, they are changed to 0 and the preceding digit (the hundreds digit) is left unchanged. If the last digits are between 5.0 and 9.9 they are changed to 0 and the preceding digit is incremented by 1.
- b) Marginal sub-totals and totals in statistical tables are to be derived from their corresponding unrounded components and then are to be rounded themselves to the nearest tens using normal rounding.
- c) Averages, proportions, rates and percentages are to be computed from unrounded components (i.e. numerators and/or denominators) and then are to be rounded themselves to units using normal rounding.
- d) Sums and differences of aggregates (or ratios) are to be derived from their corresponding unrounded components and then are to be rounded themselves to the nearest tens



(or the nearest one decimal) using normal rounding.

- e) In instances where, due to technical or other limitations, a rounding technique other than normal rounding is used resulting in estimates to be published or otherwise released which differ from corresponding estimates published by Statistics Canada, users are urged to note the reason for such differences in the publication or release document(s).
- f) Under no circumstances are unrounded estimates to be published or otherwise released by users. Unrounded estimates imply greater precision than actually exists.

## 9.2

### **Weighting Guidelines for Tabulation**

The Public Service Employee survey is a census, it is not a sample survey. When producing simple estimates, including the production of ordinary statistical tables, users must apply the proper weight.

If the weights are not used, the counts and percentages tabulated from the micro-data file cannot be considered to be representative of the survey population, and will not correspond to those produced by Statistics Canada.

Users should also note that some software packages may not allow the generation of estimates that exactly match those available from Statistics Canada, because of their treatment of the weight field.

### 9.2.1

#### **Results from Scale Type Questions: Per cent of Favourable Response**

The Public Service Employee Survey contains scale-type questions where the respondents are asked to rate their agreement or disagreement. The total number of responses are composed of "favourable" and "unfavourable" responses. Reporting the results in terms of the per cent of favourable response is a standard practice that is widely used for scale type surveys. This is because evaluating the results is easier when all of the favourable ratings on a question are combined into a single rating. In addition, the results from question to question are consistent.

The per cent of favorable responses is obtained by:

- a) summing the weights of records having the favourable response for the numerator (X),



- b) summing the weights of all records having a response (do not include the "not stated" for the numerator (Y),
- c) dividing the numerator (X) by the denominator (Y),
- d) multiply by 100,
- e) round to units.

For scale questions with more than three points on the scale, the favourable groups "strongly agree" and "mostly agree" may be grouped to obtain the per cent of favorable responses.

For example, for Q24 *"I know what my immediate supervisor expects of me in my job."* the responses to "strongly agree" and "mostly agree" should be grouped to obtain the per cent of favourable response.

Caution should be taken when interpreting the favourable responses to a question that has a negative context. Analysis of the opposite end of the scale should be done for these questions.

For example, the per cent favourable response for Q11 *"I feel that the quality of my work suffers because of constantly changing priorities."* are the per cent of responses to "rarely or never".

Results should be reported in terms of the per cent of favorable response.

## 9.2.2

### Tabulation of Scale Type Results

The Public Service Employee survey is a census, it is not a sample survey. When producing simple estimates, including the production of ordinary statistical tables, users must apply the proper weight.

Estimates of the number of people with a certain characteristic can be obtained from the microdata file by summing the final weights of all records possessing the characteristic(s) of interest. Proportions and ratios of the form X/Y are obtained by:

- (a) summing the final weights of records in the subgroup having the characteristic of interest for the numerator (X),
- (b) summing the final weights of all records having the characteristic of interest for the denominator (Y), then
- (c) dividing the numerator estimate by the denominator estimate.





### 9.2.3

## Impact of Local Suppression and Guidelines for Tabulation

Approximately 5% of the records were treated by local suppression when there were fewer than 5 responses in any cell of a table when all possible combination of all demographic variables were cross tabulated. One or more of the demographic variables were treated by randomly assigning a "Not stated" value.

The impact of local suppression was that:

- the percentage of 'Not Stated' increased by about 1% (approximately 1000) for each of the eleven demographic variables. The percentage increase of the 'Not Stated' ranged from 1.2% to 1.8%, with 1.2% being the most frequent increase. The specific increase depends on the demographic variable. Note that the local suppression was not applied to always the same records.
- for tables of any two demographics with a response count greater than 500, there were no changes greater than 5% between the results before and after local suppression. That is, there were changes between 3 and 5% for 0.18% of the time, and less than or equal to 3% change for 99.82% of the time.
- for tables of any three demographics involving the occupational demographic variable, there were no changes between the results before and after local suppression greater than 5% for tables with a response count greater than 500. That is, there were changes between 3 and 5% for 0.14% of the time, and less than 3% change for 99.86% of the time.

The following example illustrates the impact of local suppression for response counts greater than 500:

**Subgroup:** Administrative and Foreign Services, Age less than 39, Salary less than \$40,000

**Question 10:** I am satisfied with my current work arrangements (i.e., regular hours, telework, compressed work week, etc.).

	Number of Responses	Percentage		
		Yes	No	Not Stated
Before	5440	85	14	1
After	5330	85	14	1





Users should **not** analyse tables when the number of responses is smaller than 500. This usually occurs for tables of subgroups formed of three or more demographic variables that include the occupational demographic variable.

Note that 500 respondents is approximately one-half of one percent of the total number of respondents. It is felt that any result based on a group smaller than this implies an accuracy that is not warranted, given that the survey is subjective in nature (an opinion survey).

Thus, in order to get meaningful and accurate information for a subgroup involving two or more demographics there should be at least 500 respondents for that table. This is especially so for tables involving all occupational subgroup except the Administrative and Foreign Services.

The following example illustrates why.

**EXAMPLE:** Impact of Local Suppression for Response Counts smaller than 500

Occupation = Operational, Region = National Capital Region, and Number of promotions >1.

**Question 94:** In my department, I feel that management does a good job of sharing information.

	Number of Responses	Percentage						
		Strongly Agree	Mostly Agree	Mostly Disagree	Strongly Disagree	Don't Know	Not Applicable	Not Stated
Before	150	15	30	35	15	5	0	0
After	15	0	75	25	0	0	0	0

**It is strongly recommended that users request tables involving three or more demographic variables from STC. These tables will be based on unsuppressed data, which would then be vetted for confidentiality protection prior to release.**



## 9.2.4

### Demographic Variables - Executive Group

For the executive subgroup of the Occupational demographic variable, gender, age, region and salary are not suppressed. Number of promotions, PSC Tenure, Supervisor, Provide Services to Public, Education, and First official language demographic variables have been suppressed to prevent complementary disclosure. Summary information for these variables follows:

#### Number of promotions in past 3 years

None	55%
At least one	44%
Not stated	1%

#### PSC Tenure

Less than 10 years	7%
10 or more years	93%
Not stated	<1%

#### Supervisor

Yes	95%
No	5%
Not stated	<1%

#### Provide Services to Public

Yes	58%
No	41%
Not stated	1%

#### Education

High School, College or less	5%
University or more	95%
Not stated	<1%

#### First official language

English	72%
French	27%
Not stated	1%



## 9.2.5

### Quantitative Results

Quantitative estimates are estimates of totals or of means, medians and other measures of central tendency of quantities based upon some or all of the members of the surveyed population. They also specifically involve estimates of the form  $X/Y$  where  $X$  is an estimate of surveyed population quantity total and  $Y$  is an estimate of the number of persons in the surveyed population contributing to that total quantity.

The only question in the Public Service Survey that provides quantitative results is Q58 *"In your current job, how many supervisors have you had over the last three years?"*

Estimates of the average number of supervisors per person are obtained by dividing the total weighted number of supervisors ( $X$ ) by the weighted number of persons ( $Y$ ). The numerator ( $X$ ) is obtained by multiplying the value from 1 to 5 by the weight of each record of interest, then summing this quantity over all the records of interest. The denominator ( $Y$ ) is obtained by summing the weights of all records of interest.

For example, the average number of supervisors per person in the operational group is obtained by dividing the weighted total number of supervisors ( $X$ ) reported by persons in the occupational group, by the sum of the weights for the persons ( $Y$ ) in the operational group. Note that the "not stated" are not included in either the numerator or denominator.

## 9.3

### Other Types of Analysis

The opportunities for other types of statistical analysis (e.g., hypothesis testing, ANOVA, Factor analysis ) are numerous, particularly if a specialist is involved. It is beyond the scope of this paper to describe all the various possibilities. In order for results to be free from bias, the weights must be used.

The sequence in which survey findings are analyzed usually follows some predetermined pattern -- typically general level results are produced first, followed by analysis at finer levels. For example, it may be useful to compare results across different occupational groups of employees. Further insight into the results can be gained by examining different tenure groups, by sex, by language, and so on.





## 9.4

### Per Cent of Favourable Response: Evaluation Guidelines

Before releasing and/or publishing any estimate from the Public Service Employee Survey users should first determine the data quality of the estimate. Data quality is affected by non-sampling errors as discussed in section 8. Users should be sure to read this section to be more fully aware of the quality characteristics of these data.

The following table, extracted from William Davidson's (1979) "How to Develop and Conduct Successful Employee Attitude Surveys", may be used as a guide to evaluating the percentage of favorable response.

<u>Favorable Response</u>	<u>Evaluation</u>
90% or more	Highly meaningful favorable response
75% - 89%	Quite meaningful favorable response
65% - 74%	Suggestive of favorable response
35% - 64%	Requires further study
25% - 34%	Suggestive of unfavorable response
11% - 24%	Quite meaningful unfavorable response
10% or less	Highly meaningful unfavorable response

Davidson explained that the above table is based on the fact that favorable responses in the range of 35-64 per cent do not show either favourable or unfavourable responses. It is clear that a 50 per cent favorable response on an item indicates no trend whatsoever, as equal numbers of employees reacted both favorably and unfavorably. Questions that receive favorable response in the 35-64 per cent range should be further explored through perhaps, follow-up discussions. Favorable response reactions below 34 per cent indicate problem areas and may warrant immediate attention.

In addition, the number of respondents who contribute to the calculation of the percentage of favourable response should be determined. When comparing percentages, users should be cautious if the percentages are of different total quantities.



## 10.0 Weighting

The weight placed on each record of the micro-data file adjusts for the disproportionate response rates by occupational group within each federal department. The calculation of the weight is described in section 10.2.

### 10.1 Non-Response Assessment

Total non-response can be a major source of non-sampling error in many surveys, depending on the degree to which respondents and non-respondents differ with respect to the characteristics of interest. Total non-response occurred when the employee did not participate in the survey or returned a completely blank questionnaire. The overall response rate was 55%. That is, the overall non-response rate was 45%. Total non-response was assessed by examining the representativity of six primary demographic characteristics that were available in a separate file for all federal public service employees from the Treasury Board Secretariat Incumbent System file.

Representativity was assessed for occupation group, region, first official language, gender, age group and salary, by using the  $\chi^2$  (chi-square) test. The distributions of the subgroups for the respondents and non-respondents of each of the characteristics were compared. The hypothesis being tested was whether the two distributions of respondents and non-respondents are the same. The hypothesis was rejected when the  $\chi^2$  statistic, with the associated degrees of freedom, was so large that the probability that it occurred by chance was less than .001.

The  $\chi^2$  test was also used to determine if the response pattern for each characteristic for 25 PSES survey questions were statistically significant. The hypothesis being tested was whether the subgroups for each characteristic had the same response distribution.

The assessment showed that there was substantial under and over representation by occupational group within department. Therefore non-response adjustment weights were calculated for each respondent to compensate for those that did not respond. A random non-response mechanism was assumed.

Due to the proportion of small cells, the  $\chi^2$  test was not a valid test for the smaller departments. Therefore no weight adjustment for non responses was done for the small departments, that is the weight for each response in a small departments is equal to one. That is no adjustment for non-response was done for small departments.



## 10.2

### Weighting Procedures

The weight placed on each record of the micro-data file adjusts for the disproportionate response rates by occupational group within each federal department.

For each response in department  $j$  and occupational group  $i$ , the weight  $w_i$  is equal to:

$$w_i = \left( \frac{\sum_{j=1}^6 n_j}{n_j} \right) * \left( \frac{N_i}{\sum_{i=1}^6 N_i} \right)$$

That is, for department  $j$ , the weight  $w_i$  for each response is equal to the inverse of the proportion of the responses for occupational group  $i$  multiplied by the proportion of occupational group  $i$  in the population.

The following example illustrates the non-response weighting adjustment. The example shows that the weight adjusts the contribution of each subgroup to the total according to its population proportion. That is, the weight adjusts for the under or over representation of the sub-group responses, while preserving the response pattern proportion of the sub-group.

#### EXAMPLE: Non-Response adjustment Weight

Not Adjusted: unweighted

Survey Counts	Yes	No	total
Subgroup A	20	180	200
Subgroup B	720	80	800
total	740	260	1000

Not Adjusted: unweighted

Survey %'s	Yes	No	total
Subgroup A	10.0%	90.0%	100.0%
Subgroup B	90.0%	10.0%	100.0%
total	74.0%	26.0%	100.0%

	Population		Respondents	
	Count	%	rate	% dist
Subgroup A	1500	50.0%	13.3%	20.0%
Subgroup B	1500	50.0%	53.3%	80.0%
total	3000	100.0%	33.3%	100.0%

Weight Adjustment

Subgroup A	2.50	= (1000/200)*(1500/3000)
Subgroup B	0.63	= (1000/800)*(1500/3000)

Adjusted: weighted


Survey Counts	Yes(adj)	No(adj)	Total(adj)
Subgroup A	50.0	450.0	500.0
Subgroup B	450.0	50.0	500.0
total	500.0	500.0	1000.0

Adjusted: weighted

Survey %'s	Yes(adj)	No(adj)	Total(adj)
Subgroup A	10.0%	90.0%	100.0%
Subgroup B	90.0%	10.0%	100.0%
total	50.0%	50.0%	100.0%







Note that the sum of the weights is equal to the total number of responses. That is the weights do not sum to the population counts. Therefore when releasing demographic estimates, no statements that to that effect can be made.

Note further, that no adjustment for non-response for responses in small departments was done, due to the proportion of small cells in small departments. See Section 10.1 for further information.











## 11.0 Questionnaire



The file Qsurveng.pdf contains the English Questionnaire.





# 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://publiservice.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?

<sup>1</sup> ☐ English

<sup>2</sup> ☐ French

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

<sup>1</sup> ☐ Yes

<sup>2</sup> ☐ 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.)*

<sup>1</sup> ☐ Yes

<sup>2</sup> ☐ 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.)*

<sup>1</sup> ☐ Yes

<sup>2</sup> ☐ 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.**











## **12.0 Record Layout and Univariate Counts**



The file 'LayoutEng.pdf' contains the English detailed record layout and univariate counts.



<Public Service Employee Survey>

April 26, 2000

Page 1

Control section: **BATCH**      Position:      1      Length:      5

Batch number

Allowed Min:    00001

Allowed Max:    99995

**This variable is suppressed on the public use microdata file.**

Control Section: **DEPT**      Position:      6      Length:      2

Department number

Allowed Min:    01

Allowed Max:    95

			FREQ	WTD
99	Not stated		0	0

**This variable is suppressed on the public use microdata file.**

Control Section: **SEQID**      Position:      8      Length:      5

Identification number

Allowed Min:    00001

Allowed Max:    99995

**This variable is suppressed on the public use microdata file.**

My job world:    **Q1**      Position:      13      Length:      1

I believe that the work I do is important.

		FREQ	WTD
1	Strongly agree	65,672	65,864
2	Mostly agree	33,687	33,477
3	Mostly disagree	2,729	2,721
4	Strongly disagree	711	729
5	Don't know	599	607
9	Not stated	1,102	1,102
		=====	=====
		104,500	104,501





<Public Service Employee Survey>

April 26, 2000

Page 2

*My job world:*    **Q2**                      *Position:*        14                      *Length:*        1

I have the necessary materials and equipment to do my job.

		FREQ	WTD
1	Strongly agree	26,655	26,440
2	Mostly agree	61,249	61,238
3	Mostly disagree	11,437	11,559
4	Strongly disagree	3,958	4,067
5	Don't know	135	135
9	Not stated	1,066	1,062
		=====	=====
		104,500	104,501

*My job world:*    **Q3**                      *Position:*        15                      *Length:*        1

It is easy to get the information I need to do my work.

		FREQ	WTD
1	Strongly agree	13,272	13,435
2	Mostly agree	63,945	63,686
3	Mostly disagree	20,375	20,363
4	Strongly disagree	5,076	5,180
5	Don't know	213	216
9	Not stated	1,619	1,622
		=====	=====
		104,500	104,501

*My job world:*    **Q4**                      *Position:*        16                      *Length:*        1

I am classified fairly (my current group and level) compared to others doing similar work in my organization or elsewhere in the public service.

		FREQ	WTD
1	Strongly agree	12,586	12,393
2	Mostly agree	35,916	35,651
3	Mostly disagree	23,509	23,521
4	Strongly disagree	26,331	26,743
5	Don't know	4,876	4,909
9	Not stated	1,282	1,284
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 3

*My job world:*    **Q5**                      *Position:*            17                      *Length:*            1

I am allowed the flexibility to balance my personal, family and work needs.

		FREQ	WTD
1	Strongly agree	33,790	33,662
2	Mostly agree	53,004	52,890
3	Mostly disagree	10,879	10,938
4	Strongly disagree	5,011	5,176
5	Don't know	693	709
9	Not stated	1,123	1,126
		=====	=====
		104,500	104,501

*My job world:*    **Q6**                      *Position:*            18                      *Length:*            1

I feel I can claim overtime for the hours that I work.

		FREQ	WTD
1	Strongly agree	25,883	26,621
2	Mostly agree	32,769	33,175
3	Mostly disagree	16,920	16,552
4	Strongly disagree	20,294	19,499
5	Don't know	6,338	6,359
9	Not stated	2,296	2,295
		=====	=====
		104,500	104,501

*My job world:*    **Q7**                      *Position:*            19                      *Length:*            1

I am in a job that is a good fit for me.

		FREQ	WTD
1	Strongly agree	35,947	35,857
2	Mostly agree	52,040	51,934
3	Mostly disagree	9,599	9,694
4	Strongly disagree	4,210	4,294
5	Don't know	1,497	1,513
9	Not stated	1,207	1,209
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 4

*My job world:*    **Q8**                      *Position:*            20                      *Length:*            1

Overall, I like my job.

		FREQ	WTD
1	Strongly agree	37,532	37,486
2	Mostly agree	53,479	53,362
3	Mostly disagree	8,131	8,215
4	Strongly disagree	3,042	3,099
5	Don't know	921	937
9	Not stated	1,395	1,402
		=====	=====
		104,500	104,501

*My job world:*    **Q9**                      *Position:*            21                      *Length:*            1

I am a full-time (i.e. 30 hours or more per week) or part-time worker.

		FREQ	WTD
1	Full-time	100,045	99,916
2	Part-time	3,559	3,685
9	Not stated	896	900
		=====	=====
		104,500	104,501

**This variable is suppressed on the public use microdata file.**

*My job world:*    **Q10**                      *Position:*            22                      *Length:*            1

I am satisfied with my current work arrangement (i.e. regular hours, telework, compressed work week, etc.)

		FREQ	WTD
1	Yes	90,634	90,275
2	No	12,092	12,446
9	Not stated	1,774	1,780
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 5

My job world: Q11 Position: 23 Length: 1

I feel that the quality of my work suffers because of ... constantly changing priorities;

		FREQ	WTD
1	Always	12,466	12,566
2	Often	32,845	32,752
3	Sometimes	39,811	39,637
4	Rarely or never	16,896	17,041
5	Don't know	747	759
9	Not stated	1,735	1,745
		=====	=====
		104,500	104,501

My job world: Q12 Position: 24 Length: 1

I feel that the quality of my work suffers because of ... lack of stability in the organization;

		FREQ	WTD
1	Always	14,695	14,948
2	Often	28,309	28,368
3	Sometimes	35,206	34,974
4	Rarely or never	23,019	22,921
5	Don't know	1,477	1,490
9	Not stated	1,794	1,800
		=====	=====
		104,500	104,501

My job world: Q13 Position: 25 Length: 1

I feel that the quality of my work suffers because of ... too many approval stages;

		FREQ	WTD
1	Always	12,506	12,653
2	Often	23,940	23,948
3	Sometimes	36,299	36,156
4	Rarely or never	27,202	27,094
5	Don't know	2,609	2,687
9	Not stated	1,944	1,964
		=====	=====
		104,500	104,501





<Public Service Employee Survey>

April 26, 2000

Page 6

My job world: **Q14**                      Position:            26                      Length:            1

I feel that the quality of my work suffers because of ... unreasonable deadlines;

		FREQ	WTD
1	Always	7,951	7,895
2	Often	22,051	21,709
3	Sometimes	40,490	40,313
4	Rarely or never	30,879	31,391
5	Don't know	1,266	1,313
9	Not stated	1,863	1,880
		=====	=====
		104,500	104,501

My job world: **Q15**                      Position:            27                      Length:            1

I feel that the quality of my work suffers because of ... having to do the same or more work with fewer resources.

		FREQ	WTD
1	Always	21,951	21,867
2	Often	30,203	30,052
3	Sometimes	29,359	29,398
4	Rarely or never	18,886	19,074
5	Don't know	2,257	2,253
9	Not stated	1,844	1,856
		=====	=====
		104,500	104,501

My job world: **Q16**                      Position:            28                      Length:            1

I consider my workload reasonable.

		FREQ	WTD
1	Always	10,659	10,907
2	Often	40,204	40,310
3	Sometimes	37,633	37,551
4	Rarely or never	13,944	13,656
5	Don't know	551	560
9	Not stated	1,509	1,518
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 7

*My job world:*    **Q17**                      *Position:*            29                      *Length:*            1

I can complete my assigned workload during my regular working hours.

		FREQ	WTD
1	Always	16,784	17,291
2	Often	43,731	44,124
3	Sometimes	25,410	25,247
4	Rarely or never	16,875	16,140
5	Don't know	312	317
9	Not stated	1,388	1,382
		=====	=====
		104,500	104,501

*My job world:*    **Q18**                      *Position:*            30                      *Length:*            1

In the past year, I had to work paid overtime.

		FREQ	WTD
1	Always	4,656	4,838
2	Often	11,941	12,210
3	Sometimes	28,078	28,625
4	Rarely or never	56,149	55,234
5	Don't know	1,092	1,083
9	Not stated	2,584	2,511
		=====	=====
		104,500	104,501

*My job world:*    **Q19**                      *Position:*            31                      *Length:*            1

In the past year, I had to work unpaid overtime.

		FREQ	WTD
1	Always	6,692	6,220
2	Often	15,425	14,703
3	Sometimes	23,693	23,257
4	Rarely or never	55,561	57,172
5	Don't know	1,141	1,168
9	Not stated	1,988	1,982
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 8

*My job world:*    **Q20**                      *Position:*            32                      *Length:*            1

I compliment others for a job well done.

		FREQ	WTD
1	Always	24,850	24,658
2	Often	46,631	46,402
3	Sometimes	27,188	27,518
4	Rarely or never	3,617	3,716
5	Don't know	627	628
9	Not stated	1,587	1,579
		=====	=====
		104,500	104,501

*My job world:*    **Q21**                      *Position:*            33                      *Length:*            1

I am encouraged to be innovative or take initiative in my work.

		FREQ	WTD
1	Always	17,102	16,959
2	Often	34,472	34,123
3	Sometimes	31,931	32,039
4	Rarely or never	19,217	19,605
5	Don't know	384	385
9	Not stated	1,394	1,390
		=====	=====
		104,500	104,501

*My job world:*    **Q22**                      *Position:*            34                      *Length:*            1

I do take initiative in my work.

		FREQ	WTD
1	Always	31,758	31,735
2	Often	49,449	49,274
3	Sometimes	19,626	19,759
4	Rarely or never	2,227	2,293
5	Don't know	147	151
9	Not stated	1,293	1,289
		=====	=====
		104,500	104,501





<Public Service Employee Survey>

April 26, 2000

Page 9

*My job world:*    **Q23**                      *Position:*        35                      *Length:*        1

I have a say in decisions and actions that impact on my work.

		FREQ	WTD
1	Always	11,328	11,124
2	Often	34,543	33,995
3	Sometimes	37,046	37,259
4	Rarely or never	19,769	20,312
5	Don't know	499	504
9	Not stated	1,315	1,308
		=====	=====
		104,500	104,501

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*Communication with supervisor:*    **Q24**                      *Position:*        36                      *Length:* 1

I know what my immediate supervisor expects of me in my job.

		FREQ	WTD
1	Strongly agree	29,819	30,003
2	Mostly agree	57,696	57,535
3	Mostly disagree	9,469	9,413
4	Strongly disagree	4,173	4,179
5	Don't know	1,776	1,808
6	Not applicable	314	317
9	Not stated	1,253	1,247
		=====	=====
		104,500	104,501

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

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<Public Service Employee Survey>

April 26, 2000

Page 10

Communication with supervisor: **Q25**                      Position: 37                      Length: 1

My immediate supervisor allows me to determine how I do my work.

		FREQ	WTD
1	Strongly agree	36,526	36,062
2	Mostly agree	54,445	54,566
3	Mostly disagree	7,374	7,551
4	Strongly disagree	3,353	3,495
5	Don't know	507	520
6	Not applicable	1,060	1,079
9	Not stated	1,235	1,229
		=====	=====
		104,500	104,501

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

Communication with supervisor: **Q26**                      Position: 38                      Length: 1

I receive useful feedback from my immediate supervisor on my job performance.

		FREQ	WTD
1	Strongly agree	18,603	18,587
2	Mostly agree	44,965	44,844
3	Mostly disagree	23,021	22,993
4	Strongly disagree	13,632	13,796
5	Don't know	1,613	1,617
6	Not applicable	1,329	1,332
9	Not stated	1,337	1,331
		=====	=====
		104,500	104,501

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



<Public Service Employee Survey>

April 26, 2000

Page 11

Communication with supervisor: **Q27**

Position: 39

Length:1

I can count on my immediate supervisor to keep his or her promises.

		FREQ	WTD
1	Strongly agree	28,219	27,960
2	Mostly agree	48,512	48,419
3	Mostly disagree	11,793	11,941
4	Strongly disagree	7,846	8,057
5	Don't know	5,273	5,264
6	Not applicable	1,526	1,531
9	Not stated	1,331	1,330
		=====	=====
		104,500	104,501

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

Communication with supervisor: **Q28**

Position: 40

Length:1

I get adequate recognition from my immediate supervisor when I do a good job.

		FREQ	WTD
1	Strongly agree	23,715	23,568
2	Mostly agree	44,702	44,544
3	Mostly disagree	19,540	19,648
4	Strongly disagree	11,294	11,496
5	Don't know	2,942	2,936
6	Not applicable	911	918
9	Not stated	1,396	1,392
		=====	=====
		104,500	104,501

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



<Public Service Employee Survey>

April 26, 2000

Page 12

Communication with supervisor: **Q29**                      Position: 41                      Length:1

My immediate supervisor keeps me informed about the issues affecting my work.

		FREQ	WTD
1	Strongly agree	22,666	22,500
2	Mostly agree	50,553	50,369
3	Mostly disagree	18,080	18,229
4	Strongly disagree	10,090	10,282
5	Don't know	1,248	1,261
6	Not applicable	571	576
9	Not stated	1,292	1,286
		=====	=====
		104,500	104,501

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

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Communication with supervisor: **Q30**                      Position: 42                      Length:1

I keep my immediate supervisor informed about my work.

		FREQ	WTD
1	Strongly agree	36,242	36,098
2	Mostly agree	56,461	56,432
3	Mostly disagree	6,963	7,062
4	Strongly disagree	1,704	1,752
5	Don't know	403	413
6	Not applicable	1,459	1,483
9	Not stated	1,268	1,261
		=====	=====
		104,500	104,501

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

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<Public Service Employee Survey>

April 26, 2000

Page 13

Communication with supervisor: **Q31**                      Position: 43                      Length:1

My immediate supervisor and I discuss the results I am expected to achieve.

		FREQ	WTD
1	Strongly agree	16,533	16,486
2	Mostly agree	48,124	47,987
3	Mostly disagree	23,954	23,949
4	Strongly disagree	11,014	11,157
5	Don't know	1,419	1,430
6	Not applicable	2,604	2,649
9	Not stated	852	844
		=====	=====
		104,500	104,501

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

---

Communication with supervisor: **Q32**                      Position: 44                      Length:1

I feel that I can disagree with my immediate supervisor on work-related issues without fear of reprisal.

		FREQ	WTD
1	Strongly agree	27,687	27,285
2	Mostly agree	50,127	50,063
3	Mostly disagree	12,659	12,817
4	Strongly disagree	8,325	8,573
5	Don't know	3,813	3,853
6	Not applicable	1,080	1,107
9	Not stated	809	803
		=====	=====
		104,500	104,501

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

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<Public Service Employee Survey>

April 26, 2000

Page 14

Communication with supervisor: **Q33**                      Position: 45                      Length:1

My immediate supervisor assesses my work against identified goals and objectives.

		FREQ	WTD
1	Strongly agree	17,213	17,138
2	Mostly agree	43,436	43,425
3	Mostly disagree	19,208	19,119
4	Strongly disagree	10,542	10,550
5	Don't know	10,035	10,170
6	Not applicable	3,023	3,050
9	Not stated	1,043	1,049
		=====	=====
		104,500	104,501

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

Communication with supervisor: **Q34**                      Position: 46                      Length:1

If I were to suggest ways to improve how we do things, my immediate supervisor would take them seriously.

		FREQ	WTD
1	Strongly agree	32,087	31,682
2	Mostly agree	47,422	47,384
3	Mostly disagree	12,432	12,625
4	Strongly disagree	6,161	6,373
5	Don't know	4,913	4,956
6	Not applicable	678	683
9	Not stated	807	798
		=====	=====
		104,500	104,501

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



<Public Service Employee Survey>

April 26, 2000

Page 15

Communication with supervisor: **Q35**

Position: 47

Length:1

My immediate supervisor distributes the work fairly.

		FREQ	WTD
1	Strongly agree	20,808	20,809
2	Mostly agree	47,759	47,666
3	Mostly disagree	14,176	14,252
4	Strongly disagree	7,702	7,865
5	Don't know	4,864	4,812
6	Not applicable	8,302	8,217
9	Not stated	889	880
		=====	=====
		104,500	104,501

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

Communication with supervisor: **Q36**

Position: 48

Length:1

My immediate supervisor helps me determine my learning needs.

		FREQ	WTD
1	Strongly agree	13,054	13,066
2	Mostly agree	37,505	37,450
3	Mostly disagree	27,565	27,422
4	Strongly disagree	15,772	15,945
5	Don't know	3,764	3,776
6	Not applicable	5,850	5,852
9	Not stated	990	990
		=====	=====
		104,500	104,501

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





<Public Service Employee Survey>

April 26, 2000

Page 16

Communication with supervisor: **Q37**                      Position: 49                      Length: 1

My immediate supervisor allows me to take training for my job.

		FREQ	WTD
1	Strongly agree	29,950	29,520
2	Mostly agree	49,014	48,772
3	Mostly disagree	11,486	11,733
4	Strongly disagree	6,313	6,642
5	Don't know	3,154	3,158
6	Not applicable	3,634	3,729
9	Not stated	949	947
		=====	=====
		104,500	104,501

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

Communication with supervisor: **Q38**                      Position: 50                      Length: 1

My immediate supervisor treats me with respect.

		FREQ	WTD
1	Strongly agree	49,597	49,042
2	Mostly agree	40,958	41,247
3	Mostly disagree	6,860	7,007
4	Strongly disagree	4,605	4,709
5	Don't know	1,234	1,247
6	Not applicable	262	269
9	Not stated	984	980
		=====	=====
		104,500	104,501

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



<Public Service Employee Survey>

April 26, 2000

Page 17

My work unit: **Q39** Position: 51 Length: 1

In my work unit, my colleagues treat me with respect.

		FREQ	WTD
1	Strongly agree	44,075	43,672
2	Mostly agree	53,595	53,860
3	Mostly disagree	3,845	3,934
4	Strongly disagree	1,175	1,223
5	Don't know	722	737
6	Not applicable	423	414
9	Not stated	665	661
		=====	=====
		104,500	104,501

Note: 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).

My work unit: **Q40** Position: 52 Length: 1

In my work unit, we operate in an open and honest way.

		FREQ	WTD
1	Strongly agree	31,765	31,569
2	Mostly agree	53,293	53,264
3	Mostly disagree	12,940	13,079
4	Strongly disagree	4,223	4,326
5	Don't know	1,150	1,146
6	Not applicable	400	397
9	Not stated	729	719
		=====	=====
		104,500	104,501

Note: 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).



<Public Service Employee Survey>

April 26, 2000

Page 18

My work unit: **Q41**                      Position:            53                      Length:            1

In my work unit, I believe that we hire people who can do the job.

		FREQ	WTD
1	Strongly agree	20,340	20,054
2	Mostly agree	55,000	54,752
3	Mostly disagree	15,496	15,750
4	Strongly disagree	7,931	8,217
5	Don't know	2,702	2,707
6	Not applicable	2,231	2,223
9	Not stated	800	798
		=====	=====
		104,500	104,501

Note: 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).

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My work unit: **Q42**                      Position:            54                      Length:            1

In my work unit, the process of selecting a person for a position is done fairly.

		FREQ	WTD
1	Strongly agree	17,633	17,268
2	Mostly agree	45,036	44,661
3	Mostly disagree	18,804	19,125
4	Strongly disagree	12,157	12,594
5	Don't know	7,409	7,406
6	Not applicable	2,560	2,550
9	Not stated	901	897
		=====	=====
		104,500	104,501

Note: 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).

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<Public Service Employee Survey>

April 26, 2000

Page 19

*My work unit:*   **Q43**                      *Position:*        55                      *Length:*        1

In my work unit, we are generally able to work according to plan.

		FREQ	WTD
1	Strongly agree	14,343	14,368
2	Mostly agree	61,827	61,933
3	Mostly disagree	17,502	17,356
4	Strongly disagree	5,424	5,476
5	Don't know	2,590	2,568
6	Not applicable	1,970	1,965
9	Not stated	844	834
		=====	=====
		104,500	104,501

*Note:* 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).

---

*My work unit:*   **Q44**                      *Position:*        56                      *Length:*        1

In my work unit, we work as a team.

		FREQ	WTD
1	Strongly agree	23,898	23,972
2	Mostly agree	51,016	50,982
3	Mostly disagree	17,933	17,872
4	Strongly disagree	7,629	7,701
5	Don't know	868	859
6	Not applicable	2,385	2,352
9	Not stated	771	763
		=====	=====
		104,500	104,501

*Note:* 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).

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<Public Service Employee Survey>

April 26, 2000

Page 20

My work unit: **Q45**                      Position: 57                      Length: 1

I am proud of the work carried out in my work unit.

		FREQ	WTD
1	Strongly agree	34,019	33,785
2	Mostly agree	56,639	56,693
3	Mostly disagree	8,150	8,286
4	Strongly disagree	1,938	1,991
5	Don't know	2,234	2,223
6	Not applicable	1,049	1,049
9	Not stated	471	475
		=====	=====
		104,500	104,501

Note: 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).

My work unit: **Q46**                      Position: 58                      Length: 1

In my work unit, we learn from our mistakes and do what it takes to correct them.

		FREQ	WTD
1	Strongly agree	30,400	30,447
2	Mostly agree	56,751	56,670
3	Mostly disagree	10,788	10,793
4	Strongly disagree	2,803	2,873
5	Don't know	2,424	2,383
6	Not applicable	853	855
9	Not stated	481	481
		=====	=====
		104,500	104,501

Note: 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).



<Public Service Employee Survey>

April 26, 2000

Page 21

My work unit: **Q47**                      Position:        59                      Length:        1

I know how the work I do contributes to my work unit's objectives.

		FREQ	WTD
1	Strongly agree	39,186	38,899
2	Mostly agree	52,907	53,055
3	Mostly disagree	6,242	6,292
4	Strongly disagree	1,776	1,807
5	Don't know	2,844	2,901
6	Not applicable	1,003	1,001
9	Not stated	542	546
		=====	=====
		104,500	104,501

Note: 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).

My work unit: **Q48**                      Position:        60                      Length:        1

I understand my work unit's role in the department / agency.

		FREQ	WTD
1	Strongly agree	45,586	45,150
2	Mostly agree	49,268	49,527
3	Mostly disagree	5,424	5,495
4	Strongly disagree	1,735	1,776
5	Don't know	1,648	1,702
6	Not applicable	385	390
9	Not stated	454	460
		=====	=====
		104,500	104,501

Note: 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).



<Public Service Employee Survey>

April 26, 2000

Page 22

My work unit:   **Q49**                      Position:        61                      Length:        1

My work unit's goals are consistent with my department / agency's goals.

		FREQ	WTD
1	Strongly agree	34,566	33,976
2	Mostly agree	51,217	51,374
3	Mostly disagree	7,447	7,639
4	Strongly disagree	2,221	2,330
5	Don't know	7,528	7,640
6	Not applicable	880	890
9	Not stated	641	651
		=====	=====
		104,500	104,501

Note: 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).

My work unit:   **Q50**                      Position:        62                      Length:        1

In my work unit, we are good at sharing information with each other.

		FREQ	WTD
1	Strongly agree	24,665	24,622
2	Mostly agree	52,089	51,930
3	Mostly disagree	18,891	18,965
4	Strongly disagree	7,078	7,204
5	Don't know	802	808
6	Not applicable	481	476
9	Not stated	494	496
		=====	=====
		104,500	104,501

Note: 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).





<Public Service Employee Survey>

April 26, 2000

Page 23

*My work unit:*    **Q51**                      *Position:*            63                      *Length:*            1

In my work unit, we are good at sharing information with other work units.

		FREQ	WTD
1	Strongly agree	13,891	13,908
2	Mostly agree	48,034	47,770
3	Mostly disagree	26,445	26,452
4	Strongly disagree	8,663	8,805
5	Don't know	5,008	5,058
6	Not applicable	1,852	1,899
9	Not stated	607	609
		=====	=====
		104,500	104,501

*Note:* 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).

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*My work unit:*    **Q52**                      *Position:*            64                      *Length:*            1

In my work unit, we are open to new ideas about how we can improve the way we work.

		FREQ	WTD
1	Strongly agree	27,676	27,562
2	Mostly agree	54,228	54,100
3	Mostly disagree	13,979	14,086
4	Strongly disagree	4,956	5,088
5	Don't know	2,448	2,447
6	Not applicable	699	703
9	Not stated	514	514
		=====	=====
		104,500	104,501

*Note:* 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).

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<Public Service Employee Survey>

April 26, 2000

Page 24

*My work unit:*    **Q53**                      *Position:*        65                      *Length:*        1

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.

		FREQ	WTD
1	Strongly agree	53,603	53,007
2	Mostly agree	37,441	37,654
3	Mostly disagree	6,267	6,468
4	Strongly disagree	4,099	4,256
5	Don't know	1,863	1,872
6	Not applicable	718	727
9	Not stated	509	517
		=====	=====
		104,500	104,501

*Note:* 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).

*My work unit:*    **Q54**                      *Position:*        66                      *Length:*        1

My work unit periodically takes time out to rethink the way it does business.

		FREQ	WTD
1	Yes	63,226	62,923
2	No	35,410	35,696
9	Not stated	5,864	5,882
		=====	=====
		104,500	104,501

*Note:* 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).



<Public Service Employee Survey>

April 26, 2000

Page 25

My work unit: **Q55** Position: 67 Length: 1

In my work unit we focus on results.

		FREQ	WTD
1	Always	37,623	37,528
2	Often	41,594	41,262
3	Sometimes	17,837	18,048
4	Rarely or never	4,604	4,784
5	Don't know	2,250	2,287
9	Not stated	592	593
		=====	=====
		104,500	104,501

Note: 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).

My work unit: **Q56** Position: 68 Length: 1

In my work unit, process is important.

		FREQ	WTD
1	Always	34,325	34,505
2	Often	40,898	40,602
3	Sometimes	21,497	21,476
4	Rarely or never	4,375	4,459
5	Don't know	2,797	2,847
9	Not stated	608	612
		=====	=====
		104,500	104,501

Note: 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).



<Public Service Employee Survey>

April 26, 2000

Page 26

My work unit: Q57 Position: 69 Length: 1

In my work unit, we have a say in how the work gets distributed.

		FREQ	WTD
1	Always	13,014	13,027
2	Often	30,918	30,530
3	Sometimes	32,460	32,452
4	Rarely or never	24,488	24,869
5	Don't know	2,901	2,905
9	Not stated	719	718
		=====	=====
		104,500	104,501

Note: 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).

My work unit: Q58 Position: 70 Length: 2

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.)

		FREQ	WTD
01 : 94		100,127	100,055
00	No supervisor	258	262
99	Not stated	4,115	4,184
		=====	=====
		104,500	104,501

Note: 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).

This variable is suppressed on the public use microdata file.

My work unit: Q59 Position: 72 Length: 1

I have experienced discrimination in my work unit.

		FREQ	WTD
1	Yes	18,294	18,784
2	No	85,076	84,579
9	Not stated	1,130	1,138
		=====	=====
		104,500	104,501

Note:





<Public Service Employee Survey>

April 26, 2000

Page 27

*My work unit:*    **Q60**                      *Position:*        73                      *Length:*        1

I have experienced harassment in my work unit.

		FREQ	WTD
1	Yes	20,035	20,630
2	No	83,302	82,706
9	Not stated	1,163	1,165
		=====	=====
		104,500	104,501

*Note:*

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*My skills and career:*                      **Q61**                      *Position:*        74                      *Length:* 1

For my current job or career development, I need to: improve my interpersonal skills;

		FREQ	WTD
1	A lot	5,274	5,335
2	Somewhat	56,966	56,990
3	Not at all	41,226	41,134
9	Not stated	1,034	1,043
		=====	=====
		104,500	104,501

---

*My skills and career:*                      **Q62**                      *Position:*        75                      *Length:* 1

For my current job or career development, I need to: improve my ability to communicate my ideas easily;

		FREQ	WTD
1	A lot	10,438	10,454
2	Somewhat	60,452	60,287
3	Not at all	32,629	32,765
9	Not stated	981	994
		=====	=====
		104,500	104,501

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<Public Service Employee Survey>

April 26, 2000

Page 28

*My skills and career:*                      **Q63**                      *Position:*    76                      *Length:* 1

For my current job or career development, I need to: learn more about providing services to clients;

		FREQ	WTD
1	A lot	6,674	6,794
2	Somewhat	49,509	49,471
3	Not at all	46,974	46,879
9	Not stated	1,343	1,357
		=====	=====
		104,500	104,501

---

*My skills and career:*                      **Q64**                      *Position:*    77                      *Length:* 1

For my current job or career development, I need to: learn to use job-related software more easily;

		FREQ	WTD
1	A lot	24,562	25,185
2	Somewhat	53,599	53,175
3	Not at all	25,303	25,060
9	Not stated	1,036	1,081
		=====	=====
		104,500	104,501

---

*My skills and career:*                      **Q65**                      *Position:*    78                      *Length:* 1

For my current job or career development, I need to: learn more about career planning;

		FREQ	WTD
1	A lot	21,468	21,683
2	Somewhat	49,687	49,722
3	Not at all	32,064	31,795
9	Not stated	1,281	1,301
		=====	=====
		104,500	104,501

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<Public Service Employee Survey>

April 26, 2000

Page 29

*My skills and career:*                    **Q66**                    *Position:*    79                    *Length:* 1

For my current job or career development, I need to: improve my time management skills;

		FREQ	WTD
1	A lot	13,267	13,125
2	Somewhat	53,905	53,623
3	Not at all	36,162	36,570
9	Not stated	1,166	1,183
		=====	=====
		104,500	104,501

*My skills and career:*                    **Q67**                    *Position:*    80                    *Length:* 1

For my current job or career development, I need to: learn or improve my knowledge of the other official language;

		FREQ	WTD
1	A lot	32,276	32,311
2	Somewhat	27,729	27,509
3	Not at all	43,148	43,307
9	Not stated	1,347	1,374
		=====	=====
		104,500	104,501

*My skills and career:*                    **Q68**                    *Position:*    81                    *Length:* 1

For my current job or career development, I need to: learn more about good teamwork skills.

		FREQ	WTD
1	A lot	5,248	5,310
2	Somewhat	53,536	53,363
3	Not at all	44,530	44,633
9	Not stated	1,186	1,194
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 30

*My skills and career:*

**Q69**

*Position:* 82

*Length:* 1

For my current job or career development, I need to: learn more about my organization's direction (for example, the vision, values or mission) and how it applies to my work.

		FREQ	WTD
1	A lot	13,733	14,017
2	Somewhat	53,057	53,153
3	Not at all	36,277	35,888
9	Not stated	1,433	1,443
		=====	=====
		104,500	104,501

*My skills and career:*

**Q70**

*Position:* 83

*Length:* 1

I get the training I need to do my job.

		FREQ	WTD
1	Strongly agree	16,873	16,702
2	Mostly agree	58,623	58,285
3	Mostly disagree	18,120	18,271
4	Strongly disagree	7,825	8,174
5	Don't know	834	826
6	Not applicable	1,467	1,483
9	Not stated	758	760
		=====	=====
		104,500	104,501

*My skills and career:*

**Q71**

*Position:* 84

*Length:* 1

For my current job, I keep my knowledge and skills up to date.

		FREQ	WTD
1	Strongly agree	25,805	25,723
2	Mostly agree	64,817	64,657
3	Mostly disagree	9,880	9,983
4	Strongly disagree	1,915	2,028
5	Don't know	650	653
6	Not applicable	653	671
9	Not stated	780	787
		=====	=====
		104,500	104,501





<Public Service Employee Survey>

April 26, 2000

Page 31

My skills and career:                      Q72                      Position:    85                      Length:1

I have opportunities to develop and apply the skills I need to enhance my career.

		FREQ	WTD
1	Strongly agree	14,458	14,237
2	Mostly agree	48,680	48,233
3	Mostly disagree	25,874	26,090
4	Strongly disagree	10,282	10,660
5	Don't know	2,037	2,049
6	Not applicable	2,214	2,271
9	Not stated	955	961
		=====	=====
		104,500	104,501

My skills and career:                      Q73                      Position:    86                      Length:1

I take the initiative to develop the skills I need to enhance my career.

		FREQ	WTD
1	Strongly agree	24,237	24,046
2	Mostly agree	59,714	59,647
3	Mostly disagree	13,724	13,806
4	Strongly disagree	1,683	1,739
5	Don't know	1,322	1,348
6	Not applicable	2,904	2,988
9	Not stated	916	927
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 32

My skills and career:                      **Q74**                      Position:    87                      Length:1

My immediate supervisor does a good job of helping me develop my career.

		FREQ	WTD
1	Strongly agree	11,229	11,145
2	Mostly agree	35,252	35,069
3	Mostly disagree	29,025	28,999
4	Strongly disagree	17,642	17,907
5	Don't know	4,241	4,215
6	Not applicable	6,185	6,236
9	Not stated	926	929
		=====	=====
		104,500	104,501

My skills and career:                      **Q75**                      Position:    88                      Length:1

My department does a good job in supporting employee career development.

		FREQ	WTD
1	Strongly agree	10,458	10,354
2	Mostly agree	40,025	39,708
3	Mostly disagree	28,994	29,059
4	Strongly disagree	15,992	16,307
5	Don't know	6,980	6,978
6	Not applicable	1,287	1,329
9	Not stated	764	766
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 33

*My skills and career:*

**Q76**

*Position:* 89

*Length:* 1

I would be reluctant to ask for a developmental opportunity (e.g. secondment, new project, etc).

		FREQ	WTD
1	Strongly agree	8,450	8,549
2	Mostly agree	26,157	26,390
3	Mostly disagree	34,686	34,536
4	Strongly disagree	25,348	24,982
5	Don't know	4,881	4,991
6	Not applicable	4,035	4,095
9	Not stated	943	958
		=====	=====
		104,500	104,501

*My skills and career:*

**Q77**

*Position:* 90

*Length:* 1

I am able to get on-the-job coaching to help me improve the way I do my work.

		FREQ	WTD
1	Strongly agree	10,948	10,974
2	Mostly agree	43,920	43,920
3	Mostly disagree	26,569	26,495
4	Strongly disagree	12,570	12,665
5	Don't know	4,349	4,330
6	Not applicable	5,221	5,183
9	Not stated	923	935
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 34

*My skills and career:*                      **Q78**                      *Position:*    91                      *Length:* 1

I believe I have a fair chance of getting a promotion, given my skills and experience.

		FREQ	WTD
1	Strongly agree	10,473	10,322
2	Mostly agree	34,968	34,566
3	Mostly disagree	25,261	25,320
4	Strongly disagree	23,792	24,220
5	Don't know	5,456	5,450
6	Not applicable	3,558	3,628
9	Not stated	992	996
		=====	=====
		104,500	104,501

---

*My skills and career:*                      **Q79**                      *Position:*    92                      *Length:* 1

Did you request a developmental assignment (e.g. secondment, new project, etc.) in the last 3 years?

		FREQ	WTD
1	Yes	38,614	38,488
2	No	64,895	65,004
9	Not stated	991	1,009
		=====	=====
		104,500	104,501

---

*My skills and career:*                      **Q80**                      *Position:*    93                      *Length:* 1

In the last 3 years, were you denied a developmental assignment?

		FREQ	WTD
1	Yes	17,087	17,415
2	No	85,260	84,898
9	Not stated	2,153	2,189
		=====	=====
		104,500	104,501

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<Public Service Employee Survey>

April 26, 2000

Page 35

*My skills and career:*

**Q81**

*Position:* 94

*Length:* 1

In the last 3 years, have you been in a developmental programme (eg. recruitment programme, MTP, CAP, etc.)?

		FREQ	WTD
1	Yes	6,261	6,301
2	No	96,766	96,695
9	Not stated	1,473	1,505
		=====	=====
		104,500	104,501

*My skills and career:*

**Q82**

*Position:* 95

*Length:* 1

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.)

		FREQ	WTD
1	A	2,305	1,884
2	B	14,459	13,547
3	C	42,612	40,442
4	D	8,113	7,790
5	E	25,566	26,129
6	F	5,013	8,198
7	G	0	0
9	Not stated	6,432	6,511
		=====	=====
		104,500	104,501

*Note:* A: EX, GX

B: AC, AG, AR, AU, BI, CH, CO, DE, DS, ED, EN, ES, FO, HR, LA, LS, MA, MD, MT, NU, OP, PC, PH, PS, SE, SG, SW, UT, VM

C: AS, CS, FI, FS, IS, MM, OM, PE, PG, PM, TR, WP

D: AI, AO, DD, EG, EL, EU, GT, PI, PY, RO, SI, SO, TI

E: CM, CR, DA, OE, ST F; CX, FR, GL, GS, HP, HS, LI, PR, SC, SR

G: OTHER



<Public Service Employee Survey>

April 26, 2000

Page 36

My skills and career: Q83 Position: 96 Length:1

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

		FREQ	WTD
1	Less than \$30,000 a year	13,069	13,784
2	\$30,000 - \$39,000	33,195	34,831
3	\$40,000 - \$49,000	26,059	25,690
4	\$50,000 - \$59,000	14,535	13,809
5	\$60,000 or more	16,949	15,689
9	Not stated	693	699
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.

My skills and career: Q84 Position: 97 Length:1

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

		FREQ	WTD
1	Less than 3 years	40,799	40,129
2	3 - 10 years	38,152	38,003
3	11 - 20 years	19,784	20,283
4	More than 20 years	5,302	5,622
9	Not stated	463	465
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.

My skills and career: Q85 Position: 98 Length:1

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

		FREQ	WTD
1	None	73,649	74,272
2	One	24,327	23,851
3	More than one	5,572	5,430
9	Not stated	952	948
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.



<Public Service Employee Survey>

April 26, 2000

Page 37

Service to clients:                      **Q86**                      Position:    99                      Length:1

My work unit has client service standards.

		FREQ	WTD
1	Strongly agree	33,977	34,148
2	Mostly agree	43,153	43,262
3	Mostly disagree	11,192	10,926
4	Strongly disagree	4,649	4,514
5	Don't know	6,103	6,147
6	Not applicable	4,491	4,555
9	Not stated	935	949
		=====	=====
		104,500	104,501

Note: 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.

Service to clients:                      **Q87**                      Position:    100                      Length:1

I know who my principal clients are (e.g. Canadian public, other public servants, etc.)

		FREQ	WTD
1	Strongly agree	62,840	62,412
2	Mostly agree	34,663	34,828
3	Mostly disagree	1,931	1,967
4	Strongly disagree	620	642
5	Don't know	1,013	1,079
6	Not applicable	2,605	2,729
9	Not stated	828	845
		=====	=====
		104,500	104,501

Note: 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.



<Public Service Employee Survey>

April 26, 2000

Page 38

Service to clients:                      Q88                      Position:    101                      Length: 1

I ask my clients about their needs and expectations.

		FREQ	WTD
1	Strongly agree	28,413	28,013
2	Mostly agree	42,192	41,974
3	Mostly disagree	13,886	13,944
4	Strongly disagree	4,422	4,522
5	Don't know	1,363	1,428
6	Not applicable	13,247	13,620
9	Not stated	977	1,001
		=====	=====
		104,500	104,501

Note: 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.

Service to clients:                      Q89                      Position:    102                      Length: 1

I have the flexibility to adapt my services to meet my clients' needs.

		FREQ	WTD
1	Strongly agree	29,871	29,760
2	Mostly agree	47,274	46,994
3	Mostly disagree	11,868	11,850
4	Strongly disagree	4,145	4,230
5	Don't know	2,130	2,196
6	Not applicable	8,219	8,453
9	Not stated	993	1,019
		=====	=====
		104,500	104,501

Note: 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.





<Public Service Employee Survey>

April 26, 2000

Page 39

*My organization:*                      **Q90**                      *Position:*    103                      *Length:* 1

I believe that senior management will try to resolve concerns raised in this survey.

		FREQ	WTD
1	Strongly agree	7,133	7,103
2	Mostly agree	31,742	31,372
3	Mostly disagree	29,244	29,201
4	Strongly disagree	23,567	23,974
5	Don't know	11,751	11,781
6	Not applicable	321	326
9	Not stated	742	745
		=====	=====
		104,500	104,501

---

*My organization:*                      **Q91**                      *Position:*    104                      *Length:* 1

Supervisors and employees must work together to try to resolve concerns raised in this survey.

		FREQ	WTD
1	Strongly agree	55,609	55,737
2	Mostly agree	41,745	41,594
3	Mostly disagree	2,729	2,718
4	Strongly disagree	1,322	1,357
5	Don't know	1,732	1,731
6	Not applicable	584	582
9	Not stated	779	782
		=====	=====
		104,500	104,501

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<Public Service Employee Survey>

April 26, 2000

Page 40

*My organization:*                      **Q92**                      *Position:*    105                      *Length:* 1

In the past year, I have had an open discussion with someone (excluding colleagues) in my department / agency about my career.

		FREQ	WTD
1	Strongly agree	20,170	20,001
2	Mostly agree	26,274	26,276
3	Mostly disagree	19,521	19,570
4	Strongly disagree	26,445	26,376
5	Don't know	1,026	1,062
6	Not applicable	10,136	10,268
9	Not stated	928	948
		=====	=====
		104,500	104,501

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*My organization:*                      **Q93**                      *Position:*    106                      *Length:* 1

I can clearly explain to others the direction (for example, the vision, values or mission) of my department / agency.

		FREQ	WTD
1	Strongly agree	18,068	17,648
2	Mostly agree	49,224	49,050
3	Mostly disagree	21,082	21,204
4	Strongly disagree	9,782	10,051
5	Don't know	3,160	3,256
6	Not applicable	2,340	2,432
9	Not stated	844	859
		=====	=====
		104,500	104,501

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<Public Service Employee Survey>

April 26, 2000

Page 41

My organization: Q94 Position: 107 Length:1

In my department / agency, I feel that management does a good job of sharing information.

		FREQ	WTD
1	Strongly agree	7,541	7,482
2	Mostly agree	43,799	43,344
3	Mostly disagree	29,380	29,368
4	Strongly disagree	20,086	20,572
5	Don't know	2,525	2,546
6	Not applicable	332	345
9	Not stated	837	844
		=====	=====
		104,500	104,501

My organization: Q95 Position: 108 Length:1

My department / agency is a good place to work.

		FREQ	WTD
1	Strongly agree	18,383	18,310
2	Mostly agree	59,409	59,172
3	Mostly disagree	16,248	16,320
4	Strongly disagree	7,925	8,144
5	Don't know	1,409	1,411
6	Not applicable	208	216
9	Not stated	918	927
		=====	=====
		104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 42

My organization:                      **Q96**                      Position:    109                      Length: 1

I am satisfied with my career in the Public Service.

		FREQ	WTD
1	Strongly agree	17,068	17,021
2	Mostly agree	54,646	54,332
3	Mostly disagree	19,240	19,388
4	Strongly disagree	9,936	10,126
5	Don't know	2,020	2,028
6	Not applicable	523	527
9	Not stated	1,067	1,080
		=====	=====
		104,500	104,501

---

General Information:                      **Q97**                      Position:    110                      Length: 1

In total, how many years have you been working for the Public Service?

		FREQ	WTD
1	less than 3 years	12,689	12,821
2	3-10 years	25,621	25,765
3	11-20 years	35,731	35,826
4	more than 20 years	30,059	29,687
9	Not stated	400	403
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.

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General Information:                      **Q98**                      Position:    111                      Length: 1

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

		FREQ	WTD
1	Less than 3 years	22,835	22,818
2	3 - 10 years	32,704	32,688
3	11 - 20 years	29,681	29,745
4	More than 20 years	18,862	18,827
9	Not stated	418	423
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.

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<Public Service Employee Survey>

April 26, 2000

Page 43

General Information:                    **Q99**                    Position:    112                    Length:1

What is your current employee status?

		FREQ	WTD
1	Permanent (indeterminate, seasonal)	86,509	86,109
2	Term or casual	17,197	17,592
3	Other (e.g. student, governor in council appointment, minister's exempt staff)	0	0
9	Not stated	794	800
		=====	=====
		104,500	104,501

**This variable is suppressed on the public use microdata file.**

General Information:                    **Q100**                    Position:    113                    Length:3

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

Allowed Min:    001                    Allowed Max:    995

		FREQ	WTD
999	Not stated	0	0

**This variable is suppressed on the public use microdata file.**

General Information:                    **Q101**                    Position:    116                    Length:1

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

		FREQ	WTD
1	Yes	21,531	20,941
2	No	78,563	79,503
9	Not stated	4,406	4,057
		=====	=====
		104,500	104,501

**This variable has been suppressed for some records on the public use microdata file due to confidentiality.**



<Public Service Employee Survey>

April 26, 2000

Page 44

General Information:            **Q102**            Position:    117            Length:1

What are the language requirements of your position?

		FREQ	WTD
1	Bilingual	39,478	38,334
2	Unilingual English	49,324	49,812
3	Unilingual French	5,438	5,706
4	Either English or French	9,343	9,724
9	Not stated	917	925
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.

General Information:            **Q103**            Position:    118            Length:1

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

		FREQ	WTD
1	Yes	60,548	61,095
2	No	39,346	39,141
9	Not stated	4,606	4,265
		=====	=====
		104,500	104,501

This variable has been suppressed for some records on the public use microdata file due to confidentiality.

General Information:            **Q104**            Position:    119            Length:1

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

		FREQ	WTD
1	English only	33,211	33,759
2	French only	2,210	2,266
3	Both English and French	26,600	26,332
6	Valid skip	40,867	40,506
9	Not stated	1,612	1,638
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.



<Public Service Employee Survey>

April 26, 2000

Page 45

General Information:                      **Q105**                      Position:    120                      Length:2

In which province or territory do you work?

		FREQ	WTD
10	Newfoundland	2,151	2,185
11	PEI	1,470	1,415
12	Nova Scotia	4,532	4,699
13	New Brunswick	3,290	3,363
24	Quebec	14,103	14,334
35	Ontario	16,484	16,628
36	National Capital Region	37,059	35,922
46	Manitoba	4,936	5,019
47	Saskatchewan	2,484	2,542
48	Alberta	5,631	5,814
59	British Columbia	9,563	9,776
60	Yukon	347	352
61	NWT	510	532
62	Nunavut	62	62
95	Outside Canada	581	574
99	Not stated	1,297	1,283
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.

General Information:                      **Q106**                      Position:    122                      Length:1

What is your age group?

		FREQ	WTD
1	Up to 29 years	8,412	8,496
2	30 - 39 years	28,360	28,476
3	40 - 49 years	44,157	44,136
4	50 - 54 years	15,276	15,126
5	55 years and over	7,254	7,242
9	Not stated	1,041	1,025
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.



<Public Service Employee Survey>

April 26, 2000

Page 46

General Information:                      **Q107**                      Position:    123                      Length: 1

What is your gender?

		FREQ	WTD
1	Male	45,331	45,955
2	Female	56,970	56,296
9	Not stated	2,199	2,250
		=====	=====
		104,500	104,501

General Information:                      **Q108**                      Position:    124                      Length: 1

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

		FREQ	WTD
1	Secondary/high school graduation certificate or equivalent or less	30,335	31,507
2	Diploma or certificate from a community college, CEGEP, institute of technology, nursing school, etc. or Trades certificate or diploma	28,720	29,487
3	University certificate or diploma below bachelor level	6,291	6,209
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.)	38,274	36,413
9	Not stated	880	884
		=====	=====
		104,500	104,501

**This variable is suppressed on the public use microdata file.**

General Information:                      **Q109**                      Position:    125                      Length: 1

What is your first official language?

		FREQ	WTD
1	English	68,298	68,649
2	French	32,198	32,208
9	Not stated	4,004	3,645
		=====	=====
		104,500	104,501

**This variable has been suppressed for some records on the public use microdata file due to confidentiality.**





<Public Service Employee Survey>

April 26, 2000

Page 47

General Information:                      **Q110**                      Position:    126                      Length: 1

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

		FREQ	WTD
1	Yes	3,029	3,112
2	No	100,357	100,266
9	Not stated	1,114	1,123
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.

General Information:                      **Q111**                      Position:    127                      Length: 1

Are you a person with a disability? (Persons with disabilities means person 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.)

		FREQ	WTD
1	Yes	4,407	4,473
2	No	99,079	99,010
9	Not stated	1,014	1,018
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.

General Information:                      **Q112**                      Position:    128                      Length: 1

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)

		FREQ	WTD
1	Yes	7,506	7,510
2	No	95,802	95,791
9	Not stated	1,192	1,200
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.



<Public Service Employee Survey>

April 26, 2000

Page 48

Identification Section:            **SSDID**            Position:    129            Length:6

Identification number

Allowed Min:    000001

Allowed Max:    999995

Identification Section:            **REGION**            Position:    135            Length:1

Derived variable

		FREQ	WTD
1	Region - Atlantic	11,443	11,662
2	Region - Québec ( excluding NCR)	14,103	14,334
3	Region - Ontario (excluding NCR)	16,484	16,628
4	Region - Prairies, Nunavut, NWT	13,623	13,970
5	Region - British Columbia, Yukon	9,910	10,128
6	Region - National Capital Region	37,059	35,922
7	Region - Outside Canada	581	574
9	Not stated	1,297	1,283
		=====	=====
		104,500	104,501

This variable is suppressed on the public use microdata file.

Identification Section:            **WEIGHT**            Position:    136            Length:12

Weight used

Allowed Min:    000000000000

Allowed Max:    000000000001

	FREQ	WTD
000000000000 : 000000000002		104,500
		104,501
	=====	=====
	104,500	104,501



<Public Service Employee Survey>

April 26, 2000

Page 49

*Identification Section:*                    **LEVEL2ID**      *Position:*      148                    *Length:*3

Organizational structure of the department

*Allowed Min:*      001                    *Allowed Max:*      998

**This variable is suppressed on the public use microdata file.**

---

*Identification Section:*                    **LEVEL3ID**      *Position:*      151                    *Length:*3

Organizational structure of the department

*Allowed Min:*      001                    *Allowed Max:*      998

**This variable is suppressed on the public use microdata file.**

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*Identification Section:*                    **LEVEL4ID**      *Position:*      154                    *Length:*3

Organizational structure of the department

*Allowed Min:*      001                    *Allowed Max:*      998

**This variable is suppressed on the public use microdata file.**

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*My work unit:*      **Q58M**                    *Position:*                    157                    *Length:*                    2

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.)

		<b>FREQ</b>	<b>WTD</b>
00	No supervisor	258	262
01	1 supervisor	38,407	37,993
02	2 supervisors	29,260	28,994
03	3 supervisors	16,930	16,957
04	4 supervisors	7,045	7,174
05	5 supervisors or more	8,485	8,937
99	Not stated	4,115	4,184
		=====	=====
		104,500	104,501

*Note:* 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). The maximum number of supervisors is set at 5. Therefore, 5 will mean 5 or more.

**This variable has been suppressed for some records on the public use microdata file due to confidentiality.**

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<Public Service Employee Survey>

April 26, 2000

Page 50

*My skills and career:*                      **Q83M**                      *Position:*    159                      *Length:* 1

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

		FREQ	WTD
1	Less than \$40,000	45,649	47,972
2	\$40, 000 or more	56,984	54,593
9	Not stated	1,867	1,936
		=====	=====
		104,500	104,501

**This variable has been suppressed for some records on the public use microdata file due to confidentiality.**

*My skills and career:*                      **Q85M**                      *Position:*    160                      *Length:* 1

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

		FREQ	WTD
1	No promotion in past 3 years	71,844	72,658
2	One or more promotions in past 3 years	28,293	27,847
9	Not stated	4,363	3,996
		=====	=====
		104,500	104,501

**This variable has been suppressed for some records on the public use microdata file due to confidentiality.**

*General Information:*                      **Q97M**                      *Position:*    161                      *Length:* 1

In total, how many years have you been working for the Public Service?

		FREQ	WTD
1	10 years or less	37,527	37,811
2	11 years or more	63,062	63,128
9	Not stated	3,911	3,562
		=====	=====
		104,500	104,501

**This variable has been suppressed for some records on the public use microdata file due to confidentiality.**





<Public Service Employee Survey>

April 26, 2000

Page 51

General Information:            **Q105M**            Position:    162            Length: 2

In which province or territory do you work?

		FREQ	WTD
01	National Capital Region	36,442	35,285
02	Outside National Capital Region	65,558	66,671
99	Not stated	2,500	2,545
		=====	=====
		104,500	104,501

This variable has been suppressed for some records on the public use microdata file due to confidentiality.

General Information:            **Q106M**            Position:    164            Length: 1

What is your age group?

		FREQ	WTD
1	Up to 39 years old	36,366	36,544
2	40 - 49 years	43,744	43,694
3	50 years old and over	22,108	21,933
9	Not stated	2,282	2,330
		=====	=====
		104,500	104,501

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200 87

**<Public Service Employee Survey>**

April 26, 2000

Page 52

General Information:                      **Q108M**                      Position:    165                      Length: 1

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

	FREQ	WTD
1 Secondary/high school graduation certificate or equivalent or less or diploma or certificate from a community college, CEGEP, institute of technology, nursing school, etc. or Trades certificate or diploma	58,258	60,222
2 University certificate or diploma below bachelor level or 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.)	41,865	40,276
9 Not stated	4,377	4,003
	=====	=====
	104,500	104,501

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