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Industry Canada Employees Speak:

Results of the 2002 Public Service Employee Survey

December 2002

EKOS Research Associates Inc.

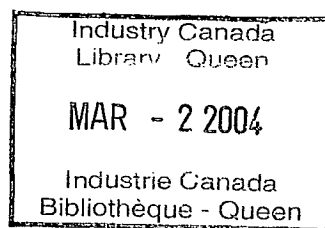
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1.0 Highlights of Results

1.1 Key Industry Canada Differences

Industry employees compare favourably to public service

- » IC employees are very satisfied with their work, their career and their career progress.
- » IC employees are better off with respect to department emphasis on flexible work arrangements, although their take-up is about at public service average.
- » Workplace obstacles are less evident among IC employees. 2002 showed PS-wide improvement, but IC in particular indicated fewer experiences with barriers such as:
 - need to do more with less
 - changing priorities
 - organizational instability
- » IC employees think the department handles career development issues well, including training.
- » IC employees are less likely to say they can balance work and other pressures than they were in 1999 (overall public service weakness).

1.2 Highlights

Work Environment

- » Job satisfaction is an overall public service strength and IC employees share a positive outlook on their job and career prospects. There is also evidence from both groups of an improvement in satisfaction with one's career.
- » Employees are clearly able to explain the direction of the organization. While IC employees are better able to identify the direction in 2002, Industry Canada's lead on this has narrowed as the public service as a whole dramatically improved on this question.
- » Significant improvement took place within IC in the perception of workplace effectiveness for the public service as a whole and of IC specifically. Employees are less likely to report that work suffers because they have to "do the same or more with less," there are "constantly

changing priorities,” or because of a “lack of organizational stability” — three areas of weakness identified in 1999 for both IC and the wider public service.

Workload, Work–Life Balance and Flexibility

- » Industry Canada and public service employees in general are less likely in 2002 to agree that they can balance work and personal commitments in their current job although the reported ability to complete assigned work has not changed since 1999.
- » Both senior management and supervisors are seen to be fairly supportive of flexible work arrangements (senior management to a lesser degree). These findings are more positive for IC than those seen in the wider public service. The perception of support for flexible work arrangements has not translated into particularly higher take-up of flexible arrangements.

Supervision

- » Supervision is a positive area for Industry Canada and the public service as a whole. Positive, although sometimes small, gains have been made in all aspects of the supervisor relationship at IC and across the public service (this improvement built on a previous strength).

Fairness, Equality and Respect

- » Industry Canada employees share with other public service employees diverse attitudes about fairness issues. Nine in ten IC employees indicate that they are treated equally and with respect.
- » Handling of complaints and fairness of hiring and classification are areas for improvement.
- » One in five have experienced harassment, one in six discrimination (although not tracked formally from 1999 due to a difference in wording, the results are essentially the same as in 1999). Two in three believe that IC works hard to prevent harassment and about eight in ten¹ report that these issues are dealt with satisfactorily.
- » While nearly all English language IC employees are satisfied with official languages issues, French language employees are less satisfied.

Training and Career Development

- » IC employees have a more positive outlook on training and career issues than the public service. They report that they get the training they need and have opportunities to develop their skills. IC employees are more likely to think the department handles career development issues well.

Attrition

- » Three in ten IC employees report that they are leaving in the next five years. The number is essentially the same across the public service (29 per cent) as are the reasons for leaving (retirement, pursuing other opportunities, health).

¹ Recalibrated to remove a large proportion of Don't Know and Not Applicable responses.

2.0 Introduction

2.1 Background and Context

In 1999, Canada became the first country in the world to conduct a public service-wide survey of employees to gather the perspectives of employees about their working environment. The results of the survey provided key information that enabled the government as a whole and individual departments to put in place initiatives designed to address shortcomings and build on existing human resource strengths. Industry Canada (IC) responded directly to the 1999 findings with a number of initiatives. The initial survey also provided a baseline measure against which future surveys could measure changes in employee perceptions and hopefully progress on areas identified as being in need of improvement.

Between May 22 and June 21 of 2002 a second iteration of the public service-wide employee survey was conducted. Both the 1999 and the 2002 surveys were conducted by Statistics Canada and were designed as a self-administered exercise, distributed by mail. The final questionnaire contained more than 150 separate items and contains many of the questions asked in 1999.

A total of 95,013 questionnaires were returned, representing an overall response rate of 58 per cent. This response rate is up somewhat from 55 per cent in 1999. For Industry Canada, 3,405 questionnaires were returned, representing a response rate of 63 per cent. This above average response rate is a particularly positive outcome for Industry Canada since the response rate in 1999 was slightly below the public service average (IC was 53 per cent).

2.2 Organization of the Report

The analysis of the 2002 survey involves three sets of comparisons. The first is a comparison of the 2002 public service as a whole result against the result for Industry Canada for each question. The second is a comparison of the 2002 findings against the results in 1999. The third is a comparison of how different sub-groups within Industry Canada differ in their attitudes and perceptions.

The survey questions have been organized under one of seven different workplace themes including such things as "Supervisor's support" and "Training and career development." The choice of themes is based on a framework developed by Statistics Canada and has the advantage of being straightforward for readers of different public service backgrounds. Many of the questions could, however, easily be grouped under different themes. For example, a question on supervisor support for flexible work arrangements could fall under workload or under supervisors' support.

For ease of presentation and to minimize length two significant modifications were made to the presentation of the survey questions. First, readers should note that the question wording in the charts is in many cases a shortened version of the original wording. Second, the results are generally shown for the two positive response categories aggregated together (e.g., strongly agree and mostly agree). Since there is no neutral category in most questions, the remaining difference from 100 is composed of negative responses and not applicable responses. Where understanding these differences is important, they are mentioned in the text accompanying the graphs.

The response rate of 63 per cent for Industry Canada produces a sampling error of plus or minus 1.7 points.² In this report, we distinguish statistical significance from substantive significance especially with respect to the comparison with the public service as a whole since the large number of public service-wide surveys makes most comparisons statistically significant. Emphasis is placed on differences of four or more points, although when related questions are all moving in the same direction this is also noted. For the sub-group differences, the smaller sample sizes require that we consider larger differences (approximately ten points).

² This is without correcting for the limited population size, which would lower the sampling error to plus or minus 1.03 because as one surveys more of a limited population the accuracy of the sample must increase (continuing to add a larger proportion of the department would increase the accuracy to perfection eventually (i.e., when everyone is surveyed)).

3.0 Survey Results by Theme

In order to provide a more relevant and informative analysis of the study, related questions have been grouped together into thematic sections. This chapter is divided into the seven thematic sections listed below.

- 3.1 Work Environment
- 3.2 Workload, Work–Life Balance and Flexibility
- 3.3 Supervision
- 3.4 Fairness, Equality and Respect
- 3.5 Training and Career Development
- 3.6 Attrition from the Public Service
- 3.7 Labour Relations

3.1 Work Environment

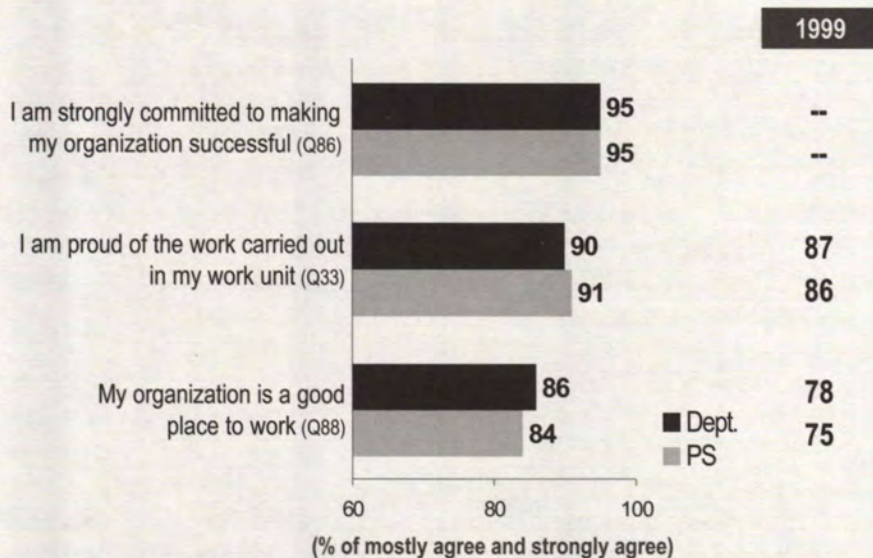
Job Satisfaction

- » Industry Canada employees, like those in the public sector as a whole, have a positive outlook on their job. In fact, on this dimension the public service as a whole expresses higher levels of job satisfaction than in 1999.
- » Almost everyone in both groups is proud of the work carried out in their unit, and views their organization as a good place to work.
- » Positive job satisfaction is also evident in the very high level of commitment to making the organization successful; 95 per cent of employees agree that they are strongly committed.

Supportive Work Environment: Tools and Autonomy

- » Most employees (93 per cent) express agreement that they have the materials to do their job.
- » A large number of Industry Canada employees express positive assessments of the team elements of their job; their unit learns from its mistakes (83 per cent), and the unit works cooperatively (77 per cent). In the latter case, IC remains slightly less likely to agree than the public service as a whole.
- » Employees are divided when it comes to how they are integrated into the decision-making. A majority (58 per cent) indicates that they are encouraged to be innovative in their work and just under half think they have a say in decisions and actions that impact on their work.
- » Nearly three in four of IC employees know where to get help when it comes to health and safety issues, although this is slightly lower than the public service-wide result (79 per cent).
- » In general there is a movement in a positive direction between 1999 and 2002 when it comes to employee assessments of their work environment. This is true of both the public service as a whole and for Industry Canada specifically. The largest change is with respect to the sense of working as a team. For Industry Canada there was a change of eight percentage points in the level of agreement.

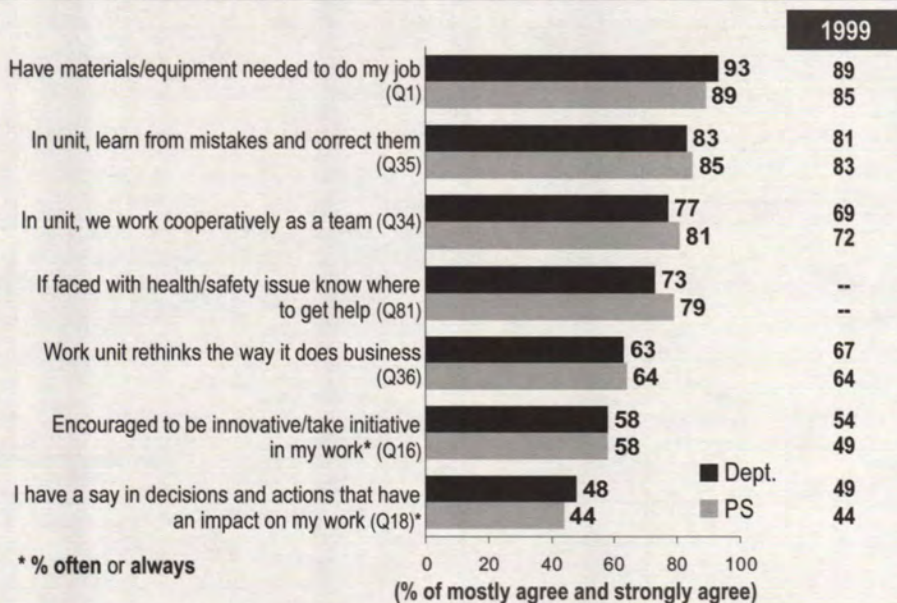
Job Satisfaction



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

Supportive Work Environment



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

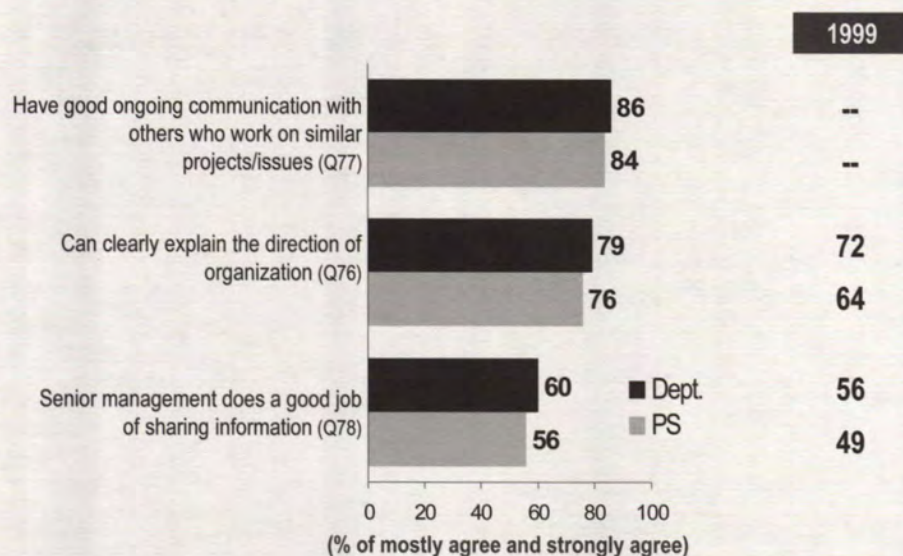
Information Sharing

- » Industry Canada employees express a high level of agreement that they understand the direction of the organization (79 per cent) and that they have good ongoing communications with colleagues who work on similar projects (86 per cent). There is less agreement that senior management does a good job of sharing information (60 per cent), which was also a weakness in 1999 relative to the other aspects of information sharing.
- » There have been improvements on both questions asked in 1999 for both the department and public service. IC employees say they are better able to explain the direction of the organization (a difference of 7 points) and are more likely to think that senior management does a good job sharing information (a difference of 4 points).

Workplace Obstacles

- » Compared to the 1999 survey, there have been improvements in every measured workplace obstacle. That is to say, fewer Industry Canada employees indicate that the quality of their work suffers as a result of these issues. One area of particular improvement is the drop in the perception that employees are often or always required to do more with less from 51 per cent in 1999 to 36 per cent.
- » Industry Canada improvements on three indicators (having to do more with less, constantly changing priorities, and lack of stability in the organization) are larger than those found in the public service overall.

Information Sharing

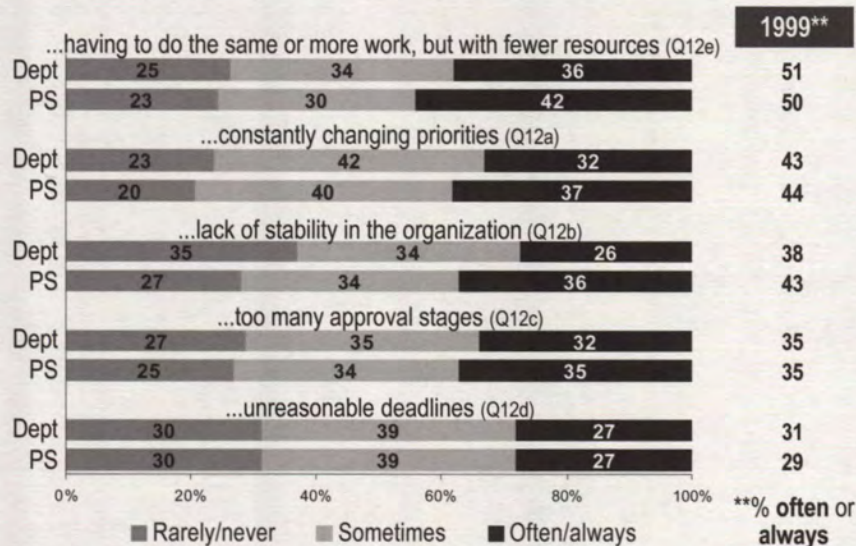


(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

Workplace Obstacles

Q: "I feel that the quality of my work suffers because of ..."



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

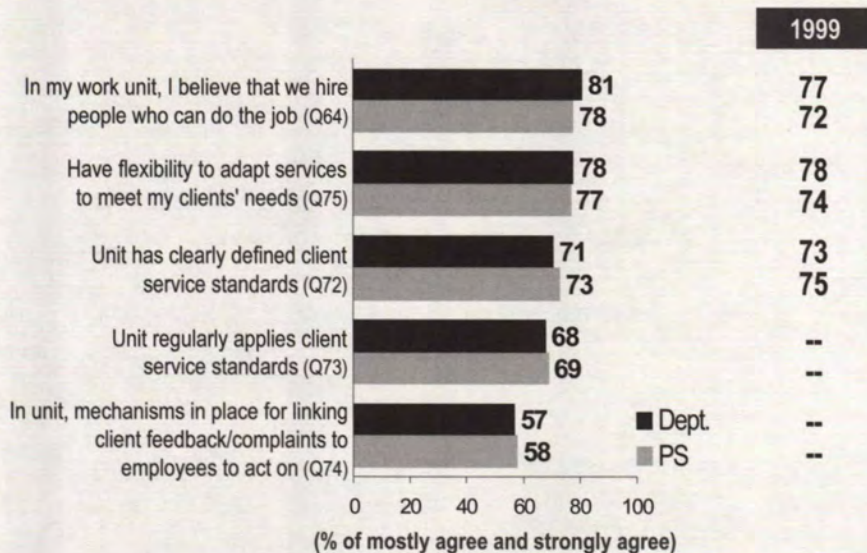
Quality of Service

- » Overall, Industry Canada employees feel their unit has clearly defined client service standards and that the unit regularly applies these standards (seven in ten). There is less agreement (57 per cent) when it comes to the existence of mechanisms in the unit for linking client feedback to employees for them to act on (just over one in ten responded "don't know").
- » Most employees (78 per cent) think that they have the flexibility to adapt services to meet client needs.
- » On these service issues, Industry Canada employees share the same views with public service employees in general and have remained consistent since 1999.

Follow-up

- » There is measured optimism within the department and the public service about the degree to which senior management will try to resolve concerns raised in the survey. Half agree that they will try while about one in ten indicate they don't know. While there is a significant improvement in the level of optimism or confidence since 1999, support for this view is tepid with only one in four expressing strong agreement.
- » Just under one in four agree that senior management has made progress toward resolving the issues from the 1999 survey. Many departmental employees are unsure about progress with 32 per cent of employees indicating that they do not know.
- » In contrast, there is no question that most agree that supervisors and senior management are committed to ensuring occupational health and safety, with eight in ten for both IC employees and those from the public service as a whole expressing agreement.

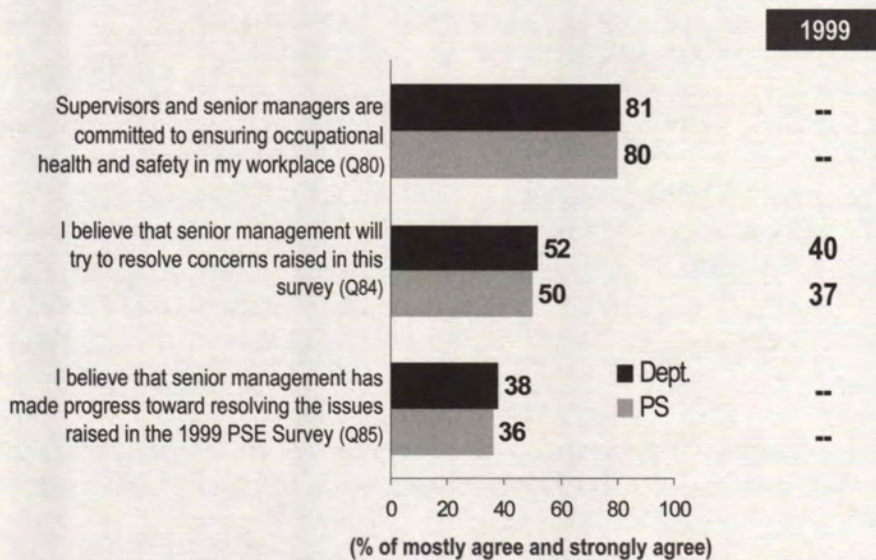
Quality of Service



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

Follow-up



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

3.2 Workload, Work–Life Balance and Flexibility

Flexible Work Arrangements

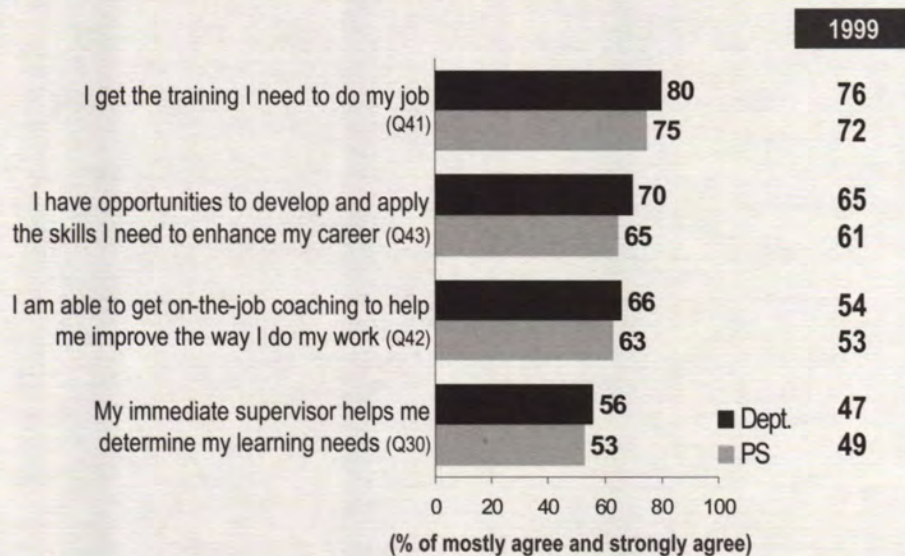
- » Almost all employees of Industry Canada and the public service as a whole are satisfied with their current work arrangements and this is unchanged from 1999.
- » Most agree that their immediate supervisor (subject to operational requirements) is supportive of flexible work arrangements and somewhat fewer agree that senior management actively supports the use of these arrangements.
 - Industry Canada employees are more likely to agree to both statements than the public service average. In particular, there is a seven-point difference with respect to the level of agreement about senior management actively supporting the use of flexible arrangements.
- » Although Industry employees are more likely to recognize management and supervisor support for flexibility, they do not differ much in their actual use of these approaches. Industry Canada employees only differ when it comes to somewhat higher levels of telework.
- » Overall, a modest number of public servants are taking advantage of flexible work arrangements. The most popular are a flexible work schedule (one in three) and a compressed work week (one in five). Much fewer are taking advantage of telework, job sharing or income averaging.

Workload

- » Although nearly seven in ten IC employees agree that they can balance personal, family and work needs, one in three disagree. This sense of balance has shifted dramatically since 1999³ when 85 per cent of employees indicated that they could balance these different priorities. These findings, including the trend from 1999, are essentially the same for the wider public service.
- » One in four employees feel pressured to work more than regular hours and only a bare majority indicates that they can complete their assigned workload during regular working hours.
 - Interestingly, IC employees who differed in 1999 (they were less likely to agree that they could get their work done) are now similar to other members of the public service (IC moved in the positive direction while the overall public service result moved in the negative direction).
- » Employees are now more likely to say that they can claim compensation for overtime worked. This is particularly true of Industry Canada employees who were well below the public service average in 1999, but are now similar (50 per cent of IC employees in 1999 and 61 per cent in 2002 said they can claim compensation).
- » While Industry Canada employees were as likely to say they are *able* to claim compensation, they were less likely to actually do so (43 per cent compared to 50 per cent for public service as a whole).

³ 1999 question included the words "flexibility to manage."

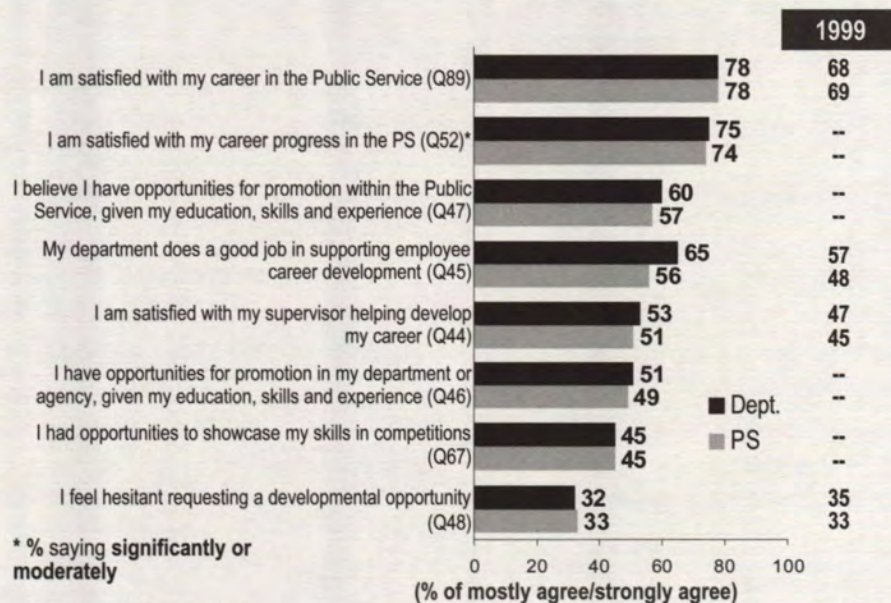
Training



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

Career Development



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

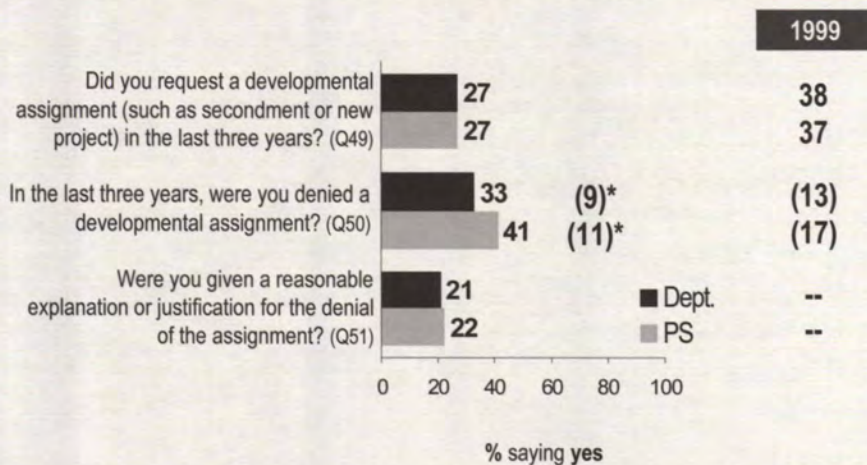
Career Development Assignments

- » Fewer IC employees indicated that they requested a developmental assignment in the last three years than did so in 1999, which is also true of the public service as a whole. In 1999, 38 per cent of IC employees made such a request compared with only 27 per cent in the 2002 survey.
- » One third of Industry Canada employees, considerably less than the public service-wide level of 41 per cent, who requested an assignment reported that they were denied and only 21 per cent of those denied said that they were given a reasonable explanation or justification for the denial.
 - The likelihood of being denied actually decreased slightly from 1999 (the 1999 figures have the total sample as a base rather than the number who made a request).

Adverse Career Impacts

- » Although most employees indicated satisfaction with their career and career progress, a couple of concerns emerged when survey respondents were asked to rate the extent to which a number of issues have had a negative impact upon their career.
 - The most likely issue to be recognized as having a significant adverse effect is restrictions in the area of competitions, which 29 per cent said has significantly affected them. Smaller groups mention a lack of access to development opportunities (16 per cent) and a lack of information about job opportunities (14 per cent).
- » Personal reasons such as a conflict between work and other obligations or one's personal level of education are considered significant effects by a small segment of employees (about one in ten).
- » Most employees say that discrimination has had no impact or a minimal impact on their progress, although 6 per cent consider the impact to have been significant.
 - This is notably higher among visible minority employees (14 per cent indicate discrimination has had a significant adverse effect on their careers).
- » In general, employees tend to not identify a lack of access to second language training or other learning opportunities as significant adverse impacts.
- » Employees of Industry Canada are similar to those in the rest of the public service except on the question of access to learning opportunities where the overall public service results indicate slightly more employees saying this has had a significantly adverse effect.

Development Assignment



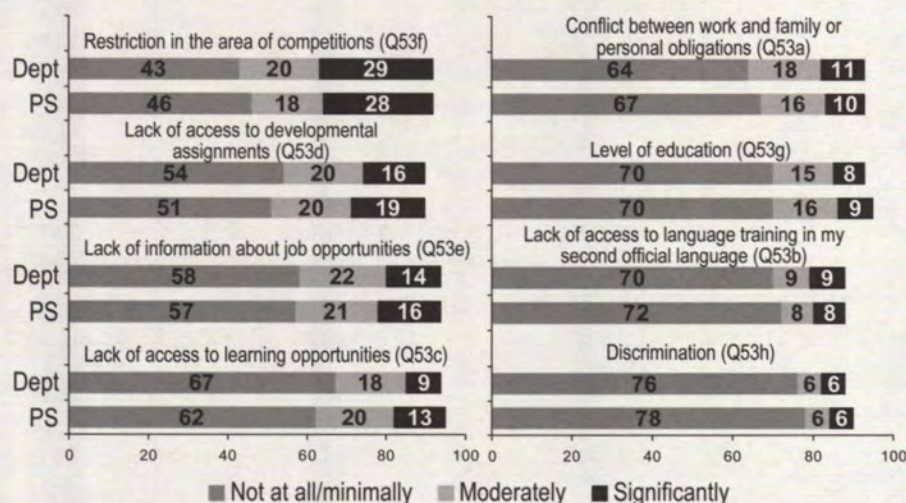
* Brackets indicate % of all – not just of those who requested assignment

{Base: PS, Q49, n=93,872; Q50, n=20,690; Q51, n=8,315;
Dept, Q49, n=3,367; Q50, n=733; Q51, n=237}

Public Service Wide Survey, 2002 and 1999

Adverse Career Impacts

Q: "To what extent, if at all, have any of the following adversely affected your career progress in the Public Service over the last three years?"



{Base: PS, n=95,013; Dept, n=3,405}

Public Service Wide Survey, 2002 and 1999

3.6 Attrition from the Public Service

Intention to Leave

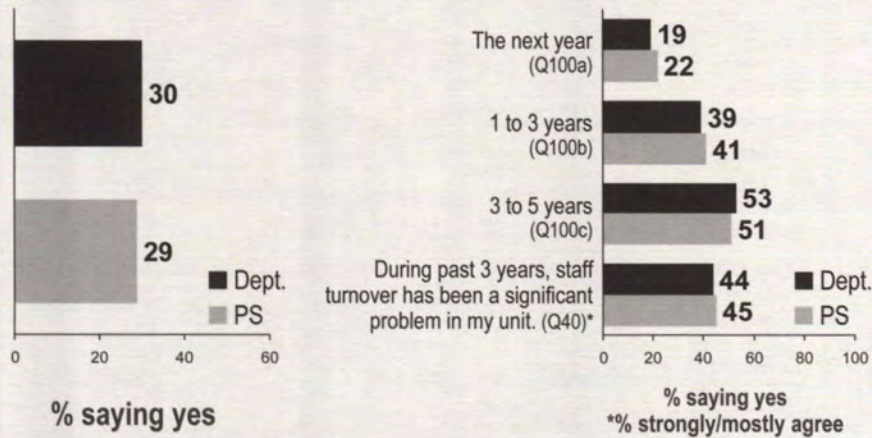
- » Three in ten Industry Canada employees are planning to leave the public service within the next five years. This is the same proportion as for the public service overall.
- » When it comes to the expected time frame for leaving, employees are more likely to report a time frame of three to five years rather than within the next year. About one in five of those who intend to leave in the next five years say they intend to leave in the next year.
- » Employees of Industry Canada are no more likely to be planning to leave and do not differ in their expected time frame for leaving.
- » A significant number of Industry Canada employees (44 per cent) agree, however, that staff turnover has been a significant problem in their unit.

Reasons for Leaving

- » Those people who express an intention to leave in the next five years were asked to rate the importance of ten different reasons for their departure.
- » The most cited reason for leaving among Industry Canada employees is retirement; nearly six in ten say this is a very important reason. While retirement is a natural part of the employment process and life cycle, a number of other reasons are considered very important by sizeable segments.
 - Roughly a third of employees say that the pursuit of other opportunities (42 per cent), making better use of their training and skills (38 per cent), and health reasons (burnout, disability) (33 per cent) are very important reasons.
- » One in four say that family obligations (27 per cent) and workplace difficulties (25 per cent) are very important reasons in their plans to leave.
- » Fewer IC employees found the following reasons to be very important: the end of a contract (8 per cent), a decision to return to school (8 per cent), workforce adjustment program (9 per cent), and the transfer of their unit to the private sector (9 per cent).
- » Industry Canada employees who intend to leave are similar to those who intend to leave from other parts of the public service with two differences:
 - IC employees are modestly less likely to say that health reasons, the end of a contract or term of employment, family obligations or because their unit is transferred are very important reasons for leaving.
 - IC employees are more likely to say that the pursuit of other employment opportunities is a very important reason for leaving.

Attrition in the Public Service

Q: "Are you planning to leave the Public Service within the next five years?" (Q99)

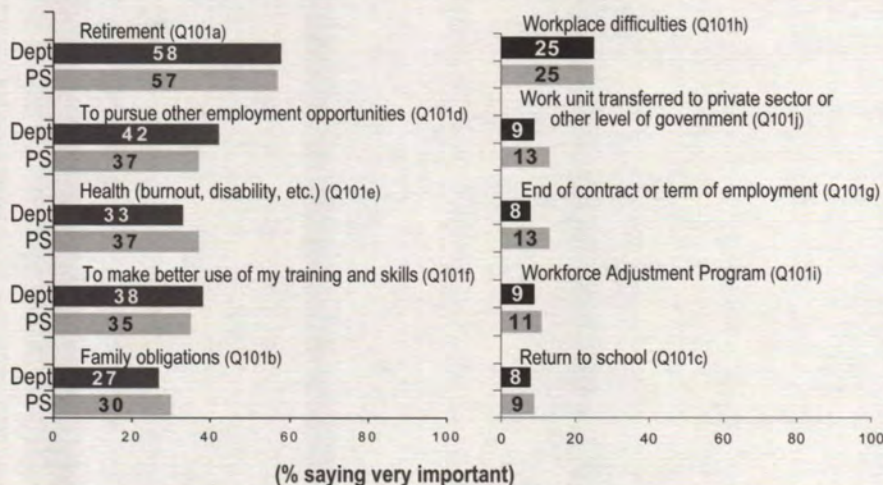


(Base: PS; Q99, n=93,788, Q100a-Q100c, approx. n=15,352; Q40, n=94,440; Dept; Q99, n=3,373, Q100a-Q100c, n=607; Q40, n=3,379)

Public Service Wide Survey, 2002 and 1999

Reasons for Leaving the Public Service

Q: "How important would each of the following reasons be for your departure from the Public Service?"



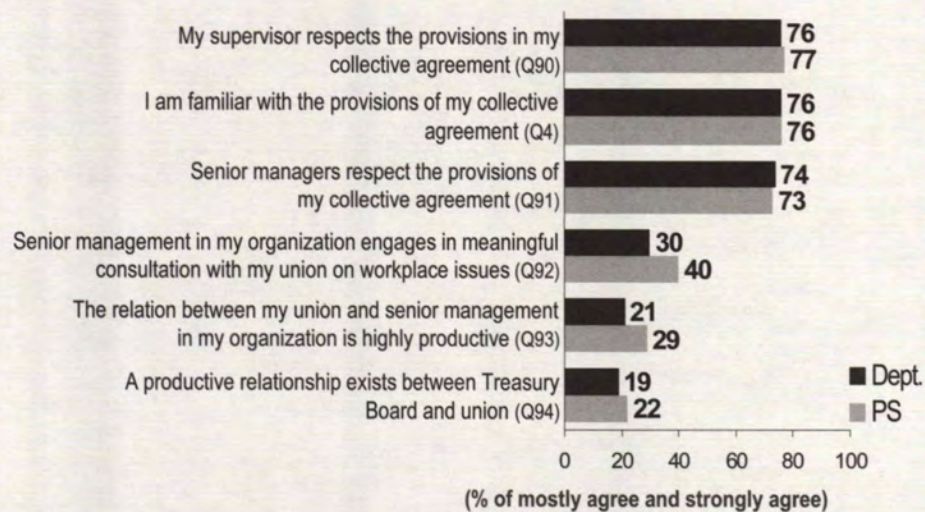
(Base: 101a-101f; PS, approx. n=25,172; Dept, approx. n=924)

Public Service Wide Survey, 2002 and 1999

3.7 Labour Relations

- » Three-quarters of employees are aware of provisions of the collective agreement (76 per cent) and agree that the provisions are respected by supervisors (76 per cent) and by senior management (74 per cent). These are similar to the results for the public service as a whole.
- » It appears that the employees of IC and of the public service as a whole do not view union-management issues positively. Only on the issue of union relations with Treasury Board do more employees take a negative (disagree) position.
 - o Thirty per cent of IC employees think that senior management engages in meaningful consultation, 21 per cent think that the relationship between union and senior management is productive and 19 per cent think that there is a productive relationship between Treasury Board and the union.
- » Employees of Industry Canada are more negative on these three union-management issues in part because they are less likely to have evaluated them, returning a higher percentage of "don't knows" than public service-wide.
 - o Forty-nine per cent of Industry Canada employees compared with 36 per cent of public service employees as a whole say they do not know whether there is meaningful consultation. Among those who answer, the positive responses outnumber the negative ones by a two to one margin on this question for both Industry Canada and the public service.
 - o When it comes to the questions of an ongoing relationship between unions and senior management/TBS, 56 and 46 per cent of Industry Canada employees, respectively, provided a "don't know" response (public service-wide the don't knows are 42 and 39 per cent). In the case of the relationship with TBS, however, the disagrees do outnumber the agrees for both IC and the public service as a whole.

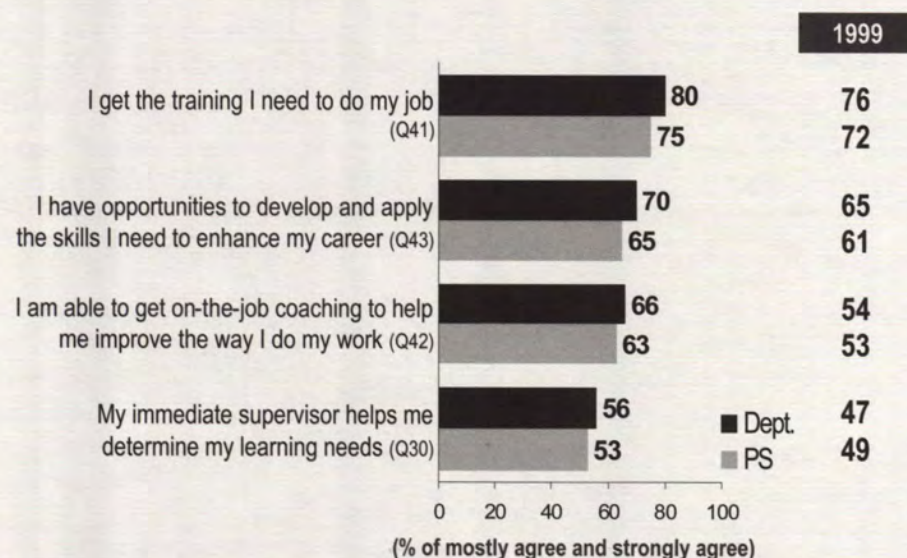
Labour Relations



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

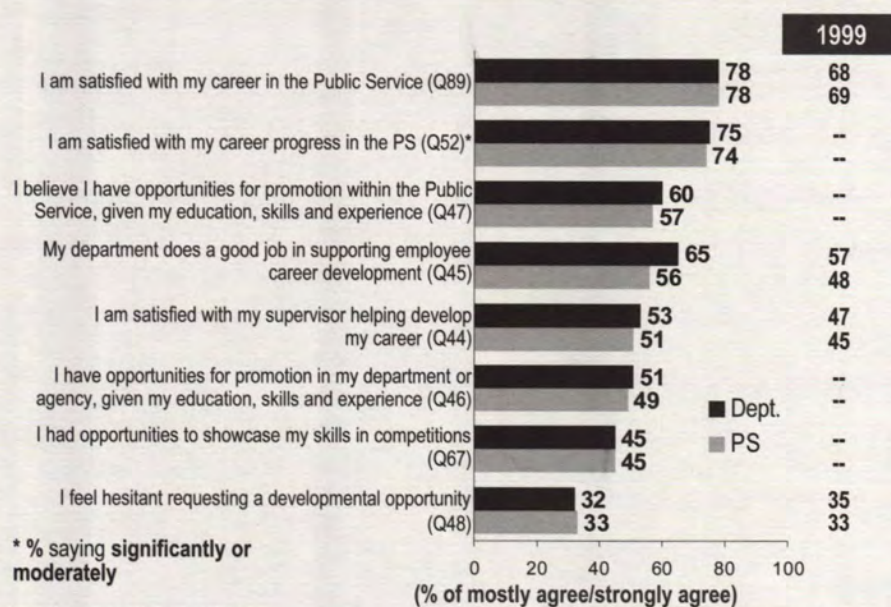
Training



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

Career Development



(Base: PS, n=95,013; Dept, n=3,405)

Public Service Wide Survey, 2002 and 1999

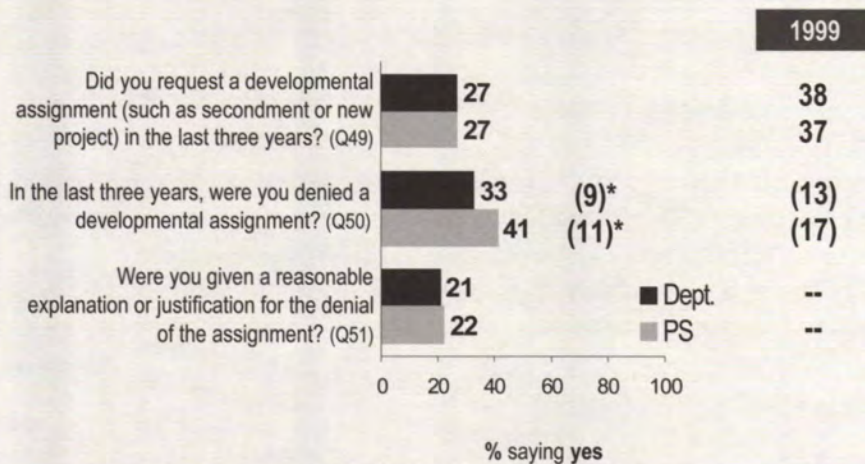
Career Development Assignments

- » Fewer IC employees indicated that they requested a developmental assignment in the last three years than did so in 1999, which is also true of the public service as a whole. In 1999, 38 per cent of IC employees made such a request compared with only 27 per cent in the 2002 survey.
- » One third of Industry Canada employees, considerably less than the public service-wide level of 41 per cent, who requested an assignment reported that they were denied and only 21 per cent of those denied said that they were given a reasonable explanation or justification for the denial.
 - The likelihood of being denied actually decreased slightly from 1999 (the 1999 figures have the total sample as a base rather than the number who made a request).

Adverse Career Impacts

- » Although most employees indicated satisfaction with their career and career progress, a couple of concerns emerged when survey respondents were asked to rate the extent to which a number of issues have had a negative impact upon their career.
 - The most likely issue to be recognized as having a significant adverse effect is restrictions in the area of competitions, which 29 per cent said has significantly affected them. Smaller groups mention a lack of access to development opportunities (16 per cent) and a lack of information about job opportunities (14 per cent).
- » Personal reasons such as a conflict between work and other obligations or one's personal level of education are considered significant effects by a small segment of employees (about one in ten).
- » Most employees say that discrimination has had no impact or a minimal impact on their progress, although 6 per cent consider the impact to have been significant.
 - This is notably higher among visible minority employees (14 per cent indicate discrimination has had a significant adverse effect on their careers).
- » In general, employees tend to not identify a lack of access to second language training or other learning opportunities as significant adverse impacts.
- » Employees of Industry Canada are similar to those in the rest of the public service except on the question of access to learning opportunities where the overall public service results indicate slightly more employees saying this has had a significantly adverse effect.

Development Assignment

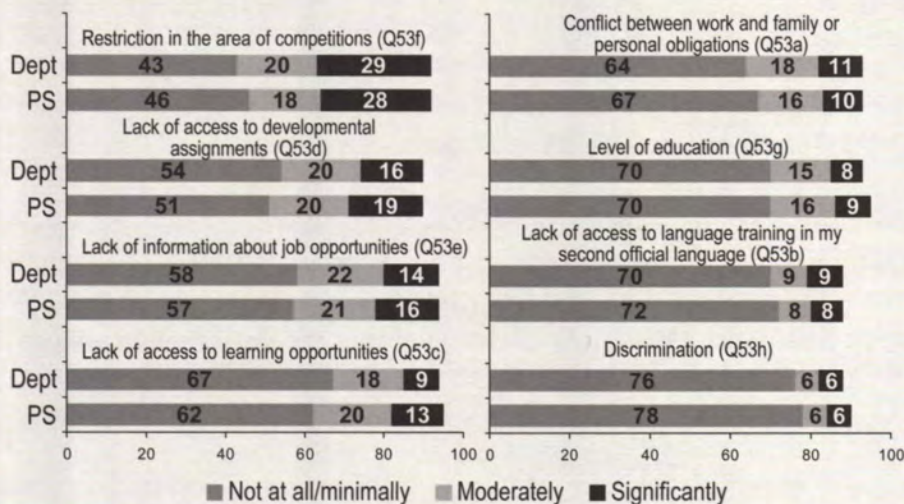


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Public Service Wide Survey, 2002 and 1999

Adverse Career Impacts

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Public Service Wide Survey, 2002 and 1999

3.6 Attrition from the Public Service

Intention to Leave

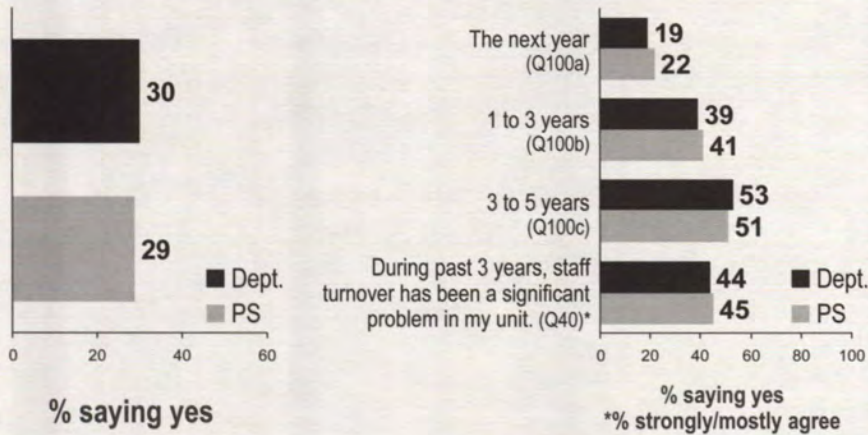
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- » Employees of Industry Canada are no more likely to be planning to leave and do not differ in their expected time frame for leaving.
- » A significant number of Industry Canada employees (44 per cent) agree, however, that staff turnover has been a significant problem in their unit.

Reasons for Leaving

- » Those people who express an intention to leave in the next five years were asked to rate the importance of ten different reasons for their departure.
- » The most cited reason for leaving among Industry Canada employees is retirement; nearly six in ten say this is a very important reason. While retirement is a natural part of the employment process and life cycle, a number of other reasons are considered very important by sizeable segments.
 - Roughly a third of employees say that the pursuit of other opportunities (42 per cent), making better use of their training and skills (38 per cent), and health reasons (burnout, disability) (33 per cent) are very important reasons.
- » One in four say that family obligations (27 per cent) and workplace difficulties (25 per cent) are very important reasons in their plans to leave.
- » Fewer IC employees found the following reasons to be very important: the end of a contract (8 per cent), a decision to return to school (8 per cent), workforce adjustment program (9 per cent), and the transfer of their unit to the private sector (9 per cent).
- » Industry Canada employees who intend to leave are similar to those who intend to leave from other parts of the public service with two differences:
 - IC employees are modestly less likely to say that health reasons, the end of a contract or term of employment, family obligations or because their unit is transferred are very important reasons for leaving.
 - IC employees are more likely to say that the pursuit of other employment opportunities is a very important reason for leaving.

Attrition in the Public Service

Q: "Are you planning to leave the Public Service within the next five years?" (Q99)

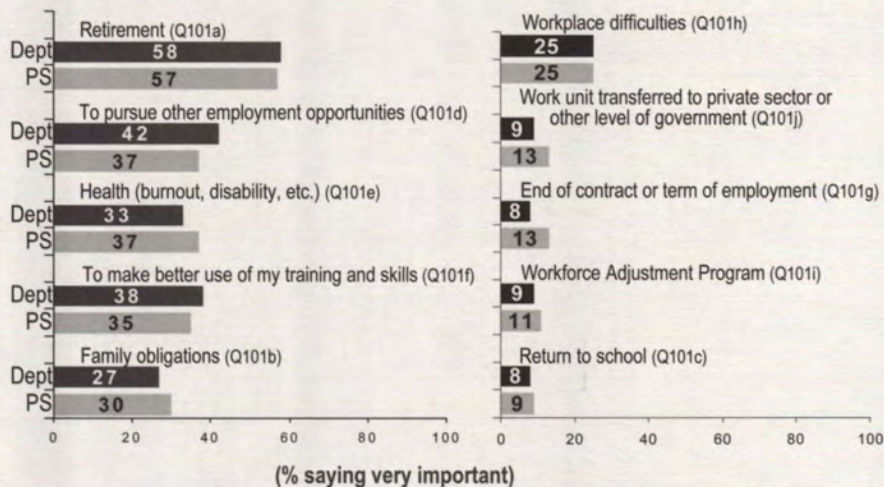


(Base: PS; Q99; n=93,788, Q100a-Q100c, approx. n=15,352; Q40, n=94,440; Dept; Q99; n=3,373, Q100a-Q100c, n=607; Q40, n=3,379)

Public Service Wide Survey, 2002 and 1999

Reasons for Leaving the Public Service

Q: "How important would each of the following reasons be for your departure from the Public Service?"



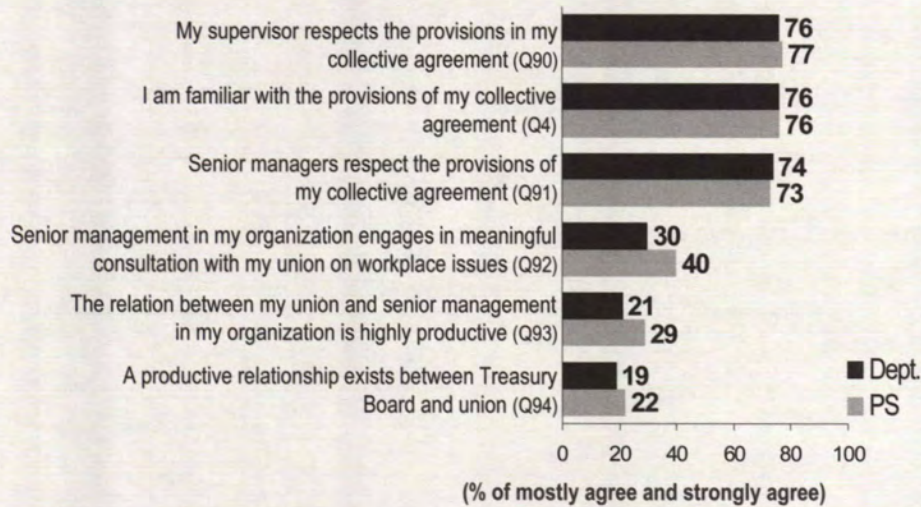
(Base: 101a-101f; PS, approx. n=25,172; Dept, approx. n=924)

Public Service Wide Survey, 2002 and 1999

3.7 Labour Relations

- » Three-quarters of employees are aware of provisions of the collective agreement (76 per cent) and agree that the provisions are respected by supervisors (76 per cent) and by senior management (74 per cent). These are similar to the results for the public service as a whole.
- » It appears that the employees of IC and of the public service as a whole do not view union-management issues positively. Only on the issue of union relations with Treasury Board do more employees take a negative (disagree) position.
 - Thirty per cent of IC employees think that senior management engages in meaningful consultation, 21 per cent think that the relationship between union and senior management is productive and 19 per cent think that there is a productive relationship between Treasury Board and the union.
- » Employees of Industry Canada are more negative on these three union-management issues in part because they are less likely to have evaluated them, returning a higher percentage of "don't knows" than public service-wide.
 - Forty-nine per cent of Industry Canada employees compared with 36 per cent of public service employees as a whole say they do not know whether there is meaningful consultation. Among those who answer, the positive responses outnumber the negative ones by a two to one margin on this question for both Industry Canada and the public service.
 - When it comes to the questions of an ongoing relationship between unions and senior management/TBS, 56 and 46 per cent of Industry Canada employees, respectively, provided a "don't know" response (public service-wide the don't knows are 42 and 39 per cent). In the case of the relationship with TBS, however, the disagrees do outnumber the agrees for both IC and the public service as a whole.

Labour Relations



{Base: PS, n=95,013; Dept, n=3,405}

Public Service Wide Survey, 2002 and 1999

4.0 Appendix

Those employees who reported experiencing harassment, discrimination, or physical violence were asked to identify additional details of those incidents.

Harassment

Definition provided in the questionnaire: Harassment is any improper conduct by an individual, that is directed at and offensive to another person or persons in the workplace, and that the individual knew or ought reasonably to have known would cause offence or harm. It comprises any objectionable act, comment or display that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat. It includes harassment within the meaning of the *Canadian Human Rights Act*.

- » In both the public service and Industry Canada, employees are most likely to report that they experienced harassment from individuals in authority, followed by co-workers. In fact, many victims report multiple incidents from these sources.
- » Given most employees have both a supervisor and co-workers, these two possibilities apply to most people. Other possibilities for the perpetrator of harassment include the public, public servants from other departments, subordinates, or those with whom one has a custodial relationship. Employees are less likely to identify individuals from other departments and the public as the perpetrators of harassment.

Physical Violence

- » The pattern for the perpetrator of physical violence mirrors that for harassment. Within the public service as a whole, the most likely perpetrator of physical violence is a person for whom the employee has custodial responsibility. IC employees identify co-workers (34 per cent); individuals with authority over the employee (28 per cent); and members of the public (21 per cent).

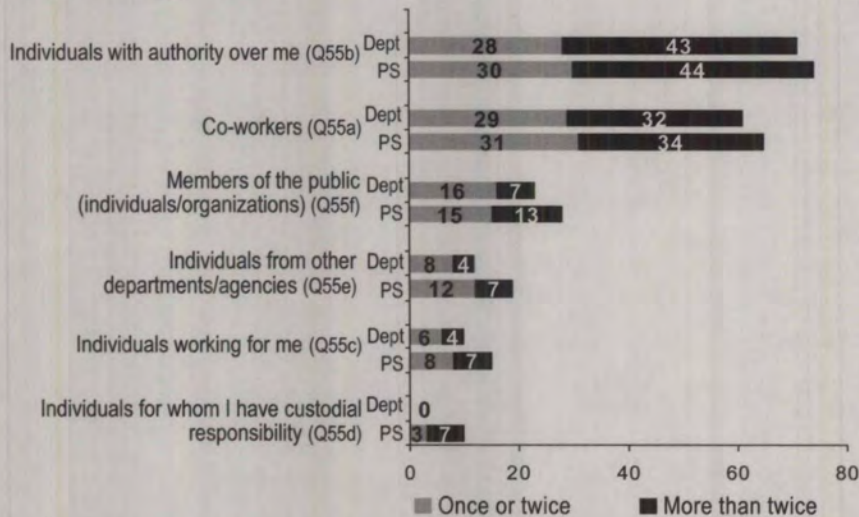
Discrimination

Definition provided in the questionnaire: Discrimination means to treat someone differently or unfairly because of a personal characteristic or distinction which, whether intentional or not, has an effect which imposes disadvantages not imposed upon others or which withholds or limits access to other members of society. There are eleven prohibited grounds under the *Canadian Human Rights Act*: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, mental or physical disability and pardoned conviction.

- » Discrimination is most likely to be perpetrated by those in a position of authority followed quite distantly by co-workers.
- » The discrimination identified is most likely to be sex- or age-related followed by race and national or ethnic origin.

Type of Harassment

Q: "From whom did you experience harassment on the job?" [asked only of those who were a victim]

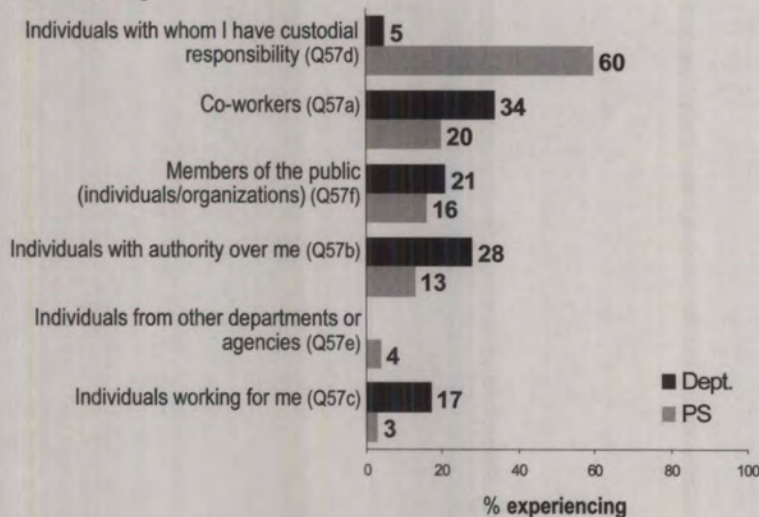


(Base: Q55a-Q55f; PS, approx. n=18,228; Dept; approx. n=549)

Public Service Wide Survey, 2002 and 1999

Type of Physical Violence

Q: "From whom did you experience physical violence on the job?" [asked only of those who were a victim]

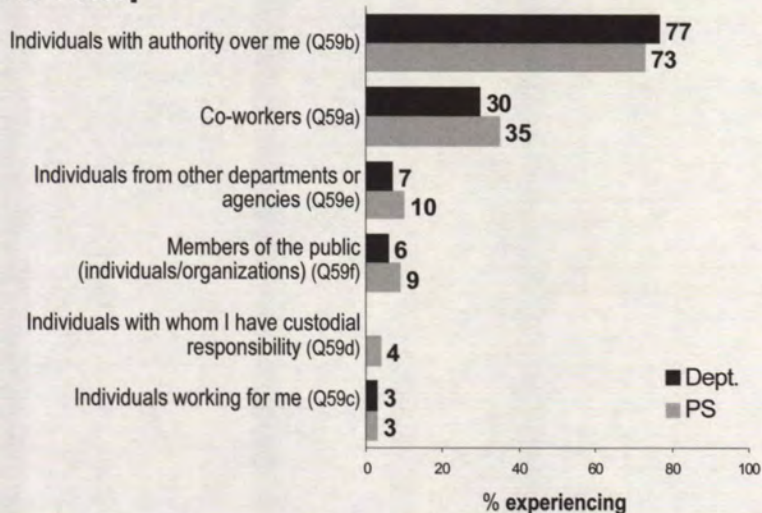


(Base: Q57a-Q57f; PS, n=1,908; Dept, n=18)

Public Service Wide Survey, 2002 and 1999

Discrimination: From Whom?

Q: "From whom did you experience discrimination on the job?" [asked only of those who were a victim]

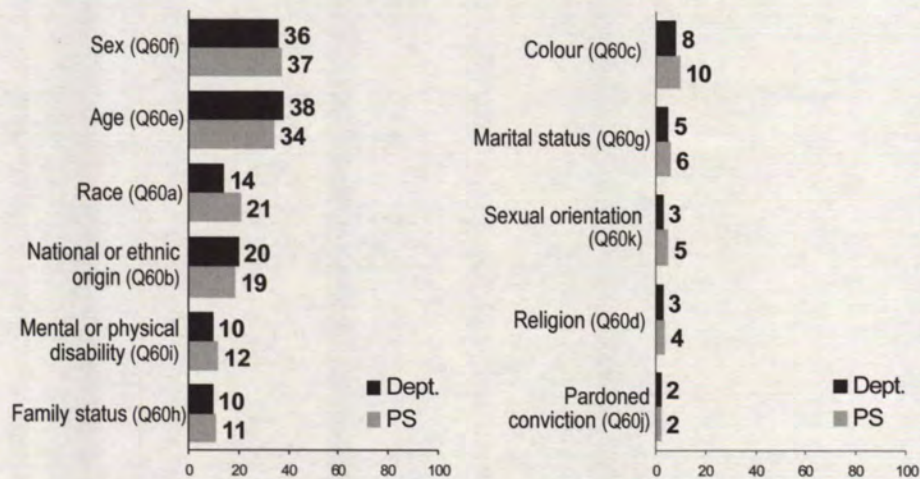


(Base: Q59a-Q59f; PS, n=15,542; Dept, n=523)

Public Service Wide Survey, 2002 and 1999

Discrimination: Type

Q: "Please indicate the type of discrimination you experienced" (Q60)



(Base: Q60a-Q60k; PS, n=14,213; Dept, n=496)

Public Service Wide Survey, 2002 and 1999