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**Program
Evaluation
Division**

**REPORT ON THE METHODOLOGY
FOR THE
SURVEY OF CCAC EMPLOYEES
ON THE
DEPARTMENTAL ASSIGNMENT PROGRAM**

**Consommation
et Affaires
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**Consumer and
Corporate
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**Bureau des
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**Bureau of
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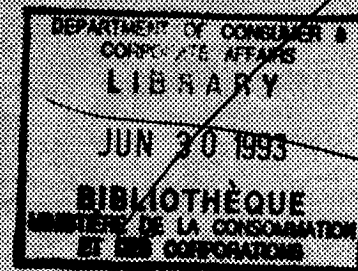
REPORT ON THE METHODOLOGY

FOR THE

SURVEY OF CCAC EMPLOYEES

ON THE

DEPARTMENTAL ASSIGNMENT PROGRAM



PROGRAM EVALUATION DIVISION
STRATEGIC PLANNING AND CORPORATE SERVICES BRANCH

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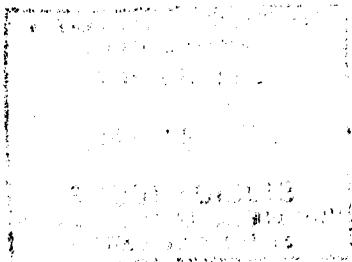
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1. Introduction

This note explores several aspects of the methodology associated with the survey of Consumer and Corporate Affairs Canada (CCAC) employees concerning the Departmental Assignment Program (DAP). The report considers the following areas: the purpose of the survey, the purpose of the program, the population of interest, questionnaire design, the pre-test, sample design, analysis and some comments on the operational aspects of the survey.

2. Purpose

The purpose of the survey is to obtain a database which can be used to analyze the impact of and satisfaction with the DAP.

3. The Program

The program is designed to provide employees with short-term assignment opportunities in order to apply their skills, to develop and acquire new knowledge and experience, and to revitalize interest in their work as well as to assist managers in meeting short-term operational requirements. The program started in May 1989 and is an ongoing program. DAP staff run the program at headquarters. In the regions, personnel officers serve the needs of regional staff.

4. The Population

The program is open to all indeterminate staff who are not on probation. Term employees and students are, therefore, excluded. Unfortunately, there was no straightforward way to identify employees on probation. Hence, the survey population comprises all indeterminate staff.

It was determined that the viewpoints of the employees/respondents would be affected by their experiences with the program. The overall population was stratified accordingly into eight groups. These groups are identified as follows:

- i) employees on assignment and employees who have completed an assignment;
- ii) employees in the inventory;
- iii) employees no longer in the inventory;
- iv) employees eligible for the DAP (but who have not participated);
- v) employees/managers who submitted a proposal/ proposal was filled;
- vi) employees/managers who submitted a proposal/ proposal was withdrawn;
- vii) employees/managers who submitted a proposal/proposal not (yet) filled; and
- viii) managers who have not yet used the DAP.

In effect, population number iv) consists of all indeterminate employees who do not fall into one of the other groups. Clearly, there are employees whose experiences could put them into more than one of the above groups. Arbitrary rules established the location for each potential respondent. These are as follows:

- I. Managerial questionnaires have priority;
- II. For employees and managers who could be in groups v) through vii),

group v) has precedence;

- III. For employees who could be in groups i), ii) and iii), group i) has precedence.

It should be noted that the lists presented coverage problems of all kinds: duplication, overcoverage (names of employees no longer in the Department) and undercoverage (missing names which should be on the lists). Care was taken to make the lists as correct and comprehensive as possible. Some problems regarding associating the respondent with the appropriate questionnaire are anticipated. Respondent burden concerns led to the decision to ask respondents to complete one questionnaire.

5. Questionnaire Design

The issues of interest were identified in the Program Evaluation Assessment Report¹. The questions were developed in consultation with DAP staff and staff in Program Evaluation Division. Whenever possible, the questions across questionnaires were set to be identical in order to permit comparisons across groups at the analysis stage. Closed-ended questions were used whenever possible to facilitate quantitative analysis. There remain numerous open-ended questions to allow respondents every opportunity to provide their opinions.

6. Pre-Test

The survey pre-test is to help with the identification of problem areas on the questionnaires. It is also to help us to learn about the response to the telephone and

¹. *Report on the Evaluation Assessment Study of the Departmental Assignment Program (DAP)*. Program Evaluation Division, Consumer and Corporate Affairs Canada, July 1992.

mail-out/mail-back data collection techniques. In general, the telephone technique is known to lead to higher response rates and to permit better control of time to completion of survey. Responses to the open-ended questions and, perhaps, to "sensitive" questions may suffer however. Regardless of the technique chosen, all respondents are to be sent copies of the relevant questionnaires.

As the current population size of group vii) is zero, the other seven groups are to be tested. The pre-test sample group was selected arbitrarily to maximize our ability to check for problems relating to language of questionnaire, the Bureau that the employee works in, gender and job classification. In total, the pre-test will sample 37 headquarters staff, 32 by telephone and 5 by mail-out/mailback.

7. Sample Design

The table which follows shows the counts for each of the survey populations along with pre-test counts and sample counts. All CCAC headquarters staff (i.e. located in the National Capital Region (NCR)) in groups i, ii, iii, v, vi, (vii) and viii are to be surveyed (census survey). If the telephone technique of data collection is implemented, a 1 in 7 sample rate for group iv at headquarters may suffice (142 contacts). If a mail-out/mailback data collection technique is implemented, a 1 in 5 sample rate may offset the anticipated increase in non-response (200 contacts).

8. Analysis

One-way tables are to be produced for all quantitative items. When questions are identical across questionnaires and comparisons across groups appear to be appropriate, two-way tables are to be obtained. Suggested tables, appropriate for

statistical analysis of the collected data, are shown in Appendix A. Where population/sample size permits, we shall attempt breakdowns by sex, first language and age.

Population Size, Pre-test Counts, and Survey Sample Size

GROUP		ELIGIBLE POPULATION	PRE-TEST (t)	SAMPLE (s)	TOTAL (t + s)
i		97	4	93	97
ii		25	4	21	25
iii		38	4	34	38
iv	NCR	998	10	142	152
	10 - ATL	70	0	35	35
	24 - QUE	192	0	48	48
	35 - ONT	260	0	52	52
	47 - PRA	185	0	46	46
	59 - PAC	92	0	46	46
v		49	5	44	49
vi		50	6	44	50
vii		0	0	0	0
viii		53	4	49	53
National Headquarters		1310	37	427	464
Regions		799	0	227	227
TOTAL		2109	37	654	691

SOURCE: Tabulations from Personnel files and DAP files.

NOTE: Total consists of the total of pre-test counts and survey sample counts.

A census survey of eligible populations i, ii, iii, v, vi, vii and viii ensures representation from all areas in the department. The table which follows shows the distribution of

eligible population by Bureau.

Responses to open-ended questions will be listed by respondent group and question. These responses will be studied for issues and patterns in the responses. This information could lead to further meetings with CCAC staff.

Population Counts By Bureau

BUREAU	i	ii	iii	v	vi	viii	TOTAL
FAAD	25	4	7	10	11	6	63
CALP	27	10	17	11	16	15	86
CPSP	19	4	2	12	7	5	49
BCP	9	3	7	2	4	18	43
CONS	15	3	5	12	11	9	55
OTHER	2	1	0	2	1	0	6
TOTAL	97	25	38	49	50	53	312

SOURCE: Tabulations from Personnel files and DAP files.

NOTE: . Excludes group vii with 0 count and group iv which is sampled.
 . FAAD counts include ADRG counts, BCP counts include counts from CRB and CTC, and OTHER includes HMIRC and PMPRB counts.
 . Data is for headquarters (NCR) only.

9. Operational Concerns

High response rates are vital to the success of the survey and the program evaluation study. An overall response rate of 50% is expected (if the survey is carried out by telephone) but the response rate for participants (groups i-iii, v-vii) is expected to be higher than the response rate for non-participants.

The amount of time required to complete a telephone survey varies with the

questionnaire length. The following table summarizes the anticipated amount of interviewing time.

GROUP	TIME PER	SAMPSIZE	EXP RESP	TOT TIME
i	0.5 HR.	93	54	27 HR.
ii	0.33 HR.	21	15	5 HR.
iii	0.33 HR	34	24	8 HR.
iv	0.25 HR	142	72	18 HR.
v	0.5 HR.	44	28	14 HR.
vi	0.33 HR.	44	27	9 HR.
vii	0.33 HR.	0	0	0
viii	0.25 HR.	49	24	6 HR.
TOTAL		427	244	87 HR.

NOTE: To the total of 87 hours, add time for 1000 contacts at 3 minutes per attempt (ie., 50 hours). Hence, the total time allowed for the telephone survey is approximately 140 hours.

The above table shows interviewer workload for the survey of headquarters only.

Completed questionnaires are to be checked for suitable responses by the interviewers. Item non-response follow-up is not planned. Data is to be captured and edited by a contractor according to the approved Terms of Reference.

APPENDIX A

All tables should be produced twice, once for unweighted and once for weighted counts.

TABLE 1: GROUP BY LEARN SOURCE (LS)

GROUP	DAP DOC UME NT	CCAC PUBL ICAT ION	HOME MANA GER	HOST MANA GER	DAP STA FF	INFO SESS ION	COL LEA GUE	YOUR MANA GER	CAND IDAT E	TOT
i										
ii										
iii										
iv-NCR										
-ATL										
-QUE										
-ONT										
-PRA										
-PAC										
v										
vi										
viii										
TOTAL										

- NOTE:
- . GROUP i REPRESENTS RESPONDENTS TO QUESTIONNAIRE 1 (AND SO ON).
 - . INFORMATION DERIVES FROM QUESTIONS 1A THROUGH 1G, ALL QUESTIONNAIRES.
 - . ROW PERCENTAGES ARE REQUIRED IN ADDITION TO COUNTS.

TABLE 2: GROUP BY LEARN SOURCE (LS) QUALIFIERS

GROUP	MOST INFORMATIVE SOURCE	MOST ENCOURAGING SOURCE	TOTAL
i			
ii			
iii			
iv - NCR			
- ATLANTIC			
- QUEBEC			
- ONTARIO			
- PRAIRIE			
- PACIFIC			
v			
vi			
viii			
TOTAL			

NOTE:

- . INFORMATION DERIVES FROM QUESTION 2 (QUESTIONNAIRES FOR GROUPS i - vi AND viii) AND QUESTION 3 (QUESTIONNAIRES FOR GROUPS i - iii AND v - vi)
- . ROW PERCENTAGES REQUIRED IN ADDITION TO COUNTS

TABLE 3: GROUP BY WHEN AWARE (WA)

GROUP	1989	1990	1991	1992	OTHER	TOTAL
i						
ii						
iii						
TOTAL						

- NOTE:
- . INFORMATION DERIVES FROM QUESTION 4.
 - . SEPARATE TABLES REQUIRED FOR EACH OF GROUPS i, ii AND iii.
 - . ROW PERCENTAGES REQUIRED IN ADDITION TO COUNTS.

TABLE 4: GROUP BY AWARENESS

GROUP	3 MO TO 2 YR	ELI GIB LE	MGR OK	HOME BENE FITTS	COMP ETIT IONS	HOST MGR OBLI GATI ONS	ANYW HERE IN PS	COUN SELL ING	TOTA L
i									
ii									
iii									
iv-NCR									
-ATL									
-QUE									
-ONT									
-PRA									
-PAC									
v									
vi									
viii									
TOTAL									

- NOTE:
- . INFORMATION DERIVES FROM QUESTIONS 5A THROUGH 12A FOR GROUPS i-iii, FROM QUESTIONS 3A THROUGH 3H FOR GROUPS iv AND viii, AND FROM QUESTIONS 4A THROUGH 11A FOR GROUPS v AND vi.
 - . ROW PERCENTAGES REQUIRED IN ADDITION TO COUNTS.

TABLE 5: AWARENESS (AW) BY WHEN LEARNED

WHEN LEARNED	3 MO TO 2 YR	ELIGIBLE	MGR OK	HOME BENEFITS	COMPETITIONS	MGR OBLIGATIONS	ANYWHERE IN PS	COUNSELLING	TOT
BEFORE APPLYING									
WHEN APPLYING									
DURING THE ASSIGNMENT									
AFTER THE ASSIGNMENT									
TOT									

- NOTE:
- . THE ITEM "WHEN LEARNED" VARIES SOMEWHAT WITH EACH GROUP
 - . INFORMATION DERIVES FROM 5B-12B FOR GROUPS i-iii, 4B-11B FOR GROUPS v AND vi.
 - . SEPARATE TABLES REQUIRED FOR EACH OF GROUPS i-iii, v AND vi.
 - . ROW PERCENTAGES REQUIRED FOR ALL COUNTS.

TABLE 6: LEARN SOURCE (LS) BY AWARENESS (AW)

AW	DAP DOC	CCAC PUB	HOME MGR	HOST MGR	DAP STAF F	INFO SESS ION	COLL EAGU E	YOUR MGR	C A N D I D A T E	T O T A L
3 MO TO 2 YR										
ELIG IBLE										
MGR OK										
HOME BENE FITS										
COMP ETIT IONS										
HOST MGR OBLI GATI ONS										
ANYW HERE IN PS										
COUN SELL ING										

- NOTE:
- . INFORMATION DERIVES FROM 1 FOR ALL GROUPS AND 5A-12A FOR GROUPS i-iii, 4A-11A FOR GROUPS v AND vi AND 3A-H FOR GROUPS iv AND viii.
 - . SEPARATE TABLES REQUIRED FOR GROUPS i-vi and viii.
 - . ROW PERCENTAGES REQUIRED.

TABLE 7: GROUP BY RESTRICTED USE

GROUP	MGR AUTHOR IZATION	NEEDS/ QUALIF ICATIONS	LANGU AGE	EMPLOY EE MOBILI TY	HOME ORG. DELAY	HOST ORG. DELAY	TOTAL
i							
ii							
iii							
iv-NCR							
-ATL							
-QUE							
-ONT							
-PRA							
-PAC							
v							
vi							
viii							
TOTAL							

NOTE: . INFORMATION DERIVES FROM QUESTIONS 13 A-D FOR GROUPS i-iii, 6A-D FOR GROUPS iv AND viii, AND 12A-F FOR GROUPS v-vi.
 . ROW PERCENTAGES REQUIRED.

TABLE 8: MOST SERIOUS RESTRICTION

GROUP	MANAGE R AUTHOR IZATION	NEEDS/ QUALIF ICATIONS	LANGUA GE	EMPLOY EE MOBILI TY	HOME ORG. DELAY	HOST ORG. DELAY	TOTAL
v							
vi							
TOTAL							

NOTE: . INFORMATION DERIVES FROM QUESTION 13.
 . ROW PERCENTAGES REQUIRED.

TABLE 9: GROUP i: TIME ON ASSIGNMENT

TIME ON ASSIGNMENT	
NUMBER OF MONTHS	
3	
4	
5	
6	
...	
24	
TOTAL	

NOTE: . INFORMATION DERIVES FROM QUESTION 14.
 . COLUMN PERCENTAGES REQUIRED.

TABLE 10: GROUP BY WHY APPLIED (WA)

GROUP	ORGA NIZA TION AL CHAN GE	DEVE LOP NEW SKIL LS	KNO WLE DGE	CON TAC TS	CARE ER DIRE CTIO N	CARE ER PATH	MANA GEME NT POSI TION	SECO ND LANG UAGE	TOTAL
i									
ii									
iii									
TOTAL									

NOTE: . INFORMATION DERIVES FROM 15A-H FOR GROUP i AND 14A-H FOR GROUPS ii AND iii.
. ROW PERCENTAGES REQUIRED.

TABLE 11: GROUP BY WHY APPLIED: MOST IMPORTANT

GROUP	ORGA NIZA TION AL CHAN GE	DEVE LOP NEW SKIL LS	KNO WLE DGE	CON TAC TS	CARE ER DEVE LOPM ENT	CARE ER PATH	MANA GEME NT POSI TION	SECO ND LANG UAGE	TOTAL
i									
ii									
iii									
TOTAL									

NOTE: . SEE NOTES FOR TABLE 10.
. INFORMATION DERIVES FROM QUESTION 16 FOR GROUP i AND QUESTION 15 FOR GROUPS ii AND iii.
. ROW PERCENTAGES REQUIRED.

TABLE 12: SERVICE BY LEVEL OF SATISFACTION (SL)

SERVICE	NO SATISF ACTION (0)	LOW SATISF ACTION (1)	SOME SATISF ACTION (2)	HIGH SATISF ACTION (3)	VERY HIGH SATISF ACTION (4)	NOT APPLI CABLE	TOT AL
RECEPTION							
COUNSELLI NG							
DAP PROCEDURE S							
APPLICATI ON FORMS							
OFFICIAL LANG.							
SEARCH: CA NDIDATES							
ASSIGNMEN T LENGTH							
HOST RECEPTION							
WORK							
KNOWLEDGE							
SKILLS							
CONTACTS							
SECOND LANG							
OVERALL							

- NOTE:
- . INFO FROM QUESTIONS 17A-F, 19A-G & 22 FOR GROUP i, 16A-F FOR GROUPS ii AND iii, 18A-E AND 22 FOR GROUP v AND 15A-E FOR GROUP vi.
 - . ROW PERCENTAGES REQUIRED.
 - . SEPARATE TABLES REQUIRED FOR GROUPS i, ii, iii, v AND vi.

TABLE 13: GROUP i: ASPECTS OF SATISFACTION

ITEM	YES	NO	TOTAL
CORRESPONDED TO EXPECTATIONS			
CONSISTENT WITH CAREER PATH			
PARTICIPATE AGAIN			
SMOOTH RETURN HOME			
NO IMPACT ON CAREER			

NOTE: . INFORMATION DERIVED FROM QUESTIONS 20, 21, 23, 24 AND 26.
. ROW PERCENTAGES REQUIRED.

TABLE 14: GROUP i: HELPFULNESS OF ASSIGNMENT

ITEM	NOT HELPFUL (0)	SLIGHTLY HELPFUL (1)	SOMEWHAT HELPFUL (2)	MODERATELY HELPFUL (3)	VERY HELPFUL (4)	NOT APPLICABLE	DON'T KNOW	TOT
IMPROVE ABILITIES								
INCREASE CONTACTS								
ANOTHER CCAC ASSIGNMENT								
ANOTHER ASSIGNMENT OUTSIDE DEPT.								
TRANSFER IN CCAC								
TRANSFER OUT OF DEPT.								
TRANSFER LATER CCAC								
TRANSFER LATER OTHER DEPT.								

TABLE 14 (continued): GROUP i: HELPFULNESS OF ASSIGNMENT

COMPE TITIO N CCAC								
COMPE TITIO N OTHER DEPAR TMENT								
IMMED IATE PROMO TION CCAC								
IMMED IATE PROMO TION OUTSI DE DEPT.								
EVENT UAL PROMO TION CCAC								
EVENT UAL PROMO TION OUTSI DE DEPT.								

NOTE: . INFORMATION DERIVED FROM QUESTIONS 25A-N.
 . ROW PERCENTAGES REQUIRED.

TABLE 15: GROUP BY TIME NAME IN INVENTORY

GROUP	LESS THAN ONE MONTH	ONE TO TWO MONTHS	THREE TO FOUR MONTHS	FIVE TO EIGHT MONTHS	MORE THAN EIGHT MONTHS	TOTAL
ii						
iii						
TOTAL						

NOTE: . INFORMATION DERIVED FROM QUESTION 17.
. ROW PERCENTAGES REQUIRED.

TABLE 16: OTHER ASPECTS

ITEM	YES	NO	TOTAL
INVITED TO INTERVIEWS			
RECEIVE ANY JOB OFFERS			
RE-APPLY/PARTICIPATE AGAIN			

NOTE: . TABLE FOR EACH OF GROUPS ii AND iii.
. ROW PERCENTAGES REQUIRED.
. INFORMATION DERIVED FROM QUESTIONS 18, 19 AND 22.

TABLE 17: GROUP BY AWARENESS (AW)

GROUP	NO	YES	TOTAL
NCR			
ATLANTIC			
QUEBEC			
ONTARIO			
PRAIRIE			
PACIFIC			
TOTAL			

- NOTE:
- . SEPARATE TABLE REQUIRED FOR EACH OF GROUP iv AND GROUP viii.
 - . INFORMATION DERIVED FROM QUESTION 1.
 - . ROW PERCENTAGES REQUIRED.

TABLE 18: GROUP BY NEVER REGISTERED (NR)

GROUP	MGR AUTH ORIZATION	CANNOT SEE NECESSITY	COLLEAGUE INFLUENCE	SATISFIED WITH JOB	AVOID RISK	RETIRED OF JOB CHANGE	LATERAL MOVE NOT OK	TEMPORARY MOVE NOT OK	TOT
NCR									
ATL									
QUE									
ONT									
PR									
PAC									
TOT									

- NOTE:
- . TABLE REQUIRED FOR GROUP iv.
 - . INFORMATION DERIVED FROM QUESTIONS 4A-H.
 - . ROW PERCENTAGES REQUIRED.

TABLE 19: GROUP BY PARTICIPATE IN NEXT 12 MONTHS

GROUP	YES	NO	TOTAL
iv - NCR			
- ATLANTIC			
- QUEBEC			
- ONTARIO			
- PRAIRIE			
- PACIFIC			
viii			
TOTAL			

NOTE: . INFORMATION DERIVED FROM QUESTION 5.
 . ROW PERCENTAGES REQUIRED.

TABLE 20: GROUP BY WHY USE DAP (WU)

GROUP	FILL FOR SICK	FILL FOR MATE RNTTY	FILL FOR LWOP	FILL FOR LANG TRAINING	FILL FOR SHORT TERM PROJECT	EMPL OYEE KNOWLEDGE	NEW BLOOD	QUICK FILL	TOT
v									
vi									
TOTAL									

NOTE: . INFORMATION DERIVED FROM QUESTIONS 14A-H.
 . ROW PERCENTAGES REQUIRED.

TABLE 21: GROUP V: ASPECTS OF SATISFACTION

ITEM	YES	NO	TOTAL
PUT CANDIDATE IN DAP INVENTORY			
HIRE EMPLOYEE IN ABSENCE OF DAP			
COMFORTABLE HIRING WITHOUT DAP			
ENRICHED SKILLS/KNOWLED GE			
POSITIVE IMPACT ON ORG.			
EMPLOYEE CREATED DIFFICULTIES			
POSITIVE IMPACT ON OUTPUT			
ASSIGNMENT MET EXPECTATIONS			
USE DAP AGAIN			

NOTE: . INFORMATION DERIVED FROM QUESTIONS 15A-C, 23, 24, 25,
26, 28 AND 29.
. ROW PERCENTAGES REQUIRED.

TABLE 22: GROUP v: EMPLOYEE FILLED NEEDS

ITEM	NOT AT ALL (0)	A LITTLE (1)	SOMEWH AT (2)	QUITE WELL (3)	VERY WELL (4)	NOT APPLIC ABLE	TOTAL
EMPLOY EE FILLED NEEDS							

NOTE: . INFORMATION DERIVED FROM QUESTION 19.
 . ROW PERCENTAGES REQUIRED.

TABLE 23: SATISFACTION WITH TIME ASPECTS OF DAP

ITEM	LESS THAN A WEEK	ONE WEEK	TWO WEEKS	3 TO 4 WEEKS	MORE THAN 4 WEEKS	TOTAL
TIME TAKEN TO FILL POSITIO N						
ACCEPTA BLE LENGTH OF TIME						

NOTE: . INFORMATION DERIVED FROM QUESTIONS 20A AND 21 FOR GROUP
 v AND 18 FOR GROUP vi.
 . SEPARATE TABLES REQUIRED FOR GROUPS v AND vi.
 . ROW PERCENTAGES REQUIRED.

TABLE 24: GROUP v: PERIOD OF TIME TO FILL VS. EXPECTATIONS

ITEM	SHORTER THAN	AS EXPECTED	LONGER THAN EXPECTED	TOTAL
ACTUAL VS. EXPECTED				

NOTE: . INFORMATION DERIVED FROM QUESTION 20B.
 . ROW PERCENTAGES REQUIRED.

TABLE 25: USE DAP AGAIN AND INTERVIEWS OCCURRED

ITEM	YES	NO	TOTAL
INTEND TO USE DAP AGAIN			
ANY INTERVIEWS OCCURRED			

NOTE: . INFORMATION DERIVED FROM QUESTIONS 29 FOR GROUP v, AND 17 AND 19A FOR GROUP vi.
. SEPARATE TABLES REQUIRED FOR GROUPS v AND vi.
. ROW PERCENTAGES REQUIRED.

TABLE 26: GROUP vi: WHY REQUEST WITHDRAWN

ITEM	WHY REQUEST WITHDRAWN
NO CANDIDATES	
FILLED WITH TERM EMPLOYEE	
FILLED INTERNALLY	
BUDGET CUTS	
CHANGED MIND	
PRIORITIES CHANGED	
TOTAL	

NOTE: . INFORMATION DERIVED FROM QUESTION 16.
. COLUMN PERCENTAGES REQUIRED.

TABLE 27: GROUP viii: NEVER USED DAP

ITEM	NEVER USED DAP
NO NEED	
NEVER CONSIDERED	
COLLEAGUE INFLUENCE	
INVENTORY LIMITATIONS	
DAP TOO SLOW	
STAFFING PROCESS	
UNAWARE OF DAP	
WORK ONGOING	
TOTAL	

NOTE: . INFORMATION DERIVED FROM QUESTIONS 4A-H.
. COLUMN PERCENTAGES REQUIRED.



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