
REPORT ON :

**THE SURVEY OF
COMMUNICATIONS CANADA
EMPLOYEES**

**Prepared for
Program Evaluation Division
Communications Canada**

**Prepared by
TEEGA Research Consultants Inc.
Ottawa, Ontario**

April 1989

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I. INTRODUCTION

The purpose of this report is to provide documentation on the survey of employees of Communications Canada. This survey was carried out during the first half of April 1989 by TEEGA Research Consultants Inc. on behalf of the Program Evaluation Division of Communications Canada.

This report contains a description of the SAS data set created for the analysis of the results of the survey. In addition, a series of tables with univariate statistics and a selected number of cross-tabulations are included.

Copies of the English and French questionnaires are also provided.

Prior to carrying out the survey a pre-test involving 20 interviews was carried out. Some changes were made to the questionnaire as a result of the pre-test. The final sample of employees surveyed does not include the 20 interviews of the pre-test.

The survey was administered over the telephone with an average interview time of 9.5 minutes.

The table on the next page provides a record of the survey interviews attempted and the successful interview completions. The survey sample is a simple random sample, selected from the Departmental telephone directory.

RECORD OF SURVEY INTERVIEWS AND ATTEMPTED INTERVIEWS

| DESCRIPTION OF SURVEY EVENT | NUMBER |
|------------------------------------------------------------------------------|-------------|
| a. Target sample | 240 |
| b. Attempted interviews | 345 |
| c. Successful interviews | 244 |
| d. Success rate (c / b) x 100 | 71 % |
| <hr/> | |
| e. Unsuccessful phone calls | |
| Reasons for failed calls: | |
| - new to Dept. doesn't want to answer | 2 |
| - not interested in answering | 14 |
| - hard of hearing--too difficult | 1 |
| - Secretary of State employee--not DOC | 5 |
| - left DOC | 11 |
| - moving offices (no time) | 2 |
| - wrong number listed | 7 |
| - out of town | 19 |
| - 2 or more call-backs with no success of finding the person at work station | 40 |
| TOTAL | 101 |
| <hr/> | |
| f. Initial random sample selected | 300 |
| g. Sample random replacement cases | 45 |
| TOTAL (equals b) | 345 |
| <hr/> | |
| h. Regional distribution of sample | |
| - National Capital | 167 (68.4%) |
| - Pacific | 14 (5.7%) |
| - Central | 18 (7.4%) |
| - Ontario | 11 (4.5%) |
| - Quebec | 26 (10.7%) |
| - Atlantic | 8 (3.3%) |
| TOTAL | 244 (100%) |

II. SAS DATA SET AND PROGRAM FILES

Provided with this report is a floppy disk containing the following files :

SURVTXT.TGA = raw data file of survey responses
SURVPRG.TGA = SAS program to set up SAS data set from SURVTXT.TGA
SURVFMF.SSD = format file of survey responses
SURVDOC.SSD = SAS data set for the survey
SURVLOG.TGA = log record of SURVPRG.TGA run
SURVOUT.TGA = output from SURVPRG.TGA run
SURVMOD.TGA = module for running SAS procedures using SURVDOC.SSD

The file entitled 'SURVMOD.TGA' can be used as a module on which to build other SAS procedures.

III. PROGRAM FOR CREATING THE SAS DATA SET


```

value Q2AFMT 1='Much better      ' 2='Better          '
              3='The same         ' 4='Worse          '
              5='Much worse     ' 8='Do not know   '
              9='No resp.       ' ;
/*          |          |          |          |          */
value Q2BFMT 1='Vry good        ' 2='Good           '
              3='Fair           ' 4='Poor           '
              5='Vry poor       ' 8='Do not know   '
              9='No resp.       ' ;
value Q3FMT 1='Yes             ' 2='No             '
              8='Do not know    ' 9='No resp.      ' ;
value Q4FMT 1='All of it       ' 2='Most of it     '
              3='Some of it     ' 4='A bit of it   '
              5='None of it     ' 8='Do not know   '
              9='No resp.       ' 0='NA (not asked) ;
value Q5FMT 1='Yes             ' 2='No             '
              8='Do not know    ' 9='No resp.      ' ;
value Q6FMT 1='Yes             ' 2='No             '
              8='Do not know    ' 9='No resp.      ' ;
/*          |          |          |          |          */
value Q7FMT 1='Very satisfied   ' 2='Satisfied      '
              3='Nthr sat nor dis' 4='Dissatisfied  '
              5='Very dissatis.' 8='Do not know   '
              9='No resp.       ' 0='NA (not asked) ;
value Q8FMT 1='Very successful  ' 2='Successful     '
              3='Nthr suc nor uns' 4='Unsuccessful  '
              5='Very unsuccess.' 8='Do not know   '
              9='No resp.       ' 0='NA (not asked) ;
value Q9FMT 1='Extrmly serious  ' 2='Very serious   '
              3='Fairly serious  ' 4='Somewhat serious'
              5='Notatall serious' 8='Do not know   '
              9='No resp.       ' 0='NA (not asked) ;
/*          |          |          |          |          */
value Q10FMT 1='Extrmly serious ' 2='Very serious   '
              3='Fairly serious  ' 4='Somewhat serious'
              5='Notatall serious' 8='Do not know   '
              9='No resp.       ' 0='NA (not asked) ;
value Q11FMT 1='Extrmly serious ' 2='Very serious   '
              3='Fairly serious  ' 4='Somewhat serious'
              5='Notatall serious' 7='No DG          '
              8='Do not know    ' 9='No resp.      '
              0='NA (not asked) ' ;
value Q12FMT 1='Extrmly serious ' 2='Very serious   '
              3='Fairly serious  ' 4='Somewhat serious'
              5='Notatall serious' 7='No Director   '
              8='Do not know    ' 9='No resp.      '
              0='NA (not asked) ' ;
value Q13FMT 1='Yes             ' 2='No             '
              8='Do not know    ' 9='No resp.      '
              0='NA (not asked) ' ;
/*          |          |          |          |          */
value Q14FMT 1='Extrmly serious ' 2='Very serious   '
              3='Fairly serious  ' 4='Somewhat serious'
              5='Notatall serious' 8='Do not know   '
              9='No resp.       ' 0='NA (not asked) ;

```

```

value Q15FMT 1='Headquarters' 2='CRC'
              3='CWARC' 4='Regional office'
              5='Dist off/sub-off' 9='No resp.';
value Q16FMT 1='ADMAC' 2='ADHCH'
              3='ADMSD' 4='ADMSR (ADMSH)'
              5='ADMTT' 6='SADM (ADMCP)'
              7='DM(MINO)' 9='No resp.';
value Q17FMT 1='EX DH' 2='SM'
              3='EN SE PC CS' 4='LS ES IS PM CO'
              5='EL' 6='AS PE FI OM PG'
              7='DD EG GT PY SI' 8='GL GS HP'
              9='CM CR DA ST' 0='No resp.';
/*
value Q18FMT 1='Male' 2='Female';
value Q19FMT 1='National Capital' 2='Pacific'
              3='Central' 4='Ontario'
              5='Quebec' 6='Atlantic';
/*****
proc print data=in.survdoc; /*prints variables in data set */
  title 'Table of Survey Responses';
/*****
proc freq data=in.survdoc; /*one-way frequencies for all variables*/
format Q1AJOBC Q1AFMT. Q1BJOBC Q1BFMT. Q2AJOBC Q2AFMT.
       Q2BJOBC Q2BFMT. Q3APLAN Q3FMT. Q4APLAN Q4FMT.
       Q5APLAN Q5FMT. Q6APLAN Q6FMT. Q7APLAN Q7FMT.
       Q8APLAN Q8FMT. Q9DMADM Q9FMT. Q10ADM Q10FMT.
       Q11DG Q11FMT. Q12DIR Q12FMT. Q13SUP Q13FMT.
       Q14SUP Q14FMT. Q15OFF Q15FMT. Q16SECT Q16FMT.
       Q17JCAT Q17FMT. Q18SEX Q18FMT. Q19RGN Q19FMT.;
  title 'Frequency Tables for the Survey of DOC Employees';
/*****
proc freq data=in.survdoc; /*produces cross-tabulations */
format Q1AJOBC Q1AFMT. Q1BJOBC Q1BFMT. Q2AJOBC Q2AFMT.
       Q2BJOBC Q2BFMT. Q3APLAN Q3FMT. Q4APLAN Q4FMT.
       Q5APLAN Q5FMT. Q6APLAN Q6FMT. Q7APLAN Q7FMT.
       Q8APLAN Q8FMT. Q9DMADM Q9FMT. Q10ADM Q10FMT.
       Q11DG Q11FMT. Q12DIR Q12FMT. Q13SUP Q13FMT.
       Q14SUP Q14FMT. Q15OFF Q15FMT. Q16SECT Q16FMT.
       Q17JCAT Q17FMT. Q18SEX Q18FMT. Q19RGN Q19FMT.;
  tables (Q1AJOBC Q1BJOBC Q2AJOBC Q2BJOBC)*Q15OFF;
  tables (Q3APLAN Q4APLAN Q5APLAN Q6APLAN Q7APLAN)*Q15OFF;
  title 'Selected Cross-tabulations for the Survey of DOC Employees';
/*****
run;
/*****

```

IV. SAS PROGRAM MODULE PROCEDURE

SAS PROGRAM MODULE PROCEDURE

```

/*****/
/*****/
/*          SURVEY OF COMMUNICATIONS CANADA EMPLOYEES          */
/*          SAS PROGRAM MODULE PROCEDURE                      */
/*                                                              */
/*          PROGRAMMER: Programmed by TEEGA Research Consultants Inc.*/
/*          Licensed Site                                       */
/*                                                              */
/*          SAS VERSION: 6.03                                   */
/*                                                              */
/*          DATA SET LOCATION: Current directory with nickname 'in' if */
/*          |libname in '.';| is used.                          */
/*                                                              */
/*          DESCRIPTION: This is a module for running the SAS data */
/*          set created for the Survey of DOC Employees        */
/*                                                              */
/*          DATE OF CREATION: April 14, 1989                   */
/*                                                              */
/*****/
/*          Programmed by TEEGA Research Consultants Inc. (613) 744-8078 */
/*          for Program Evaluation Branch, Communications Canada, Ottawa */
/*****/
/*****/
options nodate nonumber pagesize=58; /* SAS system options */
libname in '.'; /*points to location of data set */
/*****/
proc format cntlin=in.survfmt; /*enters labels for data values */
/*****/
proc freq data=in.survdoc; /*one-way frequencies for all variables*/
format Q1AJ0BC Q1AFMT. Q1BJ0BC Q1BFMT. Q2AJ0BC Q2AFMT.
      Q2BJ0BC Q2BFMT. Q3APLAN Q3FMT. Q4APLAN Q4FMT.
      Q5APLAN Q5FMT. Q6APLAN Q6FMT. Q7APLAN Q7FMT.
      Q8APLAN Q8FMT. Q9DHADM Q9FMT. Q10ADM Q10FMT.
      Q11DG Q11FMT. Q12DIR Q12FMT. Q13SUP Q13FMT.
      Q14SUP Q14FMT. Q15OFF Q15FMT. Q16SECT Q16FMT.
      Q17JCAT Q17FMT. Q18SEX Q18FMT. Q19RGN Q19FMT.;
      title 'Frequency Tables for the Survey of DOC Employees';
/*****/
run;
/*****/

```

**V. TABULATION OF INTERVIEW RESULTS FOR
TOTAL SAMPLE OF 244 EMPLOYEES**

TABULATION OF INTERVIEW RESULTS FOR TOTAL SAMPLE OF 244 EMPLOYEES

- 1.a) On the whole, would you say the job climate in your unit is much better, better, the same, worse or much worse than it was a year ago?

| Q1AJOBC | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---------------|-----------|---------|----------------------|--------------------|
| 1 Much better | 11 | 4.5 | 11 | 4.5 |
| 2 Better | 63 | 25.8 | 74 | 30.3 |
| 3 The same | 109 | 44.7 | 183 | 75.0 |
| 4 Worse | 41 | 16.8 | 224 | 91.8 |
| 5 Much worse | 3 | 1.2 | 227 | 93.0 |
| 8 Do not know | 14 | 5.7 | 241 | 98.8 |
| 9 No resp. | 3 | 1.2 | 244 | 100.0 |
| TOTAL | 244 | | | |

- 1.b) And how would you describe the job climate in your unit at the present time. Would you say that it is:

| Q1BJOBC | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---------------|-----------|---------|----------------------|--------------------|
| 1 Vry good | 47 | 19.3 | 47 | 19.3 |
| 2 Good | 104 | 42.6 | 151 | 61.9 |
| 3 Fair | 59 | 24.2 | 210 | 86.1 |
| 4 Poor | 31 | 12.7 | 241 | 98.8 |
| 5 Vry poor | 2 | 0.8 | 243 | 99.6 |
| 8 Do not know | 1 | 0.4 | 244 | 100.0 |
| TOTAL | 244 | | | |

- 2.a) On the whole, would you say the job climate in the Department is much better, better, the same, worse or much worse than it was a year ago?

| Q2AJOBC | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---------------|-----------|---------|----------------------|--------------------|
| 1 Much better | 3 | 1.2 | 3 | 1.2 |
| 2 Better | 57 | 23.4 | 60 | 24.6 |
| 3 The same | 114 | 46.7 | 174 | 71.3 |
| 4 Worse | 23 | 9.4 | 197 | 80.7 |
| 5 Much worse | 2 | 0.8 | 199 | 81.6 |
| 8 Do not know | 43 | 17.6 | 242 | 99.2 |
| 9 No resp. | 2 | 0.8 | 244 | 100.0 |
| TOTAL | 244 | | | |

- 2.b) And how would you describe the job climate in the Department at the present time. Would you say that it is:

| Q2BJOBC | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---------------|-----------|---------|----------------------|--------------------|
| 1 Vry good | 10 | 4.1 | 10 | 4.1 |
| 2 Good | 97 | 39.8 | 107 | 43.9 |
| 3 Fair | 75 | 30.7 | 182 | 74.6 |
| 4 Poor | 26 | 10.7 | 208 | 85.2 |
| 8 Do not know | 36 | 14.8 | 244 | 100.0 |
| TOTAL | 244 | | | |

(CONTINUED)

TABULATION OF INTERVIEW RESULTS FOR TOTAL SAMPLE OF 244 EMPLOYEES

3. Do you remember seeing this booklet about the action plan?

| Q3APLAN | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---------------|-----------|---------|----------------------|--------------------|
| 1 Yes | 189 | 77.5 | 189 | 77.5 |
| 2 No | 53 | 21.7 | 242 | 99.2 |
| 8 Do not know | 2 | 0.8 | 244 | 100.0 |
| TOTAL | 244 | | | |

* SKIP TO Q5

4. How much of the action plan did you read? Did you read:

| Q4APLAN | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------|-----------|---------|----------------------|--------------------|
| 0 NA (not asked) | 55 | 22.5 | 55 | 22.5 |
| 1 All of it | 40 | 16.4 | 95 | 38.9 |
| 2 Most of it | 48 | 19.7 | 143 | 58.6 |
| 3 Some of it | 57 | 23.4 | 200 | 82.0 |
| 4 A bit of it | 27 | 11.1 | 227 | 93.0 |
| 5 None of it | 16 | 6.6 | 243 | 99.6 |
| 8 Do not know | 1 | 0.4 | 244 | 100.0 |
| TOTAL | 244 | | | |

5. Has one of your supervisors discussed the Departmental action plan with you or with your work group?

| Q5APLAN | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------|-----------|---------|----------------------|--------------------|
| 1 Yes | 67 | 27.5 | 67 | 27.5 |
| 2 No ** | 172 | 70.5 | 239 | 98.0 |
| 8 Do not know ** | 4 | 1.6 | 243 | 99.6 |
| 9 No resp. ** | 1 | 0.4 | 244 | 100.0 |
| TOTAL | 244 | | | |

6. Have you personally discussed this action plan with anyone else in the Department?

| Q6APLAN | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------|-----------|---------|----------------------|--------------------|
| 1 Yes | 88 | 36.1 | 88 | 36.1 |
| 2 No ** | 154 | 63.1 | 242 | 99.2 |
| 8 Do not know ** | 2 | 0.8 | 244 | 100.0 |
| TOTAL | 244 | | | |

** IF NO, DK or NR TO QUESTIONS 3, 5 AND 6, SKIP TO QUESTION 15. **

(CONTINUED)

TABULATION OF INTERVIEW RESULTS FOR TOTAL SAMPLE OF 244 EMPLOYEES

7. How satisfied are you with the action plan as a response to problems in the Department? Are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with it?

| Q7APLAN | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------|-----------|---------|-------------------------|-----------------------|
| 0 NA (not asked) | 47 | 19.3 | 47 | 19.3 |
| 1 Very satisfied | 8 | 3.3 | 55 | 22.5 |
| 2 Satisfied | 75 | 30.7 | 130 | 53.3 |
| 3 Nthr sat nor dis | 62 | 25.4 | 192 | 78.7 |
| 4 Dissatisfied | 23 | 9.4 | 215 | 88.1 |
| 5 Very dissatis. | 3 | 1.2 | 218 | 89.3 |
| 8 Do not know | 21 | 8.6 | 239 | 98.0 |
| 9 No resp. | 5 | 2.0 | 244 | 100.0 |
| TOTAL | 244 | | | |

8. How successful do you expect the action plan will be overall at solving problems in the Department? Do you expect it will be very successful, successful, neither successful nor unsuccessful, unsuccessful or very unsuccessful?

| Q8APLAN | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------|-----------|---------|-------------------------|-----------------------|
| 0 NA (not asked) | 47 | 19.3 | 47 | 19.3 |
| 1 Very successful | 4 | 1.6 | 51 | 20.9 |
| 2 Successful | 67 | 27.5 | 118 | 48.4 |
| 3 Nthr suc nor uns | 64 | 26.2 | 182 | 74.6 |
| 4 Unsuccessful | 25 | 10.2 | 207 | 84.8 |
| 5 Very unsuccess. | 4 | 1.6 | 211 | 86.5 |
| 8 Do not know | 28 | 11.5 | 239 | 98.0 |
| 9 No resp. | 5 | 2.0 | 244 | 100.0 |
| TOTAL | 244 | | | |

9. On the whole, how serious do you feel the Deputy Minister and the Assistant Deputy Ministers are toward implementing real solutions to problems in the Department? Would you say they are:

| Q9DMADM | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------|-----------|---------|-------------------------|-----------------------|
| 0 NA (not asked) | 47 | 19.3 | 47 | 19.3 |
| 1 Extrmly serious | 10 | 4.1 | 57 | 23.4 |
| 2 Very serious | 46 | 18.9 | 103 | 42.2 |
| 3 Fairly serious | 72 | 29.5 | 175 | 71.7 |
| 4 Somewhat serious | 52 | 21.3 | 227 | 93.0 |
| 5 Notatall serious | 2 | 0.8 | 229 | 93.9 |
| 8 Do not know | 12 | 4.9 | 241 | 98.8 |
| 9 No resp. | 3 | 1.2 | 244 | 100.0 |
| TOTAL | 244 | | | |

(CONTINUED)

TABULATION OF INTERVIEW RESULTS FOR TOTAL SAMPLE OF 244 EMPLOYEES

10. And how about your Assistant Deputy Minister? Would you say he is extremely, very, fairly, somewhat or not at all serious?

| Q10ADM | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------|-----------|---------|----------------------|--------------------|
| 0 NA (not asked) | 47 | 19.3 | 47 | 19.3 |
| 1 Extrmly serious | 17 | 7.0 | 64 | 26.2 |
| 2 Very serious | 60 | 24.6 | 124 | 50.8 |
| 3 Fairly serious | 62 | 25.4 | 186 | 76.2 |
| 4 Somewhat serious | 33 | 13.5 | 219 | 89.8 |
| 5 Notatall serious | 2 | 0.8 | 221 | 90.6 |
| 8 Do not know | 20 | 8.2 | 241 | 98.8 |
| 9 No resp. | 3 | 1.2 | 244 | 100.0 |
| TOTAL | 244 | | | |

11. How serious do you feel your Director General is toward implementing real solutions to problems in the Department? Would you say your DG is extremely, very, fairly, somewhat or not at all serious?

| Q11DG | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------|-----------|---------|----------------------|--------------------|
| 0 NA (not asked) | 47 | 19.3 | 47 | 19.3 |
| 1 Extrmly serious | 19 | 7.8 | 66 | 27.0 |
| 2 Very serious | 69 | 28.3 | 135 | 55.3 |
| 3 Fairly serious | 45 | 18.4 | 180 | 73.8 |
| 4 Somewhat serious | 35 | 14.3 | 215 | 88.1 |
| 5 Notatall serious | 9 | 3.7 | 224 | 91.8 |
| 7 No DG | 5 | 2.0 | 229 | 93.9 |
| 8 Do not know | 11 | 4.5 | 240 | 98.4 |
| 9 No resp. | 4 | 1.6 | 244 | 100.0 |
| TOTAL | 244 | | | |

12. And how about your Director? Would you say your Director is extremely, very, fairly, somewhat or not at all serious?

| Q12DIR | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------|-----------|---------|----------------------|--------------------|
| 0 NA (not asked) | 47 | 19.3 | 47 | 19.3 |
| 1 Extrmly serious | 10 | 4.1 | 57 | 23.4 |
| 2 Very serious | 49 | 20.1 | 106 | 43.4 |
| 3 Fairly serious | 62 | 25.4 | 168 | 68.9 |
| 4 Somewhat serious | 35 | 14.3 | 203 | 83.2 |
| 5 Notatall serious | 17 | 7.0 | 220 | 90.2 |
| 7 No Director * | 14 | 5.7 | 234 | 95.9 |
| 8 Do not know | 5 | 2.0 | 239 | 98.0 |
| 9 No resp. | 5 | 2.0 | 244 | 100.0 |
| TOTAL | 244 | | | |

* SKIP TO Q15

(CONTINUED)

TABULATION OF INTERVIEW RESULTS FOR TOTAL SAMPLE OF 244 EMPLOYEES

13. Is your director your immediate supervisor?

| Q13SUP | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------|-----------|---------|-------------------------|-----------------------|
| 0 NA (not asked) | 62 | 25.4 | 62 | 25.4 |
| 1 Yes * | 64 | 26.2 | 126 | 51.6 |
| 2 No | 110 | 45.1 | 236 | 96.7 |
| 8 Do not know * | 1 | 0.4 | 237 | 97.1 |
| 9 No resp. * | 7 | 2.9 | 244 | 100.0 |
| TOTAL | 244 | | | |

* SKIP TO Q15

14. And how about your immediate supervisor? Would you say he or she is extremely, very, fairly, somewhat or not at all serious?

| Q14SUP | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------|-----------|---------|-------------------------|-----------------------|
| 0 NA (not asked) | 131 | 53.7 | 131 | 53.7 |
| 1 Extrmly serious | 7 | 2.9 | 138 | 56.6 |
| 2 Very serious | 30 | 12.3 | 168 | 68.9 |
| 3 Fairly serious | 32 | 13.1 | 200 | 82.0 |
| 4 Somewhat serious | 23 | 9.4 | 223 | 91.4 |
| 5 Notatall serious | 9 | 3.7 | 232 | 95.1 |
| 8 Do not know | 5 | 2.0 | 237 | 97.1 |
| 9 No resp. | 7 | 2.9 | 244 | 100.0 |
| TOTAL | 244 | | | |

15. In which office do you work? (READ)

| Q15OFF | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------|-----------|---------|-------------------------|-----------------------|
| 1 Headquarters | 121 | 49.6 | 121 | 49.6 |
| 2 CRC | 46 | 18.9 | 167 | 68.4 |
| 3 CWARC | 12 | 4.9 | 179 | 73.4 |
| 4 Regional office | 29 | 11.9 | 208 | 85.2 |
| 5 Dist off/sub-off | 36 | 14.8 | 244 | 100.0 |
| TOTAL | 244 | | | |

16. In which sector of the Department do you work? (DO NOT READ)

| Q16SECT | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------------|-----------|---------|-------------------------|-----------------------|
| 1 ADMAC | 33 | 13.5 | 33 | 13.5 |
| 2 ADMCM | 37 | 15.2 | 70 | 28.7 |
| 3 ADMSD | 1 | 0.4 | 71 | 29.1 |
| 4 ADMSR (ADMSM) | 76 | 31.1 | 147 | 60.2 |
| 5 ADMTT | 67 | 27.5 | 214 | 87.7 |
| 6 SADM (ADMCP) | 10 | 4.1 | 224 | 91.8 |
| 7 DM(NINO) | 2 | 0.8 | 226 | 92.6 |
| 9 No resp. | 18 | 7.4 | 244 | 100.0 |
| TOTAL | 244 | | | |

(CONTINUED)

TABULATION OF INTERVIEW RESULTS FOR TOTAL SAMPLE OF 244 EMPLOYEES

17. In which job category are you personally classified?
For example, AS or CR? (DO NOT READ)

| Q17JCAT | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------|-----------|---------|-------------------------|-----------------------|
| 0 No resp. | 12 | 4.9 | 12 | 4.9 |
| 1 EX DM | 2 | 0.8 | 14 | 5.7 |
| 2 SM | 1 | 0.4 | 15 | 6.1 |
| 3 EN SE PC CS | 41 | 16.8 | 56 | 23.0 |
| 4 LS ES IS PM CO | 22 | 9.0 | 78 | 32.0 |
| 5 EL | 45 | 18.4 | 123 | 50.4 |
| 6 AS PE FI OH PG | 45 | 18.4 | 168 | 68.9 |
| 7 DD EG GT PY SI | 15 | 6.1 | 183 | 75.0 |
| 8 GL GS HP | 2 | 0.8 | 185 | 75.8 |
| 9 CM CR DA ST | 59 | 24.2 | 244 | 100.0 |
| TOTAL | 244 | | | |

18. Sex

| Q18SEX | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|----------|-----------|---------|-------------------------|-----------------------|
| 1 Male | 154 | 63.1 | 154 | 63.1 |
| 2 Female | 90 | 36.9 | 244 | 100.0 |
| TOTAL | 244 | | | |

19. Region

| Q19RGN | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------|-----------|---------|-------------------------|-----------------------|
| 1 National Capital | 167 | 68.4 | 167 | 68.4 |
| 2 Pacific | 14 | 5.7 | 181 | 74.2 |
| 3 Central | 18 | 7.4 | 199 | 81.6 |
| 4 Ontario | 11 | 4.5 | 210 | 86.1 |
| 5 Quebec | 26 | 10.7 | 236 | 96.7 |
| 6 Atlantic | 8 | 3.3 | 244 | 100.0 |
| TOTAL | 244 | | | |

VI. SELECTED CROSS-TABULATIONS

SELECTED CROSS-TABULATIONS FOR THE SURVEY OF COMMUNICATIONS CANADA EMPLOYEES

TABLE OF Q1AJ0BC BY Q15OFF

QUESTION 1A JOB CLIMATE (UNIT) BY QUESTION 15 OFFICE

| Frequency Percent Row Pct Col Pct | Headquar ters | CRC | CWARC | Regional office | Dist off /sub-off | Total |
|--------------------------------------------|-------------------------------|------------------------------|-----------------------------|------------------------------|------------------------------|---------------|
| Much better | 3 1.23 27.27 2.48 | 2 0.82 18.18 4.35 | 2 0.82 18.18 16.67 | 1 0.41 9.09 3.45 | 3 1.23 27.27 8.33 | 11 4.51 |
| Better | 28 11.48 44.44 23.14 | 11 4.51 17.46 23.91 | 1 0.41 1.59 8.33 | 9 3.69 14.29 31.03 | 14 5.74 22.22 38.89 | 63 25.82 |
| The same | 51 20.90 46.79 42.15 | 20 8.20 18.35 43.48 | 9 3.69 8.26 75.00 | 16 6.56 14.68 55.17 | 13 5.33 11.93 36.11 | 109 44.67 |
| Worse | 27 11.07 65.85 22.31 | 9 3.69 21.95 19.57 | 0 0.00 0.00 0.00 | 2 0.82 4.88 6.90 | 3 1.23 7.32 8.33 | 41 16.80 |
| Much worse | 2 0.82 66.67 1.65 | 1 0.41 33.33 2.17 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 3 1.23 |
| Do not know | 8 3.28 57.14 6.61 | 3 1.23 21.43 6.52 | 0 0.00 0.00 0.00 | 1 0.41 7.14 3.45 | 2 0.82 14.29 5.56 | 14 5.74 |
| No resp. | 2 0.82 66.67 1.65 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 1 0.41 33.33 2.78 | 3 1.23 |
| Total | 121 49.59 | 46 18.85 | 12 4.92 | 29 11.89 | 36 14.75 | 244 100.00 |

SELECTED CROSS-TABULATIONS FOR THE SURVEY OF COMMUNICATIONS CANADA EMPLOYEES

TABLE OF Q1BJOBC BY Q15OFF

QUESTION 1B JOB CLIMATE (UNIT) BY QUESTION 15 OFFICE

| Frequency Percent Row Pct Col Pct | Headquar ters | CRC | CWARC | Regional office | Dist off /sub-off | Total |
|--------------------------------------------|-------------------------------|------------------------------|-----------------------------|------------------------------|------------------------------|---------------|
| Vry good | 16 6.56 34.04 13.22 | 6 2.46 12.77 13.04 | 6 2.46 12.77 50.00 | 7 2.87 14.89 24.14 | 12 4.92 25.53 33.33 | 47 19.26 |
| Good | 51 20.90 49.04 42.15 | 22 9.02 21.15 47.83 | 4 1.64 3.85 33.33 | 14 5.74 13.46 48.28 | 13 5.33 12.50 36.11 | 104 42.62 |
| Fair | 32 13.11 54.24 26.45 | 10 4.10 16.95 21.74 | 2 0.82 3.39 16.67 | 8 3.28 13.56 27.59 | 7 2.87 11.86 19.44 | 59 24.18 |
| Poor | 20 8.20 64.52 16.53 | 7 2.87 22.58 15.22 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 4 1.64 12.90 11.11 | 31 12.70 |
| Vry poor | 1 0.41 50.00 0.83 | 1 0.41 50.00 2.17 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 2 0.82 |
| Do not know | 1 0.41 100.00 0.83 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 1 0.41 |
| Total | 121 49.59 | 46 18.85 | 12 4.92 | 29 11.89 | 36 14.75 | 244 100.00 |

SELECTED CROSS-TABULATIONS FOR THE SURVEY OF COMMUNICATIONS CANADA EMPLOYEES

TABLE OF Q2AJOBBC BY Q15OFF

QUESTION 2A JOB CLIMATE (DEPT.) BY QUESTION 15 OFFICE

| Frequency Percent Row Pct Col Pct | Headquar ters | CRC | CWARC | Regional office | Dist off /sub-off | Total |
|--------------------------------------------|-------------------------------|------------------------------|----------------------------|------------------------------|------------------------------|---------------|
| Much better | 1 0.41 33.33 0.83 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 2 0.82 66.67 5.56 | 3 1.23 |
| Better | 22 9.02 38.60 18.18 | 7 2.87 12.28 15.22 | 2 0.82 3.51 16.67 | 6 2.46 10.53 20.69 | 20 8.20 35.09 55.56 | 57 23.36 |
| The same | 59 24.18 51.75 48.76 | 21 8.61 18.42 45.65 | 6 2.46 5.26 50.00 | 18 7.38 15.79 62.07 | 10 4.10 8.77 27.78 | 114 46.72 |
| Worse | 11 4.51 47.83 9.09 | 7 2.87 30.43 15.22 | 1 0.41 4.35 8.33 | 2 0.82 8.70 6.90 | 2 0.82 8.70 5.56 | 23 9.43 |
| Much worse | 2 0.82 100.00 1.65 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 2 0.82 |
| Do not know | 25 10.25 58.14 20.66 | 11 4.51 25.58 23.91 | 3 1.23 6.98 25.00 | 2 0.82 4.65 6.90 | 2 0.82 4.65 5.56 | 43 17.62 |
| No resp. | 1 0.41 50.00 0.83 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 1 0.41 50.00 3.45 | 0 0.00 0.00 0.00 | 2 0.82 |
| Total | 121 49.59 | 46 18.85 | 12 4.92 | 29 11.89 | 36 14.75 | 244 100.00 |

SELECTED CROSS-TABULATIONS FOR THE SURVEY OF COMMUNICATIONS CANADA EMPLOYEES

TABLE OF Q2BJOBC BY Q15OFF

QUESTION 2B JOB CLIMATE (DEPT.) BY QUESTION 15 OFFICE

| Frequency Percent Row Pct Col Pct | Headquar ters | CRC | CWARC | Regional office | Dist off /sub-off | Total |
|--------------------------------------------|-------------------------------|------------------------------|----------------------------|------------------------------|------------------------------|---------------|
| Vry good | 3 1.23 30.00 2.48 | 2 0.82 20.00 4.35 | 1 0.41 10.00 8.33 | 0 0.00 0.00 0.00 | 4 1.64 40.00 11.11 | 10 4.10 |
| Good | 46 18.85 47.42 38.02 | 8 3.28 8.25 17.39 | 4 1.64 4.12 33.33 | 18 7.38 18.56 62.07 | 21 8.61 21.65 58.33 | 97 39.75 |
| Fair | 40 16.39 53.33 33.06 | 18 7.38 24.00 39.13 | 2 0.82 2.67 16.67 | 8 3.28 10.67 27.59 | 7 2.87 9.33 19.44 | 75 30.74 |
| Poor | 14 5.74 53.85 11.57 | 7 2.87 26.92 15.22 | 2 0.82 7.69 16.67 | 1 0.41 3.85 3.45 | 2 0.82 7.69 5.56 | 26 10.66 |
| Do not know | 18 7.38 50.00 14.88 | 11 4.51 30.56 23.91 | 3 1.23 8.33 25.00 | 2 0.82 5.56 6.90 | 2 0.82 5.56 5.56 | 36 14.75 |
| Total | 121 49.59 | 46 18.85 | 12 4.92 | 29 11.89 | 36 14.75 | 244 100.00 |

SELECTED CROSS-TABULATIONS FOR THE SURVEY OF COMMUNICATIONS CANADA EMPLOYEES

TABLE OF Q3APLAN BY Q15OFF

QUESTION 3 ACTION PLAN (SEEN?) BY QUESTION 15 OFFICE

| Frequency Percent Row Pct Col Pct | Headquar ters | CRC | CWARC | Regional office | Dist off /sub-off | Total |
|--------------------------------------------|-------------------------------|-------------------------------|----------------------------|------------------------------|-------------------------------|---------------|
| Yes | 97 39.75 51.32 80.17 | 33 13.52 17.46 71.74 | 8 3.28 4.23 66.67 | 21 8.61 11.11 72.41 | 30 12.30 15.87 83.33 | 189 77.46 |
| No | 22 9.02 41.51 18.18 | 13 5.33 24.53 28.26 | 4 1.64 7.55 33.33 | 8 3.28 15.09 27.59 | 6 2.46 11.32 16.67 | 53 21.72 |
| Do not know | 2 0.82 100.00 1.65 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 2 0.82 |
| Total | 121 49.59 | 46 18.85 | 12 4.92 | 29 11.89 | 36 14.75 | 244 100.00 |

SELECTED CROSS-TABULATIONS FOR THE SURVEY OF COMMUNICATIONS CANADA EMPLOYEES

TABLE OF Q4APLAN BY Q15OFF

QUESTION 4 ACTION PLAN (READ?) BY QUESTION 15 OFFICE

| Frequency Percent Row Pct Col Pct | Headquar ters | CRC | CWARC | Regional office | Dist off /sub-off | Total |
|--------------------------------------------|-------------------------------|------------------------------|-----------------------------|-----------------------------|------------------------------|---------------|
| NA (not asked) | 24 9.84 43.64 19.83 | 13 5.33 23.64 28.26 | 4 1.64 7.27 33.33 | 8 3.28 14.55 27.59 | 6 2.46 10.91 16.67 | 55 22.54 |
| All of it | 18 7.38 45.00 14.88 | 5 2.05 12.50 10.87 | 1 0.41 2.50 8.33 | 6 2.46 15.00 20.69 | 10 4.10 25.00 27.78 | 40 16.39 |
| Most of it | 27 11.07 56.25 22.31 | 7 2.87 14.58 15.22 | 2 0.82 4.17 16.67 | 5 2.05 10.42 17.24 | 7 2.87 14.58 19.44 | 48 19.67 |
| Some of it | 29 11.89 50.88 23.97 | 13 5.33 22.81 28.26 | 2 0.82 3.51 16.67 | 4 1.64 7.02 13.79 | 9 3.69 15.79 25.00 | 57 23.36 |
| A bit of it | 15 6.15 55.56 12.40 | 5 2.05 18.52 10.87 | 1 0.41 3.70 8.33 | 3 1.23 11.11 10.34 | 3 1.23 11.11 8.33 | 27 11.07 |
| None of it | 8 3.28 50.00 6.61 | 3 1.23 18.75 6.52 | 2 0.82 12.50 16.67 | 2 0.82 12.50 6.90 | 1 0.41 6.25 2.78 | 16 6.56 |
| Do not know | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 1 0.41 100.00 3.45 | 0 0.00 0.00 0.00 | 1 0.41 |
| Total | 121 49.59 | 46 18.85 | 12 4.92 | 29 11.89 | 36 14.75 | 244 100.00 |

SELECTED CROSS-TABULATIONS FOR THE SURVEY OF COMMUNICATIONS CANADA EMPLOYEES

TABLE OF Q5APLAN BY Q15OFF

QUESTION 5 ACTION PLAN (SUPERVISOR DISCUSSED?) BY QUESTION 15 OFFICE

| Frequency Percent Row Pct Col Pct | Headquar ters | CRC | CWARC | Regional office | Dist off /sub-off | Total |
|--------------------------------------------|-------------------------------|-------------------------------|-----------------------------|------------------------------|------------------------------|---------------|
| Yes | 33 13.52 49.25 27.27 | 5 2.05 7.46 10.87 | 1 0.41 1.49 8.33 | 12 4.92 17.91 41.38 | 16 6.56 23.88 44.44 | 67 27.46 |
| No | 85 34.84 49.42 70.25 | 41 16.80 23.84 89.13 | 10 4.10 5.81 83.33 | 16 6.56 9.30 55.17 | 20 8.20 11.63 55.56 | 172 70.49 |
| Do not know | 3 1.23 75.00 2.48 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 1 0.41 25.00 3.45 | 0 0.00 0.00 0.00 | 4 1.64 |
| No resp. | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 1 0.41 100.00 8.33 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 1 0.41 |
| Total | 121 49.59 | 46 18.85 | 12 4.92 | 29 11.89 | 36 14.75 | 244 100.00 |

TABLE OF Q6APLAN BY Q15OFF

QUESTION 6 ACTION PLAN (DISCUSSED WITH OTHERS?) BY QUESTION 15 OFFICE

| Frequency Percent Row Pct Col Pct | Headquar ters | CRC | CWARC | Regional office | Dist off /sub-off | Total |
|--------------------------------------------|-------------------------------|-------------------------------|----------------------------|------------------------------|------------------------------|---------------|
| Yes | 39 15.98 44.32 32.23 | 12 4.92 13.64 26.09 | 4 1.64 4.55 33.33 | 17 6.97 19.32 58.62 | 16 6.56 18.18 44.44 | 88 36.07 |
| No | 80 32.79 51.95 66.12 | 34 13.93 22.08 73.91 | 8 3.28 5.19 66.67 | 12 4.92 7.79 41.38 | 20 8.20 12.99 55.56 | 154 63.11 |
| Do not know | 2 0.82 100.00 1.65 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 2 0.82 |
| Total | 121 49.59 | 46 18.85 | 12 4.92 | 29 11.89 | 36 14.75 | 244 100.00 |

SELECTED CROSS-TABULATIONS FOR THE SURVEY OF COMMUNICATIONS CANADA EMPLOYEES

TABLE OF Q7APLAN BY Q15OFF

QUESTION 7 ACTION PLAN (SATISFACTION?) BY QUESTION 15 OFFICE

| Frequency Percent Row Pct Col Pct | Headquar ters | CRC | CWARC | Regional office | Dist off /sub-off | Total |
|--------------------------------------------|-------------------------------|------------------------------|----------------------------|-----------------------------|------------------------------|---------------|
| NA (not asked) | 20 8.20 42.55 16.53 | 12 4.92 25.53 26.09 | 4 1.64 8.51 33.33 | 6 2.46 12.77 20.69 | 5 2.05 10.64 13.89 | 47 19.26 |
| Very satisfied | 2 0.82 25.00 1.65 | 2 0.82 25.00 4.35 | 1 0.41 12.50 8.33 | 1 0.41 12.50 3.45 | 2 0.82 25.00 5.56 | 8 3.28 |
| Satisfied | 35 14.34 46.67 28.93 | 12 4.92 16.00 26.09 | 4 1.64 5.33 33.33 | 9 3.69 12.00 31.03 | 15 6.15 20.00 41.67 | 75 30.74 |
| Mthr sat nor dis | 32 13.11 51.61 26.45 | 11 4.51 17.74 23.91 | 1 0.41 1.61 8.33 | 9 3.69 14.52 31.03 | 9 3.69 14.52 25.00 | 62 25.41 |
| Dissatisfied | 14 5.74 60.87 11.57 | 3 1.23 13.04 6.52 | 0 0.00 0.00 0.00 | 2 0.82 8.70 6.90 | 4 1.64 17.39 11.11 | 23 9.43 |
| Very dissatis. | 2 0.82 66.67 1.65 | 1 0.41 33.33 2.17 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 3 1.23 |
| Do not know | 12 4.92 57.14 9.92 | 4 1.64 19.05 8.70 | 2 0.82 9.52 16.67 | 2 0.82 9.52 6.90 | 1 0.41 4.76 2.78 | 21 8.61 |
| No resp. | 4 1.64 80.00 3.31 | 1 0.41 20.00 2.17 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 0 0.00 0.00 0.00 | 5 2.05 |
| Total | 121 49.59 | 46 18.85 | 12 4.92 | 29 11.89 | 36 14.75 | 244 100.00 |

VII. TABLE OF SURVEY RESPONSES

TABLE OF SURVEY RESPONSES

| DATA-BASE LINE NUMBER | QUESTION NUMBER | | | | | | | | | | | | | | | | | | | | |
|-----------------------|-----------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------|----------|-----|-----|-----|
| | Q1A | Q1B | Q2A | Q2B | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 | Q10 | Q11 | Q12 | Q13 | Q14 | Q15 | Q16 | Q17 | Q18 | Q19 |
| 1 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 2 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 3 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 4 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 5 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 6 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 7 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 8 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 9 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 10 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 11 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 12 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 13 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 14 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 15 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 16 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 17 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 18 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 19 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 20 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 21 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 22 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 23 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 24 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 25 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 26 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 27 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 28 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 29 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 30 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 31 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 32 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 33 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 34 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 35 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 36 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 37 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 38 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 39 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 40 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 41 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 42 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 43 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 44 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 45 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 46 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 47 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 48 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 49 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 50 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 51 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 52 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 53 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 54 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 55 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 56 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 57 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 58 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 59 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 60 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 61 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| 62 | 4 | 2 | 4 | 2 | 8 | 0 | 2 | 2 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 2 | 9 | 2 | 1 |
| VALID VALUES | 1-5 8,9 | 1-5 8,9 | 1-5 8,9 | 1-5 8,9 | 1,2 8,9 | 1-5 0,9 | 1,2 8,9 | 1,2 8,9 | 1,2 8,9 | 1-5 0,9 | 1-5 0,9 | 1-5 0,9 | 1-5 0,9 | 1-5 0,9 | 1,2 8,9 | 1-5 0,9 | 1-5 9 | 1-7 9 | 0-9 | 1,2 | 1-6 |

TABLE OF SURVEY RESPONSES

| DATA-BASE LINE NUMBER | QUESTION NUMBER | | | | | | | | | | | | | | | | VALID VALUES | | | | | | |
|-----------------------|-----------------|-----|-----|-----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|--------------|-----|-----|-----|-----|-----|---|
| | Q1A | Q1B | Q2A | Q2B | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 | Q10 | Q11 | Q12 | Q13 | Q14 | | Q15 | Q16 | Q17 | Q18 | Q19 | |
| 63 | 3 | 2 | 3 | 2 | 1 | 3 | 2 | 2 | 3 | 4 | 3 | 3 | 8 | 8 | 2 | 3 | 1 | 9 | 3 | 2 | 1 | 1 | |
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| 65 | 4 | 1 | 3 | 2 | 1 | 4 | 2 | 2 | 3 | 4 | 3 | 2 | 2 | 0 | 0 | 0 | 1 | 5 | 0 | 2 | 1 | 1 | |
| 66 | 4 | 3 | 2 | 2 | 1 | 4 | 2 | 2 | 3 | 4 | 3 | 2 | 2 | 0 | 0 | 0 | 1 | 5 | 0 | 2 | 1 | 1 | |
| 67 | 3 | 2 | 3 | 3 | 2 | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 1 | 4 | 9 | 2 | 1 | 1 | |
| 68 | 2 | 2 | 2 | 2 | 2 | 8 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 1 | 4 | 9 | 2 | 1 | 1 | |
| 69 | 1 | 1 | 2 | 2 | 1 | 8 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 1 | 4 | 4 | 2 | 1 | 1 | |
| 70 | 5 | 3 | 8 | 8 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 1 | 5 | 6 | 2 | 2 | 1 | |
| 71 | 5 | 3 | 8 | 8 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 1 | 5 | 6 | 2 | 2 | 1 | |
| 72 | 4 | 3 | 5 | 8 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 7 | 2 | 2 | 1 | |
| 73 | 3 | 2 | 8 | 4 | 2 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 4 | 7 | 2 | 1 | |
| 74 | 5 | 3 | 2 | 8 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 1 | 1 | 4 | 7 | 2 | 1 | |
| 75 | 4 | 2 | 8 | 8 | 1 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 3 | 7 | 2 | 1 | |
| 76 | 3 | 2 | 4 | 4 | 1 | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 3 | 7 | 2 | 1 | |
| 77 | 3 | 2 | 8 | 8 | 1 | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 7 | 7 | 2 | 1 | |
| 78 | 3 | 1 | 8 | 8 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 1 | 1 | 9 | 9 | 2 | 1 | |
| 79 | 2 | 1 | 8 | 8 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 9 | 9 | 2 | 1 | |
| 80 | 3 | 4 | 3 | 4 | 1 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 1 | 1 | 4 | 4 | 2 | 1 | |
| 81 | 3 | 4 | 3 | 3 | 1 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 1 | 1 | 4 | 4 | 2 | 1 | |
| 82 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 1 | 1 | 4 | 4 | 2 | 1 | |
| 83 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 7 | 7 | 2 | 2 | 1 | 1 | 4 | 4 | 2 | 1 | |
| 84 | 2 | 2 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 2 | 2 | 1 | |
| 85 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | |
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| 94 | 3 | 4 | 3 | 3 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 1 | 1 | 6 | 6 | 2 | 1 | |
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| 96 | 3 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 1 | 1 | 5 | 5 | 2 | 1 | |
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| 111 | 4 | 2 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 7 | 7 | 2 | 1 | |
| 112 | 4 | 5 | 4 | 4 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 1 | 1 | 1 | 6 | 6 | 2 | 1 |
| 113 | 3 | 3 | 3 | 3 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 1 | 1 | 1 | 6 | 6 | 2 | 1 |
| 114 | 2 | 2 | 2 | 2 | 1 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 6 | 6 | 2 | 1 | |
| 115 | 8 | 8 | 8 | 8 | 1 | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 9 | 9 | 2 | 1 | |
| 116 | 4 | 3 | 3 | 3 | 1 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 9 | 9 | 2 | 1 | |
| 117 | 4 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 8 | 8 | 2 | 2 | 1 | 1 | 5 | 5 | 2 | 1 | |
| 118 | 3 | 2 | 2 | 2 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 2 | 2 | 1 | 1 | 5 | 5 | 2 | 1 | |
| 119 | 4 | 3 | 3 | 3 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 5 | 5 | 2 | 1 | |
| 120 | 3 | 3 | 3 | 3 | 1 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 9 | 9 | 2 | 1 | |
| 121 | 4 | 4 | 4 | 4 | 1 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 1 | 6 | 6 | 2 | 1 | |
| 122 | 3 | 1 | 4 | 4 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 1 | 1 | 5 | 5 | 2 | 1 | |
| 123 | 3 | 2 | 4 | 4 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 9 | 9 | 2 | 1 | |
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| 125 | 4 | 2 | 3 | 3 | 2 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 5 | 5 | 2 | 1 | |
| 126 | 2 | 2 | 3 | 3 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 5 | 5 | 2 | 1 | |
| 127 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 5 | 5 | 2 | 1 | |
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TABLE OF SURVEY RESPONSES

| DATA-BASE LINE NUMBER | QUESTION NUMBER | | | | | | | | | | | | | | | | | | | | |
|-----------------------|-----------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------|----------------|------------|------------|----------|----------|-----|-----|-----|
| | Q1A | Q1B | Q2A | Q2B | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 | Q10 | Q11 | Q12 | Q13 | Q14 | Q15 | Q16 | Q17 | Q18 | Q19 |
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| 164 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 2 | 2 | 7 | 1 | 1 |
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| 177 | 3 | 3 | 3 | 3 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 2 | 2 | 7 | 1 | 1 |
| 178 | 3 | 3 | 3 | 3 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 2 | 2 | 7 | 1 | 1 |
| 179 | 3 | 3 | 3 | 3 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 2 | 2 | 7 | 1 | 1 |
| 180 | 3 | 3 | 3 | 3 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 2 | 2 | 7 | 1 | 1 |
| 181 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 2 | 2 | 7 | 1 | 1 |
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| 184 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 2 | 2 | 7 | 1 | 1 |
| 185 | 3 | 3 | 3 | 3 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 2 | 2 | 7 | 1 | 1 |
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| 192 | 4 | 4 | 4 | 4 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 2 | 2 | 7 | 1 | 1 |
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| VALID VALUES | 1-5 8,9 | 1-5 8,9 | 1-5 8,9 | 1-5 8,9 | 1,2 8,9 | 1-5 8,9 | 1,2 8,9 | 1,2 8,9 | 1-5 8,9 | 1-5 8,9 | 1-5 8,9 | 1-5 8,9 | 1-5 7,8,9,0 | 1-5 7,8,9,0 | 1-5 8,9 | 1-5 8,9 | 1-5 9 | 1-7 9 | 0-9 | 1,2 | 1-6 |

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| DATA-BASE LINE NUMBER | QUESTION NUMBER | | | | | | | | | | | | | | | | | | | | | |
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| | Q1A | Q1B | Q2A | Q2B | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 | Q10 | Q11 | Q12 | Q13 | Q14 | Q15 | Q16 | Q17 | Q18 | Q19 | |
| 198 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 5 | 5 | 6 | 2 | 6 | |
| 199 | 8 | 1 | 9 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 0 | 0 | 4 | 4 | 6 | 1 | 6 | |
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| 201 | 3 | 2 | 3 | 2 | 2 | 0 | 1 | 1 | 1 | 2 | 2 | 2 | 3 | 2 | 0 | 0 | 4 | 4 | 2 | 1 | 6 | |
| 202 | 3 | 3 | 2 | 3 | 2 | 0 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 4 | 4 | 1 | 1 | 6 | |
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| 205 | 4 | 4 | 4 | 4 | 1 | 4 | 1 | 1 | 1 | 1 | 4 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 1 | 1 | 3 | |
| 206 | 4 | 3 | 4 | 4 | 1 | 5 | 2 | 2 | 2 | 2 | 4 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 1 | 1 | 3 | |
| 207 | 1 | 1 | 1 | 1 | 1 | 0 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 6 | 6 | 3 | |
| 208 | 4 | 4 | 4 | 4 | 1 | 4 | 8 | 8 | 8 | 8 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 4 | 4 | 2 | 3 | |
| 209 | 3 | 3 | 3 | 3 | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 210 | 4 | 3 | 3 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 1 | 1 | 4 | 4 | 4 | 1 | 3 | |
| 211 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 8 | 8 | 8 | 8 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | |
| 212 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 2 | 3 | |
| 213 | 9 | 2 | 3 | 3 | 1 | 1 | 1 | 1 | 1 | 1 | 4 | 4 | 4 | 4 | 2 | 2 | 5 | 5 | 5 | 1 | 3 | |
| 214 | 3 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
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| 216 | 2 | 2 | 2 | 2 | 1 | 3 | 2 | 2 | 2 | 2 | 8 | 8 | 8 | 8 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | |
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| 218 | 2 | 2 | 2 | 2 | 1 | 4 | 2 | 2 | 2 | 2 | 8 | 8 | 8 | 8 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 219 | 2 | 2 | 2 | 2 | 1 | 3 | 1 | 1 | 1 | 1 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 1 | 3 | |
| 220 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 221 | 2 | 2 | 2 | 2 | 1 | 0 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 1 | 3 | |
| 222 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 1 | 3 | |
| 223 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 224 | 2 | 2 | 2 | 2 | 1 | 4 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 225 | 2 | 1 | 2 | 2 | 1 | 3 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 226 | 2 | 3 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 227 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 228 | 8 | 2 | 8 | 8 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 229 | 3 | 2 | 3 | 3 | 1 | 3 | 8 | 8 | 8 | 8 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 1 | 3 | |
| 230 | 3 | 2 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 4 | 0 | 0 | 5 | 5 | 5 | 1 | 3 | |
| 231 | 3 | 1 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 1 | 3 | |
| 232 | 2 | 1 | 2 | 2 | 1 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | |
| 233 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | |
| 234 | 3 | 2 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 1 | 3 | |
| 235 | 3 | 3 | 3 | 3 | 1 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | |
| 236 | 3 | 3 | 3 | 3 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 237 | 2 | 2 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 1 | 3 | |
| 238 | 3 | 1 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 1 | 3 | |
| 239 | 3 | 1 | 3 | 3 | 1 | 3 | 9 | 9 | 9 | 9 | 4 | 4 | 4 | 4 | 9 | 9 | 4 | 4 | 4 | 1 | 3 | |
| 240 | 1 | 3 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 1 | 3 | |
| 241 | 1 | 1 | 1 | 1 | 1 | 5 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 1 | 3 | |
| 242 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 243 | 2 | 2 | 2 | 2 | 1 | 5 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | |
| 244 | 3 | 2 | 3 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 4 | 1 | 3 | |
| VALID VALUES | 1-5 8,9 | 1-5 8,9 | 1-5 8,9 | 1-5 8,9 | 1,2 8,9 | 1-5 8,9 | 1,2 8,9 | 1,2 8,9 | 1,2 8,9 | 1-5 8,9 | 1-5 8,9 | 1-5 8,9 | 1-5 7,8,9,0 | 1-5 7,8,9,0 | 1-5 8,9,0 | 1,2 8,9,0 | 1-5 8,9 | 1-5 9 | 1-7 9 | 0-9 | 1,2 | 1-6 |

VIII. ENGLISH AND FRENCH SURVEY QUESTIONNAIRES

Hello, I'm _____ from TEEGA Research Consultants. May I please speak to _____? READ NAME FROM LIST. WHEN YOU HAVE THE RIGHT PERSON, REINTRODUCE YOURSELF AND CONTINUE. IF PERSON IS NOT AVAILABLE, MAKE APPOINTMENT TO CALL BACK. Would you prefer that I speak to you in french or in english?

We're doing a survey on behalf of the Program Evaluation Branch of the Department of Communications.

Your name has been randomly selected from the Department telephone directory.

The purpose of the study is to find out how employees feel about working for the Department. This is a follow-up to last spring's survey. Your participation in this survey is voluntary, but your responses are very important as they will help the Department identify current employee attitudes.

Please be assured that your name will not be linked with any of the information you provide. All your responses will be strictly confidential.

This survey should take no more than ten minutes of your time. Would you like to begin?

(IF NO: Or would you rather I called back later?)

Date: _____

Time: _____

RECORD:

DATE OF INTERVIEW: _____

INTERVIEW NUMBER: _____

SECTION ONE

First of all, I would like to ask you about some of your general attitudes about working for the Department.

1.a) On the whole, would you say the job climate in your unit is much better, better, the same, worse or much worse than it was a year ago?

- MUCH BETTER.....1
- BETTER.....2
- THE SAME.....3
- WORSE.....4
- MUCH WORSE.....5
- DON'T KNOW.....8
- NO RESPONSE.....9

1.b) And how would you describe the job climate in your unit at the present time. Would you say that it is:

- VERY GOOD.....1
- GOOD.....2
- FAIR.....3
- POOR.....4
- VERY POOR.....5
- DON'T KNOW.....8
- NO RESPONSE.....9

2.a) On the whole, would you say the job climate in the Department is much better, better, the same, worse or much worse than it was a year ago?

- MUCH BETTER.....1
- BETTER.....2
- THE SAME.....3
- WORSE.....4
- MUCH WORSE.....5
- DON'T KNOW.....8
- NO RESPONSE.....9

2.b) And how would you describe the job climate in the Department at the present time. Would you say that it is:

- VERY GOOD.....1
- GOOD.....2
- FAIR.....3
- POOR.....4
- VERY POOR.....5
- DON'T KNOW.....8
- NO RESPONSE.....9

SECTION TWO

Now I would like to ask you some questions about the Departmental human resources action plan. This action plan is called "Challenge for Change" and was printed with a blue cover. It was distributed to all employees in January.

3. Do you remember seeing this booklet about the action plan?

- YES.....1
- NO.....2 --- SKIP TO Q5
- DON'T KNOW.....8 --- SKIP TO Q5
- NO RESPONSE.....9 --- SKIP TO Q5

4. How much of the action plan did you read? Did you read:

- ALL OF IT.....1
- MOST OF IT.....2
- SOME OF IT.....3
- A BIT OF IT.....4
- NONE OF IT.....5
- DON'T KNOW.....8
- NO RESPONSE.....9

5. Has one of your supervisors discussed the Departmental action plan with you or with your work group?

- YES.....1
- NO.....2 **
- DON'T KNOW.....8 **
- NO RESPONSE.....9 **

6. Have you personally discussed this action plan with anyone else in the Department?

- YES.....1
- NO.....2 **
- DON'T KNOW.....8 **
- NO RESPONSE.....9 **

** IF NO, DK or NR TO QUESTIONS 3, 5 AND 6, SKIP TO SECTION THREE. **

7. How satisfied are you with the action plan as a response to problems in the Department? Are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with it?

- VERY SATISFIED.....1
- SATISFIED.....2
- NEITHER SATISFIED NOR DISSATISFIED.....3
- DISSATISFIED.....4
- VERY DISSATISFIED.....5
- DON'T KNOW.....8
- NO RESPDNSE.....9

8. How successful do you expect the action plan will be overall at solving problems in the Department? Do you expect it will be very successful, successful, neither successful nor unsuccessful, unsuccessful or very unsuccessful?

- VERY SUCCESSFUL.....1
- SUCCESSFUL.....2
- NEITHER SUCCESSFUL NOR UNSUCCESSFUL...3
- UNSUCCESSFUL.....4
- VERY UNSUCCESSFUL.....5
- DON'T KNOW.....8
- NO RESPONSE.....9

9. On the whole, how serious do you feel the Deputy Minister and the Assistant Deputy Ministers are toward implementing real solutions to problems in the Department? Would you say they are:

- EXTREMELY SERIOUS.....1
- VERY SERIOUS.....2
- FAIRLY SERIOUS.....3
- SOMEWHAT SERIOUS.....4
- NOT AT ALL SERIOUS.....5
- DON'T KNOW.....8
- NO RESPONSE.....9

10. And how about your Assistant Deputy Minister? Would you say he is extremely, very, fairly, somewhat or not at all serious?

- EXTREMELY SERIOUS.....1
- VERY SERIOUS.....2
- FAIRLY SERIOUS.....3
- SOMEWHAT SERIOUS.....4
- NOT AT ALL SERIOUS.....5
- DON'T KNOW.....8
- NO RESPONSE.....9

11. How serious do you feel your Director General is toward implementing real solutions to problems in the Department? Would you say your DG is extremely, very, fairly, somewhat or not at all serious?

- EXTREMELY SERIOUS.....1
- VERY SERIOUS.....2
- FAIRLY SERIOUS.....3
- SOMEWHAT SERIOUS.....4
- NOT AT ALL SERIOUS.....5
- NO DG (VOLUNTEERED).....7
- DON'T KNOW.....8
- NO RESPONSE.....9

12. And how about your Director? Would you say your Director is extremely, very, fairly, somewhat or not at all serious?

- EXTREMELY SERIOUS.....1
- VERY SERIOUS.....2
- FAIRLY SERIOUS.....3
- SOMEWHAT SERIOUS.....4
- NOT AT ALL SERIOUS.....5
- NO DIRECTOR (VOLUNTEERED).....7 ... SKIP TO SECTION THREE
- DON'T KNOW.....8
- NO RESPONSE.....9

13. Is your director your immediate supervisor?

- YES.....1 ... SKIP TO SECTION THREE
- NO.....2
- DON'T KNOW.....8 ... SKIP TO SECTION THREE
- NO RESPONSE.....9 ... SKIP TO SECTION THREE

14. And how about your immediate supervisor? Would you say he or she is extremely, very, fairly, somewhat or not at all serious?

- EXTREMELY SERIOUS.....1
- VERY SERIOUS.....2
- FAIRLY SERIOUS.....3
- SOMEWHAT SERIOUS.....4
- NOT AT ALL SERIOUS.....5
- DON'T KNOW.....8
- NO RESPONSE.....9

SECTION THREE

Finally, there are a few questions dealing with some of your personal characteristics. Remember that this information is strictly confidential and will be used only for compiling groups for statistical purposes. However, if you do not feel comfortable answering some questions, feel free to not respond.

15. In which office do you work? (READ)

- Headquarters.....1
- CRC.....2
- CWARC.....3
- Regional Office.....4
- District Office or Sub-Office...5
- NO RESPONSE.....9

16. In which sector of the Department do you work?
(DO NOT READ)

- ADMAC.....1
- ADMCH.....2
- ADHSD.....3
- ADMSR (ADMSH)...4
- ADMTT.....5
- SADM (ADNCP)...6
- DM (MINDO).....7
- NO RESPONSE.....9

17. In which job category are you personally classified? For example, AS or CR? (DO NOT READ)

- EX, DM.....1
- SM.....2
- EN, SE, PC, CS.....3
- LS, ES, IS, PH, CO...4
- EL.....5
- AS, PE, FI, OM, PG...6
- DD, EG, GT, PY, SI...7
- GL, GS, HP.....8
- CM, CR, DA, ST.....9
- NO RESPONSE.....0

THANK YOU FOR PARTICIPATING IN THIS SURVEY. END

DO NOT ASK

18. Sex MALE.....1
FEM.....2

19. Region NATIONAL CAPITAL REGN..1
PACIFIC REGN.....2
CENTRAL REGN.....3
ONTARIO REGN.....4
QUEBEC REGN.....5
ATLANTIC REGN.....6

Bonjour, je m'appelle _____ et je travaille pour TEEGA Research Consultants. Puis-je parler à _____ ? LIRE LE NOM FIGURANT SUR LA LISTE. SI VOUS NE PARLEZ PAS A LA BONNE PERSONNE, VEUILLEZ VOUS REPRÉSENTER ET POURSUIVRE. SI LA PERSONNE N'EST PAS DISPONIBLE, VOUS DEVEZ PRENDRE UN RENDEZ-VOUS ET RAPPELER. Préférez-vous que je discute avec vous en français ou en anglais?

Nous effectuons un sondage au nom de la Direction de l'évaluation des programmes du ministère des Communications.

Votre nom a été choisi au hasard dans l'annuaire téléphonique du Ministère.

Le but du sondage est d'obtenir les impressions d'employés sur le travail au Ministère. Il s'agit d'un suivi au sondage du printemps passé. Votre participation est volontaire, mais vos réponses sont très importantes puisqu'elles aideront le Ministère à déterminer les attitudes actuelles du personnel.

Nous vous assurons que votre nom ne sera relié à aucun des renseignements que vous fournirez. Toutes vos réponses demeureront absolument confidentielles.

Le sondage ne devrait pas prendre plus de 10 minutes. Voulez-vous que nous commencions?

(DANS LA NÉGATIVE, DEMANDEZ: Préférez-vous que je rappelle plus tard?)

Date: _____

Heure: _____

NOTER:

DATE DE L'ENTREVUE: _____

NUMÉRO DE L'ENTREVUE: _____

PREMIERE SECTION

Tout d'abord, j'aimerais vous poser quelques questions à propos de vos impressions générales sur votre travail au Ministère.

1.a) Dans l'ensemble, par rapport à l'an dernier, le climat de travail dans votre unité est-il:

| | |
|---------------------|---|
| Bien meilleur..... | 1 |
| Meilleur..... | 2 |
| Le même..... | 3 |
| Pire..... | 4 |
| Bien pire..... | 5 |
| NE SAIS PAS..... | 8 |
| AUCUNE RÉPONSE..... | 9 |

1.b) Et comment décririez-vous le climat de travail de votre unité en ce moment. Diriez-vous qu'il est:

| | |
|---------------------|---|
| Très bon..... | 1 |
| Bon..... | 2 |
| Passable..... | 3 |
| Mauvais..... | 4 |
| Très mauvais..... | 5 |
| NE SAIS PAS..... | 8 |
| AUCUNE RÉPONSE..... | 9 |

2.a) Dans l'ensemble, par rapport à l'an dernier, le climat de travail du Ministère est-il:

| | |
|---------------------|---|
| Bien meilleur..... | 1 |
| Meilleur..... | 2 |
| Le même..... | 3 |
| Pire..... | 4 |
| Bien pire..... | 5 |
| NE SAIS PAS..... | 8 |
| AUCUNE RÉPONSE..... | 9 |

2.b) Et comment décririez-vous le climat de travail du Ministère en ce moment. Diriez-vous qu'il est:

| | |
|---------------------|---|
| Très bon..... | 1 |
| Bon..... | 2 |
| Passable..... | 3 |
| Mauvais..... | 4 |
| Très mauvais..... | 5 |
| NE SAIS PAS..... | 8 |
| AUCUNE RÉPONSE..... | 9 |

DEUXIEME SECTION

J'aimerais maintenant vous poser quelques questions sur le plan d'action du Ministère en matière de ressources humaines. Ce plan d'action est mieux connu sous le nom de "Les changements qui s'imposent". Le document, dont la couverture est bleue, a été distribué à tous les employés en janvier dernier.

3. Vous rappelez-vous d'avoir vu ce document?

OUI..... 1
 NON..... 2 --- PASSER A Q5
 NE SAIS PAS..... 8 --- PASSER A Q5
 AUCUNE RÉPONSE..... 9 --- PASSER A Q5

4. Avez-vous lu le document:

Au complet..... 1
 En grande partie..... 2
 En partie..... 3
 Un tout petit peu..... 4
 Pas du tout..... 5
 NE SAIS PAS..... 8
 AUCUNE RÉPONSE..... 9

5. Est-ce que l'un de vos supérieurs a discuté du plan d'action du Ministère avec vous ou avec votre groupe de travail?

OUI..... 1
 NON..... 2 **
 NE SAIS PAS..... 8 **
 AUCUNE RÉPONSE..... 9 **

6. Avez-vous discuté personnellement de ce plan d'action avec un ou plusieurs autres employés du Ministère?

OUI..... 1
 NON..... 2 **
 NE SAIS PAS..... 8 **
 AUCUNE RÉPONSE..... 9 **

** SI LES RÉPONSES AUX QUESTIONS 3, 5 ET 6 SONT NON, MSP ou AR, PASSER A LA TROISIEME SECTION. **

7. A quel point êtes-vous satisfait(e) de ce plan d'action comme solution aux problèmes du Ministère? Etes-vous:

Très satisfait(e)..... 1
 Satisfait(e)..... 2
 Ni satisfait ni insatisfait(e) 3
 Insatisfait(e)..... 4
 Très insatisfait(e)..... 5
 NE SAIS PAS..... 8
 AUCUNE RÉPONSE..... 9

8. D'après vous, quel succès le plan d'action connaîtra-t-il comme solution aux problèmes du Ministère, dans l'ensemble? Vous attendez-vous à ce qu'il connaisse:

Beaucoup de succès..... 1
 Du succès..... 2
 Ni du succès ni un échec.... 3
 Un échec..... 4
 Un échec monumental..... 5
 NE SAIS PAS..... 8
 AUCUNE RÉPONSE..... 9

9. Dans l'ensemble, à quel point pensez-vous que le sous-ministre et les sous-ministres adjoints sont sérieux dans leur engagement à mettre en place de véritables solutions aux problèmes du Ministère? Sont-ils:

EXTREMEMENT SÉRIEUX..... 1
 TRÈS SÉRIEUX..... 2
 ASSEZ SÉRIEUX..... 3
 UN PEU SÉRIEUX..... 4
 PAS DU TOUT SÉRIEUX..... 5
 NE SAIS PAS..... 8
 AUCUNE RÉPONSE..... 9

10. Et votre propre sous-ministre adjoint, diriez-vous qu'il est extrêmement, très, assez, un peu ou pas du tout sérieux dans son engagement?

EXTREMEMENT SÉRIEUX..... 1
 TRÈS SÉRIEUX..... 2
 ASSEZ SÉRIEUX..... 3
 UN PEU SÉRIEUX..... 4
 PAS DU TOUT SÉRIEUX..... 5
 NE SAIS PAS..... 8
 AUCUNE RÉPONSE..... 9

11. A quel point pensez-vous que votre Directeur général est sérieux dans son engagement à mettre en place de véritables solutions aux problèmes du Ministère? Est-il:

Extrêmement sérieux..... 1
 Très sérieux..... 2
 Assez sérieux..... 3
 Un peu sérieux..... 4
 Pas du tout sérieux..... 5
 PAS DE DIRECTEUR GÉNÉRAL (VOLONTAIRE).. 7
 NE SAIS PAS..... 8
 AUCUNE RÉPONSE..... 9

12. Et votre directeur, diriez-vous qu'il est extrêmement, très, assez, un peu ou pas du tout sérieux dans son engagement?

EXTREMEMENT SÉRIEUX..... 1
 TRES SÉRIEUX..... 2
 ASSEZ SÉRIEUX..... 3
 UN PEU SÉRIEUX..... 4
 PAS DU TOUT SÉRIEUX..... 5
 PAS DE DIRECTEUR (VOLONTAIRE)..... 7 --- PASSER A LE TROISIEME SECTION
 NE SAIS PAS..... 8
 AUCUNE RÉPONSE..... 9

13. Est-ce que votre directeur est votre supérieur immédiat?

OUI..... 1 --- PASSER A LE TROISIEME SECTION
 NON..... 2
 NE SAIS PAS..... 8 --- PASSER A LE TROISIEME SECTION
 AUCUNE RÉPONSE.. 9 --- PASSER A LE TROISIEME SECTION

14. Dans l'ensemble, à quel point pensez-vous que votre supérieur immédiat est sérieux dans son engagement à mettre en place de véritables solutions aux problèmes du Ministère? Est-il:

Extrêmement sérieux.... 1
 Très sérieux..... 2
 Assez sérieux..... 3
 Un peu sérieux..... 4
 Pas du tout sérieux.... 5
 NE SAIS PAS..... 8
 AUCUNE RÉPONSE..... 9

TROISIEME SECTION

Enfin, voici quelques questions qui ont trait à certaines de vos caractéristique personnelles. Rappelez-vous que ces renseignements sont strictement confidentiels et ne seront utilisés que pour des fins statistiques. Toute fois, si vous ne voulez pas répondre à certaines questions, sentez-vous à l'aise de le faire.

15. Dans quel bureau travaillez-vous? (LIRE)

l'Administration centrale..... 1
 le CRC..... 2
 le CCRIT..... 3
 un Bureau régional..... 4
 un Bureau de district ou bureau secondaire... 5
 AUCUNE RÉPONSE..... 9

16. Dans quel secteur du Ministère travaillez-vous? (NE PAS LIRE)

ADHAC..... 1
 ADHCH..... 2
 ADHSD..... 3
 ADMSR (ADMSP)... 4
 ADHTT..... 5
 SADM (ADMCP)... 6
 DM (MINO)..... 7
 AUCUNE RÉPONSE.. 9

17. A quelle catégorie d'emploi appartenez-vous personnellement? Par exemple, AS ou CR. (NE PAS LIRE)

EX, DN..... 1
 SM..... 2
 EN, SE, PC, CS..... 3
 LS, ES, IS, PH, CO..... 4
 EL..... 5
 AS, PE, FI, OH, PG..... 6
 DD, EG, GT, PY, SI..... 7
 GL, GS, HP..... 8
 CH, CR, DA, ST..... 9
 AUCUNE RÉPONSE..... 0

JE VOUS REMERCIE INFINIMENT D'AVOIR PARTICIPÉ A CE SONDAGE. FIM

NE PAS DEMANDER

18. Sexe MASCULIN..... 1
 FÉMININ..... 2

19. Région RÉGION DE LA CAPITALE NATIONALE.. 1
 RÉGION DU PACIFIQUE..... 2
 RÉGION DU CENTRE..... 3
 RÉGION DE L'ONTARIO..... 4
 RÉGION DU QUEBEC..... 5
 RÉGION DE L'ATLANTIQUE..... 6

