

Public Service Employee Survey 2014

Confidential when completed

Français au verso

2014 Public Service Employee Survey

We are pleased to invite you to participate in the sixth Public Service Employee Survey.

This is an important opportunity for you to express your opinion on a wide variety of issues related to your work, your workplace and the leadership of your organization. By providing your input, you will help your organization maintain a respectful and productive work environment, and in turn, provide better services to Canadians. Across the public service, organizations, managers and employees regularly refer to the survey results to identify issues and perspectives that you and your colleagues have identified as being important.


Your participation in the survey is voluntary. Your responses are collected and kept confidential under the *Statistics Act* and will be used by Statistics Canada for statistical and research purposes only. Statistics Canada will further safeguard your identity by grouping your responses with those of other respondents in your department or agency when reporting results. Individual responses and results for very small groups will never be published.

The survey takes approximately 20 minutes to complete, and you may save your answers and return to the survey at a later time. Please note that you have until **September 26, 2014** to complete and submit the survey.

We appreciate you taking the time to share your views. Your opinion counts and contributes to creating a better workplace.



Wayne R. Smith
Chief Statistician
Statistics Canada



Daniel Watson
Chief Human Resources Officer
Treasury Board Secretariat



After you have completed the questionnaire, place it in the **postage-paid return envelope**, seal it and return it to Statistics Canada through internal mail or Canada Post.



For more information, please visit the Internet site at <http://www.statcan.gc.ca/> or call free of charge at 1-877-949-9492, from Canada or the United States, or e-mail at SOS@statcan.gc.ca.
TTY/TDD: 1-855-382-7745.

This questionnaire is available in alternative formats.

8-5300-359.1: 2014-07-10



Statistics Canada
Statistique Canada

Canada

How to complete this questionnaire

Use a black or blue pen to:

Mark a circle Mark a square OR Print in a box A B

My Job							
	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
1. I have the materials and equipment I need to do my job.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
2. The material and tools provided for my work, including software and other automated tools, are available in the official language of my choice.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
3. When I prepare written materials, including emails, I feel free to use the official language of my choice.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
4. My physical environment (e.g., office, workspace) is suitable for my job requirements.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
5. I get the training I need to do my job.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
6. My job is a good fit with my interests.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
7. My job is a good fit with my skills.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
8. I have the information, training and equipment I need to ensure my health and safety at work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
9. I have support at work to balance my work and personal life.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
10. I feel I can claim overtime compensation (in money or in leave) for the overtime hours that I work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
11. I get a sense of satisfaction from my work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
12. I receive meaningful recognition for work well done.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
13. I know how my work contributes to the achievement of my department's or agency's goals.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
14. I am willing to put in the extra effort to get the job done.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
15. I am proud of the work that I do.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
16. I have opportunities to provide input into decisions that affect my work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
17. I am encouraged to be innovative or to take initiative in my work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
18. I have support at work to provide a high level of service.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
19. Overall, I like my job.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
	Always/ Almost always	Often	Sometimes	Rarely	Never/ Almost never	Don't know	Not applicable
20. I can complete my assigned workload during my regular working hours.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
21. I feel that the quality of my work suffers because of...							
a. constantly changing priorities.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
b. lack of stability in my department or agency.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
c. too many approval stages.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
d. unreasonable deadlines.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
e. having to do the same or more work, but with fewer resources.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
f. high staff turnover.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
g. overly complicated or unnecessary business processes.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

My Work Unit

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
22. I have positive working relationships with my co-workers.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
23. During meetings in my work unit, I feel free to use the official language of my choice.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
24. I am satisfied with how interpersonal issues are resolved in my work unit.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
25. In my work unit, every individual is accepted as an equal member of the team.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
26. In my work unit, I believe that we hire people who can do the job.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
27. In my work unit, the process of selecting a person for a position is done fairly.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
28. In my work unit, unsatisfactory employee performance is managed effectively.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
29. In my work unit, individuals behave in a respectful manner.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

My Immediate Supervisor

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
30. I receive useful feedback from my immediate supervisor on my job performance.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
31. I can count on my immediate supervisor to keep his or her promises.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
32. My immediate supervisor keeps me informed about the issues affecting my work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
33. When I communicate with my immediate supervisor, I feel free to use the official language of my choice.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
34. My immediate supervisor assesses my work against identified goals and objectives.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
35. Subject to operational requirements, my immediate supervisor supports the use of flexible work arrangements (e.g., flexible hours, compressed workweeks, telework).	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
36. I am satisfied with the quality of supervision I receive.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
37. Are you a supervisor?							
1 <input type="radio"/> Yes ⇒ Go to next question							
2 <input type="radio"/> No ⇒ Go to question 39							

Senior Management

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
38. I receive the support I need from senior management to address unsatisfactory performance issues in my work unit.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
39. Senior managers in my department or agency lead by example in ethical behaviour.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
40. I have confidence in the senior management of my department or agency.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
41. Senior management in my department or agency makes effective and timely decisions.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
42. I believe that senior management will try to resolve concerns raised in this survey.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
43. Essential information flows effectively from senior management to staff.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
44. I have access to senior management in my department or agency.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

My Organization (Department or Agency)							
	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
45. My department or agency does a good job of communicating its vision, mission and goals.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
46. My department or agency reviews and evaluates the progress towards meeting its goals and objectives.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
47. Employees in my department or agency carry out their duties in the public's interest.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
48. If I am faced with an ethical dilemma or a conflict between values in the workplace, I know where I can go for help in resolving the situation.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
49. Discussions about values and ethics occur in my workplace.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
50. I feel I can initiate a formal recourse process (e.g., grievance, complaint, appeal) without fear of reprisal.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
51. During meetings in my department or agency, the chairpersons create an environment where I feel free to use the official language of my choice.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
52. The training offered by my department or agency is available in the official language of my choice.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
53. My department or agency does a good job of supporting employee career development.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
54. I believe I have opportunities for promotion within my department or agency, given my education, skills and experience.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
55. My department or agency implements activities and practices that support a diverse workplace. (A diverse workplace includes everyone, regardless of race, national or ethnic origin, colour, disability, sex, sexual orientation, marital or family status, religion, age, language, culture, background, interests, views or other dimensions.)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
56. I think that my department or agency respects individual differences (e.g., culture, work styles, ideas).	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
57. Overall, my department or agency treats me with respect.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
58. I would recommend my department or agency as a great place to work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
59. I am satisfied with my department or agency.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
60. I would prefer to remain with my department or agency, even if a comparable job was available elsewhere in the federal public service.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

Mobility and Retention

61. Do you intend to leave your current position in the next two years?

- 1 Yes ⇒ **Go to next question**
- 2 No ⇒ **Go to question 63**
- 3 Not sure ⇒ **Go to question 63**

62. Please indicate your reason for leaving.
(Mark one only.)

- 1 To retire
- 2 To pursue another position within my department or agency
- 3 To pursue a position in another department or agency
- 4 To pursue a position outside the federal public service
- 5 Other

Harassment

Harassment is normally a series of incidents, but it can be one severe incident that has a lasting impact on the individual.

Harassment is any improper conduct by an individual that is directed at and offensive to another individual in the workplace, including at any event or any location related to work, and that the individual knew or ought reasonably to have known would cause offence or harm. It comprises objectionable act(s), comment(s) or display(s) that demean, belittle, or cause personal humiliation or embarrassment, and any act of intimidation or threat. It also includes harassment within the meaning of the *Canadian Human Rights Act* (i.e., based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, and pardoned conviction or suspended record).

63. Having carefully read the definition of harassment, have you been the victim of harassment on the job in the past two years?

- 1 Yes ⇒ **Go to next question**
- 2 No ⇒ **Go to question 68**

64. From whom did you experience harassment on the job?
(Mark all that apply.)

- 1 Co-workers
- 2 Individuals with authority over me
- 3 Individuals working for me
- 4 Individuals for whom I have a custodial responsibility (e.g., inmates, offenders, patients, detainees)
- 5 Individuals from other departments or agencies
- 6 Members of the public (individuals or organizations)
- 7 Other

65. Please indicate the nature of the harassment you experienced.
(Mark all that apply.)

- 01 Aggressive behaviour
- 02 Excessive control
- 03 Being excluded or being ignored
- 04 Humiliation
- 05 Interference with work or withholding resources
- 06 Offensive remark
- 07 Personal attack
- 08 Physical violence
- 09 Sexual comment or gesture
- 10 Threat
- 11 Unfair treatment
- 12 Yelling or shouting
- 13 Other

66. What action(s) did you take to address the harassment you experienced?
(Mark all that apply.)

- 1 I discussed the matter with my supervisor or a senior manager.
 - 2 I discussed the matter with the person(s) from whom I experienced the harassment.
 - 3 I contacted a human resources advisor in my department or agency.
 - 4 I contacted my union representative.
 - 5 I used an informal conflict resolution process.
 - 6 I filed a grievance or formal complaint. ⇨ **Go to question 68**
 - 7 I resolved the matter informally on my own.
 - 8 Other
- OR**
- 9 I took no action.

**67. Why did you not file a grievance or formal complaint about the harassment you experienced?
(Mark all that apply.)**

- 01 The issue was resolved.
- 02 I did not think the incident was serious enough.
- 03 The behaviour stopped.
- 04 The individual apologized.
- 05 Management intervened.
- 06 The individual left or changed jobs.
- 07 I changed jobs.
- 08 I did not know what to do, where to go or whom to ask.
- 09 I was too distraught.
- 10 I had concerns about the formal complaint process
(e.g., confidentiality, how long it would take).
- 11 I was advised against filing a complaint.
- 12 I was afraid of reprisal
(e.g., having limited career advancement, being labelled a troublemaker).
- 13 Someone threatened me.
- 14 I did not believe it would make a difference.
- 15 Other

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
68. I am satisfied with how matters related to harassment are resolved in my department or agency.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
69. My department or agency works hard to create a workplace that prevents harassment.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

Labour Management Relations and Collective Agreements

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
70. I am familiar with the provisions of my collective agreement.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
71. The union-management consultation process has been effective in addressing issues in my workplace.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
72. My immediate supervisor understands and respects the provisions of my collective agreement.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
73. Senior managers respect the provisions of my collective agreement.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

Discrimination

Discrimination means treating someone differently or unfairly because of a personal characteristic or distinction, which, whether intentional or not, has an effect that imposes disadvantages not imposed on others, or that withholds or limits access that is given to others. There are 11 prohibited grounds of discrimination under the *Canadian Human Rights Act*: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, and pardoned conviction or suspended record.

74. Having carefully read the definition of discrimination, have you been the victim of discrimination on the job in the past two years?

- 1 Yes ⇒ **Go to next question**
- 2 No ⇒ **Go to question 79**

75. From whom did you experience discrimination on the job?
(Mark all that apply.)

- 1 Co-workers
- 2 Individuals with authority over me
- 3 Individuals working for me
- 4 Individuals for whom I have a custodial responsibility (e.g., inmates, offenders, patients, detainees)
- 5 Individuals from other departments or agencies
- 6 Members of the public (individuals or organizations)
- 7 Other

76. Please indicate the type of discrimination you experienced.
(Mark all that apply.)

- 01 Race
- 02 National or ethnic origin
- 03 Colour
- 04 Religion
- 05 Age
- 06 Sex
- 07 Sexual orientation
- 08 Marital status
- 09 Family status
- 10 Disability
- 11 Pardoned conviction or suspended record
- 12 Other

77. What action(s) did you take to address the discrimination you experienced?
(Mark all that apply.)

- 1 I discussed the matter with my supervisor or a senior manager.
 - 2 I discussed the matter with the person(s) from whom I experienced the discrimination.
 - 3 I contacted a human resources advisor in my department or agency.
 - 4 I contacted my union representative.
 - 5 I used an informal conflict resolution process.
 - 6 I filed a grievance or formal complaint. ⇔ **Go to question 79**
 - 7 I resolved the matter informally on my own.
 - 8 Other
- OR**
- 9 I took no action.

78. Why did you not file a grievance or a formal complaint about the discrimination you experienced? (Mark all that apply.)

- 01 The issue was resolved.
- 02 I did not think the incident was serious enough.
- 03 The behaviour stopped.
- 04 The individual apologized.
- 05 Management intervened.
- 06 The individual left or changed jobs.
- 07 I changed jobs.
- 08 I did not know what to do, where to go or whom to ask.
- 09 I was too distraught.
- 10 I had concerns about the formal complaint process (e.g., confidentiality, how long it would take).
- 11 I was advised against filing a complaint.
- 12 I was afraid of reprisal (e.g., having limited career advancement, being labelled a troublemaker).
- 13 Someone threatened me.
- 14 I did not believe it would make a difference.
- 15 Other

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
79. I am satisfied with how matters related to discrimination are resolved in my department or agency.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>
80. My department or agency works hard to create a workplace that prevents discrimination.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

Duty to Accommodate

The duty to accommodate refers to the employer's obligation to eliminate disadvantages to employees, prospective employees or clients that result from a rule, practice or physical barrier that has or that may have an adverse impact on individuals or groups protected under the *Canadian Human Rights Act* or identified as a designated group under the *Employment Equity Act*. It applies to all grounds of discrimination covered by the *Canadian Human Rights Act*: race, national or ethnic origin, colour, religion, age, sex (including pregnancy and childbirth), sexual orientation, marital status, family status, disability, and pardoned conviction or suspended record. Employers must provide accommodation up to the point of undue hardship, taking into account essential job requirements.

81. Having carefully read the definition above, have you requested measures to accommodate your needs in the workplace in the last two years?

1 Yes ⇒ **Go to next question**

2 No ⇒ **Go to question 84**

82. Were any measures taken to accommodate your needs?

1 Yes ⇒ **Go to next question**

2 No ⇒ **Go to question 84**

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Not applicable
83. I am satisfied with the measures that were taken to accommodate my needs.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	7 <input type="radio"/>	6 <input type="radio"/>

General Information

The following questions ask for general information that will be used to better understand the survey results. To ensure confidentiality, please be advised that your responses will be grouped with those of other respondents in your department or agency. Individual responses and results for very small groups are never published or shared with government departments or agencies.

84. Question 84 is not applicable to the paper questionnaire.

85. In which organizational unit are you currently working? (Please select your unit from the organizational unit list included. If your organizational unit is not on the list, mark code 999.)

1 Code

86. Are you currently a shift worker?

1 Yes

2 No

87. Do you work full-time or part-time?

- 1 Full-time
- 2 Part-time
-

88. Do you currently work according to any of the following flexible working arrangements?
(Mark all that apply.)

- 1 Compressed workweek
- 2 Flexible work schedule (i.e., variable start and end times)
- 3 Telework
- 4 Job sharing
- 5 Income averaging
- OR**
- 6 I do not work according to one of these flexible working arrangements.
-

89. What is your current employee status?

- 1 Indeterminate (permanent)
- 2 Seasonal
- 3 Term
- 4 Casual
- 5 Student ⇒ **Go to question 92**
- 6 Contracted via a temporary help services agency ⇒ **Go to question 92**
- 7 Governor in council appointee ⇒ **Go to question 92**
- 8 Other (e.g., minister's exempt staff) ⇒ **Go to question 92**

90. Please indicate your occupational group.

(If you are in an acting position, specify the group of the acting position. For a list of definitions of abbreviations, please see the attached occupational group list.)

001 <input type="radio"/> AB	021 <input type="radio"/> CO	042 <input type="radio"/> FI	062 <input type="radio"/> LE	082 <input type="radio"/> PG	102 <input type="radio"/> SG
002 <input type="radio"/> AC	022 <input type="radio"/> CR	043 <input type="radio"/> FO	063 <input type="radio"/> LI	083 <input type="radio"/> PH	103 <input type="radio"/> SI
003 <input type="radio"/> AD	023 <input type="radio"/> CS	044 <input type="radio"/> FR	064 <input type="radio"/> LIB (NRC)	084 <input type="radio"/> PI	104 <input type="radio"/> SO
004 <input type="radio"/> AG	024 <input type="radio"/> CX	045 <input type="radio"/> FS	065 <input type="radio"/> LP	085 <input type="radio"/> PL	105 <input type="radio"/> SP (CRA)
005 <input type="radio"/> AI	025 <input type="radio"/> DA	046 <input type="radio"/> FT	066 <input type="radio"/> LS	086 <input type="radio"/> PM	106 <input type="radio"/> SR
006 <input type="radio"/> AO	026 <input type="radio"/> DD	047 <input type="radio"/> GA	067 <input type="radio"/> MA	087 <input type="radio"/> PM-MCO	107 <input type="radio"/> ST
007 <input type="radio"/> AP-AA	027 <input type="radio"/> DE	048 <input type="radio"/> GL	068 <input type="radio"/> MD	088 <input type="radio"/> PO-IMA	108 <input type="radio"/> SW
008 <input type="radio"/> AP-PA	028 <input type="radio"/> DM	049 <input type="radio"/> GR	069 <input type="radio"/> MDMDG	089 <input type="radio"/> PO-TCO	109 <input type="radio"/> TC
009 <input type="radio"/> AR	029 <input type="radio"/> DS	050 <input type="radio"/> GR-EX	070 <input type="radio"/> MG	090 <input type="radio"/> PR	110 <input type="radio"/> TI
010 <input type="radio"/> AS	030 <input type="radio"/> EC	051 <input type="radio"/> GS	071 <input type="radio"/> MGT	091 <input type="radio"/> PS	111 <input type="radio"/> TO
011 <input type="radio"/> ASG-ITS-LA	031 <input type="radio"/> EC (CRA)	052 <input type="radio"/> GT	072 <input type="radio"/> MT	092 <input type="radio"/> PY	112 <input type="radio"/> TR
012 <input type="radio"/> AU	032 <input type="radio"/> ED	053 <input type="radio"/> HP	073 <input type="radio"/> NB	093 <input type="radio"/> RCO	113 <input type="radio"/> UNI
013 <input type="radio"/> BI	033 <input type="radio"/> EG	054 <input type="radio"/> HR	074 <input type="radio"/> ND	094 <input type="radio"/> RE	114 <input type="radio"/> UT
014 <input type="radio"/> CH	034 <input type="radio"/> EL	055 <input type="radio"/> HR-RH (CRA)	075 <input type="radio"/> NU	095 <input type="radio"/> REG	115 <input type="radio"/> VM
015 <input type="radio"/> CIASC	035 <input type="radio"/> EN	056 <input type="radio"/> HS	076 <input type="radio"/> OE	096 <input type="radio"/> RLE	116 <input type="radio"/> WP
016 <input type="radio"/> CIEXC	037 <input type="radio"/> ES	057 <input type="radio"/> IM	077 <input type="radio"/> OM	097 <input type="radio"/> RM	117 <input type="radio"/> Other
017 <input type="radio"/> CIPTC	038 <input type="radio"/> EU	058 <input type="radio"/> IN	078 <input type="radio"/> OP	098 <input type="radio"/> RO	
018 <input type="radio"/> CISPC	039 <input type="radio"/> EX	059 <input type="radio"/> IS	079 <input type="radio"/> OP (NRC)	099 <input type="radio"/> RO (NRC)	
019 <input type="radio"/> CIVIL	040 <input type="radio"/> EXPCX	060 <input type="radio"/> LA	080 <input type="radio"/> PC	100 <input type="radio"/> SC	
020 <input type="radio"/> CM	041 <input type="radio"/> FB	061 <input type="radio"/> LC	081 <input type="radio"/> PE	101 <input type="radio"/> SE	

91. Please indicate your level.

(If you are in an acting position, specify the level of the acting position.)

(e.g., for FI-03, indicate 0 3).

92. With which of the following communities do you most closely identify in relation to your current job? (Mark one only.)

(A community is made up of employees who share common work purposes, functions and professional interests. While many employees identify with at least one such community, not all employees do.)

- | | |
|---|---|
| 01 <input type="radio"/> Client contact centre | 12 <input type="radio"/> Human resources |
| 02 <input type="radio"/> Health care practitioners | 13 <input type="radio"/> Financial management |
| 03 <input type="radio"/> Federal regulators | 14 <input type="radio"/> Procurement |
| 04 <input type="radio"/> Compliance, inspection and enforcement | 15 <input type="radio"/> Real property |
| 05 <input type="radio"/> Communications or public affairs | 16 <input type="radio"/> Materiel management |
| 06 <input type="radio"/> Access to information and privacy | 17 <input type="radio"/> Information management |
| 07 <input type="radio"/> Security | 18 <input type="radio"/> Information technology |
| 08 <input type="radio"/> Science and technology | 19 <input type="radio"/> Internal audit |
| 09 <input type="radio"/> Library services | 20 <input type="radio"/> Evaluation |
| 10 <input type="radio"/> Legal services | 21 <input type="radio"/> Other services to the public |
| 11 <input type="radio"/> Administration and operations | 22 <input type="radio"/> None of the above |

93. In total, how many years have you been working in the federal public service?

- 1 Less than one year

If one or more years, please indicate the number of years.

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

- 1 Less than one year

If one or more years, please indicate the number of years.

95. What is your first official language?

- 1 English
- 2 French

96. What are the language requirements of your position?

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

97. Do you occupy a position in which you provide services directly to the public as a regular part of your job?

1 Yes ⇒ **Go to next question**

2 No ⇒ **Go to question 99**

98. In what official language(s) do you provide services to the public?

1 English only

3 Both English and French

2 French only

99. In which province or territory do you work? (Mark one only.)

01 National Capital Region ⇒ **Go to question 101**

08 Alberta

02 Ontario (excluding National Capital Region) } **Go to question 100**

09 Saskatchewan

03 Quebec (excluding National Capital Region) }

10 Manitoba

04 Northwest Territories }

11 New Brunswick

05 Nunavut }

12 Nova Scotia

06 Yukon }

13 Prince Edward Island

07 British Columbia }

14 Newfoundland and Labrador

15 Outside of Canada

Go to question 101

100. Do you work in one of the following designated bilingual areas of Quebec or Ontario?

1 The bilingual region of Montréal (the counties of Deux-Montagnes, Île-de-Montréal and Île-Jésus, La Prairie, and Vaudreuil)

2 The bilingual regions of other parts of Quebec (the counties of Bonaventure, Gaspé-Est, Brome, Compton, Huntingdon, Missisquoi, Richmond, Sherbrooke, Stanstead, Argenteuil and Pontiac)

3 The bilingual region of Eastern Ontario (the counties of Glengarry, Prescott, Russell and Stormont)

4 The bilingual region of Northern Ontario (the counties of Algoma, Cochrane, Nipissing, Sudbury and Timiskaming)

5 I do not work in one of these areas.

101. What is your age group?

1 24 years and under

6 45 to 49 years

2 25 to 29 years

7 50 to 54 years

3 30 to 34 years

8 55 to 59 years

4 35 to 39 years

9 60 years and over

5 40 to 44 years

102. What is your gender?

- 1 Male 2 Female
-

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

- 1 Secondary or high school graduation certificate, or equivalent or less
- 2 Diploma or certificate from a community college, CEGEP, institute of technology, nursing school, etc., or a trades certificate or diploma
- 3 University certificate or diploma below the bachelor's level
- 4 Bachelor's degree
- 5 University certificate or diploma above the bachelor's level including a master's degree, a professional degree or an earned doctorate
-

104. Are you an Aboriginal person?

(An Aboriginal person is a North American Indian or a member of a First Nation, a Métis or an Inuk (Inuit). North American Indians or members of a First Nation include status, treaty or registered Indians, as well as non-status and non-registered Indians.)

- 1 Yes 2 No
-

105. Are you a person with a disability?

(A person with a disability has a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and considers himself or herself to be disadvantaged in employment by reason of that impairment, or believes that an employer or potential employer is likely to consider him or her to be disadvantaged in employment by reason of that impairment. Persons with disabilities are also those whose functional limitations owing to their impairment have been accommodated in their current job or workplace.)

- 1 Yes 2 No
-

106. Are you a member of a visible minority group?

(A member of a visible minority in Canada may be defined as someone (other than an Aboriginal person) who is non-white in colour or race, regardless of place of birth. For example: Black, Chinese, Filipino, Japanese, Korean, South Asian or East Indian, Southeast Asian, non-white West Asian, North African or Arab, non-white Latin American, person of mixed origin (with one parent in one of the visible minority groups in this list), or other visible minority group.)

- 1 Yes 2 No

Thank you for completing this survey.