



Statistical Survey Operations Employee Opinion Survey

Confidential when completed

Français au verso

To all Statistical Survey Operations (SSO) employees

Four years ago, the 1998 Employee Opinion Survey was carried out at Statistics Canada. Based on the survey results, a number of concrete actions were taken. We want to continue to make improvements at Statistics Canada and need your help again.

This year, the 2002 Employee Opinion Survey has been reviewed specifically with the SSO employees in mind. As a result of the review, we are pleased to offer a separate Employee Opinion Survey for our SSO employees.

The results of the 2002 Employee Opinion Survey will be used for concrete initiatives. Data on every Regional Office will be analysed and compared to Bureau averages for SSO employees. Your Regional Director will ensure that you receive the survey results for your Region and that there is open discussion of these results.

Because of the nature of the survey we have taken a number of steps to ensure that your identity is protected.

- All tables will be screened to ensure that your personal characteristics do not identify you.
- The questionnaire does not have any explicit identifiers.

This questionnaire is designed to collect data on how you see various aspects of your work. Information from the survey will help us to better understand our organization and the issues of concern to everyone. As employees of Statistics Canada, you are well aware of the importance and usefulness of good information. Poor information, based on low response rates, is worse than not useful; it is potentially misleading. Your reply is essential so that the results accurately represent the views and experiences of all SSO employees and those of your work area.

All SSO employees are included in this survey. Your response is voluntary. I hope you will take a few minutes to complete this questionnaire. Statistical summaries will be disseminated to all employees.

Thank you for your co-operation.

Ivan Fellegi
Chief Statistician of Canada



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



How to complete this questionnaire

Use a black or blue pen to:

Mark a circle (X)

My Job World

	Strongly agree	Mostly agree	Mostly 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"/>	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"/>	6 <input type="radio"/>
3. When I prepare written materials, 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"/>	6 <input type="radio"/>
4. 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"/>	6 <input type="radio"/>
5. I feel I can claim overtime compensation 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"/>	6 <input type="radio"/>

6. I am satisfied with my current work arrangement. 1 Yes 2 No

	Always	Often	Sometimes	Rarely or never	Don't know	Not applicable
7. 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"/>	6 <input type="radio"/>
b. lack of stability in the organization	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
c. unreasonable deadlines	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
8. I can balance my personal, family and work needs in my current job.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
9. In the past year, I was compensated for the overtime worked.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
10. I am encouraged 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"/>	6 <input type="radio"/>
11. The training offered by my Regional Office 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"/>	6 <input type="radio"/>
12. I have a say in decisions and actions that have an impact on my work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

Communication with my Immediate Supervisor

Your immediate supervisor is the person who evaluates your work performance. If you have more than one supervisor, please refer to the one most familiar with your work.

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
13. I receive useful feedback from my immediate supervisor on my job performance.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
14. I can count on my immediate supervisor to keep his or her promises.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
15. I get adequate recognition from my immediate supervisor when I do a good job.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
16. My immediate supervisor keeps me informed about the issues affecting my work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
17. 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"/>	6 <input type="radio"/>
18. My immediate supervisor and I discuss the results I am expected to achieve.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
19. I feel that I can disagree with my immediate supervisor on work-related issues without fear of reprisal.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
20. My immediate supervisor assesses my work against identified goals and objectives.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
21. If I were to suggest ways to improve how we do things, my immediate supervisor would take them seriously.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
22. My immediate supervisor distributes the work fairly.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
23. My immediate supervisor helps me determine my learning needs.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
24. My immediate supervisor does a good job of helping me develop my skills.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

My Work Unit

Your **work unit** includes you, your immediate supervisor and your colleagues. If you are a Field Interviewer, your work unit refers to the area supervised by the Senior Interviewer most familiar with your work.

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
25. I am proud of the work carried out in my work unit.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
26. In my work unit, we work cooperatively as a team.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
27. In my work unit, we learn from our mistakes and do what it takes to correct them.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
28. I am satisfied with the way in which informal complaints on workplace 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"/>	6 <input type="radio"/>
29. During meetings or conference calls 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"/>	6 <input type="radio"/>
30. I have good ongoing communication with others in my work unit who work on similar projects or issues.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
31. In my work unit, every individual, regardless of race, colour, gender or disability would be/is accepted as an equal member of the team.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
32. During the past 2 years, staff turnover has been a significant problem in my work unit.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

My Skills and Career

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
33. I get the training I need to do my job.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
34. I am able to get on-the-job coaching to help me improve the way I do my work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
35. The career broadening training that I participated in has provided me with new knowledge or new skills.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

Harassment and Discrimination

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

36. In the past two years, have you been the victim of harassment on the job?

1 Yes

2 No - **Go to question 38**

	Never	Once or twice	More than twice	Not applicable
37. From whom did you experience harassment on the job?				
a. Co-workers	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
b. Individuals with authority over me	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
c. Individuals working for me	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
d. Respondents	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
e. Other	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

38. In the past two years, have you been the victim of physical or psychological violence during the course of your work?

1 Yes

2 No - **Go to question 40**

	Never	Once or twice	More than twice	Not applicable
39. From whom did you experience violence?				
a. Co-workers	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
b. Individuals with authority over me	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
c. Individuals working for me	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
d. Respondents	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
e. Other	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

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

40. In the past two years, have you been the victim of discrimination on the job?

1 Never - **Go to question 43**

2 Once or twice

3 More than twice

41. From whom did you experience discrimination on the job?

1 Co-workers

4 Respondents

2 Individuals with authority over me

5 Other

3 Individuals working for me

42. 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 Marital status
- 08 Family status
- 09 Mental or physical disability
- 10 Pardoned conviction
- 11 Sexual orientation

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
43. I am satisfied with the way in which my Regional Office responds to matters related to harassment and discrimination.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
44. My Regional Office works hard to create a workplace that prevents harassment and discrimination.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

Staffing

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
45. In my work unit, I believe that we hire people who can do the job.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
46. In my work unit, the process of selecting a person for a position is done fairly.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
47. When I was a candidate in competitions during the past two years, I found that the competitions were run in a fair manner.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
48. When I was a candidate in competitions during the past two years, I had the opportunity to demonstrate my capabilities for the position.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

My Organization

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
49. I can clearly explain to others the direction (for example, the vision, values or mission) of Statistics Canada.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
50. I feel that senior management does a good job of sharing information.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
51. Supervisors and senior managers are committed to ensuring occupational health and safety in my workplace.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
52. If I am faced with a health and safety issue 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"/>	6 <input type="radio"/>
53. 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"/>	6 <input type="radio"/>
54. I feel I can initiate a formal redress process (grievance, right of appeal, health and safety, etc.) without fear of reprisal.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
55. I believe that senior management in the Regional Office will try to resolve concerns raised in this survey.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
56. I am strongly committed to making Statistics Canada successful.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
57. Overall, Statistics Canada treats me with respect.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
58. Statistics Canada is a good place to work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
59. I am satisfied with my job at Statistics Canada.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

Labour Management Relations

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
60. Senior management at Statistics Canada engages in meaningful consultation with my union on workplace issues.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
61. The relationship between my union and senior management at Statistics Canada is highly productive.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
62. 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"/>	6 <input type="radio"/>
63. 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"/>	6 <input type="radio"/>

General Information

64. Please indicate your current position. (If you are in an acting position, specify the group of the acting position.)

- SSO - Inside ¹ Interviewer ² Senior Interviewer
-
- SSO - Field ³ Interviewer ⁴ Senior Interviewer

65. Which Regional Office do you report to?

- ¹ Halifax ⁴ Toronto (includes all field staff) ⁶ Winnipeg ⁸ Edmonton
- ² Montréal ⁵ Sturgeon Falls ⁷ Regina ⁹ Vancouver
- ³ Sherbrooke

66. In total, how many years have you been working for Statistics Canada?

- ¹ Less than 3 years ³ 11 to 20 years
- ² 3 to 10 years ⁴ More than 20 years

67. What is your current employee status?

- ¹ Ongoing
- ² Term

68. Are you planning to leave Statistics Canada within the next two years?

- ¹ Yes
- ² No - **Go to question 70**

69. If you are thinking of leaving Statistics Canada, how important would each of the following reasons be in your decision making?

a. Retirement

1 2 3 4

b. Family obligations

1 2 3 4

c. Return to school

1 2 3 4

d. To pursue other employment opportunities

1 2 3 4

e. Health (burnout, disability, etc.)

1 2 3 4

f. To make better use of my training and skills

1 2 3 4

g. End of contract or term of employment

1 2 3 4

h. Workplace difficulties (conflict with management or colleagues, work environment, etc.)

1 2 3 4

70. What is your first official language?

- 1 English
2 French

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

- 1 English only
2 French only
3 Both English and French

72. What is your age group?

- 1 19 to 24 years 3 30 to 39 years 5 50 to 54 years
2 25 to 29 years 4 40 to 49 years 6 55 years and over

73. What is your gender?

- 1 Male
2 Female

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

- 1 Secondary/high school graduation certificate or equivalent or less
2 Diploma or certificate from a community college, CEGEP, institute of technology, nursing school, etc. or a trades certificate or diploma
3 University certificate or diploma below the bachelor's level
4 Bachelor's degree (e.g., BA, BSc) or diploma above the bachelor's level

75. 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. 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

76. 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, and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.)

- 1 Yes
2 No - **Go to question 78**

77. Are you provided with the accessibility tools and/or alternate media resources that are critical in the performance of your work?

- 1 Yes
2 No
3 Not applicable

78. 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/race, regardless of place of birth. For example, Black, Chinese, Filipino, Japanese, Korean, South Asian/East Indian, Southeast Asian, non-white West Asian, North African or Arab, non-white Latin American, person of mixed origin (with one parent in one of the visible minority groups in this list), or other visible minority group.)

- 1 Yes
2 No

Thank you for your co-operation in completing
this questionnaire about your work world.
Your views are essential to
Statistics Canada.

Comments

Your suggestions are important. Comments will be given to your Regional Director without any information that might indicate who made the comments.
