



# National Energy Board Employee Survey

Confidential when completed

Français au verso

75

To all National Energy Board (NEB) employees


In September 1999, following a public service-wide employee opinion survey, NEB employees were asked to fill out a similar survey customized to reflect our environment. Eighty-two percent of you did. The results of that survey were for the most part positive, however, some issues and concerns were raised and areas for improvement were identified. We listened to your concerns and acted on them. A project working group was struck to address the issues of harassment and discrimination and their efforts have led to a new harassment prevention policy, harassment and discrimination awareness training for all employees and the creation of an ombudsperson role. In addition to these corporate concerns, individual business units acted on BU-specific issues.

Now, three years later, the NEB, in keeping with leading edge organizations, is repeating the employee opinion survey. A project working group was struck with a representative from excluded employees, the Executive team, and each of the unions. The group has revised the NEB survey to reflect improvements made to the public service survey and to better meet organizational needs.

I am asking you to fill out the attached survey so that we can continue to improve as an organization. Sharing your views on your work, your career and your workplace will help us work together to make the NEB an outstanding workplace. Your continued support is vital to achieving positive results.

Your participation is voluntary and your responses will be anonymous and confidential.

Thank you.

  
Gaétan Caron  
Chief Operating Officer

To all National Energy Board employees

All information provided to Statistics Canada through this survey is protected by law under the *Statistics Act*. No one, including your immediate leader, Business Unit Leader, Chief Operating Officer or Chairman, can access information you provide to Statistics Canada.

To ensure that your answers and your identity are protected, we have taken the following precautions:

- The survey is **ANONYMOUS**. Your name is not required.
- The data will be used only to produce statistical summaries in the form of tables and graphs.
- All tables will be verified to ensure that they do not reveal anyone's identity. If there are **not at least 5 people** with **exactly** the same characteristics for a table, the table will not be produced. You, as an individual will not be identified in any way.

Thank you for your cooperation.

  
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. It is easy to get the information I need to 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"/>
3. When I am required to work in French, the material and tools that I need, including software and other automated tools, are available.	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 (PIPSC and PSAC members) or of my Terms and Conditions of Employment (excluded and executive staff).	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 know how to find information on NEB policies and procedures.	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 classified fairly compared with others doing similar work at the NEB.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
7. I am classified fairly compared with others doing similar work 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"/>	6 <input type="radio"/>
8. I feel pressured by others to work more than my regular hours.	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. 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"/>	6 <input type="radio"/>
10. I am satisfied with my current work arrangement (e.g., hours of work, banked time, work-at-home).	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. Do you currently work according to any of the following flexible/alternate working arrangements?

a. Banked time

1  Yes

2  No

b. Flexible hours (i.e., variable start and end times)

1  Yes

2  No

c. Work-at-home

1  Yes

2  No

d. Part-time

1  Yes

2  No

	Always	Often	Sometimes	Rarely or never	Don't know	Not applicable
<b>12.</b> I feel that the quality of my work suffers because of . . .						
<b>a.</b> 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>b.</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"/>
<b>c.</b> too many approval stages	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>d.</b> 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"/>
<b>e.</b> unreasonable workload	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>f.</b> staff turnover	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>13.</b> 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"/>	6 <input type="radio"/>
<b>14.</b> 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"/>
<b>15.</b> In the past year, I was compensated for the overtime I worked (in money or in leave).	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>16.</b> 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"/>	6 <input type="radio"/>
<b>17.</b> 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 Leader

Your immediate leader is the person who evaluates your work performance.

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
<b>18.</b> I know what my immediate leader expects of me in 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"/>
<b>19.</b> I receive useful feedback from my immediate leader 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"/>
<b>20.</b> I receive timely feedback from my immediate leader 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"/>
<b>21.</b> I can count on my immediate leader 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"/>

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
22. I get adequate recognition from my immediate leader 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"/>
23. My immediate leader 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"/>
24. My immediate leader 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"/>
25. I feel that I can disagree with my immediate leader 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"/>
26. My immediate leader 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"/>
27. If I were to suggest ways to improve how we do things, my immediate leader 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"/>
28. My immediate leader 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"/>
29. Subject to operational requirements, my immediate leader supports the use of flexible/alternate work arrangements (e.g., flexible hours, banked time, work-at-home, part-time).	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. My immediate leader 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"/>

## My Team

Your **team** includes you, your immediate leader and your colleagues. If you are a leader, do not include the employees you supervise.

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
31. I am proud of the work carried out in my 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. In my team, my colleagues treat 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"/>
33. In my team, we operate in an open and honest way.	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. In my team, we are good at sharing information with each other.	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
35. In my team, we are good at sharing information with other teams.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
36. In my team, we are open to new ideas about how we can improve the way we 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"/>
37. My team periodically takes time out to rethink the way it does business.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
38. I am satisfied with the way in which informal complaints on workplace issues are resolved in my 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"/>
39. In my team, 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"/>
40. Everyone on my team pulls their weight.	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
41. 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"/>
42. 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"/>
43. I have opportunities to develop and apply the skills I need to enhance my career.	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 immediate leader does a good job of helping me develop my career.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
45. The NEB 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"/>	6 <input type="radio"/>
46. I believe I have opportunities for promotion within the NEB 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"/>	6 <input type="radio"/>
47. I believe my best option for career advancement is to leave the NEB.	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. I would be reluctant to ask for a developmental opportunity (secondment, new project, etc).	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

49. Have you requested a developmental assignment (such as secondment or new project) within the last three years? 1  Yes 2  No - **Go to question 52**

50. In the last three years, have you been denied a developmental assignment? 1  Yes 2  No - **Go to question 52**

51. Were you given a reasonable explanation or justification for the denial of the assignment? 1  Yes 2  No

	Not at all	Minimally	Moderately	Significantly	Don't know	Not applicable
52. Overall, I am satisfied with my opportunities for career progression.	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. To what extent, if at all, have any of the following adversely affected your career progression at the NEB over the last three years?						
a. Balance between work and family or personal obligations	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 access to learning opportunities	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. Lack of access to developmental assignments	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
d. Lack of information about job opportunities	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
e. Level of education	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 that is directed at and offensive to another person and which the originator knew or ought reasonably to have known would be unwelcome or would cause offence. It comprises objectionable conduct, comment or any display that causes personal humiliation or embarrassment to an individual and/or creates an intimidating, hostile, or offensive work environment. It includes actions which may be considered to intimidate, threaten or mistreat an employee and which are not related to the maintenance of order and efficiency in the workplace. Harassment does not have to be face to face and while it normally involves repeated and persistent behaviour, a single incident may be of sufficient seriousness to constitute harassment. (*NEB Harassment Prevention Policy.*)

54. In the past two years, have you experienced harassment at the NEB?

1  Yes

2  No - **Go to question 57**

55. What type of harassment did you experience? (Mark all that apply.)

- 1  Physical violence or threat of violence
- 2  Sexual harassment
- 3  Bullying
- 4  Abuse of authority
- 5  Other

56. From whom did you experience this harassment?

a. Co-workers

	Never	Once or twice	More than twice	Not applicable
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

b. Individuals with authority over me	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
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c. Individuals working for me

c. Individuals working for me	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
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d. Contractors

d. Contractors	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
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e. Individuals from other government departments or agencies

e. Individuals from other government departments or agencies	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
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f. Members of the public (individuals or organizations)

f. Members of the public (individuals or organizations)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
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**Discrimination** means treating people differently, negatively or adversely without a good reason. As used in human rights laws, discrimination means making a distinction between certain individuals or groups based on a prohibited ground. Under the Canadian Human Rights Act, prohibited grounds are: race, national or ethnic origin, colour, religion, age, sex (including pregnancy and childbirth), marital status, family status, mental or physical disability (including dependence on alcohol or drugs), pardoned conviction or sexual orientation.

57. In the past two years, have you experienced discrimination at the NEB?

- 1  Yes
- 2  No - **Go to question 60**

58. 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

	Never	Once or twice	More than twice	Not applicable
<b>59.</b> From whom did you experience this discrimination?				
<b>a.</b> Co-workers _____	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
<b>b.</b> Individuals with authority over me _____	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
<b>c.</b> Individuals working for me _____	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
<b>d.</b> Contractors _____	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
<b>e.</b> Individuals from other government departments or agencies _____	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
<b>f.</b> Members of the public (individuals or organizations) _____	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
<b>60.</b> I am satisfied with the way in which my <u>team</u> 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"/>
<b>61.</b> I am satisfied with the way in which the NEB 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"/>
<b>62.</b> The NEB 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"/>
<b>63.</b> I am satisfied with the actions taken to address issues identified in the 2000 NEB Survey on 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"/>
<b>64.</b> I feel that I can raise a complaint about harassment or discrimination 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"/>

## Staffing

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
<b>65.</b> In my team, 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"/>
<b>66.</b> At the NEB, 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"/>
<b>67.</b> When I was a candidate in NEB competitions during the past three 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"/>



68. In total, how many years have you been at your current group and level?

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

69. In the past three years, how many promotions have you had?

- 1  None
- 2  One
- 3  More than one

### Service to Clients

*Every NEB employee delivers goods or provides services to a client. A client could be an NEB employee, a public service employee, a member of the Canadian public or other clients outside Canada.*

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
70. My team has clearly defined client service standards.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
71. My team regularly meets the clients' 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"/>
72. In my team, client feedback or complaints get to the people who can act on the 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"/>
73. My work environment provides me the flexibility to meet my clients' 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"/>

### My Organization

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
74. I can clearly explain to others the NEB strategic plan (purpose, vision, values and goals).	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
75. I have good ongoing communication with others in my organization 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"/>
76. The ExTeam 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"/>

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
77. The ExTeam does a good job of giving feedback.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
78. I believe that leaders demonstrate NEB values.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
79. I trust management at the NEB.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
80. Board Members give fair and consistent feedback.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
81. The ExTeam supports the use of flexible/alternate work arrangements (flexible hours, banked time, work-at-home, part-time, etc.)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
82. Leaders 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"/>
83. 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"/>
84. 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"/>
85. 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"/>
86. I believe the ExTeam 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"/>
87. I believe the ExTeam has made progress toward resolving the issues raised in the 1999 NEB Employee 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"/>
88. Overall, the NEB 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"/>
89. The NEB 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"/>
90. I am satisfied with my career at the NEB.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

## Employee Relations

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
91. My team leader understands and respects the provisions of my collective agreement/terms and conditions of employment.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
92. The ExTeam respects the provisions of my collective agreement/terms and conditions of employment.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
93. Management 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"/>
94. The relationship between my union and management in my organization 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"/>

## General Information

95. In total, how many years have you been working for the Public Service?

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

96. In total, how many years have you been working for the NEB?

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

97. Please specify in which unit you are currently working.

- 1  Chairman and Board Members
- 2  Executive Office (including Office of the Chief Operating Officer, the Professional Leadership Team, Legal Services and Office of the Secretary and Regulatory Operations)
- 3  Applications
- 4  Commodities
- 5  Corporate Services
- 6  Information Management
- 7  Operations

**Statistics Canada guarantees that the unit information you provide will not be used in any way to identify you.**

98. In order to ensure confidentiality, levels have been grouped in five categories. In which group is your substantive level?

- 1  NEB 1-5
- 2  NEB 6-9
- 3  NEB 10-12
- 4  NEB 13+
- 5  Other

99. What is your current employee status?

- 1  Indeterminate (permanent)
- 2  Term
- 3  On contract / temp agency
- 4  Other (e.g., student, governor-in-council appointment)

100. What is your first official language?

- 1  English
- 2  French

101. What are the language requirements of your position?

- 1  Bilingual
- 2  Unilingual English

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

- 1  Yes
- 2  No - **Go to question 104**

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

- 1  English only
- 2  Both English and French

104. Are you planning to leave the NEB within the next five years?

1  Yes

2  No - **Go to question 107**

105. Within what time frame do you anticipate leaving the NEB?

a. The next year?                      1  Yes                      2  No                      3  Maybe

b. 1 to 3 years?                      1  Yes                      2  No                      3  Maybe

c. 3 to 5 years?                      1  Yes                      2  No                      3  Maybe

106. How important would each of the following reasons be for your departure from the NEB?

	Not at all important	Somewhat important	Very important	Not applicable
a. Retirement	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
b. Family obligations	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
c. Return to school	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
d. To pursue other employment opportunities	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
e. Health (burnout, disability, etc.)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
f. To make better use of my training and skills	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
g. End of contract or term of employment	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
h. Workplace difficulties (conflict with management or colleagues, work environment, etc.)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
i. Work unit transferred to private sector or other level of government	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

107. What is your union affiliation?

1  PIPSC

2  PSAC

3  None

108. Are you currently a leader?

- 1  Yes  
2  No

109. What is your age group?

- 1  Up to 29 years  
2  30 to 39 years  
3  40 to 49 years  
4  50 to 54 years  
5  55 years and over

110. What is your gender?

- 1  Male  
2  Female

111. 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)  
5  University certificate or diploma above the bachelor's level (e.g., MA, MSc, Phd, MD.)

112. Are you an Aboriginal person?

*(An Aboriginal person is a North American Indian or a member of a First Nation, a Métis or an 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

113. 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 115**

**114.** 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

**115.** 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

**116.** Did you complete and return a questionnaire in the last NEB Employee Survey (1999)?

- 1  Yes
- 2  No

Thank you for your co-operation in  
completing this questionnaire.

Your views are important.