



# Indian Claims Commission Employee Survey

85

Confidential when completed

Français au verso

To all Indian Claims Commission employees

I am pleased to invite you to participate in the first Indian Claims Commission Employee Survey. The purpose of the survey is to obtain the view of employees on some key work environment issues to assist the ICC in developing a positive work environment.

I strongly encourage you to participate in the survey to make your voice heard. Providing your views on your work, your career, and your workplace will help us make the ICC an outstanding place. The aggregate results of the survey, expected in Fall of 2006, will be shared with employees. I can assure you that the ICC will take action to address areas in the survey where improvement is required. The ICC Employee Survey is fundamentally the same as the public service-wide survey customized to reflect the ICC context as a Commission of Inquiry. The survey questionnaire of the Public Service Employee Survey is being used to ensure a meaningful comparison of results and measuring of progress with the rest of the public service.

The survey is being administered on behalf of the ICC by Statistics Canada and your survey responses will be anonymous and confidential. To participate, fill out the attached survey and return it directly to Statistics Canada as per the instructions included below. Your participation in the survey is voluntary. Employees are allowed time to complete this survey during the working hours.

Thank you for your support and cooperation.

Renée Dupuis  
Chief Commissioner

To all Indian Claims Commission employees

All information provided to Statistics Canada through this survey is protected by law under the *Statistics Act*. No one, including your immediate supervisor, manager, director, deputy minister or agency president, 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

### 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"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <input type="radio"/>
3. When I prepare written materials, including electronic mail, 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
4. I am familiar with the provisions of my terms and conditions of employment.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
5. I am classified fairly (my current group and level) compared with others doing similar work in my organization or elsewhere in the Public Service.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
6. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
7. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
8. I am satisfied with my current work arrangement (e.g., regular hours, telework, compressed work week).	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>

9. Do you currently work according to flexible work arrangements (i.e., flexible hours, compressed work weeks, telework)?

1  Yes      2  No

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
10. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
11. I know how to find information on ICC policies and procedures.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>

	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"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <input type="radio"/>
<b>d.</b> unreasonable deadlines	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
<b>e.</b> 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"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <input type="radio"/>
<b>15.</b> In the past year, I was compensated for the overtime worked (in money or in leave).	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <input type="radio"/>
<b>17.</b> The training offered by the ICC 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
<b>18.</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"/>	7 <input type="radio"/>	5 <input type="radio"/>

## Communication with my Immediate Supervisor

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

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
19. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
20. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
21. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
22. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
23. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
24. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
25. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
26. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
27. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
28. My immediate supervisor distributes the work fairly.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
29. Subject to operational requirements, my immediate supervisor supports the use of flexible work arrangements (e.g., flexible hours, compressed work weeks, telework).	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
30. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>

31. In your current job, how many supervisors have you had in the last three years?  
(If you have been in your current job for less than three years, please report the number of supervisors you have had since you started your current job.)

1  One    2  Two    3  Three or more

32. Are you a supervisor?

1  Yes    2  No

## My Work Unit

Your **work unit** includes you, your immediate supervisor and your colleagues.

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
33. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
34. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
35. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
36. My work unit 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
37. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
38. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
39. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
40. During the past 3 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"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <input type="radio"/>
44. My immediate supervisor 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
45. The ICC 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"/>	7 <input type="radio"/>	5 <input type="radio"/>

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
46. I believe I have opportunities for promotion with <u>ICC</u> , given my education, skills and experience.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
47. I believe I have opportunities for promotion within the <u>Public Service</u> , given my education, skills and experience.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <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"/>	7 <input type="radio"/>	5 <input type="radio"/>

49. Did you request a developmental assignment (such as secondment or new project) in the last three years?	1 <input type="radio"/> Yes	2 <input type="radio"/> No - <b>Go to question 52</b>
50. In the last three years, were you denied a developmental assignment?	1 <input type="radio"/> Yes	2 <input type="radio"/> No - <b>Go to question 52</b>
51. Were you given a reasonable explanation or justification for the denial of the assignment?	1 <input type="radio"/> Yes	2 <input type="radio"/> No

	Not at all	Minimally	Moderately	Significantly	Don't know	Not applicable
52. Overall, I am satisfied with my career progress at the ICC.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
53. To what extent, if at all, have any of the following adversely affected your career progress at the ICC over the last three years?						
a. Conflict between work and family or personal obligations	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
b. Lack of access to language training in my second official language	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
c. Lack of access to learning opportunities	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
d. Lack of access to developmental assignments	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
e. Lack of information about job opportunities	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
f. Restriction in the area of competitions	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
g. Level of education	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
h. Discrimination (See definition in question 58.)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <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*.

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

- 1  Yes
- 2  No - **Go to question 56**

55. From whom did you experience harassment on the job?	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	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. Contractors	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
e. Individuals from other departments or agencies	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
f. Members of the public (individuals or organizations)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>

56. In the past two years, have you been the victim of physical violence on the job?

- 1  Yes
- 2  No - **Go to question 58**

57. From whom did you experience physical violence on the job?  
(Mark all that apply.)

- 01  Co-workers
- 02  Individuals with authority over me
- 03  Individuals working for me
- 04  Contractors
- 05  Individuals from other departments or agencies
- 06  Members of the public (individuals or organizations)

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.

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

- 1  Never - **Go to question 61**
- 2  Once or twice
- 3  More than twice

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

- 01  Co-workers
- 02  Individuals with authority over me
- 03  Individuals working for me
- 04  Contractors
- 05  Individuals from other departments or agencies
- 06  Members of the public (individuals or organizations)

**60.** 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
61. I am satisfied with the way in which my work unit responds to matters related to harassment and discrimination.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
62. I am satisfied with the way in which the ICC responds to matters related to harassment and discrimination.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
63. ICC 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"/>	7 <input type="radio"/>	5 <input type="radio"/>

## Staffing

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
64. At the ICC, 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
65. At the ICC, 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
66. When I was a candidate in ICC 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
67. When I was a candidate in ICC competitions during the past three 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
<p>68. In the past three years, how many promotions have you had?</p> <p>1 <input type="radio"/> None</p> <p>2 <input type="radio"/> One</p> <p>3 <input type="radio"/> More than one</p>						
<p>69. In total, how many years have you been at your current group and level? (Please include any acting position.)</p> <p>1 <input type="radio"/> Less than three years</p> <p>2 <input type="radio"/> 3 to 10 years</p> <p>3 <input type="radio"/> More than 11 years</p>						

**70. Please indicate your occupational group.**

*(If your group is composed of more than 2 letters, indicate the first two letters [e.g., ST-SCY, indicate ST].)  
 (If you are in an acting position, specify the group of the acting position.)*

- |                             |                                |
|-----------------------------|--------------------------------|
| 06 <input type="radio"/> AS | 38 <input type="radio"/> IS    |
| 13 <input type="radio"/> CR | 39 <input type="radio"/> LA    |
| 14 <input type="radio"/> CS | 56 <input type="radio"/> PM    |
| 26 <input type="radio"/> EX | 67 <input type="radio"/> ST    |
| 27 <input type="radio"/> FI | 75 <input type="radio"/> Other |

**If there are not at least five people with the same occupational group, the data will be grouped with others to protect anonymity.**

**71. Which salary range corresponds to your current annual salary?**

*(Please include any acting position.)*

- |   |   |
|---|---|
| 01 <input type="radio"/> less than \$30,000   | 05 <input type="radio"/> \$60,000 to \$69,999 |
| 02 <input type="radio"/> \$30,000 to \$39,999 | 06 <input type="radio"/> \$70,000 to \$79,999 |
| 03 <input type="radio"/> \$40,000 to \$49,999 | 07 <input type="radio"/> \$80,000 to \$89,999 |
| 04 <input type="radio"/> \$50,000 to \$59,999 | 08 <input type="radio"/> \$90,000 or more     |

**Service to Clients**

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

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
<b>72.</b> My work unit has clearly defined client service standards.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
<b>73.</b> My work unit regularly applies the client service standards.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
<b>74.</b> In my work unit, there are mechanisms in place for linking client feedback or complaints to employees who can act on the information.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
<b>75.</b> I have the flexibility to adapt my services to meet my clients' needs.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>

## My Organization (Department or Agency)

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
76. I can clearly explain to others the ICC's direction (for example, the vision, values or mission).	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
77. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
78. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
79. Senior management actively supports the use of flexible work arrangements (flexible hours, compressed work weeks, telework, etc).	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
80. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
81. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
82. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
83. <i>Question 83 is only applicable to Public Service employees.</i>						
84. 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"/>	7 <input type="radio"/>	5 <input type="radio"/>
85. <i>Question 85 is only applicable to Public Service employees.</i>						
86. I am strongly committed to making my organization successful.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
87. Overall, my organization treats me with respect.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
88. My organization is a good place to work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
89. I am satisfied with my career at the ICC.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>

## Labour Management Relations

	Strongly agree	Mostly agree	Mostly disagree	Strongly disagree	Don't know	Not applicable
90. My immediate supervisor understands and respects the provisions of my terms and conditions of employment.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
91. Senior managers respect the provisions of my terms and conditions of employment.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	7 <input type="radio"/>	5 <input type="radio"/>
92. Question 92 is only applicable to Public Service employees.						
93. Question 93 is only applicable to Public Service employees.						
94. Question 94 is only applicable to Public Service employees.						

## General Information

95. Question 95 is only applicable to Public Service employees.

96. In total, how many years have you been working at the ICC?

1  Less than 3 years

2  3 to 10 years

3  More than 11 years

97. What is your current employee status?

1  Indeterminate (permanent)

3  Term

5  Other (e.g., student, governor-in-council appointment, minister's exempt staff)

98. Question 98 is only applicable to Public Service employees.

99. Are you planning to leave the ICC within the next five years?

1  Yes

2  No - **Go to question 102**

100. Within what time frame do you anticipate leaving the ICC?

- 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

101. How important would each of the following reasons be for your departure from the ICC?

	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"/>
j. 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"/>

102. What is your first official language?

- 1  English
- 2  French

103. What are the language requirements of your position?

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

104. 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 108**

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

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

**106.** Question 106 is only applicable to Public Service employees.

**107.** Question 107 is only applicable to Public Service employees.

**108.** 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

**109.** What is your gender?

- 1  Male
- 2  Female

**110.** 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 including Master's degree (e.g., MA, MSc, MEd) or professional degree (e.g., LLB, degree in medicine, dentistry, veterinary medicine or optometry [MD, DDS, DMD, DVM, OD]) or earned doctorate (e.g., PhD, DSc, DEd)

**111.** Do you have a professional designation (e.g., CGA, CMA, etc.)?

- 1  Yes
- 2  No

**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 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

**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. Question 116 is only applicable to Public Service employees.**

Thank you for your co-operation in  
completing this questionnaire  
about your work world.  
Your views are essential to the renewal  
of the Indian Claims Commissions.