

CCRA Survey Results - 2002 and 1999

| My Job World | | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------|--------------------|------------------|---------------------|-----------------------|----------------|--------------------|-----------------------|--------------------------|
| | | Survey Year | Number of respondents | Strongly Agree (%) | Mostly Agree (%) | Mostly Disagree (%) | Strongly Disagree (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) |
| Q001 | I have the materials and equipment I need to do my job. | 2002 | 31571 | 25 | 61 | 9 | 4 | 0 | 0 | 86 | 13 |
| | | 1999 | 26583 | 19 | 59 | 15 | 6 | 0 | 0 | 78 | 22 |
| Q002 | The material and tools provided for my work, including software and other automated tools, are available in the official language of my choice. | 2002 | 31625 | 68 | 26 | 3 | 1 | 1 | 1 | 94 | 4 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q003 | When I prepare written materials, including electronic mail, I feel free to use the official language of my choice. | 2002 | 31607 | 68 | 21 | 4 | 2 | 0 | 4 | 89 | 7 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q004 | I am familiar with the provisions of my collective agreement. | 2002 | 31530 | 17 | 58 | 16 | 4 | 4 | 2 | 75 | 19 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q005 | I am classified fairly (my current group and level) compared with others doing similar work in my organization or elsewhere in the Public Service. | 2002 | 31544 | 16 | 39 | 17 | 21 | 7 | 0 | 54 | 38 |
| | | 1999 | 26530 | 10 | 36 | 23 | 25 | 6 | 0 | 46 | 48 |
| Q006 | I feel pressured by others to work more than my regular hours. | 2002 | 31586 | 4 | 10 | 31 | 46 | 1 | 8 | 14 | 77 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q007 | I feel I can claim overtime compensation (in money or in leave) for the overtime hours that I work. | 2002 | 31568 | 34 | 31 | 10 | 10 | 4 | 11 | 65 | 20 |
| | | 1999 | 26219 | 27 | 33 | 15 | 16 | 9 | 0 | 60 | 31 |
| Q008 | I am satisfied with my current work arrangement (e.g., regular hours, telework, compressed work week). | 2002 | 31568 | 47 | 43 | 6 | 3 | 0 | 0 | 90 | 9 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| | | Survey Year | Number of respondents | Yes (%) | No (%) | | | | | Agree [7]=[1] (%) | Disagree [8]=[2] (%) |
| Q009a | Do you currently work according to any of the following alternate working arrangements? Compressed work week | 2002 | 30712 | 43 | 57 | ... | ... | ... | ... | 43 | 57 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q009b | Do you currently work according to any of the following alternate working arrangements? Flexible work schedule | 2002 | 29308 | 35 | 65 | ... | ... | ... | ... | 35 | 65 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q009c | Do you currently work according to any of the following alternate working arrangements? Telework | 2002 | 28586 | 6 | 94 | ... | ... | ... | ... | 6 | 94 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q009d | Do you currently work according to any of the following alternate working arrangements? Job sharing | 2002 | 28434 | 2 | 98 | ... | ... | ... | ... | 2 | 98 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q009e | Do you currently work according to any of the following alternate working arrangements? Income averaging | 2002 | 28615 | 7 | 93 | ... | ... | ... | ... | 7 | 93 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| | | Survey Year | Number of respondents | Always (%) | Often (%) | Sometimes (%) | Rarely or never (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) |
| Q012a | I feel that the quality of my work suffers because of ... constantly changing priorities | 2002 | 31541 | 8 | 24 | 42 | 22 | 1 | 2 | 33 | 64 |
| | | 1999 | 26423 | 12 | 31 | 39 | 17 | 1 | 0 | 43 | 56 |
| Q012b | I feel that the quality of my work suffers because of ... lack of stability in the organization | 2002 | 31495 | 9 | 20 | 34 | 31 | 2 | 3 | 30 | 65 |
| | | 1999 | 26386 | 15 | 29 | 34 | 20 | 2 | 0 | 44 | 54 |
| Q012c | I feel that the quality of my work suffers because of ... too many approval stages | 2002 | 31460 | 7 | 17 | 35 | 33 | 3 | 4 | 25 | 68 |
| | | 1999 | 26353 | 11 | 22 | 36 | 28 | 3 | 0 | 33 | 64 |
| Q012d | I feel that the quality of my work suffers because of ... unreasonable deadlines | 2002 | 31502 | 5 | 15 | 35 | 39 | 2 | 4 | 20 | 74 |
| | | 1999 | 26351 | 7 | 17 | 37 | 37 | 2 | 0 | 24 | 74 |
| Q012e | I feel that the quality of my work suffers because of ... having to do the same or more work, but with fewer resources | 2002 | 31531 | 10 | 20 | 32 | 32 | 2 | 4 | 30 | 64 |
| | | 1999 | 26356 | 16 | 27 | 31 | 23 | 3 | 0 | 43 | 54 |
| Q013 | I can complete my assigned workload during my regular working hours. | 2002 | 31616 | 23 | 45 | 21 | 9 | 0 | 2 | 68 | 29 |
| | | 1999 | 26531 | 25 | 45 | 20 | 9 | 1 | 0 | 70 | 29 |
| Q014 | I can balance my personal, family and work needs in my current job. | 2002 | 31648 | 32 | 45 | 18 | 4 | 0 | 1 | 77 | 22 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q015 | In the past year, I was compensated for the overtime worked (in money or in leave). | 2002 | 31638 | 47 | 10 | 9 | 9 | 1 | 25 | 57 | 17 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q016 | I am encouraged to be innovative or to take initiative in my work. | 2002 | 31619 | 22 | 32 | 27 | 17 | 1 | 1 | 54 | 44 |
| | | 1999 | 26560 | 11 | 28 | 34 | 26 | 1 | 0 | 39 | 60 |
| Q017 | The training offered by the Agency is available in the official language of my choice. | 2002 | 31630 | 71 | 13 | 5 | 3 | 4 | 3 | 84 | 9 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q018 | I have a say in decisions and actions that have an impact on my work. | 2002 | 31645 | 8 | 27 | 38 | 24 | 1 | 1 | 35 | 62 |
| | | 1999 | 26573 | 7 | 26 | 38 | 28 | 1 | 0 | 33 | 66 |

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| Communication with my Immediate Supervisor | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] | |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|------------------|---------------------|-----------------------|----------------|--------------------|-----------------------|--------------------------|------------|
| | Survey Year | Number of respondents | Strongly Agree (%) | Mostly Agree (%) | Mostly Disagree (%) | Strongly Disagree (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) | |
| Q019 | I receive useful feedback from my immediate supervisor on my job performance. | 2002 1999 | 31594 26592 | 20 16 | 51 42 | 18 24 | 9 15 | 1 2 | 1 2 | 71 58 | 26 38 |
| Q020 | I can count on my immediate supervisor to keep his or her promises. | 2002 1999 | 31593 26592 | 30 26 | 50 48 | 9 11 | 5 7 | 4 6 | 1 2 | 81 74 | 14 18 |
| Q021 | I get adequate recognition from my immediate supervisor when I do a good job. | 2002 1999 | 31548 26583 | 25 19 | 47 43 | 16 21 | 8 12 | 3 4 | 1 1 | 71 62 | 25 33 |
| Q022 | My immediate supervisor keeps me informed about the issues affecting my work. | 2002 1999 | 31524 26600 | 28 22 | 51 50 | 13 17 | 6 9 | 1 1 | 0 1 | 79 72 | 20 26 |
| Q023 | When I communicate with my immediate supervisor, I feel free to use the official language of my choice. | 2002 1999 | 31624 ... | 76 ... | 13 ... | 2 ... | 3 ... | 1 ... | 5 ... | 89 ... | 5 ... |
| Q024 | My immediate supervisor and I discuss the results I am expected to achieve. | 2002 1999 | 31591 26675 | 27 15 | 47 45 | 16 24 | 6 12 | 1 2 | 1 3 | 75 59 | 23 36 |
| Q025 | I feel that I can disagree with my immediate supervisor on work-related issues without fear of reprisal. | 2002 1999 | 31586 26674 | 30 23 | 45 49 | 12 13 | 8 8 | 5 5 | 1 2 | 75 72 | 20 22 |
| Q026 | My immediate supervisor assesses my work against identified goals and objectives. | 2002 1999 | 31543 26628 | 27 17 | 46 41 | 12 17 | 5 10 | 9 12 | 1 3 | 73 58 | 17 27 |
| Q027 | If I were to suggest ways to improve how we do things, my immediate supervisor would take them seriously. | 2002 1999 | 31577 26667 | 33 25 | 44 46 | 11 13 | 5 7 | 6 7 | 1 1 | 76 72 | 17 20 |
| Q028 | My immediate supervisor distributes the work fairly. | 2002 1999 | 31569 26661 | 27 20 | 46 47 | 10 13 | 6 7 | 5 6 | 5 7 | 73 67 | 16 20 |
| Q029 | Subject to operational requirements, my immediate supervisor supports the use of flexible work arrangements (e.g., flexible hours, compressed work weeks, | 2002 1999 | 31578 ... | 48 ... | 33 ... | 5 ... | 4 ... | 4 ... | 6 ... | 81 ... | 9 ... |
| Q030 | My immediate supervisor helps me determine my learning needs. | 2002 1999 | 31544 26636 | 18 12 | 43 36 | 21 26 | 10 16 | 5 5 | 4 6 | 61 48 | 30 42 |
| | | Survey Year | Number of respondents | One (%) | Two (%) | Three or more (%) | | | | | |
| Q031 | In your current job, how many supervisors have you had in the last three years? | 2002 1999 | 31465 ... | 32 ... | 29 ... | 39 ... | | | | | |
| My Work Unit | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] | |
| | Survey Year | Number of respondents | Strongly Agree (%) | Mostly Agree (%) | Mostly Disagree (%) | Strongly Disagree (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) | |
| Q033 | I am proud of the work carried out in my work unit. | 2002 1999 | 31613 26665 | 37 25 | 53 57 | 6 10 | 2 2 | 2 4 | 1 2 | 90 82 | 8 12 |
| Q034 | In my work unit, we work cooperatively as a team. | 2002 1999 | 31622 26684 | 34 20 | 48 49 | 11 18 | 4 8 | 1 1 | 2 3 | 82 69 | 15 26 |
| Q035 | In my work unit, we learn from our mistakes and do what it takes to correct them. | 2002 1999 | 31616 26678 | 35 26 | 53 56 | 8 11 | 2 3 | 2 3 | 1 1 | 87 82 | 10 14 |
| Q036 | My work unit periodically takes time out to rethink the way it does business. | 2002 1999 | 31581 ... | 16 ... | 44 ... | 24 ... | 8 ... | 5 ... | 3 ... | 61 ... | 31 ... |
| Q037 | I am satisfied with the way in which informal complaints on workplace issues are resolved in my work unit. | 2002 1999 | 31571 ... | 15 ... | 45 ... | 17 ... | 9 ... | 11 ... | 4 ... | 60 ... | 25 ... |
| Q038 | During meetings in my work unit, I feel free to use the official language of my choice. | 2002 1999 | 31609 ... | 70 ... | 15 ... | 4 ... | 4 ... | 1 ... | 6 ... | 85 ... | 7 ... |
| Q039 | In my work unit, every individual, regardless of race, colour, gender or disability would be/is accepted as an equal member of the team. | 2002 1999 | 31618 26660 | 68 49 | 24 39 | 3 6 | 2 4 | 1 2 | 1 1 | 92 88 | 6 10 |
| Q040 | During the past 3 years, staff turnover has been a significant problem in my work unit. | 2002 1999 | 31576 ... | 21 ... | 23 ... | 24 ... | 15 ... | 10 ... | 7 ... | 44 ... | 38 ... |

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| My Skills and Careers | | Survey Year | Number of respondents | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] | | |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------|--------------------|------------------|---------------------|-----------------------|----------------|--------------------|-----------------------|--------------------------|-------------------|----------------------|
| | | | | Strongly Agree (%) | Mostly Agree (%) | Mostly Disagree (%) | Strongly Disagree (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) | | |
| Q041 | I get the training I need to do my job. | 2002 | 31639 | 20 | 56 | 17 | 6 | 1 | 1 | 76 | 23 | | |
| | | 1999 | 26626 | 13 | 55 | 20 | 10 | 1 | 1 | 68 | 30 | | |
| Q042 | I am able to get on-the-job coaching to help me improve the way I do my work. | 2002 | 31628 | 20 | 47 | 22 | 7 | 2 | 2 | 67 | 29 | | |
| | | 1999 | 26587 | 9 | 43 | 26 | 13 | 4 | 4 | 52 | 39 | | |
| Q043 | I have opportunities to develop and apply the skills I need to enhance my career. | 2002 | 31614 | 17 | 47 | 22 | 9 | 3 | 2 | 64 | 31 | | |
| | | 1999 | 26569 | 9 | 42 | 30 | 13 | 3 | 3 | 52 | 43 | | |
| Q044 | My immediate supervisor does a good job of helping me develop my career. | 2002 | 31587 | 14 | 38 | 25 | 12 | 5 | 5 | 52 | 37 | | |
| | | 1999 | 26581 | 7 | 30 | 29 | 20 | 5 | 9 | 37 | 49 | | |
| Q045 | The Agency does a good job of supporting employee career development. | 2002 | 31601 | 14 | 42 | 22 | 12 | 8 | 1 | 56 | 35 | | |
| | | 1999 | 26627 | 5 | 32 | 32 | 20 | 8 | 2 | 37 | 52 | | |
| Q046 | I believe I have opportunities for promotion within the Agency, given my education, skills and experience. | 2002 | 31577 | 17 | 41 | 22 | 15 | 4 | 1 | 58 | 37 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q047 | I believe I have opportunities for promotion within the Public Service, given my education, skills and experience. | 2002 | 31544 | 15 | 41 | 23 | 12 | 8 | 2 | 55 | 35 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q048 | I would be reluctant to ask for a developmental opportunity (secondment, new project, etc). | 2002 | 31470 | 7 | 24 | 35 | 24 | 7 | 3 | 31 | 59 | | |
| | | 1999 | 26581 | 8 | 26 | 33 | 23 | 6 | 5 | 34 | 55 | | |
| Note 1: Q50 results reflect those who requested a developmental assignment (Q49). | | Survey Year | Number of respondents | Yes (%) | No (%) | | | | | | | | |
| Note 2: Q51 results reflect those who were denied a developmental assignment (Q50). | | Survey Year | Number of respondents | Yes (%) | No (%) | | | | | | | | |
| Q049 | Did you request a developmental assignment (such as secondment or new project) in the last three years? | 2002 | 31373 | 27 | 73 | ... | ... | ... | ... | ... | ... | | |
| | | 1999 | 26559 | 38 | 62 | ... | ... | ... | ... | ... | ... | | |
| Q050 | In the last three years, were you denied a developmental assignment? | 2002 | 6903 | 47 | 53 | ... | ... | ... | ... | ... | ... | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q051 | Were you given a reasonable explanation or justification for the denial of the assignment? | 2002 | 3213 | 22 | 78 | ... | ... | ... | ... | ... | ... | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| | | Survey Year | Number of respondents | Not at all (%) | Minimally (%) | Moderately (%) | Significantly (%) | Don't know (%) | Not applicable (%) | Agree [7]=[3]+[4] (%) | Disagree [8]=[1]+[2] (%) | | |
| Q052 | Overall, I am satisfied with my career progress in the Public Service. | 2002 | 31457 | 9 | 14 | 45 | 28 | 2 | 3 | 73 | 23 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q053a | To what extent, if at all, have any of the following adversely affected your career progress in the Public Service over the last three years? Conflict between work and family or personal obligations | 2002 | 31285 | 44 | 24 | 15 | 9 | 1 | 7 | 24 | 68 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q053b | ... Lack of access to language training in my second official language | 2002 | 31341 | 58 | 11 | 7 | 8 | 2 | 14 | 15 | 70 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q053c | ... Lack of access to learning opportunities | 2002 | 31277 | 32 | 28 | 21 | 13 | 2 | 5 | 34 | 59 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q053d | ... Lack of access to developmental assignments | 2002 | 31291 | 28 | 21 | 21 | 20 | 4 | 7 | 41 | 49 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q053e | ... Lack of information about job opportunities | 2002 | 31306 | 33 | 28 | 21 | 14 | 1 | 4 | 35 | 60 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q053f | ... Restriction in the area of competitions | 2002 | 31262 | 22 | 20 | 21 | 30 | 3 | 4 | 51 | 43 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q053g | ... Level of education | 2002 | 31284 | 45 | 24 | 16 | 8 | 2 | 4 | 24 | 70 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Q053h | ... Discrimination | 2002 | 30998 | 69 | 9 | 5 | 5 | 4 | 7 | 11 | 78 | | |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | | |
| Harassment and Discrimination | | Survey Year | Number of respondents | Yes (%) | No (%) | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] |
| | | Survey Year | Number of respondents | Yes (%) | No (%) | | | | | | | Agree [7]=[1] (%) | Disagree [8]=[2] (%) |
| Q054 | In the past two years, have you been the victim of harassment on the job? | 2002 | 31452 | 17 | 83 | ... | ... | ... | ... | ... | ... | 17 | 83 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |

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| ... Harassment and Discrimination | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--------------|--------------|-----------------------|-----------|-------------------|---------------------|--------------------|-----|-----|-----------------------|----------------------|
| <i>Note 3: Q55a to Q55f results reflect those who answered 'yes' to Q54. Respondents could identify more than one source.</i> | | | Survey Year | Number of respondents | Never (%) | Once or twice (%) | More than twice (%) | Not applicable (%) | ... | ... | Agree [7]=[2]+[3] (%) | Disagree [8]=[1] (%) |
| Q055a | From whom did you experience harassment on the job? Co-workers | 2002 1999 | 4724 ... | 29 ... | 33 ... | 35 ... | 3 ... | ... | ... | ... | 68 ... | 29 ... |
| Q055b | From whom did you experience harassment on the job? Individuals with authority over me | 2002 1999 | 4777 ... | 28 ... | 32 ... | 37 ... | 3 ... | ... | ... | ... | 69 ... | 28 ... |
| Q055c | From whom did you experience harassment on the job? Individuals working for me | 2002 1999 | 4470 ... | 47 ... | 6 ... | 5 ... | 42 ... | ... | ... | ... | 11 ... | 47 ... |
| Q055d | From whom did you experience harassment on the job? Individuals for whom I have a custodial responsibility | 2002 1999 | 4436 ... | 43 ... | 2 ... | 3 ... | 52 ... | ... | ... | ... | 5 ... | 43 ... |
| Q055e | From whom did you experience harassment on the job? Individuals from other departments or agencies | 2002 1999 | 4460 ... | 57 ... | 9 ... | 5 ... | 29 ... | ... | ... | ... | 13 ... | 57 ... |
| Q055f | From whom did you experience harassment on the job? Members of the public (individuals or organizations) | 2002 1999 | 4598 ... | 41 ... | 18 ... | 22 ... | 19 ... | ... | ... | ... | 40 ... | 41 ... |
| <i>Note 4: Q57a to Q57f results reflect those who answered 'yes' to Q56. Respondents could identify more than one source.</i> | | | Survey Year | Number of respondents | Yes (%) | No (%) | | | | | Agree [7]=[1] (%) | Disagree [8]=[2] (%) |
| Q056 | In the past two years, have you been the victim of physical violence on the job? | 2002 1999 | 31210 ... | 2 ... | 98 ... | ... | ... | ... | ... | ... | 2 ... | 98 ... |
| Q057a | From whom did you experience physical violence on the job? Co-workers | 2002 1999 | 480 ... | 20 ... | 80 ... | ... | ... | ... | ... | ... | 20 ... | 80 ... |
| Q057b | From whom did you experience physical violence on the job? Individuals with authority over me | 2002 1999 | 480 ... | 9 ... | 91 ... | ... | ... | ... | ... | ... | 9 ... | 91 ... |
| Q057c | From whom did you experience physical violence on the job? Individuals working for me | 2002 1999 | 480 ... | 2 ... | 98 ... | ... | ... | ... | ... | ... | 2 ... | 98 ... |
| Q057d | From whom did you experience physical violence on the job? Individuals for whom I have a custodial responsibility | 2002 1999 | 480 ... | 27 ... | 73 ... | ... | ... | ... | ... | ... | 27 ... | 73 ... |
| Q057e | From whom did you experience physical violence on the job? Individuals from other departments or agencies | 2002 1999 | 480 ... | 2 ... | 98 ... | ... | ... | ... | ... | ... | 2 ... | 98 ... |
| Q057f | From whom did you experience physical violence on the job? Members of the public | 2002 1999 | 480 ... | 66 ... | 34 ... | ... | ... | ... | ... | ... | 66 ... | 34 ... |
| | | | Survey Year | Number of respondents | Never (%) | Once or twice (%) | More than twice (%) | | | | Agree [7]=[2]+[3] (%) | Disagree [8]=[1] (%) |
| Q058 | In the past two years, have you been the victim of discrimination on the job? | 2002 1999 | 31432 ... | 85 ... | 11 ... | 5 ... | ... | ... | ... | ... | 15 ... | 85 ... |
| <i>Note 5: Q59a to Q59f results reflect those who identified 'once or twice', 'more than twice' in Q58. Respondents could identify more than one source.</i> | | | Survey Year | Number of respondents | Yes (%) | No (%) | | | | | Agree [7]=[1] (%) | Disagree [8]=[2] (%) |
| <i>Note 6: Q60a to Q60k results reflect those who identified 'once or twice', 'more than twice' in Q58. Respondents could identify more than one type of discrimination.</i> | | | Survey Year | Number of respondents | Yes (%) | No (%) | | | | | Agree [7]=[1] (%) | Disagree [8]=[2] (%) |
| Q059a | From whom did you experience discrimination on the job? Co-workers | 2002 1999 | 4736 ... | 33 ... | 67 ... | ... | ... | ... | ... | ... | 33 ... | 67 ... |
| Q059b | From whom did you experience discrimination on the job? Individuals with authority over me | 2002 1999 | 4736 ... | 77 ... | 23 ... | ... | ... | ... | ... | ... | 77 ... | 23 ... |
| Q059c | From whom did you experience discrimination on the job? Individuals working for me | 2002 1999 | 4736 ... | 3 ... | 97 ... | ... | ... | ... | ... | ... | 3 ... | 97 ... |
| Q059d | From whom did you experience discrimination on the job? Individuals for whom I have a custodial responsibility | 2002 1999 | 4736 ... | 1 ... | 99 ... | ... | ... | ... | ... | ... | 1 ... | 99 ... |
| Q059e | From whom did you experience discrimination on the job? Individuals from other departments or agencies | 2002 1999 | 4736 ... | 7 ... | 93 ... | ... | ... | ... | ... | ... | 7 ... | 93 ... |
| Q059f | From whom did you experience discrimination on the job? Members of the public | 2002 1999 | 4736 ... | 14 ... | 86 ... | ... | ... | ... | ... | ... | 14 ... | 86 ... |
| Q060a | Please indicate the type of discrimination you experienced. Race | 2002 1999 | 4397 ... | 22 ... | 78 ... | ... | ... | ... | ... | ... | 22 ... | 78 ... |
| Q060b | Please indicate the type of discrimination you experienced. National or ethnic origin | 2002 1999 | 4397 ... | 20 ... | 80 ... | ... | ... | ... | ... | ... | 20 ... | 80 ... |

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| ... Harassment and Discrimination | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] | |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|------------------|---------------------|-----------------------|----------------|--------------------|-----------------------|--------------------------|-----------|
| | Survey Year | Number of respondents | Yes (%) | No (%) | | | | | Agree [7]=[1] (%) | Disagree [8]=[2] (%) | |
| Q060c | Please indicate the type of discrimination you experienced. Colour | 2002 1999 | 4397 ... | 12 ... | 88 ... | ... | ... | ... | 12 ... | 88 ... | |
| Q060d | Please indicate the type of discrimination you experienced. Religion | 2002 1999 | 4397 ... | 5 ... | 95 ... | ... | ... | ... | 5 ... | 95 ... | |
| Q060e | Please indicate the type of discrimination you experienced. Age | 2002 1999 | 4397 ... | 32 ... | 68 ... | ... | ... | ... | 32 ... | 68 ... | |
| Q060f | Please indicate the type of discrimination you experienced. Sex | 2002 1999 | 4397 ... | 39 ... | 61 ... | ... | ... | ... | 39 ... | 61 ... | |
| Q060g | Please indicate the type of discrimination you experienced. Marital status | 2002 1999 | 4397 ... | 7 ... | 93 ... | ... | ... | ... | 7 ... | 93 ... | |
| Q060h | Please indicate the type of discrimination you experienced. Family status | 2002 1999 | 4397 ... | 12 ... | 88 ... | ... | ... | ... | 12 ... | 88 ... | |
| Q060i | Please indicate the type of discrimination you experienced. Mental or physical disability | 2002 1999 | 4397 ... | 13 ... | 87 ... | ... | ... | ... | 13 ... | 87 ... | |
| Q060j | Please indicate the type of discrimination you experienced. Pardoned conviction | 2002 1999 | 4397 ... | 2 ... | 98 ... | ... | ... | ... | 2 ... | 98 ... | |
| Q060k | Please indicate the type of discrimination you experienced. Sexual orientation | 2002 1999 | 4397 ... | 4 ... | 96 ... | ... | ... | ... | 4 ... | 96 ... | |
| | Survey Year | Number of respondents | Strongly Agree (%) | Mostly Agree (%) | Mostly Disagree (%) | Strongly Disagree (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) | |
| Q061 | I am satisfied with the way in which my work unit responds to matters related to harassment and discrimination. | 2002 1999 | 31540 ... | 24 ... | 33 ... | 8 ... | 5 ... | 20 ... | 58 ... | 13 ... | |
| Q062 | I am satisfied with the way in which the Agency responds to matters related to harassment and discrimination. | 2002 1999 | 31512 ... | 23 ... | 36 ... | 8 ... | 6 ... | 23 ... | 59 ... | 14 ... | |
| Q063 | The Agency works hard to create a workplace that prevents harassment and discrimination. | 2002 1999 | 31495 ... | 31 ... | 44 ... | 9 ... | 5 ... | 11 ... | 75 ... | 13 ... | |
| Staffing | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] | |
| | Survey Year | Number of respondents | Strongly Agree (%) | Mostly Agree (%) | Mostly Disagree (%) | Strongly Disagree (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) | |
| Q064 | In my work unit, I believe that we hire people who can do the job. | 2002 1999 | 31594 26674 | 19 15 | 57 52 | 14 18 | 7 10 | 2 3 | 0 2 | 76 68 | 22 27 |
| Q065 | In my work unit, the process of selecting a person for a position is done fairly. | 2002 1999 | 31575 26658 | 16 12 | 44 41 | 19 22 | 12 15 | 7 8 | 1 2 | 60 53 | 32 36 |
| Q066 | When I was a candidate in competitions during the past three years, I found that the competitions were run in a fair manner. | 2002 1999 | 31552 ... | 13 ... | 35 ... | 15 ... | 11 ... | 5 ... | 20 ... | 48 ... | 26 ... |
| Q067 | When I was a candidate in competitions during the past three years, I had the opportunity to demonstrate my capabilities for the position. | 2002 1999 | 31482 ... | 13 ... | 33 ... | 17 ... | 11 ... | 3 ... | 23 ... | 46 ... | 28 ... |
| | Survey Year | Number of respondents | None (%) | One (%) | More than one (%) | | | | Agree [7]=[2]+[3] (%) | Disagree [8]=[1] (%) | |
| Q068 | In the past three years, how many promotions have you had? | 2002 1999 | 31578 26548 | 60 72 | 30 23 | 10 6 | ... | ... | 40 28 | 60 72 | |
| Service to Clients | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] | |
| | Survey Year | Number of respondents | Strongly Agree (%) | Mostly Agree (%) | Mostly Disagree (%) | Strongly Disagree (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) | |
| Q072 | My work unit has clearly defined client service standards. | 2002 1999 | 31590 ... | 28 ... | 51 ... | 10 ... | 3 ... | 4 ... | 5 ... | 78 ... | 13 ... |
| Q073 | My work unit regularly applies the client service standards. | 2002 1999 | 31543 ... | 25 ... | 50 ... | 9 ... | 2 ... | 7 ... | 6 ... | 76 ... | 12 ... |
| Q074 | In my work unit, there are mechanisms in place for linking client feedback or complaints to employees who can act on the information. | 2002 1999 | 31531 ... | 17 ... | 40 ... | 15 ... | 5 ... | 14 ... | 8 ... | 57 ... | 20 ... |
| Q075 | I have the flexibility to adapt my services to meet my clients' needs. | 2002 1999 | 31496 26482 | 24 22 | 51 44 | 9 12 | 2 5 | 4 3 | 9 14 | 75 67 | 12 17 |

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| My Organization (The Agency) | | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------|--------------------|------------------|---------------------|-----------------------|----------------|--------------------|-----------------------|--------------------------|
| | | Survey Year | Number of respondents | Strongly Agree (%) | Mostly Agree (%) | Mostly Disagree (%) | Strongly Disagree (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) |
| Q076 | I can clearly explain to others the direction (for example, the vision, values or mission) of my organization. | 2002 | 31567 | 15 | 55 | 18 | 5 | 4 | 2 | 71 | 23 |
| | | 1999 | 26542 | 10 | 43 | 25 | 13 | 5 | 4 | 53 | 38 |
| Q077 | I have good ongoing communication with others in my organization who work on similar projects or issues. | 2002 | 31604 | 27 | 55 | 10 | 2 | 2 | 3 | 83 | 12 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q078 | I feel that senior management does a good job of sharing information. | 2002 | 31597 | 12 | 48 | 24 | 12 | 4 | 0 | 60 | 36 |
| | | 1999 | 26580 | 5 | 38 | 30 | 23 | 3 | 1 | 44 | 52 |
| Q079 | Senior management actively supports the use of flexible work arrangements (flexible hours, compressed work weeks, telework, etc). | 2002 | 31626 | 27 | 47 | 10 | 6 | 7 | 3 | 74 | 17 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q080 | Supervisors and senior managers are committed to ensuring occupational health and safety in my workplace. | 2002 | 31621 | 31 | 52 | 8 | 4 | 5 | 0 | 83 | 11 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q081 | 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. | 2002 | 31619 | 31 | 47 | 11 | 5 | 5 | 0 | 78 | 16 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q082 | 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. | 2002 | 31602 | 24 | 46 | 16 | 7 | 7 | 1 | 70 | 22 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q083 | I feel I can initiate a formal redress process (grievance, right of appeal, health and safety, etc.) without fear of reprisal. | 2002 | 31590 | 16 | 37 | 21 | 12 | 12 | 1 | 53 | 33 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q084 | I believe that senior management will try to resolve concerns raised in this survey. | 2002 | 31641 | 14 | 43 | 19 | 12 | 12 | 0 | 57 | 31 |
| | | 1999 | 26602 | 5 | 26 | 29 | 26 | 13 | 1 | 32 | 55 |
| Q085 | I believe that senior management has made progress toward resolving the issues raised in the 1999 Public Service Employee Survey. | 2002 | 31569 | 12 | 35 | 16 | 9 | 27 | 2 | 46 | 25 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q086 | I am strongly committed to making my organization successful. | 2002 | 31580 | 46 | 48 | 3 | 1 | 1 | 1 | 94 | 3 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q087 | Overall, my organization treats me with respect. | 2002 | 31605 | 30 | 55 | 10 | 4 | 1 | 0 | 85 | 14 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q088 | My organization is a good place to work. | 2002 | 31574 | 31 | 55 | 10 | 3 | 1 | 0 | 86 | 13 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q089 | I am satisfied with my career in the Public Service. | 2002 | 31561 | 26 | 52 | 15 | 6 | 2 | 1 | 77 | 20 |
| | | 1999 | 26501 | 12 | 52 | 21 | 12 | 2 | 1 | 64 | 33 |
| Labour Management Relations | | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] |
| | | Survey Year | Number of respondents | Strongly Agree (%) | Mostly Agree (%) | Mostly Disagree (%) | Strongly Disagree (%) | Don't know (%) | Not applicable (%) | Agree [7]=[1]+[2] (%) | Disagree [8]=[3]+[4] (%) |
| Q090 | My immediate supervisor understands and respects the provisions of my collective agreement. | 2002 | 31613 | 36 | 47 | 4 | 2 | 9 | 2 | 83 | 6 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q091 | Senior managers respect the provisions of my collective agreement. | 2002 | 31596 | 28 | 49 | 6 | 3 | 12 | 2 | 77 | 9 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q092 | Senior management in my organization engages in meaningful consultation with my union on workplace issues. | 2002 | 31532 | 15 | 32 | 10 | 4 | 36 | 3 | 47 | 14 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q093 | The relationship between my union and senior management in my organization is highly productive. | 2002 | 31490 | 10 | 27 | 13 | 7 | 40 | 3 | 36 | 20 |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Q094 | Question 94 is not applicable to Canada Customs and Revenue Agency employees. | 2002 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| General Information | | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] |
| | | Survey Year | Number of respondents | Yes (%) | No (%) | | | | | | |
| Q099 | Are you planning to leave the Public Service within the next five years? | 2002 | 31457 | 23 | 77 | ... | ... | ... | ... | ... | ... |
| | | 1999 | ... | ... | ... | ... | ... | ... | ... | ... | ... |

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| ... General Information | | | | [1] | [2] | [3] | [4] | [5] | [6] | [7] | [8] |
|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------------|--------------------------|------------------------|--------------------|--------------------|-----|-----|-------------------|----------------------|
| Note 7: Q100a to Q100c results reflect those who responded 'yes' to Q99. Respondents could identify more than one timeframe for their departure. | | Survey Year | Number of respondents | Yes (%) | No (%) | Maybe (%) | | | | | |
| Q100a | Within what time frame do you anticipate leaving the Public Service? The next year? | 2002 1999 | 3676 ... | 21 ... | 46 ... | 34 ... | ... | ... | ... | ... | ... |
| Q100b | Within what time frame do you anticipate leaving the Public Service? 1 to 3 years? | 2002 1999 | 4277 ... | 39 ... | 18 ... | 43 ... | ... | ... | ... | ... | ... |
| Q100c | Within what time frame do you anticipate leaving the Public Service? 3 to 5 years? | 2002 1999 | 4761 ... | 49 ... | 9 ... | 42 ... | ... | ... | ... | ... | ... |
| Note 8: Q101a to Q101j results reflect those who responded 'yes' to Q99. Respondents could identify more than one reason for their departure. | | Survey Year | Number of respondents | Not at all important (%) | Somewhat important (%) | Very important (%) | Not applicable (%) | | | | |
| Q101a | How important would each of the following reasons be for your departure from the Public Service? Retirement | 2002 1999 | 7022 ... | 17 ... | 11 ... | 52 ... | 20 ... | ... | ... | ... | ... |
| Q101b | How important would each of the following reasons be for your departure from the Public Service? Family obligations | 2002 1999 | 6662 ... | 21 ... | 24 ... | 30 ... | 26 ... | ... | ... | ... | ... |
| Q101c | How important would each of the following reasons be for your departure from the Public Service? Return to school | 2002 1999 | 6650 ... | 31 ... | 14 ... | 12 ... | 43 ... | ... | ... | ... | ... |
| Q101d | How important would each of the following reasons be for your departure from the Public Service? To pursue other employment opportunities | 2002 1999 | 6713 ... | 17 ... | 18 ... | 41 ... | 25 ... | ... | ... | ... | ... |
| Q101e | How important would each of the following reasons be for your departure from the Public Service? Health (burnout, disability, etc.) | 2002 1999 | 6693 ... | 18 ... | 24 ... | 37 ... | 22 ... | ... | ... | ... | ... |
| Q101f | How important would each of the following reasons be for your departure from the Public Service? To make better use of my training and skills | 2002 1999 | 6697 ... | 18 ... | 19 ... | 36 ... | 26 ... | ... | ... | ... | ... |
| Q101g | How important would each of the following reasons be for your departure from the Public Service? End of contract or term of employment | 2002 1999 | 6677 ... | 18 ... | 6 ... | 15 ... | 60 ... | ... | ... | ... | ... |
| Q101h | How important would each of the following reasons be for your departure from the Public Service? Workplace difficulties (conflict with management or colleagues, work environment, etc.) | 2002 1999 | 6684 ... | 24 ... | 24 ... | 22 ... | 30 ... | ... | ... | ... | ... |
| Q101i | How important would each of the following reasons be for your departure from the Public Service? Workforce Adjustment Program | 2002 1999 | 6594 ... | 26 ... | 11 ... | 9 ... | 55 ... | ... | ... | ... | ... |
| Q101j | How important would each of the following reasons be for your departure from the Public Service? Work unit transferred to private sector or other level of government | 2002 1999 | 6605 ... | 24 ... | 11 ... | 10 ... | 54 ... | ... | ... | ... | ... |
| | | Survey Year | Number of respondents | Yes (%) | No (%) | Not applicable (%) | | | | Agree [7]=[1] (%) | Disagree [8]=[2] (%) |
| Q114 | Are you provided with the accessibility tools and/or alternate media resources that are critical in the performance of your work? | 2002 1999 | 1465 ... | 51 ... | 15 ... | 34 ... | ... | ... | ... | 51 ... | 15 ... |