

II TRENDS/HIGHLIGHTS (continued)

- ◆ There has been a steady increase since 1989-1990 in the percentage of employees from missions using our services (from 10.4% to 20% this fiscal year). This is a direct result of the steadily increasing number of field trips conducted abroad since 1989-1990. The number of field trips has increased with the addition of a third Counsellor in August 1991.

- ◆ The percentage of personal problems has increased when compared to last year (from 50% to 63.3%) and conversely the percentage of work-related problems has decreased when compared to last year (from 50% to 36.7%). This year's distribution is similar to the one for 1990-1991 and last year's distribution is similar to the one for 1989-1990. Slightly more than one third (36.2%) of the employees who use our services do so for family/marital difficulties. Again, this is almost identical to the 33% who used our services in 1990-1991 for family/marital problems. The other most common problems are emotional/psychological, financial and substance abuse. As for work-related problems, the most common one this year has been interpersonal conflict followed by job stress and career reorientation.

For additional information on counselling statistics, please refer to the section entitled "Frequency Distribution Analysis for Counselling Clients" on pages 7 to 19.

2. Consultations

The number of managers, assignment and other personnel and administrative officers who have sought advice on how to manage difficult employees or difficult situations has nearly tripled (from 102 last year to 296 this year). Here again, this significant increase is either a result of more managers and others experiencing problems (managing difficult employees and/or difficult situations) or more managers and others using our services or a combination of both.