

3 LEVEL AND QUALITY OF SERVICES

3.1 Assessing the Services/Assistance

One of the three basic evaluation issues selected for evaluation was the "impact of resource constraints in the effective delivery of consular services." This was then included in the missions survey. Respondents were asked to rate both the quality and the timeliness of services/assistance delivered. As well respondents were questioned concerning the peak periods of demand for consular services and assistance.

The question of the quality and timeliness of the services and assistance delivered through the consular program is a very real concern with this evaluation as well as with the Auditor General. Various trends show a marked increase in the numbers of Canadians travelling and living abroad, and the increasing demands for quality consular services must be confronted by EAITC. As well various geographic regions are experiencing changes in clientele composition and as a result changes in the nature of demand for services.

Section 3 examines both the program clientele and the various aspects of demand for consular services, as well as interprets several questions from the mission survey results. Perceptions of the private travel industry are also examined in this section.

3.2 Program Clientele

Canadians travelling and/or living abroad, as well as dual-nationals make up the clientele for the Consular services abroad. Most clientele groups are experiencing increases, due to increasing world travel, expanding business opportunities abroad and larger numbers of dual-nationals as more Canadians are born abroad. As more Canadians travel, for whatever reasons, this Evaluation foresees an increasing demand on consular services.

The percentage increases between 1985 and 1988 in the number of Canadian visitors at six of the responding missions were as follows: 130%, 100%, 44%, 25%, 37.5%, and 30.4%. Table 3.1 gives a percentage break-down on a mission-by-mission basis of the composition of Canadian visitors in the respective host countries, of the missions that responded to the survey question. Only those countries having kept detailed statistics were able to provide the required information to the missions. Again, this does not indicate the number of visitors who necessarily made contact with the missions, but rather those who visited the country i.e. the potential clientele.