

#### PART IV. Workload Analysis

Scientific estimates of workload were conducted in eight areas to enable the Department to accurately develop resource requirements: staff, equipment and space.

- a) Proportion of business from regions across Canada;
- b) Percentage of passport office activity by month;
- c) Estimate of workload from branch office regions and headquarters - 1970;
- d) Formula for estimating workload in each branch office and headquarters by month;
- e) Proportion of business coming through travel agents;
- f) Estimate of business coming through travel agents - 1970;
- g) Proportion of Passports issued through the Public Counter - 1968;
- h) Proportion of applicants that are natural born.

#### STATISTICAL TECHNIQUE

Unless otherwise specified the Random Sample technique was used to determine proportions. Observations were taken at random in files of passports issued in 1968. Discussion with the Bureau of Management Consulting Services and within the Departmental Organization and Methods Division indicate that to have a 95% limit of accuracy, give or take 4%, 600 observations, on a total population of 275,000, would be sufficient.

To have some indication of the representativeness of the random numbers used, second samples of the same size, were made and results compared. It was concluded that the results were representative of the total population within the limits specified.

The estimate of annual volume for 1970, 470,000 cases, was arrived at by the Passport Office.