

22. A. (IF SATISFIED) Why do you say that?

- Good Service (28%)
- Rapid Delivery (44%)
- Courteous and Helpful Staff (10%)
- Other (16%)
- Don't Know ( 2%)

22. B. (IF UNSATISFIED) Why do you say that?

- Poor Service (15%)
- Slow Delivery (36%)
- Unfriendly and Discourteous Staff (10%)
- Process Was Inefficient (15%)
- Too Much Bureaucracy (12%)
- Other (12%)

23. How familiar are you with Canada's role in the United Nations?

- Very Familiar ( 7%)
- Somewhat Familiar (43%)
- Not Very Familiar (38%)
- Not Familiar At All (11%)
- Don't Know ( 1%)

24. Can you think of any activities which Canada takes part in as part of the United Nations?

- Peacekeeping (56%)
- Security Council ( 3%)
- Gulf War ( 1%)
- Helping Poorer Countries (15%)
- Relations with Other Countries ( 3%)
- Promoting Peace/World Peace ( 5%)
- Environment/Environmental Protection ( 5%)
- Bosnia ( 9%)
- Rwanda ( 1%)
- Somalia ( 4%)
- Other (21%)
- Don't Know (23-%)