

As illustrated in **Exhibit 12**, the allocation of time that employees at Post spent supporting different clients or groups has remained fairly constant over the three surveys.

Exhibit 12: Allocation of Time Supporting Clients/Groups – Post Only

Client or Group	Average % of Time in a Typical Month	Change from 2000	Change from 1998
Capable and committed Canadian business clients	24%	0	+2.5%
Unprepared and uncommitted Canadian business contacts	9%	0	-1.2%
Non-Canadian business contacts (local foreign firms and government partners)	17%	+2%	+0.8%
Other Federal Government Departments and agencies, provinces, municipalities, and industry associations (including Trade Missions, reports to Agriculture and Agri-Food Canada, etc.)	11%	0	-0.4%
Investment Partnerships Canada	3%	-1%	N/A
DFAIT Headquarters in Ottawa (all divisions)	10%	0	-1.4%
Management of Post Commercial-Economic Program (administration, recruiting, budgeting, appraisals)	11%	0	+2.8%
Other Post Programs (Consular Political-Economic, Aid and Development, Immigration, Post Administration, Head of Mission, etc.)	11%	-2%	-1.1%
Other	3%	-1%	-2.1%

Question 1.1: Please allocate the percentage of time, including overtime, receptions and official functions, that you spend in a typical month supporting the following clients or groups:

The proportion of time that employees at Post spent on various activities in a typical month is shown in **Exhibit 13**, very similar to results from the previous surveys. Employees spent the most time on trade development activities initiated by their Post (25%), and trade development activities in response to inquiries or requests (23%). Employees reported spending 29% of their time on planning and prioritizing workload or other activities. This means that a significant proportion of their time is spent doing non-client focused activities.