

About the Survey

The Department of Foreign Affairs and International Trade (DFAIT), the Professional Association of Foreign Service Officers, Citizenship and Immigration (CIC) and the Treasury Board Secretariat partnered with William M. Mercer Limited to conduct their first Foreign Service Officers Retention Survey.

This report presents the data compiled from the survey.

Objective of the Retention Survey: As part of a wider retention study initiative, the objective of this survey was to obtain quantitative data to better understand the factors that contribute to an employee's decision to stay with or leave a career with the Department.

Survey Instrument Design Methodology: In developing the survey instrument, William M. Mercer Limited collaborated with the Foreign Service Study Team on the following steps:

- Establish research goals
- Determine appropriate content areas
- Draft survey questions
- Test the survey with Foreign Service Officers*
- Revise the survey to reflect feedback from the Officers
- Finalize survey instrument

*The questionnaire was tested through a series of five focus groups. The English survey was tested with the Foreign Service in Ottawa, London, Paris and Beijing. The French survey was tested with the Foreign Service in Paris and Ottawa. A Mercer representative facilitated all focus groups with the exception of the Beijing focus group. The focus groups provided participant input which was used to align the survey content areas and questions with participant perspectives.