



"Our ineptitude on the HR front undermines what would otherwise be a fabulous career."

3.4 *Satisfaction with Headquarters*

Employees at Post receive support from a number of groups at Headquarters in the process of delivering the IBD Program. Employees were asked to rate their satisfaction with the level of support and cooperation provided by a variety of these groups. Employees were least satisfied with the support offered by the Human Resources Bureau (a low rating of 5.0), and expressed the highest level of satisfaction with the Overseas Operations Division (TCS) who received a rating of 8.2. Responsibilities of the Overseas Operations Division include the Post Support Unit, HORIZONS, surveys, and New Approach @ Work. Satisfaction with the International Business Opportunities Centre (IBOC) was also rated as 8.2 out of 10.

The low level of satisfaction with the Human Resources Bureau was a reoccurring theme of responses and was highlighted in the additional comments provided by employees. A number of employees thought that this group needed to become more client-focused and professional.

With a few exceptions, LES on average tended to be more satisfied than CBS-Post with the level of support and cooperation offered by the various groups at Headquarters. CBS-Post indicated higher levels of average satisfaction with the Policy and Strategic Planning (TBX) group and the Team Canada Trade Mission Division (TCT).

The high level of satisfaction with IBOC is more impressive when considering the high proportion of employees that reported using the Centre. Almost three-quarters of employees at Post (73%) indicated that they used the Centre "very often" or "occasionally." LES employees were more likely to indicate that they used the Centre at least occasionally, 80% in comparison to 63% of CBS-Post, and also indicated that they were more satisfied with the level of support and cooperation from IBOC (8.3 vs. 8.0).

IBOC provides a number of core services to TCS employees at Post. Employees expressed a high level of satisfaction with all of these services, from generation of specific business leads to investigative requests. Satisfaction was highest in regard to the generation of specific business leads (7.7). Satisfaction with all services provided by IBOC was higher for LES. Employees were also confident that IBOC lived up to its service standards. They expressed a high level of satisfaction (8.4) with the way in which IBOC was meeting its goal to respond within five days.