

5.6 *Recruiting, Assignment and Promotion for Canada-based Staff*

As with the previous two surveys, the CBS promotion process remains the issue with which employees were least satisfied. Satisfaction with the CBS Assignment and Recruitment Processes are also low, dropping slightly since the 2000 survey.

The average satisfaction score for the CBS Promotion Process has increased marginally to 3.5 out of 10 from 3.4 in 2000 and 3.3 in 1998. In total, only 12% of CBS rated their satisfaction with the promotion process as 7 or higher out of 10, although this has improved from the 7% in 2000. Satisfaction with the assignment system has decreased to 4.9 from 5.1 in 2000.

The average satisfaction with recruitment and selection, the assignment system, and the promotion process for employees by category is presented in **Exhibit 11**. Satisfaction with the promotion process is lowest for FS, regardless of location. This is consistent with the previous two surveys and does not seem to have improved.

Exhibit 11: Satisfaction with Recruitment, Assignment and Promotion

Employee Category	Recruitment and Selection	Assignment System	Promotion Process
CBS EX-HQ	5.3	5.0	5.2
CBS EX-Post	6.4	5.9	4.6
CBS FS-HQ	5.4	4.3	2.9
CBS FS-Post	5.7	5.2	2.9
CBS CO-HQ	4.4	3.2	3.1
CBS CO-Post	3.9	4.5	4.1
CBS Other-HQ	4.3	4.6	3.4
LES CO	6.5	6.2	4.2
LES CA	5.2	4.9	3.2

Questions 5.7 & 5.8: Overall, how satisfied are you with each of the following:

Regarding promotion, half of all employees disagreed that their occupational group, in comparison to equivalent groups and levels in the Public Service, offered sufficient career opportunities. Sixty percent (60%) of employees agreed that trained non-rotational human resources specialists would better understand their assignment needs than rotational assignment officers.

The assignment system and promotion process for CBS are more highly correlated with overall satisfaction ($r=.49$ and $.47$ respectively) than is recruitment and selection ($r=.39$) although the correlation between all three and overall satisfaction is not that strong. This means that while the three remain Priority Action Areas improvements to other issues such as the Leadership from the Department or Communications could have more of an impact on overall satisfaction of employees.