



## 1. Introduction

In May 2003, the Trade Commissioner Service (TCS) of the Department of Foreign Affairs and International Trade (DFAIT) conducted the third employee survey in its current series of Employee and Client Surveys. As with the previous two surveys, the survey covered all trade staff located at both Headquarters and at Posts throughout the world. The objectives of this survey remain consistent – the TCS wishes to determine from employees their perceptions and opinions on the effectiveness of the International Business Development (IBD) Program in achieving its mandate, to determine their level of satisfaction with DFAIT as a place to work, and to identify areas for improvement.

With the completion of the 2003 survey, the TCS now has three sets of data over five years for comparison purposes. The baseline survey was conducted in June 1998 while the second took place in October 2000. Although the objectives of all three surveys remained essentially the same, some changes to the questionnaires were necessary to allow employees to provide their opinions on new initiatives implemented during the five-year period.

The key findings from the 2003 Employee Survey are provided in this summary report. The report includes a description of the methodology, measures of satisfaction with each of the main issues, and key action items for DFAIT and the TCS to focus upon. This report also provides comparisons with the previous results, where applicable, and the baseline where appropriate. The supporting data behind the analysis are not necessarily included in the text, but detailed data tables for all questions are available for reference on the TCS HORIZONS intranet site.

The leadership of the TCS has committed to continuing the trend of improving employee satisfaction and will follow up the survey report with an action plan intended to address the issues raised by employees.