

## 1 Introduction

In June 1998, the Trade Commissioner Service (TCS) of the Department of Foreign Affairs and International Trade (hereafter known as “the Department”) administered a comprehensive survey of employees involved in the implementation of the Commercial Program at Headquarters, and at Posts around the world. This employee survey, one of the first of its kind for the Department, represents an integral part of the Performance Measurement Initiative launched by the Chief Trade Commissioner in October 1997.

The purpose of the employee survey is to determine employees’ opinions as to the current level of effectiveness of the Commercial program, to determine the level of satisfaction of employees with the Department as a place to work, and to identify areas of improvement.

This document presents a summary of the key results of the 1998 Employee Survey, and identifies key action items which DFAIT and the TCS must address in order to raise employee satisfaction. This is a summary document, and as such, does not present much of the supporting data which have allowed us to reach conclusions and suggest recommended actions. A detailed report containing all of the supporting data, analysis, and conclusions, will be forthcoming.