



3.3 *Satisfaction with Partners*

The TCS has a number of domestic partners that assist in the delivery of the IBD Program. These partners include other Federal government Departments and agencies, various levels of government, and industry associations. Satisfaction with these domestic partners has continued to increase, with a few exceptions. Satisfaction with the level of support and cooperation offered by the International Trade Centres (ITCs), the Canadian Business Service Centres (CBSCs), and the Trade Team Canada Sector Teams has decreased. In the case of the CBSCs and the Trade Team Canada Sector Teams, a high proportion of employees indicated that they did not make use of the two partners, which may be affecting the ratings. The reason that employees did not use these two partners was not asked.

Exhibit 4 below displays the average satisfaction ratings of TCS employees with the level of support and cooperation offered by the Department's domestic partners. Satisfaction with Agriculture and Agri-Food Canada (AAFC) remains the highest and continues to grow. The largest increases in satisfaction levels are for Investments Partnerships Canada and Regional Development Agencies (ACOA, WED, DEC, Fednor) – both an increase of 0.5. Satisfaction is lowest for the support and cooperation of Canadian Heritage but this might be a reflection of their changing role with regard to the IBD Program.

Export Development Canada (EDC) and the Canadian Commercial Corporation (CCC) were collapsed under one category for the 2000 survey but have been included as separate items for 2003. TCS Employees were not asked about partners in the original 1998 survey.