

SURVEY

1.3 How many hours do you spend on all work related activities _____ hours/week
in an average week, including receptions and official functions,
over and above the standard 37.5 hours?

1.4 How many hours of overtime do you *formally claim* in an _____ hours/week
average work week (i.e., you completed the required form
to claim salary or compensatory time-off)?

1.5 How many hours of overtime do you request through _____ hours/week
informal arrangements in an average work week?

1.6 The following suggestions would reduce my workload:

Strongly Disagree			Neither Agree nor Disagree			Strongly Agree	Don't Know/Does Not Apply
----------------------	--	--	----------------------------------	--	--	-------------------	---------------------------------

- Better screening of Canadian companies referred by domestic partners.

1 2 3 4 5 9

- Providing services only to export ready firms, excluding NEBS (the U.S. New Exporters to Border States program), and referring non-export ready firms back to domestic partners.

1 2 3 4 5 9

- Longer posting terms for rotational staff.

1 2 3 4 5 9

- Creating a unit at Headquarters to provide guidance and support with difficult and/or unusual requests from business clients ("help desk").

1 2 3 4 5 9

- Introducing service charges.

1 2 3 4 5 9

1.7 The nature of my work makes it difficult to balance work and family/personal responsibilities.

1 2 3 4 5 9

1.8 The level of stress in my job is reasonable.

1 2 3 4 5 9

1.9 My workload allows me to adequately meet client demands.

1 2 3 4 5 9

1.10 I often waste a lot of time because of unnecessary demands.

1 2 3 4 5 9

1.11 Please indicate your overall level of satisfaction with your workload.

Not at all
Satisfied

Completely
Satisfied

1 2 3 4 5 6 7 8 9 10

YOU MAY USE SECTION 8 IF YOU HAVE ADDITIONAL COMMENTS.