

EQUAL OPPORTUNITIES FOR WOMEN PROGRAM
PROGRAMME DE L'ÉGALITÉ D'ACCÈS À L'EMPLOI POUR LA FEMME

FORM - FORMULE I

Fiscal Year/Année financière

1978-79

Rationale/Explication

Owing to reductions in staff during a period of continuing austerity and to produce maximum output, the Department considers it necessary to scrutinize the nature of the SCY workload at Headquarters.

Objective/Objectif

To obtain information on the nature of the SCY workload to ensure correct utilization and to balance the workload among Bureaux.

Action Plans (Activities)/Plans d'action (activités)

The Support Staff Assignment Section will, in collaboration with Management Services Division:

- conduct a study of 18 Divisions at Headquarters which have undergone re-organization in the recent past;
- carry out analysis based on responses from SCYs;
- review the SCY/Officer ratio in light of varying workloads and types of work in these Divisions.

This will directly affect all employees in the 18 Divisions.

Evaluation Criteria/Critères d'évaluation

- Number of adjustments made in the assignment activity;
- improvement in scheduling workload in Divisions;
- improved utilization of SCYs;
- take future action as determined by results of the study.

Evaluation/Évaluation

The study revealed that the 18 Divisions appeared to have sufficient secretarial resources to meet their operational requirements. However, in view of the heavy volume of typing and clerical duties, the percentage of time left for other secretarial duties was seriously curtailed. There was little room left for job enrichment, thus low morale. Also, peak periods meant excessive overtime in most of the Divisions studied.

Three steps have been taken to improve working conditions for SCYs at Headquarters:

- 1) The Personnel Division has established contingency plans during the summer months and festive season, when absences on leave are at their peak, by which Bureaux and Divisions can arrange for mutual temporary assistance.
- 2) A duty roster has been instituted by the Personnel Division of volunteers for overtime in other Divisions after their normal working hours and for weekend duty.