

On the whole, the Department is achieving its service to the public objectives. During the next few years, the Department will endeavour to develop the quality of the services it offers to the public. Among other things, it will work at:

1. setting up information return mechanisms enabling it to assess public satisfaction;
2. gradually raising the profile of language proficiency in positions of service to the public;
3. increasing its participation on the international scene in the field of bilingualism;
4. undertaking the audits necessary for ensuring the high efficiency and sustained effectiveness of the ongoing activities.

LANGUAGE OF WORK

The Department conducted a survey among Headquarters employees to determine the degree of satisfaction with the use of French as a language of work. Preliminary analysis of the results enables us to state that the use of French in the work units is quite extensive. The degree of employee satisfaction is also very high; 73% of Francophones and 55% of Anglophones say they are satisfied or well satisfied with the use they can make of French in the Department. Further, the Department has conducted numerous audit activities, concerning work instruments and professional development in particular, to ensure that the existing structures promote the use of French.

During the coming year, the Department will devote its attention primarily to the most important of the remaining obstacles to the use of French, taking as its basis a complete analysis of the data gathered in the survey of employee satisfaction. Emphasis will be placed on approaching managers in this regard to encourage them to actively promote the use of French within their work unit.

PARTICIPATION

The representation of the two main language communities has not changed significantly during the year. On July 31, 1980, the Department had 2948 employees of whom 69.6% (2053) were Anglophones and 30.4% (895) were Francophones, a 0.3% decrease of Francophones since last year. The number of Francophones among senior officials (SX, FS-4