

SUMMARY AND CONCLUSION

Utilization rate, which is defined as the total number of counselling clients compared to the total number of employees in the Department, is difficult to calculate precisely in our organization given that family members have access to our services and that a significant percentage of our employees are abroad, making access to our services more difficult. However, if we choose to calculate this rate using 4,205 as the total number of employees abroad and at headquarters (including the Passport Office employees), the utilization rate in the Department is 14.3%. This rate is considered to be extremely healthy. It is the sign of a service which is well-known and used not only reactively (for crisis situations) but also proactively (to prevent the development of serious problems).

The utilization rate applies only to the counselling activity and is not a performance indicator for the other services provided (such as management consultations, critical incident stress debriefings, training etc.) There are no specific performance indicators for the other areas of activity.