

EXECUTIVE SUMMARY

The Immigration program in Port of Spain, Trinidad was examined in November, 1980 by a team of three: two organization and methods analysts from the Department of External Affairs and a foreign service officer from the Department of Employment and Immigration. The review was conducted at the request of Employment and Immigration as part of a larger task force study to improve overseas productivity. Specifically the team's objectives were to assess the potential for improved productivity through the introduction of new equipment and procedures at one post, to appraise the applicability of such changes at other Immigration posts and to promote the implementation of these changes. This report presents the team's findings with respect to its first objective - the assessment of the need for improved equipment and procedures at one post, Port of Spain.

As a result of its review the team has generally concluded that a number of changes can be made to improve the productivity of this post and that certain of these changes hold the potential for productivity increases at all Immigration posts. Some of the team's recommendations call for the testing of new equipment and procedures in Port of Spain. This approach has been taken both to estimate more precisely the cost/effectiveness of these changes and to iron out any unforeseen operational difficulties prior to their possible adoption by other posts.