

TCS staff who are not satisfied with key partners, such as Industry Canada (40% rated less than 7), and the ITCs (46% rated less than 7), the provinces, and CBSCs.

4.7 The Hand-over/Transfer Process

Of the 592 employees who responded to this question, **only 17% agree that the handover/transfer process (when Canada-based staff are rotated in and out of postings) is properly implemented.** Fifty six percent (56%) disagree, and a further 27% indicated they neither agree nor disagree, clearly indicating there is room for improvement in this area.

4.8 Access to Facilities during Non-Business Hours

This is a particular issue raised by locally-engaged staff. Only 28% of LES are satisfied with their access to facilities during non-business hours.

4.9 Compensation

As expected, satisfaction with salary and monetary compensation is relatively low, yet salary and other compensation issues tend to be less important in determining overall satisfaction than other issues mentioned above. Satisfaction with benefits is considerably higher.

As might have been expected, the overall level of satisfaction with compensation issues is relatively low, with the exception of benefits. However, based on the relatively low correlations ($r < .5$) with overall satisfaction, compensation issues are also not as important as other issues such as leadership, communications, workload, and the promotion process in determining overall satisfaction with the Department.

	CBS			LES		
	N	Average Score	% rating 7 or better	N	Average Score	% rating 7 or better
Salary	501	3.3	16%	474	5.1	35%
Benefits (medical, dental)	501	6.8	68%	418	4.7	30%
FSDs	433	4.8	28%		N/A	
Post Index	366	4.4	27%		N/A	