



3. Satisfaction With and Relative Importance of Major Issues

3.1 Overall Satisfaction

Overall satisfaction has continued to improve over the five year period covered by the three surveys, increasing steadily from 1998 to the present. Based on the 10-point satisfaction scale, from “Not at all satisfied” (1) to “Completely Satisfied” (10), the average score was 6.8 out of 10, in comparison to 6.7 in 2000 and 6.1 in 1998. More employees are expressing satisfaction with the Department as a place to work. When asked “*Overall, how satisfied are you with the Department as a place to work?*” a total of 63% of TCS employees indicated a rating of 7 or higher out of 10¹, which compares to 58% in 2000 and 51% in 1998. This represents a continuous increase in satisfaction scores between 1998 and 2000 and 2000 and the present.

As a group, Canada-based Staff at Headquarters was more satisfied with the Department as a place to work than CBS at Post² (average satisfaction scores of 6.7 vs. 6.2). This continues the trend established between 1998 and 2000. In comparison to CBS-Post and CBS-HQ, overall satisfaction among Locally Engaged Staff (LES) remains the highest (7.3). Consistent with the 2000 survey results, LES staff in general report higher levels of satisfaction than CBS staff, either at Post or Headquarters.

When taking both location and employee classification into account, LES-CO staff rate their satisfaction the highest, while FS staff at Post are the least satisfied. As shown in **Exhibit 2**, satisfaction was highest (7.4) amongst CBS-CO and Other at Post. This group also had the biggest increase in reported satisfaction over the previous survey (an increase of 0.8). Satisfaction remains lowest (5.8) for FS staff at Post. This group did report an increase in satisfaction (0.5) since the 2000 survey, but their satisfaction level was the lowest. With the exception of LES and HQ-Other, where high satisfaction scores remain unchanged from the last survey, satisfaction ratings continue to improve across all employee groups.

¹ A score of 7/10 or higher is used as the benchmark in both the private and public sectors, since research shows that scores of six or less indicate more dissatisfaction than satisfaction.

² Includes EX, FS, CO and Other.