

FINAL
REPORT

**2005 Survey of Federal Government
Employees on Multiculturalism**

Prepared for:
Multiculturalism Program
Canadian Heritage

August, 2005

pn 5638



336 MacLaren Street
Ottawa, ON K2P 0M6

TABLE OF CONTENTS

Introduction	1
Executive Summary	3
Awareness and Impressions of Canada's Diversity.....	7
Personal Understanding of Diversity.....	13
Serving a Diverse Population.....	19
Capability to Serve a Multicultural Population.....	33
Methodology	38

Appendix: Questionnaire

INTRODUCTION

The population of Canada is highly diverse, in terms of language, ethnicity, race and religion, and will become even more so in the future. Under Statistics Canada's projection scenarios, in 2017 Canada's immigrant population (i.e. those born outside the country) would account for between 21 and 26 percent of the country's population, compared to some 18.5 percent in 2001.

As part of its Multiculturalism Program activities, Canadian Heritage identified the need to investigate public servants' awareness, understanding and personal experiences with respect to a number of issues related to multiculturalism, including the support they need to respond to the increasing diversity of the population.

This work is intended to provide the federal government with an understanding of public servants' knowledge about the changing nature of Canada, the extent to which they are taking concrete actions in response to the increasing ethnic, racial and religious diversity, their willingness to be more inclusive in carrying out their responsibilities, and the support they need to be more responsive.

In 2004 Canadian Heritage commissioned Environics Research Group to conduct a survey of Government of Canada employees to obtain their opinions on these topics.

The specific objectives of the research were to:

- Evaluate public servants' awareness of the increasing diversity of Canadians and their understanding of its impact on government programs, policies and services;
- Determine what actions public servants are currently taking to better meet the needs of an increasingly multicultural population;
- Determine the types of support public servants need to respond appropriately to the increasing diversity of the Canadian population; and
- Establish a benchmark to be used to measure changes in public servants' knowledge and capacity to incorporate multiculturalism in the development and implementation of government policies, programs and services.

The research consisted of two distinct phases: a) qualitative – focus groups and one-on-one interviews to guide development of the questionnaire; and b) an on-line, quantitative survey conducted between April 21 and May 30, 2005 among a representative sample of 1,104 federal public servants **from selected service-oriented departments and agencies**, including those working at the national and regional levels. The margin of sampling error for a sample of this size drawn from the population is 2.9 percentage points 19 times out of 20 samples. A detailed methodology can be found at the back of this report.

This report begins with an executive summary outlining key findings, followed by a detailed analysis of the survey data. Attached to the report are the questionnaire (Appendix A) and detailed banner tables (Appendix B, under separate cover) that present the results for each question by employee characteristics (e.g. gender, age, department). The questions and banner table results are referenced by number in the report (e.g. *(Q.1)*). The results of this study are most relevant at the aggregate level, given that the subsamples for some departments and agencies are too small to provide precise estimates. The participating departments/agencies and the number of respondents from each is presented in the table below. Unless otherwise noted, all results are expressed as a percentage.

Sample Distribution

Department/Agency	# of employees	Final Sample	Margin of error ¹
Agriculture and Agri-Food Canada	7,224	44	+/-14.7%
Canada Border Services Agency	10,816	77	+/-11.1%
Correctional Services Canada	16,385	76	+/-11.2%
Department of Canadian Heritage	2,112	51	+/-13.6%
Department of Justice	4,500	60	+/-12.6%
Health Canada	10,040	73	+/-11.4%
Human Resources and Skills Development Canada	16,252	189	+/-7.1%
Industry Canada	5,891	57	+/-12.9%
Passport Office	2,014	40	+/-15.4%
Royal Canadian Mounted Police	16,000	91	+/-10.2%
Social Development Canada	14,233	155	+/-7.8%
Other ²	10,553	191	+/-7.1%
TOTAL	116,020	1104	+/-2.9%

¹ at the 95% confidence level

² Other Departments/Agencies: this group is presented as a separate group because the number of respondents in each department / agency is too small to report separately. Other includes: Canada Economic Development for Quebec Regions, Canada Mortgage and Housing Corporation, Canadian Institutes of Health Research, Citizenship and Immigration Canada, Department of Western Economic Diversification Canada, Public Safety and Emergency Preparedness, Status of Women in Canada

EXECUTIVE SUMMARY

The federal government's first employee survey on multiculturalism shows that, overall, most employees are well aware of the increasing level of diversity in the Canadian population, and they are fairly positive about the response of the government generally and of their specific department or agency.

Awareness and impressions of Canada's diversity

- Most federal government employees across all departments/agencies surveyed believe that Canada is a multicultural country. A majority (55%) consider the country to be multicultural to a great extent, with most of the remaining employees viewing Canada as moderately multicultural.
- The extent to which they see where they live as multicultural varies considerably across the country with more than six in ten in B.C. rating where they live as very multicultural, compared to only one in ten in the Atlantic Provinces sharing this view.
- The workplace for federal public servants is seen as much less multicultural than where they live or the country as a whole. Less than three in ten consider their workplace to be very multicultural. Departments with a higher perceived degree of multiculturalism in their workplace include Canadian Heritage and Health Canada, while those that are viewed as multicultural to a lesser extent include HRSDC, Agriculture and Agri-Food Canada and Passport Canada.
- Most employees feel that over the past decade there have been positive changes in attitude among people they know towards ethno-racial and ethnocultural communities.

Personal understanding of diversity

- Federal public servants consider themselves to be at least moderately well informed about Canada's diversity, with only one in ten who say that they are not well informed. The most significant differences in responses to this question are on the basis of department/agency. Those working for Border Services Agency, and to a lesser extent Canadian Heritage and Passport Canada, consider themselves to be much better informed than other federal government employees, and in particular those at HRSDC.

- Those employees who consider themselves to be well informed about Canada's multiculturalism are more likely to perceive the country, where they live, and where they work, as multicultural, and to perceive the response of their department/agency to multiculturalism in a more positive light. They are also much more likely to take action and respond to Canada's diversity in such ways as seeking out information or training, taking advantage of the skills of staff members and identifying barriers.
- The major media of television and print are seen as the most useful sources of information on multiculturalism and diversity issues. Also considered moderately useful are their employer (their department/agency and the federal government in general) as well as professional development activities generally, pamphlets/posters and the Internet. Academic writing is considered the least useful of the sources listed.

Serving a diverse population

- Most employees feel that the needs of ethnocultural communities are at least moderately different from those of the country as a whole. Predictably, employees from visible minority groups are much more likely to hold the opinion that the needs of these communities differ to a great extent from those of the country as a whole.
- A clear plurality feel that the government's response to the growing diversity of the Canadian public has been "just right", while the remainder are evenly divided between those who say it is "too little" or "too much" or are unable to say. Employees from visible minority groups are much more likely to say that government response has been "too little", while those who are not employees from visible minority groups are more likely to say it has been "too much". A plurality of those who said that the government has not done enough suggest diversity training as the way in which the government needs to change its response to Canada's multiculturalism.
- Federal public servants are noticeably positive about the extent of their department or agency's response to Canada's diversity. Employees who give the most favourable ratings to their departments for their response are most likely to be working in Canadian Heritage, the RCMP and the Border Services Agency, and are least likely to be working at Agriculture and Agri-Food Canada. Overall, employees are also positive about their department/agency's response in terms of specified actions (such as developing partnerships and implementing consultations with ethnocultural communities). This is particularly the case for those

working at the RCMP and Canadian Heritage, while a more negative reaction to their department's response in terms of these activities is found in Passport Canada and Agriculture and Agri-Food Canada. Again, employees from visible minority groups are less impressed with the extent to which their departments/agencies have responded.

- Most employees say that Canada's diversity has had at least some influence on their jobs. The personal response to diversity by employees has, by their own admission, not been very strong. In terms of the possible actions proposed in the survey questionnaire, employees are more likely to: utilize the skills of staff members, identify barriers and seek out information, and least likely to: assess the impact of policy options or establish processes to consult regularly with ethnocultural communities. However, no more than about two in ten employees carry out any of these activities to any great extent.

Capability to serve a multicultural population

- Most federal government employees feel that they are at least moderately well equipped to address the needs of the multicultural population they serve, with seven in ten suggesting that they are very (28%) or moderately (43%) well equipped.
- In terms of improving their own capability to serve the country's multicultural population, employees are most likely to identify the need for various kinds of training on multiculturalism and diversity: training on cross-cultural understanding/communication, training on needs and perceptions of ethnocultural communities, and training on incorporating multiculturalism into policy development, or program or service implementation. Other activities that they consider helpful are consultations and partnerships with ethnocultural and ethno-racial communities.

Subgroup differences

- Region is a factor in terms of attitudes and opinions. Some of these variations are clearly driven by the level of multiculturalism in the regions such as B.C., where it is high, and the Atlantic Provinces where it is low. Beyond these there are other regional differences, but they are related to specific issues.
- Not surprisingly, employees from visible minority groups are more likely to hold the opinion that federal government responses have been somewhat less adequate. Also they are much

more likely to consider themselves well informed about Canada's multiculturalism, and are twice as likely to feel that the needs of ethnocultural communities are very different. However, they say they are no better equipped to address these needs than do employees not from visible minority groups.

- Employees whose role is to provide internal support or service to their department/agency have lower awareness levels and are, not surprisingly, less involved compared to their colleagues who serve the public directly or work on policies or programs that impact the public.
- Often there are significant differences based on the department or agency that employees work for, whether the question is about the federal government, their department or themselves. Some departments consistently show up at the top on several measures, from how good a job they have done in responding to the country's diversity, to the personal level of how well equipped the employees feel to address the needs of the multicultural population they serve. These departments/agencies are: Border Services Agency, Canadian Heritage and the RCMP. There are also a few departments and agencies where employees consistently give lower ratings: Passport Canada, Industry Canada, HRSDC and Agriculture/Agri-Food Canada, and it is noted that some of these are among those departments that have the highest proportions of employees serving the public.

Sommaire

Le premier sondage du gouvernement fédéral sur le multiculturalisme démontre que, dans l'ensemble, la plupart des employés sont bien au courant du niveau croissant de la diversité de la population canadienne; ils sont assez positifs au sujet de la réponse du gouvernement en général et de leur propre ministère ou organisme.

Sensibilisation et impression de la diversité canadienne

- La plupart des employés du gouvernement fédéral dans tous les ministères et organismes interrogés sont d'avis que le Canada est un pays multiculturel. Une majorité d'employés (55 %) considèrent que le pays est multiculturel dans une large mesure, et le reste des employés perçoivent le Canada comme un pays moyennement multiculturel.
- La mesure dans laquelle ils perçoivent le lieu où ils habitent comme étant multiculturel varie considérablement d'un bout à l'autre du pays; six personnes sur dix en C.-B. estiment que leur lieu de résidence est très multiculturel, comparativement à seulement une personne sur dix dans les provinces de l'Atlantique qui partagent cette opinion.
- Le milieu de travail pour les fonctionnaires fédéraux est vu comme étant beaucoup moins multiculturel que leur lieu de résidence ou le pays en général. Moins de trois personnes sur dix sont d'avis que leur milieu de travail est très multiculturel. Les ministères où on retrouve un degré perçu plus élevé du multiculturalisme comprennent Patrimoine canadien et Santé Canada, tandis que ceux considérés comme multiculturels dans une moindre mesure comprennent RHDCC, Agriculture et Agroalimentaire Canada et Passeport Canada.
- La plupart des employés estiment qu'au cours des dix dernières années, ils ont observé des changements positifs d'attitude parmi les personnes qu'ils connaissent envers les communautés ethnoraciales et ethnoculturelles.

Compréhension personnelle de la diversité

- Les fonctionnaires fédéraux se considèrent à tout le moins modérément bien renseignés sur la diversité du Canada, et une personne sur dix se dit mal informée. Les plus importantes différences dans les réponses à cette question varient selon le ministère ou l'organisme. Les employés de l'Agence des services frontaliers du Canada, et dans une moindre mesure ceux de Patrimoine canadien et de Passeport Canada, estiment qu'ils sont beaucoup mieux informés que les fonctionnaires d'autres ministères fédéraux, et en particulier ceux de RHDCC.

- Les employés qui se considèrent bien informés au sujet du multiculturalisme au Canada sont plus enclins à considérer le pays, leur lieu de résidence et leur milieu de travail comme étant multiculturels, ainsi que de percevoir la réponse de leur ministère ou organisme au multiculturalisme d'une façon plus positive. De plus, ces personnes sont beaucoup plus susceptibles de prendre des mesures et de répondre à la diversité du Canada de telles manières à demander de l'information ou de la formation, à tirer parti des compétences des membres de leur personnel et à cerner les barrières.
- Les grands médias écrits et télévisés sont perçus comme étant les sources d'information les plus utiles en ce qui concerne les questions touchant le multiculturalisme et la diversité. Également, sont modérément utiles leur employeur (leur ministère ou organisme et le gouvernement fédéral en général) ainsi que les activités de perfectionnement professionnel dans l'ensemble, les brochures, les affiches et Internet. Les travaux universitaires sont perçus comme la moins utile de toutes les sources énumérées.

Servir une population diversifiée

- La plupart des employés estiment que les besoins des communautés ethnoculturelles sont au moins modérément différents de ceux du reste du pays globalement. Comme on pourrait s'y attendre, les employés issus des groupes de minorités visibles sont plus susceptibles d'être d'avis que les besoins de ces communautés diffèrent dans une grande mesure de ceux de l'ensemble du pays.
- Une majorité de personnes croient que la réponse du gouvernement à la diversité croissante de la population canadienne a été «adéquate», tandis que le reste des répondants sont partagés de façon égale entre «trop peu», «trop» ou «incapable de répondre». Les employés issus des groupes de minorités visibles sont plus susceptibles de penser que la réponse du gouvernement a été «trop peu», tandis que les employés ne faisant pas partie de groupes de minorités visibles sont plus enclins à répondre «trop». La majorité des personnes qui ont indiqué que le gouvernement n'a pas déployé assez d'efforts affirment que de la formation sur la diversité est le moyen que le gouvernement doit adopter pour changer sa réponse au multiculturalisme au Canada.
- Les fonctionnaires fédéraux sont nettement positifs quant à l'ampleur de la réponse de leur ministère ou organisme à la diversité du Canada. Les employés qui accordent la plus haute cote à leur ministère ou organisme en raison de leur réponse sont plus susceptibles de provenir de Patrimoine canadien, de la GRC et de l'Agence des services frontaliers, et il est moins probable qu'ils travaillent à Agriculture et Agroalimentaire

Canada. Globalement, les employés sont positifs à propos de la réponse de leur ministère ou organisme en ce qui a trait aux mesures précises (comme la création de partenariats et la mise en place de consultations avec les communautés ethnoculturelles). Cela est particulièrement le cas pour les personnes qui travaillent pour la GRC et à Patrimoine canadien, tandis que l'on observe une réaction plus négative à la réponse de leur ministère quant à ces activités à Passeport Canada et à Agriculture et Agroalimentaire Canada. Une fois de plus, les employés issus des groupes de minorités visibles sont moins impressionnés de l'ampleur de la réponse de leurs ministères et organismes.

- La majorité des employés affirment que la diversité du Canada a exercé une influence quelconque sur leur travail. La réponse personnelle à la diversité de la part des employés, de leur propre aveu, n'a pas été très forte. En ce qui concerne les mesures possibles proposées dans le questionnaire du sondage, les employés sont plus susceptibles : de faire appel aux compétences des membres du personnel, de cerner les barrières et de demander de l'information, et ils sont moins susceptibles : d'évaluer les répercussions des options politiques ou d'établir des processus pour consulter régulièrement les communautés ethnoculturelles. Toutefois, un maximum de deux employés sur dix effectuent ces activités dans une large mesure.

Capacité de servir une population multiculturelle

- La plupart des fonctionnaires fédéraux estiment qu'ils sont au moins modérément bien équipés pour satisfaire les besoins de la population multiculturelle qu'ils desservent, et sept répondants sur dix pensent qu'ils sont très (28 %) ou modérément (43 %) bien équipés.
- Quant à l'amélioration de leur propre capacité de servir la population multiculturelle du pays, les employés sont plus enclins à mentionner le besoin de différents types de formation sur le multiculturalisme et la diversité, notamment : de la formation sur la compréhension et la communication interculturelles, de la formation sur les besoins et les perceptions des communautés ethnoculturelles et de la formation sur l'inclusion du multiculturalisme dans l'établissement de politiques ou encore la mise en œuvre de programmes ou de services. D'autres activités qu'ils trouvent utiles sont les consultations et les partenariats avec les communautés ethnoculturelles et ethnoraciales.

Différences entre les sous-groupes

- La région est un facteur en ce qui a trait aux attitudes et aux opinions. Certaines de ces variations sont clairement dictées par le niveau de multiculturalisme dans les régions comme la C.-B., où celui-ci est élevé, et

les provinces de l'Atlantique, où celui-ci est bas. Outre ces variations, il existe d'autres différences régionales, mais elles sont liées à des enjeux précis.

- Comme il fallait s'y attendre, les employés issus de groupes de minorités visibles sont plus susceptibles d'être d'avis que les réponses du gouvernement fédéral ont été moins qu'adéquates. De plus, ils sont plus susceptibles de se considérer bien informés au sujet du multiculturalisme au Canada, et sont deux fois plus enclins à croire que les besoins des communautés ethnoculturelles sont très différents. Cependant, ils sont d'avis qu'ils ne sont pas mieux équipés pour aborder ces besoins que le sont les employés n'appartenant pas à des groupes de minorités visibles.
- Les employés dont le rôle est d'offrir du soutien ou un service interne à leur ministère ou organisme sont moins sensibilisés et, chose non étonnante, ils participent moins par rapport à leurs collègues qui servent le public directement ou travaillent dans le cadre de politiques ou de programmes qui ont une incidence sur le public.
- Souvent, il existe des différences considérables selon le ministère ou l'organisme où les employés travaillent, selon si la question porte sur le gouvernement fédéral, leur ministère ou eux-mêmes. Certains ministères arrivent invariablement au premier rang pour plusieurs mesures, variant de la mesure dans laquelle ils ont fait un bon travail afin de répondre à la diversité du pays, en passant par le niveau personnel selon lequel les employés se sentent bien équipés pour satisfaire les besoins de la population multiculturelle qu'ils desservent. Ces ministères et organismes sont : l'Agence des services frontaliers du Canada, Patrimoine canadien et la GRC. Il y a aussi quelques ministères et organismes pour lesquels les employés leur accordent invariablement des cotes inférieures : Passeport Canada, Industrie Canada, RHDC et Agriculture et Agroalimentaire Canada; il importe de noter que certains de ces ministères figurent parmi ceux qui comptent les plus importantes proportions d'employés qui servent le public.

AWARENESS AND IMPRESSIONS OF CANADA’S DIVERSITY

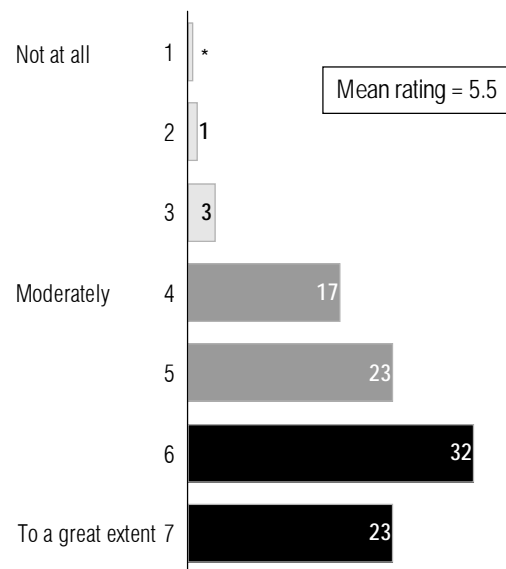
Federal government employees were first asked their impressions about the level of multiculturalism in the country as a whole, where they live and where they work.

Extent of multiculturalism in Canada today

Most federal government employees across all of the departments and agencies surveyed believe that Canada is a multicultural country. (Q.2a)

A majority (55%) of federal employees consider Canada as a whole to be multicultural to a large extent (indicating 6 or 7 on a 7 point scale). A further two in five (39%)¹ feel that the country is moderately multicultural (4 or 5 on the scale), while very few (4%) consider Canada to be less than moderately multicultural (1, 2 or 3 on the scale).

Extent of multiculturalism in Canada today
2005



* Less than one percent

Q2a.

To what extent would you say each of the following places is multicultural...
Canada as a whole? (n=1104)

¹ Please note that, due to rounding, the data cited throughout the text of this report may not match exactly that included in the corresponding graphic.

Looking at the ratings based on employees' department/agency, a greater level of multiculturalism in Canada is perceived by those working at the RCMP (66%), Agriculture and Agri-Food Canada (61%), Health Canada (60%) and Border Services Agency (59%). The country is less apt to be seen as very multicultural by employees at Industry Canada (47%), Passport Canada (48%) and Canadian Heritage (49%).

Across demographic strata, employees who are more likely to consider the country to be very multicultural are women (58%) rather than men (51%), those working in Alberta (61%), and employees not from visible minority groups (57%). Employees least likely to share this view work in British Columbia (44%), have a moderate length of service with the government - 5 to 14 years – (49%), and are self-identified employees from a visible minority group (49%).

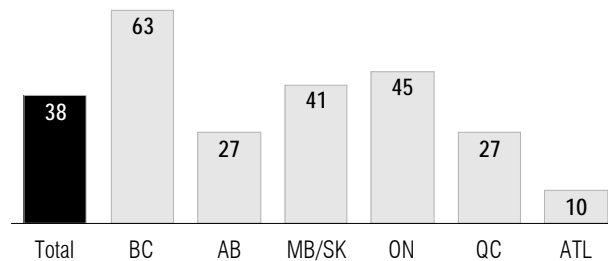
Extent of multiculturalism where employees live

The extent to which employees view where they live as multicultural varies considerably across the country. (Q.2b)

For most federal government employees, the places where they live are seen to be somewhat less multicultural than the country as a whole. Four in ten (38%) consider where they live to be very multicultural (6 or 7 on the scale), while a further four in ten (38%) suggest that where they live is moderately multicultural (4 or 5 out of 7). One in four (24%) consider their home communities to be minimally multicultural, rating them only 1 to 3.

In contrast to the previous question, where regional differences were minimal, employees' perceptions of the extent of multiculturalism where they live are very dependent upon their location. More than six in ten (63%) employees living in B.C. feel that where they live is very multicultural (giving a rating of 6 or 7), whereas only one in ten (10%) of those living in the Atlantic Provinces believe this to be the case.

Extent of multiculturalism where you live % rating 6 or 7 out of 7 2005



Q2b.

To what extent would you say each of the following places is multicultural...
Where you live? (n=1104)

There are differences, however, when one looks at departments and agencies. Those who work for the Border Services Agency (52%) and Canadian Heritage (49%), are more likely to consider where they live to be more multicultural, compared with those working at Agriculture/Agri-Food Canada (25%), HRSDC (28%) and Correctional Services Canada (30%).

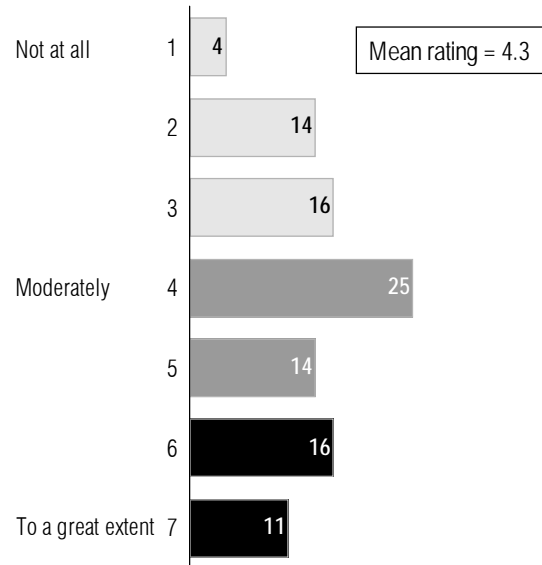
Younger employees -18 to 34 years of age – (45%) are more likely to view where they live as being multicultural to a greater extent than is the case for the 45 to 54 year old age groups (32%). However, there is no significant difference based on gender. Employees from visible minority groups (50%) view where they live as being multicultural to a greater extent than do other employees (35%).

Extent of multiculturalism in the workplace

The workplace for federal public servants is seen as considerably less multicultural than where they live or the country as a whole. (Q.2c)

Federal government employees view their own workplace as even less multicultural than either Canada as a whole or where they live. Less than three in ten (28%) consider their workplace to be very multicultural, (i.e. rating 6 or 7 out of 7). Four in ten (39%) rate their place of work moderately multicultural (4 or 5), while one in three (33%) perceive their working environment to be at the low end of the scale (1 to 3) in terms of the extent of multiculturalism.

**Extent of multiculturalism in your workplace
2005**



Q2c.

*To what extent would you say each of the following places is multicultural...
Your workplace? (n=1104)*

Departments with a higher perceived degree of multiculturalism in their workplace include Canadian Heritage (43%) and Health Canada (34%), while those that are viewed as multicultural to a lesser extent include HRSDC (20%), Agriculture and Agri-Food Canada (21%) and Passport Canada (23%).

There are no major differences by gender, age, length of service or visible minority status. Once again, there are significant differences by region. Federal public servants in British Columbia are more likely to rate their workplace as more multicultural (47%) than is the case for those in other provinces, while at the other end of the spectrum are those in the Atlantic Provinces, where only 12 percent of employees perceive there to be a great extent of multiculturalism in the workplace. This is consistent with the perceptions of the level of multiculturalism where they live.

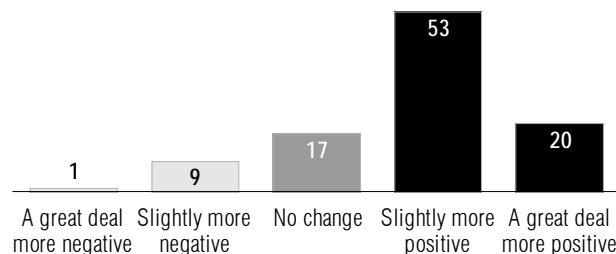
Changing attitudes towards multiculturalism

Almost three-quarters of employees feel that there have been positive changes in the attitudes of people they know over the past decade towards ethno-racial and ethnocultural communities. (Q. 3)

Employees were asked about the extent to which the attitudes of those they know might have changed over the past decade. This question captures perceptions of social change and also acts as a proxy for the respondents' own views, since people are more comfortable answering questions of a more sensitive nature with reference to others, yet they often reflect their own conscious or unconscious attitudes.

The vast majority of employees surveyed believe that, among the people they know, attitudes towards ethno-racial and ethnocultural communities have become more positive over the past decade. Almost three in four (73%) see a positive change compared to ten years ago, with one in five (20%) describing this change as “a great deal more positive,” and another half (53%) describing this shift in attitudes as “slightly more positive.” One in six feel that there has been no change in the attitudes of those people they know; while one in ten say that there has been a negative change.

Changing attitudes towards multiculturalism 2005



Q3.

Among the people you know, to what extent have the attitudes toward ethno-racial and ethnocultural communities changed compared to 10 years ago?(n=1104)

Differences are noted on a regional basis, with the most positive changes in the attitudes of others being observed by employees in the Atlantic Provinces (83%), Quebec (78%) and B.C. (75%), while this view is shared by 68 to 69 percent of employees in Ontario, Alberta and Manitoba/Saskatchewan.

Differences between the opinions of employees of the various departments/agencies are most notable when one looks specifically at attitudes that are “a great deal more positive.” Somewhat less positive responses are noted from those who work at Agriculture/Agri-Food Canada and the Department of Justice, where only 7 percent and 8 percent, respectively, consider attitudes to be “a great deal more positive.” This compares to 16 to 28 percent of the employees in all other departments surveyed being of this opinion.

Again, there are no significant differences between opinions based on gender, age, length of service or visible minority status, nor is there notable variation among employees based on their roles, occupational groups or occupational levels.

PERSONAL UNDERSTANDING OF DIVERSITY

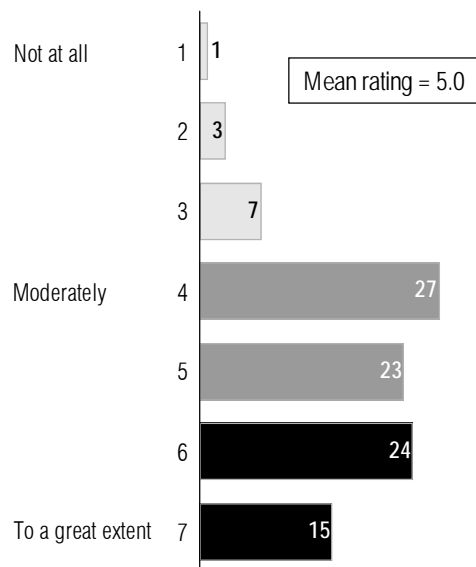
Employees were asked to describe how well informed they are about Canada’s multiculturalism and diversity, and about the usefulness of various sources of information on multiculturalism and diversity issues in Canada

How well informed about Canada’s multiculturalism

Federal public servants consider themselves to be moderately well informed about Canada’s multiculturalism and diversity, but this varies noticeably by region and seniority. (Q.5)

Most federal public servants consider themselves to be at least moderately well informed in terms of Canada’s multiculturalism and diversity. Four in ten employees (39%) consider themselves to be very well informed (6 or 7 out of 7), while half (50%) believe that they are moderately well informed (4 or 5) about Canada’s multiculturalism and diversity. Only one in ten (10%) feel that they are not well informed (1, 2 or 3). The mean rating given by all employees surveyed is 5.0.

How well informed about Canada’s multiculturalism
2005



Q5.
How would you describe how informed you are about Canada's multiculturalism and diversity? (n=1104)

The most significant differences in responses to this question are on the basis of department/agency. Those working for Border Services Agency (65% saying 6 or 7 out of 7) and to a lesser extent Canadian Heritage (55%) and Passport Canada (55%) consider themselves to be much better informed than other federal government employees, whereas employees at HRSDC feel that they are less well informed (25%).

Although caution is advised due to the small number in the subgroup of senior managers (n=33), this group is significantly more likely to consider themselves well informed (52%), particularly when compared to those who provide internal support (37%).

Once again, there are significant differences on a regional basis, with employees based in Ontario (47%) and Alberta (41%) describing themselves as better informed than their counterparts in other regions and particularly those in Manitoba/Saskatchewan (28%), the Atlantic Provinces (30%), and Quebec (33%).

Not surprisingly, employees from visible minority groups (52%) are more likely to consider themselves well informed compared to their non-visible minority colleagues (35%). There are no significant differences on the basis of gender, age or length of service.

Usefulness of information sources on multiculturalism

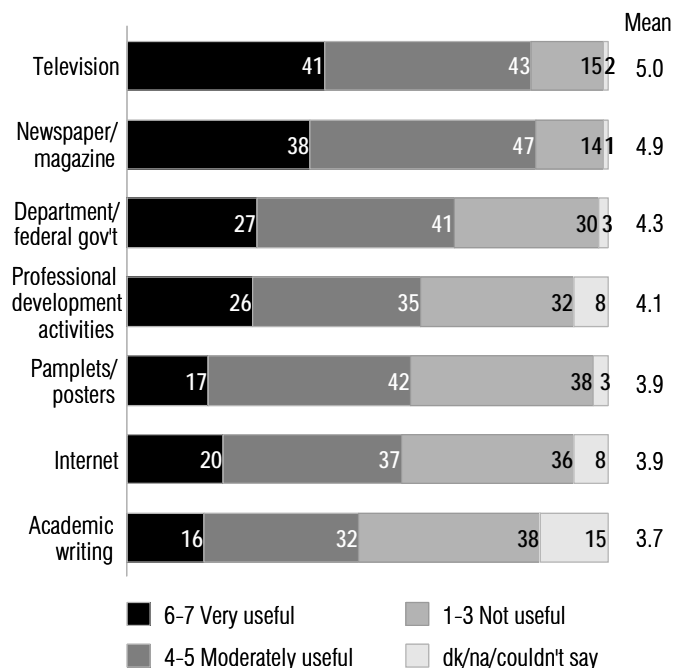
The major media of television and print are widely seen as the most useful sources of information on multiculturalism. (Q.6)

Employees were asked to rate seven sources of information in terms of usefulness to their personal understanding of multiculturalism and diversity issues in Canada.

The major media of television and magazines/newspapers are perceived as the most useful sources of those offered in the questionnaire, with more than eight in ten employees rating them as useful sources of information on multiculturalism. Work-related sources of information on multiculturalism (one's department and the federal government in general and professional development activities) are considered moderately useful. External sources such as pamphlets/posters and the Internet are also felt to be moderately useful, while academic writing is considered slightly less useful.

Usefulness of information sources on multiculturalism

2005



Q6.

To what extent is each of the following sources of information useful to your personal understanding of multiculturalism and diversity issues in Canada? (n=1104)

Television: Among the sources tested, television is seen as the most useful source of information on multiculturalism with four in ten employees (41%) considering the medium to be very useful (6 or 7) and another four in ten indicating it is moderately useful.

Television is most likely to be seen as a very useful information source on multiculturalism by employees aged 55 and older (50%), those working at Health Canada (47%) and the RCMP (47%), and by those living in the Atlantic Provinces (50%) and Quebec (47%).

Newspaper/magazine articles: Newspapers and magazine articles are seen as being almost as useful as television as an information source on this topic, with nearly four in ten (38%) being of the opinion that they are very useful (6 or 7) in this regard.

Employees working at Passport Canada (48%) are most likely to view this medium as very useful. Regional subgroups reveal some differences of opinion with regard to newspapers and magazines. Employees living in Quebec (45%) are most likely to view these publications as more useful, whereas employees living in Manitoba/Saskatchewan (25%) are least likely to share this opinion.

Department/federal government: Information and policies from employees' departments or the federal government generally are seen to be moderately useful to their personal understanding of multicultural and diversity issues in Canada, with slightly more than one in four employees (27%) seeing these initiatives as very useful (6 or 7).

Those employed by Industry Canada (35%) are more likely to consider this to be a useful information source, as are 45 to 54 year old employees (33%), and those living in the Atlantic Provinces (30%). The usefulness of this information is least likely to be appreciated by those employees living in Manitoba and Saskatchewan (18%).

Professional development activities: One-quarter of employees (26%) are of the opinion that professional development activities are a very useful (6 or 7) source of information to their understanding of multiculturalism issues. However, one-third of employees surveyed believe that these activities are not useful (1, 2 or 3).

Canadian Heritage and Health Canada employees (both 33%) are more likely to consider professional development activities to be of greater use than do their colleagues in other departments and agencies, particularly those at Industry Canada (12%).

Internet: Perhaps somewhat surprisingly, the Internet is not viewed as a particularly useful source of information on multiculturalism and diversity. While one in five employees (20%) consider the Internet to be very useful (6 or 7), the remainder are equally divided as to whether its usefulness is moderate (4 or 5) or low (1, 2 or 3).

Employees at Border Services Agency (26%), Passport Canada (25%) and Canadian Heritage (24%) are more likely to view the Internet as a useful source whereas those at Industry Canada (12%) and Correctional Services Canada (15%) are the least likely to share this opinion. Unlike most of the other information sources, the Internet is more likely to be considered more useful by younger employees, i.e. those aged 18 to 34 (23%), than is the case for all other age groups (18 to 20%). This channel is also a source of information that is more likely to be considered useful by self-identified employees from a visible minority group (27%) compared to those who are not (19%).

Pamphlets/posters: Pamphlets and posters are seen as being less useful than most other forms of communication as an information source, with fewer than two in ten employees (17%) considering them to be very useful (6 or 7), and nearly four in ten (38%) believing that they are not useful (1, 2 or 3).

This medium is most likely to be considered useful by employees at Canadian Heritage and Correctional Services Canada (both 22%), and least likely to be seen as more useful by those at Industry Canada (11%) and the Department of Justice (12%). Employees living in the Atlantic Provinces (24%) are more likely to view pamphlets/posters as a useful source of information.

Academic writing: Academic writing is felt to be the least useful of the information sources listed on the questionnaire, with only 16 percent considering them to be very useful (6 or 7), while nearly four in ten (38%) are of the opinion that they are not useful (1, 2 or 3). Furthermore, 15 percent of employees are unable to give an opinion, suggesting a lack of knowledge with such a source.

Employees at Agriculture and Agri-Food Canada (23%) are most likely to see this as a useful source, while those at Industry Canada (9%) are the least likely to share this view. Employees from visible minority groups (26%) see academic writing as a more useful source in this regard than do those who are not employees of visible minority groups (14%).

Other sources of information: Employees were given the opportunity to identify any other sources of information on multiculturalism and diversity issues that were not listed in the question. Fourteen percent of those who completed the survey mentioned such sources. Almost all of these sources (13%) entail direct experience or interaction with others (co-workers and colleagues, family and friends, acquaintances and neighbours), while three percent suggest contacts in the community such as events and church.

In most instances, there are too few “Other” responses to yield significant differences between subgroups for these sources. One notable exception is that “Co-workers, colleagues, work” was mentioned almost exclusively by employees not from a visible minority group.

Employees who consider themselves to be well informed about multiculturalism are more likely to consider all of the listed sources of information discussed to be more useful than do their counterparts who are not well informed (see table below).

Usefulness of sources of information

% rating 6 or 7 out of 7 2005

By how well informed

	Total %	How well informed		
		Low %	Medium %	High %
Television	41	38	41	51
Newspapers/magazines	38	28	41	54
Department/federal government	27	17	31	36
Professional development	26	20	29	32
Internet	20	14	21	29
Pamphlets/posters	17	12	18	25
Academic writings	16	8	18	30

SERVING A DIVERSE POPULATION

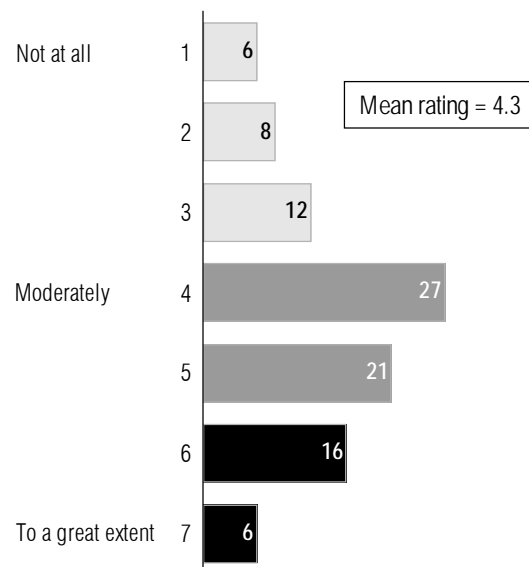
Federal public servants were asked the extent to which the needs of ethno-racial and ethnocultural communities differ from those of the country as a whole, and how the federal government, their own department/agency and they themselves have responded to this diversity.

How the needs of ethnocultural communities differ from the rest

Most federal government employees feel that the needs of Canada’s ethno-racial and ethnocultural communities are at least moderately different from those of the country as a whole. (Q.4)

Employees believe that the needs of Canada’s ethno-racial and ethnocultural communities are moderately different from those of the population as a whole. Two in ten (21%) feel that their needs are very different (6 or 7), while nearly half (48%) consider the difference to be moderate (4 or 5) and one-quarter (26%) believe that the difference in needs is slight (1, 2 or 3).

Extent to which needs of ethnocultural communities are different
2005



Q4

To what extent do you feel the needs of ethno-racial and ethnocultural communities in Canada are different from those of the population as a whole? (n=1104)

The biggest difference in attitudes on this topic is between those who are employees from visible minority groups and those who are not. While four in ten (39%) who are employees from visible minority groups see substantial (6 or 7 out of 7) differences in needs, this view is shared by only 18 percent of those who are not employees from a visible minority group. These differences of opinion based on visible minority status can be seen in the table below.

Extent to which needs of ethnocultural communities are different

By visible minority status 2005

		Visible Minority	Not a Visible Minority
Not at all	1	3	6
	2	6	8
	3	9	12
Moderately	4	24	29
	5	17	22
	6	27	13
To a great extent	7	12	5

Canadian Heritage employees, in particular, are of the opinion that the needs of the ethnocultural communities differ from those of the population as a whole (with 33% considering the needs to be very different) and this view is shared, but to a lesser degree, by those who work at Passport Canada (28%), and Health Canada (27%). Employees at the Department of Justice (15%) and the RCMP (17%) are least likely to share this opinion.

Of note is the fact that there is no difference between the opinions or ratings of those who provide services directly to the public and those employees with other roles in the federal public service.

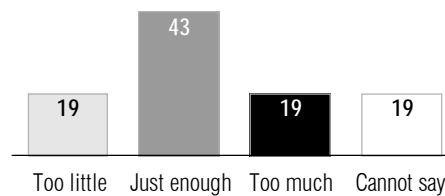
Those employees who feel that the needs of ethnocultural communities do differ considerably from others are more likely to be those with less than five years service (25%, compared to 20-21% for longer serving employees), and employees living in Quebec (24%).

Federal government's response to diversity

There is no consensus, but a clear plurality believes that the federal government's response to diversity has struck the right balance. (Q.7a)

A plurality (43%) of employees feel that the federal government's response to the multiculturalism of Canada is "just enough," equal proportions believe that the response has been "too little" (19%) and "too much" (19%), and a similar proportion (19%) are unable to say.

Federal government's response to diversity 2005



Q7a.

How do you perceive what is being done by the federal government to respond to the multiculturalism of Canada? (n=1104)

Those who believe that the government response has been at an appropriate level are more likely to be working at Passport Canada (60%) and the Border Services Agency (58%). The view that government response has been "too little" is more prevalent among those working at Health Canada (30%), Canadian Heritage (28%) and HRSDC (23%). The opinion that federal response to multiculturalism has been "too much" is more likely to be found among employees at the RCMP (31%) and Correctional Services Canada (29%). There are no significant differences on this matter based on employees' roles.

Men (21%) are more likely than women (15%) to feel that the federal government response to Canada's multiculturalism has been "too much." While both the youngest and oldest age groups are more likely to feel that efforts have been "just enough" (48% and 49%, respectively), the two middle-age groups (those aged between 35 and 54) are more likely to believe that the government response has been "too much" (21-22% compared to 12-13%). Residents of Quebec (54%) are more likely to be of the opinion that the federal government's response has been "just enough."

Nearly four in ten (37%) employees from visible minority groups believe that response has been “too little” whereas only 15 percent of non-visible minority employees share this view. This latter group is twice as likely to say that the response has been “too much” (18% compared to 9% among employees from visible minority groups). The differences in response to this question, based on visible minority status, are illustrated in the table below.

Federal government’s response to diversity
By visible minority status 2005

	Visible Minority	Not a Visible Minority
Too little	37	15
Just enough	39	46
Too much	9	18
Cannot say	16	20

Employees who felt that the federal government’s response has been either “too little” or “too much” were asked in what ways the government needs to change its response to Canada’s multiculturalism.

Too little (Q.7b): Those who say that the federal government’s response has been too little are more likely to say that training, education and awareness on diversity matters are needed. This response (27%) was mentioned by almost twice as many employees as the next most frequently mentioned suggestion (promote more minorities to senior positions – 14%). There is general agreement between employees from visible minority groups and others in terms of the ways in which the government is doing too little, with the single exception of a strong suggestion from employees from visible minority groups that the government needs to promote more minorities to senior positions (although this was outside the scope of this survey). Subgroups are too small to permit further analysis.

In what ways federal government needs to change response

Those saying "Government is doing too little" Top mentions 2005

	Total % (208)	Visible Minority %	Not a Visible Minority %
More diversity training/education/awareness needed	27	24	30
Promote more minorities to senior positions	14	28	7
Encourage melting pot approach toward integrating immigrants	11	13	11
Break down barriers in workplace	11	13	9
Value immigrant's previous qualifications/training	8	8	9
Combat racism more actively	7	6	8
Provide services in language other than English or French	6	8	6
Promote value of multiculturalism	6	5	7
More funding of programs needed	5	5	6

Too much (Q.7b): The major ways for the federal government's response to multiculturalism to change, according to those employees who say the government has done too much, are mostly related to the belief that differences should not be catered to and that everyone should be treated in a similar way. Among those responding to this question (19% of total), the top three suggestions are to encourage the melting pot approach, cater less to minorities and treat everyone equally. (Based on the total population responding, each of these responses was given by 3 to 4% of employees surveyed.) Six different ways were given by roughly one in five or one in six of the employees who believe that the government response has been too much. Subgroups are too small to permit analysis of responses.

In what ways federal government needs to change response

Those saying "Government is doing too much" Top mentions 2005

	% (206)
Encourage melting pot approach to integrating immigrants	19
Cater less to minority/special interest groups	19
Treat everyone equally	17
Multiculturalism/affirmative action are reverse discrimination	17
Too much emphasis on increasing diversity in workplace	13
Multiculturalism/immigration should not change Canada	13
Tighten criteria for immigration	5
Maintaining culture not a role for government	5

Department's response to diversity

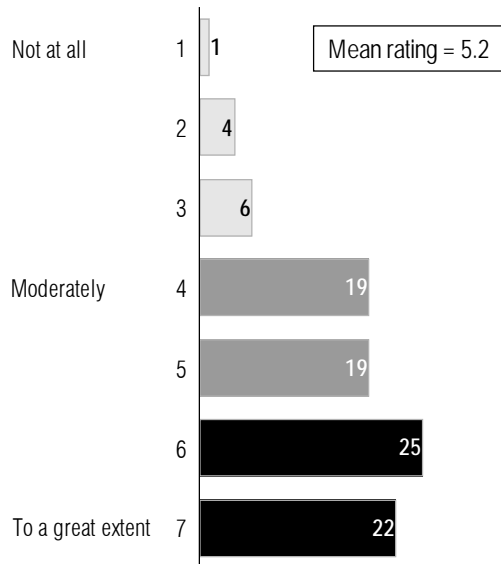
Federal government employees are very positive about the extent to which their own departments/agencies have responded to Canada's diversity. (Q.8)

Employees were asked to what extent they believe their department/agency has responded to Canada's diversity overall.

They are generally very positive about the extent to which their departments have responded in terms of how they serve Canadians. Nearly half (47%) believe that their department/agency has responded to Canada's diversity to a great extent (6 or 7 out of 7), and nearly four in ten (38%) consider their department's response to be moderate (4 or 5). One in ten (11%) feel that this response has been minimal (1, 2 or 3). Very few (4%) are unable to say.

Department's response to diversity in serving Canadians

2005



Q8.

In terms of how it serves Canadians, to what extent do you believe your department/agency overall has responded to Canada's diversity?(n=1104)

Employees at occupational level 07 and higher are the most positive about the response of their department/agency, with more than six in ten (61%) indicating that their department has responded to a great extent. Employees who develop policies that impact directly on the public are the only subgroup to have a less positive view of the response of their department/agency, with only 30 percent of the opinion that their department has responded to a great extent.

Employees who give the most favourable ratings (of 6 or 7) to their departments for their response are most likely to be working in Canadian Heritage (69%), the RCMP (65%) and the Border Services Agency (56%), and are least likely to be working at Agriculture and Agri-Food Canada (30%). Looking at the demographic strata, these more positive views of department/agency responses to Canada's diversity are more likely to be found among employees in Quebec (50%), Ontario (49%), those aged 45-54 (50%) and those who are not employees from visible minority groups (49%). Employees from visible minority groups (33%) are less likely to share this positive opinion of departmental performance in this regard.

Employees who consider themselves to be better informed on Canada's multiculturalism and diversity are more likely to have a positive opinion of their department/agency's response to the Canadian public. While only 35 percent of those who feel they are not well informed rate their department's efforts in a strongly positive way, 52 percent of the moderately well informed and 62 percent of the well informed are of this opinion.

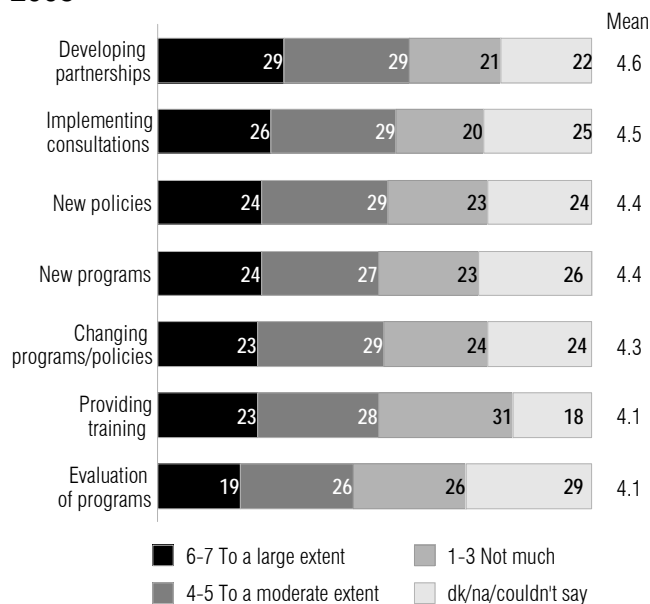
Perception of how their department has responded to diversity on specific actions

Employees were also positive with regard to the extent to which their departments have responded in terms of each of several specific actions. In all but one case a majority of employees feel that their department has responded to at least a moderate extent. (Q.9)

Employees were asked, on an aided basis, about the extent to which their department/agency has responded to the country's diversity in terms of seven specific actions.

Responses were fairly consistent to each of the seven actions with approximately one in four or one in five employees responding in each of the three categories of response: to a large extent (6 or 7), to a moderate extent (4 or 5), and not much (1, 2 or 3), and a similar proportion unable to offer any response (which may be due to a lack of information). Developing partnerships and implementing consultations with ethnocultural and ethno-racial groups are perceived to be the areas where departments have done the most. A second grouping of activities, three of which are about introducing new policies or programs, or changing existing ones for a multicultural population, together with providing training, are clustered together. The relatively weaker area for the departments/agencies is seen to be that of evaluating programs.

Extent to which departments have responded to Canada's diversity 2005



Q9.
For each of the following items please indicate to what extent you feel your department/agency has responded to Canada's diversity? (n=1104)

The better informed employees are about Canada's diversity, the more likely they are to say that their department has responded to a great extent on each of the seven items.

Employees from visible minority groups are more likely to be of the opinion that their department/agency has not responded particularly well in regard to these activities. The consistently lower ratings by employees from visible minority groups are illustrated in the table below.

Extent to which departments have responded to Canada's diversity

By visible minority status % rating 6 or 7 out of 7 2005

	Visible Minority	Not a Visible Minority
Developing partnerships	18	30
Implementing consultations	19	26
New policies	13	25
New programs	16	24
Changing programs/policies	13	24
Providing training	18	24
Evaluation of programs	14	19

Developing partnerships: employees who feel that their department has developed ongoing partnerships to a great extent are more likely to be those who develop programs which have a direct impact on the public (35%). They are also more likely to be working at the RCMP (56%) and Canadian Heritage (51%), and least likely to be working at Passport Canada (5%), Agriculture and Agri-Food Canada (11%), or Industry Canada (12%). They also more likely to be aged 45 to 54 (37%), and have at least fifteen years of service (32%).

Implementing consultations: those employees who believe that their department has responded to a great extent in implementing consultations with ethnocultural communities are more likely to be working at the RCMP (48%) and Canadian Heritage (45%), the Border Services Agency or Correctional Services Canada (both 33%), and least likely to be working at Passport Canada (5%) or Agriculture and Agri-Food Canada (9%). They are also more likely to be aged 45 to 54 (31%), and have at least fifteen years of service (30%).

Developing new policies: employees who consider that their department or agency has responded well, by developing new policies to reflect the needs of ethnocultural communities, are more likely to be working at the RCMP (44%), Canadian Heritage (37%) and Correctional Services Canada (33%), and least likely to be at Passport Canada (8%) and Agriculture and Agri-Food Canada (14%).

Developing new programs: those who feel that their departments have done a good job in developing new programs to serve the needs of ethnocultural communities are more likely to be in a role in which they themselves develop programs that impact the public (31%). They are most likely to work at the RCMP (41%) and least likely to be employed at Agriculture and Agri-Food Canada (7%) or Passport Canada (10%).

Changing programs/policies: employees who report that their department/agency has to a great extent changed existing programs and policies to reflect the needs of ethnocultural communities are more likely to develop programs that impact the public (29%) rather than develop policies that impact the public (10%). They are also more likely to work at the RCMP (37%), and Canadian Heritage (31%), and least likely to work for the Department of Justice (12%), Passport Canada (13%), Industry Canada (14%) or Agriculture and Agri-Food Canada (14%).

Providing training: those who say that their department has to a great extent made training available are more likely to be working at the RCMP (40%), Health Canada (34%) or Canadian Heritage (31%), and least likely to be at Passport Canada (15%). They are more likely to be men (26%) rather than women (21%), aged 45 to 54 (30%), and longer serving employees (28%).

Evaluation of programs: employees who indicate that their department/agency has to a great extent evaluated programs are more likely to be working at Canadian Heritage (41%) or the RCMP (33%), and least likely to be at Passport Canada (8%), Agriculture and Agri-Food Canada (11%), the Border Services Agency or the Department of Justice (both 12%).

Extent to which departments have responded to Canada's diversity

By how well informed % rating 6 or 7 out of 7 2005

	Total	How well informed		
		Low	Medium	High
Developing partnerships	29	21	33	38
Implementing consultations	26	19	28	41
New policies	24	19	27	31
New programs	24	18	26	34
Changing programs/policies	23	16	27	30
Providing training	23	18	24	34
Evaluation of programs	19	13	20	29

Other: Only slightly more than one in ten (12%) employees surveyed identified any other types of activities undertaken by their department/agency when asked in what other ways their department has responded to Canada's diversity. One in four of these employees (26%) mention the Diversity Committee and the program to raise awareness of multiculturalism, and this is more likely to be mentioned by women (33%) rather than men (14%). One in five (21%) of this small group that identified other ways specify an affirmative action policy and hiring diverse staff. A similar proportion (20%) make the comment that their department is not doing enough or only the bare minimum, and these comments were much more likely to be made by employees from visible minority groups (56%) rather than by those who are not (10%). The only other action to be identified by more than 1% of all employees surveyed is that their department/agency addresses the needs of the First Nations community – this was mentioned by 14% of the group that identified other ways that their department has responded to Canada's diversity.

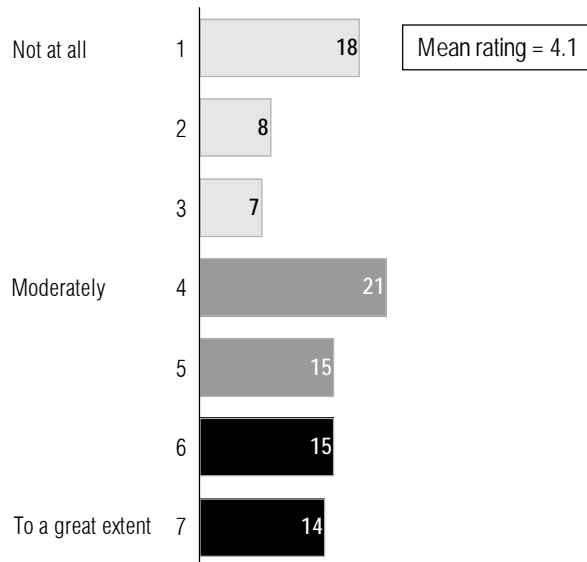
Impact and response at individual job level

Most federal government employees feel that Canada’s diversity has had an influence on their jobs. About two in ten say it has had no influence at all. The personal response by employees to Canada’s diversity has been somewhat less than moderate on average.

(Q.10 - 11)

Most employees are of the opinion that Canada’s diversity has had an influence on their jobs. Three in ten (29%) feel that the influence of Canada’s diversity on their job has been to a large extent (6 or 7 out of 7), while more than one-third (36%) consider the influence to have been moderate (4 or 5). The remaining one-third (33%) consider the influence to have been minimal (1, 2 or 3).

Influence of Canada’s diversity on your job 2005



Q10.

To what extent, if at all, has Canada's diversity influenced how you do your job? (n=1104)

There are major differences by department/agency, with those more likely to note a major (6 or 7) influence of Canada’s diversity on their jobs to be those working at Passport Canada (55%), Border Services Agency (46%), Canadian Heritage (43%) and, to a lesser extent, employees of Health Canada (32%). Employees who feel that their jobs have been substantially influenced by the country’s growing diversity are less likely to be working at Industry Canada (14%), SDC (17%), Department of Justice (23%), HRSDC (24%), Agriculture/Agri-Food Canada (25%) or the RCMP (25%).

As one would expect, a greater influence on their jobs is noted by those who either provide services directly to the public (39%) or develop policies (36%) or programs (28%) that have a direct impact on the public. Employees who provide services or support internally are least likely to consider the influence to be to a large extent (20%). Those seeing a greater influence on their jobs are also more likely to be newer federal employees (33%), employees from visible minority groups (38%) and both the youngest age group (18-34:32%) and the oldest age group (55 plus: 34%). There were no significant differences between men and women, or by region.

Personal response to diversity

Employees were asked to rate the extent to which they have responded to Canada's diversity in terms of seven prescribed actions.

Many employees have taken little action to personally respond to Canada's diversity. The two main personal responses to diversity are: taking advantage of the skills of staff members from ethnocultural communities to improve services and programs, and identifying barriers that could prevent clients from ethnocultural communities from having full access to programs and services.

Activities that employees admit to doing somewhat less are: seeking out information about ethnocultural communities that could impact the policies, programs and services they implement; seeking out training for themselves or training staff in understanding and responding to the needs of these communities; and taking into account these communities when planning communications campaign and in disseminating information.

The two activities that employees are least likely to conduct are: assessing the impact of various policy options on ethnocultural communities, and establishing or helping to establish a process to consult regularly with these communities.

Personal response to diversity

% rating 6 or 7 out of 7 2005

By role

	Total	Serve Public	Programs Impact	Policies Impact	Internal Service/Support	Senior Managers
Skills of staff members	21	26	19	18	18	43
Identify barriers	20	24	29	26	14	27
Seek out information	17	19	25	26	14	18
Seek out training	16	19	20	12	13	21
Take into account when planning	14	15	22	16	11	27
Assess impact of policy options	9	10	12	22	7	12
Establish process to consult	9	9	12	18	7	9

Q11.

In your work, in which of the following ways and to what extent have you responded to Canada's diversity? (n=1104)

Skills of staff members: In five of the departments/agencies, employees were more likely to indicate that they take advantage of these skills to a greater extent: RCMP (30%), Border Services Agency, Canadian Heritage and Correctional Services (all 26%), and Health Canada (25%). Employees were more likely to use the skills of others in B.C. (31%) and Alberta (29%), and least likely in the Atlantic Provinces (13%). This action, together with all others examined in this question, is more likely to be carried out by employees who consider themselves to be well informed about Canada's multiculturalism and diversity.

Identify barriers: Identifying barriers that could prevent clients from having full access to programs or services is something that people working at Canadian Heritage (39%) are almost twice as likely to carry out to a great extent compared to all employees (20%). Employees who say they do this to a great extent in their work are more likely to be in a role in which they develop programs that impact the public (29%).

Seek out information: Seeking out information about ethnocultural communities (which is carried out to a great extent by 17 percent of all employees) is more likely to be something that is done by those working at Health Canada (32%) and Canadian Heritage (31%), and by those who are employees from visible minority groups (25%) rather than those who are not (15%). As can be seen in the table above, they are also more likely to work on developing policies (26%) or programs (25%) that impact the public. Somewhat ironically, those who consider themselves to be well informed are much more likely to seek out information to a great extent than are their less well informed colleagues (37% compared to 6% among the least informed).

Seek out training: Seeking out training for themselves or their staff to a great extent is more likely to be mentioned by people working at Canadian Heritage (29%), Health Canada (25%) and Correctional Services (20%), and also by employees from visible minority groups (26%) rather than those who are not (14%). Those who feel that they are well informed on multicultural matters are also much more likely to seek appropriate training opportunities (32%, compared to only 7% of the least informed group).

Take into account when planning: Senior managers are more likely to take diversity into account to a great extent in planning communications campaigns and in disseminating information (27%, compared to 14% of all employees surveyed). This is also more prevalent among people working at Canadian Heritage (28%) and Health Canada (21%). There are no differences in terms of gender, age, length of service, region or visible minority status.

Assess impact of policy options: Workers whose roles involve developing policies that directly impact the public are more likely to assess the impact of various policy options on ethnocultural communities to a much greater extent than others (22% compared to only 9% of all employees). The department/agency where this action is most prevalent is Canadian Heritage, where 26 percent of workers say they do this to a great extent. There are no major differences based on most demographics, with the only exception being that employees from visible minority groups are more likely to assess the impact of various policy options to a great extent (14%, compared to 8% among those who are not employees from visible minority groups).

Establish process to consult: Of the seven actions specified, the one that is least likely to be carried out by federal employees is establishing, or helping to establish, processes to consult regularly with ethnocultural communities. Less than one in ten employees (9%) do this to any great extent (6 or 7 out of 7). Those who do are more likely to be those whose role involves developing policies that impact the public (18%), those working at Canadian Heritage (26%) and Health Canada (19%), employees from visible minority groups (15%), and employees who consider themselves to be well informed about Canada's multiculturalism and diversity (18%).

Other actions: Fewer than one in ten (7%) of the employees surveyed identified other types of actions that they have taken to respond to Canada's diversity. Among this group those actions mentioned by more than one percent of all employees surveyed include: the Diversity Committee and the program to raise awareness (a reference to the Interdepartmental Committee on Multiculturalism), avoiding racist behaviour personally, and treating people equally.

CAPABILITY TO SERVE A MULTICULTURAL POPULATION

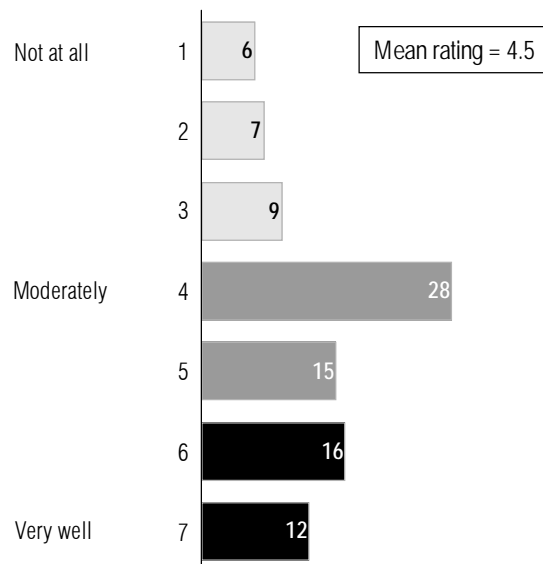
Employees were asked how well equipped they are in their work to address the needs of the multicultural population they serve, and which type of aids or activities would be most helpful to enable them to respond appropriately in this capacity.

How well equipped are you?

Most federal government employees feel that they are at least moderately well equipped in their work to address the needs of the multicultural population they serve. (Q.12)

A large majority of employees consider themselves to be at least moderately well equipped to address the needs of Canada’s diverse population. Nearly three in ten (28%) employees report that they are very well equipped (6 or 7), just over four in ten (42%) feel that they are moderately well equipped (4 or 5), and slightly more than two in ten (22%) believe that they are not equipped (1, 2 or 3) to address the needs of the multicultural population that they serve.

How well equipped to address needs of multicultural population
2005



Q12.

In your view, how well equipped are you in your work/role to address the needs of the multicultural population you serve?(n=1104)

Employees who consider that they are very well equipped are more likely to be senior managers (49%) and those employees who work on programs that impact on the public (39%). They are also more likely to work at the Border Services Agency (43%), Canadian Heritage (39%) and the RCMP (37%). They are also more likely to be residing in B.C. and least likely to be living in the Atlantic Provinces.

Not surprisingly, how well equipped they consider themselves correlates very closely with how well informed they feel they are (which was asked in an earlier question). Sixty six percent of employees who say they are not well equipped (1, 2 or 3) also say they are not well informed. Fifty five percent of those who report that they are moderately equipped (4 or 5) also say they are moderately well informed, and 44 percent of employees who claim to be very well equipped (6 or 7) also consider themselves very well informed.

There are no significant differences by occupational group or level, by gender, age, length of service or visible minority status.

Most helpful ways to respond to Canada's diversity

Some type of relevant training is the most helpful activity that federal government employees can be given to enable them to respond appropriately to Canada's diverse population. (Q. 13)

To better understand the needs of federal public servants in terms of being better equipped to respond to Canada's diversity, employees were asked which, of several options, would be the most helpful. They were presented with a list of activities that ranged from various types of training and consultations and partnerships to several resources. They were asked to rank from one to five those options that they considered to be the most helpful in this regard. Items ranked from one to five by an employee score one to five points respectively, and items not ranked receive a score of ten. The lower the overall score, the more employees ranked the item as one of the five most helpful activities.

The top two, and three of the top five, items ranked as the most helpful involve some form of training on multiculturalism and diversity. Those aids or activities that provide personal interaction such as training, consultations and partnerships with appropriate communities are perceived as more helpful than information resources such as web sites, guides and statistics.

Most helpful ways to respond to Canada's diversity

2005

(Items ranked by mean importance²)

Rank		Mean	% ranking most helpful	% ranking in top 5
1	Training on cross-cultural understanding/communication	5.4	23	60
2	Training on needs and perceptions of ethnocultural communities	5.8	10	58
3	Consultations with ethnocultural communities	6.8	13	45
4	Partnerships with ethnocultural communities	6.8	10	44
5	Training on incorporating multiculturalism into policies/programs/services	7.0	6	45
6	Analysis of emerging trends in multiculturalism in Canada	7.1	7	42
7	Special events to raise awareness	7.7	6	35
8	Website with resource material	7.8	4	33
9	Website outlining best practices	7.9	4	32
10	Statistics about ethnocultural communities	8.1	5	27
11	Guide to incorporating multiculturalism into policies etc.	8.1	4	29
12	Financial support for activities with/for ethnocultural communities	8.5	4	23

Q13

Ranked most helpful: (n=1104)

Training on cross-cultural understanding/communication: Sixty percent of employees rank this activity as one of the five most helpful, and nearly one-quarter (23%) consider this to be the most important. Employees working at Passport Canada, in particular, believe strongly in the need for this, as nearly four in ten (38%) feel that this would be the most helpful. This opinion was also more likely to be shared by employees at HRSDC (29%), Department of Justice (28%), SDC (27%), Correctional Services Canada (26%) and Border Services Agency (25%). This training was less likely to be seen as the most helpful by those working at Canadian Heritage (10%), Agriculture and Agri-Food Canada (11%) and Industry Canada (12%).

Training on cross-cultural understanding was more likely to be ranked as the most helpful activity by women (25%) rather than men (20%), and by federal employees living in the Atlantic Provinces (33%), Alberta (31%) and B.C. (25%). It is also more likely to be considered the most helpful by those who say that they are not well equipped to address the needs of ethnocultural communities (26%).

² Items are ranked by mean importance, from most important to least important. Scale ranges from "1" (if all respondents rated them as most important) to "10" (if no respondents rated the item at all).

Training on needs and perceptions of ethnocultural and ethno-racial communities: Nearly six in ten employees (58%) rank this activity as one of the five most helpful, with one in ten (10%) considering this to be the most important. It is more likely to be considered the most helpful by employees at Passport Canada (20%) and SDC (14%). There are no other significant differences by subgroups.

Consultations with ethnocultural and ethno-racial communities: More than four in ten employees (45%) rank this activity as one of the five most helpful, and more than one in ten (13%) consider this to be the most important. It is more likely to be considered the most helpful by employees at Canadian Heritage (24%), men (16%) rather than women (11%), the oldest age group of employees (16%), by employees from visible minority groups (19%) and by employees who consider themselves to be very well informed about Canada's multiculturalism and diversity (18%).

Partnerships with ethnocultural and ethno-racial communities: More than four in ten employees (44%) rank this activity as one of the five most helpful, with one in ten (10%) considering this to be the most important. It is more likely to be seen as the most helpful by those who develop programs that directly impact the public (19%), those working at the RCMP (20%) and Health Canada (15%), and the youngest age group (14%).

Training on incorporating multiculturalism into policy development, program or service implementation: More than four in ten employees (45%) rank this activity as one of the five most helpful, but fewer than one in ten (6%) consider this to be the most important. There are no major differences by any of the subgroups.

Analysis of emerging trends in multiculturalism in Canada: Slightly more than four in ten employees (42%) rank this activity as one of the five most helpful, but fewer than one in ten (7%) consider this to be the most important. It is more likely to be seen as the most helpful by those who develop programs that directly impact the public (17%), by employees at Canadian Heritage (14%) and by those aged 55 and over (13%).

Special events to raise awareness about needs of ethnocultural and ethno-racial communities: Slightly more than one-third of employees (35%) rank this activity as one of the five most helpful, and fewer than one in ten (6%) consider this to be the most important. It is more likely to be the first choice of those who provide support or services internally (8%), younger employees aged 18 to 34 (8%) and those living in Quebec (10%).

Website with resource material about ethnocultural and ethno-racial communities: One-third of employees (33%) rank this activity as one of the five most helpful, but with very few (4%) considering this to be the most important. It is more likely to be the first choice of the Border Services Agency (9%) and those aged less than 55, particularly 18 to 34 year old employees (6%).

Website outlining best practices for working with ethnocultural and ethno-racial communities: Almost one-third of employees (32%) rank this activity as one of the five most helpful, and very few (4%) consider this to be the most important. This opinion is also more likely to be shared by employees at Industry Canada (11%) and SDC (8%). It is likely to be the first choice option of those who feel that the government response to Canada's multiculturalism has been too much (8%).

Statistics about ethnocultural and ethno-racial communities: A little over one-quarter of employees (27%) rank this activity as one of the five most helpful, and only five percent consider this to be the most important. This is more likely to be the first choice of employees at Industry Canada (14%), in Ontario (8%), and those who feel that the government response to Canada's multiculturalism has been too much (8%).

Guide to incorporating multiculturalism into policy development, program and service implementation: Nearly three in ten employees (29%) rank this activity as one of the five most helpful, although very few (4%) consider this to be the most important. There are no major differences of opinion by subgroups.

Financial support for activities with/for ethnocultural and ethno-racial communities: Fewer than one-quarter of employees (23%) rank this activity as one of the five most helpful, and very few (4%) consider this to be the most important. There are no major differences of opinion by subgroups.

Other: Six percent of employees wrote in other activities that would be helpful or comments to this question. The most commonly mentioned item in this group (by less than 2% of all employees surveyed) was a generic statement such as "raise awareness of other cultures". The main comment, as opposed to a suggested activity or aid, was "no need to do more/doing enough/too much already" and this was also given by fewer than two percent of employees.

METHODOLOGY

The research consisted of two phases: a) qualitative – a pair of focus groups (one English, one French) prior to the quantitative survey to explore aspects of multiculturalism and ascertain the language or vocabulary used by federal employees, and a set of one-on-one interviews to test a draft questionnaire; and b) an on-line, quantitative survey of public servants.

Qualitative: The focus groups were held prior to the quantitative survey to help inform the design of the survey questionnaire. The goal was to develop clear language for use within the survey, to avoid confusion with a similar survey on employment equity, and to ensure both a high participation rate and a high quality of response.

The specific research objectives of the focus groups were to: a) ensure that all the relevant issues were captured for the purposes of the survey; b) determine the language or terminology public servants use to identify these issues; and c) validate the communication strategy developed by the IDC to promote the survey and encourage participation.

Environics conducted two focus groups in Ottawa, one in English and one in French, with federal public servants, including some who are employees from visible minority groups. The client provided a list of the departments to be used for the purpose of recruiting participants and Environics randomly recruited from these departments on the Government Electronic Directory Services (GEDS). Each focus group session was approximately two hours in length and was conducted according to a discussion guide developed (in both English and French) in consultation with the committee. The groups were moderated by a senior Environics moderator.

The specific research objective of the one-on-one interviews was to evaluate public servants' reactions to the questions to be asked in the survey, both in terms of their understanding of the issues and their sensitivity to the questions or topics discussed. Environics conducted one-on-one interviews with 13 public servants in Ottawa. Interviews were conducted during the workday at the participants' offices.

The client provided a list of names of departments to be used for the purpose of recruiting participants and Environics randomly recruited from these departments on GEDS. The recruiting process ensured that these interviews were conducted with public servants who represented a mix of English-speaking, French-speaking and visible minorities. Each interview was approximately 45 minutes in length, and was conducted by a senior Environics moderator/interviewer.

Quantitative: The quantitative research was conducted among a representative sample of federal public servants from selected service-oriented departments and agencies, including those working at the national and regional levels. Those departments/agencies participating in the study submitted e-mail lists of all employees and Environics drew a modified random sample to provide approximately 5,000 names. Environics sent out 5,100 e-mail invitations to participate in the survey by completing an on-line questionnaire on a secure web site. Each employee invited to participate was given a unique password/identification. Although the period allowed for employees to complete the survey was extended by more than a week (April 21 to May 30), the completion rate was lower than expected. The total number of completed surveys was 1,104 or 22 percent of the mail-out. A substantial number of employees (407 or 8%) started the survey but did not complete it. An analysis of when employees dropped out of the survey reveals that many incompletes occurred on the longer, battery-type questions, and in particular at Question 13 which asks respondents to rank from one to five the most helpful of a dozen activities or items.³

Profile of Respondents

The following presents a profile of employees responding to the survey based on a number of attributes. All figures below are based on a total sample of 1,104 respondents.

Role	%
Provide services directly to the public	35
Develop programs that impact on the public	6
Develop policies that impact on the public	5
Provide services or support internally	50
Senior management	3
Other	2
Occupational Group	%
AS Program and Admin Services	13
CR Program and Admin Services	21
CS Computer Systems	6
PM Program and Admin Services	22
Other (PA, LA, EC, AV, CX, HM, EX, TC, FI, AP)	38

³ It would also appear that some employees thought that the survey was to do with job equity in the government and therefore did not complete it, even though efforts were made to clarify that the survey was not focusing on employment equity (i.e. it was clearly mentioned in the survey introduction).

Occupational Level	%
01	13
02	18
03	20
04	22
05	16
06	6
07+	5

Department/Agency	%
Agriculture and Agri-Food Canada	4
Canada Border Services Agency	7
Canadian Heritage	5
Correctional Service Canada	7
Department of Justice Canada	5
Health Canada	7
HRSDC	17
Industry Canada	5
Passport Canada	4
RCMP	8
SDC	14
Other ⁴	17

Employment Status	%
Indeterminate	89
Term	9
Other	2

Gender	%
Male	34
Female	60
Declined to say	6

⁴ Other Departments/Agencies: this group is presented as a separate group because the number of respondents in each department / agency is too small to report separately. Other includes: Canada Economic Development for Quebec Regions, Canada Mortgage and Housing Corporation, Canadian Institutes of Health Research, Citizenship and Immigration Canada, Department of Western Economic Diversification Canada, Public Safety and Emergency Preparedness, Status of Women in Canada

Age	%
18-34	22
35-44	29
45-54	36
55+	10
Declined to say	3

Length of Service	%
Less than 5 years	25
5 to 14 years	29
15 years +	45

Province	%
British Columbia	12
Alberta	9
Manitoba/Saskatchewan	7
Ontario	40
Quebec	22
Atlantic Provinces	10
Yukon/Northwest Territories	*
<i>* Less than 1%</i>	

Visible Minority	%
Yes	17
No	77
Declined to say	7

**Canadian Heritage
Multiculturalism Employee Survey**

Final Questionnaire

Introduction

Welcome to the Public Servants' Survey on Serving Canada's Multicultural Population. We appreciate the time you are taking for this survey; we estimate that you will need approximately 15 minutes to complete the survey.

This survey aims to establish what public servants need in order to address more comprehensively the multicultural nature of the Canadian population in their policies, programs and services. (Please note that this survey is not intended to gather information on employment equity, that is increasing the representation of ethnocultural and ethno-racial groups in the workplace.)

By participating in this survey, you will help ensure that the needs of public servants are accurately identified and the tools and initiatives being developed are relevant to the pressures public servants are experiencing in this area.

Your confidentiality is guaranteed; we will not release any information that identifies an individual.

For any problems you might encounter in completing the survey, please contact Mau Lao at onlineresearch@environics.ca

Again, we wish to thank you for your collaboration with this survey.

Interdepartmental Committee on Public Education
Multiculturalism and Human Rights Branch
Department of Canadian Heritage

(Screener)

What is your employment status? Choose one:

- 1. Indeterminate employee (permanent) }
- 2. Seasonal employee }
- 3. Employee on assignment } **continue the survey**
- 4. Term employee }
- 5. Casual employee }
- 6. Other – **GO TO TERMINATION STATEMENT**

Those who choose “other” should not continue. The following explanation should be provided: *We are looking to establish the needs of public servants in order to respond to the growing multiculturalism within the Canadian population. The status you identified means you fall outside of the group being surveyed. We thank you for your interest.*

Section A – Awareness of Canada’s Diversity

1. Compared to 10 years ago, to what extent do you think Canada is a multicultural country today? (p.7)

- 1 Not at all multicultural (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 Extremely multicultural (++)
- X – Cannot say

2. To what extent would you say each of the following places is multicultural?

- a Canada as a whole (p.7)
- b. Where you live (p.8)
- c. Your workplace (p.9)

- 1 Not at all (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 To a great extent (++)
- X – Cannot say

3. Among the people you know, to what extent have the attitudes toward ethno-racial and ethnocultural communities changed compared to 10 years ago? (p.11)

- 1 A great deal more positive
- 2 Slightly more positive
- 3 No change
- 4 Slightly more negative
- 5 A great deal more negative

4. To what extent do you feel the needs of ethno-racial and ethnocultural communities in Canada are different from those of the population as a whole? (p.19)

- 1 Not at all (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 To a great extent (++)
- X – Cannot say

5. How would you describe how informed you are about Canada’s multiculturalism and diversity? (p.13)

- 1 Not at all (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 To a great extent (++)
- X – Cannot say

6. To what extent is each of the following sources of information useful to your personal understanding of multiculturalism and diversity issues in Canada?
Throughout the survey, all answers must be filled out before the program will let you proceed. If you have no responses, please click on “cannot say” (p.14)

- 1 Not at all (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 To a great extent (++)
- X – Cannot say

a. Television

(7) (6) (5) (4) (3) (2) (1)

b. Newspaper or magazine articles

(7) (6) (5) (4) (3) (2) (1)

c. Academic writing

(7) (6) (5) (4) (3) (2) (1)

d. Information/policies from your department or the federal government generally (i.e.: Result for Canadians, Treasury Board guides, etc.)

(7) (6) (5) (4) (3) (2) (1)

e. Pamphlets or posters

(7) (6) (5) (4) (3) (2) (1)

f. Professional development activities (Workshops, conferences, etc.)

(7) (6) (5) (4) (3) (2) (1)

g. Internet (Email/Web sites)

(7) (6) (5) (4) (3) (2) (1)

Other sources of information? Please specify?

Section B – Influence of Canada’s multiculturalism on serving Canadians

Question 7 is about the federal government, generally.

7a. How do you perceive what is being done by the federal government to respond to the multiculturalism of Canada? (p.21)

1 Too little

2 Just enough – SKIP TO Q.8

3 Too much

X – Cannot say – SKIP TO Q.8

7b. IF YOU RESPONDED “TOO LITTLE” OR “TOO MUCH,” in what ways do you think the federal government needs to change its response to Canada’s multiculturalism? (p.22)

OPEN ENDED: RECORD VERBATIM RESPONSE or None/Cannot say

Question 8 and 9 are about your department/agency.

8. In terms of how it serves Canadians, to what extent do you believe your department / agency overall has responded to Canada’s diversity? (p.24)

1 Not at all (- -)

2

3

4 (+/-)_

5

6

7 To a great extent (++)

X – Cannot say

9. For each of the following items please indicate to what extent you feel your department/agency has responded to Canada's diversity? (p.25)

1 Not at all (- -)

2

3

4 (+/-)_

5

6

7 To a great extent (++)

X – Cannot say

a. Implementing consultations with ethnocultural and ethno-racial communities (e.g., needs assessment)

(7) (6) (5) (4) (3) (2) (1)

b. Developing ongoing partnerships with ethnocultural and ethno-racial communities

(7) (6) (5) (4) (3) (2) (1)

c. Making training available to employees to respond to the needs of ethnocultural and ethno-racial communities

(7) (6) (5) (4) (3) (2) (1)

d. Evaluation of programs (e.g., reviews, audits)

(7) (6) (5) (4) (3) (2) (1)

e. Changing existing programs / policies to reflect the needs of ethnocultural and ethno-racial communities

(7) (6) (5) (4) (3) (2) (1)

f. Developing new policies to reflect the needs of ethnocultural and ethno-racial communities

(7) (6) (5) (4) (3) (2) (1)

g. Developing new programs to serve the needs of ethnocultural and ethno-racial communities

(7) (6) (5) (4) (3) (2) (1)

h. In what other ways has your department / agency responded to Canada's diversity? Please describe

Question 10 deals with how you respond to Canada's diversity in your own work.

10. To what extent, if at all, has Canada's diversity influenced how you do your job? (p.29)

- 1 - Not at all
- 2
- 3
- 4
- 5
- 6
- 7 To a great extent
- X – Cannot say

11. In your work, in which of the following ways and to what extent have you responded to Canada's diversity? (p.30)

- 1 Not at all
- 2
- 3
- 4
- 5
- 6
- 7 To a great extent
- X – Cannot say

a. Seek out information--such as statistical information or research studies--about ethnocultural and ethno-racial communities that could impact the policies, programs or services I implement

(7) (6) (5) (4) (3) (2) (1)

b. Seek out training for myself or train my staff in understanding and responding to the needs of ethnocultural and ethno-racial communities

(7) (6) (5) (4) (3) (2) (1)

c. Identify barriers that could prevent clients from ethnocultural and ethno-racial communities from having full access to the programs/services I implement

(7) (6) (5) (4) (3) (2) (1)

d. Establish or help to establish processes to consult regularly with ethnocultural and ethno-racial communities

(7) (6) (5) (4) (3) (2) (1)

e. Assess the impact on ethnocultural and ethno-racial communities of various policy options

(7) (6) (5) (4) (3) (2) (1)

f. Take into account the ethnocultural and ethno-racial communities in planning communications campaigns and in disseminating information about my programs/services

(7) (6) (5) (4) (3) (2) (1)

g. Take advantage of the skills of staff members from ethnocultural and ethno-racial communities to improve services and programs.

(7) (6) (5) (4) (3) (2) (1)

Any other ways? Please specify

SECTION D – NEEDS ASSESSMENT

12. In your view, how well equipped are you in your work/role to address the needs of the multicultural population you serve? (p.34)

1 – Not at all equipped

2

3

4

5

6

7 – Very well equipped

X – Cannot say

13. Which of the following would be most helpful to enable you to respond appropriately to Canada's diverse population? Please rank the top 5 and number in order of importance, 1 being most important, 2 next most important and so on. (p.35)

a. Consultations with ethnocultural and ethno-racial communities

b. Partnerships with ethnocultural and ethno-racial communities

c. Training on cross-cultural understanding / communication

d. Training on needs and perceptions of ethnocultural or ethno-racial communities

e. Training on incorporating multiculturalism into policy development, program or service implementation

f. Statistics about ethnocultural and ethno-racial communities

g. Analysis of emerging trends in multiculturalism in Canada

h. Website with resource material about ethnocultural and ethno-racial communities

i. Website outlining best practices for working with ethnocultural and ethno-racial communities

j. Guide to incorporating multiculturalism into policy development, program and service implementation

k. Financial support for activities with/for ethnocultural and ethno-racial communities

l. Special events to raise awareness about needs of ethnocultural and ethno-racial communities

m. Other support – please describe _____

Section C - Your profile (p.41-43)

14a. Which of the following best describes your current role as a federal government employee? (Choose one.)

1. I provide services directly to the public as a regular part of my job

2. I develop programs that can have a direct impact on the public

3. I develop policies that can have a direct impact on the public

4. I provide services or support internally to my department or agency

5. I am a member of senior management

6. Other - please describe _____

14b. What is your occupational classification / occupational group and level?

15. Which department or agency do you currently work for?

16. In which of the following age groups do you belong?

18 – 24

25 – 34

35 – 44

45 – 54

55+

17. Please indicate your gender. M / F

18. What is your province of residence?

19. For how many years have you been working in the federal public service?

20 Are you a member of a visible minority group? Y/N

Thank you for your participation. We expect that the survey will be completed by the end of May 2005. After that point, we will be disseminating the results of the survey to federal departments and agencies.

SUBMIT

Patrimoine canadien
Sondage auprès des employés et des employées sur le multiculturalisme
Questionnaire final

Introduction

Bienvenue ! Voici le Sondage sur le service à la population multiculturelle du Canada à l'intention des fonctionnaires. Nous vous sommes reconnaissants du temps que vous consacrerez à ce sondage. Il vous faudra environ 15 minutes pour remplir le questionnaire.

Cette étude a pour objectif d'établir les besoins des fonctionnaires afin de leur permettre de mieux tenir compte de tous les aspects de la nature multiculturelle de la population canadienne dans leurs politiques, leurs programmes et leurs services. (Veuillez noter que cette étude n'a pas pour but de recueillir des renseignements sur l'équité en matière d'emploi qui accroît présentement la représentation des communautés ethnoculturelles et ethnoraciales en milieu de travail.)

En participant à ce sondage, vous contribuerez à établir les besoins des fonctionnaires de façon précise et à faire en sorte que les outils et les initiatives présentement en élaboration seront utiles aux fonctionnaires qui subissent des pressions à cet égard.

Ce sondage est réalisé en toute confidentialité. Nous ne communiquerons aucun renseignement qui pourrait révéler l'identité d'un participant ou d'une participante.

Si vous éprouvez des difficultés à remplir ce questionnaire, veuillez communiquer avec Mau Lao à onlineresearch@environics.ca

Encore une fois, nous vous remercions de votre collaboration à cette étude.

Comité interministériel sur l'éducation et l'information du public
Direction générale du multiculturalisme et des droits de la personne
Ministère du Patrimoine canadien

(Question filtre)

Quelle est votre situation professionnelle ? Sélectionnez une seule réponse :

1. Employé ou employée nommé(e) pour une période indéterminée (permanence) }
2. Employé saisonnier ou employée saisonnière }
3. Employé ou employée en affectation } **poursuivre**
4. Employé ou employée nommé(e) pour une période déterminée }
5. Employé occasionnel ou employée occasionnelle }
6. Autre – **ALLER À L'ÉNONCÉ DE TERMINAISON**

Les répondants qui sélectionnent « Autre » ne doivent pas continuer. Veuillez leur donner l'explication suivante : *Nous voulons établir les besoins des fonctionnaires afin de mieux tenir compte du multiculturalisme grandissant au sein de la population canadienne. La situation professionnelle que vous avez sélectionnée indique que vous n'appartenez pas au groupe visé par ce sondage. Nous vous remercions de votre intérêt.*

Section A – Sensibilisation à l'égard de la diversité canadienne

1. Dans quelle mesure le Canada est-il un pays multiculturel aujourd'hui, comparativement à ce qu'il était il y a 10 ans ?

- 1 Pas du tout multiculturel (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 Extrêmement multiculturel (++)
- X – Je ne peux dire

2. Selon vous, jusqu'à quel point chacun des endroits suivants est-il multiculturel ?

- a. Le Canada dans son ensemble
- b. L'endroit où vous demeurez
- c. Votre milieu de travail

- 1 Pas du tout (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 Grandement (++)
- X – Je ne peux dire

3. Jusqu'à quel point les attitudes des gens que vous connaissez ont-elles changé à l'égard des communautés ethnoraciales et ethnoculturelles depuis 10 ans ?

- 1 Beaucoup plus favorables
- 2 Un peu plus favorables
- 3 Aucun changement
- 4 Un peu plus défavorables
- 5 Beaucoup plus défavorables

4. Dans quelle mesure les besoins des communautés ethnoraciales et ethnoculturelles du Canada sont-ils différents de ceux de la population en général ?

- 1 Pas du tout (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 Grandement (++)
- X – Je ne peux dire

5. Jusqu'à quel point êtes-vous informé(e) sur la diversité et le multiculturalisme canadiens ?

- 1 Pas du tout (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 Hautement (++)
- X – Je ne peux dire

6. Dans quelle mesure chacune des sources de renseignements présentées ci-dessous est-elle utile à votre compréhension des questions entourant le multiculturalisme et la diversité au Canada ?

- 1 Pas du tout (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 Grandement (++)
- X – Je ne peux dire

a. Télévision

(7) (6) (5) (4) (3) (2) (1)

b. Articles de journaux ou de revues

(7) (6) (5) (4) (3) (2) (1)

c. Travaux universitaires

(7) (6) (5) (4) (3) (2) (1)

d. Du gouvernement en général ou de votre ministère (c.-à-d. *Des résultats pour les Canadiens et les Canadiennes*, les guides du Conseil du Trésor, etc.)

(7) (6) (5) (4) (3) (2) (1)

e. Dépliants ou affiches

(7) (6) (5) (4) (3) (2) (1)

f. Activités de perfectionnement (ateliers, conférences, etc.)

(7) (6) (5) (4) (3) (2) (1)

g. Internet (courriel / sites Web)

(7) (6) (5) (4) (3) (2) (1)

h. Autre ? (Veuillez préciser) _____

Section B – Influence du multiculturalisme canadien sur le service aux Canadiens et Canadiennes

La question 7 porte sur le gouvernement fédéral en général.

7a. Que pensez-vous de ce que fait le gouvernement fédéral face au multiculturalisme canadien ?

- 1 Il n'en fait pas assez
- 2 Il en fait juste assez – ALLER À LA Q.8
- 3 Il en fait trop
- X – Je ne peux dire – ALLER À LA Q.8

7b. SI VOUS AVEZ RÉPONDU « PAS ASSEZ » OU « TROP », que devrait faire le gouvernement fédéral pour mieux réagir au multiculturalisme canadien ?

QUESTION OUVERTE : NOTER LA RÉPONSE MOT POUR MOT ou Aucune / Je ne peux dire

Les questions 8 et 9 portent sur votre ministère ou agence.

8. Selon vous, dans quelle mesure votre ministère ou agence se montre-t-il (elle) sensible à la diversité canadienne dans le service qu'il ou elle offre aux Canadiens et Canadiennes ?

- 1 Pas du tout (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 Grandement (++)
- X – Je ne peux dire

9. Veuillez indiquer dans quelle mesure, selon vous, votre ministère ou agence a recours à chacun des moyens suivants pour tenir compte de la diversité canadienne.

- 1 Pas du tout (- -)
- 2
- 3
- 4 (+/-)_
- 5
- 6
- 7 Grandement (++)
- X – Je ne peux dire

a. Mise en place de consultations auprès des communautés ethnoculturelles et ethnoraciales (p. ex. évaluation des besoins).

(7) (6) (5) (4) (3) (2) (1)

b. Établissement de partenariats permanents avec les communautés ethnoculturelles et ethnoraciales.

(7) (6) (5) (4) (3) (2) (1)

c. Évaluation des programmes (p. ex. révisions, vérifications).

(7) (6) (5) (4) (3) (2) (1)

d. Formation mise à la disposition des employés et des employées pour répondre aux besoins des communautés ethnoculturelles et ethnoraciales.

(7) (6) (5) (4) (3) (2) (1)

e. Modification des programmes existants et des politiques existantes pour tenir compte des besoins des communautés ethnoculturelles et ethnoraciales.

(7) (6) (5) (4) (3) (2) (1)

f. Élaboration de nouvelles politiques pour tenir compte des besoins des communautés ethnoculturelles et ethnoraciales.

(7) (6) (5) (4) (3) (2) (1)

g. Élaboration de nouveaux programmes pour répondre aux besoins des communautés ethnoculturelles et ethnoraciales.

(7) (6) (5) (4) (3) (2) (1)

h. De quelles autres façons votre ministère ou agence se montre-t-il (elle) sensible à la diversité canadienne ? Veuillez les décrire.

La question 10 porte sur la façon dont vous vous montrez sensible à la diversité canadienne dans le cadre de votre travail.

10. Jusqu'à quel point, s'il y a lieu, la diversité canadienne influence-t-elle la façon dont vous accomplissez votre travail ?

- 1 – Pas du tout
- 2
- 3
- 4
- 5
- 6
- 7 Grandement
- X – Je ne peux dire

11. Dans quelle mesure avez-vous recours aux moyens suivants pour tenir compte de la diversité canadienne dans votre travail ?

- 1 Pas du tout
- 2
- 3
- 4
- 5
- 6
- 7 Grandement
- X – Je ne peux dire

a. Chercher des renseignements, comme des statistiques ou des études, sur les communautés ethnoculturelles et ethnoraciales qui pourraient avoir des répercussions sur les politiques, les programmes ou les services que je mets en œuvre.

(7) (6) (5) (4) (3) (2) (1)

b. Chercher de la formation pour moi-même ou former mon personnel afin de l'aider à mieux comprendre et mieux répondre aux besoins des communautés ethnoculturelles et ethnoraciales.

(7) (6) (5) (4) (3) (2) (1)

c. Déterminer les obstacles qui pourraient empêcher les clients et clientes des communautés ethnoculturelles et ethnoraciales d'avoir libre accès aux programmes ou aux services que je mets en œuvre.

(7) (6) (5) (4) (3) (2) (1)

d. Établir, ou contribuer à établir, des processus de consultation régulière des communautés ethnoculturelles et ethnoraciales.

(7) (6) (5) (4) (3) (2) (1)

e. Évaluer les répercussions sur les communautés ethnoculturelles et ethnoraciales des diverses options stratégiques.

(7) (6) (5) (4) (3) (2) (1)

f. Tenir compte des communautés ethnoculturelles et ethnoraciales dans la planification des campagnes de communication et dans la diffusion de renseignements sur mes programmes ou services.

(7) (6) (5) (4) (3) (2) (1)

g. Mettre à contribution les habiletés des membres du personnel des communautés ethnoculturelles et ethnoraciales pour améliorer les services et les programmes.

(7) (6) (5) (4) (3) (2) (1)

Autres façons ? Veuillez préciser :

SECTION D – ÉVALUATION DES BESOINS

12. Selon vous, jusqu'à quel point êtes-vous bien outillé(e), dans votre travail ou votre rôle, pour répondre aux besoins de la population multiculturelle que vous servez ?

1 – Pas du tout outillé(e)

2

3

4

5

6

7 – Très bien outillé(e)

X – Je ne peux dire

13. Quels moyens, parmi les suivants, vous seraient les plus utiles pour répondre adéquatement aux besoins de la population diversifiée du Canada ? Veuillez indiquer les cinq moyens les plus utiles et les classer par ordre d'importance, « 1 » étant le plus important, « 2 » le deuxième en importance, et ainsi de suite.

a. Consultations auprès des communautés ethnoculturelles et ethnoraciales.

b. Partenariats avec les communautés ethnoculturelles et ethnoraciales.

c. Formation en sensibilisation interculturelle / sur la communication interculturelle.

d. Formation sur les besoins et les perceptions des communautés ethnoculturelles et ethnoraciales.

e. Formation sur l'intégration du multiculturalisme à l'élaboration des politiques, à la mise en œuvre de programmes ou de services.

f. Statistiques sur les communautés ethnoculturelles et ethnoraciales.

g. Analyse des nouvelles tendances sur le plan du multiculturalisme au Canada.

h. Site Web offrant des ressources sur les communautés ethnoculturelles et ethnoraciales.

i. Site Web décrivant brièvement les pratiques exemplaires dans le service des communautés ethnoculturelles et ethnoraciales.

j. Guide sur l'intégration du multiculturalisme à l'élaboration des politiques, à la mise en œuvre de programmes ou de services.

k. Soutien financier pour les activités à l'intention des communautés ethnoculturelles et ethnoraciales ou celles réalisées en collaboration avec elles.

l. Événements spéciaux pour sensibiliser les gens aux besoins des communautés ethnoculturelles et ethnoraciales.

m. Autre – Veuillez décrire : _____

Section C - Votre portrait

14a. Parmi les rôles suivants, lequel correspond le mieux au vôtre présentement, en tant qu'employé(e) du gouvernement fédéral ? (Sélectionner une seule réponse)

1. J'offre des services au public directement et ce, de façon régulière.
2. J'élabore des programmes qui peuvent avoir des répercussions directes sur le public.
3. J'élabore des politiques qui peuvent avoir des répercussions directes sur le public.
4. J'offre des services ou un soutien à l'interne à mon ministère ou mon agence.
5. Autre – Veuillez décrire : _____

14b. Quelle est votre classification professionnelle ou à quels groupe et niveau professionnels appartenez-vous ?

15. Pour quel ministère ou quelle agence travaillez-vous présentement ?

16. Auquel des groupes d'âge suivants appartenez-vous ?

- 18 à 24 ans
- 25 à 34 ans
- 35 à 44 ans
- 45 à 54 ans
- 55 ans et plus

17. Êtes-vous de sexe masculin ou féminin ? M / F

18. Quelle est votre province de résidence ?

19. Depuis combien d'années êtes-vous au service de la fonction publique fédérale ?

20 Êtes-vous membre d'un groupe minoritaire visible ? : O/N

Merci de votre participation. Nous prévoyons terminer le sondage d'ici la fin mars 2005. Nous en diffuserons les résultats, par la suite, aux ministères et agences du gouvernement fédéral.

ENVOYER