

Public Service Employee Survey  
2019 - Demographic Breakdown - Graphs

Applied filters:

Organization (select one) is Office of the Commissioner of Lobbying of Canada

Demographic category (select one) is All

Demographic subcategory (select one) is All

Question	Organization agree	Public Service agree
1. I have the materials and equipment I need to do my job.	100%	82%
2. When I prepare written materials, including emails, I feel free to use the official language of my choice.	100%	87%
3. My physical environment (e.g., office, workspace) is suitable for my job requirements.	96%	78%
4. I get the training I need to do my job.	88%	69%
5. I have the information, training and equipment I need to ensure my health and safety at work.	96%	81%
6. I have support at work to balance my work and personal life.	92%	77%
7. I get a sense of satisfaction from my work.	84%	76%
8. I receive meaningful recognition for work well done.	88%	65%
9. I have clear work objectives.	88%	74%
10. I know how my work contributes to the achievement of my department's or agency's goals.	92%	82%
11. Overall, I feel valued at work.	92%	68%
12. I am proud of the work that I do.	96%	85%
13. I have opportunities to provide input into decisions that affect my work.	84%	68%
14. I am encouraged to be innovative or to take initiative in my work.	80%	68%
15. I have support at work to provide a high level of service.	92%	72%
16. Overall, I like my job.	96%	81%
17. I can complete my assigned workload during my regular working hours.	80%	71%
18a. I feel that the quality of my work suffers because of... constantly changing priorities.	17%	35%
18b. I feel that the quality of my work suffers because of... lack of stability in my department or agency.	13%	30%
18c. I feel that the quality of my work suffers because of... too many approval stages.	20%	41%
18d. I feel that the quality of my work suffers because of... unreasonable deadlines.	4%	22%
18e. I feel that the quality of my work suffers because of... having to do the same or more work, but with fewer resources.	24%	36%
18f. I feel that the quality of my work suffers because of... high staff turnover.	8%	32%
18g. I feel that the quality of my work suffers because of... overly complicated or unnecessary business processes.	16%	38%
18h. I feel that the quality of my work suffers because of... Unreliable technology.	8%	30%

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19. During meetings in my work unit, I feel free to use the official language of my choice.	100%	88%
20. I am satisfied with how interpersonal issues are resolved in my work unit.	84%	64%
21. In my work unit, every individual is accepted as an equal member of the team.	88%	75%
22. In my work unit, individuals behave in a respectful manner.	88%	82%
23. The people I work with value my ideas and opinions.	84%	79%
24. My immediate supervisor encourages me to work collaboratively with others outside of my work unit.	78%	75%
25. I receive useful feedback from my immediate supervisor on my job performance.	83%	74%
26. I can count on my immediate supervisor to keep his or her promises.	83%	78%
27. My immediate supervisor keeps me informed about the issues affecting my work.	83%	77%
28. When I communicate with my immediate supervisor, I feel free to use the official language of my choice.	100%	93%
29. Subject to operational requirements, my immediate supervisor supports the use of flexible work arrangements (e.g., flexible hours, compressed workweeks, telework).	92%	82%
30. My immediate supervisor seems to care about me as a person.	96%	83%
31. I am satisfied with the quality of supervision I receive.	88%	79%
33. I am equipped to support employees in my work unit who are experiencing mental health issues. (for supervisors)		68%
34. Senior managers in my department or agency lead by example in ethical behaviour.	96%	68%
35. I have confidence in the senior management of my department or agency.	84%	62%
36. Senior management in my department or agency makes effective and timely decisions.	87%	53%
37. Essential information flows effectively from senior management to staff.	96%	52%
38. Senior managers in my department or agency use both official languages in their interactions with employees.	100%	72%
39. My department or agency does a good job of communicating its vision, mission and goals.	92%	70%
40. I feel that change is managed well in my department or agency.	88%	50%
41. If I am faced with an ethical dilemma or a conflict between values in the workplace, I know where I can go for help in resolving the situation.	96%	71%
42. My department or agency does a good job of promoting values and ethics in the workplace.	88%	69%
43. I feel I can initiate a formal recourse process (e.g., grievance, complaint, appeal) without fear of reprisal.	77%	50%
44. My department or agency does a good job of supporting employee career development.	80%	57%
45. I believe I have opportunities for promotion within my department or agency, given my education, skills and experience.	30%	52%

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46a. To what extent have the following adversely affected your career progress in the federal public service over the last 12 months? Conflict between my work obligations and my family or personal obligations	4%	9%
46b. To what extent have the following adversely affected your career progress in the federal public service over the last 12 months? Lack of access to language training in my second official language	0%	12%
46c. To what extent have the following adversely affected your career progress in the federal public service over the last 12 months? Lack of access to learning opportunities	5%	12%
46d. To what extent have the following adversely affected your career progress in the federal public service over the last 12 months? Lack of access to developmental programs	5%	16%
46e. To what extent have the following adversely affected your career progress in the federal public service over the last 12 months? Lack of opportunities in my region	5%	20%
46f. To what extent have the following adversely affected your career progress in the federal public service over the last 12 months? Level of education	0%	6%
46g. To what extent have the following adversely affected your career progress in the federal public service over the last 12 months? Discrimination	0%	6%
46h. To what extent have the following adversely affected your career progress in the federal public service over the last 12 months? Accessibility or accommodation issues	0%	4%
47. I feel I would be supported by my department or agency if I proposed a new idea.	76%	63%
48. I think that my department or agency respects individual differences (e.g., culture, work styles, ideas).	92%	75%
49. My department or agency implements activities and practices that support a diverse workplace.	96%	79%
50. Overall, my department or agency treats me with respect.	100%	82%
51. I would recommend my department or agency as a great place to work.	92%	70%
52. I am satisfied with my department or agency.	88%	71%
53. I would prefer to remain with my department or agency, even if a comparable job was available elsewhere in the federal public service.	79%	61%
54. Do you intend to leave your current position in the next two years?	28%	27%
55a. Of those who indicated that they intend to leave their current position in the next two years please indicate your reason for leaving. ... to retire		15%
55b. Of those who indicated that they intend to leave their current position in the next two years please indicate your reason for leaving. ... to pursue another position within my department or agency		33%
55c. Of those who indicated that they intend to leave their current position in the next two years please indicate your reason for leaving. ... to pursue a position in another department or agency		29%
55d. Of those who indicated that they intend to leave their current position in the next two years please indicate your reason for leaving. ... to pursue a position outside the federal public service		6%

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55e. Of those who indicated that they intend to leave their current position in the next two years please indicate your reason for leaving. ... end of my term, casual or student employment		12%
55f. Of those who indicated that they intend to leave their current position in the next two years please indicate your reason for leaving. ... other		6%
56. I am familiar with the provisions of my collective agreement or my terms and conditions of employment.	83%	82%
57. My immediate supervisor respects the provisions of my collective agreement or my terms and conditions of employment.	88%	86%
58. Having carefully read the definition of harassment, have you been the victim of harassment on the job in the past 12 months?		14%
59a. Of those who indicated that they were a victim of harassment: from whom did you experience harassment on the job? co-workers		51%
59b. Of those who indicated that they were a victim of harassment: from whom did you experience harassment on the job? individuals with authority over me		60%
59c. Of those who indicated that they were a victim of harassment: from whom did you experience harassment on the job? individuals working for me		8%
59d. Of those who indicated that they were a victim of harassment: from whom did you experience harassment on the job? individuals for whom i have a custodial responsibility (e.g., inmates, offenders, patients, detainees)		5%
59e. Of those who indicated that they were a victim of harassment: from whom did you experience harassment on the job? individuals from other departments or agencies		6%
59f. Of those who indicated that they were a victim of harassment: from whom did you experience harassment on the job? members of the public (individuals or organizations)		9%
59g. Of those who indicated that they were a victim of harassment: from whom did you experience harassment on the job? other		4%
60a. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. aggressive behaviour		39%
60b. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. excessive control		39%
60c. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. being excluded or being ignored		47%
60d. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. humiliation		42%
60e. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. interference with work or withholding resources		31%
60f. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. offensive remark		55%
60g. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. personal attack		36%
60h. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. physical violence		2%

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60i. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. sexual comment or gesture	10%
60j. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. threat	12%
60k. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. unfair treatment	49%
60l. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. yelling or shouting	26%
60m. Of those who indicated that they were a victim of harassment: please indicate the nature of the harassment you experienced. other	16%
61a. Of those who indicated that they were a victim of harassment: what action(s) did you take to address the harassment you experienced? i discussed the matter with my supervisor or a senior manager.	52%
61b. Of those who indicated that they were a victim of harassment: what action(s) did you take to address the harassment you experienced? i discussed the matter with the person(s) from whom i experienced the harassment.	27%
61c. Of those who indicated that they were a victim of harassment: what action(s) did you take to address the harassment you experienced? i contacted a human resources advisor in my department or agency.	9%
61d. Of those who indicated that they were a victim of harassment: what action(s) did you take to address the harassment you experienced? i contacted my union representative.	21%
61e. Of those who indicated that they were a victim of harassment: what action(s) did you take to address the harassment you experienced? i used an informal conflict resolution process.	10%
61f. Of those who indicated that they were a victim of harassment: what action(s) did you take to address the harassment you experienced? i filed a grievance or formal complaint.	7%
61g. Of those who indicated that they were a victim of harassment: what action(s) did you take to address the harassment you experienced? i resolved the matter informally on my own.	14%
61h. Of those who indicated that they were a victim of harassment: what action(s) did you take to address the harassment you experienced? other.	12%
61i. Of those who indicated that they were a victim of harassment: what action(s) did you take to address the harassment you experienced? i took no action.	26%
62a. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? the issue was resolved.	11%
62b. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? i did not think the incident was serious enough.	20%

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62c. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? the behaviour stopped.	10%
62d. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? the individual apologized.	7%
62e. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? management intervened.	10%
62f. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? the individual left or changed jobs.	9%
62g. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? i changed jobs.	10%
62h. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? i did not know what to do, where to go or whom to ask.	12%
62i. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? i was too distraught.	13%
62j. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? i had concerns about the formal complaint process (e.g., confidentiality, how long it would take).	32%
62k. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? i was advised against filing a complaint.	10%
62l. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? i was afraid of reprisal (e.g., having limited career advancement, being labelled a troublemaker).	48%
62m. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? someone threatened me.	2%

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62n. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? i did not believe it would make a difference.		56%
62o. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? i intend to file a grievance or a formal complaint but i have not done so yet.		4%
62p. Of those who indicated that they were a victim of harassment and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the harassment you experienced? other		13%
63. Having carefully read the definition of harassment, have you directly witnessed harassment on the job in the past 12 months?		18%
64. I am satisfied with how matters related to harassment are resolved in my department or agency.	78%	51%
65. My department or agency works hard to create a workplace that prevents harassment.	96%	69%
66. Having carefully read the definition of discrimination, have you been the victim of discrimination on the job in the past 12 months?	0%	8%
67a. Of those who indicated that they were a victim of discrimination: from whom did you experience discrimination on the job? co-workers		38%
67b. Of those who indicated that they were a victim of discrimination: from whom did you experience discrimination on the job? individuals with authority over me		76%
67c. Of those who indicated that they were a victim of discrimination: from whom did you experience discrimination on the job? individuals working for me		4%
67d. Of those who indicated that they were a victim of discrimination: from whom did you experience discrimination on the job? individuals for whom i have a custodial responsibility (e.g., inmates, offenders, patients, detainees)		3%
67e. Of those who indicated that they were a victim of discrimination: from whom did you experience discrimination on the job? individuals from other departments or agencies		8%
67f. Of those who indicated that they were a victim of discrimination: from whom did you experience discrimination on the job? members of the public (individuals or organizations)		9%
67g. Of those who indicated that they were a victim of discrimination: from whom did you experience discrimination on the job? other		9%
68a. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. race		26%
68b. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. national or ethnic origin		20%
68c. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. colour		16%
68d. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. religion		6%

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68e. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. age	29%
68f. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. sex	29%
68g. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. sexual orientation	4%
68h. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. gender identity or expression (including gender diverse identities or expressions such as transgender, two-spirit, or non-binary)	2%
68i. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. marital status	8%
68j. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. family status	15%
68k. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. genetic characteristics (including a requirement to undergo a genetic test, or disclose the results of a genetic test)	1%
68l. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. disability	17%
68m. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. pardoned conviction or suspended record	0%
68n. Of those who indicated that they were a victim of discrimination: please indicate the type of discrimination you experienced. other	18%
69a. Of those who indicated that they were a victim of discrimination: what action(s) did you take to address the discrimination you experienced? i discussed the matter with my supervisor or a senior manager.	29%
69b. Of those who indicated that they were a victim of discrimination: what action(s) did you take to address the discrimination you experienced? i discussed the matter with the person(s) from whom i experienced the discrimination.	14%
69c. Of those who indicated that they were a victim of discrimination: what action(s) did you take to address the discrimination you experienced? i contacted a human resources advisor in my department or agency.	5%
69d. Of those who indicated that they were a victim of discrimination: what action(s) did you take to address the discrimination you experienced? i contacted my union representative.	17%
69e. Of those who indicated that they were a victim of discrimination: what action(s) did you take to address the discrimination you experienced? i used an informal conflict resolution process.	5%
69f. Of those who indicated that they were a victim of discrimination: what action(s) did you take to address the discrimination you experienced? i filed a grievance or formal complaint.	6%
69g. Of those who indicated that they were a victim of discrimination: what action(s) did you take to address the discrimination you experienced? i resolved the matter informally on my own.	9%



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69h. Of those who indicated that they were a victim of discrimination: what action(s) did you take to address the discrimination you experienced? other	9%
69i. Of those who indicated that they were a victim of discrimination: what action(s) did you take to address the discrimination you experienced? i took no action.	49%
70a. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? the issue was resolved.	6%
70b. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? i did not think the incident was serious enough.	15%
70c. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? the behaviour stopped.	4%
70d. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? the individual apologized.	3%
70e. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? management intervened.	3%
70f. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? the individual left or changed jobs.	4%
70g. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? i changed jobs.	7%
70h. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? i did not know what to do, where to go or whom to ask.	11%
70i. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? i was too distraught.	10%
70j. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? i had concerns about the formal complaint process (e.g., confidentiality, how long it would take).	27%

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70k. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? i was advised against filing a complaint.		9%
70l. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? i was afraid of reprisal (e.g., having limited career advancement, being labelled a troublemaker).		45%
70m. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? someone threatened me.		2%
70n. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? i did not believe it would make a difference.		62%
70o. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? i intend to file a grievance or a formal complaint but i have not done so yet.		3%
70p. Of those who indicated that they were a victim of discrimination and who did not file a grievance or formal complaint: why did you not file a grievance or formal complaint about the discrimination you experienced? other		11%
71. Having carefully read the definition of discrimination, have you directly witnessed discrimination on the job in the past 12 months?	0%	10%
72. I am satisfied with how matters related to discrimination are resolved in my department or agency.	100%	55%
73. My department or agency works hard to create a workplace that prevents discrimination.	100%	72%
74a. Overall, to what extent do the following factors cause you stress at work? Pay or other compensation-related issues	17%	28%
74b. Overall, to what extent do the following factors cause you stress at work? Heavy workload	12%	24%
74c. Overall, to what extent do the following factors cause you stress at work? Unreasonable deadlines	8%	17%
74d. Overall, to what extent do the following factors cause you stress at work? Not enough employees to do the work	4%	29%
74e. Overall, to what extent do the following factors cause you stress at work? Overtime or long work hours	0%	10%
74f. Overall, to what extent do the following factors cause you stress at work? Balancing work and personal life	8%	17%
74g. Overall, to what extent do the following factors cause you stress at work? Lack of control or input in decision-making	8%	15%
74h. Overall, to what extent do the following factors cause you stress at work? Competing or constantly changing priorities	4%	19%

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74i. Overall, to what extent do the following factors cause you stress at work? Lack of clear expectations	8%	17%
74j. Overall, to what extent do the following factors cause you stress at work? Lack of recognition	8%	16%
74k. Overall, to what extent do the following factors cause you stress at work? Information overload	4%	16%
74l. Overall, to what extent do the following factors cause you stress at work? Physical work environment	0%	10%
74m. Overall, to what extent do the following factors cause you stress at work? Accessibility or accommodation issues	0%	5%
74n. Overall, to what extent do the following factors cause you stress at work? Harassment or discrimination	8%	8%
74o. Overall, to what extent do the following factors cause you stress at work? Issue(s) with my co-worker(s)	8%	6%
74p. Overall, to what extent do the following factors cause you stress at work? Issue(s) with individual(s) with authority over me	4%	10%
74q. Overall, to what extent do the following factors cause you stress at work? Issue(s) with individual(s) working for me	10%	4%
74r. Overall, to what extent do the following factors cause you stress at work? Issue(s) with other individual(s) (e.g., members of the public, individuals from other departments or agencies)	0%	4%
74s. Overall, to what extent do the following factors cause you stress at work? Lack of job security	4%	9%
74t. Overall, to what extent do the following factors cause you stress at work? Personal issues	0%	6%
75. Overall, my level of work-related stress is...	4%	17%
76. After my workday, I feel emotionally drained.	12%	29%
77. My department or agency does a good job of raising awareness of mental health in the workplace.	96%	73%
78. I would describe my workplace as being psychologically healthy.	92%	61%
79. Having carefully read the definition of duty to accommodate, have you requested measures to accommodate your needs in the workplace in the last two years?	16%	16%
80. Of those who indicated that they requested measures to accommodate their needs in the workplace in the last two years: were any measures taken to accommodate your needs?		81%
81. Of those who indicated that they requested measures to accommodate their needs in the workplace in the last two years and measures were taken: i am satisfied with the measures that were taken to accommodate my needs.		80%
82. To what extent has your pay or other compensation been affected by issues with the Phoenix pay system?	58%	74%
83. Of those who indicated that their pay or other compensation had been affected from "a small extent" to "a very large extent": have you experienced any new pay or other compensation issues over the last 12 months?	57%	59%
84. Of those who indicated that their pay or other compensation had been affected from "a small extent" to "a very large extent": have all your pay or other compensation issues been resolved?	14%	44%

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85. Of those who indicated that their pay or other compensation had been affected from "a small extent" to "a very large extent": i am satisfied with the support (e.g., regular information, follow-up, making enquiries on my behalf, offering emergency or priority pay) i received from my department or agency to help resolve my pay or other compensation issues.	56%	39%
86. Of those who indicated that their pay or other compensation had been affected from "a small extent" to "a very large extent": i am satisfied with the support i received from the pay centre to help resolve my pay or other compensation issues.	0%	25%
87. To what extent have issues with the Phoenix pay system affected your decision to seek or accept another position (e.g., deployment, promotion, secondment, assignment, acting assignment) within your organization or the federal public service?	38%	20%