

**Employee Pulse Survey VIII on Defining our New Work Environment  
From June 14 to 30, 2021**

Results for Employment and Social Development Canada, its Portfolio sections, and its Branches and Regions			Employment and Social Development Canada (ESDC)	Service Canada (SC)	Employment and Social Development (ESD)	Labour Program (LP)	Atlantic Region (ATL)	Ontario Region (ONT)	Quebec Region (QC)	Western Canada and Territories Region (WCT)	Citizen Service Branch (CSB)	Program Operations Branch (POB)	Integrity Services Branch (ISB)	Transformation Management Branch (TMB)	Benefits and Integrated Services Branch (BISB)	Internal Audit and Enterprise Risk Management Branch (IAERMB)	Chief Financial Officer Branch (CFOB)	Human Resources Services Branch (HRSB)	Innovation, Information and Technology Branch (ITB)	Public Affairs and Stakeholder Relations Branch (PASRB)	Skills and Employment Branch (SEB)	Income Security and Social Development Branch (ISSB)	Learning Branch (LB)	Legal Services Unit (LSU)	Strategic and Service Policy Branch (SSPB)	Corporate Secretariat (CorSec)	Policy Horizons Canada (PHC)	Policy, Dispute Resolution, and International Affairs (PDRIA)	Compliance, Operations and Program Development (COPD)	Strategic Integration and Governance (SIG) / Office of the Deputy Minister of Labour	Accessibility Standards Canada (ASC)	
			n= 16,634	n= 12,103	n= 4,036	n= 447	n= 1,404	n= 3,448	n= 1,922	n= 2961	n= 383	n= 235	n= 471	n= 274	n= 654	n= 26	n= 596	n= 785	n= 854	n= 127	n= 329	n= 337	n= 208	n= 26	n= 379	n= 73	n= 24	n= 58	n= 300	n= 17	n= 48	
<b>IV. LEADERSHIP</b>																																
Q16a. The Deputy Ministers are doing a good job leading the department during the COVID-19 pandemic.	Agree	75%	74%	77%	75%	79%	75%	70%	70%	76%	71%	79%	82%	82%	85%	79%	80%	76%	79%	76%	77%	81%	85%	72%	79%	50%	72%	73%	82%	78%		
	Disagree	3%	4%	3%	1%	3%	4%	3%	4%	2%	3%	3%	1%	2%	2%	1%	4%	1%	2%	2%	3%	2%	3%	0%	6%	4%	0%	2%	0%	2%	2%	
	Neither agree nor disagree	12%	12%	11%	11%	10%	13%	13%	13%	15%	10%	12%	12%	13%	8%	4%	10%	10%	11%	12%	13%	12%	8%	4%	12%	8%	25%	21%	18%	0%	7%	
Q16b. I am satisfied with the measures the department is taking to protect my physical health and safety.	Agree	87%	87%	88%	87%	89%	86%	88%	88%	86%	83%	88%	87%	88%	90%	84%	92%	91%	87%	93%	84%	88%	90%	92%	84%	83%	87%	92%	86%	76%	83%	
	Disagree	3%	4%	2%	2%	4%	4%	2%	2%	5%	6%	1%	2%	1%	2%	0%	1%	1%	2%	2%	3%	1%	1%	0%	3%	3%	0%	0%	3%	0%	2%	
	Neither agree nor disagree	7%	7%	7%	7%	6%	7%	7%	7%	6%	8%	13%	6%	6%	5%	8%	6%	7%	5%	8%	3%	7%	7%	5%	0%	9%	7%	8%	0%	18%	8%	
Q16c. I feel the department is doing a good job of keeping me informed during the pandemic.	Agree	86%	85%	87%	86%	88%	85%	82%	85%	82%	84%	89%	89%	87%	82%	84%	88%	89%	86%	90%	86%	88%	90%	92%	84%	79%	92%	85%	79%	92%	88%	
	Disagree	5%	6%	5%	4%	5%	7%	5%	7%	6%	3%	3%	3%	3%	4%	3%	7%	4%	3%	4%	5%	7%	6%	3%	4%	12%	10%	5%	4%	6%	4%	
	Neither agree nor disagree	8%	8%	7%	9%	7%	7%	8%	8%	10%	8%	6%	6%	7%	7%	4%	8%	6%	6%	8%	11%	7%	5%	4%	10%	1%	0%	0%	12%	9%	12%	6%
Q16d. I would recommend working at ESDC to a friend.	Agree	85%	85%	86%	83%	89%	85%	86%	81%	85%	83%	86%	84%	87%	88%	90%	89%	86%	86%	81%	82%	88%	87%	84%	81%	89%	77%	81%	82%	82%	87%	
	Disagree	4%	5%	3%	2%	4%	5%	3%	3%	7%	5%	6%	4%	4%	4%	2%	3%	2%	2%	2%	6%	3%	2%	3%	12%	7%	0%	5%	2%	3%	0%	
	Neither agree nor disagree	8%	8%	8%	11%	6%	8%	8%	9%	9%	9%	9%	9%	8%	7%	8%	6%	7%	9%	11%	12%	7%	6%	0%	10%	5%	14%	16%	11%	12%	7%	
Q16e. I would recommend working at ESDC to a friend.	Disagree	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	0%	2%	0%	1%	2%	2%	3%	2%	3%	4%	3%	4%	3%	5%	5%	2%	4%	6%	7%	
	Don't know																															
	Don't know																															
<b>V. POSITIVE WORK ENVIRONMENT</b>																																
Q18. I feel I am able to manage my team well during the current work arrangements.	Agree	91%	92%	91%	88%	91%	94%	93%	91%	90%	89%	84%	93%	96%	75%	91%	95%	96%	93%	91%	85%	86%										
	Disagree	5%	5%	5%	5%	7%	5%	2%	5%	7%	8%	8%	3%	1%	25%	4%	4%	3%	1%	7%	4%	13%	11%									
	Neither agree nor disagree	3%	3%	4%	5%	2%	1%	4%	4%	2%	2%	8%	3%	3%	0%	4%	4%	2%	3%	0%	5%	2%	4%									
Q19a. My Assistant Deputy Minister (ADM) create(s) a positive work environment.	Agree	66%	64%	71%																												
	Disagree	3%	3%	3%																												
	Neither agree nor disagree	15%	16%	13%																												
Q19b. My Director General (DG) create(s) a positive work environment.	Agree	68%	65%	77%	75%	62%	63%	70%	59%	77%	76%	79%	75%	71%																		
	Disagree	4%	4%	4%	3%	3%	4%	3%	4%	4%	5%	4%	3%	5%																		
	Neither agree nor disagree	14%	15%	11%	13%	16%	17%	12%	17%	11%	10%	11%	13%	14%																		
Q19c. My Director create(s) a positive work environment.	Agree	75%	71%	84%	87%	68%	70%	76%	64%	81%	83%	83%	85%	78%	87%	88%	85%	80%	84%	84%	82%	89%	60%	82%	84%	90%	92%	85%	93%	90%		
	Disagree	5%	5%	5%	3%	3%	5%	5%	3%	6%	4%	5%	4%	6%	9%	4%	4%	4%	4%	7%	5%	9%	6%	0%	9%	2%	5%	2%	3%	7%	2%	
	Neither agree nor disagree	11%	13%	11%	7%	14%	13%	10%	15%	9%	7%	7%	9%	12%	4%	10%	8%	8%	6%	7%	7%	4%	30%	4%	3%	5%	4%	9%	0%	5%	5%	
Q19d. My Manager create(s) a positive work environment.	Agree	85%	84%	89%	90%	86%	82%	84%	81%	87%	80%	89%	90%	88%	79%	92%	91%	88%	90%	100%	93%	82%	88%	85%	83%	87%	87%	94%	100%	84%	91%	80%
	Disagree	5%	5%	5%	3%	4%	5%	4%	7%	5%	4%	6%	4%	4%	7%	4%	5%	3%	5%	3%	7%	9%	11%	8%	4%	3%	0%	5%	2%	10%	3%	
	Neither agree nor disagree	7%	8%	5%	6%	7%	8%	9%	3%	6%	6%	5%	5%	6%	14%	3%	9%	6%	6%	2%	5%	4%	2%	5%	2%	2%	0%	11%	6%	10%	0%	
Q19e. My Supervisor / Team Lead create(s) a positive work environment.	Agree	89%	89%	91%	89%	89%	89%	90%	88%	91%	91%	89%	88%	91%	82%	94%	92%	92%	92%	92%	88%	89%	82%	79%	87%	86%	86%	78%	88%	88%	88%	
	Disagree	4%	4%	4%	4%	5%	5%	2%	5%	5%	4%	4%	2%	2%	0%	2%	5%	5%	3%	2%	3%	5%	4%	9%	11%	5%	6%	3%	4%	0%	1%	
	Neither agree nor disagree	6%	6%	4%	7%	6%	6%	7%	6%	4%	4%	6%	9%	5%	18%	3%	3%	4%	4%	6%	6%	5%	7%	11%	7%	9%	0%	17%	8%	4%	4%	
Q19f. My Employees create(s) a positive work environment.	Agree	92%	91%	94%	96%	93%	91%	91%	87%	94%	96%	90%	94%	95%	87%	95%	95%	93%	91%	91%	97%	97%	86%									
	Disagree	2%	3%	2%	1%	2%	5%	1%	4%	2%	0%	3%	0%	0%	8%	2%	1%	1%	1%	5%	0%	2%	5%									
	Neither agree nor disagree	5%	5%	4%	3%	4%	4%	8%	8%	4%	3%	7%	3%	6%	1%	25%	8%	4%	4%	5%	5%	3%	1%	5%								
Q19g. My Co-workers create(s) a positive work environment.	Agree	90%	89%	93%	88%	91%	89%	89%	88%	89%	92%	88%	89%	95%	77%	93%	94%	93%	94%	91%	91%	91%	91%	88%	92%	95%	92%	90%	88%	94%	91%	
	Disagree	3%	3%	2%	3%	2%	3%	2%	4%	2%	3%	3%	3%	1%	8%	3%	2%	1%	2%	2%	4%	4%	0%	3%	3%	4%	3%	4%	0%	2%	2%	
	Neither agree nor disagree	6%	7%	5%	6%	6%	7%	8%	7%	7%	5%	8%	8%	3%	15%	4%	4%	5%	4%	4%	4%	4%	12%	5%	3%	4%	5%	0%	1%	2%	1%	
Methodological notes	Don't know	1%	1%	0%	0%	2%	1%	1%	1%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Don't know																															
	Don't know																															
<ul style="list-style-type: none"> <li>The variable n corresponds to the total number of respondents in the respective section.</li> <li>Results for "Agree" reflect the affirmative responses (i.e., the sum of "Strongly agree" and "Somewhat agree") while results for "Disagree" reflect the negative responses (i.e., the sum of "Somewhat disagree" and "Strongly disagree").</li> <li>Results were calculated by removing the "Not applicable" responses.</li> <li>Due to rounding, total percentages may not add up to 100%.</li> <li>Results for questions with less than 10 respondents were suppressed.</li> <li>For privacy reasons, some results pertaining to a single individual were removed.</li> </ul>																																