



Supplemental Materials for

Enhancing organizational well-being and growth: The value of ombud services and the development of ombud consultation evaluation survey

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Listing of Supplemental Material(s):

- Supplemental Survey: Detailed examination of the survey questions.

Introduction

This survey is conducted in a confidential manner and protects the privacy of Ombud's clients. The Ombuds operates under the Standards of Practice of Independence, confidentiality, impartiality and informality. The Office operates on an informal basis and assists individuals by listening, providing and receiving information, identifying and reframing issues, developing a range of options, and, with permission of the parties and at the Ombuds' discretion, facilitating resolution.

Ombud's clients are the decision-makers: they are responsible for the implementation of the Ombuds recommendations, options and guidance, or opt for the status quo. As part of the Standard of Practice of Informality, the Ombuds does not investigate, make binding decisions, mandate policies, or formally adjudicate issues.

Questions

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What is your location of work?

What is your location of work? (location of work when the workplace issue occurred).

- Atlantic
- Quebec
- Ontario
- NCR (Ottawa-Gatineau)

- Western
- Pacific

What is your Branch?

What is your Branch? (PSPC Branch when the workplace issue occurred).

- Policy, Planning and Communications
- Pay Administration
- Digital Services
- Defence and Marine Procurement
- Procurement
- Finance
- Departmental Oversight
- Human Resources
- Translation Bureau
- Chief Audit Executive
- Science and Parliamentary Infrastructure
- Real Property Services
- Receiver General and Pension
- Deputy Minister Office

What is your position level?

What is your position level?

- Employee

Supervisor/Manager

Executive

Do you identify with one or more of the following employment equity seeking groups (select all applicable):

Do you identify with one or more of the following employment equity seeking groups (select all applicable):

Person with a disability

Person from a visible minority

Indigenous person

Women

Do not wish to disclose

Not applicable

Are you a Member of the 2SLGBTQI+

Are you a Member of the 2SLGBTQI+

Yes

No

Do not wish to disclose

Please provide your assessment of the following statements on the quality of the services provided.

Please provide your assessment of the following statements on the quality of the services provided.

The Ombud/Associate Ombud and their staff met with me within a reasonable time (within 2 weeks).

The Ombud/Associate Ombud and their staff met with me within a reasonable time (within 2 weeks).

- Strongly disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- strongly agree

The Ombud/Associate Ombud and their staff have interacted with me in a professional, respectful and courteous manner.

The Ombud/Associate Ombud and their staff have interacted with me in a professional, respectful and courteous manner.

- Strongly disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- strongly agree

The Ombud/Associate Ombud have demonstrated listening skills and empathy.

The Ombud/Associate Ombud have demonstrated listening skills and empathy.

- Strongly disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- strongly agree

The Ombud/Associate Ombud have delivered service in a confidential manner.

The Ombud/Associate Ombud have delivered service in a confidential manner.

- Strongly disagree
- Somewhat disagree
- Neither agree or disagree
- Somewhat agree
- strongly agree

To what extent are you satisfied with the professional guidance delivered by the Ombud/Associate Ombud? (notwithstanding the results/outcomes of the option(s) you may have implemented, AND knowing the

To what extent are you satisfied with the professional guidance delivered by the Ombud/Associate Ombud? (notwithstanding the results/outcomes of the option(s) you may have implemented, AND

knowing the Ombuds do not investigate, make binding decisions, mandate policies, or formally adjudicate issues).

- Not at all
- To a small extent
- To a moderate extent
- To a very large extent
- Don't Know
- Not Applicable

I actively actioned (or will be actioning) one or many of the recommendations/options explored with the Ombud/Associate Ombud?

I actively actioned (or will be actioning) one or many of the recommendations/options explored with the Ombud/Associate Ombud?

- Yes
- No

If yes, to what extent did it help towards a resolution pathway to the workplace issues?

If yes, to what extent did it help towards a resolution pathway to the workplace issues?

- Not at all
- To a small extent

- To a moderate extent
- To a very large extent
 - Don't Know
- Not Applicable

If not yet but planning to, to what extent are you hopeful it will help towards a resolution pathway to the workplace issues?

If not yet but planning to, to what extent are you hopeful it will help towards a resolution pathway to the workplace issues?

- Not at all
- To a small extent
- To a moderate extent
- To a very large extent
 - Don't Know
- Not Applicable

Organizational Stressors: I have consulted the Ombud's Office for the following workplace issues. Please select all applicable.

Organizational Stressors: I have consulted the Ombud's Office for the following workplace issues.

Please select all applicable.

Dealing with co-workers (e.g. interpersonal working relationship)

- Dealing with supervisors/managers (e.g. interpersonal working relationship, negative interactions with supervisors, quality of supervision, supervisory support, perceived supervisory influence)
- Favouritism (e.g. hiring process, attribution of work, etc..)
- Low professional worthiness (e.g. feeling you always have to prove yourself to the organization).
- Excessive administrative duties or excessive workload
- Change in policies (e.g. Direction on prescribed presence in the workplace, directive on telework, internal policies on the usage of office space/Archibus)
- Lack of resources, training, support (e.g. Staff shortages, IT equipment, Training)
- Leadership Style (e.g. micro-management, lack of empathy etc.)
- Inconsistent work distribution (e.g. not equitable amongst team members).
- Negative judgment from others (e.g. if I am unwell, I feel judged).
- Performance Feedback (e.g. not delivered objectively)
- Dealing with an investigation (formal harassment complaint, conflict of interest, values and ethics, etc.)
- Participation level (e.g. involvement, consultation, influence in decision-making)
- Skills Utilization (e.g. alignment of skills and abilities with work objectives)
- Roles related issues (e.g. clarity about performance objectives, roles and responsibilities well defined and aligned within the unit)
- Perceived rewards (e.g. Pay and benefits, new opportunities, growth, development)

- Organizational culture (e.g. Organizational support, justice, equity, diversity, inclusion)
- Not applicable

Operational Stressors: I have consulted the Ombud's Office for the following workplace issues. Please select all applicable.

Operational Stressors: I have consulted the Ombud's Office for the following workplace issues.

Please select all applicable.

- Overtime requests (e.g. consistent demands, last minute requests related to lack of planning).
- Feeling of always being on duty
- Fatigue
- Administrative (e.g. change management initiatives, adoption of new technologies, establishment of new corporate responsibilities, reorganization of work, etc.)
- Finding time to stay in good physical care
- Managing social life (not enough time to spend with family and friends)
- Occupational related pain
- Negative comments from OGD/ Industry Sector

Following a confidential consultation process with the Ombud/Associate Ombud, my intent is (only select one):

Following a confidential consultation process with the Ombud/Associate Ombud, my intent is (only select one):

- Personally and directly engage and pursue the advice and guidance provided by the Ombud or Associate Ombud

- Resolve my issue through an informal process through the Informal Conflict Management System (facilitated discussion, mediation, conflict coaching, tools and resources....)
- Engage into formal processes (grievance, litigation, harassment complaint etc.)
- Status Quo : I do not intend to do anything at this stage
- Other : If other, please explain on next page.

If other, please explain:

If other, please explain:

The confidential services delivered by the Office of the Ombud/Associate Ombud, Mental Health were related to:

The confidential services delivered by the Office of the Ombud/Associate Ombud, Mental Health were related to:

- An individual intervention
- A group intervention
- Both

Following a confidential consultation process with the Ombud/Associate Ombud, my intent is

Following a confidential consultation process with the Ombud/Associate Ombud, my intent is

- Remain within PSPC and continue to engage with the Ombud's Office.
- Leaving PSPC, no matter what the outcome of the process is.
- Other : If other, please explain on the next page

If other, please explain

If other, please explain

Please provide your assessment of the following statements related to the impact of the services provided.

Please provide your assessment of the following statements related to the impact of the services provided.

a. I feel that the consultation service has helped me gain a better understanding of my specific goals, needs, and interests.

a. I feel that the consultation service has helped me gain a better understanding of my specific goals, needs, and interests.

- strongly disagree
- somewhat disagree
- Neither agree or disagree

- somewhat agree
- strongly agree

b. I feel satisfied with the level of support and guidance provided by the consultation service.

b. I feel satisfied with the level of support and guidance provided by the consultation service.

- strongly disagree
- somewhat disagree
- Neither agree or disagree
- somewhat agree
- strongly agree

c. I have gained valuable insights and skills through the consultation service to help me better cope

c. I have gained valuable insights and skills through the consultation service to help me better cope

- strongly disagree
- somewhat disagree
- Neither agree or disagree
- somewhat agree
- strongly agree

d. I feel that the consultation service has had a positive impact on my overall quality of life.

d. I feel that the consultation service has had a positive impact on my overall quality of life.

- strongly disagree
- somewhat disagree
- Neither agree or disagree
- somewhat agree
- strongly agree

e. I feel that the consultation service has had a positive psychological and emotional impact.

e. I feel that the consultation service has had a positive psychological and emotional impact.

- strongly disagree
- somewhat disagree
- Neither agree or disagree
- somewhat agree
- strongly agree

f. I feel that the consultation service has helped/will help me build stronger and healthier relationships.

f. I feel that the consultation service has helped/will help me build stronger and healthier relationships.

- strongly disagree
- somewhat disagree
- Neither agree or disagree
- somewhat agree
- strongly agree

Do you have any recommendations on how the Ombud's Office can improve its services?

Do you have any recommendations on how the Ombud's Office can improve its services?

Do you give permission/consent for the Ombud's Office to use a quote for reference or testimonial purposes (Ombuds Annual Report, Social Media etc.) If yes, please provide your quote below.

This question is optional.

Do you give permission/consent for the Ombud's Office to use a quote for reference or testimonial purposes (Ombuds Annual Report, Social Media etc.) If yes, please provide your quote below.

***Note: The Office of the Ombud for mental health remains available for you. 1-800-420-7140 TPSGC.ombudsantementale-ombudmentalhealth.PWGSC@tpsgc-pwgsc.gc.ca
Additional services might also be useful***

Note: The Office of the Ombud for mental health remains available for you.

TPSGC.ombudsantementale-ombudmentalhealth.PWGSC@tpsgc-pwgsc.gc.ca

Additional services might also be useful. Don't hesitate to reach out to them as well if necessary:

- Employee and organizational assistance program (EOAP)
- Informal Conflict Management System (ICMS)
- Centre of expertise for values, ethics and the prevention of harassment and violence

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- Perceived rewards (e.g. Pay and benefits, new opportunities, growth, development)
- Organizational culture (e.g. Organizational support, justice, equity, diversity, inclusion)
- Not applicable