

# Survey on the Language Requirements of Businesses, Municipalities, and Montréal Boroughs

## Business Component

### About the survey

The *Survey on the Language Requirements of Businesses, Municipalities, and Montréal Boroughs* aims to find out how important language skills and knowledge are in selecting a candidate during the hiring process. It is being conducted at the request of the Office québécois de la langue française (OQLF).

### Confidentiality

You must provide your data to the Institut de la statistique du Québec as requested in this questionnaire. The Institut guarantees that the data provided by your establishment as part of this survey will be kept confidential.

For quality and training purposes, telephone conversations with Institut agents are recorded. If you do not want your conversation to be recorded, you can notify the agent at the beginning of the call.

### Obligation to respond

Your business has been selected to take part in this survey. Given the importance of the survey results, your participation is **mandatory** in accordance with the *Act respecting the Institut de la statistique du Québec* (CQLR, chapter I-13.011).

### Assistance

If you require assistance, please contact the Direction de la gestion de la collecte by telephone at 1-800-561-0213 or by e-mail at [collecte@stat.gouv.qc.ca](mailto:collecte@stat.gouv.qc.ca).

### Instructions

- ▶ Do not return the questionnaire by mail or by fax. To participate in the survey, you must complete the online questionnaire within the next two weeks by following the instructions in the letter or e-mail you received.
- ▶ Before you answer the online questionnaire, we suggest that you fill out the paper version.

## Instructions for filling out the questionnaire

- ▶ Please consider the establishment rather than the business. This means that you must answer all of the questions based only on the situation of the establishment to which this questionnaire is addressed. If the establishment is a head office, answer based on the specific situation at the head office.
- ▶ This survey focuses on the most recent hiring, promotion, or lateral transfer.
- ▶ If recruitment has led to the hiring of more than one person for the same job title, please consider only the newest employee when answering.

If two or more people started working on the same day, choose one and answer based on this person.

If you recruited staff for more than one job title and made more than one hire, answer based on the position that is the most typical or representative of your establishment.

- ▶ You may have to contact other people in your establishment to obtain the information you need to answer certain questions.
- ▶ Answer to the best of your knowledge. If you do not have the exact information pertaining to certain sections of the questionnaire, please provide the best possible estimate.
- ▶ If you do not have access to the Internet, the Institut de la statistique du Québec will call you so that you can answer the questions by telephone.

## Definitions

These definitions refer to the terms marked with an asterisk (\*) the first time they appear in the questionnaire.

### Branch

Commercial establishment that is dependent on another but has a certain level of autonomy in relation to it without being legally distinct from it, and which therefore does not have legal personality.

### Business

Any commercial business or institution, whether incorporated or not. It can be a sole proprietorship, partnership, corporation, or another form of organization, and can comprise one or more establishments.

### Establishment

All the facilities and equipment located on the same site that constitute a technical unit for the production of goods and services which is financially and legally attached to the business.

### Franchise

Business operated by a franchisee under the banner of a franchisor and within their commercial network, under a franchise agreement.

### Head office

The main office of a company or association where its legal, administrative and management activities are concentrated.

### Hiring

The act by which an employer agrees with a person from outside the organization that this person will work for them as an employee.

### Language skills

Ability to construct sentences that follow the rules of a language and to recognize sentences that are well or poorly formulated in that language.

### Lateral transfer

Assignment, within the same organization, of an employee to a new position where remuneration is the same as in their previous position and responsibilities are at the same professional level.

### Promotion

Assignment to a position with greater responsibility and higher remuneration within the same organization.

### Research centre

Establishment conducting either fundamental research to advance knowledge, or applied research including the development of new products.

### Subsidiary

Legally independent company or entity under the control of a parent company whose capital largely comes from the latter.

### Training

Structured formal or informal learning activity aimed at improving the skills of employees.

### Unsolicited application

The submission of an application for a position without a job being advertised.

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## Business structure

\* Please refer to the definitions.

### E1 Does your business\* include any other establishments\*, branches\*, subsidiaries\* or franchises\* located in or outside the province of Québec?

- Yes, in Québec
- Yes, outside of Québec
- Yes, both in and outside of Québec
- No

### E2 Is your establishment...

- |  | Yes  | No                       |
|--|--|--------------------------|
| a) A head office*?                     | <input type="checkbox"/> → Go to question 1. | <input type="checkbox"/> |
| b) A stand-alone/independent business? | <input type="checkbox"/> → Go to question 1. | <input type="checkbox"/> |
| c) A branch, subsidiary or franchise?  | <input type="checkbox"/>                     | <input type="checkbox"/> |
| d) A research centre*?                 | <input type="checkbox"/>                     | <input type="checkbox"/> |

### E3 Where is your business's head office located?

- In the region of Montréal
- In the province of Québec (outside the Montréal region)
- Outside the province of Québec
- No head office

## Characteristics of the most recent hiring, promotion, or lateral transfer

\* Please refer to the definitions.

**1 Regarding the most recent position filled in your establishment, was it a hiring\*, promotion\*, or lateral transfer\*?**

- Hiring
- Promotion
- Lateral transfer

**2 How much time has passed since this hiring, promotion, or lateral transfer?**

- Less than 6 months
- 6 to 11 months
- 12 to 23 months
- 24 months or more

**3 In what job category was the most recent position filled through hiring, promotion, or lateral transfer?**

- 1 Manager (managing a team, planning, organizing, coordinating and supervising the work of their team members, e.g. senior manager, middle manager, director)
- 2 Professional (designing, implementing and analyzing the establishment's standards, processes, systems and policies, e.g. financial analyst, lawyer, engineer, teacher)
- 3 Supervisor or specialized staff in sales, service or production (providing supervision in the sales, manufacturing or processing industries, e.g. foreman, real estate agent, assembly-line supervisor)
- 4 Technician (designing and implementing standards, processes, programs and systems, e.g. technician, appraiser, technologist, social worker)
- 5 Skilled trade (e.g. electrician, mechanic, truck driver)
- 6 Secretarial staff (e.g. secretary, legal secretary, medical secretary)
- 7 General office staff (without any specific education or specialization, e.g. office work, data entry, answering calls, filing documents)
- 8 General sales and service staff (e.g. travel agent, sales representative, childcare provider, cleaner, cashier)
- 9 Production worker or related field (transportation, installation, maintenance, e.g. machine operator, machinist, assembler, labourer, repair and maintenance staff)
- 10 Police officer
- 11 Firefighter
- 12 Other, specify: \_\_\_\_\_

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## Language requirements

- The next questions are about your most recent hiring, promotion or lateral transfer process, before the assessment of applications.

\* Please refer to the definitions.

Check off all that apply.

### 4 What methods did you use to seek applications?

- Employment agencies
- Ads in specialty magazines
- Ads in daily newspapers
- Word of mouth, networking
- In-house communications to employees (e-mail or other internal communications)
- Unsolicited applications\*
- Job fairs
- Educational institutions
- Internships in your organization
- Emploi-Québec
- Your business's website
- Online job sites (other than Emploi-Québec), specify: \_\_\_\_\_
- Social media (e.g. LinkedIn, Facebook, etc.), specify: \_\_\_\_\_
- Other methods, specify: \_\_\_\_\_

► **Questions 5 to 9 are about the language skills that were required**

\* Please refer to the definitions.

**5 Whether for French, English, or any other language, did you require any language skills?**

- Yes  
 No → Go to question 10.

**6 At what point in the process were the language requirements specified to applicants?**

Check off all that apply.

- In the job posting  
 When selected applicants were contacted for a job interview  
 During the job interview  
 At another point, specify: \_\_\_\_\_

Check off all that apply.

Scale of 1 to 10  
 1 = Very low level  
 10 = Very high level

**7 Which language(s) did these required skills apply to?**

**8 For each language checked off in question 7, what were the required language skills?**

**9 For each language checked off in question 7, what skill level were you looking for?**

Language(s)	Required skills	Skill level
<input type="checkbox"/> French	<input type="checkbox"/> Oral communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Oral comprehension	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Written communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Reading comprehension	1 2 3 4 5 6 7 8 9 10
<input type="checkbox"/> English	<input type="checkbox"/> Oral communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Oral comprehension	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Written communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Reading comprehension	1 2 3 4 5 6 7 8 9 10
<input type="checkbox"/> Other language	<input type="checkbox"/> Oral communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Oral comprehension	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Written communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Reading comprehension	1 2 3 4 5 6 7 8 9 10

► **Questions 10 to 14 are about the language skills that were desired**

\* Please refer to the definitions.

**10 Whether for French, English, or any other language, did you specify that language skills would be an asset (desired but not required)?**

- Yes
- No → Go to question 15.

Check off all that apply.

**11 At what point in the process were the desired language skills specified to applicants?**

- In the job posting
- When selected applicants were contacted for a job interview
- During the job interview
- At another point, specify: \_\_\_\_\_

Check off all that apply.

Scale of 1 to 10  
1 = Very low level  
10 = Very high level

**12 Which language(s) did these desired skills apply to?**

**13 For each language checked off in question 12, what were the desired language skills?**

**14 For each language checked off in question 12, what skill level were you looking for?**

Language(s)	Desired skills	Skill level
<input type="checkbox"/> French	<input type="checkbox"/> Oral communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Oral comprehension	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Written communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Reading comprehension	1 2 3 4 5 6 7 8 9 10
<input type="checkbox"/> English	<input type="checkbox"/> Oral communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Oral comprehension	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Written communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Reading comprehension	1 2 3 4 5 6 7 8 9 10
<input type="checkbox"/> Other language	<input type="checkbox"/> Oral communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Oral comprehension	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Written communication	1 2 3 4 5 6 7 8 9 10
	<input type="checkbox"/> Reading comprehension	1 2 3 4 5 6 7 8 9 10

► If you answered “No” to question 5 and “No” to question 10, go to question 17

Check off all that apply.

**15 a) Why were language skills in French, English, or another language required or an asset?**

	French	English	Other language	
<input type="checkbox"/> Oral communication within your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Answer question 15c.
<input type="checkbox"/> Oral communication outside your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Answer question 15b.
<input type="checkbox"/> Written communication within your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Answer question 15c.
<input type="checkbox"/> Written communication outside your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	→ Answer question 15b.
<input type="checkbox"/> Oral comprehension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Reading comprehension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Use of office equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Use of machinery, mechanical or numerically controlled tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Other reason, specify: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**b) Do your business’s external communications involve people based outside the province of Québec?**

- Always
- Regularly
- Occasionally
- Never

**c) Do your business’s internal communications involve people based outside the province of Québec?**

- Always
- Regularly
- Occasionally
- Never

Check off all that apply.

**16 Was it “Very easy”, “Easy”, “Difficult”, or “Very difficult” to find someone who had the skill level you were looking for?**

	French	English	Other language
Very easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Assessment of language skills and selection of an applicant

- The next questions are about the assessment of language skills and the selection of an applicant during your most recent hiring, promotion or lateral transfer process.

→ If you answered “Yes” to questions 5 or 10, go to question 20.

- 17** Were you looking for applicants who possessed certain language skills without having specified this requirement in the job offer or before the interview?

Yes

No → Go to Question 25.

- 18** Did you assess the language skills of applicants without having specified that you were looking for these skills in the job offer or before the interview?

Yes

No → Go to Question 25.

Check off all that apply.

- 19** What language(s) did you assess?

	French	English	Other language
Oral	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

→ Go to question 21.

- 20** Still during the most recent hiring, promotion or lateral transfer process, did you assess the language skills of applicants?

Yes

No → Go to Question 25.

Check off all that apply.

- 21** What methods did you use to assess the language skills of applicants?

Analyzing the quality of the language used in their resume or cover letter

No exam, but some questions were asked in the required language

Oral exam

Written exam

Other (e.g. calling people for references), specify:

\_\_\_\_\_

Check off all that apply.

**22 Did you reject at least one application because the applicant was not sufficiently proficient in:**

**a) French?**

Yes

No

**b) English?**

Yes

No

**c) Another language?**

Yes

No

**23 Did you require language skills or specify they were an asset even if these skills were not essential for the job?**

**a) French language skills**

Yes

No

**b) English language skills**

Yes

No

**24 Do the required or desired language skills come with a salary bonus?**

Yes

No

Don't know

**25 In general, are these required or desired language skills representative of the skills required for the other positions filled in your establishment?**

Yes

No

## Hiring process of the establishment

- The next questions are about your establishment's hiring, promotion and lateral transfer process in general.

**26 When qualifications are otherwise equal, do you hire the person who is bilingual (French and English) when filling a position?**

- Always  
 Sometimes  
 Never

\* Please refer to the definitions.

For example, this can include language classes, the dissemination and use of French technical terms, literacy classes, language skills development activities (grammar, spelling, technical writing), etc.

**27 Does your establishment provide training\* to help employees improve their language skills?**

- Yes  
 No → Go to Question 29.

Check off all that apply.

**28 For which language(s) does your establishment provide training to help employees improve their skills?**

- French  
 English  
 Other language, specify: \_\_\_\_\_

Check off all that apply.

**29 Currently, what are your employees' training needs in terms of language skills?**

	French	English	Other language
Improving reading comprehension and use of written information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving comprehension and use of technological tools (software, digital devices, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving oral proficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving writing skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other need, specify: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If you have any questions or comments about the survey, please call us toll-free at 1-800-561-0213.**

**The Institut de la statistique du Québec thanks you for participating in this survey.**