

# Business Services Assessment Survey

## Participant Guide

2021

### Question 1.2

#### Public sector

The public sector contains all institutional units controlled by the government. Control may take the form of full ownership of the institutional unit or a majority holding of the voting shares. The public sector comprises the Québec government, the federal government in Québec, municipal governments, universities, and government business enterprises in the three levels of government. Childcare centres (CPEs), day care centres and non-profit organizations (NPOs) are not included in the public sector.

### Question 1.6 b)

#### Occupational categories

If an employee had more than one function in your organization in 2021, you must take into account the function to which that employee devoted the most time.

#### 1. Executive and management staff

These are staff members holding management positions. This category comprises upper and middle management staff as well as other management staff. The main function of the executive and management staff is to plan, organize, lead, control and evaluate the operations of companies, production sectors, departments or services.

#### 2. Professional staff

This category comprises employees whose functions usually require a university degree (bachelor's degree) or the equivalent. These professionals can hold positions in the following fields:

- Business, finance and administration;
- Natural and applied sciences and related professions;
- Health sector;
- Social sciences, education, public administration and religion;
- Arts, culture, sports and recreation.

Examples of positions: accountant, human resources specialist, dentist, lawyer, notary, psychologist, engineer and other engineering professionals, computer scientist, statistician, etc.

#### 3. Technical staff (college level)

This category comprises employees in positions that usually require a diploma of college studies or the equivalent. Employees at this level can hold positions in the following fields:

- Business, finance and administration;
- Natural and applied sciences and related professions;
- Health sector;
- Social sciences, education, public administration and religion;
- Arts, culture, sports and recreation.

Examples of positions: civil, mechanical or industrial engineering technologist or technician, purchasing agent, executive assistant, bookkeeper, evaluator, paralegal, graphic designer and graphics technician, etc.

Technician positions that do not require a diploma of college studies or the equivalent are excluded from this category, including secretarial positions.

**4. Administrative support or office staff**

These are staff members who hold positions that do not require a diploma of college studies or the equivalent and who provide administrative or office services to internal or external clients. This category encompasses health services support staff, secretaries and office staff.

Examples of positions: secretary, legal secretary, medical secretary, office clerk, accounting clerk, receptionist, telephone operator, etc.

**5. Sales and service staff**

This category comprises sales and service staff and employees holding basic or mid-level supervision positions in this field.

Examples of positions: sales representative, salesperson, security guard, cleaning service worker, janitor, cashier, police officer, firefighter, butcher, etc.

**6. Production staff**

These are staff members who have jobs in production or maintenance. They include skilled workers in production, operations or maintenance who are required to have a trade certificate of competence or equivalent on-the-job training, as well as operational staff working in production or maintenance positions who are not required to have a trade certificate of competence or equivalent on-the-job training. Production staff include:

- Tradespersons and transportation and machinery workers;
- Primary sector workers;
- Transformation, manufacturing and public utility services workers.

Examples of positions: carpenter, electrician, machine operator, mechanic, plumber, welder, industrial butcher, baker, operator of various machines, installation worker, truck or other vehicle driver, heavy-duty equipment operator, repair and maintenance worker, labourer, etc.