

# Business Services Assessment Survey

2024

Organization

## About the survey

The *Business Services Assessment Survey 2024* is conducted at the request of the Ministère de l'Emploi et de la Solidarité sociale (MESS). The objective of this survey is to compare the impact of services provided by the MESS on businesses by measuring changes in certain characteristics over time and comparing the results collected with a sample of businesses that did not benefit from government services. The two programs assessed are *Mesure de formation de la main-d'œuvre – volet entreprises* (Workforce Training Measure – Business Component) and *Concertation pour l'emploi – soutien à la gestion des ressources humaines* (Cooperation for Employment – Human Resources Management Support). The data collected will enable the Ministère to improve its services for businesses.

Your organization has been selected to participate in this survey. Your participation is **mandatory** under the *Act respecting the Institut de la statistique du Québec*.

## Confidentiality

Your answers must be sent to the Institut de la statistique du Québec (ISQ) as requested in this questionnaire. The ISQ guarantees that the answers provided by your organization as part of this survey will remain confidential.

The ISQ has entered into an agreement with the MESS, to whom the data collected will be sent, excluding your organization's name and contact details, unless we receive a written notice of refusal from you by February 2nd, 2026. Rest assured that your answers will be kept confidential and will only be used for statistical purposes.

## Assistance

For assistance, please contact the Direction des stratégies et des opérations de collecte at 1-800-561-0213.

## Instructions

- ▶ Do not return the paper questionnaire to us 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 email you received. The Institut de la statistique du Québec will call the organizations that have not submitted their online questionnaire to obtain their answers by telephone.
- ▶ Please answer for the organization whose name and Québec enterprise number (NEQ) appear in the letter or in the email you received. If applicable, you must also answer for any establishments, administrative units or divisions of the organization located in the province of Québec that are associated with this NEQ.
- ▶ Terms marked with an asterisk (\*) are explained in the “Definitions” section.
- ▶ The questionnaire covers the period from January to December 2024.
- ▶ When completing this questionnaire, please count all employees to whom your organization issued a Revenu Québec RL-1 slip for the year 2024.
- ▶ If your organization is permanently closed or has no employees, please contact the Institut de la statistique du Québec at 1-800-561-0213.
- ▶ Answer to the best of your knowledge. If you do not have the exact information for certain sections of the questionnaire, please provide the best possible estimate.

## Definitions

### Business corporation

A separate company, independent from its shareholders, whose capital is divided into shares, each shareholder being liable only up to the amount of his or her contribution.

### Concertation pour l'emploi (CPE) [Cooperation for Employment]

This service encourages the various parties confronted with job market challenges to use collaboration as the preferred means of finding lasting solutions to the problems they face, especially in terms of human resources management (HRM).

### Cooperative

A business owned and managed by an association of members with common economic and social needs, whose objective is to make a profit or save money.

### Mesure de formation de la main-d'œuvre (MFOR) [Workforce Training Measure]

The workforce training program aims to improve business competitiveness by developing workers' skills.

### Not-for-profit corporation

A not-for-profit corporation, also called “not-for-profit organization/non-profit organization (NPO)” is a group of individuals who pursue a moral or altruistic goal, and who have no intention of making pecuniary gains to be shared among members.

### Occupational categories

If an employee had more than one function in your organization in 2024, consider the function they devoted the most time to.

#### 1. Executive and management staff

These are employees who have management positions. This category comprises upper and middle management staff and any other management staff. Executive and management staff plan, organize, lead, control and assess the operations of companies, production sectors, departments, or services.

## 2. Professional staff

This category comprises employees whose functions usually require a bachelor's degree or equivalent. Professional staff may 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 or other engineering professional, computer scientist, statistician, etc.

## 3. Technical staff (college level)

This category comprises employees in positions that usually require a diploma of college studies (DEC) or 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/technician, etc.

Technician positions that do not require a diploma of college studies or 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 supervisory positions in this field.

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

## 6. Production staff

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

- Tradespersons and transportation and machinery workers
- Primary sector workers
- Processing, manufacturing and utilities workers

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

## Public sector

The public sector comprises all institutional units under government control. 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, federal government in Québec, municipal governments, universities, and government business enterprises in the three levels of government. Childcare centres (CPEs), daycare centres and NPOs are not included in the public sector.

## Sole proprietorship

An unincorporated business owned by a single individual who owns the assets, derives the profits, and personally bears all financial and administrative responsibilities.

## Section 1 Profile of respondent organization

Your main activity is the one that generates the most revenue.

### 1.1 Which industry sector best represents your organization's main activity? (Select only one)

- |   |  |
|---|--|
| <input type="checkbox"/> Agriculture, animal production, forestry, fishing and hunting  | <input type="checkbox"/> Administrative and support, waste management and remediation services (e.g., administrative management and business support services, employment placement agencies, travel agencies, security, building maintenance, landscaping and cleaning services, event organizers, waste management services) |
| <input type="checkbox"/> Mining, quarrying, and oil and gas extraction  | <input type="checkbox"/> Professional, scientific and technical services   |
| <input type="checkbox"/> Utilities (e.g., electric power or natural gas distribution, water and sewage system management)   | <input type="checkbox"/> Management of companies and enterprises   |
| <input type="checkbox"/> Construction (e.g., general and specialty trade contractors, heavy and civil engineering)  | <input type="checkbox"/> Educational services  |
| <input type="checkbox"/> Manufacturing  | <input type="checkbox"/> Health care and social assistance   |
| <input type="checkbox"/> Wholesale trade  | <input type="checkbox"/> Arts, entertainment and recreation  |
| <input type="checkbox"/> Retail trade   | <input type="checkbox"/> Accommodation and food services   |
| <input type="checkbox"/> Transportation and warehousing   | <input type="checkbox"/> Other services (except public administration)   |
| <input type="checkbox"/> Information and cultural industries (e.g., publishers, motion picture, music, radio and television broadcasting industries, telecommunications, data processing and hosting) | <input type="checkbox"/> Public administration   |
| <input type="checkbox"/> Finance and insurance  | <input type="checkbox"/> Other sector, please specify  |
| <input type="checkbox"/> Real estate and rental and leasing (e.g., lessors of dwellings, warehouses, etc., real estate agents and brokers, car and tool rental companies)                             | <input type="text"/>   |

### 1.2 Your organization is in the:

- Private sector
- Public sector\*

We are referring to its legal status

### 1.3 What is the status of your business?

- Cooperative\*
- Sole proprietorship\*
- Not-for-profit corporation\*
- Business corporation\*
- Other. Specify:

### 1.4 In what year was your organization in its current form created?

**1.5 Considering the payroll of your employees in Québec, in which administrative region do most of your organization’s activities take place?**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> 01-Bas-Saint-Laurent       | <input type="checkbox"/> 07-Outaouais                     | <input type="checkbox"/> 13-Laval            |
| <input type="checkbox"/> 02-Saguenay–Lac-Saint-Jean | <input type="checkbox"/> 08-Abitibi-Témiscamingue         | <input type="checkbox"/> 14-Lanaudière       |
| <input type="checkbox"/> 03-Capitale-Nationale      | <input type="checkbox"/> 09-Côte-Nord                     | <input type="checkbox"/> 15-Laurentides      |
| <input type="checkbox"/> 04-Mauricie                | <input type="checkbox"/> 10-Nord-du-Québec                | <input type="checkbox"/> 16-Montérégie       |
| <input type="checkbox"/> 05-Estrie                  | <input type="checkbox"/> 11-Gaspésie–Îles-de-la-Madeleine | <input type="checkbox"/> 17-Centre-du-Québec |
| <input type="checkbox"/> 06-Montréal                | <input type="checkbox"/> 12-Chaudière-Appalaches          |  |

**1.6 Thinking of the time of the year when there were the most employees on your payroll, what was the maximum number of people employed by your organization in 2024 in Québec?**

\_\_\_\_\_

You must take into account all employees of the organization who worked in Québec in 2024 whether or not they are students, including full-time and part-time employees. This is the number of RL-1 slips from Revenu Québec that were issued by your organization for the year 2024.

Please refer to the Definitions section.

If an employee had more than one function in your organization in 2024, consider the function they devoted the most time to.

**1.7 a) Based on the number of Revenu Québec RL-1 slips issued, how many people in total worked in your organization in 2024?**

\_\_\_\_\_ R1

**b) Please break down the total number of people who worked in your organization in 2024 according to the categories\* below.**

- |   |       |
|---|-------|
| 1) Executive and management staff         | _____ |
| 2) Professional staff                     | _____ |
| 3) Technical staff                        | _____ |
| 4) Administrative support or office staff | _____ |
| 5) Sales and service staff                | _____ |
| 6) Production staff                       | _____ |
| ▼   | ▼     |
| 7) TOTAL                                  | _____ |

→ The total must be equal to the number of employees reported at 1.7 a).

Gross revenue is equal to the sum of sales and services provided (including recoverable taxes).

**1.8 In 2024, what was your organization’s gross revenue?**

\$ \_\_\_\_\_

In this survey, “organizational change” means any change made by the organization to the following: work schedules; management practices; collaboration with or involvement of external partners in research and development, production or marketing; or any process redesign effort aimed at increasing performance.

**1.9 In 2024, did your organization make any organizational changes?**

- Yes → [Go to question 1.10.](#)
- No → [Go to question 1.11.](#)

**1.10 Please specify what organizational change was made:**

- Modified work schedules
- Made changes to human resources management practices
- Collaborated with or used external partners in research and development, production, or marketing
- Redesigned processes in order to increase performance
- Made organizational changes using the organization's own resources

In this survey, "technological change" means the implementation or use of new software, processes or equipment, excluding replacement with similar equipment and software updates.

**1.11 In 2024, did your organization make any technological changes?**

- Yes
- No

Total payroll is the sum of all wages and salaries. You must include salaries, tips, paid vacation, director's fees, commissions, premiums and bonuses, as well as taxable benefits. Amounts paid by an employer to a trustee or a depository under a profit-sharing plan, an employee trust or an employee benefit plan must also be included.

**1.12 What was your organization's total payroll in 2024 for Québec?**

\$ \_\_\_\_\_

▶ **If you benefited from the business support measures provided by the MESS in 2021, but not in 2024, answer question 1.13, then go to the end of the questionnaire.**

**1.13 Why did your participation in the MESS program end?**

- The objectives set by the business have been achieved → [Go to section 2 – End of questionnaire](#)
- The decision was made by the MESS → [Go to section 2 – End of questionnaire](#)
- Other – Specify: \_\_\_\_\_ → [Go to section 2 – End of questionnaire](#)
- Don't know → [Go to section 2 – End of questionnaire](#)

▶ **If you did not benefit from one of the services offered to organizations by the MESS in 2021 and 2024, answer question 1.14A. Otherwise, go to the end of the questionnaire.**

**1.14 a) The MESS offers several business support measures, including MFOR\* and CPE\*. Are you familiar with these measures?**

- Yes → [Go to question 1.14B](#)
- No → [Go to section 2 – End of questionnaire](#)

**b) Has your business applied for one of these measures?**

- Yes → [Go to question 1.14C](#)
- No → [Go to section 2 – End of questionnaire](#)

**c) Has your business been denied after applying for one of these measures?**

- Yes
- No

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## Section 2 End of questionnaire

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

**You can also enter your comments in the space below.**

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