



# The **ERG** at a glance

2010 Edition

## THE *ENQUÊTE SUR LA RÉMUNÉRATION GLOBALE AU QUÉBEC*: A unique compensation survey

The Quebec survey on total compensation (*Enquête sur la rémunération globale au Québec* or ERG) conducted by the Institut de la statistique du Québec (ISQ) represents added value in the field of compensation studies.

- The information published as a result of this survey is representative of the compensation offered in enterprises with 200 or more employees in Québec. The ERG is thus a **scientific survey** based on rigorous methodology.
- The ERG is unique as regards both the **compensation package** and the **jobs covered**. It is one of the only Canadian labour-market surveys that covers not only salaries, but also benefits, hours of work, workforce characteristics (seniority, union status and sex) and paid time off. By examining total compensation, the survey offers a more complete picture than the comparison of salaries alone; the publication of this type of information constitutes the added value of the ERG compared with other compensation surveys. As far as jobs are concerned, the survey first covers all jobs in the participating enterprises, which are coded according to the National

Occupational Classification, a system recognized Canada-wide. The ISQ's compensation professionals then conduct a detailed matching exercise based on pre-defined benchmark jobs. Results are provided by job and by group of jobs, for clearly defined sectors of economic activity.

- The data-collection process is carried out in **close cooperation between a compensation professional from the ISQ and the respondent from the enterprise being surveyed**. It is based on a thorough understanding of the enterprise's compensation structure and job classifications. A visit to the enterprise allows the ISQ's interviewer to better understand the file, obtain any missing data, clarify ambiguities, ensure the rigorous matching of jobs and develop a quality relationship with the respondent.

The ERG has been conducted by the Direction des statistiques du travail et de la rémunération (DSTR) of the Institut de la statistique du Québec since 1999, but its first edition was produced in 1983. At that time, it was under the responsibility of the Ministère du Travail. The ISQ's credibility in the field of total compensation is based on more than twenty years of experience

in research, orientation studies, analyses and surveys. The Institut has carried out methodological research on a wide variety of subjects including a conceptual framework for total compensation, pension plans, the selection of benchmark jobs, and employee benefits.

A survey of this scale requires the expertise of employees in other branches of the Institut, in particular professionals in the fields of survey methodology, collection strategies and information processing. The quality of the data produced depends on this collaboration between the DSTR and all internal contributors.

The ERG has been completely revised over the past few years. Developments and adjustments with regard to all benefits and short-term variable pay are now completed; the most recent developments were incorporated into the data collection in the ERG 2009. For the coming years, the priority is to bring the revised survey to maturity. Efforts will also focus on making maximum use of the new data and developing publications of use to persons and organizations in the compensation field.

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## How is an enterprise selected to participate in the ERG?

The ERG survey population<sup>1</sup> consists of all enterprises with at least 200 employees<sup>2</sup> in the different labour-market sectors in Quebec<sup>3</sup>. Certain sectors are excluded: agriculture and related services, fishing and trapping, logging and forestry services, construction, international organizations and other extra-territorial agencies. In the municipal government sector, the definition of the survey universe is based on the population served by the municipality and corresponds to cities with populations of 25 000 or more. These cities usually have at least 200 employees.

The survey uses a random sample, selected from groups of enterprises of similar size in the same sector (called “strata”). By attributing a weight to each enterprise selected within a stratum, the Institut ensures the representativeness of the results.

Figure 1 shows that, in a given sector, the number of enterprises sampled divided by the number of enterprises in the population (sampling ratio) is greater in the stratum of larger enterprises than in the stratum of smaller enterprises. This is necessary to obtain quality data, as the first stratum contains fewer enterprises than the second. In certain strata, all the enterprises are required to respond to the survey, as they are too few in number to allow sampling to take place; thus they become strata in which a census is taken.

Because this is a survey for which a response is obligatory, the number of participating enterprises is high, which results in data of better quality.

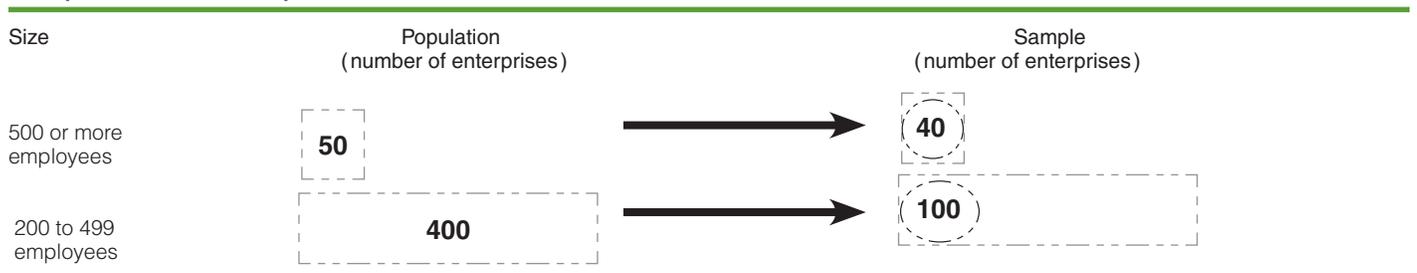
In some complex enterprises, the collection burden may be heavy. A profiling stage, in which the enterprise is characterized

according to its organizational structure and its different compensation policies, allows the ISQ to subdivide the enterprise into collection units for which compensation data can logically be gathered. Thus, the collection burden for more complex enterprises is reduced through the sampling of collection units<sup>4</sup>.

The following elements are analyzed for the purpose of defining a collection unit: the number of establishments and employees, the union status and the compensation similarities between certification units. It is also important to know whether information on employees' total compensation and working conditions is centralized or not within a given establishment. Thus, profiling makes it possible to identify the issues associated with data collection.

Figure 1

### Example of a stratified sample



1. The reference file for the survey universe is Statistics Canada's *Business Register Database* (BRDB) and, for the municipalities, the *Répertoire des municipalités* produced by Quebec's Ministère des Affaires municipales et des Régions.
2. For enterprises where the number of employees varies greatly during the year, other criteria are taken into account. The Institut ensures not only that these enterprises have a minimum of 200 employees for at least six of the twelve months (consecutive or not), but also that the number of employees is never lower than 100. Taking these criteria into account to determine whether these enterprises are part of the survey universe ensures better control over eligibility while allowing efficient data collection.
3. With the exception of public educational institutions, public health and social services establishments, the Quebec government (Quebec public service) and the federal government (employees working in Quebec), for which the criterion "with at least 200 regular full-time and part-time employees" does not apply.
4. To learn more about this stage of the survey, see Karine CHARBONNEAU (2005). "Une nouvelle ère. . . lancement de la nouvelle ERG", *Flash-info*, Vol. 6, No. 4, September, p. 10 to 12.

## Survey universe

The following tables present the number of enterprises and employees: first, by activity sector for enterprises of 200 or more employees (table 1) and second, by size stratum for enterprises of 10 or more employees (table 2).

Table 1

### Number of enterprises with 200 or more employees and number of employees working in them, by activity sector, Quebec<sup>1</sup>, 2007 to 2009<sup>2</sup>

Activity sector	NAICS Code	Enterprise	Employee <sup>3</sup>	
			Full-Time	All employment status
n				
Mining extraction	21	8	4,800 **	4,900 **
Manufacturing	31-32-33	294	187,200	209,100
Trade	41-44-45	185	112,300 *	219,800 *
Transportation and warehousing	48-49	34	22,800 *	31,000 *
Information, culture and recreation	51-71	36	40,400	54,200
Finance, insurance, real estate, rental and leasing	52-53	47	57,200	73,700
Professional, scientific and technical services	54	46	33,100 *	36,600 *
Services to enterprises, building services and other support services	55-56	67	25,500 **	56,000 **
Educational services, health and social assistance	61-62	27	7,400	15,800
Accommodation and food services	72	54	13,300	31,200
Other services	81	20	5,800 **	7,000 **
Government business enterprises	...	27	58,300	81,200
Universities	...	10	22,500	58,300
Municipalities <sup>4</sup>	...	40	38,400	57,000
<b>Total</b>			<b>629 000<sup>5</sup></b>	<b>935 900<sup>5</sup></b>

... Sector composed of more than three NAICS codes

\* Moderate accuracy (CV between 15% and 25%); use with caution.

\*\* Low accuracy (CV greater than 25%); use with great caution.

1. With the exception of the federal and provincial governments.

2. The universe of enterprises of 200 or more employees has been divided into three equal blocks. In accordance with the data-collection cycle, the profiling and selection of enterprises in each block are carried out every three years. During profiling, the number of employees is collected by the ISQ to determine the enterprises' eligibility within the universe. Thus, the number of enterprises is based on data collected at three distinct times (block 1 – group D introduced for the ERG 2009; block 2 – group B introduced for the ERG 2007 and block 3- group C introduced for the ERG 2008).

3. The number of employees is based on estimates obtained using the survey data (rotation groups B, C and D). Because these data are estimates they are accompanied by a quality rating. The estimates that have no asterisk have a coefficient of variation of less than 15%, which means that their quality is good to excellent.

4. Municipalities with populations of 25 000 or more.

5. The figures for employees are rounded to the nearest hundred. The total may be different from the sum of estimated due to rounding.

Sources: Institut de la statistique du Québec (ISQ), *Enquête sur la rémunération globale au Québec* (ERG). *Collectes 2007, 2008 and 2009*. Statistics Canada, *Business Register Database* (BRDB).

Table 2

### Number of enterprises and number of employees working in them, by size stratum, Quebec<sup>1</sup>, 2007 to 2009<sup>2</sup>

	Size (number of employees)				
	10 to 199	200 employees or more			
		Total	200 to 499	500 to 999	1,000 or more
n					
Enterprises <sup>3</sup>	46,854	895	516	189	190
Employees <sup>4</sup>	1,509,000	935,900	159,400	116,900	659,600

1. With the exception of the federal and provincial governments.

2. In accordance with the data-collection cycle, the profiling and selection of enterprises in each block are carried out every three years. During profiling, the number of employees is collected by the ISQ to determine the enterprises' eligibility within the universe. Thus, the number of enterprises is based on data collected at three distinct times (block 1 – group D introduced for the ERG 2009; block 2 – group B introduced for the ERG 2007 and block 3- group C introduced for the ERG 2008).

3. The BRDB and profiling were used for the size strata of 200 or more employees with regard to the number of enterprises.

4. The figure for employees are rounded to the nearest hundred. The number of employees for enterprises with 200 or more employees is based on estimates obtained using the survey data (rotation groups B, C and D). All the estimates presented have a coefficient of variation of less than 15%. For the stratum of 10-199 employees, this number is obtained differently. For these enterprises, the number is estimated by the ISQ based on the BRDB. This database classifies enterprises according to different size strata, but does not provide the exact number of employees. To establish the number of employees in each stratum, the mid-point is used (for example, 30 in the stratum of 10 to 49 employees). This mid-point is then multiplied by the number of enterprises in the stratum to establish the number of employees.

Sources: Institut de la statistique du Québec (ISQ), *Enquête sur la rémunération globale au Québec* (ERG). *Collectes 2007, 2008 and 2009*. Statistics Canada, *Business Register Database* (BRDB).

## The ERG data-collection cycle

The ERG uses a three-year data-collection cycle and each enterprise is required to participate for the entire cycle. The collection burden is heaviest in the year in which an enterprise is introduced into the rotation group; it diminishes as the cycle evolves (see table below). The second year involves only an update of the file, and the third year requires very little work on the part of the enterprise. In the strata for which a census is taken (for example the federal and Quebec governments), the enterprises begin a new cycle when the previous cycle is completed.

The professional assigned to the file by the Institut provides support to the respondent from the beginning to the end of the collection cycle.

To implement the three-year collection cycle, the sample of enterprises in the ERG was divided into three equal blocks. A sample of enterprises was selected in each of these blocks: a first group of selected enterprises was introduced for the ERG 2006 ("rotation group A"), another was introduced for the ERG 2007 ("rotation group B"), and the sam-

ple was completed with rotation group C, added for the ERG 2008. Thus, the rotation groups were introduced progressively from one year to the next. In 2009, the response rate is excellent: 87.3% of the enterprises responded. Complete non-response to the benefits section of the survey is observed in fewer than 1% of the collection units. For the collection units that responded, the response rate varies, depending on the benefit, from 73% to 99%.

Table 3  
ERG data-collection cycle

	ERG 2006 (33,3% of sample)	ERG 2007 (66,6% of sample)	ERG 2008 (100% of sample)	ERG 2009 (100% of sample)	ERG 2010 (100% of sample)
Total compensation: analysis and data-collection phases					
Group A (Block 1)	Standard <sup>1</sup>	Update <sup>2</sup>	Simplified <sup>3</sup>	<b>CYCLE COMPLETED FOR ROTATION GROUP A</b>	
Group B (Block 2)		Standard	Update <sup>4</sup>	Simplified	<b>CYCLE COMPLETED FOR ROTATION GROUP B</b>
Group C (Block 3)			Standard	Update <sup>4</sup>	Simplified
Group D (Block 1)				Standard	Update
Group E (Block 2)					Standard
...					

1. This phase involves an in-depth analysis of the organizational structure, compensation policies, benefit programs and short-term variable pay, as well as the complete matching process. The respondent transmits the compensation file electronically.
2. This phase involves only an update of the data, based on the compensation file transmitted by the respondent. In the ERG 2009, the 50 collection units in rotation group C were asked to provide a new data file. Of these 50 units, 36 provided a new compensation file. In the collection units that did not respond, rates of increase were applied to the salaries and salary scales to update the data.
3. Only the average rates of increase for salaries and salary scales are collected.
4. The "update" collection processes are currently in the implementation phase. For the ERGs 2008 and 2009, a pilot project on these processes was carried out for a sample of enterprises in groups B and C; the simplified collection process was used for the enterprises not selected.

## Elements of total compensation

The various elements on which information is collected for the ERG (see table 4) permit an in-depth analysis of the organizational structure, compensation policies, benefit programs and short-term variable pay within an enterprise. Using the enterprise's documents and compensation file, the Institut's compensation specialist can draw a parallel between the compensation systems and the survey concepts. This analysis, carried out in the first year of the collection cycle, facilitates the updating of the enterprise's data in the second and third years of its participation in the ERG.

By collecting data on the compensation policies and on the characteristics and rates of use of benefits, the ERG obtains complete and relevant information on the various benefits, which is also used to calculate total compensation.

The data collection is based on the transmission of a compensation file from the payroll system or management-information system of the participating enterprise. This file contains data on employment and compensation as well as personal characteristics (sex, hiring date, union status) for each employee

of the enterprise. Transmitted by means of a secure site developed by the Institut to guarantee the confidentiality of the data, the file is a reliable and objective source of information.

The compensation file serves as the basis for the job analysis. The first step is to allocate an NOC code to the jobs. This is followed by the detailed matching of jobs to the pre-defined benchmark jobs used for the survey.

Table 4

### Main elements of total compensation

Direct compensation	Indirect compensation	Hours of work
<ul style="list-style-type: none"> <li>- Salary</li> <li>- Short-term variable pay</li> <li>- Reimbursement of unused sick leave</li> </ul>	<ul style="list-style-type: none"> <li>- Group insurance plans (e.g. life insurance, dental insurance)</li> <li>- Pension plans</li> <li>- Government plans (e.g. CSST, RAMQ, Employment insurance)</li> <li>- Compensation for family leave (e.g. maternity leave)</li> </ul>	<ul style="list-style-type: none"> <li>- Normal working hours</li> <li>- Paid time off (e.g. statutory/floating holidays, vacation, sick leave)</li> </ul>

### Documentation required for analysis



- Direct compensation policies
- Benefit policies
- Short-term variable pay policies
- Collective agreement(s)
- Memorandum of agreement for non-unionized personnel
- Organization chart(s)
- Job classification plan
- Actuarial valuation of pension plan
- Job descriptions
- . . .
- .....
- Compensation file (electronic format)

## Jobs covered

### National Occupational Classification

The National Occupational Classification (NOC) is a job classification system recognized Canada-wide and compatible with the systems used in other countries. It is used by Statistics Canada, Human Resources and Social Development Canada, etc. This tool can be used to classify jobs in an enterprise based on standard job descriptions established for each of the 520 unit groups. The system gives statisticians and labour-market analysts a standardized method of collecting data and producing results for well-defined groups. The following is the link to the official NOC site: [www5.hrsdc.gc.ca/NOC/](http://www5.hrsdc.gc.ca/NOC/).

For the ERG, the ISQ's compensation professionals assign NOC codes to all jobs in the participating enterprises. The codes may have either three digits (minor groups) or four digits (unit groups). This step will allow the Institut to disseminate statistical information on the compensation of all the jobs in the enterprises that make up the survey universe. The results may be compared with those from other sources.

The coding of the jobs in an enterprise according to the NOC permits a complete analysis and a broader understanding of the job classifications. It also allows the Institut to identify the jobs that can be matched to the survey's benchmark jobs. A more in-depth knowledge of the job structure within an enterprise improves the quality of the matching process.

### Matching with the benchmark jobs in the ERG

The method used by the Institut consists in matching the jobs in the participating enterprises with the survey's benchmark jobs. This process involves evaluating the similarities between the content of the benchmark jobs and the jobs in the enterprises surveyed. Qualitative and quantitative criteria are used. These criteria are based on the job description, the conditions of employment, the education and experience required for a job and the level of supervision involved. A face-to-face interview with the person designated by the enterprise completes this step<sup>5</sup>.

The selection of the basket of benchmark jobs was based on Quebec government jobs that have counterparts in the other sec-

tors of the labour market. That is why certain jobs (nurses, teachers, etc.) are excluded. The jobs selected must be comparable, which means that they must exist in sufficient numbers in the comparator market and their content (responsibilities, requirements, etc.) must be easily identifiable and stable over time. Five occupational categories are analyzed: professionals, technicians, clerical and administrative support employees, service employees and manual workers. The benchmark jobs allow the Institut to take into account the level of complexity of the duties

(entry level, working level and team leader or specialist level). Thus, the information resulting from the matching is more nuanced than that obtained from the NOC codes.

In 2007, the ISQ completed a project on the revision of the basket of benchmark jobs. The new basket of benchmark jobs<sup>6</sup> has been incorporated into the 2007 edition of the ERG. The job descriptions of the benchmark jobs making up the new basket are available on the Institut's Web site.

5. For more information on the matching process, see *Flash-info, Numéro spécial*, November 2005.

6. For the list of benchmark jobs, see Isabelle FRÉCHETTE (2007). "Le nouveau panier d'emplois repères", *Flash-info*, Vol. 8, No. 1, February, p. 8-12.

## Jobs covered (continued)

Table 5 presents the two approaches used for the job analysis.

Table 5  
**Jobs covered: objectives and results of two approaches**

Approach	Objectives	Results
NOC	Broaden the coverage of the jobs surveyed to include all the jobs in the enterprises.	Disseminate salary data for all the jobs in the enterprises surveyed.
	Use a job classification system recognized by other statistical organizations and agencies.	Allow the data from the ERG to be compared with those from other sources.
	Identify the jobs that can potentially be matched.	Improve the matching process and put into context the compensation data collected for the benchmark jobs.
Matching	Associate a level of complexity with the duties of the job, paying particular attention to the responsibilities, experience, education and supervision required.	Disseminate information on total compensation by benchmark job (a greater degree of specificity than data by occupational category or data based on the NOC codes).
	Using benchmark jobs, compare Quebec government employees' total compensation with that of other Quebec employees in the different labour-market sectors.	Disseminate compensation differentials and thus offer a neutral negotiation tool to the labour and management parties in the Quebec government.

Table 6 presents certain occupations according to the NOC and the corresponding occupational groups in the ERG.

Table 6  
**NOC jobs versus benchmark jobs**

NOC-3	NOC-3 title	NOC-4	NOC-4 title	ERG occupational group
211	Physical science professionals	2111	Physicists and astronomers	Physical sciences professional
228	Technical occupations in computer and information systems	2281	Computer network technicians	Computer technician
411	Judges, lawyers and Quebec notaries	4112	Lawyers and Quebec notaries	Lawyer and notary
521	Technical occupations in libraries, archives, museums and art galleries	5211	Library and archive technicians and assistants	Library technician

## Current status . . . and future developments

Table 7 summarizes the main elements covered by the ERG. The coding of jobs according to the NOC and the matching process are fully integrated into the data-collection process. While work has been completed on the approach for selecting the jobs that can be matched in each collection unit, there is still room for improvement in this area. Thanks to the data collected in the first cycle of the new survey (rotation groups A, B and C), an analysis will be conducted on the presence of the jobs in the different sectors of economic activity. The results of that analysis will make it possible to maximize the selection in order to obtain a good coverage of all jobs, particularly the rarest ones.

Developments with regard to benefits and paid time off have also been completed. Since the ERG 2007, information on the presence of all benefits has been collected

for the major employee groups in an enterprise. With regard to the policies and characteristics that can be used in the calculation of costs, the data-collection forms for each benefit have been progressively incorporated into the survey. In the ERG 2007, information on the policies and characteristics was collected for four benefits (vacation, statutory/floating holidays, pension plans and government plans). In 2008, nine benefits were added (leave for birth, adoption and interruption of pregnancy (reimbursed at 100%), maternity leave, paternity leave, parental leave, adoption leave, sick leave used, reimbursement of unused sick leave, short-term disability income insurance and long-term disability insurance). In 2009, five benefits were introduced (social leave, life insurance, extended health insurance, dental-care insurance and vision-care insurance); these complete the benefits taken

into account in calculating total compensation. It is important to note that because of the collection cycle and the fact that the data on benefits are collected when an enterprise is introduced into the survey, any changes affecting benefits are not completely integrated into the sample until the end of the three-year cycle.

As for short-term variable pay — one of the new compensation elements introduced into the revised survey — data were collected in the ERG 2008 on the presence of the plans offered. Developments regarding the processing of costs and characteristics were completed during 2008 and the collection of data on the characteristics and costs was introduced in the ERG 2009. Developments regarding the treatment of commission plans are being.

Table 7  
Status of data collection, ERG 2009

Jobs/elements	Activities under way
Job coding (NOC)	All jobs in the enterprise are coded (by 3-digit minor group and, in the case of jobs with potential for matching, by 4-digit unit group).
Matching	A list of possible matches is created following the coding of the jobs according to the NOC. The matching process examines each job to determine its similarity to one of the benchmark jobs in the ERG.
Salaries	Salary data are collected (the enterprise's compensation file).
Benefits and paid time off	Data are collected regarding the presence of all benefits (paid in full or in part by the employer).  Since the ERG 2009, data on the policies and characteristics that can be used in the calculation of costs are collected for all elements. The elements were introduced progressively:  ERG 2007: annual leave (vacation), statutory and floating holidays, pension plans and government plans. ERG 2008: maternity leave, paternity leave, adoption leave, parental leave, leave for birth, adoption and interruption of pregnancy (reimbursed at 100%), sick leave used, reimbursement of unused sick leave, short-term disability income insurance, long-term disability insurance. ERG 2009: social leave, life insurance, extended health insurance, dental-care insurance and vision-care insurance.
Short-term variable pay	Information on the presence of these plans has been collected since the ERG 2008. Collection of data on the characteristics and costs was introduced in the ERG 2009. Developments regarding the treatment of commission plans are being.

## Dissemination of the survey results

The report entitled *Résultats de l'Enquête sur la rémunération globale au Québec* will be available in the spring of 2010. Based on the new ERG and the collection carried out in 2009, the data are presented according to the groups in the National Occupational Classification (NOC 2001) for all existing skill levels and skill types<sup>7</sup>. For each NOC code, the Institut provides results on the salaries and salary scales of regular full-time employees, who are broken down into five groups: all Quebec employees, public-sector employees, private-sector employees, unionized employees and non-unionized employees.

The data provided by respondents from numerous Quebec enterprises enable the Institut to produce reliable, relevant and high-quality data.

Table 8 (see page 10) provides an example of the results found in the survey report. It presents data on salaries and hours for two 3-digit NOC codes<sup>8</sup> by skill level for the "Business, Finance and Administration Occupations" skill type; the results apply to all Quebec enterprises with 200 or more employees.

The report *Résultats de l'Enquête sur la rémunération globale au Québec. Collecte 2009* is the third to be published since the implementation of the new version of the ERG. Future editions of this report, published annually, will be improved with new tables, particularly with regard to total compensation and short-term variable pay. Because of the various changes made to the survey methodology, comparisons with data from earlier versions of the ERG (prior to 2007) are not possible.

### RESULTS OF THE ERG : MAIN PUBLICATIONS RELATED TO THE INSTITUT'S MISSION

The ERG data allow the Institut to produce an annual comparison of the total compensation of Quebec government employees with that of other Quebec employees. This comparison is required by section 4 of the *Act respecting the Institut de la statistique du Québec* and the results must be made public by November 30 of each year. The publication entitled *Rémunération des salariés. État et évolution comparés* is used mainly by the Quebec government labour and management parties for collective-bargaining purposes.

The data from the new ERG also allow the Institut to better fulfil its mission, which is to provide reliable and relevant statistical information on various aspects of Quebec society (section 2 of the *Act respecting the Institut de la statistique du Québec*). The report entitled *Résultats de l'enquête sur la rémunération globale au Québec*, published annually, presents the main results of the survey according to various labour-market breakdowns. Thus, it provides the general public, unions, employers and other labour-market players with strategic data to use in their discussions on compensation conditions. In the longer term, the Institut plans to expand the scope of the survey by collecting data on compensation in enterprises with fewer than 200 employees. The Institut also hopes to be able to present compensation data on a regional basis and to publish information on the status of the jobs in the survey.

7. The National Occupational Classification (NOC) presents four skill levels (management level, university education, college education, secondary education and on-the-job training) and ten skill types. The skill level refers to the type or duration of training or education normally required for a given occupation. The skill type is based on the type of work performed, but also reflects the field of training or the experience normally required to enter the occupation.

8. The NOC codes used are those with the greatest weight in terms of employees in each level presented.

## Dissemination of the survey results (continued)

Table 8

**Average annual salaries, normal working hours and hourly salaries, according to the National Occupational Classification, “Business, Finance and Administration Occupations” skill type, all Quebec enterprises with 200 or more employees, 2009**

NOC codes – Job titles (3 digits)	Average annual salaries	Normal hours	Hourly salaries				
			Averages	1 <sup>st</sup> quartile <sup>1</sup>	Medians <sup>1</sup>	3 <sup>rd</sup> quartile <sup>1</sup>	
	\$	h	\$				
<b>Management</b>							
011	Administrative services managers	99,183	36.9	51.60	42.54	50.08	58.98
012	Managers in financial and business services	91,369	37.0	47.59	35.77	45.30	55.70
<b>University education</b>							
112	Human resources and business service professionals	69,659	36.8	36.34	29.24	35.77	42.13
<b>College education</b>							
122	Administrative and regulatory occupations	53,834	36.5	28.24	24.97	26.58	31.12
124	Secretaries, recorders and transcriptionists	42,524	35.4	23.03	20.93	21.36	24.94
<b>Secondary-school education</b>							
144	Administrative support clerks	41,459	36.8	21.64	19.56	22.35	23.53
147	Recording, scheduling and distributing occupations	39,289	38.7	19.53	14.95	19.16	23.55
<b>On-the-job training</b>							
...		...	...	...	...	...	...

... : Not applicable. No code exists at this skill level.

1. A quartile corresponds to each of the three values that divide the total number of employees into four equal parts. In the first quartile, 25% of employees earn less than the salary presented and 75% earn more. The median salary is the central value that divides the total number of employees into two equal groups (50% above and 50% below). In the third quartile, 25% of employees earn more than the salary presented.

Source : Institut de la statistique du Québec (ISQ), *Enquête sur la rémunération globale au Québec. Collecte 2009* (ERG).

## Products offered to ERG respondents

The Institut de la statistique du Québec places great importance on the collaboration of the enterprises that participate in its *Enquête sur la rémunération globale au Québec*; in appreciation for their participation, it offers them various products, in particular publications presenting the results of the survey in paper form, a personalized file and an extranet.

The Institut is offering the respondents the report entitled *Résultats de l'Enquête sur la rémunération globale au Québec. Collecte 2009* in paper form, free of charge. This report is also available on the Institut's Web site. In addition to the survey report, which is published annually, the Institut also wants to develop other publications for enterprises that respond to the ERG and for the general public. These publications would analyze new variables in greater detail; they could address, for example:

- variable pay: characteristics, frequency and/or costs;

- workforce characteristics: sex, union status, seniority, etc.;
- the presence and characteristics of various benefit plans and their evolution over time.

The Institut also sends respondents a file containing personalized tables. Data are presented on the salaries and salary scales applicable to the jobs matched with the ERG's benchmark jobs. The results are provided according to the National Occupational Classification codes on the one hand, and according to the benchmark jobs on the other hand; they are also broken down according to the market to which the enterprise belongs (private or public) and another reference market». The Institut wants to improve the results with new reference markets to better meet the needs of the respondents.

The personalized files are sent to the respondents throughout the collection cycle, by means of the Institut's secure transfer site. Each collection unit has its own identification number. In addition, a password protecting the personalized files is provided by telephone to the designated person within each enterprise. These methods protect the confidentiality of the compensation data.

The third product offered by the Institut is an extranet for the exclusive use of the respondents. Through this extranet, where all the relevant information about the ERG is centralized, the Institut hopes to inform respondents concerning the survey. The extranet will offer compensation data produced by the Institut on an advance basis, as well as other information of use to anyone working in the compensation field. The extranet has been on line since the spring of 2009.

### NEW ISQ PUBLICATIONS CONCERNING LABOUR AND COMPENSATION STATISTICS

The ISQ provides the public with access, free of charge, to current and reliable statistical information through its Web site ([www.stat.gouv.qc.ca](http://www.stat.gouv.qc.ca)).

The site contains several publications concerning labour and compensation. The most recent are the *Annuaire québécois des statistiques du travail*, Vol. 5, Nos. 1 and 2; the report *Rémunération des salariés. État et évolution comparés, édition 2009*; the newsletter *Flash-info*, Vol. 10, Nos. 2 and 3, Vol. 11, No. 1; the report *Le marché du travail et les parents*; the brochure *État du marché du travail au Québec. Bilan de l'année 2009*.

## The Institut . . . tuned in to its clients' needs

The Institut accords the highest priority to satisfying its clientele and providing products and services of high quality and relevance. In the field of labour and compensation, the improvements made to its projects are based on consultations with key labour-market players. The Direction des statistiques du travail et de la rémunération also relies on the support of an advisory committee whose members are chosen by the Institut for their expertise and reputation in fields

related to its work. The committee provides advice on the orientations and continuous improvement of the DST's projects.

Citizens have access to various statistical products and services of very high professional and technical quality. Using the databases it has created for its regular projects, the Institut can offer customized statistical compilations that meet the concrete needs of a target clientele while complying with

quality requirements. Depending on the request, there may be charges for these products.

Producing relevant, reliable, objective, comparable, current, intelligible and accessible information: that is the "quality" commitment of the Institut de la statistique du Québec.

### The ERG: a high-quality compensation survey

- Rigorous methodology, high-quality and up-to-date data
- Total compensation (direct and indirect compensation and hours of work)
- Analysis of all jobs and matching with pre-defined benchmark jobs
- Interviewers: specialized compensation professionals
- Confidentiality of data

#### . . . that meets its clients' needs

- Report entitled *Résultats de l'Enquête sur la rémunération globale au Québec. Collecte 2009*
- Current compensation data concerning enterprises with 200 or more employees
- Use of a recognized occupational classification
- Continued developments to improve the quality of the data available

This newsletter is produced by the Direction des statistiques du travail et de la rémunération of the Institut.

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