



Survey Report



Federal Bureaucracy Omnibus Question

Date: July 30, 2025
Project: 83248-040



Methodology

How



An online survey.

Who



n=1,533 Canadians, 18+.

When



Completed between July 25th and July 27th, 2025, using Leger’s online panel.

Other



No margin of error can be associated with a non-probability sample (i.e. a web panel in this case). For comparative purposes, though, a probability sample of n=1,533 respondents would have a margin of error of $\pm 2.5\%$, 19 times out of 20.

Leger’s online panel

Leger’s online panel has more than 400,000 members nationally and has a retention rate of 90%.

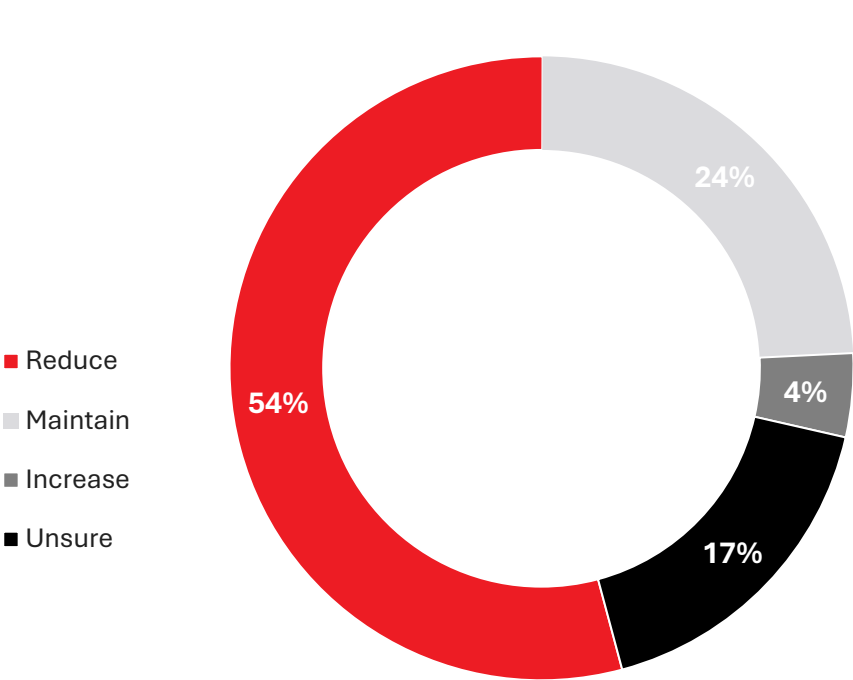
Quality control

Stringent quality assurance measures allow Leger to achieve the high-quality standards set by the company. As a result, its methods of data collection and storage outperform the norms set by WAPOR (The World Association for Public Opinion Research). These measures are applied at every stage of the project: from data collection to processing, through to analysis. We aim to answer our clients’ needs with honesty, total confidentiality, and integrity.

Leger is the largest Canadian-owned market research and analytics company, with more than 600 employees in eight Canadian and US offices. Leger has been working with prestigious clients since 1986.

Over half of Canadians believe the size and cost of the federal bureaucracy should be reduced in the coming years.

Demographically, those aged 35+ are more likely to say that the size and cost of the federal bureaucracy should be reduced (61% vs. 34% 18-34).



| | BC | AB | MB/ SK | ON | QC | ATL | Male | Female | 18-34 | 35-54 | 55+ |
|----------|-----|-----|-----------|-----|-----|-----|------|--------|-------|-------|-----|
| Reduce | 53% | 61% | 51% | 50% | 62% | 49% | 58% | 51% | 34% | 49% | 71% |
| Maintain | 24% | 20% | 25% | 27% | 20% | 27% | 27% | 21% | 36% | 25% | 16% |
| Increase | 6% | 2% | 5% | 5% | 3% | 6% | 4% | 5% | 7% | 6% | 1% |
| Unsure | 17% | 16% | 19% | 19% | 15% | 18% | 11% | 23% | 23% | 20% | 11% |

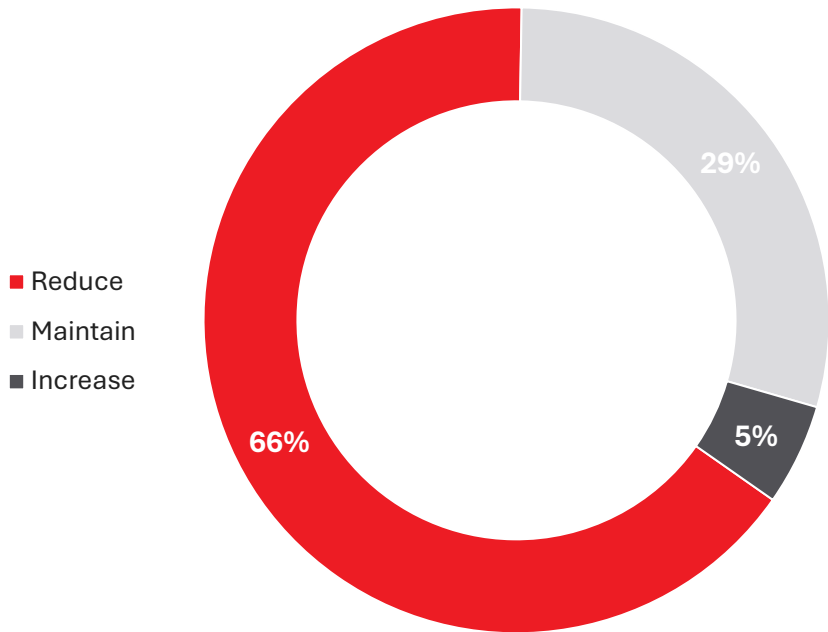
Q1. According to government records, the federal government added 99,000 additional employees since 2016 which contributed to an increase in the overall cost of the bureaucracy by more than 70 per cent. Knowing this, what do you think should happen to the size and cost of the federal bureaucracy in the years ahead?

Base: All (n=1533)

Significantly higher

Among those with an opinion, two-thirds favour reducing the size and cost of the federal bureaucracy.

Roughly three-in-ten believe the size and cost of the federal bureaucracy should be maintained, while 5% say it should increase.



| | BC | AB | MB/SK | ON | QC | ATL | Male | Female | 18-34 | 35-54 | 55+ |
|----------|-----|-----|-------|-----|-----|-----|------|--------|-------|-------|-----|
| Reduce | 64% | 73% | 63% | 61% | 72% | 59% | 65% | 66% | 44% | 61% | 81% |
| Maintain | 29% | 24% | 31% | 33% | 24% | 33% | 30% | 28% | 46% | 31% | 18% |
| Increase | 7% | 3% | 6% | 6% | 4% | 7% | 5% | 6% | 9% | 8% | 1% |

Q1. According to government records, the federal government added 99,000 additional employees since 2016 which contributed to an increase in the overall cost of the bureaucracy by more than 70 per cent. Knowing this, what do you think should happen to the size and cost of the federal bureaucracy in the years ahead?

Base: All, excluding DK (n=1293)

Significantly higher

Half of Canadians say the quality of federal services has not kept pace with the growth in the size and cost of the bureaucracy since 2016, only one-in-ten believe service quality has improved.

About a quarter of Canadians believe the quality has remained stagnant. Those aged 35+ are more likely to say services are much worse since 2016 (33% vs. 22% aged 18-34).

| | | BC | AB | MB/ SK | ON | QC | ATL | Male | Female | 18-34 | 35-54 | 55+ |
|---|-----|-----|-----|-----------|-----|-----|-----|------|--------|-------|-------|-----|
| NET: No | 50% | 48% | 55% | 51% | 50% | 49% | 50% | 50% | 50% | 44% | 49% | 55% |
| No, I feel federal services are much worse since 2016 | 30% | 29% | 38% | 28% | 30% | 27% | 33% | 31% | 29% | 22% | 31% | 34% |
| No, I feel federal services are a little worse since 2016 | 20% | 19% | 16% | 24% | 20% | 22% | 18% | 19% | 21% | 22% | 18% | 20% |
| I don't think federal services are any better or worse compared to 2016 | 23% | 23% | 16% | 21% | 23% | 28% | 16% | 22% | 23% | 21% | 22% | 24% |
| NET: Yes | 11% | 14% | 6% | 9% | 13% | 9% | 12% | 14% | 9% | 15% | 10% | 9% |
| Federal services are better today than in 2016, but should be better | 9% | 11% | 6% | 4% | 10% | 8% | 10% | 11% | 7% | 12% | 8% | 7% |
| Yes, I feel federal services are much better today compared to 2016 | 2% | 4% | 0% | 5% | 2% | 1% | 2% | 2% | 2% | 3% | 2% | 2% |
| Unsure | 16% | 15% | 22% | 19% | 15% | 14% | 21% | 14% | 19% | 20% | 19% | 12% |

Q2. As previously noted, the federal government added 99,000 additional employees since 2016 and increased the cost of the bureaucracy by more than 70 per cent. Do you think the quality of federal services Canadians have received have kept pace with the increase in the size and cost of the bureaucracy over that time period?

Base: All (n= 1533)

 Significantly higher

Among those with a stated opinion, three-in-five feel that since 2016, the quality of federal services hasn't improved in step with the growing size and cost of the federal bureaucracy.

In contrast, over a quarter of Canadians believe the quality has remained stagnant, while one-in-eight think it has improved since 2016.

| | | | BC | AB | MB/ SK | ON | QC | ATL | Male | Female | 18-34 | 35-54 | 55+ |
|---|--|-----|-----|-----|-----------|-----|-----|-----|------|--------|-------|-------|-----|
| NET: No | | 60% | 56% | 70% | 63% | 59% | 57% | 64% | 58% | 61% | 55% | 60% | 62% |
| No, I feel federal services are much worse since 2016 | | 36% | 34% | 50% | 34% | 35% | 31% | 42% | 36% | 35% | 28% | 38% | 39% |
| No, I feel federal services are a little worse since 2016 | | 24% | 22% | 21% | 29% | 24% | 26% | 22% | 22% | 26% | 27% | 23% | 23% |
| I don't think federal services are any better or worse compared to 2016 | | 27% | 27% | 21% | 26% | 27% | 32% | 21% | 26% | 29% | 26% | 27% | 27% |
| NET: Yes | | 13% | 17% | 8% | 11% | 15% | 11% | 15% | 16% | 10% | 19% | 12% | 10% |
| Federal services are better today than in 2016, but should be better | | 11% | 12% | 8% | 5% | 12% | 9% | 13% | 13% | 8% | 15% | 10% | 8% |
| Yes, I feel federal services are much better today compared to 2016 | | 3% | 4% | 0% | 6% | 3% | 1% | 2% | 3% | 2% | 4% | 2% | 2% |

Q2. As previously noted, the federal government added 99,000 additional employees since 2016 and increased the cost of the bureaucracy by more than 70 per cent. Do you think the quality of federal services Canadians have received have kept pace with the increase in the size and cost of the bureaucracy over that time period?

Base: All, excluding DK (n=1302)

Significantly higher

Our Team



Our team

The Central Canada Communications And Public Affairs Team:



Andrew Enns
Executive Vice President
aenns@leger360.com
431-808-0212



Jaismin K. Harneja
Senior Research Director
jharneja@leger360.com
416-964-9222



Jason Routsis
Research Analyst
jroutsis@leger360.com
416-964-9222



Data-driven intelligence for a changing world.

leger360.com