

**Human Resource and Workplace Management Branch
Client Satisfaction Survey**

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EXECUTIVE SUMMARY

Canadian Heritage commissioned Phoenix SPI to conduct a client satisfaction survey with employees regarding two sets of services provided by the Department's Human Resource and Workplace Management Branch: Protection and Safety services and Facilities Management services. The survey was conducted on-line and was completed by 737 employees. This represents a response rate of 35%. Based on a sample of this size, the overall results can be considered to be accurate to within +/- 3%, 19 times out of 20 (finite population factor applied). Fieldwork was conducted October 14 to November 9, 2005.

Protection and Safety Services

Awareness of specific Protection and Safety services is decidedly uneven, ranging from a high of 96% to a low of 39%. Employees were most likely to know about building identification and access cards, security screening, and voice communication messages over the public address system, with the vast majority (89-96%) claiming to be aware of these services. Majorities were also aware of all but two of the other services, although the size of the majority varied (from 53-78%). Employees were least likely to know about security awareness information sessions and security containers and locking devices, with well over half (59-61%) saying they were not aware of these two services.

Relatively few employees (14%) knew all of the Protection and Safety services available, suggesting a need for communications to increase awareness levels. In this regard it is worth adding that while a substantial majority (78%) offered no suggestions to improve Protection and Safety services, those who did tended to focus on improving communications and the provision of information, including increasing awareness of the services in general.

Use of Protection and Safety services during the past 12 months was also uneven, ranging from a high of 66% to a low of 10%. Employees were most likely to have used building identification and access cards (66%) and voice communication messages (50%). All other services were used by fewer than half of those aware of them; in fact, most services (7 of 12) were used by less than one-third of those who were aware of them. The services least likely to be used were first aid training, access to information/assistance about Occupational Health and Safety, security investigations, and the crisis information hotline (10-14%). In terms of the number of services used, most employees (55%) used between two and five services during the previous 12 months (16% used none).

Satisfaction, both overall and with respect to specific services, tended to be relatively widespread. Almost three-quarters expressed moderate (43%) or strong satisfaction (29%) with the *overall* quality of the services they had used during the previous 12 months. Most of the rest (17%) were neutral, with 10% expressing dissatisfaction.

Majorities also expressed satisfaction with the quality of service received for all but one of the specific services. Moreover, satisfaction was more likely to be strong than moderate for each of these. In addition, strong majorities (75% or more) expressed satisfaction with most of these services (i.e. 8 of 12). The only service for which a majority of users did not express satisfaction was responses to indoor air quality complaints. Just under half (48%)

expressed satisfaction with the service received in this area. When interpreting these results, it should be kept in mind that the number of employees evaluating each service differs, sometimes quite significantly, ranging from a high of 461 employees for building identification to a low of 29 for the crisis information hotline.

Satisfaction with specific *aspects* of service also tended to be widespread. Well over half offered positive assessments of all 14 service-related issues that were explored, and strong majorities (75% or more) provided positive ratings for 12 of them. Moreover, agreement was more likely to strong than moderate for these 12 aspects of service. Employees were most likely to agree that they had been served in the official language of their choice (91%). There was also widespread agreement that they were treated fairly (89%), that agents were courteous (87%), that services were accessible to persons with disabilities (85%), and hours of service were convenient (85%), that service staff were knowledgeable and competent (84%), that information received was accurate (83%), and that information was provided in a timely manner (81%). Comparatively speaking, respondents were less likely to agree that staff went the extra mile to make sure they got what they needed (68%) and that they were advised of various options available to them (63%).

Satisfaction was underscored by the fact that the vast majority of employees indicated that service met (42%) or exceeded their expectations (54%), that they received all (84%) or part (12%) of what they needed, and that they encountered no problems with the service they received (93%) when they used Protection and Safety services during the previous 12 months. That said, two additional findings are noteworthy. First, while relatively small numbers encountered problems, most of those who did (59%) were not satisfied with the way it was handled (most of the rest were neither satisfied nor dissatisfied, 33%). Second, almost one-third of employees (32%) said they do not know where to call should they have a problem about a security or safety issue.

When it came to personal safety and security issues, perceptions tended to vary. Perhaps not surprisingly, the vast majority (88%) agreed that they know what to do when the fire alarm sounds. Significantly fewer (61-63%) were satisfied with the way the outdoor portion of the evacuation drill is handled or agreed that the evacuation procedures are well publicized and easy to find. There was even less agreement that these procedures are well publicized and easy to find *for persons with mobility impairment*. Just half of those who offered an opinion on this issue agreed, although close to half of all respondents (44%) provided no opinion on this (indicating that this was not applicable to them).

While over two-thirds (69%) agreed that there are appropriate measures in place to ensure their *safety* in the workplace, substantially fewer (52%) agreed that there are appropriate measures in place to ensure their *health*. This despite the fact that only 14% of those aware of Occupational Health and Safety services said they had used this service during the previous 12 months.

Facilities Management Services

Awareness of Facilities Management services was also very uneven. While majorities were aware of each of the services, the size of the majority varied considerably. Employees were most likely to be aware of notification to staff on facilities servicing (90%), such as electrical shutdowns or window/carpet cleaning, and client services (85%), such as cleaning, lights, temperature levels, waste management, recycling, and parking. They were least likely to know about office design services (63%). Awareness of other services ranged from 70-78%. Approximately half (51%) were aware of all six Facilities Management services.

Use of these same services during the previous 12 months varied from 63% to 35%. Perhaps not surprisingly, employees were most likely to have used client services (63%), followed by office setup services (52%). All other services were used by less than half of those aware of them (35-48%). While most employees (68%) had used at least one of these services during the previous 12 months, almost one-third (32%) had used none of them.

Satisfaction with these services, both overall and with respect to specific services, tended to be relatively widespread. More than half of surveyed employees who used at least one Facilities Management service indicated that they were moderately (41%) or very satisfied (19%) with the *overall* quality of the services that they had used during the previous 12 months. Most of the rest (25%) were neutral, while 15% expressed dissatisfaction.

Over two-thirds expressed satisfaction with the quality of service they received for each of the specific services they used during the 12-month period. Employees were most likely to be satisfied with staff notification on facilities servicing (87%). Satisfaction with other services ranged from 68-77%. Those who did not express satisfaction with these services were more likely to be neutral than dissatisfied. Expressions of dissatisfaction with these services ranged from 3-15%. When interpreting these results, it should be kept in mind that the number of employees evaluating each service differs, ranging from a high of 385 for client services to a low of 171 for office design services.

Satisfaction with specific *aspects* of service also tended to be widespread, with majorities offering positive assessments in each area. Moreover, over two-thirds agreed with all but two issues. As was the case with Protection and Safety services, employees were most likely to agree that they had been served in the official language of their choice (87%), followed by widespread agreement that agents were courteous (85%), that services were accessible to persons with disabilities (84%), that the hours of service were convenient (83%), that employees were treated fairly (81%), that service staff were knowledgeable and competent (79%) and that the information received was clear and easy to understand (79%). They were less likely to agree that that staff went the extra mile to make sure they got what they needed (64%) and that they were advised of various options available to them (63%).

Satisfaction was underscored by the fact that the vast majority of employees indicated that service met (44%) or exceeded their expectations (46%), that they received all (73%) or part (21%) of what they needed, and encountered no problems with the service received (85%) when they used Facilities and Management services during the previous 12 months.

That said, as with Protection and Safety Services, there was limited satisfaction among those who did experience problems with the way their problem was handled. Nearly half (46%) expressed dissatisfaction with this and most of the rest were neither satisfied nor dissatisfied (44%). As well, one-quarter of employees said they do not know where to call should they have a problem about a work space or facilities issue.

Access and Communications Issues

With one exception, behaviour and preferences regarding access and communications issues were similar across the service lines. Communications between surveyed employees and service representatives during the previous 12 months was quite limited for both sets of services. Fewer than half of the employees used any communications method (i.e. email, phone, in-person contact, regular mail) to contact service representatives about either service line during the 12-month period. Moreover, those who did use one or more communications channel tended to do so infrequently, with the largest proportions using the channels no more than three times during this period. Employees who contacted service representatives were most likely to use the phone, email, or in-person contact, with very few using regular mail. The only noticeable difference was the greater use of in-person contact regarding Protection and Safety services (44% vs. 28% who used this method to communicate about Facilities Management services).

Consistent with its limited use during the previous 12 months, employees clearly rejected regular mail as a preferred option for communicating with service representatives. Approximately one-quarter expressed no preference, while the rest tended to be split between email and the phone, with smaller numbers preferring in-person contact. This highlights the need to continue to make all three communications methods available to employees for communicating with service staff for Protection and Safety and Facilities Management services.

SOMMAIRE

Le ministère du Patrimoine canadien a retenu les services de Phoenix SPI pour réaliser un sondage sur la satisfaction du personnel à l'égard de deux gammes de services offerts par la Direction générale de la gestion des ressources humaines et du milieu de travail du Ministère : les services de protection et de sécurité et les services de gestion des installations. Le sondage a été administré en ligne et 737 membres du personnel y ont participé, ce qui représente un taux de réponse de 35 %. Les résultats obtenus d'un échantillon de cette taille comportent un degré de précision de plus ou moins 3 %, 19 fois sur 20 (en appliquant le facteur de population finie). La cueillette des données a eu lieu du 14 octobre au 9 novembre 2005.

Services de protection et de sécurité

La notoriété des divers services de protection et de sécurité est décidément inégale, variant de 96 % à aussi peu que 39 %. Les services les mieux connus sont ceux liés aux cartes d'identité et d'accès à l'immeuble, aux attestations de sécurité ainsi qu'aux messages diffusés par le système de sonorisation lors d'urgences ou d'exercices d'urgence, la vaste majorité des répondants (de 89 % à 96 %) se disant au courant de ces services. Une proportion importante de répondants sont aussi au courant de tous les services, sauf deux, bien que cette proportion varie selon le service (de 53 % à 78 %). Les services les moins connus sont les séances de sensibilisation à la sécurité ainsi que les services relatifs aux coffres de sécurité et dispositifs de verrouillage, plus de la moitié des répondants (de 59 % à 61 %) disant ne pas être au courant de ces deux services.

Relativement peu de répondants (14 %) sont au courant de tous les services de protection et de sécurité disponibles, révélant la nécessité d'accroître les communications afin d'améliorer la notoriété de ces services. À cet égard, il importe d'ajouter que bien qu'une majorité de répondants (78 %) n'aient formulé aucune suggestion pour améliorer les services de protection et de sécurité, ceux qui l'ont fait souhaitaient une amélioration des communications et de la transmission de renseignements, y compris une plus grande conscientisation à l'égard des services, en général.

L'utilisation des services de protection et de sécurité au cours des derniers 12 mois est aussi inégale, oscillant entre 66 % et 10 %. Les membres du personnel ont surtout utilisé les services en matière de cartes d'identité et d'accès à l'immeuble (66 %) ainsi que les messages diffusés par le système de sonorisation (50 %). Tous les autres services ont été utilisés par moins de la moitié des répondants se disant au courant de ces services. En fait, la plupart des services (7 services sur 12) ont été utilisés par moins du tiers des répondants disant les connaître. Les services les moins utilisés sont la formation en secourisme, les services entourant l'information ou l'aide sur la santé et la sécurité au travail, les services d'enquêtes de sécurité et la ligne d'information en cas de crise (de 10 % à 14 %). La plupart des membres du personnel (55 %) ont utilisé de deux à cinq services au cours des 12 mois précédant le sondage (16 % n'ont utilisé aucun service).

On se dit généralement satisfait des services dans leur ensemble et de chacun des services pris individuellement. Près des trois quarts des répondants ont exprimé une satisfaction modérée (43 %) ou une grande satisfaction (29 %) à l'égard de la qualité *générale* des

services utilisés au cours des derniers 12 mois. La plupart des autres répondants ont offert des réponses neutres (17 %) ou se sont montrés insatisfaits (10 %).

Une proportion importante de répondants ont aussi exprimé de la satisfaction à l'égard de la qualité de tous les services reçus, sauf un. Qui plus est, la satisfaction exprimée avait plus tendance à être forte que mitigée. De plus, une proportion importante de répondants (75 % ou plus) se sont aussi montrés satisfaits de la plupart de ces services (8 des 12 services). Le seul service au sujet duquel une majorité de répondants ne se sont pas montrés satisfaits est le service de traitement des plaintes concernant la qualité de l'air dans les édifices. Un peu moins de la moitié des membres du personnel (48 %) se sont montrés satisfaits de ce service. Au moment d'interpréter ces résultats, il importe de retenir que le nombre de répondants ayant évalué chacun des services offerts varie, parfois de façon considérable, selon le service, passant de 461 répondants (cartes d'identité et d'accès à l'immeuble) à aussi peu que 29 répondants (ligne d'information en cas de crise).

On se dit aussi généralement satisfait des divers *aspects* des services offerts. Plus de la moitié des membres du personnel ont accordé une bonne note aux 14 aspects étudiés et une proportion importante de répondants (75 % ou plus) ont accordé une bonne note à 12 de ces aspects. Qui plus est, ces derniers répondants se sont généralement dits tout à fait d'accord avec les énoncés présentés, plutôt que simplement d'accord. Les membres du personnel sont très nombreux à se dire d'accord avec l'énoncé selon lequel ils ont été servis dans la langue officielle de leur choix (91 %). Les répondants s'entendent aussi pour dire qu'ils ont été traités de façon équitable (89 %), que les agents sont courtois (87 %), que les services sont accessibles aux personnes handicapées (85 %), que les heures de service leur conviennent (85 %), que les agents sont bien informés et compétents (84 %), que les renseignements reçus étaient exacts (83 %) et que le service est offert en temps opportun (81 %). Par contre, les membres du personnel interrogés sont moins nombreux à rapporter que les agents ont fait des efforts additionnels pour s'assurer de répondre à leurs besoins (68 %) et qu'on les a informés des diverses options qui s'offraient à eux (63 %).

D'autres résultats font aussi ressortir la satisfaction des membres du personnel : la vaste majorité d'entre eux ont indiqué que le service répondait à leurs attentes (42 %) ou les dépassait (54 %), qu'ils ont obtenu en tout (84 %) ou en partie (12 %) ce dont ils avaient besoin et qu'ils n'ont eu aucun problème lorsqu'ils ont eu recours à un des services de protection et de sécurité durant les derniers 12 mois (93 %). Ceci étant dit, il importe de souligner deux autres résultats. D'abord, bien que relativement peu de répondants aient connu des problèmes, la plupart de ceux qui en ont connu (59 %) ont dit ne pas être satisfaits de la façon dont on a traité le problème (la plupart des autres se sont dits ni satisfaits ni insatisfaits : 33 %). Ensuite, près du tiers des membres du personnel (32 %) ne savent pas où s'adresser s'ils sont aux prises avec un problème lié à la protection ou à la sécurité.

Au chapitre de la sécurité personnelle, les opinions divergent. Comme on pouvait s'y attendre, la vaste majorité des répondants (88 %) disent savoir ce qu'ils doivent faire en cas d'alerte d'incendie. Un nombre significativement moins grand de répondants sont satisfaits de la façon dont l'équipe des secours-incendie gère la portion extérieure des exercices d'évacuation ou sont d'avis que la procédure d'évacuation est bien affichée et que les plans d'évacuation sont faciles à repérer (61 % et 63 %). Un nombre encore moins grand (44 %)

sont d'avis que cette procédure est bien affichée et facile à repérer *pour les personnes à mobilité réduite*. Seulement la moitié des membres du personnel s'étant prononcés sur ce point ont émis une opinion favorable et près de la moitié de tous les répondants (44 %) ne se sont pas prononcés sur cette question (indiquant qu'elle ne s'appliquait pas à eux).

Alors que plus des deux tiers des membres du personnel (69 %) sont d'avis que des mesures adéquates sont en place pour assurer leur *sécurité* au travail, un nombre sensiblement moins grand (52 %) sont d'avis que des mesures adéquates sont en place pour protéger leur *santé* au travail. On obtient ces résultats malgré le fait que seulement 14 % des répondants se disant au courant des services en matière de santé et de sécurité au travail aient eu recours à ceux-ci durant les derniers 12 mois.

Services de gestion des installations

La notoriété des services de gestion des installations est aussi très inégale. Bien qu'une proportion importante des répondants soient au courant de chacun de ces services, cette proportion varie considérablement selon le service en question. Les services les mieux connus sont, d'abord, les avis destinés aux employés concernant l'entretien et la réparation des installations (90 %); il est question ici, par exemple, des avis sur les interruptions de courant et le nettoyage des fenêtres ou des tapis. On connaît aussi très bien les services aux clients (85 %), comme le nettoyage, le remplacement des lumières, le contrôle de la température, la gestion des déchets, le recyclage et le stationnement. Par ailleurs, les services liés au design du bureau sont les moins connus (63 %). La notoriété des autres services oscille entre 70 % et 78 %. Environ la moitié des répondants (51 %) sont au courant de tous les services de gestion des installations.

La proportion de répondants ayant utilisé ces mêmes services au cours des derniers 12 mois varie de 63 % à 35 %. Comme on pouvait s'y attendre, les membres du personnel ont surtout eu recours aux services aux clients (63 %) et ensuite, aux services d'aménagement des bureaux (52 %). Tous les autres services ont été utilisés par moins de la moitié des répondants se disant au courant de ces services (35 % à 48 %). Alors que la plupart des répondants (68 %) ont eu recours à au moins un de ces services au cours des derniers 12 mois, près du tiers des répondants (32 %) n'ont utilisé aucun de ces services.

On se dit généralement satisfait des services dans leur ensemble et de chacun des services offerts. Plus de la moitié des membres du personnel ayant eu recours à au moins un service de gestion des installations ont exprimé une satisfaction modérée (41 %) ou une grande satisfaction (19 %) à l'égard de la qualité *générale* des services utilisés au cours des derniers 12 mois. La plupart des autres répondants ont offert des réponses neutres (25 %) ou se sont montrés insatisfaits (15 %).

Plus des deux tiers des répondants ont exprimé de la satisfaction à l'égard de la qualité de chacun des services reçus au cours des derniers 12 mois. Les membres du personnel sont des plus nombreux à se dire satisfaits des avis destinés aux employés concernant l'entretien et la réparation des installations (87 %). La proportion des répondants satisfaits des autres services varie de 68 % à 77 %. Ceux qui ne se sont pas montrés satisfaits à l'égard de ces services ont généralement offert une réponse neutre. La proportion des répondants se disant insatisfaits de ces services varie de 3 % à 15 %. Au moment d'interpréter ces

résultats, il importe de retenir que le nombre de répondants ayant évalué chacun des services offerts varie selon le service, passant de 385 répondants (services aux clients) à 171 répondants (services liés au design du bureau).

On se dit aussi généralement satisfait des divers *aspects* des services offerts, la majorité des répondants accordant une bonne note à chacun des aspects étudiés. Qui plus est, plus des deux tiers des répondants se sont dits d'accord avec chacun des énoncés présentés, sauf deux. Comme dans le cas des services de protection et de sécurité, les membres du personnel sont des plus nombreux à rapporter avoir été servis dans la langue officielle de leur choix (87 %). Les répondants s'entendent aussi pour dire que les agents sont courtois (85 %), que les services sont accessibles aux personnes handicapées (84 %), que les heures de service leur conviennent (83 %), qu'ils ont été traités de façon équitable (81 %), que les agents sont bien informés et compétents (79 %) et que les renseignements reçus étaient clairs et faciles à comprendre (79 %). Par contre, les membres du personnel interrogés sont moins nombreux à rapporter que les agents ont fait des efforts additionnels pour s'assurer de répondre à leurs besoins (64 %) et qu'on les a informés des diverses options qui s'offraient à eux (63 %).

D'autres résultats font aussi ressortir la satisfaction des membres du personnel : la vaste majorité d'entre eux ont indiqué que le service a répondu à leurs attentes (44 %) ou les a dépassées (46 %), qu'ils ont obtenu en tout (73 %) ou en partie (21 %) ce dont ils avaient besoin et qu'ils n'ont eu aucun problème lorsqu'ils ont eu recours à un des services de gestion des installations au courant des derniers 12 mois (85 %). Comme dans le cas des services de protection et de sécurité, les répondants ayant connu des difficultés ont exprimé une satisfaction franchement tiède à l'égard de la façon dont on a traité le problème. Près de la moitié des répondants (46 %) se sont montrés insatisfaits à ce chapitre et la plupart des autres se sont dits ni satisfaits ni insatisfaits (44 %). Enfin, le quart des répondants ne savent pas où s'adresser s'ils éprouvent des difficultés liées à un poste de travail ou aux installations.

Moyens d'accès et de communication

En ce qui a trait aux moyens d'accès et de communication relatifs aux services de protection et de sécurité et aux services de gestion des installations, le comportement et les préférences des membres du personnel se ressemblent, à une exception près. Le nombre de fois où les répondants ont communiqué avec les représentants des deux gammes de services, au cours des 12 mois précédant l'étude, est très faible. Moins de la moitié des membres du personnel ont utilisé un des moyens de communication présentés (le courriel, le téléphone, en personne, la poste) pour communiquer avec un représentant de l'une ou l'autre de ces gammes de services, au cours des derniers 12 mois. Qui plus est, les répondants ayant utilisé un de ces moyens (ou plus d'un moyen), l'ont fait rarement : tout au plus trois fois durant toute la période. Les membres du personnel qui ont communiqué avec un représentant l'ont généralement fait par téléphone, par courriel ou en personne; très peu l'ont fait par la poste. La seule différence constatée se situe dans les communications en personne, concernant les services de protection et de sécurité (44 % contre 28 % des répondants ayant utilisé ce moyen pour communiquer avec un représentant des services de gestion des installations).

Les membres du personnel, ayant eu peu recours à la poste durant les derniers 12 mois, ont naturellement rejeté ce moyen quand on leur a demandé lequel ils préféreraient utiliser pour communiquer avec les représentants de ces services. Environ le quart des répondants n'ont exprimé aucune préférence; les autres préféraient soit le courriel, soit le téléphone. Seul un faible nombre de répondants ont exprimé une préférence à l'égard des communications en personne. Ces résultats soulignent l'importance de continuer à offrir ces trois moyens de communication aux membres du personnel pour communiquer avec les représentants des services de protection et de sécurité et avec ceux des services de gestion des installations.

INTRODUCTION

Canadian Heritage commissioned Phoenix Strategic Perspectives Inc. to conduct a client satisfaction survey with employees regarding services provided by the Department's Human Resource and Workplace Management Branch. The survey focused on two sets of services for employees: Protection and Safety services and Facilities Management services.

Background & Objectives

As part of the overall government focus on quality of service, the Treasury Board Secretariat (TBS) established the Service Improvement Initiative. The purpose of the initiative is to improve the quality of service provided by federal government departments and agencies.

Over the past decade, the federal government has been gradually moving from an "inside-out" approach – basing service on what the organization saw as important – to an "outside-in" approach – basing service on client needs and expectations. The Service Improvement Initiative continues and accelerates this transition to an "outside-in" approach. This applies both to external audiences (i.e. citizens, taxpayers, etc.) and internal audiences (i.e. employees, internal stakeholders, etc.). One of the key elements of a service improvement strategy is the identification of client satisfaction, expectations and priorities. The Institute for Client-Centered Services (ICCS) developed the Common Measurements Tool (CMT) to assist government departments and agencies to benchmark progress on its service improvement initiatives over time. The CMT enables comparisons of service delivery across federal government departments and agencies.

The purpose of the current research was to use core elements of the CMT to better understand client perceptions of Protection and Safety services and Facilities Management services provided by the Department's Human Resource and Workplace Management Branch. More specifically, the research was designed to:

- Assess levels of awareness of protection and safety issues, including related services;
- Determine the level of satisfaction with Protection and Safety services and Facilities Management services both overall and with respect to specific services;
- Identify issues of concern to clients with respect to the delivery of service; and
- Establish priorities for how services could be improved.

The research findings will be used to better understand levels of client satisfaction with the services used, and perceptions of these services, to support ongoing service improvement.

Research Design

An on-line survey was conducted among Canadian Heritage employees. The target audience for this research was all Departmental employees (i.e. this was a census survey of the full employee population). In total, 2,131 employees were invited to participate in the survey (excluding bounce-back invitations, etc.). The survey was completed by 737

respondents. This represents a response rate of 35%. The response rate was calculated by dividing the number of employees who completed the survey by the number of email invitations successfully sent out (i.e. 2,131). Based on a sample of this size, the overall results can be considered to be accurate to within +/- 3%, 19 times out of 20 (finite population factor applied). Fieldwork for this study was conducted October 14 to November 9, 2005.

The following specifications applied to this research:

- Canadian Heritage provided Phoenix with a list of all employees. The list contained the full name and e-mail addresses of Departmental personnel.
- The questionnaire took approximately 15 minutes to complete.
- The following specifications applied to the on-line survey:
 - ⇒ The survey was accessed through a URL link contained in an email invitation letter sent to employees. The email explained the background and purpose of the research, offered assurances of confidentiality, introduced Phoenix as the firm hired to conduct the study, encouraged participation, and provided the name and coordinates for a contact person at Canadian Heritage that could confirm the legitimacy of the research. Respondents who did not want to complete the online survey were given the option of printing a copy and returning it by fax or email. No one chose to do so.
 - ⇒ The URL link in the email took respondents to a page where they could select the official language of their choice. A PIN number was provided to enable access to the survey, and people were able to bookmark the survey and return to it at a later time, if pulled away for some reason.
 - ⇒ The questionnaire was online for a little more than three weeks. It resided on a secure, non-government server, ensuring security of data and confidentiality of responses for participants.
 - ⇒ Prior to going 'live', the programming was carefully reviewed and tested by Phoenix and Canadian Heritage officials to ensure proper functioning.
 - ⇒ Online respondent support was available should respondents encounter any difficulties completing the questionnaire.
 - ⇒ An email reminder was sent to employees that had not yet completed the survey. The reminder was sent on October 20.

For editorial purposes, the terms 'employees' and 'respondents' are used interchangeably in the report.

Appended to this report are the following (in English and French):

- The questionnaire.
- The email invitation letter.
- The email reminder.

PROTECTION AND SAFETY SERVICES

This chapter of the report explores employee perceptions of the Department's Protection and Safety services. These services include:

- Security screening (reliability status or security clearance).
- Building identification and access cards (creation, replacement or renewal).
- Voice communications messages over the public address system during an emergency or exercise drill.
- Security investigations (theft, fraud, misuse of computers, etc.).
- Security containers and locking devices (purchase advice, installations, repairs, replacements).
- Access to security policies and guidelines or requests for information on a security matter.
- Security awareness information sessions or training.
- First aid training.
- Response to indoor air quality complaints (odours, temperature, etc.).
- Ergonomic assessments (placement of equipment, adjustment of chair/computer screen, etc.).
- Access to information or assistance about Occupational Health and Safety for an accident in the workplace.
- Departmental crisis information hotline that employees can call for information during a lengthy building closure.

AWARENESS AND USE OF SERVICES

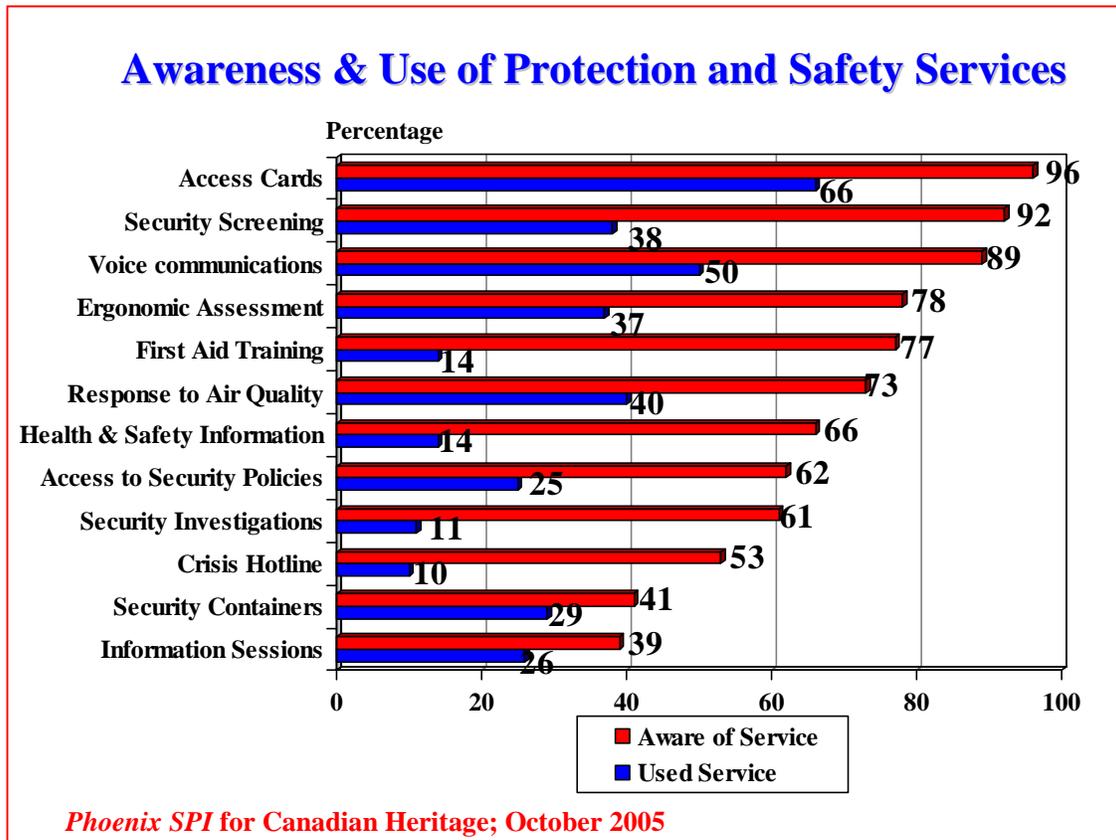
This section reports on awareness and use of Protection and Safety Services during the past 12 months.

Uneven Awareness of Protection and Safety Services

Awareness of Protection and Safety Services is decidedly uneven. While a majority of employees were aware of most of these services (i.e. 10 out of 12 of them), the level of awareness varied considerably. The vast majority knew about building identification and access cards (96%), security screening (92%), and voice communication messages over the public address system (89%). Smaller but strong majorities were aware of ergonomic assessments (78%), first aid training (77%), and responding to indoor air quality complaints (73%).

Between half and two-thirds of surveyed employees were aware of most of the remaining services. This included access to information or assistance about Occupational Health and Safety (66%), access to security policies and guidelines (62%), security investigations (61%), and the Department's crisis information hotline (53%).

Employees were least likely to know about security awareness information sessions and security containers and locking devices. In fact, well over half (59-61%) said they were not aware of these two services.



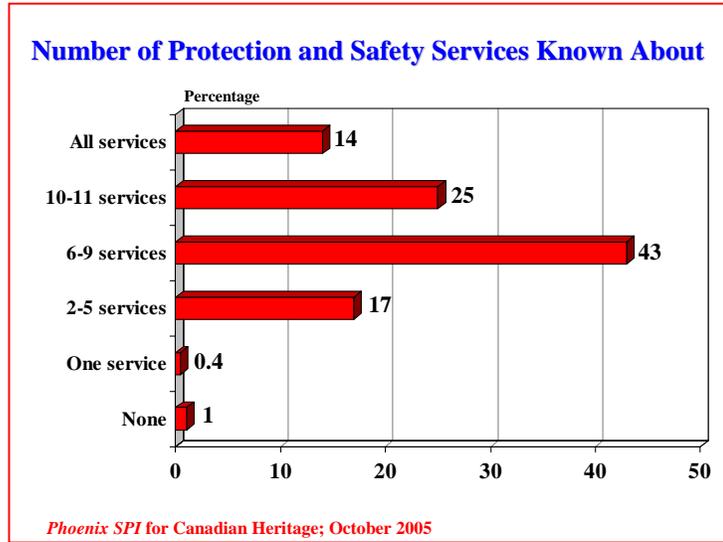
Use of Protection and Safety Services Varies Widely

Use of these same services over the past 12 months varied widely – from a low of 10% to a high of 66%. Employees were most likely to have used building identification and access cards. Two-thirds of those aware of this service had used it during the previous 12 months (respondents were only asked about services of which they were aware). This was followed by voice communication messages, ‘used’ by half of those aware of this service.

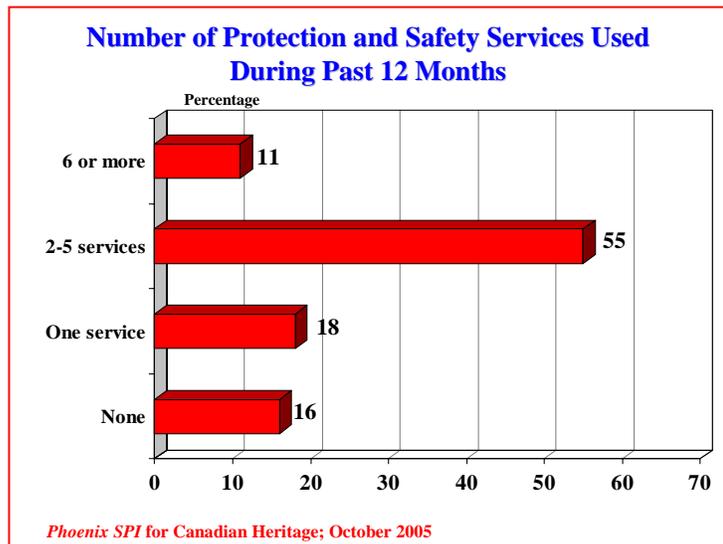
All other services were used by fewer than half of those aware of them. Substantial and similar proportions (37-40%) required responses to indoor air quality complaints, security screenings and ergonomic assessments. Approximately one-quarter (25-29%) used security containers or locking devices, attended security awareness information sessions, or accessed security guidelines and policies.

The services least likely to be used were first aid training, access to information or assistance about Occupational Health and Safety, security investigations, and the Department’s crisis information hotline. Relatively few (10-14%) used these services during the previous 12 months.

Relatively few employees (14%) were aware of all of these services. However, fully 82% were aware of at least half of them (i.e. 6 or more services), and 39% were aware of 10 or more services.



In terms of the *number* of services used by employees, 84% used at least one service and two-thirds used more than one. Of those who used more than one service, most (55%) used two to five of the services. Relatively few (11%) used six or more services during the previous 12 months.



Floor Emergency Officers

Relatively few employees (8% or 62 employees) are Floor Fire Emergency Officers. Of these, just over half (52% or 32 employees) have received Floor Fire Emergency Officer training during the previous 24 months.



ASSESSMENT AND PERCEPTIONS OF SERVICES

This section reports on employee assessments and perceptions of the Protection and Safety services that they have used during the previous 12 months. The questions included in this section were asked only of employees who used Protection and Safety services during the past year except for the battery of questions at the end of this section – about broader safety and security issues – that were asked of all surveyed employees.

Nearly Three-Quarters Satisfied with Service

Satisfaction with the *overall* quality of Protection and Safety services used during the previous 12 months was relatively widespread. Almost three-quarters of respondents indicated that they were satisfied (43%) or very satisfied (29%) with the quality of service. Most of the rest (17%) were neutral in their assessment, with 10% expressing dissatisfaction with the service received. Respondents used a 5-point scale to evaluate the service (1 = very dissatisfied; 5 = very satisfied).



Service Met or Exceeded Expectations of Most

Satisfaction with the service received was further reflected by the fact that a strong majority of respondents described the quality of service as meeting (42%) or exceeding (54%) their expectations. Few (4%) felt that the quality of service fell short of their expectations. Employees used a similar 5-point scale, where ‘1’ meant that service was much worse than expected, and ‘5’ meant it was much better than expected.



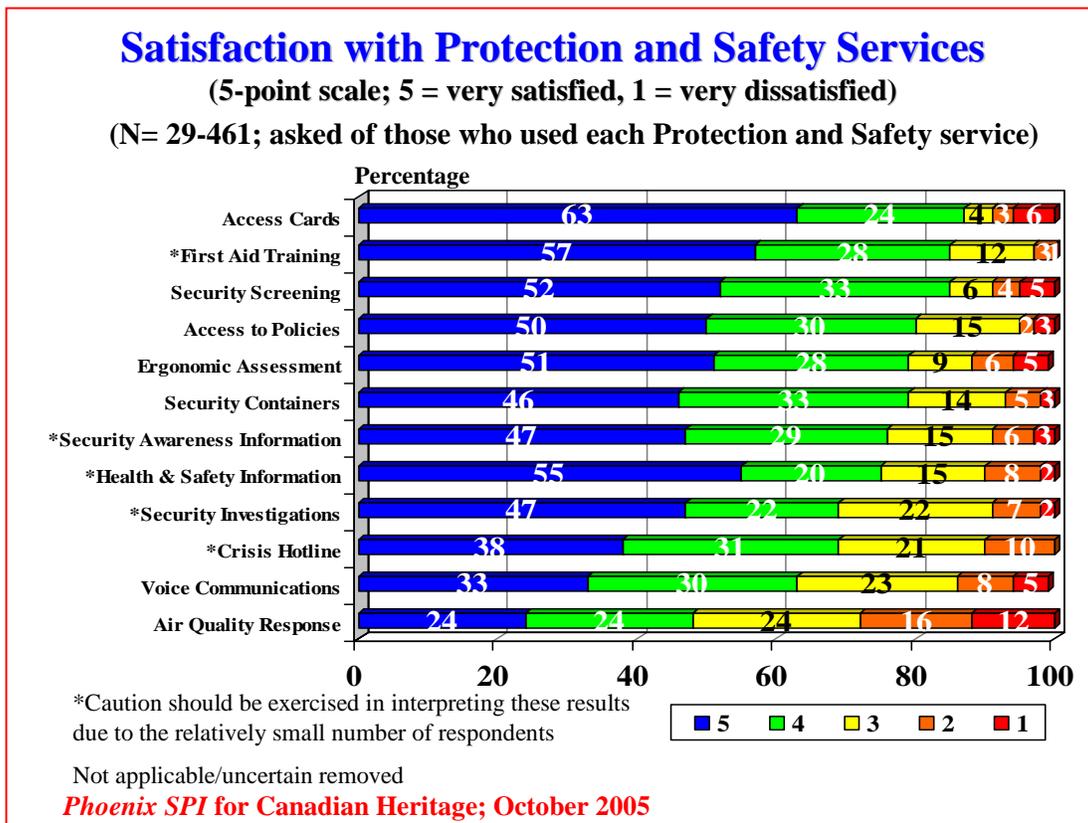
Relatively Widespread Satisfaction With Specific Services

With one exception, majorities of employees expressed satisfaction with the overall quality of service they received for each of the specific services they used during the previous 12 months (using 5-point scale: 1 = very dissatisfied; 5 = very satisfied). Moreover, satisfaction was more likely to be strong than moderate for all of these services.

There were widespread and almost identical levels of satisfaction (85-87%) with service received in relation to building identification and access cards, first aid training, and security screening. Strong majorities (75-80%) also expressed satisfaction with service regarding access to security policies/guidelines, ergonomic assessments, security containers and locking services, security awareness information sessions/training, and access to information/assistance about Occupational Health and Safety.

Over two-thirds (69%) were satisfied with service related to security investigations and the Departmental crisis information hotline, while 63% expressed satisfaction regarding voice communication messages over the public address system. Employees who did not express satisfaction regarding these three services were much more likely to be neutral than negative in their assessments of service.

For all of the services identified above, the levels of dissatisfaction ranged from 4-13%.



The only service for which a majority of users did not express satisfaction was responses to indoor air quality complaints. Just under half (48%) expressed satisfaction with the service received in this area. Conversely, one-quarter (24%) were neutral, while slightly more (28%) were dissatisfied.

When interpreting these results, it should be kept in mind that the number of employees evaluating each service differs (based on usage), ranging from a high of 461 for building identification and access cards to a low of 29 for the crisis information hotline. As noted in the graph, services identified by an asterisk were evaluated by relatively small numbers of respondents (N = 69 or less), and therefore caution should be exercised in interpreting the results associated with them.

Slightly more than two-thirds (69%) of the Floor Fire Emergency Officers who received training during the previous 24 months expressed satisfaction with the quality of training. Those who were not satisfied were almost equally divided between neutrality (16%) and dissatisfaction (15%). Caution should be exercised in interpreting these results due to the relatively small number of respondents (N= 32).



Positive Perceptions of Protection and Safety Services

Employees were asked to assess various aspects of the service received when thinking about the Protection and Safety services that they had used during the previous 12 months. Here, the focus was not on specific services, but rather on the set of services as a whole. Respondents were asked to offer their assessments by expressing their level of agreement or disagreement with 14 service-related statements. Using a 5-point scale (1 = strongly disagree; 5 = strongly agree), respondents were asked to rate their agreement with the following statements:

- Service staff were knowledgeable and competent
- Service staff were courteous
- The service was provided in a timely manner
- You were treated fairly
- You were able to get through to service staff without difficulty
- You were informed about everything you had to do to get the service
- You were served in the official language of your choice
- The hours of service were convenient
- The information you received was clear and easy to understand

- You received consistent information and advice
- You received accurate information
- You were advised of various options available to you, including the impact of those options
- The services were accessible to persons with disabilities
- Staff went the extra mile to make sure you got what you needed

Clear majorities of surveyed employees expressed agreement with each of the statements. Moreover, three-quarters or more agreed with all but two issues, and agreement was more likely to be strong than moderate on all but these same two issues (i.e. scores of 5, not 4 on 5-point scale).

Employees were most likely to agree that they had been served in the official language of their choice (91%), with two-thirds (67%) expressing strong agreement. There was also widespread agreement that they were treated fairly (89%), that agents were courteous (87%), that services were accessible to persons with disabilities (85%), and hours of service were convenient (85%), that service staff were knowledgeable and competent (84%), that information received was accurate (83%), and that information was provided in a timely manner (81%).

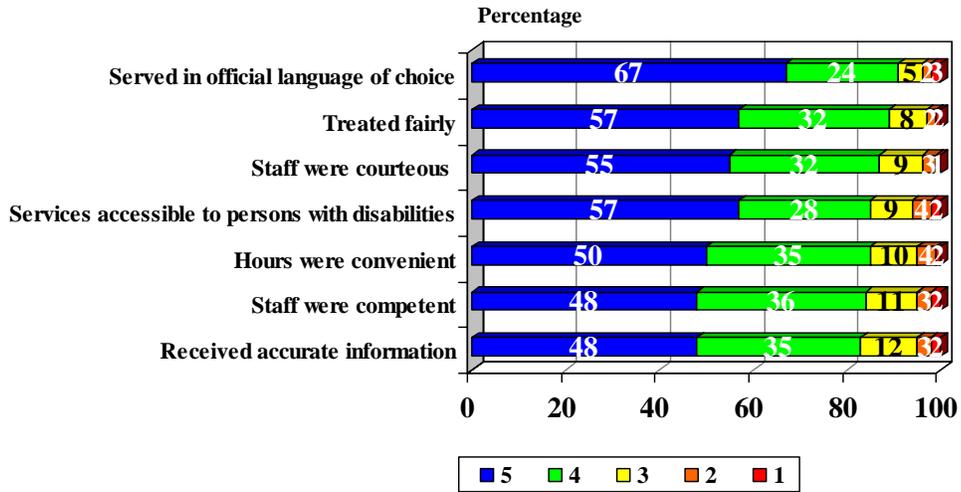
There was also substantial agreement (75-79%) that the information was clear, that information and advice were consistent, and that they were able to get through to staff without difficulty and were informed about everything they had to do to get the service.

Comparatively speaking, respondents were less likely to agree with the two statements about *proactive* service and service going *beyond* what might be expected. Slightly more than two-thirds (68%) agreed that staff went the extra mile to make sure they got what they needed, while just under two-thirds (63%) agreed that they were advised of various options available to them, including the impact of the options. Respondents were most likely to disagree with the latter statement (17%). Disagreement with other statements ranged from 4-11%.

In these areas, employees who indicated that the issue was not applicable to them were removed from the analysis, as were those who expressed uncertainty by not responding to the question.

Perceptions of Protection & Safety Services

(5-point scale; 5 = strongly agree, 1 = strong disagree)
 (N= 624; asked of those who used Protection and Safety services)

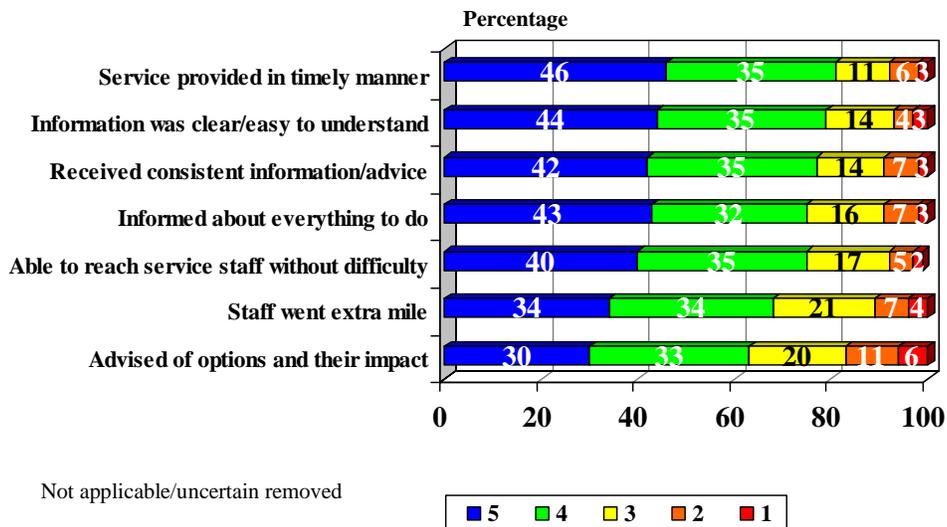


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Perceptions of Protection & Safety Services (Cont'd)

(5-point scale; 5 = strongly agree, 1 = strong disagree)
 (N= 624; asked of those who used Protection and Safety services)

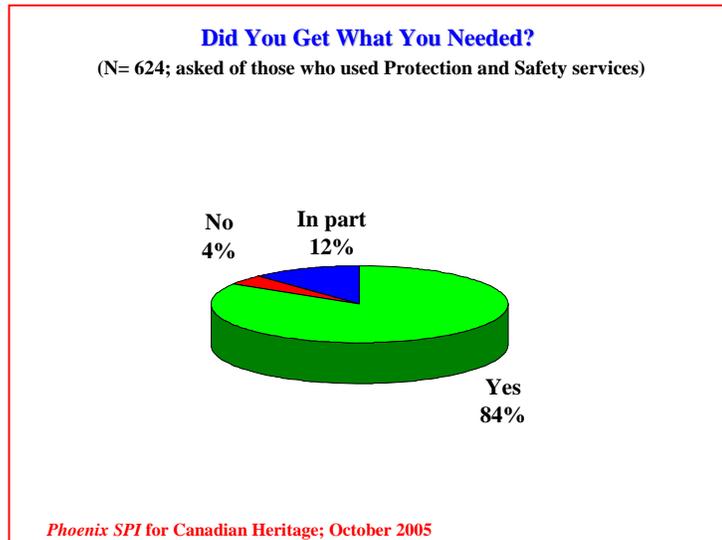


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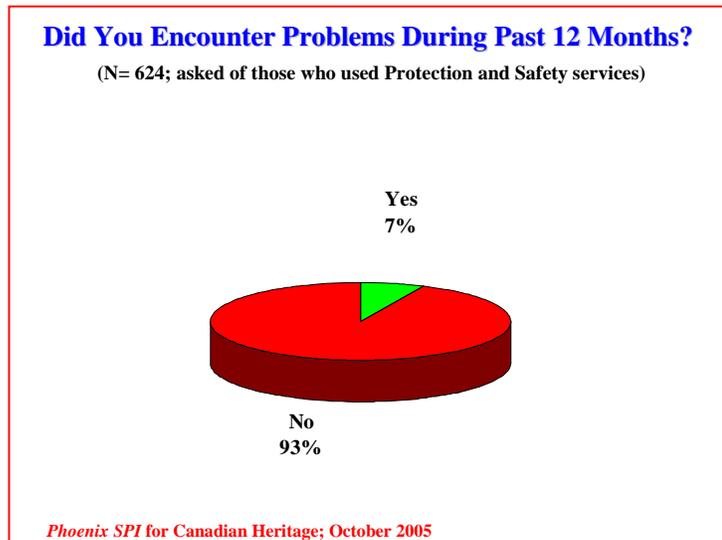
Most Received All the Service/Information Needed

Nearly all surveyed employees said they received all (84%) or part (12%) of the service or information they needed. Very few (4%) said they did not receive what they needed.



Vast Majority Experienced No Problems With Service

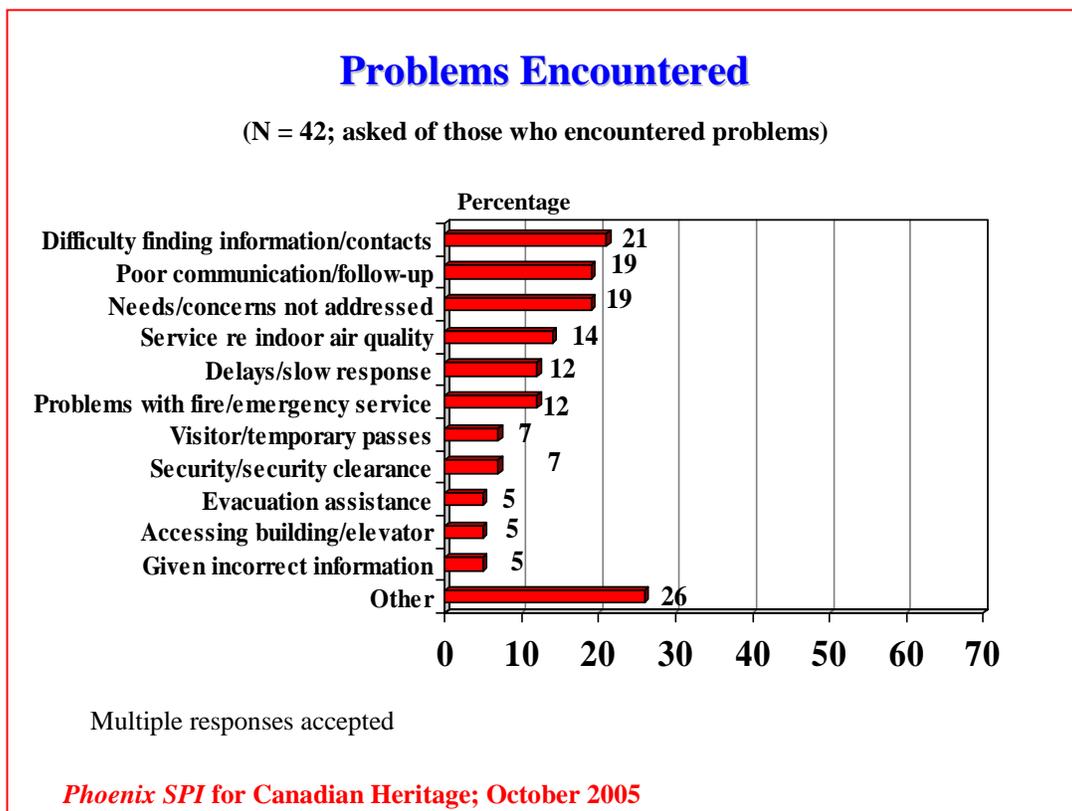
The vast majority of respondents (93%) said they encountered no problems with the service they received when they used Protection and Safety services during the previous 12 months. Few (7% or 42 respondents) said they experienced problems.



Respondents who said they experienced a problem were asked to identify the nature of the problem(s). Leading the way in terms of the problems encountered was difficulty finding information or appropriate contacts (21%), and poor communications, including lack of follow-up and concerns not being addressed (19% each). Also cited with some frequency were problems with service related to air quality (14%), delays/slow response and problems with fire/emergency-related service (12% each).

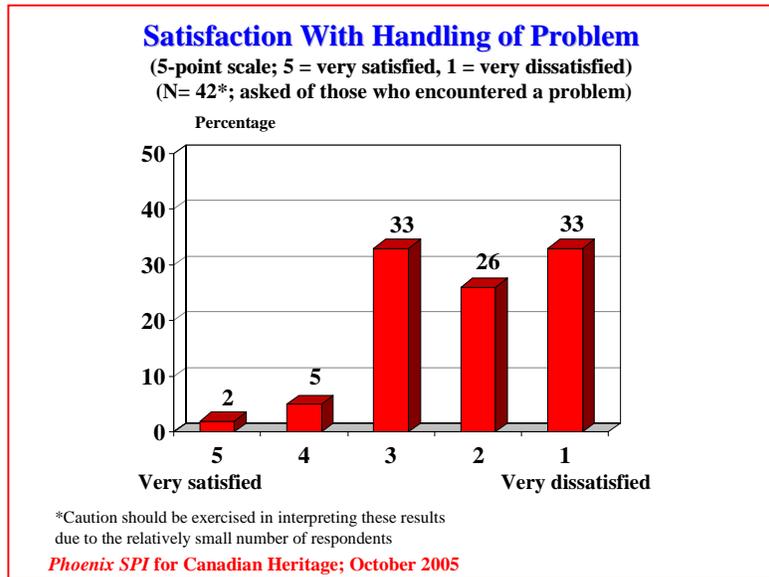
Mentioned less often were problems with visitor/temporary passes, security/security clearance, evacuation assistance, accessing the building or elevator, and providing incorrect information. Included in the ‘other’ category are delays with security cards, limited space/poor office layout, problems with air temperature, inability to use their official language of choice, and general inflexibility in terms of service provision.

In interpreting these results, it should be kept in mind that the percentage/proportion identifying any of these problems represents no more than nine employees.



Most Dissatisfied with Handling of Problem

While relatively small numbers encountered problems, those who did encounter them did not tend to be satisfied with the way their problem was handled. Well over half indicated that they were moderately (26%) or very dissatisfied (33%) with the way their problem was handled. Most of the rest were neither satisfied nor dissatisfied (33%). Only 7% expressed satisfaction with the way their problem was handled. Caution should be exercised in interpreting these results due to the relatively small number of respondents (N= 42).



Most Know Where to Call Regarding a Problem, but Many do Not

Over two-thirds (68%) said they know where to call if they have a problem or concern about a security or safety issue. However, one-third said they do not know where to call.



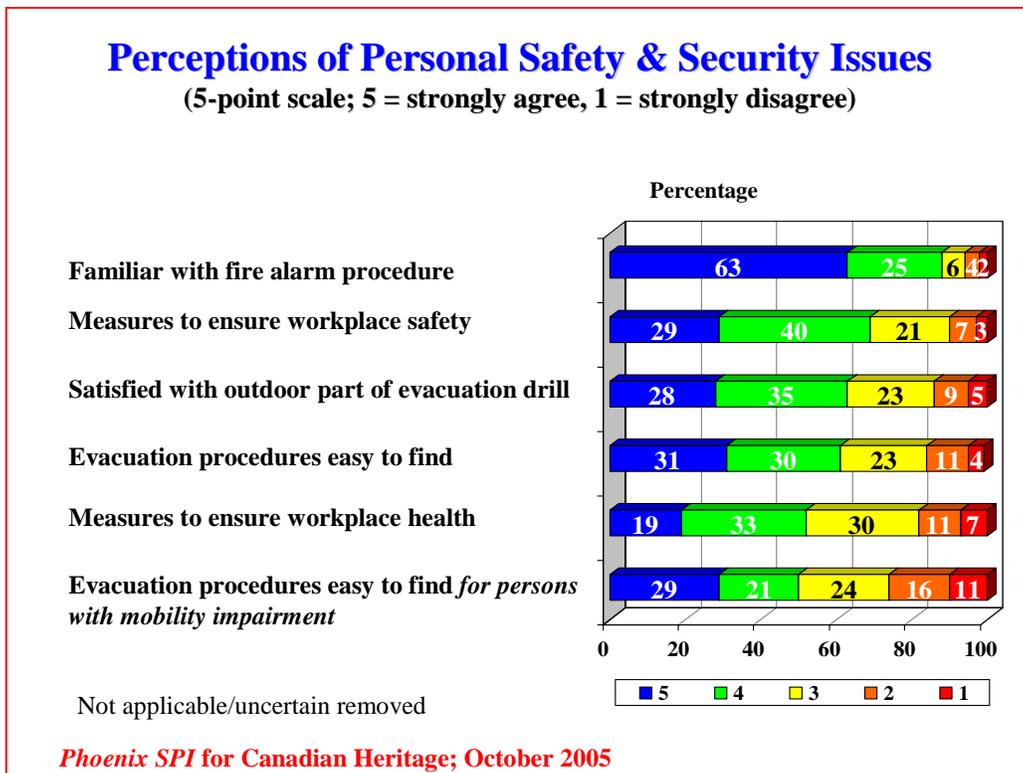
Perceptions Regarding Personal Safety and Security

All respondents (not only those who used Protection and Safety services) were asked to rate a number of personal safety and security issues by expressing their level of agreement or disagreement with six safety and security-related statements. Using a 5-point scale (1 = strongly disagree; 5 = strongly agree), respondents were asked to rate the following:

- I am familiar with what to do when the fire alarm sounds.
- The evacuation procedures are well publicized and easy to find.
- The evacuation procedures are well publicized and easy to find for persons with mobility impairment.
- I am satisfied with the way the outdoor portion of evacuation drill is handled by Fire Emergency staff.
- There are appropriate measures in place to ensure my **safety** in the workplace.
- There are appropriate measures in place to ensure my **health** in the workplace.

While a majority of respondents agreed with all these statements, the level and intensity of agreement varied. Employees were most likely to agree that they are familiar with what to do when a fire alarm sounds (88%), with 63% offering strong agreement. They were much less likely to agree with all remaining statements.

Just over two-thirds (69%) of employees agreed that there are appropriate measures in place to ensure their *safety* in the workplace. By comparison, substantially fewer (52%) agreed that there are appropriate measures in place to ensure their *health* in the workplace. Agreement with both statements was more likely to be moderate than strong.



While the vast majority agreed that they know what to do when a fire alarm sounds, significantly fewer (61-63%) expressed satisfaction with the way the outdoor portion of evacuation drill is handled, or agreed that the evacuation procedures are well publicized and easy to find. Moreover, there was even less agreement that evacuation procedures are well publicized and easy to find *for persons with mobility impairment*. Half agreed with this statement, with the rest divided between those neither agreeing nor disagreeing (24%) and those who expressed disagreement (27%).

In these areas, employees who indicated that the issue was not applicable to them were removed from the analysis, as were those who did not respond to the question.

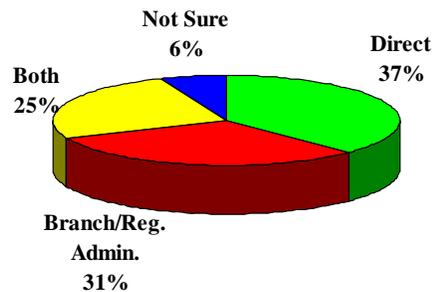
ACCESS AND COMMUNICATIONS ISSUES

This section identifies the ways in which employees accessed the Protection and Safety services they used, as well as preferences for communicating with service representatives about Protection and Safety services.

Employees Access Services Directly, Indirectly, or Both

Employees who have used Protection and Safety services during the past 12 months were asked how they mostly access these services – directly, through their branch/regional administration team, or both. None of these options predominated, with substantial proportions accessing services directly (37%), doing so through their administration team (31%), or doing both (25%). Seven percent were unsure.

Main Way of Accessing Protection and Safety Services
(N= 622; asked of those who used Protection and Safety services)



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Use of Communications Methods to Contact Service Representatives

Surveyed employees were asked to identify the number of times they contacted service representatives about Protection and Safety services during the previous 12 months. They were asked to focus on contact initiated by them through each of the following methods:

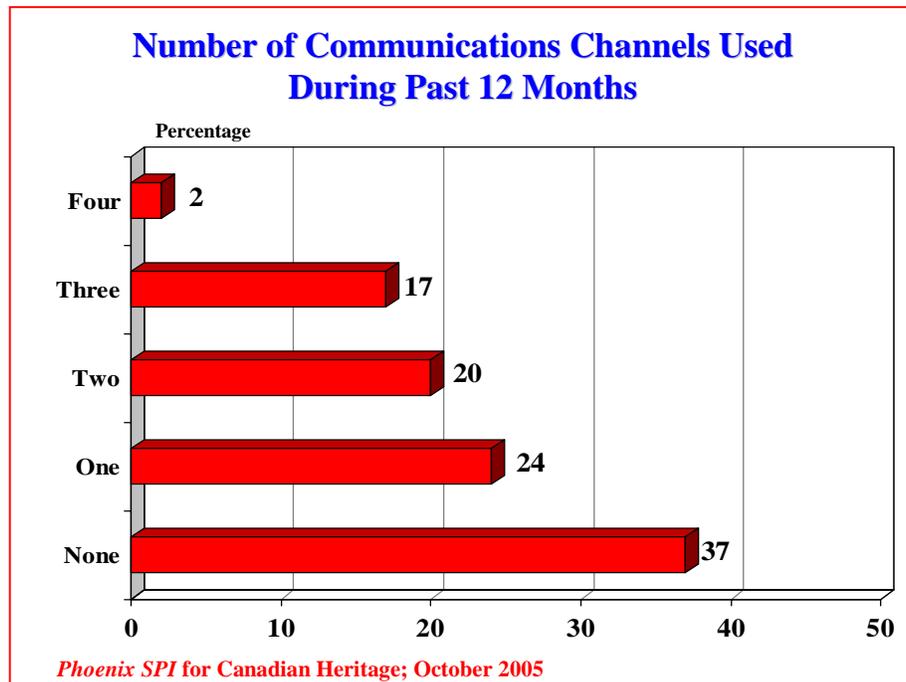
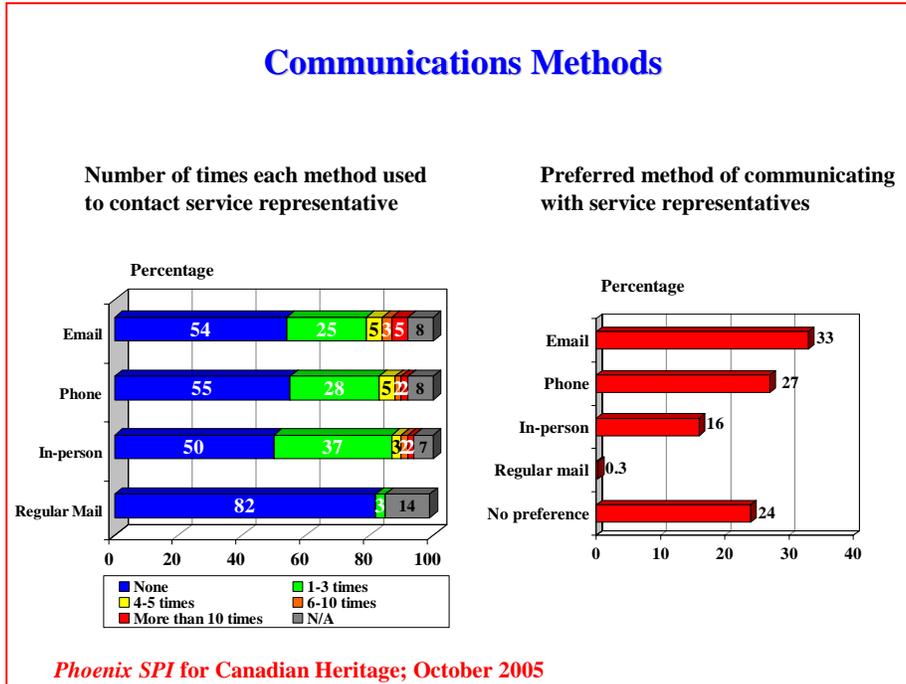
- Phone
- In-person
- Email
- Regular mail

Fewer than half the employees used any of these methods to contact service representatives during the previous 12 months. Regular mail was, by far, the method least likely to be used, with only 4% of employees saying they used it to contact service representatives. In-person contact was most likely to be used (44%), though substantial proportions also used the phone or email (37-38%).

As the accompanying graph shows, use of the phone, email, and in-person contact tended to follow a similar pattern, with the largest proportion of employees having used these methods infrequently (i.e. 1-3 times). In-person contact was more likely to be used infrequently (37% used this method 1-3 times vs. 25-28% who used the phone or email).

Conversely, email was more likely to be used frequently (8% used it 6 times or more vs. 4% each for the phone and in-person contact).

Over one-third of employees (37%) used none of these communications methods during the previous 12 months to contact service representatives. By contrast, a similar proportion (39%) employed multiple methods to do so. Most of these used a combination of two (20%) or three methods (17%), with a small number (2%) having used all four. The rest, 24%, used a single method to contact service representatives.



No Consensus Over Preferred Communications Methods

Apart from a clear rejection of regular mail, there was no agreement among participants over the channel they would prefer to use to communicate with service representatives about Protection and Safety services. Nearly one-quarter (24%) indicated that they have no preference in this regard. Those who did express a preference tended to be split between email (33%) and the phone (27%), with considerably fewer preferring in-person contact (16%). Only two participants identified regular mail as their preference, consistent with the limited use of this method during the previous 12 months.

Interestingly, there is less consistency between use of in-person contact and preference for it as a method of communication. Although in-person contact was more likely to be used to contact service representatives during the previous 12 months than phone or email (44% vs. 37-38%), it was less likely to be identified as the preferred method to do so (16% vs. 27-33% for phone and email).

SUGGESTIONS TO IMPROVE SERVICE

Employees who used Protection and safety services during the previous 12 months were asked if they had any suggestions to improve these services.

Suggestions for Improvement

Over three-quarters of service users (78%) had no suggestions to offer to improve Protection and Safety services. Suggestions that were made were offered by small numbers (3% or less) and tended to focus on improving communications and the provision of information. Suggestions included providing contact names/numbers, increasing awareness of services in general, improving communications in general, providing information sessions/training for staff, providing information/reminders by email, providing information more promptly, including more information on the website, clarifying who is responsible for what (including providing stickers, magnets, or mouse pads with contact information), providing more information to new employees, providing better follow-up, and improving the capacity to be served in the official language of choice.

FACILITIES MANAGEMENT SERVICES

This chapter of the report explores employee perceptions and use of Facilities Management services. These services include:

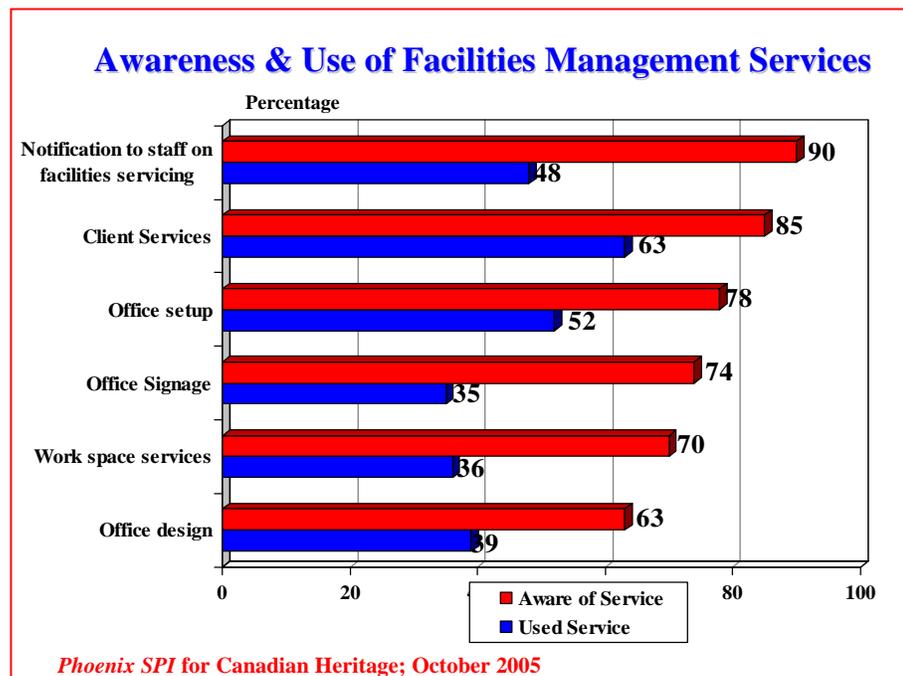
- Client services – facilities maintenance, such as cleaning, lights, temperature levels, carpet cleaning, waste management, recycling program, parking, etc.
- Office signage – directional signage at elevators, office numbering, name plates.
- Management of renovation/refit/construction of work space.
- Office setup, including furniture, equipment, moving staff.
- Office design, including office setup, colour schemes, furniture layout, etc.
- Notification to staff on facilities servicing (electrical shutdowns, window/carpet cleaning).

AWARENESS AND USE OF SERVICES

This section reports on employee awareness and use of Facilities Management services during the previous 12 months.

Majority of Employees Aware of All Services

While majorities of surveyed employees were aware of all Facilities Management services, the levels of awareness varied considerably. Employees were most likely to know about notification to staff on facilities servicing and client services. The vast majority of employees (85-90%) claimed to be aware of these two services. Smaller, but substantial majorities were aware of office setup services (78%), office signage services (74%), and management of renovations /construction of work space (70%). Nearly two-thirds said they were aware of office design services (63%).

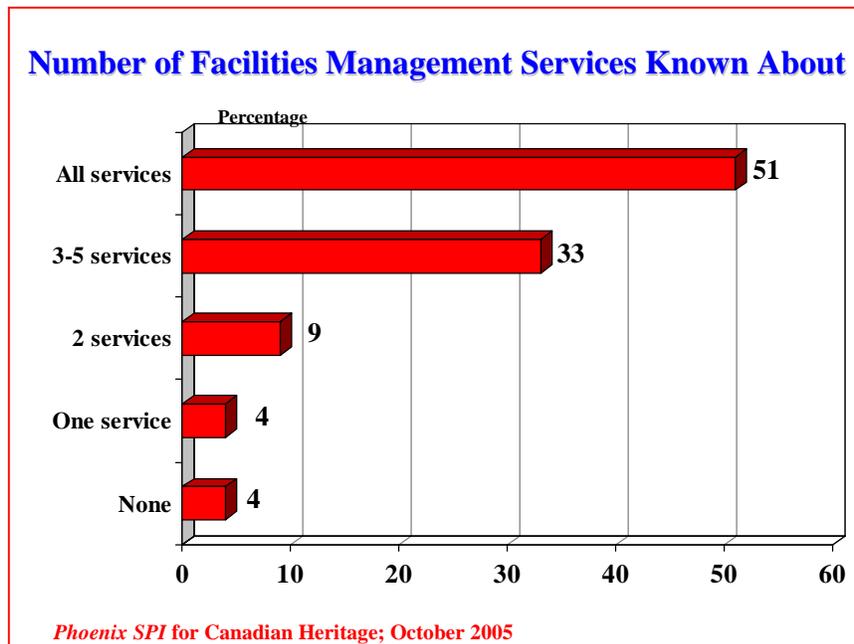


Use of Facilities Management Services Varies

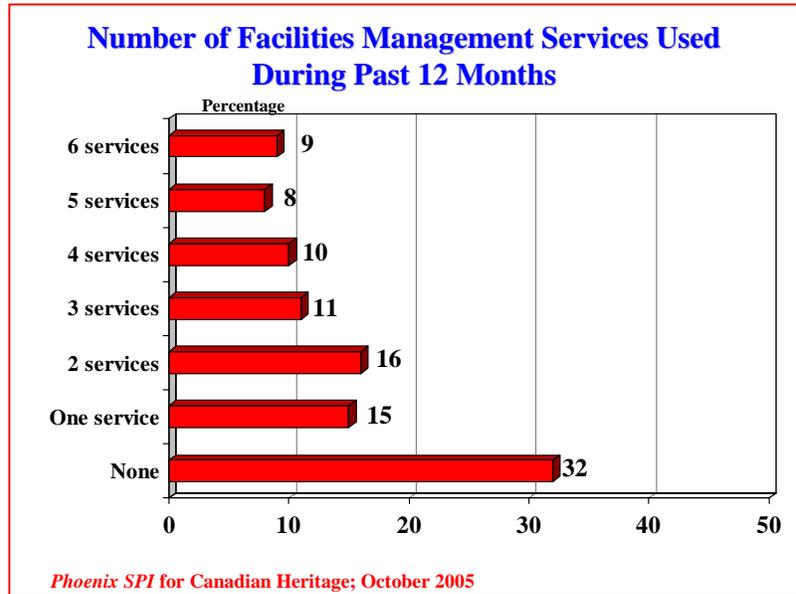
Use of these same services over the previous 12-month period varied from a low of 35% to a high of 63%. Perhaps not surprisingly, employees were most likely to have used client services. Just under two-thirds (63%) of those aware of this service had used it during the previous 12 months. This was followed by office setup services, used over the same period by just over half (52%) of those aware of this service.

All other services were used by a minority of those aware of them. Nearly half (48%) had ‘used’ notification to staff on facilities servicing, while smaller and similar numbers (35-39%) had used office design services, management of renovations/construction of work space, and office signage services.

As the accompanying graph shows, approximately half (51%) were aware of all six Facilities Management services, and well over three-quarters (84%) were aware of at least half of the services in place (i.e. 3 or more). At the other extreme, relatively few employees said they were aware of none of these services or only one (4% each).



The accompanying graph shows the number of services used by employees over the previous 12-month period. Over two-thirds (68%) used at least one of these services, and over half (54%) had used at least two of them. A substantial minority, over one-quarter, used at least four of the six services.



ASSESSMENT AND PERCEPTIONS OF SERVICES

This section reports on employee assessments and perceptions of the Facilities Management services that they used during the previous 12 months. The questions in this section were asked only of those employees who had used any of these services.

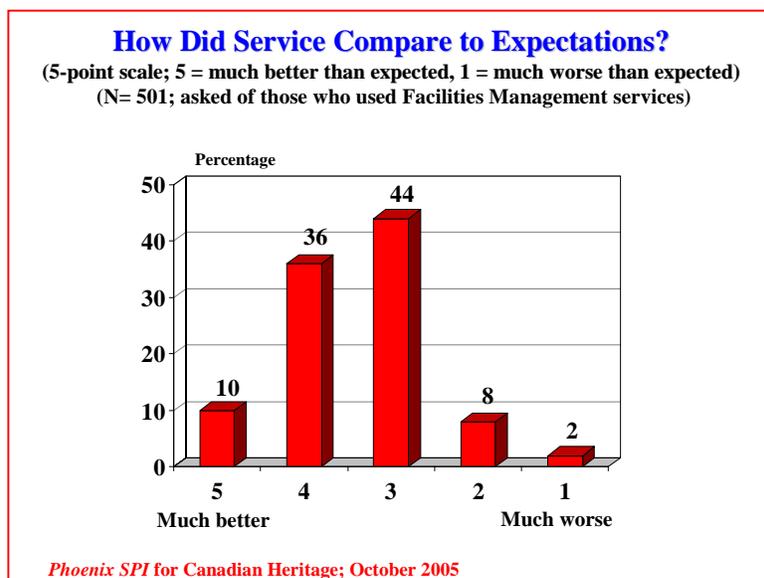
Majority Satisfied with Service

A majority of employees expressed satisfaction with the *overall* quality of the Facilities Management services that they had used during the previous 12 months. Well over half the respondents indicated that they were moderately (41%) or very satisfied (19%) with the quality of the services. Most of the rest (25%) were neutral in their assessment, with 15% expressing dissatisfaction with the services. Employees used a 5-point scale to evaluate service quality (1 = very dissatisfied; 5 = very satisfied).



Service Met or Exceeded Expectations

Satisfaction with the service received was underscored by the fact that a strong majority of respondents described the quality of service as having met (44%) or exceeded (46%) their expectations. Relatively few (10%) felt that service quality fell short of their expectations. Employees used a similar 5-point scale, where ‘1’ meant that service was much worse than expected, and ‘5’ meant it was much better than expected.



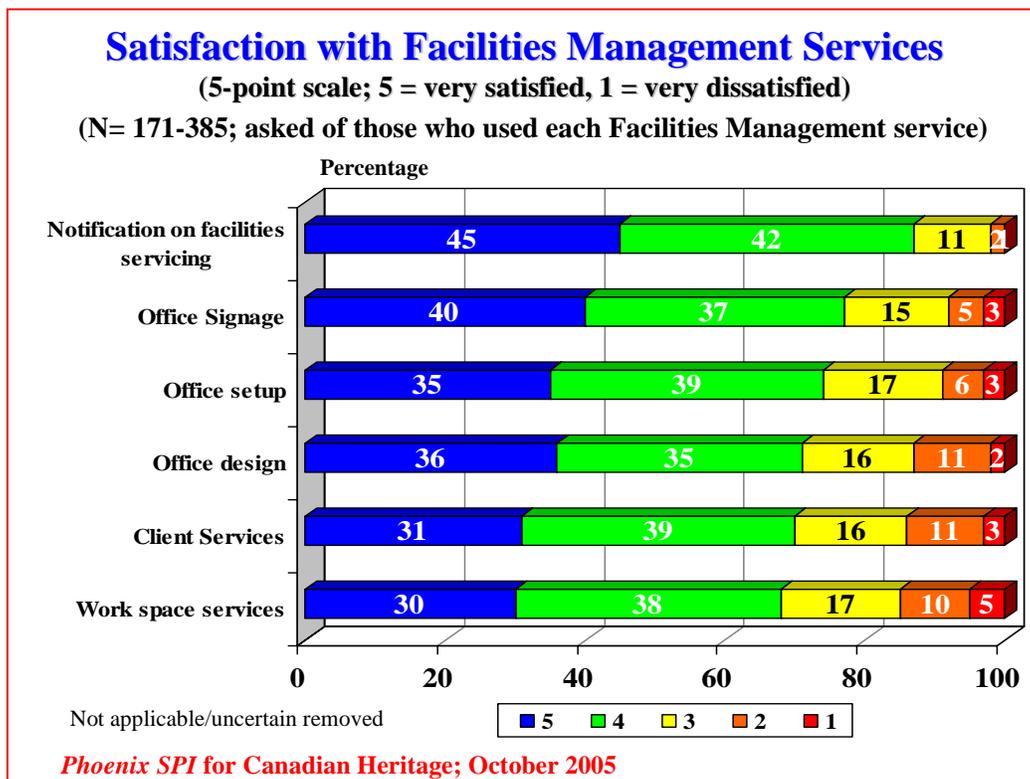
Widespread Satisfaction With Specific Services

Over two-thirds of employees expressed satisfaction with the overall quality of service they received for each of the specific services they used during the previous 12 months (using 5-point scale: 1 = very dissatisfied; 5 = very satisfied).

Employees were most likely to be satisfied with service related to staff notification on facilities servicing, with the vast majority (87%) expressing satisfaction with this service. This was followed by satisfaction with office signage services (77%) and office setup services (74%). Similar numbers (68-71%) expressed satisfaction with office design services, client services, and management of renovations/construction of work space services.

Those who did not express satisfaction with these services were more likely to be neutral than dissatisfied. Expressions of dissatisfaction with these services ranged from 3-15%.

When interpreting these results, it should be kept in mind that the number of employees evaluating each service differs, ranging from a high of 385 for client services to a low of 171 for office design services.



Perceptions of Facilities Management Services

Employees were asked to assess various aspects of the service received when thinking about the Facilities Management services that they had used during the previous 12 months. Here, the focus was not on specific services, but rather on the set of services as a whole. Respondents were asked to offer their assessments by expressing their level of agreement or disagreement with 14 service-related statements. Using a 5-point scale (1 = strongly disagree; 5 = strongly agree), respondents were asked to rate their agreement with the following statements:

- Service staff were knowledgeable and competent
- Service staff were courteous
- The service was provided in a timely manner
- You were treated fairly
- You were able to get through to service staff without difficulty
- You were informed about everything you had to do to get the service
- You were served in the official language of your choice
- The hours of service were convenient
- The information you received was clear and easy to understand
- You received consistent information and advice
- You received accurate information
- You were advised of various options available to you, including the impact of those options
- The services were accessible to persons with disabilities
- Staff went the extra mile to make sure you got what you needed

Majorities of respondents expressed agreement with each of these statements. Moreover, over two-thirds agreed with all but two issues. Employees were most likely to agree that they had been served in the official language of their choice (87%), with over half (56%) expressing strong agreement. There was also widespread agreement that agents were courteous (85%), that services were accessible to persons with disabilities (84%), that the hours of service were convenient (83%), that employees were treated fairly (81%), that service staff were knowledgeable and competent and that the information received was clear and easy to understand (79% each).

Between two-thirds and three-quarters agreed that the information received was accurate, that they were able to get through to staff without difficulty, that information and advice were consistent, that the information was provided in a timely manner, and that they were informed about everything they had to do to get the service.

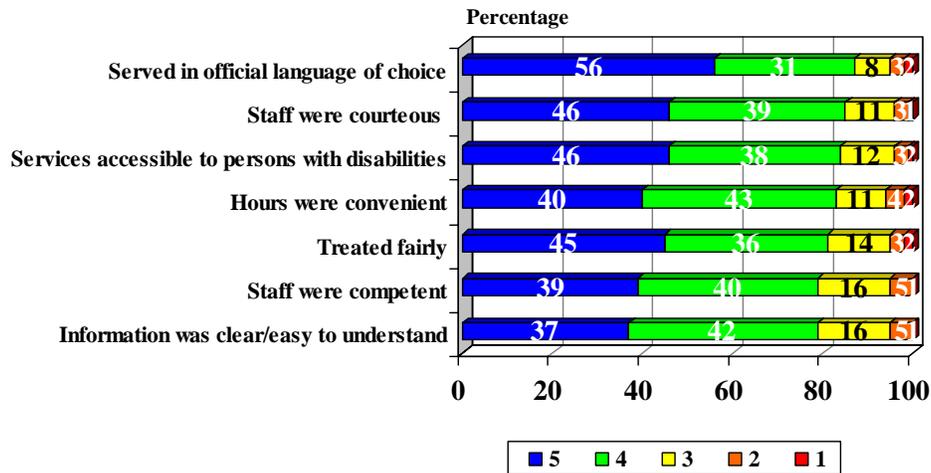
As was the case with Protection and Safety services, respondents were less likely to agree with the two statements about *proactive* service and service going *beyond* what might be expected. Just under two-thirds (63-64%) agreed that staff went the extra mile to make sure they got what they needed, and that they were advised of various options available to them, including the impact of those options. Respondents were most likely to disagree with these two statements (16-17%). Disagreement in other areas ranged from 4-13%.

In these areas, employees who indicated that the issue was not applicable to them were removed from the analysis, as were those who expressed uncertainty by not responding to the question.

Perceptions of Facilities Management Services

(5-point scale; 5 = strongly agree, 1 = strong disagree)

(N= 501; asked of those who used Facilities Management services)



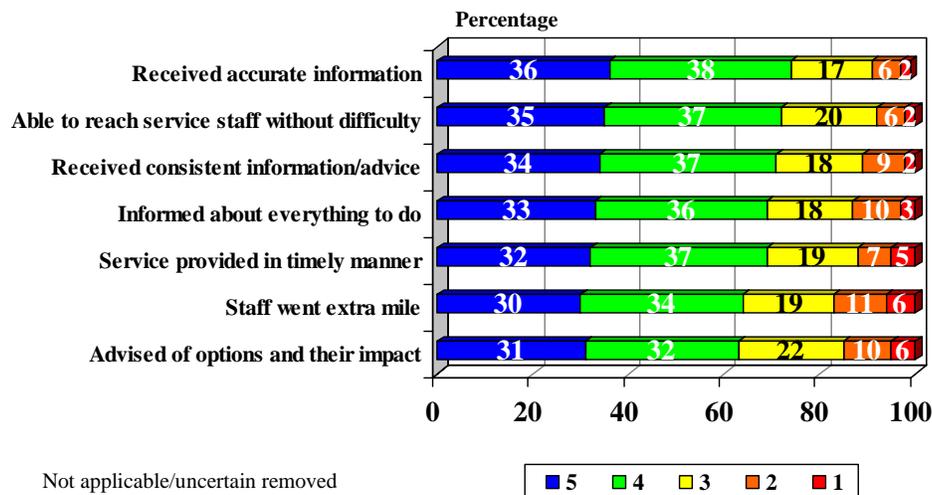
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Perceptions of Facilities Management Services (Cont'd)

(5-point scale; 5 = strongly agree, 1 = strong disagree)

(N= 501; asked of those who used Facilities Management services)



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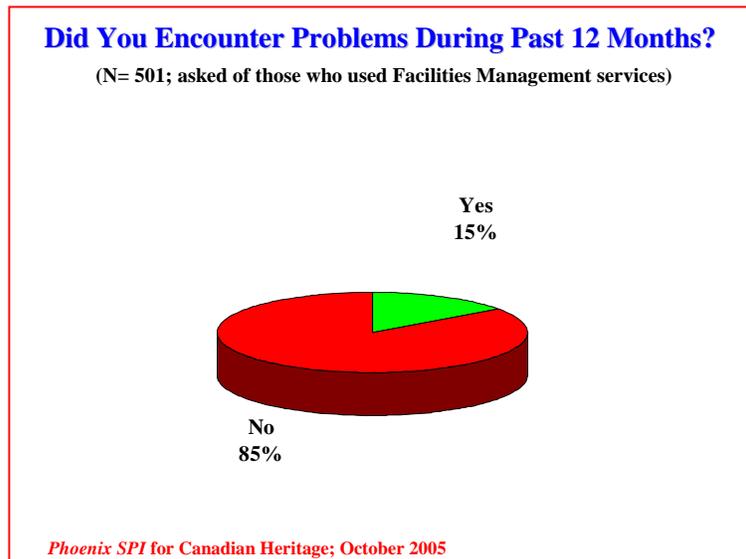
Most Received All the Service/Information Needed

Nearly all surveyed employees said they received all (73%) or part (21%) of the service or information they needed. Six percent indicated that they did not receive what they needed.



Large Majority Experienced No Problems With Service

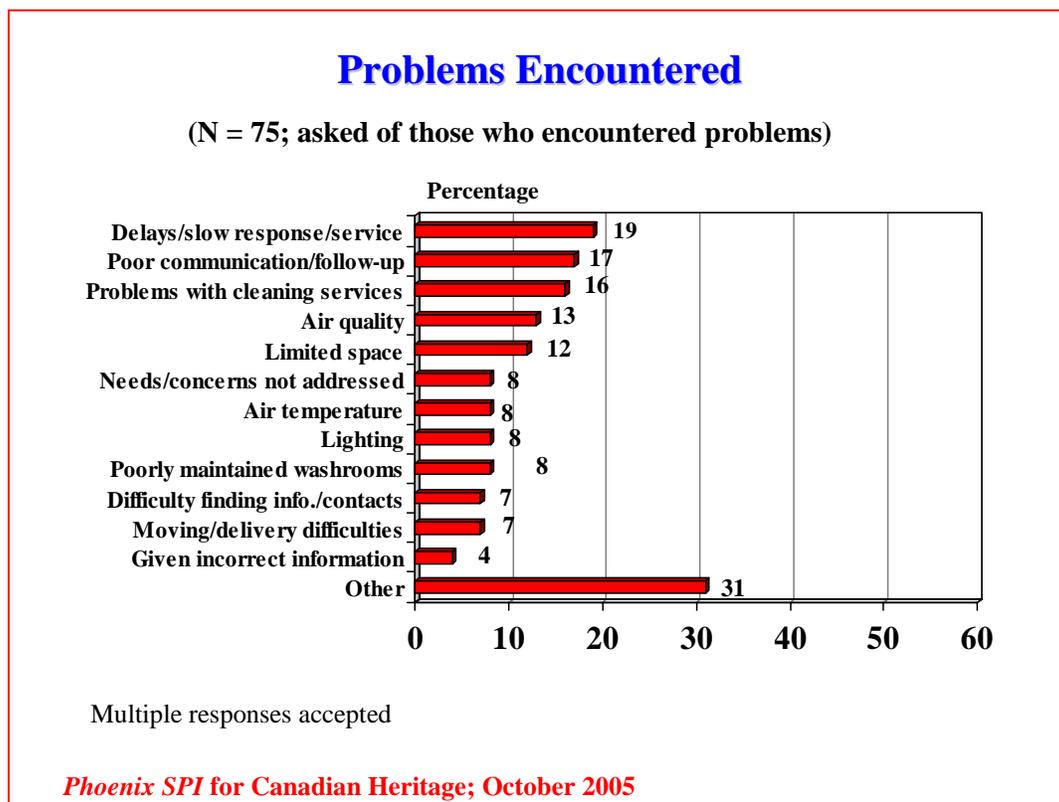
The large majority of respondents (85%) said they encountered no problems with the service they received when they used Facilities and Management services during the previous 12 months. Conversely, 15% said they experienced problems.



Respondents who said they experienced a problem were asked to identify the nature of the problem(s). Leading the way among problems encountered by employees were delays/slow response (19%), poor communications, including lack of follow-up (17%), problems with cleaning services (16%), problems with air quality (13%), and limited space/facilities (12%). Following this, and identified by almost identical numbers (7-8%), were not addressing their concerns, problems with air temperature and lighting, poorly maintained washrooms, difficulty finding information or appropriate contacts, and problems with delivery or moving.

Included in the ‘other’ category are misinformation, problems with fire/emergency-related service, language difficulties, parking issues, problems with bicycle storage, unfriendly service, old/dirty carpets, inflexibility, and problems accessing the building or elevator.

In interpreting these results, it should be kept in mind that the percentage identifying any of these problems represents no more than 14 respondents.



Limited Satisfaction with Handling of Problem

There was limited satisfaction with the way these problems were handled. Nearly half indicated that they were moderately (25%) or very dissatisfied (21%) with the way their problem was handled. Most of the rest were neither satisfied nor dissatisfied (44%). Relatively few (9%) expressed satisfaction with the way their problem was handled.



One-Quarter Do Not Know Where to Call Regarding a Problem

As was the case with Protection and Safety services, a substantial number of employees do not know where to call if they have a problem or concern about a work space or facilities issue. While three-quarters of employees said they know where to call if they have such a problem or concern, one-quarter said they do not.

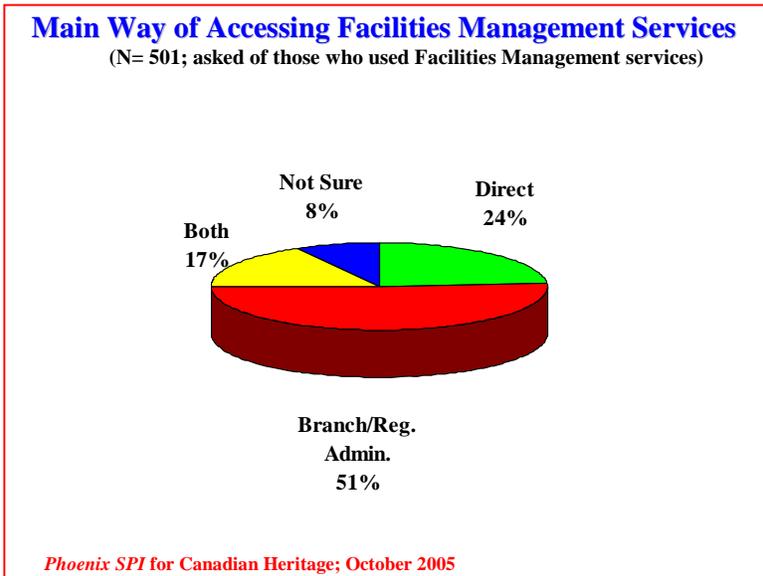


ACCESS AND COMMUNICATIONS ISSUES

This section identifies the ways in which employees accessed the Facilities Management services they used, as well as preferences for communicating with service representatives about Facilities Management services.

Half Access Services Through Administration Team

Approximately half (51%) of those who use Facilities Management services said they mostly access them through their branch/region administration team. Among the other half, one-quarter (24%) said they mostly access Facilities Management services directly, while 17% do both (i.e. directly and through their branch/region administration team). Eight percent were uncertain or did not provide a response.



Use of Communications Methods to Contact Service Representatives

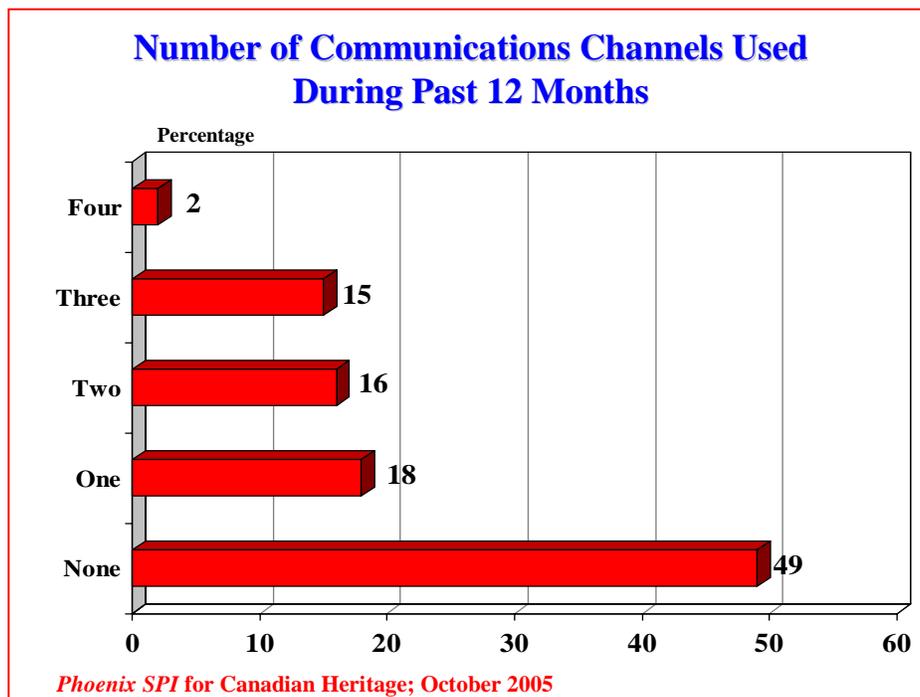
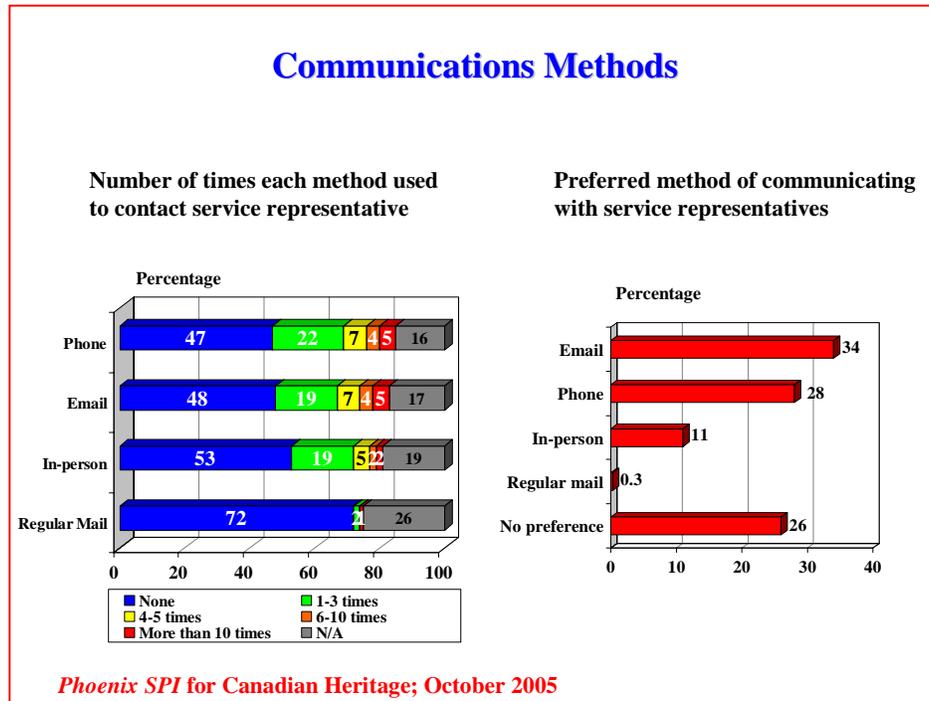
Surveyed employees were asked to identify the number of times they contacted service representatives about Facilities Management services during the previous 12 months. They were asked to focus on contact initiated by them through each of the following methods:

- Phone
- In-person
- Email
- Regular mail

Fewer than half the employees used any of these methods to contact service representatives during the previous 12 months. Regular mail was the method least likely to be used, with only 3% of employees saying they used it to contact service representatives during this period. Phone contact (38%) and email (35%) were most likely to be used, with a substantial proportion also using in-person contact (28%).

Similar proportions used the phone, email, and in-person contact infrequently – 19-22% used these methods 1-3 times only. However, in-person contact was less likely to be used often than phone or email – only 9% used in-person contact four times or more, while 16% used the phone and email this often.

Almost half (49%) used none of these communications methods during the previous 12 months to contact service representatives about Facilities Management services. Those who did were similarly likely to use one, two, or three methods (15-18%), with a small number (2%) using all four.



No Consensus Over Preferred Communications Methods

In terms of the preferred channel to communicate with service representatives about Facilities Management services, the only thing respondents agreed on was a rejection of regular mail as an option. Only two employees identified mail as their preference, consistent with the limited use of this method during the previous 12 months. One-quarter (26%) said they have no preference. Those who did express a preference tended to be split between email (34%) and the phone (28%), with a smaller number preferring in-person contact (11%).

SUGGESTIONS TO IMPROVE SERVICE

Employees who used Facilities Management services during the previous 12 months were asked if they had any suggestions to improve these services.

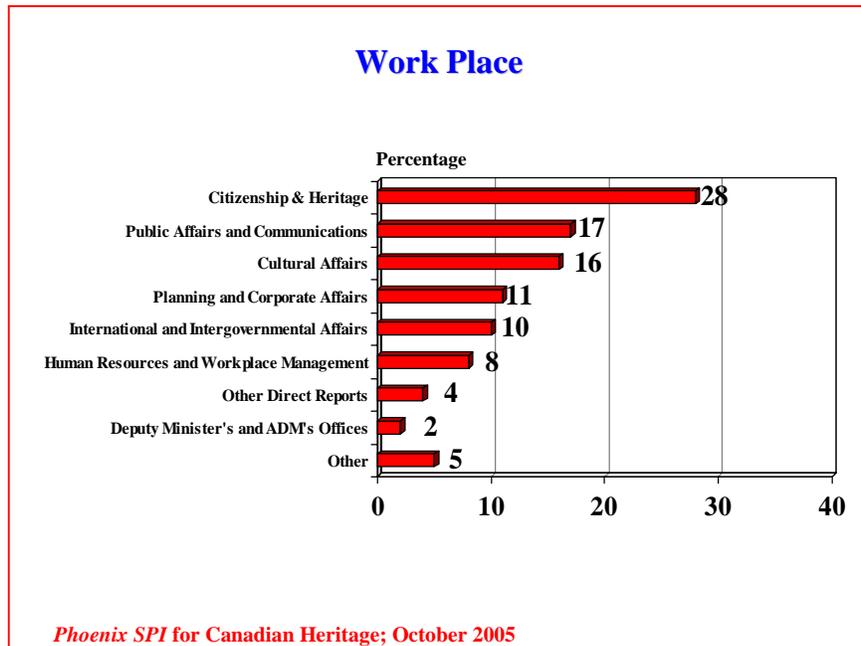
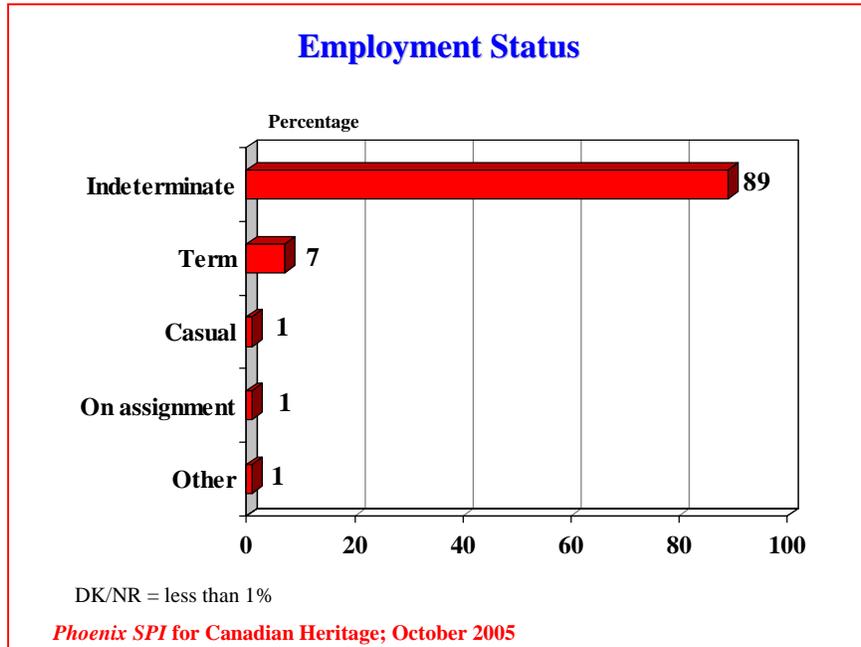
Suggestions for Improvement

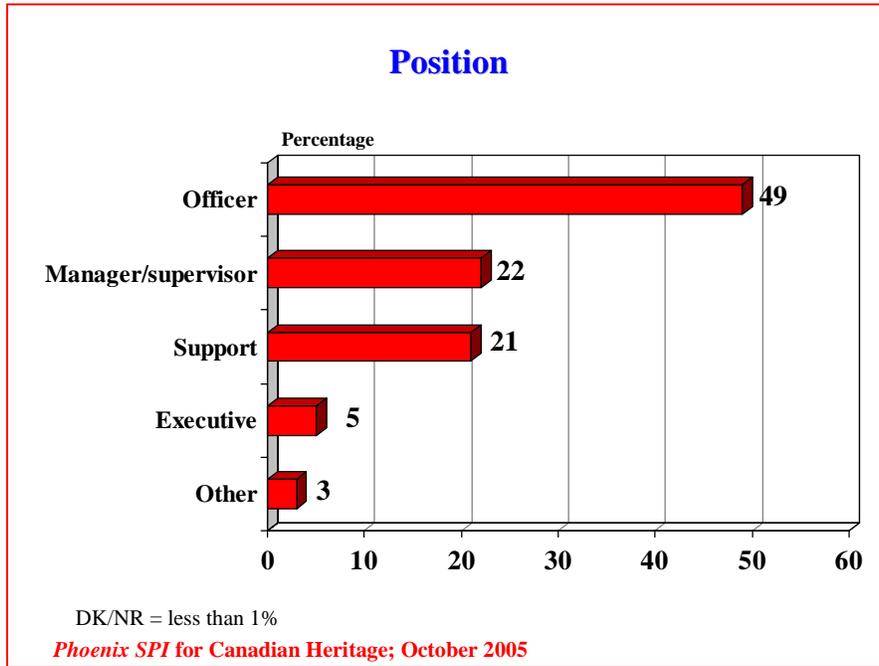
Three-quarters of service users had no suggestions to offer to improve Facilities Management services. Suggestions that were made were offered by small numbers (4% or less) and tended to focus on improving the actual management of facilities. This included more/better cleaning, vacuuming and garbage collection, improving air quality, having regular inspections, replacing old/dirty carpets, expanding the recycling program, prohibiting smoking near the building, better control of air temperature, doing more to control noise levels, improving accommodations through bigger cubicles and a better use of space, improving moving of equipment and furniture, improving parking, including providing more parking spaces, having more frequent or improved fire drills, improving lighting in the building, improving service staff, hiring more staff, and providing more funding.

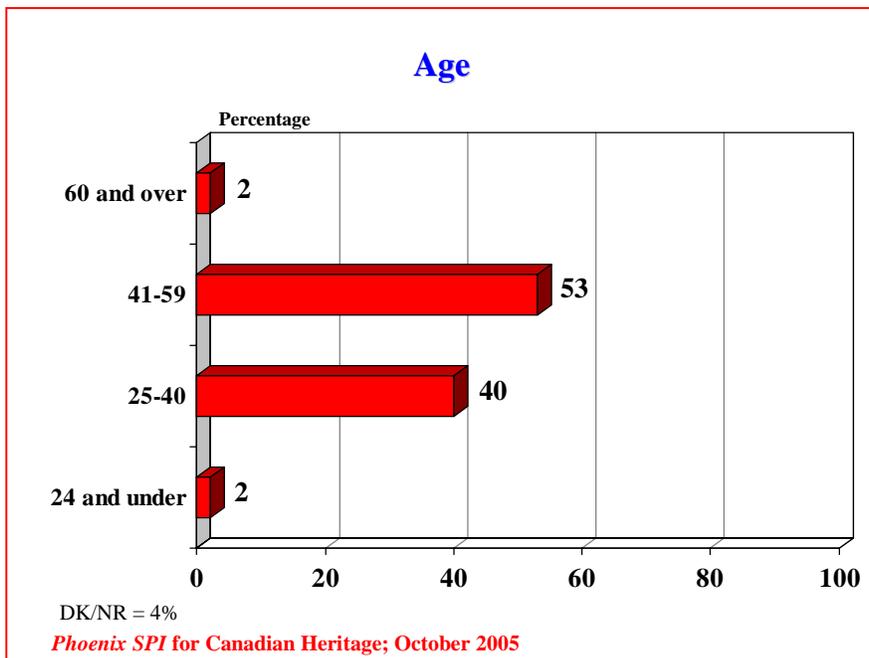
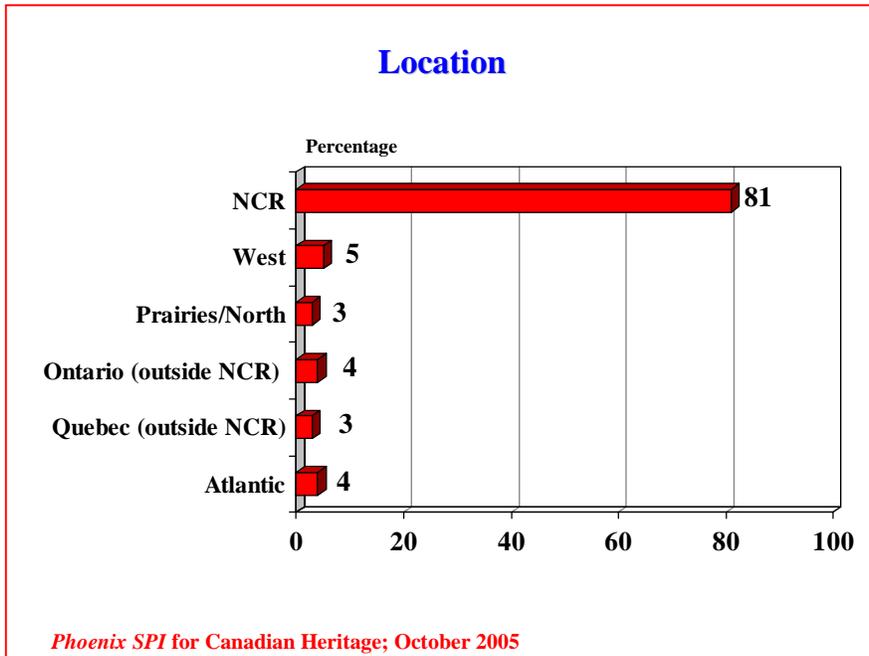
Some suggestions focused on improving communications and the sharing of information. This included improving communications in general, improving response times to requests, clarifying who is responsible for what and providing more contact information, standardizing processes and clarifying policies, and asking for employee feedback more often.

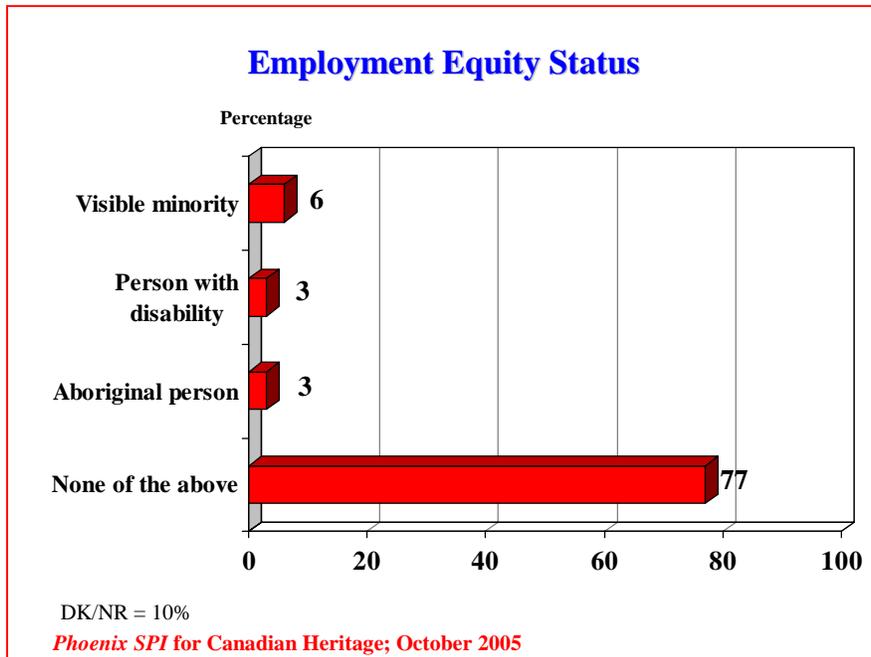
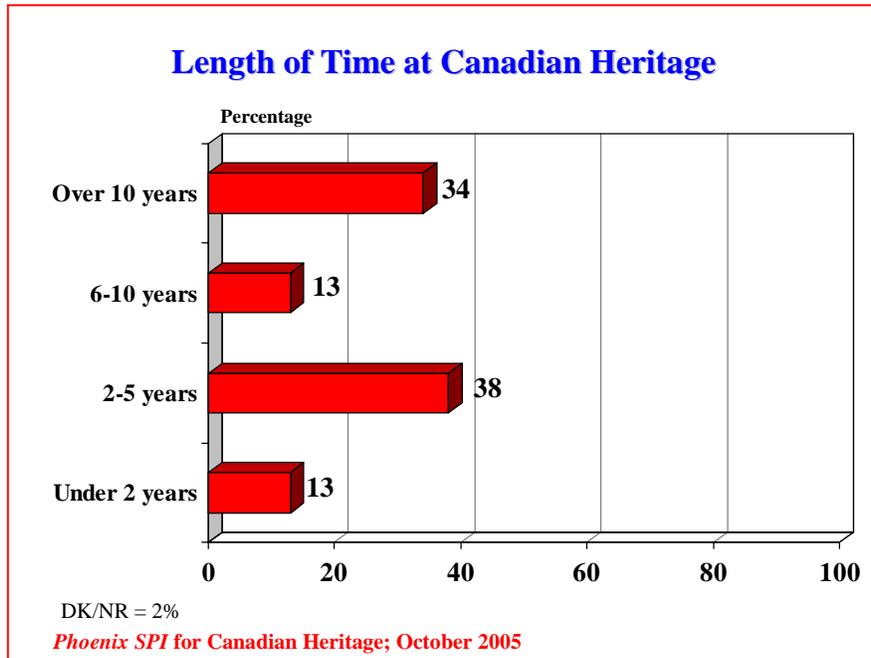
CHARACTERISTICS OF RESPONDENTS

This section presents the characteristics of survey respondents by employment status, work place, position, whether they deal with services on behalf of others or not, location, age, length of time at Canadian Heritage, employment equity status, language, and gender.

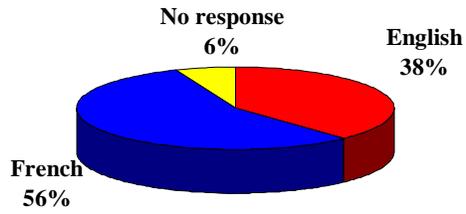






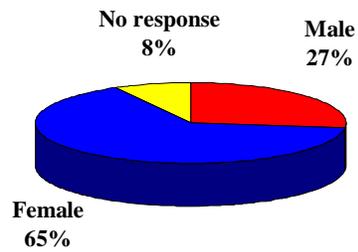


First Official Language



Phoenix SPI for Canadian Heritage; October 2005

Gender



Phoenix SPI for Canadian Heritage; October 2005

SUBGROUP VARIATIONS

This section presents demographic and other subgroup differences among employees for the main issues explored in the survey. This includes variations based on gender, age, location, language, position, length of time at Canadian Heritage, and whether they deal with service representatives directly or through others. The information is presented in two ways. First, we provide summary descriptions of the main patterns in each thematic area. These summaries are textual in nature, with few numbers, for ease of access to the information. Second, we provide a detailed table that presents a breakdown of the findings for the various subgroups. This covers the main issues explored in the survey, with a focus on closed-ended questions. The table is also grouped by theme.

For the purposes of this analysis, the subgroup characteristics have been grouped as follows:

Age:

- 40 or under ('younger employees')
- Over 40 ('older employees')

Location:

- National Capital Region (NCR)
- Outside NCR

Position:

- Executive/manager/supervisor
- Officer
- Support staff

Length of time at Canadian Heritage:

- Five years or less
- Over five years

Overview

While subgroup differences were evident, they were often relatively small and did not tend to follow a consistent pattern. Patterns were most evident regarding awareness and use of the services (although this was limited to a few subgroups). The clearest and most consistent pattern across both service lines was as follows: employees who deal with the services on behalf of others and executives/managers/supervisors were the most likely to be aware of the various services and to have used them. Employees in the NCR and employees who have worked at Canadian Heritage for over five years were also more likely to be aware of services across both service lines.

Differences in overall satisfaction tended to be relatively small, although employees who deal with services on behalf of others were more likely to express overall satisfaction with

both service lines. Differences in levels of satisfaction with various aspects of service tended to be wider on two issues: the extent to which staff went the extra mile to provide service and the extent to which employees were advised of various options and their impact. That said, these differences followed no pattern. Differences in satisfaction based on location (i.e. employees in the NCR vs. those in the Regions) tended to be small and followed no consistent pattern.

Preferences regarding communication with service representatives across service lines tended to be small. The only consistent, noteworthy difference was language-based, with Anglophone employees more likely to prefer email, and Francophone staff to prefer the phone.

Protection and Safety Services:

Awareness and Use of Services:

Differences in the levels of awareness of Protection and Safety services were evident to various degrees with respect to most of the subgroups. The following were more likely to be aware of almost all of these services (i.e. 10 out of 12 of them), and were often significantly more likely to be aware of them:

- Older employees
- Employees in the NCR
- Employees who have worked at Canadian Heritage for over five years
- Employees who regularly deal with these services on behalf of others.

Francophone employees and executives/managers/supervisors and support staff were more likely to know about most of these services (i.e. 7 out of 12 of them). By contrast, men and women employees were similarly likely to know about these services with two exceptions: female employees were much more likely to know about ergonomic assessment services and the crisis hotline.

Overall, differences in use of these services tended to be relatively small (5% or less). That said, there were two exceptions. Perhaps not surprisingly, employees who regularly deal with these services on behalf of others were more likely to have used nearly all of the Protection and Safety services during the previous 12 months (i.e. 11 of 12 services). Moreover, they were often much more likely to have used each of the specific services. The second exception concerns differences based on position. These were more wide ranging than for other subgroups (9-17% range for most services), with executives/managers/supervisors the most likely to have used most services.

Satisfaction with Service:

The following services are not included in this section due to the relatively small number of employees who used them (n= 29-80): security investigations, security containers and locking devices, security information sessions, first aid training, Occupational Health and Safety information and assistance, and the crisis hotline. Differences based on location were also excluded due to the relatively small number of employees outside the NCR who

used these services (80 or less). Results for all of the above are included in the detailed table following this note.

The following groups were more likely to express satisfaction with the *overall* quality of the services used (5-9% higher than others):

- Older employees
- Employees in the NCR
- Executive/manager/supervisors and support staff
- Employees who have worked at Canadian Heritage for over five years.

As well, employees who deal with these services on behalf of others were much more likely to express satisfaction with the *overall* quality of the services used. Differences in overall satisfaction by gender and language were small.

In terms of satisfaction with specific services, differences tended to be relatively small (5% or less in most cases), although differences by position tended to be more wide-ranging (7-17% range). The differences were largest in relation to messages over the PA system, and indoor air quality complaints; in general, executives/managers/supervisors and/or support staff were more likely to express satisfaction in relation to most services.

Differences in satisfaction with specific services tended to be widest in relation to security policies and guidelines and indoor air quality complaints:

- The following were much more likely to express satisfaction with service related to security policies and guidelines: female employees, older employees, Anglophone employees, and executives/managers/supervisors.
- The following were much more likely to express satisfaction with service related to indoor air quality complaints: older employees, employees who have worked at Canadian Heritage for over five years, and employees who deal with these services on behalf of others.

Access to Service:

Differences in the way employees access Protection and Safety services were evident to varying degrees. Employees who deal with these services on behalf of others and NCR employees were much more likely to say they access the services directly (differences were in the 20-22% range). The following were also more likely to say they access Protection and Safety services directly, although the differences were not as large (8-11% range):

- Francophone employees
- Support staff
- Employees who have worked at Canadian Heritage for over five years.

Conversely, there were no meaningful differences based on gender or age.

Employees, regardless of gender, age, language, or time at Canadian Heritage, were almost equally likely to say they access Protection and Safety services through their branch or

region administration team. Conversely, employees outside the NCR were much more likely to say they access these services directly, while executives/managers/ supervisors and officers were somewhat less likely to do this.

Preferences for Communications:

Differences in preferences regarding communication with service representatives about Protection and Safety services tended to be small, with a few exceptions. Employees who deal with these services on behalf of others and Anglophone employees were more likely to prefer communication via email. Phone contact was more likely to be preferred by Francophone employees and employees in the NCR.

Perceptions of Aspects of Service:

Overall, expressions of satisfaction regarding various aspects of service did not vary widely. While there were differences, these tended to be relatively small (5% or less in most areas). Differences tended to be wider by position (6-18% range) and were largest regarding the completeness of the information, accessibility of services to persons with disabilities, and the extent to which staff went the extra mile in providing service. Executives/managers/supervisors and support staff were more likely to express satisfaction with all aspects of service. While differences within other subgroups tended to be small, they were wider on two issues: the extent to which employees were advised of various options and their impact and the extent to which staff went the extra mile in providing service. The following were somewhat more likely to agree with both of these statements:

- Female employees
- Older employees
- Francophone employees
- Employees who have worked at Canadian Heritage for over five years.

Problems with Service:

Employees were similarly likely to experience problems during the previous 12 months. However, there were some notable differences in terms of knowing where to call in the event of a problem. The following were much more likely to say they know where to call in the event of a problem:

- Older employees
- Francophone employees
- Support staff
- Employees who have worked at Canadian Heritage for over five years
- Employees who deal with these services on behalf of others.

Perceptions of Personal Safety and Security Issues:

The large majority of employees (84% or more), regardless of subgroup, know what to do when the fire alarm sounds. The extent to which perceptions vary regarding the other personal safety and security issues differs by subgroup. Employees who deal with the services on behalf of others, older employees, and Francophone employees were the most likely to provide positive feedback about all other personal safety and security issues, and

in most areas they were *much* more likely to express agreement. Support staff and/or executives/managers/supervisors were also more likely to provide positive feedback on these issues.

Differences in perceptions based on gender, location, and length of time at Canadian Heritage tended to be small, with the following exceptions:

- Female employees were more likely to think that appropriate health measures were in place.
- Employees who have worked at Canadian Heritage for over five years were more likely to think that evacuation procedures are easy to find.
- Employees in the NCR were more likely to think that evacuation procedures are easy to find for persons with mobility impairment.

Facilities Management Services:

Awareness and Use of Services:

Differences in levels of awareness of Facilities Management services were evident to various degrees. The following were considerably more likely to be aware of all Facilities Management services:

- Employees in the NCR
- Employees who have worked at Canadian Heritage for over five years
- Employees who deal with these services on behalf of others.

Executives/managers/supervisors and support staff were more likely to know about most of these services (i.e. 5 of 6 services). Differences in awareness within other subgroups tended to be small.

Differences in the use of these services within most subgroups tended to be small. However, employees who deal with these services on behalf of others were much more likely to have used all of these services during the previous 12 months. As well, executives/managers/supervisors were somewhat more likely to have used most of the services (i.e. 5 of 6), while employees in the NCR were much more likely to have used office design, office setup, and management of work space services.

Satisfaction with Service:

Differences based on location are not included in this section due to the relatively small number of employees outside the NCR who used these services (71 or less, depending on the specific service). Results for location are included in the detailed table following this note.

The following were more likely to express satisfaction with the *overall* quality of Facilities Management services used during the previous 12 months:

- Employees who deal with the services on behalf of others
- Support staff

- Employees outside the NCR
- Male employees.

Differences in satisfaction based on age, language, and time at Canadian Heritage were small.

In terms of satisfaction with specific services, differences tended to be relatively small (usually 5% or less).

Access to Service:

Differences in the way that employees access the services were evident. The following were noticeably more likely to say they access Facilities Management services directly:

- Employees who deal with the services on behalf of others
- Support staff
- Employees in the NCR
- Francophone employees.

There were minimal differences based on gender, age, and length of time working at Canadian Heritage.

Employees, regardless of gender, age, or time at Canadian Heritage, were almost equally likely to say they access services through their branch or region administration team. Conversely, executive/manager/supervisors and officers were much more likely to say they access services through their administration team. Anglophone employees were also more likely to say they access these services in this way.

Preferences for Communications:

Preferences regarding communication with service representatives about Facilities Management services did not vary widely, with a few exceptions. Employees in the NCR, Anglophone employees, and those who have worked at Canadian Heritage for over five years were somewhat more likely to prefer communicating with service personnel by email. Phone contact was much more likely to be preferred by Francophone employees and officers and support staff. Executives/managers/supervisors and employees outside the NCR were somewhat more likely to prefer in-person contact.

Perceptions of Aspects of Service:

Overall, expressions of satisfaction regarding various aspects of service did not vary widely. While there were differences, these tended to be relatively small (5% or less in most areas). Differences tended to be wider by position (6-25% range), with support staff more positive about almost all aspects of service. While differences within subgroups tended to be small, they were wider regarding some aspects of service:

- The extent to which the information provided was complete: This was more likely to be assessed positively by female employees, older employees, employees outside the NCR, and those who have worked at Canadian Heritage for over five years.

- Accessibility of service to persons with disabilities: This was more likely to be positively assessed by female employees, older employees, Francophone employees, and employees who deal with these services on behalf of others.
- Extent to which staff went the extra mile: This was more likely to be positively assessed by men, employees outside the NCR, and Francophone employees.
- Extent to which employees were advised of various options and their impact: This was more likely to be positively assessed by women, employees outside the NCR, and employees who deal with these services on behalf of others.

Problems with Service:

Employees, regardless of subgroups, were similarly likely to experience problems, with one exception: executives/managers/supervisors were noticeably more likely than those in other positions to experience problems.

There were notable differences in the likelihood of knowing where to call in the event of a problem. The following were much more likely to say they know where to call in the event of a problem:

- Older employees
- Employees outside the NCR
- Francophone employees
- Employees who have worked at Canadian Heritage for more than five years
- Employees who deal with these services on behalf of others.

Support staff and female employees were also more likely to say they know this.

Human Resource and Workplace Management Branch – Client Satisfaction Survey

Demographic Tables															
	Gender		Age		Location		Language		Position			Time at Heritage Canada		Deal for others	
	M	F	40 and less	>40	NCR	Other	Eng.	Fr.	Exec/Mgr/Super	Officer	Support	5 yrs. -	Over 5 yrs.	Y	N
PROTECTION & SAFETY SERVICES															
SERVICES USED															
Security Screening	36	39	36	40	40	29	35	40	56	29	32	37	40	64	30
Bldg ID/access cards	62	67	66	66	68	58	68	65	73	62	67	64	69	74	64
PA messages	56	48	51	49	50	48	57	46	58	49	41	49	50	55	48
Security investigations	14	10	14	10	12	8	8	14	17	8	8	10	13	18	9
Security containers/locking devices	27	30	29	29	30	23	25	31	35	19	36	32	27	44	21
Security policies/guidelines	24	25	22	27	25	26	22	27	34	20	24	26	24	41	19
Security sessions	27	25	24	26	27	22	17	29	28	31	18	26	26	26	26
First aid	13	14	12	15	13	18	13	15	16	14	14	14	15	21	12
Indoor air quality	33	43	37	42	40	36	38	42	48	39	31	37	42	63	32
Ergonomic assess.	30	40	34	41	37	41	37	38	43	34	35	35	39	46	34
OHS info/assistance	15	14	12	16	16	8	10	17	22	12	11	13	16	23	11
Crisis hotline	11	10	7	12	10	8	7	12	12	9	9	9	11	13	9
SATISFACTION WITH SPECIFIC SERVICES (% rating 4-5)															
Security Screening	77	88	86	84	85	87	85	85	88	83	81	81	89	84	86
Bldg ID/access cards	86	88	87	88	87	87	90	86	91	84	88	87	87	87	87
PA messages	63	62	64	63	61	81	60	65	63	59	73	61	65	69	61
Security investigations	77	72	56	81	66	100	92	66	71	64	83	75	68	74	65
Security containers/locking devices	77	80	79	78	78	88	80	80	86	70	84	74	83	88	70
Security policies/	74	85	69	85	78	89	90	78	86	75	75	77	82	81	79

Human Resource and Workplace Management Branch – Client Satisfaction Survey

Demographic Tables															
	Gender		Age		Location		Language		Position			Time at Heritage Canada		Deal for others	
	M	F	40 and less	>40	NCR	Other	Eng.	Fr.	Exec/Mgr/Super	Officer	Support	5 yrs. -	Over 5 yrs.	Y	N
guidelines															
Security sessions	68	76	72	75	73	100	69	75	95	64	70	76	74	86	71
First aid	75	89	77	91	86	79	91	82	86	84	81	77	90	82	85
Indoor air quality	51	48	37	54	47	52	44	50	53	40	57	40	52	56	42
Ergonomic assess.	71	83	81	78	79	80	86	78	85	77	77	76	82	81	79
OHS info/assistance	68	83	61	83	72	100	80	78	87	70	58	62	87	79	72
Crisis hotline	75	67	43	77	70	67	86	62	67	67	71	75	65	55	78
SATISFACTION WITH OVERALL SERVICE															
Satisfied (% rating 4-5)	70	73	69	76	73	68	71	74	76	68	77	70	76	83	69
Dissatisfied (% rating 1-2)	11	10	10	10	11	9	8	12	10	11	11	11	9	8	11
ACCESS TO SERVICE															
Directly	36	37	37	36	40	20	30	41	34	36	42	32	41	54	32
Branch/region	33	32	29	34	28	47	30	33	33	34	27	32	31	17	36
Both	26	25	26	26	26	22	32	21	28	23	27	27	24	27	25
PREFERENCE FOR COMMUNICATIONS															
Email	34	32	36	32	33	30	39	29	29	34	36	35	30	38	31
Phone	28	27	27	28	30	18	21	33	31	27	26	27	27	29	27
In-person	19	15	12	19	15	21	19	15	19	14	18	14	19	14	17
Regular mail		0.2	0.3	0.2	0.2	0.7	0.4			0.3	0.6	0.3	0.3		0.3
PERCEPTIONS OF SERVICE (% agreeing)															
Knowledgeable staff	80	86	84	84	84	84	85	84	87	80	88	82	86	88	82
Staff were courteous	85	89	84	89	86	89	85	90	91	84	89	86	87	90	86
Timely service	75	83	79	83	80	84	79	83	83	78	85	80	81	83	80
Treated fairly	88	90	88	89	89	86	87	91	92	86	90	88	89	91	87

Human Resource and Workplace Management Branch – Client Satisfaction Survey

Demographic Tables															
	Gender		Age		Location		Language		Position			Time at Heritage Canada		Deal for others	
	M	F	40 and less	>40	NCR	Other	Eng.	Fr.	Exec/Mgr/Super	Officer	Support	5 yrs. -	Over 5 yrs.	Y	N
Able to get through	73	78	73	78	76	73	75	77	80	72	78	74	76	76	76
Complete info	68	78	70	77	74	74	73	75	82	66	83	68	80	81	71
Served in official language of choice	90	92	92	91	92	85	93	91	95	88	90	91	91	93	91
Hours of service	86	86	82	87	84	87	81	88	85	81	94	84	85	89	83
Clear information	75	82	77	82	78	85	78	81	82	75	85	77	82	85	77
Consistent info	75	78	75	79	77	78	75	79	81	71	83	74	79	84	74
Accurate information	81	85	83	83	82	87	84	83	88	79	86	82	83	87	82
Advised of options and their impact	58	67	57	68	62	69	58	68	68	56	70	56	70	72	59
Accessible service for disabled	85	84	87	84	85	86	87	84	95	78	88	79	89	89	83
Staff went extra mile	60	74	63	73	68	71	65	72	73	61	79	62	74	81	63
SERVICE PROBLEMS															
Yes	8	6	6	7	7	6	8	5	8	7	6	8	5	7	7
KNOW WHERE TO CALL IF PROBLEM?															
Yes	64	69	61	73	68	66	57	75	71	60	83	61	74	87	62
PERCEPTIONS OF ISSUES (% agreeing)															
Know what to do if fire alarm	88	89	86	90	89	85	86	90	88	87	91	84	92	94	87
Procedures easy to find	63	62	55	66	61	61	54	68	57	60	70	58	65	74	58
Procedures easy to find for mobility impaired	55	49	42	55	52	42	40	56	45	47	57	48	51	62	45
Satisfied with outdoor part of drill	64	65	59	68	63	64	58	69	70	58	69	61	66	72	61

Human Resource and Workplace Management Branch – Client Satisfaction Survey

Demographic Tables															
	Gender		Age		Location		Language		Position			Time at Heritage Canada		Deal for others	
	M	F	40 and less	>40	NCR	Other	Eng.	Fr.	Exec/Mgr/Super	Officer	Support	5 yrs. -	Over 5 yrs.	Y	N
Appropriate safety measures in place	72	70	66	73	71	65	68	72	74	66	71	68	71	77	67
Appropriate health measures in place	58	51	45	58	52	50	45	57	55	45	62	52	53	59	50
FACILITIES MANAGEMENT SERVICES															
SERVICES USED															
Client services	59	64	65	62	62	66	63	63	70	59	61	65	61	78	58
Office signage	31	37	33	37	36	33	34	35	42	28	42	33	38	52	29
Management of renov./work space	32	36	31	40	37	29	34	37	45	30	34	34	37	59	27
Office setup	49	54	49	55	54	42	51	54	63	46	51	51	54	72	45
Office design	36	40	36	41	40	29	34	43	52	32	32	35	42	59	30
Notification on servicing	45	51	49	50	48	48	57	43	58	44	44	47	51	61	44
SATISFIED WITH SPECIFIC SERVICES (% rating 4-5)															
Client services	76	71	70	71	71	65	70	72	69	67	78	69	73	74	68
Office signage	71	80	75	78	74	90	75	79	77	75	80	76	77	77	76
Management of renov./work space	71	68	75	66	68	71	65	69	67	68	72	65	72	68	69
Office setup	84	73	73	77	72	89	74	76	71	70	87	73	77	71	76
Office design	67	74	75	71	70	83	63	76	73	68	75	67	76	74	69
Notification on servicing	83	89	88	86	87	87	90	85	88	85	87	88	85	87	86
SATISFACTION WITH															

Human Resource and Workplace Management Branch – Client Satisfaction Survey

Demographic Tables															
	Gender		Age		Location		Language		Position			Time at Heritage Canada		Deal for others	
	M	F	40 and less	>40	NCR	Other	Eng.	Fr.	Exec/Mgr/Super	Officer	Support	5 yrs. -	Over 5 yrs.	Y	N
OVERALL SERVICE															
Satisfied (% rating 4-5)	65	60	62	59	59	66	61	62	57	58	69	59	61	64	58
Dissatisfied (% rating 1-2)	10	17	13	16	16	14	13	16	15	18	11	15	15	13	16
ACCESS TO SERVICE															
Directly	22	25	24	24	25	16	15	30	24	19	34	23	24	43	17
Branch/region	54	51	49	52	50	53	55	48	55	55	39	52	49	27	59
Both	15	17	16	19	17	20	16	18	18	13	22	14	20	29	13
PREFERENCE FOR COMMUNICATIONS															
Email	36	34	37	34	37	25	40	30	35	33	37	39	30	36	34
Phone	28	29	27	29	29	26	19	35	22	31	31	27	30	29	28
In-person	12	10	8	13	10	19	15	9	18	9	8	9	14	13	11
Regular mail		0.2	0.3	0.2	0.2	0.7	0.4			0.3	0.6	0.3	0.3		0.3
PERCEPTIONS OF SERVICE (% agreeing)															
Knowledgeable staff	78	82	81	80	79	80	78	82	80	75	86	78	80	84	76
Staff were courteous	87	86	86	85	85	84	85	87	84	82	88	84	84	84	85
Timely service	75	70	73	68	69	71	65	74	66	66	80	70	69	70	68
Treated fairly	83	83	85	80	81	81	80	84	80	79	89	79	84	82	81
Able to get through	77	73	76	71	71	74	69	75	69	71	78	74	70	66	75
Complete info	66	73	66	73	68	75	70	71	69	64	79	65	73	73	67
Served in official language of choice	92	88	90	87	90	74	91	87	87	87	88	85	89	89	86
Hours of service	84	86	83	85	83	84	80	88	82	81	90	80	87	88	81
Clear information	75	83	80	79	78	83	79	81	76	76	87	79	79	79	78
Received consistent information	72	73	75	70	71	75	67	76	69	70	78	71	72	71	71

Human Resource and Workplace Management Branch – Client Satisfaction Survey

Demographic Tables															
	Gender		Age		Location		Language		Position			Time at Heritage Canada		Deal for others	
	M	F	40 and less	>40	NCR	Other	Eng.	Fr.	Exec/Mgr/Super	Officer	Support	5 yrs. -	Over 5 yrs.	Y	N
Accurate information	75	78	78	74	74	78	73	78	71	71	86	76	75	75	74
Advised of options and their impact	57	66	64	64	60	72	60	65	59	56	81	60	65	68	59
Accessible service for disabled	90	82	77	88	83	85	73	92	87	81	83	80	86	90	80
Staff went extra mile	72	65	64	67	63	73	61	69	62	60	79	63	67	67	63
SERVICE PROBLEMS															
Yes	11	15	14	14	15	16	16	12	22	13	9	16	14	16	15
KNOW WHERE TO CALL IF PROBLEM?															
Yes	69	76	66	80	73	83	64	81	77	67	85	67	81	96	67

APPENDIX

**Protection and Safety Services
& Facilities Management Services
Client Survey**

Thank you for agreeing to take part in this client survey on Protection and Safety services and Facilities Management services.

While participation is voluntary, your feedback will enable the Department to understand your perceptions of the quality of service you receive. Your responses will be kept entirely confidential. The research is being conducted by Phoenix Strategic Perspectives Inc., an independent research firm. Canadian Heritage will only receive combined results – no individuals will be identified in any way.

The survey should only take 15 minutes to complete. You can save your responses at any time and return to complete the questionnaire at your convenience.

If you would prefer to complete a paper copy of the survey, please contact Philippe Azzie by phone (613-260-1700, ext. 222) or email (pazzie@phoenixspi.ca), and we will send you one by fax or email, along with information on how it can be returned.

AWARENESS AND USE OF SERVICES

This survey focuses on two sets of services for employees: Protection and Safety services and Facilities Management services. These services are briefly described below:

Protection and Safety services: This includes a variety of security and occupational health and safety services, including personal safety, security screening, identification and access cards, investigations, threat and risk assessments, security equipment, business continuity, communications security, and security awareness.

Facilities Management services: This includes the following types of services: client services (cleaning, lighting, temperature levels, waste/recycling, parking, etc.), office signage, construction and renovation of work space, office design and layout, and office set-up (e.g. furniture, equipment, staff).

PROTECTION AND SAFETY SERVICES

1. For each of the Protection and Safety services listed in the table below, please identify whether you were aware of the service and whether you have used it during the past 12 months.

Protection and Safety Services	Aware of Service		Used service	
	Yes	No	Yes	No
Security Screening (reliability status or security clearance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building Identification and Access cards (creation, replacement or renewal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice communications messages over the public address system during an emergency or exercise drill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security investigations (theft, fraud, misuse of computers, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security containers and locking devices (purchase advice, installations, repairs, replacements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to security policies and guidelines or requests for information on a security matter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security Awareness information sessions or training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First aid training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response to indoor air quality complaints (odours, temperature, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ergonomic assessment (placement of equipment, adjustment of chair/computer screen, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to information or assistance about Occupational Health and Safety for an accident in the workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Departmental crisis information hotline that employees can call for information during a lengthy building closure (1-888-999-7770)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. For each of the services that you have used, please indicate your level of satisfaction with the overall quality of service you received when using the service during the past 12 months. To do this, use a 5-point scale, where ‘1’ means very dissatisfied and ‘5’ means very satisfied.*

Protection and Safety Services	Overall satisfaction with the quality of service					
	Very Dissatisfied 1	2	3	4	Very Satisfied 5	Not Applicable/ uncertain
Security Screening (reliability status or security clearance)	○	○	○	○	○	○
Building Identification and Access cards (creation, replacement or renewal)	○	○	○	○	○	○
Voice communications messages over the public address system during an emergency or exercise drill	○	○	○	○	○	○
Security investigations (theft, fraud, misuse of computers, etc.)	○	○	○	○	○	○
Security containers and locking devices (purchase advice, installations, repairs, replacements)	○	○	○	○	○	○
Access to security policies and guidelines or requests for information on a security matter	○	○	○	○	○	○
Security Awareness information sessions or training	○	○	○	○	○	○
First aid training	○	○	○	○	○	○
Response to indoor air quality complaints (odours, temperature, etc.)	○	○	○	○	○	○
Ergonomic assessment (placement of equipment, adjustment of chair/computer screen, etc.)	○	○	○	○	○	○
Access to information or assistance about Occupational Health and Safety for an accident in the workplace	○	○	○	○	○	○
Departmental crisis information hotline that employees can call for information during a lengthy building closure (1-888-999-7770)	○	○	○	○	○	○

*PROGRAMMING NOTE: ONLY INCLUDE SERVICES USED BY RESPONDENT.

IF NO SERVICES USED, DO NOT ASK Q3:

3. When you use these services, do you mostly access them directly or do you contact your branch/region administration team?

- Direct []
- Branch/region administration team
(e.g. the administrative assistant in my unit) []
- Both []
- Not sure []

4. Are you a Floor Fire Emergency Officer?

- Yes [] CHECK ONE ONLY
- No []

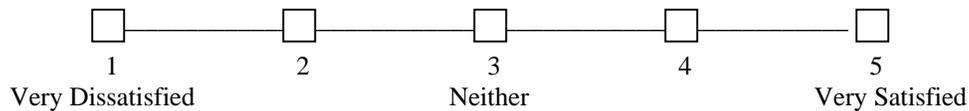
IF YES, ASK:

5. Have you received Floor Fire Emergency Officer training during the past **24 months**?

- Yes [] CHECK ONE ONLY
- No []

IF YES, ASK:

6. How satisfied were you with the quality of the training you received? Please use a 5-point scale, where '1' is very dissatisfied, and '5' is very satisfied. CHECK ONE BOX ON SCALE.



7. For each of the following communications methods, please identify the number of times that you have contacted service representatives about [Protection and Safety services](#) during the past 12 months. Please focus on contact initiated by you.

	0 times	1-3 times	4-5 times	6-10 times	More than 10 times	N/A
Phone	○	○	○	○	○	○
In-person	○	○	○	○	○	○
Email	○	○	○	○	○	○
Regular Mail	○	○	○	○	○	○

8. How would you prefer to communicate with service representatives about Protection and Safety services?

- | | | | |
|---------------|-----|----------------|--|
| Phone | [] | | |
| In-person | [] | | |
| Email | [] | CHECK ONE ONLY | |
| Regular mail | [] | | |
| No preference | [] | | |

PROGRAMMING NOTE: IF RESPONDENT HAS NOT USED ANY SERVICES IN QUESTIONS 1 AND 5, SKIP AHEAD TO NEXT SECTION (PERSONAL SAFETY AND SECURITY ISSUES).

9. Thinking about the Protection and Safety services that you used during the past 12 months, please indicate the extent to which you agree or disagree with each of the following statements. To do this, please use a 5-point scale, where ‘1’ means strongly disagree and ‘5’ means strongly agree. PLACE YOUR SCORES IN THE TABLE BELOW. IF SOMETHING DOES NOT APPLY TO YOU, PLEASE CHECK THE ‘N/A’ BOX

	Strongly disagree 1	2	3	4	Strongly agree 5	N/A
Service staff were knowledgeable and competent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service staff were courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service was provided in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were treated fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were able to get through to service staff without difficulty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were informed about everything you had to do to get the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were served in the official language of your choice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of service were convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information you received was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You received consistent information and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You received accurate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were advised of various options available to you, including the impact of those options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The services were accessible to persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff went the extra mile to make sure you got what you needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Do you know where to call if you have a problem or concern about a security or safety issue?

Yes [] CHECK ONE ONLY
 No []

17. Do you have any suggestions to improve Protection and Safety services? PLEASE BE SPECIFIC

PERSONAL SAFETY AND SECURITY ISSUES

18. In the table below are a number of statements related to your personal safety and security. Please indicate the extent to which you agree or disagree with each statement, using a 5-point scale, where ‘1’ means strongly disagree and ‘5’ means strongly agree. PLACE YOUR SCORES IN THE TABLE BELOW. IF SOMETHING DOES NOT APPLY TO YOU, PLEASE CHECK THE ‘N/A’ BOX.

	Strongly disagree 1	2	3	4	Strongly agree 5	N/A
I am familiar with what to do when the fire alarm sounds	○	○	○	○	○	○
The evacuation procedures are well publicized and easy to find	○	○	○	○	○	○
The evacuation procedures are well publicized and easy to find <i>for persons with mobility impairment</i>	○	○	○	○	○	○
I am satisfied with the way the outdoor portion of evacuation drill is handled by Fire Emergency staff	○	○	○	○	○	○
There are appropriate measures in place to ensure my safety in the workplace	○	○	○	○	○	○
There are appropriate measures in place to ensure my health in the workplace	○	○	○	○	○	○

FACILITIES MANAGEMENT SERVICES

19. For each of the Facilities Management services listed in the table below, please identify whether you were aware of the service and whether you have used it during the past 12 months.

Facilities Management Services	Aware of service		Used service	
	Yes	No	Yes	No
Client Services – facilities maintenance, such as cleaning, lights, temperature levels, carpet cleaning, waste management, recycling program, parking, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office Signage – directional signage at elevators, office numbering, name plates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of renovation/refit/construction of work space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office setup, including furniture, equipment, moving staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office design, including office setup, colour schemes, furniture layout, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notification to staff on facilities servicing (electrical shutdowns, window/carpet cleaning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. For each of the services that you have used, please indicate your level of satisfaction with the overall quality of service you received when using the service during the past 12 months. To do this, use a 5-point scale, where '1' means very dissatisfied and '5' means very satisfied.*

Facilities Management Services	Overall satisfaction with the quality of service					
	Very Dissatisfied 1	2	3	4	Very Satisfied 5	Not Applicable/ uncertain
Client Services – facilities maintenance, such as cleaning, lights, temperature levels, carpet cleaning, waste management, recycling program, parking, etc.	0	0	0	0	0	0
Office Signage – directional signage at elevators, office numbering, name plates	0	0	0	0	0	0
Management of renovation/ refit/construction of work space	0	0	0	0	0	0
Office setup, including furniture, equipment, moving staff	0	0	0	0	0	0
Office design, including office setup, colour schemes, furniture layout, etc.	0	0	0	0	0	0
Notification to staff on facilities servicing (electrical shutdowns, window/carpet cleaning)	0	0	0	0	0	0

*PROGRAMMING NOTE: ONLY INCLUDE SERVICES USED BY RESPONDENT.

IF NO SERVICES USED, DO NOT ASK Q21:

21. When you use these services, do you mostly access them directly or do you contact your branch/region administration team?

- Direct []
- Branch/region administration team
(e.g. the administrative assistant in my unit) []
- Both []
- Not sure []

22. For each of the following communications methods, please identify the number of times that you have contacted service representatives about [Facilities Management services](#) during the past 12 months. Please focus on contact initiated by you.

	0 times	1-3 times	4-5 times	6-10 times	More than 10 times	N/A
Phone	<input type="radio"/>					
In-person	<input type="radio"/>					
Email	<input type="radio"/>					
Regular Mail	<input type="radio"/>					

23. How would you prefer to communicate with service representatives about Facilities Management services?

Phone []
 In-person []
 Email [] CHECK ONE ONLY
 Regular mail []
 No preference []

PROGRAMMING NOTE: IF RESPONDENT HAS NOT USED ANY SERVICES IN QUESTION 19, SKIP AHEAD TO NEXT SECTION (RESPONDENT CHARACTERISTICS).

24. Thinking about the [Facilities Management services](#) that you used during the past 12 months, please indicate the extent to which you agree or disagree with each of the following statements. To do this, please use a 5-point scale, where '1' means strongly disagree and '5' means strongly agree. PLACE YOUR SCORES IN THE TABLE BELOW. IF SOMETHING DOES NOT APPLY TO YOU, PLEASE CHECK THE 'N/A' BOX.

	Strongly disagree 1	2	3	4	Strongly agree 5	N/A
Service staff were knowledgeable and competent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service staff were courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service was provided in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were treated fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were able to get through to service staff without difficulty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were informed about everything you had to do to get the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were served in the official language of your choice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of service were convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information you received was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You received consistent information and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You received accurate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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You were advised of various options available to you, including the impact of those options	<input type="radio"/>					
The services were accessible to persons with disabilities.	<input type="radio"/>					
Staff went the extra mile to make sure you got what you needed	<input type="radio"/>					

25. Overall, how satisfied were you with the quality of the [Facilities Management services](#) you used during the last 12 months? Please use a 5-point scale, where ‘1’ is very dissatisfied, and ‘5’ is very satisfied. CHECK ONE BOX ON SCALE.

————— ————— ————— —————
 1 2 3 4 5
 Very Dissatisfied Neither Very Satisfied

26. Looking back, how did the service you received from the Department compare to what you expected? Please answer using a 5-point scale, where ‘1’ means “much worse than expected” and ‘5’ means “much better than expected”.

————— ————— ————— —————
 1 2 3 4 5
 Much worse than expected Neither Much better than expected

27. In the end, did you get what you needed?

You got what you needed []
 You did not get what you needed [] CHECK ONE ONLY
 You got part of what you needed []

28. During the past 12 months, did you have any problems with the service you received when you used [Facilities Management services](#)?

Yes []
 No []

IF YES:

29. What problem(s) did you encounter?

30. How satisfied were you with the way in which the problem was handled? Please use a 5-point scale, where '1' is very dissatisfied, and '5' is very satisfied. CHECK ONE BOX ON SCALE.

1 2 3 4 5
Very Dissatisfied Neither Very Satisfied

31. Do you know where to call if you have a problem or concern about a work space or facilities issue?

Yes [] CHECK ONE ONLY
No []

32. Do you have any suggestions to improve Facilities Management services? PLEASE BE SPECIFIC

RESPONDENT CHARACTERISTICS

These last questions are for background and analytical purposes only. Please remember that your responses to these and other questions will be kept confidential. Data will be analyzed at a group level only.

33. What is your employment status?

Indeterminate employee (permanent) []
Term employee []
Casual employee [] CHECK ONE
ONLY
Employee on assignment (from other dept.) []
Student []
Other (specify): _____

34. Where do you work?

- Citizenship and Heritage []
- Cultural Affairs []
- International and Intergovernmental Affairs []
- Planning and Corporate Affairs []
- Public Affairs and Communications []
- Deputy Minister's and Associate Deputy Minister's Offices [] CHECK ONE ONLY
- Human Resources and Workplace Management []
- Other Direct Reports (e.g. Ombudsman, Legal Services, Corporate Secretariat, Portfolio Affairs) []
- Other (specify): _____

35. Which of the following best describes your position?

- Executive []
- Manager/supervisor [] CHECK ONE ONLY
- Officer []
- Support []
- Other (specify): _____

36. Do you regularly deal with Protection and Security services and/or Facilities Management services on behalf of others in your work unit?

- Yes [] CHECK ONE ONLY
- No []

37. In which location do you work?

- National Capital Region []
- Western []
- Prairies and Northern [] CHECK ONE ONLY
- Ontario (outside NCR) []
- Quebec (outside NCR) []
- Atlantic []

38. In which age group do you belong?

- 24 or under []
- 25-40 []
- 41-59 [] CHECK ONE ONLY
- 60 or over []
- Decline to answer []

39. How long have you worked at Canadian Heritage?

- | | | |
|-------------------|--------------------------|----------------|
| Under 2 years | <input type="checkbox"/> | |
| 2 to 5 years | <input type="checkbox"/> | |
| 6 to 10 years | <input type="checkbox"/> | CHECK ONE ONLY |
| Over 10 years | <input type="checkbox"/> | |
| Decline to answer | <input type="checkbox"/> | |

40. Are you a member of any of the following employment equity groups?

- | | | |
|--------------------------|--------------------------|----------------------|
| Aboriginal person | <input type="checkbox"/> | |
| Person with a disability | <input type="checkbox"/> | CHECK ALL THAT APPLY |
| Visible minority person | <input type="checkbox"/> | |
| None of the above | <input type="checkbox"/> | |
| Decline to answer | <input type="checkbox"/> | |

41. What is your first official language?

- | | | |
|-------------------|--------------------------|----------------|
| French | <input type="checkbox"/> | CHECK ONE ONLY |
| English | <input type="checkbox"/> | |
| Decline to answer | <input type="checkbox"/> | |

42. Please indicate your gender.

- | | | |
|-------------------|--------------------------|----------------|
| Female | <input type="checkbox"/> | CHECK ONE ONLY |
| Male | <input type="checkbox"/> | |
| Decline to answer | <input type="checkbox"/> | |

Thank you. That completes the survey. Your participation is greatly appreciated.

**Services de protection et de sécurité et
services de gestion des installations
Sondage auprès des clients**

Nous vous remercions d'avoir accepté de participer à ce sondage auprès des clients sur les services de protection et de sécurité ainsi que sur les services de gestion des installations.

Votre participation est volontaire et vos commentaires permettront au Ministère de comprendre votre perception de la qualité des services offerts. Vos réponses demeureront strictement confidentielles. L'étude est effectuée par Phoenix Strategic Perspectives Inc., une firme indépendante de recherche. Le ministère du Patrimoine canadien ne recevra les résultats que sous forme regroupée afin de préserver l'anonymat des répondants.

Le sondage durera environ 15 minutes. Vous pouvez enregistrer vos réponses en tout temps et revenir au sondage pour le terminer au moment qui vous conviendra le mieux.

Pour recevoir un exemplaire papier du sondage, veuillez communiquer avec Philippe Azzie par téléphone au (613) 260-1700, poste 222 ou par courriel à pazzie@phoenixspi.ca; il vous en fera parvenir un par télécopieur ou par courriel et y joindra les renseignements nécessaires pour nous le faire parvenir une fois rempli.

CONNAISSANCE ET UTILISATION DES SERVICES

Ce sondage porte sur deux gammes de services offerts aux employés : les services de protection et de sécurité et les services de gestion des installations, dont vous trouverez une brève description ci-dessous.

Les services de protection et de sécurité regroupent plusieurs services de sécurité ainsi que santé et sécurité au travail dont la sécurité personnelle, les attestations de sécurité, les cartes d'identité et d'accès, les enquêtes, l'évaluation des menaces et des risques, les équipements de sécurité, la continuité des opérations, la sécurité des communications et la sensibilisation à la sécurité.

Les services de gestion des installations comprennent : les services offerts aux clients (entretien ménager, éclairage, contrôle de la température, déchets et recyclage, stationnement, etc.), la signalisation dans les édifices, la construction et la rénovation des espaces de travail, la conception, l'aménagement et l'installation des bureaux (par exemple, l'ameublement, l'équipement, les employé(e)s).

SERVICES DE PROTECTION ET DE SÉCURITÉ

1. Pour chacun des services de protection et de sécurité figurant dans le tableau suivant, veuillez indiquer si vous le connaissez et si vous l’avez utilisé au cours des 12 derniers mois.

Services de protection et de sécurité	Je connais le service		J’ai utilisé le service	
	Oui	Non	Oui	Non
Attestation de sécurité (vérification de fiabilité ou cote de sécurité)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cartes d’identité et d’accès à l’immeuble (émission, remplacement ou renouvellement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Messages diffusés par le système de sonorisation lors des urgences ou des exercices d’urgence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enquêtes de sécurité (vol, fraude, usage inapproprié des ordinateurs, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coffres de sécurité et dispositifs de verrouillage (conseils pour l’achat, l’installation, la réparation et le remplacement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accès aux politiques et aux directives en matière de sécurité ou demandes d’information en matière de sécurité	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Séances d’information ou formation sur la sensibilisation à la sécurité	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formation en secourisme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traitement des plaintes concernant la qualité de l’air dans les édifices (odeurs, température, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Évaluation ergonomique (façon de placer l’équipement, ajustement des chaises, de l’écran d’ordinateur, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accès à de l’information ou à de l’aide sur la santé et sécurité au travail en cas d’accident sur les lieux de travail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ligne d’information en cas de crise que le Ministère met à la disposition des employé(e)s lorsqu’un édifice est fermé pour une période prolongée (1 888 999-7770)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Human Resource and Workplace Management Branch – Client Satisfaction Survey

2. Pour chacun des services auxquels vous avez eu recours pendant les 12 derniers mois, veuillez indiquer votre niveau de satisfaction à l'égard de la qualité globale des services reçus. Pour ce faire, veuillez utiliser une échelle de 1 à 5, où 1 indique que vous êtes « très insatisfait(e) » du service et 5, que vous en êtes « très satisfait(e) ».*

Services de protection et de sécurité	Satisfaction à l'égard de la qualité globale des services					
	Très insatisfait(e) 1	2	3	4	Très satisfait(e) 5	Sans objet /incertain(e)
Attestation de sécurité (vérification de fiabilité ou cote de sécurité)	O	O	O	O	O	O
Cartes d'identité et d'accès à l'immeuble (émission, remplacement ou renouvellement)	O	O	O	O	O	O
Messages diffusés par le système de sonorisation lors des urgences ou des exercices d'urgence	O	O	O	O	O	O
Enquêtes de sécurité (vol, fraude, usage inapproprié des ordinateurs, etc.)	O	O	O	O	O	O
Coffres de sécurité et dispositifs de verrouillage (conseils pour l'achat, l'installation, la réparation et le remplacement)	O	O	O	O	O	O
Accès aux politiques et aux directives en matière de sécurité ou demande d'information en matière de sécurité	O	O	O	O	O	O
Séances d'information ou formation sur la sensibilisation à la sécurité	O	O	O	O	O	O
Formation en secourisme	O	O	O	O	O	O
Traitement des plaintes concernant la qualité de l'air dans les édifices (odeurs, température, etc.)	O	O	O	O	O	O
Évaluation ergonomique (façon de placer l'équipement, ajustement des chaises, de l'écran d'ordinateur, etc.)	O	O	O	O	O	O
Accès à de l'information ou à de l'aide sur la santé et sécurité au travail en cas d'accident sur les lieux de travail	O	O	O	O	O	O
Ligne d'information en cas de crise que le Ministère met à la disposition des employé(e)s lorsqu'un édifice est fermé pour une période prolongée (1 888 999-7770)	O	O	O	O	O	O

*NOTE DE PROGRAMMATION : NE PRÉSENTER QUE LES SERVICES UTILISÉS PAR LE RÉPONDANT.

3. Comment procédez-vous le plus souvent lorsque vous devez recourir à ces services? Communiquez-vous directement avec le fournisseur de service ou avisez-vous plutôt l'équipe de gestion de votre direction ou de votre région?

Directement []
 Équipe de gestion de la direction ou de la région (p. ex. l'adjointe administrative de mon unité)? [] COCHEZ UNE SEULE RÉPONSE
 Les deux []
 Incertain(e) []

4. Êtes-vous agent(e) de secours d'étage en cas d'incendie?

Oui [] COCHEZ UNE SEULE RÉPONSE
 Non []

SI OUI, DEMANDEZ :

5. Avez-vous reçu une formation d'agent de secours d'étage en cas d'incendie au cours des **24 derniers mois**?

Oui [] COCHEZ UNE SEULE RÉPONSE
 Non []

SI OUI, DEMANDEZ :

6. Dans quelle mesure êtes-vous satisfait(e) de la qualité de la formation reçue? Veuillez utiliser une échelle de 1 à 5, où 1 indique que vous êtes « très insatisfait(e) » du service et 5, que vous en êtes « très satisfait(e) ». COCHEZ UNE SEULE CASE.

1 2 3 4 5
 Très insatisfait(e) Ni insatisfait(e), ni satisfait(e) Très satisfait(e)

7. Veuillez indiquer le nombre de fois où vous avez utilisé les moyens de communication suivants pour joindre un représentant concernant les [services de protection et de sécurité](#) au cours des 12 derniers mois. Veuillez ne compter que les appels que vous avez initiés.

	0 fois	1 à 3 fois	4 ou 5 fois	6 à 10 fois	Plus de 10 fois	S/O
Par téléphone	<input type="radio"/>					
En personne	<input type="radio"/>					
Par courriel	<input type="radio"/>					
Par la poste	<input type="radio"/>					

8. De quelle façon préférez-vous communiquer avec les représentants concernant les services de protection et de sécurité?

- Par téléphone []
 En personne []
 Par courriel [] COCHEZ UNE SEULE RÉPONSE
 Par courrier régulier []
 Aucune préférence []

NOTE DE PROGRAMMATION : SI LE RÉPONDANT N'A UTILISÉ AUCUN SERVICE AUX QUESTIONS 1 ET 5, PASSEZ À LA PROCHAINE SECTION (SÉCURITÉ PERSONNELLE ET PROBLÈMES DE SÉCURITÉ).

9. En pensant aux services de protection et de sécurité auxquels vous avez eu recours pendant les 12 derniers mois, veuillez indiquer dans quelle mesure vous êtes en accord ou en désaccord avec chacun de ces énoncés. Pour ce faire, veuillez utiliser une échelle de 1 à 5, où 1 correspond à « fortement en désaccord » et 5, à « fortement en accord ». INDIQUEZ VOTRE ÉVALUATION DANS LA GRILLE. SI UN ÉNONCÉ NE VOUS CONCERNE PAS, VEUILLEZ COCHER LA CASE S/O.

	Fortement en désaccord 1	2	3	4	Fortement en accord 5	S/O
Les employé(e)s sont bien informés et compétents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les employé(e)s du service sont courtois.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Le service est offert en temps opportun.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On me traite de façon équitable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Je suis capable de joindre les employé(e)s de service sans problème.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On m'a fait part de tout ce qu'il faut faire pour obtenir le service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On me répond dans la langue officielle de mon choix.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les heures de service me conviennent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
L'information reçue est claire et facile à comprendre.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Je reçois de l'information et des conseils cohérents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Je reçois de l'information exacte.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On m'informe des diverses options qui s'offrent à moi et de l'impact de chacune d'elles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les services sont accessibles aux personnes handicapées.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les employé(e)s ont fait des efforts additionnels pour s'assurer de répondre à mes besoins.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Dans l'ensemble, dans quelle mesure êtes-vous satisfait(e) de la qualité des [services de protection et de sécurité](#) auxquels vous avez eu recours pendant les 12 derniers mois? Veuillez utiliser une échelle de 1 à 5, où 1 indique que vous êtes « très insatisfait(e) » du service et 5, que vous en êtes « très satisfait(e) ». COCHEZ UNE SEULE CASE.

————— ————— ————— —————

1 2 3 4 5

Très insatisfait(e) Ni l'un, ni l'autre Très satisfait(e)

11. Avec le recul, dans quelle mesure le service reçu du Ministère répondait-il à vos attentes? Veuillez utiliser une échelle de 1 à 5, où 1 correspond à « pire » que ce à quoi je m'attendais et 5, à « beaucoup mieux » que ce à quoi je m'attendais.

————— ————— ————— —————

1 2 3 4 5

Pire Ni pire, ni mieux Beaucoup mieux

12. En bout de ligne, avez-vous obtenu ce dont vous aviez besoin?

J'ai obtenu ce dont j'avais besoin []

Je n'ai pas obtenu ce dont j'avais besoin [] COCHEZ UNE SEULE RÉPONSE

J'ai obtenu en partie ce dont j'avais besoin []

13. Au cours des 12 derniers mois, avez-vous rencontré des problèmes lorsque vous avez eu recours aux [services de protection et de sécurité](#)?

Oui []

Non []

SI OUI :

14. Quel(s) problème(s) avez-vous rencontré(s)?

15. Dans quelle mesure êtes-vous satisfait(e) de la façon dont on a traité le problème? Veuillez utiliser une échelle de 1 à 5, où 1 correspond à « très insatisfait(e) » et 5, à « très satisfait(e) ». COCHEZ UNE SEULE CASE.

————— ————— ————— —————

1 2 3 4 5

Très insatisfait(e) Ni insatisfait(e), ni satisfait(e) Très satisfait(e)

SERVICES DE GESTION DES INSTALLATIONS

19. Pour chacun des services de gestion des installations figurant dans le tableau suivant, veuillez indiquer si vous le connaissez et si vous l'avez utilisé au cours des 12 derniers mois.

Services de gestion des installations	Je connais le service		J'ai utilisé le service	
	Oui	Non	Oui	Non
Services aux clients – entretien des installations comme le nettoyage, le remplacement des lumières, le contrôle de la température, le nettoyage des tapis, la gestion des déchets, le programme de recyclage, le stationnement, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La signalisation dans les édifices – panneaux indicateurs aux ascenseurs, numéros de bureaux, plaques nominatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gestion des rénovations/du réaménagement/ de la construction d'espaces de travail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aménagement des bureaux, comprenant l'ameublement, l'équipement, le déménagement du personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Le design du bureau, comprenant l'aménagement, l'agencement des couleurs, la disposition du mobilier, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avis aux employé(e)s concernant l'entretien et la réparation des installations (pannes d'électricité, nettoyage des fenêtres ou des tapis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Pour chacun des services auxquels vous avez eu recours pendant les 12 derniers mois, veuillez évaluer votre niveau de satisfaction à l'égard de la qualité du service reçu. Pour ce faire, veuillez utiliser une échelle de 1 à 5 où 1 indique que vous êtes « très insatisfait(e) » du service et 5, que vous en êtes « très satisfait(e) ».*

Services de gestion des installations	Satisfaction à l'égard de la qualité du service					
	Très insatisfait(e) 1	2	3	4	Très satisfait(e) 5	Sans objet/ Incertain(e)
Services aux clients – entretien des installations comme le nettoyage, le remplacement des lumières, le contrôle de la température, le nettoyage des tapis, la gestion des déchets, le programme de recyclage, le stationnement, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La signalisation dans les édifices – panneaux indicateurs aux ascenseurs, numéros de bureaux, plaques nominatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gestion des rénovations/ du réaménagement/ de la construction des aires de travail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aménagement des bureaux, comprenant l'ameublement, l'équipement, le déménagement du personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Le design du bureau, comprenant l'aménagement, l'agencement des couleurs, la disposition du mobilier, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avis aux employé(e)s concernant l'entretien et la réparation des installations (pannes d'électricité, nettoyage des fenêtres ou des tapis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* NOTE AU PROGRAMMEUR : NE PRÉSENTER QUE LES SERVICES UTILISÉS PAR LE RÉPONDANT.

21. Comment procédez-vous le plus souvent lorsque vous devez recourir à ces services? Communiquez-vous directement avec le fournisseur de service ou avisez-vous plutôt l'équipe de gestion de votre direction ou de votre région?

- Directement
- Équipe de gestion de la direction ou de la région (p. ex. l'adjointe administrative de mon unité)? COCHEZ UNE SEULE RÉPONSE
- Les deux
- Incertain(e)

22. Au cours des 12 derniers mois, combien de fois avez-vous utilisé les moyens de communication suivants pour joindre directement des représentants des [services de gestion des installations](#). Veuillez cibler les appels que vous avez initiés.

	0 fois	1-3 fois	4-5 fois	6-10 fois	Plus de 10 fois	S/O
Par téléphone	<input type="radio"/>					
En personne	<input type="radio"/>					
Par courriel	<input type="radio"/>					
Par la poste	<input type="radio"/>					

23. De quelle façon préféreriez-vous joindre les représentants concernant les services de gestion des installations?

- Par téléphone
- En personne
- Par courriel
- Par la poste
- Pas de préférence
- CHOISISSEZ UNE SEULE RÉPONSE

NOTE AU PROGRAMMEUR : SI LE RÉPONDANT N'A UTILISÉ AUCUN SERVICE À LA QUESTION 19, PASSEZ À LA PROCHAINE SECTION (PROFIL DU RÉPONDANT).

24. En pensant aux [services de gestion des installations](#) auxquels vous avez eu recours pendant les 12 derniers mois, veuillez indiquer dans quelle mesure vous êtes en accord ou en désaccord avec les énoncés suivants. Pour ce faire, veuillez utiliser une échelle de 1 à 5 où « 1 » correspond à « fortement en désaccord » et « 5 » à « fortement en accord ». INDIQUEZ VOTRE EVALUATION DANS LA GRILLE. LORSQU'UN ÉNONCÉ NE VOUS CONCERNE PAS, VEUILLEZ COCHER « S/O ».

	Fortement en désaccord 1	2	3	4	Fortement en accord 5	S/O
Les employé(e)s sont bien informés et compétents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les employé(e)s du service sont courtois.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Le service est offert en temps opportun.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On me traite de façon équitable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Je suis capable de joindre les employé(e)s de service sans problème.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On m'a fait part de tout ce qu'il faut faire pour obtenir le service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On me répond dans la langue officielle de mon choix.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Les heures de service me conviennent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
L'information reçue est claire et facile à comprendre.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Je reçois de l'information et des conseils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Human Resource and Workplace Management Branch – Client Satisfaction Survey

cohérents.						
Je reçois de l'information exacte.	O	O	O	O	O	O
On m'informe des diverses options qui s'offrent à moi et de l'impact de chacune d'elles.	O	O	O	O	O	O
Les services sont accessibles aux personnes handicapées.	O	O	O	O	O	O
Les employé(e)s ont fait des efforts additionnels pour s'assurer de répondre à mes besoins.	O	O	O	O	O	O

25. Dans l'ensemble, dans quelle mesure êtes-vous satisfait(e) des [services de gestion des installations](#) auxquels vous avez eu recours pendant les 12 derniers mois? Veuillez utiliser une échelle de 1 à 5 où 1 indique que vous êtes « très insatisfait(e) » des services et 5, que vous en êtes « très satisfait(e) ». COCHEZ UNE SEULE CASE.

————— ————— ————— —————
 1 2 3 4 5
 Très insatisfait(e) Ni satisfait(e), ni insatisfait(e) Très satisfait(e)

26. Avec le recul, dans quelle mesure le service reçu répondait-il à vos attentes? Veuillez utiliser une échelle de 1 à 5, où 1 correspond à « pire » que ce à quoi je m'attendais et 5 à « beaucoup mieux » que ce à quoi je m'attendais.

————— ————— ————— —————
 1 2 3 4 5
 Pire Ni pire, ni mieux Beaucoup mieux

27. En bout de ligne, avez-vous obtenu ce dont vous aviez besoin?

J'ai obtenu ce dont j'avais besoin []
 Je n'ai pas obtenu ce dont j'avais besoin [] CHOISISSEZ UNE SEULE
 RÉPONSE
 J'ai obtenu, en partie, ce dont j'avais besoin []

28. Au cours des 12 derniers mois, avez-vous rencontré un (des) problème(s) avec le(s) service(s) fourni(s) par les [services de gestion des installations](#)?

Oui []
 Non []

SI OUI:

29. Quel(s) problème(s) avez-vous rencontré(s) ?

30. Dans quelle mesure êtes-vous satisfait(e) de la façon dont on a traité le problème? Veuillez utiliser une échelle de 1 à 5 où 1 indique que vous en êtes « très insatisfait(e) » et 5, que vous en êtes « très satisfait(e) ». COCHEZ UNE SEULE CASE.

<input type="checkbox"/>	—	<input type="checkbox"/>	—	<input type="checkbox"/>	—	<input type="checkbox"/>	—	<input type="checkbox"/>
1		2		3		4		5
Très insatisfait(e)			Ni satisfait(e), ni insatisfait(e)			Très satisfait(e)		

31. Savez-vous à qui vous adresser lorsque vous avez un problème ou une préoccupation au sujet de votre environnement de travail ou des installations?

Oui	[]	CHOISISSEZ UNE SEULE
RÉPONSE		
Non	[]	

32. Avez-vous des suggestions à faire pour améliorer les services de gestion des installations? SOYEZ PRÉCIS.

PROFIL DU RÉPONDANT

Les questions suivantes serviront à des fins statistiques et analytiques. Soyez assuré(e) que toutes vos réponses demeureront strictement confidentielles. Les données seront analysées sous forme regroupée seulement.

33. Quelle est votre situation d'emploi?

Poste à durée indéterminée (permanent)	[]	
Poste à durée déterminée	[]	
Poste occasionnel	[]	CHOISISSEZ UNE SEULE
RÉPONSE		
Affectation temporaire (d'un autre service)	[]	
Étudiant(e)	[]	
Autre (précisez) :	_____	

34. Où travaillez-vous?

- Citoyenneté et Patrimoine []
Affaires culturelles []
Affaires internationales et intergouvernementales []
Planification et affaires ministérielles []
Affaires publiques et communications []
Bureau d'un sous-ministre et d'un sous-ministre délégué [] COCHEZ UNE
SEULE RÉPONSE
Ressources humaines et Gestion du milieu de travail []
Autres rapports directs (p. ex. Ombudsman, Services juridiques, Secrétariat
ministériel, Affaires du portefeuille) []
Autre (précisez) : _____

35. Laquelle de ces catégories décrit le mieux votre emploi?

- Dirigeant []
Gestionnaire/superviseur [] COCHEZ UNE SEULE RÉPONSE
Fonctionnaire []
Employé(e) de soutien []
Autre (précisez) : _____

36. Faites-vous affaire avec les services de protection et de sécurité ou les services de gestion des installations au nom des collègues de votre unité?

- Oui [] COCHEZ UNE SEULE RÉPONSE
Non []

37. Dans quelle région travaillez-vous?

- Dans la région de la Capitale nationale []
Dans l'Ouest []
Dans les Prairies et le Nord [] COCHEZ UNE SEULE RÉPONSE
En Ontario (à l'extérieur de la RCN) []
Au Québec (à l'extérieur de la RCN) []
Dans les provinces de l'Atlantique []

38. À quel groupe d'âge appartenez-vous?

- Moins de 24 ans []
25 à 40 ans []
De 41 à 59 ans [] COCHEZ UNE SEULE RÉPONSE
60 ans et plus []
Préfère ne pas répondre []

39. Depuis quand travaillez-vous pour Patrimoine canadien?

- | | | |
|-------------------------|-----|--------------------------|
| Moins de 2 ans | [] | |
| De 2 à 5 ans | [] | |
| De 6 à 10 ans | [] | COCHEZ UNE SEULE RÉPONSE |
| Plus de 10 ans | [] | |
| Préfère ne pas répondre | [] | |

40. Faites-vous partie d'un de ces groupes visés par l'équité en matière d'emploi? Êtes-vous...

- | | | |
|----------------------------------|-----|---------------------------|
| Une personne autochtone | [] | |
| Une personne handicapée | [] | NOTEZ TOUTES LES RÉPONSES |
| APPLICABLES | | |
| Une personne de minorité visible | [] | |
| Aucune de ces réponses | [] | |
| Préfère ne pas répondre | [] | |

41. Quelle est votre première langue officielle?

- | | | |
|-------------------------|-----|--------------------------|
| Français | [] | COCHEZ UNE SEULE RÉPONSE |
| Anglais | [] | |
| Préfère ne pas répondre | [] | |

42. Êtes-vous une femme ou un homme?

- | | | |
|-------------------------|-----|--------------------------|
| Femme | [] | COCHEZ UNE SEULE RÉPONSE |
| Homme | [] | |
| Préfère ne pas répondre | [] | |

Merci Le sondage est terminé. Votre collaboration est importante pour nous.

Email Invitation Letter

Subject Line: Protection and Safety Services/Facilities Management Services Survey

La version française suit.

Please take a few minutes to complete the attached client survey of your awareness and satisfaction with the *protection and safety* and *facilities management* services.

The survey should take only 15 minutes to complete, and can be accessed through this URL: [enter URL]. When there, type in your password [enter password]. We ask that you complete the survey by November 9. Please note that you can save your responses at any time and return to complete the survey at your convenience.

Phoenix Strategic Perspectives Inc., an independent research firm, is conducting this study on behalf of the Department. Please be assured that all of your responses will be treated in confidence and that no individuals will be identified in any way.

If you have any questions about the survey or have difficulties with access, please contact Philippe Azzie of Phoenix by phone (613-260-1700, ext. 222) or email (pazzie@phoenixspi.ca). If you would prefer to receive a paper copy of the survey, please contact Philippe and he will send you one by fax or email, along with information on how it can be returned.

If you would like to know more about this study, please contact Julie Cote at Canadian Heritage by email (julie_cote@pch.gc.ca) or phone (819-953-3965).

Thank you in advance for taking part in this important research. It is greatly appreciated.

Stephen Kiar

President
Phoenix SPI

Ligne objet : Sondage sur les services de protection et de sécurité et sur les services de gestion des installations

Veillez prendre quelques minutes pour répondre au sondage ci-joint afin de nous permettre d'évaluer votre niveau de connaissance et de satisfaction à l'égard des services de *protection et de sécurité* et de *gestion des installations*.

Le sondage durera environ 15 minutes. Vous pouvez y accéder à l'adresse suivante : [insert URL]. Une fois sur la page, veuillez entrer votre mot de passe [insert password]. Nous vous demandons de répondre au sondage d'ici le 9 novembre. Veuillez noter que vous pouvez sauvegarder vos réponses en tout temps et revenir au sondage pour le terminer au moment qui vous conviendra le mieux.

Phoenix Strategic Perspectives Inc., une firme de recherche indépendante, effectue l'étude au nom du Ministère. Soyez assuré(e) que toutes vos réponses demeureront confidentielles et que nous respecterons l'anonymat de tous les répondants.

Pour toute question à propos du sondage ou si vous avez de la difficulté à y accéder, veuillez communiquer avec Philippe Azzie de Phoenix par téléphone au (613) 260-1700, poste 222 ou par courriel à pazzie@phoenixspi.ca. Pour recevoir un exemplaire papier du sondage, veuillez communiquer avec Philippe; il vous en fera parvenir un par télécopieur ou par courriel et y joindra les renseignements nécessaires pour nous le retourner une fois rempli.

Pour en savoir davantage sur cette étude, veuillez communiquer avec Julie Côté du ministère du Patrimoine canadien par courriel à julie_cote@pch.gc.ca ou par téléphone au (819) 953-3965.

Nous vous remercions à l'avance de votre collaboration.

Le président,

Stephen Kiar
Phoenix SPI

Email Reminder Letter

Subject Line: REMINDER: Protection and Safety Services/Facilities Management Services Survey

La version française suit.

Approximately one week ago, you were sent an email inviting you to take part in the client survey that Canadian Heritage is conducting with employees on *protection and safety* and *facilities management* services.

We noticed that you have not yet completed the survey. Please take a few minutes to complete the survey. The survey can be accessed through this URL: [enter URL]. When there, type in your password [enter password]. We ask that you complete the survey by November 9th.

Please be assured that all responses will be kept confidential – no individuals will be identified in any way. If you have any questions about the survey or have difficulties with access, please contact Philippe Azzie of Phoenix by phone (613-260-1700, ext. 222) or email (pazzie@phoenixspi.ca). If you would prefer to receive a paper copy of the survey, please contact Philippe and he will send you one by fax or email, along with information on how it can be returned.

If you would like to know more about this study, please contact Julie Côté at Canadian Heritage by email (julie_cote@pch.gc.ca) or phone (819-953-3965).

Thank you in advance for taking part in this important research. It is greatly appreciated.

Stephen Kiar

President
Phoenix SPI

Sujet: Rappel : Sondage au sujet des services de protection et de sécurité et services de gestion des installations

Il y a environ une semaine, nous vous avons envoyé un courriel vous invitant à participer à un sondage de la clientèle effectué par le ministère du Patrimoine canadien auprès des employés sur les services de protection et de sécurité ainsi que sur les services de gestion des installations.

Nous avons noté que vous n'avez pas encore complété le sondage. Veuillez prendre quelques minutes de votre temps pour le faire. Vous pouvez y accéder à l'adresse suivante : [insérez l'URL]. Une fois sur la page, veuillez entrer votre mot de passe [insérez mot de passe]. Nous vous demandons de répondre au sondage d'ici le 9 novembre.

Soyez assuré que toutes les réponses seront confidentielles – le nom des répondants ne sera jamais divulgué. Si vous avez des questions au sujet du sondage ou de la difficulté à y accéder, veuillez communiquer avec Philippe Azzie, de la firme Phoenix, par téléphone ([613] 260-1700, poste 222) ou par courriel (pazzie@phoenixspi.ca). Pour recevoir un exemplaire papier du sondage, veuillez communiquer avec Philippe; il vous en fera parvenir un par télécopieur ou par courriel et y joindra les renseignements nécessaires pour nous le retourner une fois rempli.

Pour en savoir davantage sur cette étude, veuillez communiquer avec Julie Côté du ministère du Patrimoine canadien par courriel à julie_cote@pch.gc.ca ou par téléphone au (819) 953-3965.

Nous vous remercions à l'avance de votre collaboration. C'est grandement apprécié.

Le président,

Stephen Kiar
Président