



Complete Report

2017 SATISFACTION STUDY

Survey of visitors to *Canada Gazette* website and of clients who have published in the *Canada Gazette*

Submitted to:
Canada Gazette Directorate
info.gazette@pwgsc-tpsgc.gc.ca

Prepared by
Leger

Ce rapport est également disponible en français.

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Leger
507 Place d'Armes, Suite 700
Montréal, Quebec
H2Y 2W8
Phone: 514-982-2464
Fax: 514-987-1960

Table of Contents

| | | |
|------------|---|-----------|
| 1. | EXECUTIVE SUMMARY | 4 |
| 1.1 | Context and Objectives | 4 |
| 1.2 | Overview of Methodology | 5 |
| 1.2.1 | Online Survey on <i>Canada Gazette</i> Website | 5 |
| 1.2.2 | Online Survey of Clients Who Have Published in the <i>Canada Gazette</i> | 5 |
| 1.2.3 | Note for Reading the Report | 6 |
| 1.3 | Key Findings and Recommendations | 6 |
| 1.3.1 | Clients who have Published in the <i>Canada Gazette</i> | 6 |
| 1.3.2 | Visitors to the <i>Canada Gazette</i> Website | 8 |
| 1.3.3 | Additional Note | 10 |
| 1.3.4 | Recommendations | 10 |
| 1.4 | Remarks on Interpreting Research Conclusions | 11 |
| 1.5 | Declaration of Political Neutrality | 11 |
| 2. | DETAILED RESULTS | 12 |
| 2.1 | Viewing Habits of Canada Gazette Website | 12 |
| 2.1.1 | Most Recent Visit to <i>Canada Gazette</i> Website | 12 |
| 2.1.2 | Number of Visits to the <i>Canada Gazette</i> Website in the Past 12 Months | 16 |
| 2.1.3 | Average Duration of Visits to the <i>Canada Gazette</i> Website | 20 |
| 2.1.4 | Primary Access Locations for the <i>Canada Gazette</i> Website | 23 |
| 2.1.5 | Version of the <i>Canada Gazette</i> Website Consulted | 26 |
| 2.1.6 | Problems Accessing <i>Canada Gazette</i> Website | 28 |
| 2.2 | Satisfaction with Canada Gazette Website | 30 |
| 2.2.1 | Overall Satisfaction with the <i>Canada Gazette</i> Website | 30 |
| 2.2.2 | Satisfaction with Functionalities of the <i>Canada Gazette</i> Website | 33 |
| 2.2.3 | Suggestions for Improvement to the <i>Canada Gazette</i> Website | 38 |
| 2.2.4 | Advanced Search Options Missing on the <i>Canada Gazette</i> Website | 40 |

| | | |
|------------|--|------------|
| 2.3 | Reasons for Visits to the Canada Gazette Website | 43 |
| 2.3.1 | Main Reasons for Visiting the <i>Canada Gazette</i> Website | 43 |
| 2.3.2 | Other Reasons for Visiting the <i>Canada Gazette</i> Website | 47 |
| 2.4 | Functionalities of the Canada Gazette Website | 51 |
| 2.4.1 | Perceived Usefulness of Various Functionalities of <i>Canada Gazette</i> Website | 51 |
| 2.4.2 | RSS Feeds | 55 |
| 2.5 | Contact with Canada Gazette Directorate Staff | 57 |
| 2.5.1 | Timing and Means of Contact with Canada Gazette Directorate Staff | 57 |
| 2.5.2 | Suggestions for New Customer Services (online or otherwise) | 64 |
| 2.5.3 | Suggestions for Improving Service | 64 |
| 2.6.1 | Perceived Importance of Different Service Standards | 65 |
| 2.6.2 | Suggestions for Service Standards to Implement | 67 |
| | APPENDIX A | 68 |
| A.1 | Quantitative Methodology | 68 |
| A.1.1. | Online Survey of the <i>Canada Gazette</i> Website | 68 |
| A.1.2 | Online Survey of <i>Canada Gazette</i> Clients | 70 |
| A.1.3 | Methodological Notes for Reading the Report | 72 |
| A.1.4 | Online Survey Participation Rate (Clients) | 73 |
| A.1.5 | Non-response Bias and Additional Socio-demographic Analysis | 73 |
| | APPENDIX B | 74 |
| B.1 | Clients Questionnaire French Version | 74 |
| B.2 | Clients Questionnaire English Version | 87 |
| B.3 | Visitors Questionnaire French Version | 100 |
| B.4 | Visitors Questionnaire English Version | 109 |
| | OUR SERVICES | 118 |

1. EXECUTIVE SUMMARY

1.1 Context and Objectives

As the official newspaper of the Government of Canada since 1841, the *Canada Gazette* offers Canadians access to laws and regulations that govern their everyday lives. Through the Common Services Policy, the Canada Gazette Directorate provides a service to ministries and organizations that are required to publish notices and regulations in the *Canada Gazette* in compliance with a law or regulation. As part of its Customer Service Strategy, the Canada Gazette Directorate decided to conduct a customer satisfaction survey in 2017.

The Canada Gazette Directorate carried out a similar survey of its key clients in fall 2010 and obtained favourable results in terms of customer satisfaction. Based on the feedback received and statistical information collected as part of this customer satisfaction survey, the Canada Gazette Directorate has improved its services (electronic submission of notices, electronic review, etc.).

The aim of this survey is to gather information to assess client satisfaction with regard to the services offered by the Canada Gazette Directorate. In recent years, numerous changes have been made in an effort to modernize and reduce the environmental footprint of the Canada Gazette Directorate's operations and services, notably eliminating paper copies of the *Canada Gazette* and providing/promoting electronic services. Data collected will be used to evaluate and improve the services currently offered as well as to implement new services.

The objectives of this survey are to measure customer satisfaction with the services offered by the Canada Gazette Directorate in order to:

- 1) Obtain quantitative measurements and, if necessary, qualitative data on client satisfaction.
- 2) Seek client feedback concerning the demand for new services or the improvement of existing services.

More specifically, the research aims to:

- Evaluate client satisfaction with the level of service provided.
- Provide key ideas on the best way to improve client services.
- Evaluate client perception of the services offered.
- Obtain quantitative client satisfaction measures using the existing 2010 questionnaire (as appropriate) as well as new questions.

- Compare past satisfaction levels to current results.
- Suggest ways to improve satisfaction ratings and establish priorities for improving customer service.

1.2 Overview of Methodology

This study consisted of two distinct methodological approaches:

1.2.1 Online Survey on *Canada Gazette* Website

The public consultation was launched by means of an open-link survey questionnaire available on the *Canada Gazette* website. Any individual who visited the site between November 6, 2017 and December 4, 2017 could participate in the consultation by clicking on the link.

This part of the public consultation generated a significant volume of responses. We obtained a total of 632 respondents from the open-link survey on the website. We should remind the reader that the results of this part of the public consultation should not be interpreted as representing the opinions or attitudes of the Canadian public at large. These responses come from a group of individuals who probably have a certain "interest" in the laws and regulations that govern their everyday professional or personal lives, or who had a particular interest in visiting the *Canada Gazette* website.

1.2.2 Online Survey of Clients Who Have Published in the *Canada Gazette*

The list of clients who had published in the *Canada Gazette* within the past 12 months was provided to Leger by the *Canada Gazette* Directorate. The sample consisted of 80 client contacts who had published in the *Canada Gazette* within the past 12 months. Leger assigned each of them a unique link to access the survey.

The initial invitation to complete the survey was sent to respondents by the *Canada Gazette* Directorate and three reminders were issued over the course of the data collection period, which lasted four weeks.

Data collection began on November 6, 2017 and ended on December 4, 2017. A total of 35 clients completed the survey.

The detailed methodology is presented in Appendix A.

The English and French questionnaires (for visitors and clients) are available in Appendix B.

1.2.3 Note for Reading the Report

In this document, figures accompanied by the symbol (-) indicate a statistically significant difference lower than the complement, while numbers accompanied by the symbol (+) indicate a statistically significant difference that is higher with respect to the complement.

The term "client" refers to individuals who have published in the *Canada Gazette* within the past 12 months, as determined by the initial list used by the Canada Gazette Directorate. Additionally, the term "visitor" corresponds to individuals who visited the *Canada Gazette* website between November 6, 2017 and December 4, 2017 and who participated in the consultation by clicking on the link.

Lastly, the expression "regular visitors" refers to respondents (clients or visitors) who visited the *Canada Gazette* website either within the past year or more than 12 months ago. In other words, these are individuals who had already visited the site, i.e. excluding those who had never visited the site prior to completing the survey or those who didn't remember when they last visited the site.

1.3 Key Findings and Recommendations

1.3.1 Clients who have Published in the *Canada Gazette*

Satisfaction of *Canada Gazette* clients

- Nearly all clients (91%) say they are generally satisfied with the *Canada Gazette* website, including two-thirds (69%) who say they are very satisfied. Furthermore, the site meets the needs of more than nine out of ten clients (94%).
- Most clients agree that the information provided is accurate (97%), up to date (88%), easy to understand (94%) and complete (84%). The overwhelming majority of clients also state that it is easy to find what they are looking for (91%) and that the amount of time it generally takes to find information is reasonable (88%). Lastly, nine out of ten clients (91%) consider that publishing requirements are clear and a large majority of clients (84%) agrees that posting of special deadlines to submit notices is useful.

Reasons for visiting website

- The three main reasons for visiting the *Canada Gazette* website are to check a specific notice (75%), search for information in the archives (56%) and download the "Request for Insertion" form (50%). It is noted that archive searches mainly concern recent archives, i.e. those published between 1998 and 2011 (72%).

- More than four out of ten clients (44%) use the Advanced Search tool available on the website. However, the majority of *Canada Gazette* clients (81%) do not visit the "Proposed Regulations" page under the website's "Consultations" heading. Fewer than two out of every ten clients (16%) visit this page.

Website functionalities

- Most elements of the website are deemed useful by *Canada Gazette* clients. In fact, nearly all clients indicate that clear publishing requirements (94%) and the publication and deadline calendar (91%) are useful. Other features such as the posting of special deadlines to submit notices (81%), the *Canada Gazette*'s "Latest Editions" on the home page (79%) or the search engine that offers advanced search functions (75%) are also perceived by clients as being useful. It is noted that three-quarters of visitors (75%) are unfamiliar with the new function that enables the installation of the iCal calendar, though nearly all of those who are familiar with it find it to be useful (22%).
- Approximately four clients in ten (44%) say they have access to all the information and functionalities they need on the *Canada Gazette* website. It is noted that roughly the same proportion of *Canada Gazette* clients (41%) would like to be able to submit notices electronically on the website.
- A minority of clients is subscribed to the *Canada Gazette*'s RSS feeds, i.e. Part I: Notices and Proposed Regulations (6%), Part II: Official Regulations (6%), and Part III: Acts of Parliament (6%). The overwhelming majority of visitors who are subscribed to the RSS feeds of Parts I and II find them useful (91%), though we should point out that a smaller proportion finds the RSS of Part III to be useful (84%).

Website viewing habits

- The overwhelming majority of clients who published in the *Canada Gazette* (85%) visited the website within the past year, mainly within the past month (60%). In the past year, more than half of all clients (57%) visited the site more than 5 times, with their visits lasting an average of 10 minutes or less (78%).
- Nearly all of them (94%) use their work computer to access the site. Half of all clients (56%) consult the HTML version of the *Canada Gazette* publication most often, while nearly as many (44%) prefer the PDF version. In this regard, two-thirds of clients (66%) consider the accessibility of the *Canada Gazette* in HTML mode to be adequate. None of these clients have ever experienced any problems accessing the *Canada Gazette* website.

Communication with Canada Gazette Directorate staff

- Nearly all surveyed clients (91%) have communicated directly with the Canada Gazette Directorate staff in the past 12 months. Among them, three in ten (31%) contacted the staff

by sending an email to info.gazette@pwgsc-tpsgc.gc.ca, while one in four sent an email to a different address (25%) or used a different phone number (25%) than the ones offered.

- All clients who communicated with the Canada Gazette Directorate staff are satisfied (100%) or even very satisfied (94%) with the staff that served them. Additionally, nearly all clients (97%) say they are very satisfied with the quality of their published notices after being revised by bilingual editors. Lastly, four out of ten clients (44%) are satisfied with the related services offered by the Canada Gazette Directorate while half (53%) are unable to say.
- For all criteria used to evaluate the Canada Gazette Directorate staff, expectations are met for no fewer than nine out of every ten clients that have dealt with this staff. Moreover, the majority of clients (81%) affirm that when the bilingual editors ask a question about their text, the information provided is always clear. The majority (81%) also state that when the bilingual editors propose a correction to their text, the explanations provided are always sufficient.

1.3.2 Visitors to the *Canada Gazette* Website

Satisfaction of visitors with the *Canada Gazette* website

- The majority of visitors (81%) say they are generally satisfied with the *Canada Gazette* website, including more than one-third (37%) who say they are very satisfied. In the majority of cases (75%), the website meets the visitors' needs.
- More than seven in ten visitors agree that the information offered on the site is accurate (81%), up to date (79%), complete (75%) and easy to understand (70%). Seven out of ten visitors (68%) affirm that the amount of time it generally takes to find information is reasonable, and six out of ten (62%) find that it is easy to find what they are looking for.
- Lastly, we should point out that four in ten visitors (43%) consider that publishing requirements are clear and a minority of visitors (38%) agrees that the posting of special deadlines to submit notices is useful. Although the two aforementioned elements seem to generate less satisfaction, it is observed that these elements are the ones that visitors know the least well, as approximately four in ten visitors (38% and 41%, respectively) are unfamiliar with these website features and are thus unable to evaluate them.

Reasons for visiting site

- The three main reasons for visiting the *Canada Gazette* website are to check a specific regulation (64%) or specific proposed regulation (60%) and to search for information in the archives (45%). It is noted that archive searches mainly concern those published between 1998 and 2011 (73%).

- Six in ten visitors to the *Canada Gazette* website (56%) occasionally consult the "Proposed Regulations" page under the "Consultations" heading. A similar proportion (58%) say they use the Advanced Search tool available on the site.

Website functionalities

- Although the website meets the needs of most visitors, it can be observed that some visitors are unfamiliar with a number of the site's features. For example, seven in ten visitors (72%) are incapable of assessing the usefulness of the new function that enables the installation of the iCal calendar, either because they are not familiar with it or because they are unable to evaluate it. Keeping with this same trend, half of the visitors are unable to evaluate the publication and deadline calendar (52%) or the posting of special deadlines to submit notices (51%). On the other hand, three-quarters of visitors find the search engine that offers advanced search functions (78%) and the *Canada Gazette's* "Latest Editions" on the home page (74%) to be useful. Additionally, half (56%) find the clear publishing requirements to be useful.
- More than four in ten visitors (45%) say they currently have access to all the information and functionalities they need on the *Canada Gazette* website. That said, some visitors would like to see an email notification system (43%), the possibility of submitting notices electronically (11%) and a client Web portal (6%).
- Each of the three RSS feeds offered by the *Canada Gazette* is accessed by more than one in every ten visitors, i.e. Part I: Notices and Proposed Regulations (16%), Part II: Official Regulations (15%), and Part III: Acts of Parliament (11%). The overwhelming majority of visitors who are subscribed to the RSS feeds of Parts I and II find them useful (91%), though we should point out that a smaller proportion finds the RSS of Part III to be useful (84%).

Website viewing habits

- Seven out of ten visitors to the *Canada Gazette* website (69%) visited the site within the past year, mainly within the past month (55%). Within this 12-month period, two-thirds of visitors (67%) visited the site more than 5 times. Their visits lasted an average of 10 minutes or less in half the cases (47%) and more than 10 minutes in the other half (48%).
- Nearly two-thirds of the visitors (63%) use their work computer to access the site, compared to 16% who use their laptop and 14% who use their home computer. Half (54%) consult the HTML version of the *Canada Gazette* publication most often, while four out of ten (39%) prefer the PDF version. It is noted that seven in ten visitors (70%) consider the accessibility of the *Canada Gazette* in HTML mode to be adequate.
- The overwhelming majority of them (85%) have never experienced any problems accessing the *Canada Gazette* website. However, amongst the minority (8%) who have, six out of ten (58%) state that the problem was at least partially resolved.

1.3.3 Additional Note

- The summary analysis of results for the main satisfaction indicators shows only a few variations compared to the 2011 study performed by The Strategic Counsel. The variations observed mostly represent improvements. Examples include:

General satisfaction with website

2017 – Clients: 91%; Visitors: 81%.

2011 – Clients: 92%; Visitors: 72%.

Website content

Clients

It is easy to find what I am looking for: 2017 (91%); 2011 (73%).

The information is up to date: 2017 (88%); 2011 (81%).

The information is accurate: 2017 (97%); 2011 (84%).

The information available on the website is easy to understand: 2017 (94%); 2011 (81%)

The amount of time it generally takes to find information is reasonable: 2017 (88%); 2011 (77%).

The website meets my needs. 2017 (94%); 2011 (80%).

Satisfaction with Canada Gazette Directorate staff

2017 – Clients: 100%

2011 – Clients: 95%

In light of these results, Leger considers that there do not appear to be any major issues with respect to the level of client or visitor satisfaction with the *Canada Gazette* website and the services it offers.

1.3.4 Recommendations

Most visitors and clients say they are generally satisfied with the *Canada Gazette* website as well as its accessibility. Approximately 8% of visitors have already had issues accessing the website. Of these, one-third (32%) indicate that the problem they experienced was not resolved to their complete satisfaction. It would be appropriate for the Canada Gazette Directorate to implement a follow-up system for clients and visitors experiencing this type of difficulty. Doing so would help keep continuous track of the sources of dissatisfaction with the *Canada Gazette* website. Responding to or working with clients or visitors who have had trouble accessing the site would help improve and/or maintain the excellent satisfaction rate with the *Canada Gazette* website.

When clients and visitors of the *Canada Gazette* website are asked for suggestions for improving the site's advanced search tools, a number of them indicate that they would like to be able to filter the search results using new criteria in order to obtain more precise results. Both clients and visitors express an interest in having the possibility of filtering search results, whether it be by key word, regulation, date, agency, number, multiple categories, or product or activity sector. It would be appropriate for the Canada Gazette Directorate to begin to consider what types of filter criteria might be added to the search tools currently offered on the *Canada Gazette* website.

The *Canada Gazette* website's new function that enables installation of the ICAL calendar is unfamiliar to three-quarters of the clients (75%). It would be appropriate for the Canada Gazette Directorate to promote this new function and explain why it is useful in its communications with its clientele. In fact, nearly all clients who are familiar with this function find it to be useful.

A little over half of the *Canada Gazette*'s clientele accesses the website content in its HTML version. That said, one-third (34%) of this clientele finds that this version is inadequate and does not meet their needs. Improving *Canada Gazette* content in HTML format would be highly appreciated by the clientele.

1.4 Remarks on Interpreting Research Conclusions

The opinions and observations expressed in this document do not reflect those of the *Canada Gazette*. This report was prepared by Leger based on research carried out specifically for the purposes of this project. The portion of this study dedicated to visitors of the *Canada Gazette* website is not probabilistic. For this reason, results may not be transferable to all website visitors. The corporate portion of this research is probabilistic; the results may be transferred to all *Canada Gazette* clients since all clients received an invitation to complete the survey. The research was designed on the basis of this objective.

1.5 Declaration of Political Neutrality

Leger certifies that the final deliverables fully comply with the Government of Canada's political neutrality requirements outlined in the Government of Canada's Communication Policy and in the Procedures for Planning and Contracting Public Opinion Research.

Additional Information

Name of supplier: Leger
Contract number: EP373-181464/001/CY
Mandate awarded: October 3, 2017
Value of mandate: \$38,824.95 (excluding taxes)
For more information on this study, please contact: info.gazette@pwgsc-tpsgc.gc.ca

2. DETAILED RESULTS

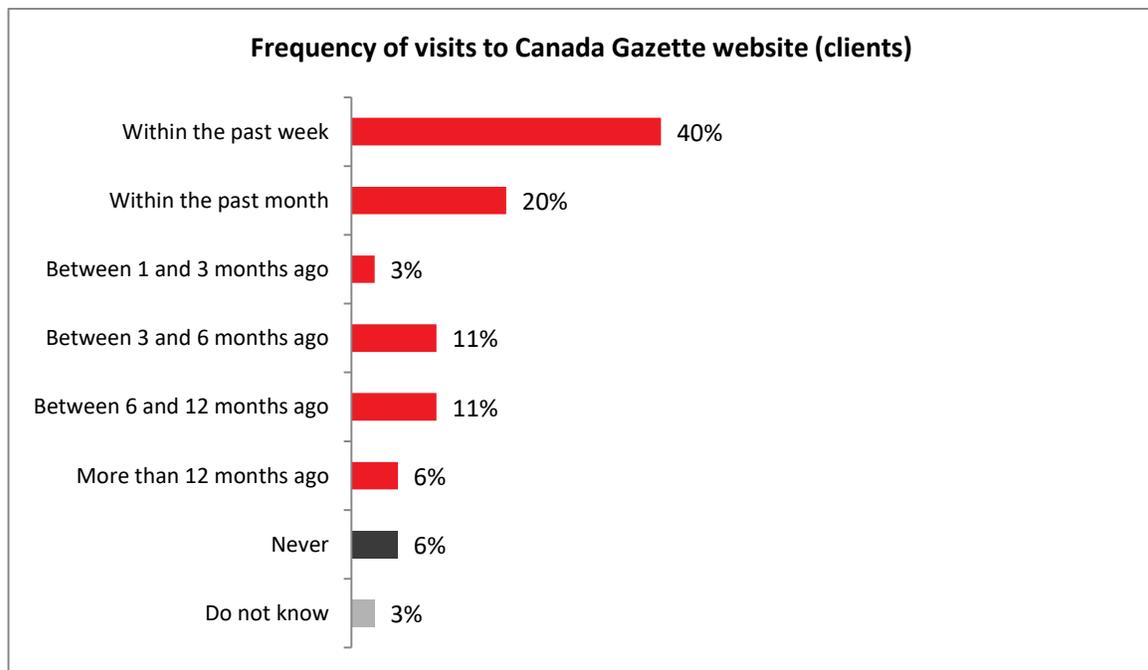
2.1 Viewing Habits of *Canada Gazette* Website

2.1.1 Most Recent Visit to *Canada Gazette* Website

The overwhelming majority of clients who had published in the *Canada Gazette* (85%) have visited the website within the past year, including 60% who did so within the past month and 40% within the past week. One in four clients (25%) say they visited the *Canada Gazette* website between 1 and 12 months ago, and 6% indicate that their most recent visit dates back over 12 months. Lastly, a minority (6%) say they have never visited the website.

All in all, 91% of clients represent regular visitors to the *Canada Gazette* website.

Figure 1: Results of Question 1 - When was the last time you visited the *Canada Gazette* website? (Sampling frame: All clients (n=35))



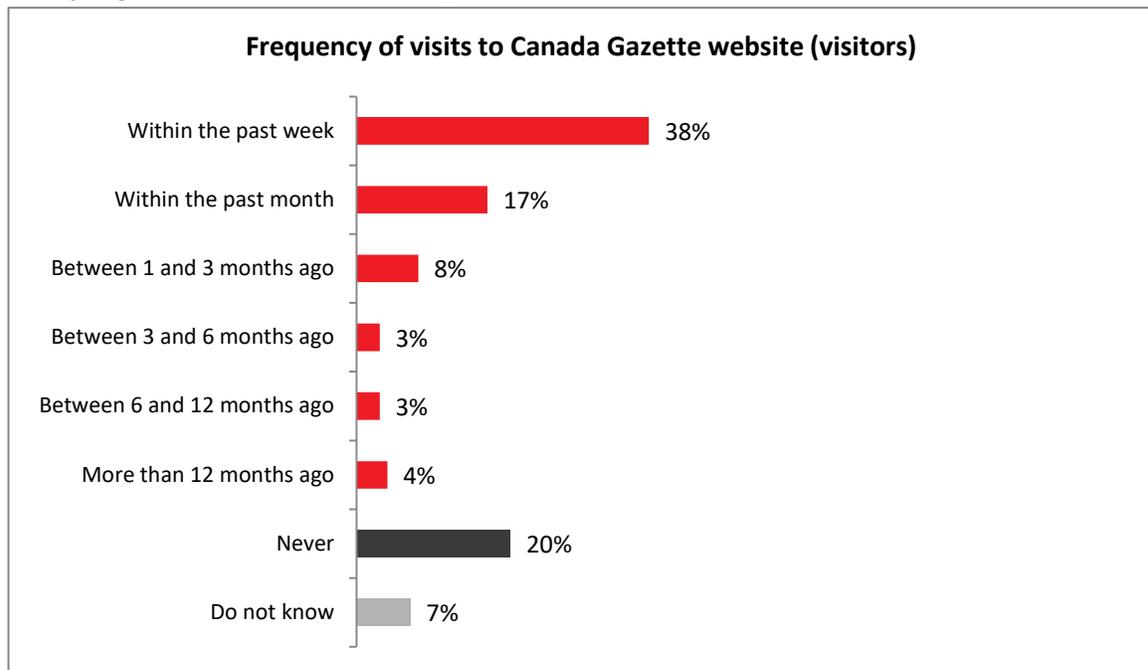
Amongst clients, the trends in terms of the most recent visit seem to be rather stable, particularly amongst those who visited the site over a year ago or for the first time. However, it is observed that since 2006, the portion of clients who visited the *Canada Gazette* website within the past month or even the past week is constantly increasing.

Table 1: Change in Most Recent Visit to *Canada Gazette* Website (Clients)

| Q1. When was the last time you visited the <i>Canada Gazette</i> website? | 2017 | 2011 | 2006 |
|---|------|------|------|
| n= | 35 | 139 | 116 |
| Total Within the past month | 60% | 37% | 25% |
| Within the past week | 40% | 20% | 10% |
| Within the past month | 20% | 17% | 15% |
| Between 1 and 3 months ago | 3% | 16% | 15% |
| Between 3 and 6 months ago | 11% | 14% | 9% |
| Between 6 and 12 months ago | 11% | 16% | 15% |
| More than 12 months ago | 6% | 7% | 9% |
| Never | 6% | 6% | 24% |
| Do not know | 3% | 4% | 3% |

Seven out of ten visitors to the *Canada Gazette* website (69%) visited the site with the past year, mainly within the past month (55%) or even the past week (38%). A total of 14% of visitors say they visited the site between 1 and 12 months ago and 4% indicate that their most recent visit dates back over a year. Additionally, one in five visitors (20%) had never visited the *Canada Gazette* website prior to completing the survey.

Figure 2: Results of Question 1 - When was the last time you visited the *Canada Gazette* website? (Sampling frame: All visitors (n=632))



Certain significant differences can be observed. Visitors from Ontario (67%), as well as professionals (69%) and those who are not self-employed (61%), are more likely to have visited the *Canada Gazette* website within the past month. Conversely, visitors from British Columbia (28%) and the Prairie Provinces (33%), as well as self-employed workers (26%) are significantly more likely to have never previously visited the site.

Table 2: Most Recent Visit to *Canada Gazette* Website (visitors)

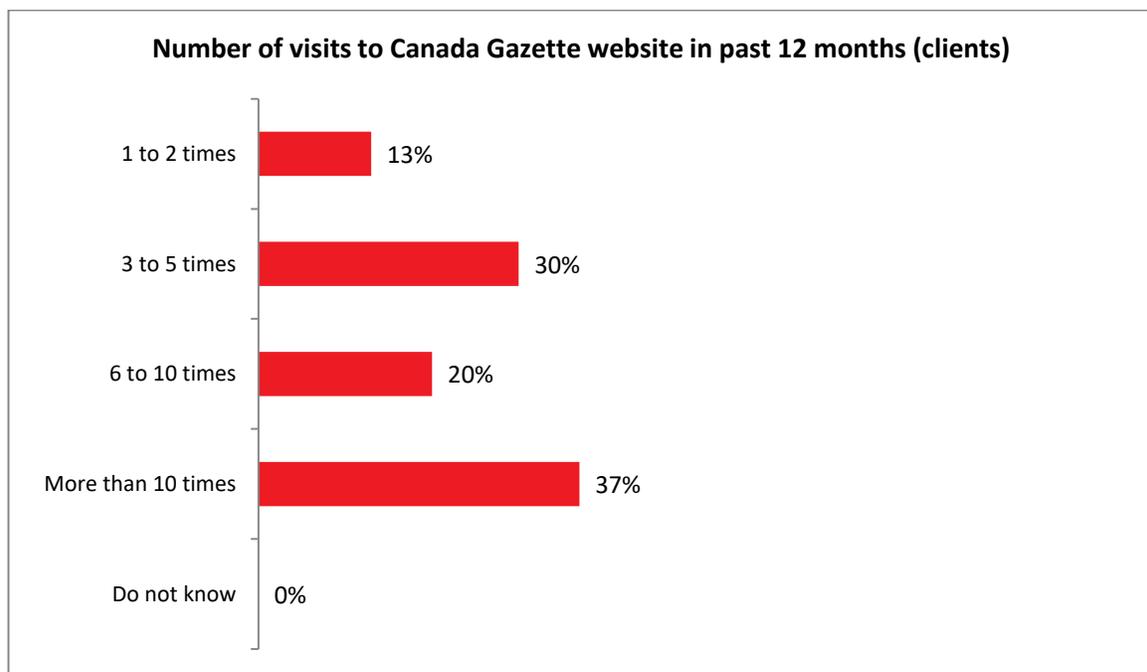
| Q1. When was the last time you visited the <i>Canada Gazette</i> website? | Total 2017 | Territories | British Columbia | Prairies | Ontario | Quebec | Atlantic |
|---|------------|-------------|------------------|----------|---------|--------|----------|
| n= | 632 | 6* | 67 | 75 | 239 | 129 | 39 |
| Total Within the past month | 55% | 50% | 37% - | 39% - | 67% + | 58% | 44% |
| Within the past week | 38% | 33% | 18% - | 24% - | 46% + | 47% + | 26% |
| Within the past month | 17% | 17% | 19% | 15% | 21% + | 11% - | 18% |
| Between 1 and 3 months ago | 8% | 0% | 13% | 7% | 10% | 7% | 10% |
| Between 3 and 6 months ago | 3% | 17% | 6% | 1% | 3% | 2% | 3% |
| Between 6 and 12 months ago | 3% | 0% | 3% | 3% | 2% | 7% + | 0% |
| More than 12 months ago | 4% | 17% | 4% | 9% + | 4% | 1% - | 8% |
| Never | 20% | 0% | 28% + | 33% + | 9% - | 18% | 28% |
| Do not know | 7% | 17% | 7% | 8% | 5% | 7% | 8% |

* Given the low number of respondents (n<30), the results are presented for indicative purposes only.

2.1.2 Number of Visits to the *Canada Gazette* Website in the Past 12 Months

More than half of those clients (57%) who visited the *Canada Gazette* website within the past year made more than 5 visits, compared to 43% who made 5 visits or fewer. It should also be noted that more than one-third of visitors (37%) state that they have visited the site more than 10 times.

Figure 3: Results of Question 2 - In the past 12 months, how often have you visited the *Canada Gazette* website? (Sampling frame: Clients whose most recent visit was made within the past 12 months (n=30))



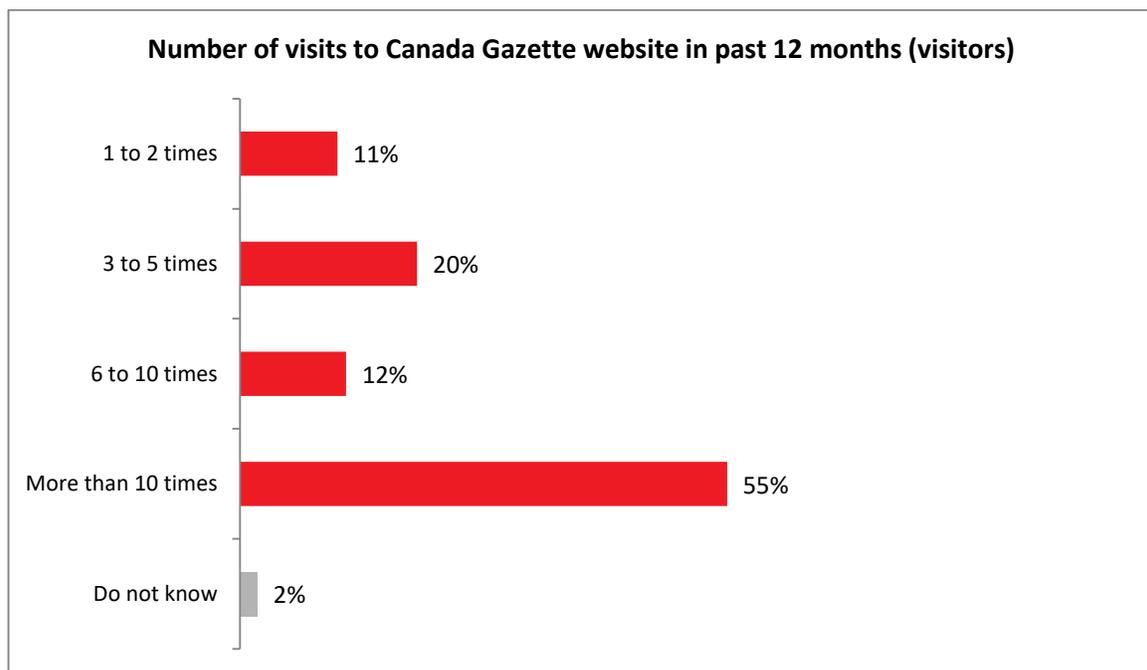
Although no statistically significant difference allows us to affirm that clients having visited the *Canada Gazette* website did so more frequently than was the case in previous studies, there seems to be an upward trend. It will be interesting to see whether or not this trend continues.

Table 3: Change in Number of Visits to *Canada Gazette* Website in Past 12 Months (clients whose most recent visit was made within the past 12 months)

| Q2. In the past 12 months, how often have you visited the <i>Canada Gazette</i> website? | 2017 | 2011 | 2006 |
|--|------|------|------|
| n= | 30 | 115 | 74 |
| Total 5 times or fewer | 43% | 60% | 62% |
| 1 to 2 times | 13% | 30% | 23% |
| 3 to 5 times | 30% | 30% | 39% |
| Total More than 5 times | 57% | 39% | 38% |
| 6 to 10 times | 20% | 12% | 15% |
| More than 10 times | 37% | 27% | 23% |
| Do not know | 0% | 1% | 0% |

In the course of this 12-month period, three in ten visitors (31%) visited the website 5 times or fewer, while two-thirds (67%) visited the site more than 5 times. It is noted that in the majority of cases (55%), visitors were on the site more than 10 times. Visitors from the private sector (77%) are more likely than those from the public (62%) or not-for-profit (63%) sectors to have visited the site more than 5 times.

Figure 4: Results of Question 2 - In the past 12 months, how often have you visited the *Canada Gazette* website? (Sampling frame: Visitors whose most recent visit was made within the past 12 months (n=438))



Generally speaking, visitors to the *Canada Gazette* website appear to have visited the site equally as often as those in the previous study. Only those visitors who seldom visit the website, i.e. 1 to 2 times a year, seem to be fewer in number than in 2011.

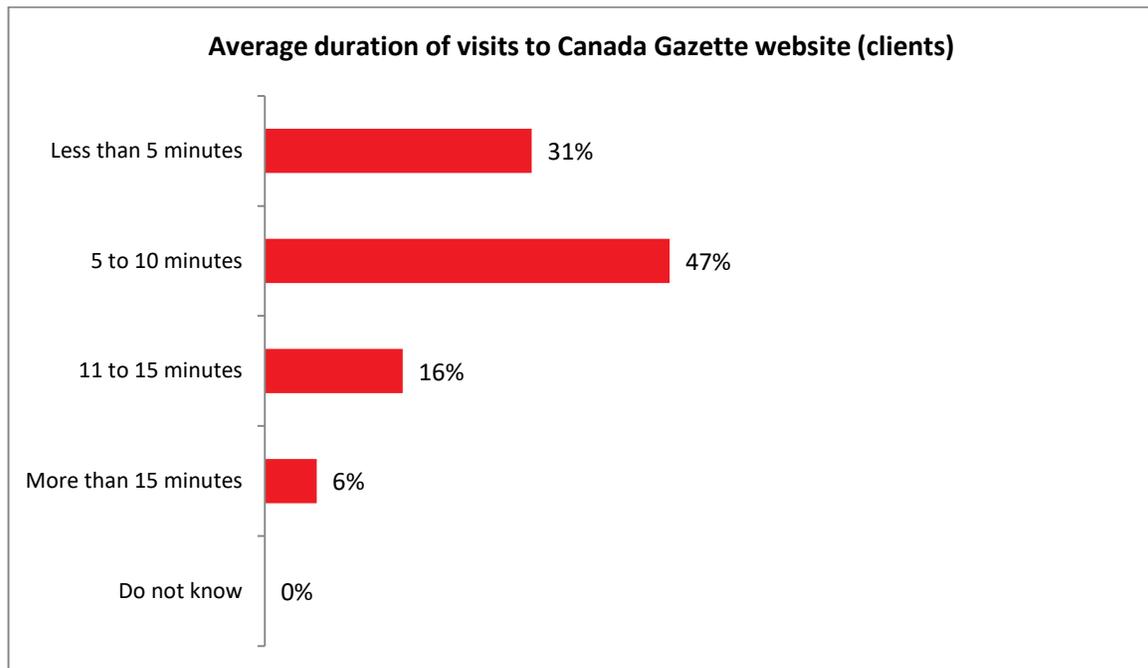
Table 4: Change in Number of Visits to *Canada Gazette* Website in Past 12 Months (visitors)

| Q2. In the past 12 months, how often have you visited the <i>Canada Gazette</i> website? | 2017 | 2011 |
|--|-------|------|
| n= | 438 | 125 |
| Total 5 times or fewer | 31% | 33% |
| 1 to 2 times | 11% - | 23% |
| 3 to 5 times | 20% | 10% |
| Total More than 5 times | 67% | 61% |
| 6 to 10 times | 12% | 10% |
| More than 10 times | 55% | 51% |
| Do not know | 2% | 6% |

2.1.3 Average Duration of Visits to the *Canada Gazette* Website

Most clients do not stay on the *Canada Gazette* website for long periods of time. Over three-quarters of them spend less than 10 minutes on the site per visit. More precisely, three out of ten clients who are regular visitors (31%) spend an average of less than 5 minutes on the *Canada Gazette* website, while nearly half (47%) average between 5 and 10 minutes. Only two out of ten visitors (22%) say that their visits last more than 10 minutes on average.

Figure 5: Results of Question 5 - On average, how much time do you spend on the *Canada Gazette* website during a typical visit? (Sampling frame: Clients who are regular visitors (n=32))



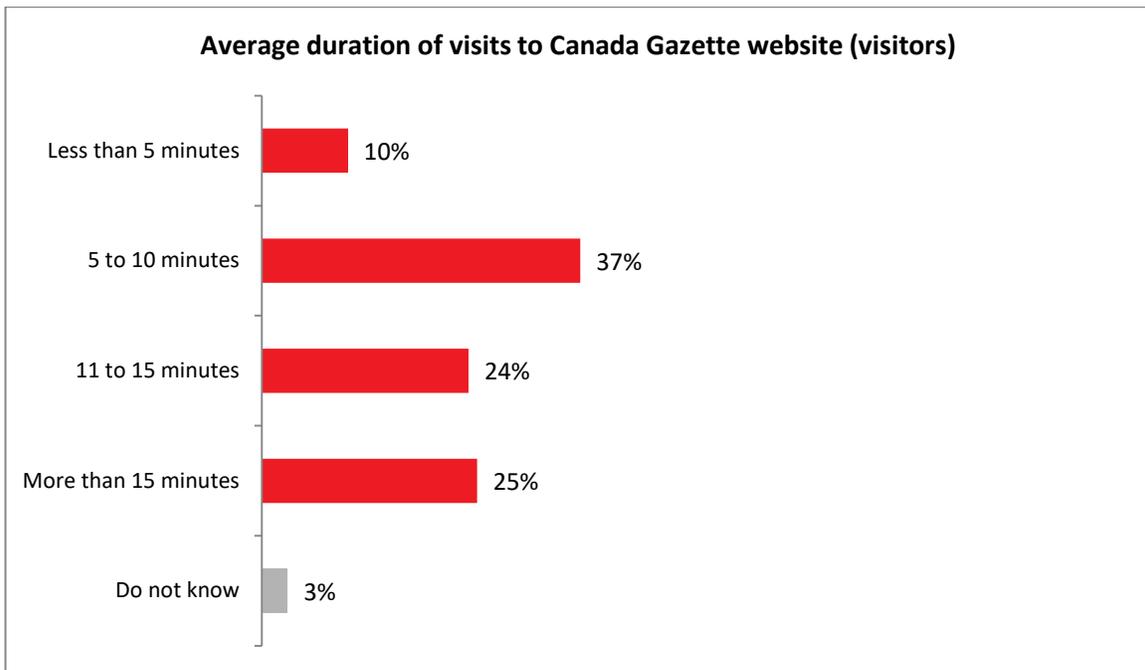
Although no statistically significant difference allows us to affirm a shorter average duration of visits to the website, it was observed that clients who are regular visitors seem to spend less time on the site than they did in 2011. It will be interesting to observe whether this trend continues in the next study.

Table 5: Change in Average Duration of Visits to *Canada Gazette* Website (clients who are regular visitors)

| Q5. On average, how much time do you spend on the <i>Canada Gazette</i> website during a typical visit? | 2017 | 2011 | 2006 |
|---|------|------|------|
| n= | 32 | 125 | 84 |
| Total 10 minutes or less | 78% | 69% | 70% |
| Less than 5 minutes | 31% | 23% | 26% |
| 5 to 10 minutes | 47% | 46% | 44% |
| Total More than 10 minutes | 22% | 29% | 28% |
| 11 to 15 minutes | 16% | 22% | 20% |
| More than 15 minutes | 6% | 7% | 8% |
| Do not know | 0% | 2% | 1% |

Visitors seem to spend more time on the *Canada Gazette* website than clients. Four in ten regular visitors (37%) spend approximately 5-10 minutes on the site, compared to one in four (24%) who spend 11-15 minutes and a similar percentage (25%) who say they spend more than 15 minutes on the site. The remaining visitors, i.e. 10%, spend an average of less than 5 minutes on the site per visit.

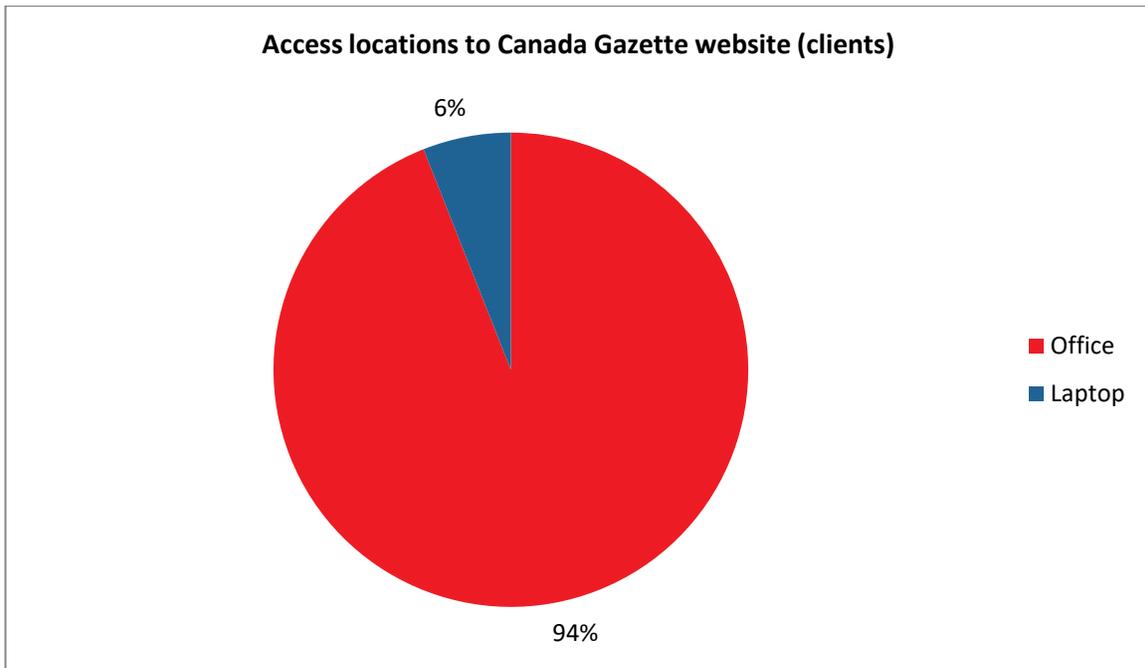
Figure 6: Results of Question 5 - On average, how much time do you spend on the *Canada Gazette* website during a typical visit? (Sampling frame: Regular visitors (n=463))



2.1.4 Primary Access Locations for the *Canada Gazette* Website

Nearly all clients who visit the site (94%) do so from their work computer. The remaining minority (6%) visit the site from a laptop.

Figure 7: Results of Question 3 - From which location do you primarily access the *Canada Gazette* website? (Sampling frame: Clients who are regular visitors (n=32))



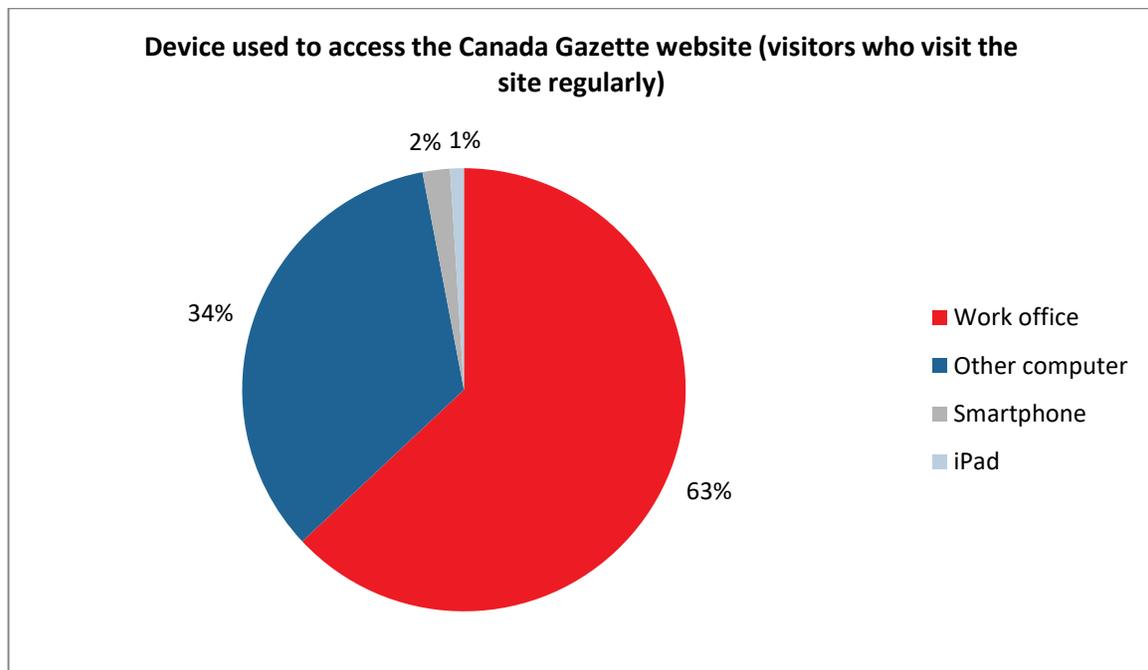
Once again, there is no significant difference that allows us to affirm that clients have changed their habits with regard to the main location or device used to access the *Canada Gazette* website. However, compared to previous studies, clients seem to be less likely to visit the site from a home computer and more likely to do so from a laptop. It should be noted that none of these clients say that they mainly use a mobile device to access the *Canada Gazette* website.

Table 6: Change in Primary Access Locations to *Canada Gazette* Website (clients who are regular visitors)

| Q3. From which location do you primarily access the <i>Canada Gazette</i> website? | 2017 | 2011 | 2006 |
|--|------|------|------|
| n= | 32 | 125 | 84 |
| Work | 94% | 90% | 95% |
| Laptop | 6% | 1% | 0% |
| Home computer | - | 10% | 5% |
| Public computer | - | - | - |
| iPhone | - | - | - |
| Other smartphone | - | - | - |
| iPad | - | - | - |

Regular visitors to the website use a greater variety of electronic means to visit the site. Approximately six out of ten (63%) access the site from their work computer. One-third of them (34%) use another computer, mainly a laptop (17%) or their home computer (15%), while very few visitors prefer a public computer (2%). It should be pointed out that only a minority access the *Canada Gazette* website primarily from a smartphone (2%), whether it be an iPhone (1%) other type of smartphone (1%) or an iPad (1%).

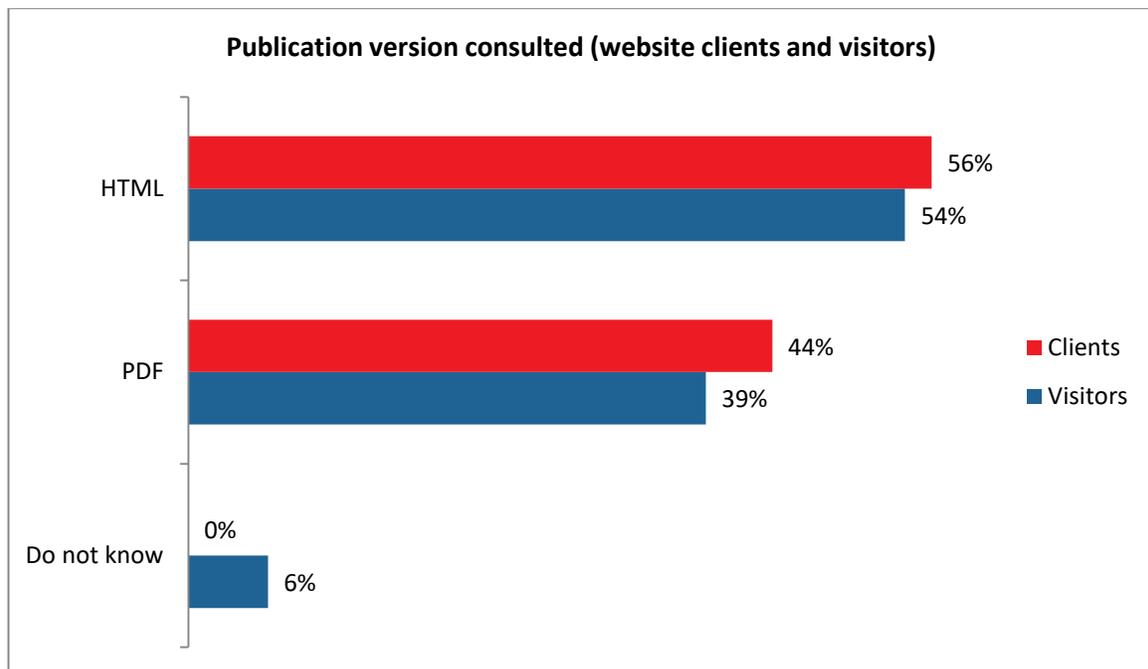
Figure 8: Results of Question 3 - From which location do you primarily access the *Canada Gazette* website? (Sampling frame: Visitors who visit the website regularly (n=463))



2.1.5 Version of the *Canada Gazette* Website Consulted

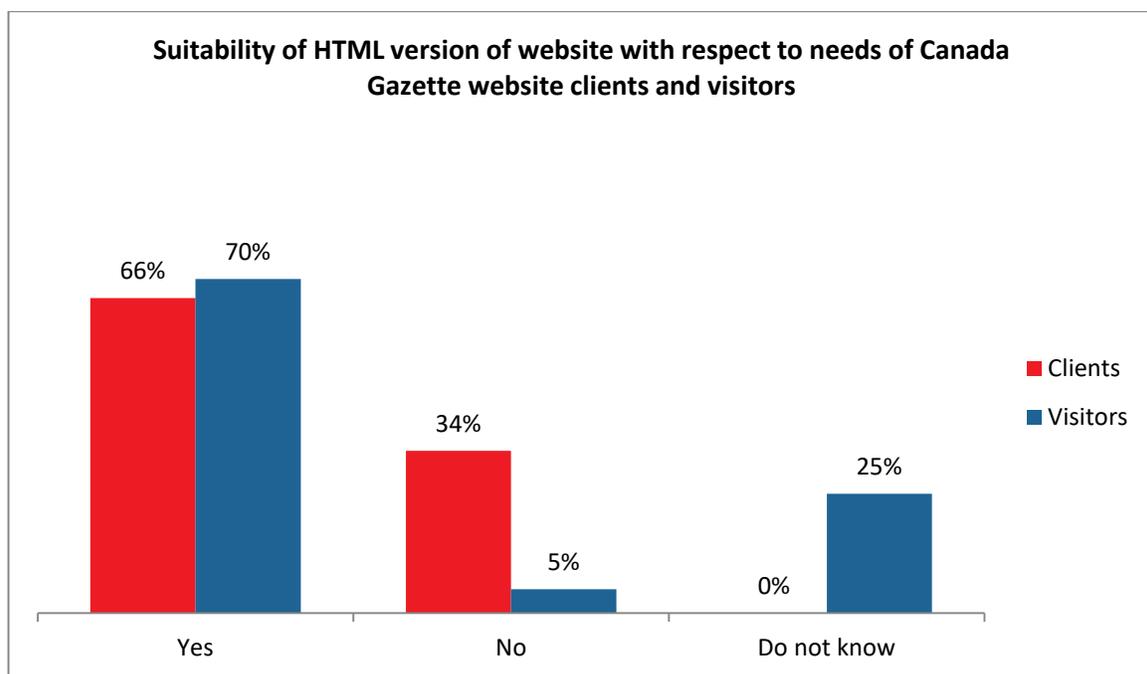
Although half of clients who are regular visitors (56%) most often consult the HTML version of the *Canada Gazette* publication, nearly as many (44%) prefer the PDF version. Half the visitors (54%) consult the HTML version of the *Canada Gazette* publication most often, while four out of ten (39%) prefer the PDF version.

Figure 9: Results of Question 7F - Which version of *Canada Gazette*'s publications do you consult most often? (Sampling frame: Clients who are regular visitors (n=32) and Visitors who are regular visitors (n=463))



In this regard, two-thirds of clients (66%) consider the accessibility of the *Canada Gazette* in HTML mode to be adequate. The remaining one-third (34%) state that it is not adequate, however. Seven out of ten visitors (70%) consider that access to the *Canada Gazette* in HTML mode is adequate, vs. one-fourth (25%) who do not know. Conversely, it should be noted that 5% of visitors say that access to the website in HTML mode is inadequate.

Figure 10: Results of Question 7E - Is the accessibility of the *Canada Gazette* in HTML mode adequate? (Sampling frame: Clients who are regular visitors (n=32) and Regular visitors (n=463))



2.1.6 Problems Accessing *Canada Gazette* Website

No clients have ever experienced any problems accessing the *Canada Gazette* website.

Table 7: Change in Problems Accessing the Website (clients)

| Q4. Have you ever had any problems accessing the <i>Canada Gazette</i> website? | 2017 | 2011 | 2006 |
|---|------|------|------|
| n= | 32 | 125 | 84 |
| Yes | 0% | 5% | 1% |
| No | 100% | 94% | 98% |
| Do not know | 0% | 1% | 1% |

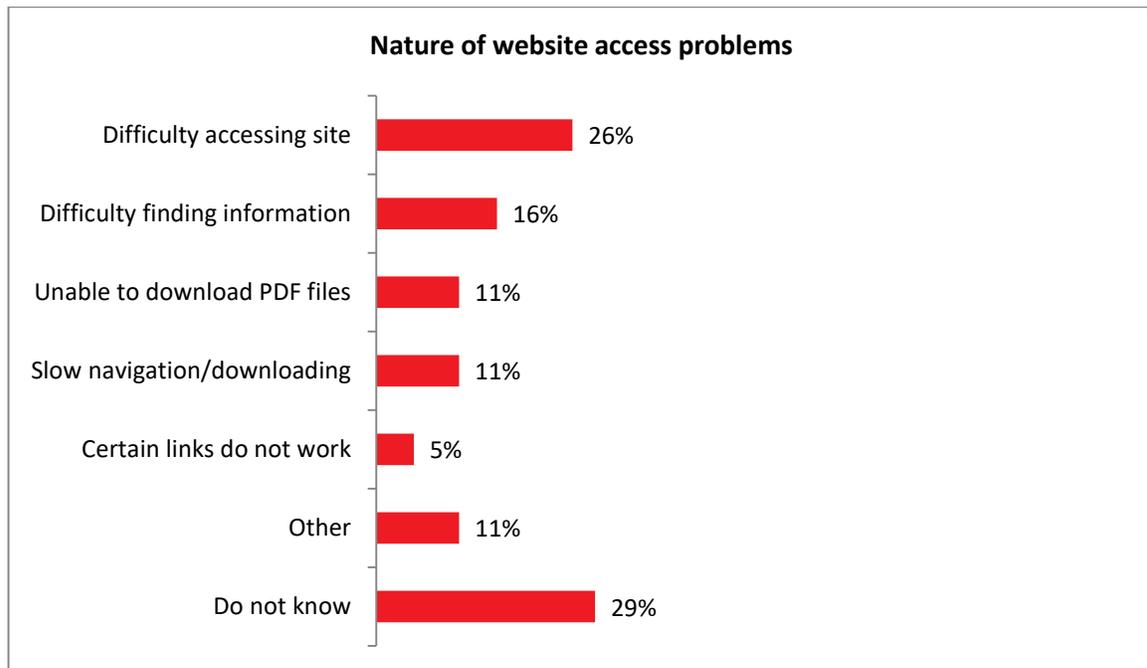
The overwhelming majority of visitors (85%) have never experienced any problems accessing the *Canada Gazette* website.

Table 8: Change in Problems Accessing Website (visitors)

| Q4. Have you ever had any problems accessing the <i>Canada Gazette</i> website? | 2017 | 2011 |
|---|------|------|
| n= | 463 | 125 |
| Yes | 8% | 11% |
| No | 85% | 84% |
| Do not know | 7% | 6% |

On the other hand, of the minority of visitors (8%) who have experienced difficulties, one-fourth (26%) indicate that they have had trouble accessing the site, 16% experienced difficulty finding the desired information and one in ten had to deal with slow navigation and downloading (11%) or was unable to download PDF files (11%). A minority (5%) complained that certain links were not functional.

Figure 11: Results of Question 4A - What was the nature of the problem? Sampling frame: Visitors who had trouble accessing the site (n=38)



Amongst visitors who have had trouble accessing the *Canada Gazette* website, six out of ten (58%) state that the problem was fully (26%) or partially (32%) resolved. On the other hand, one-third (32%) indicate that the problem was not resolved to their satisfaction.

Table 9: Change in Resolution of Website Access Issues (visitors)

| Q4B. Was the problem resolved to your satisfaction? | 2017 | 2011 |
|---|------|------|
| n= | 38 | 14* |
| Total Yes | 58% | 54% |
| Yes, fully | 26% | 43% |
| Yes, partially | 32% | 21% |
| No | 32% | 21% |
| Do not know | 11% | 14% |

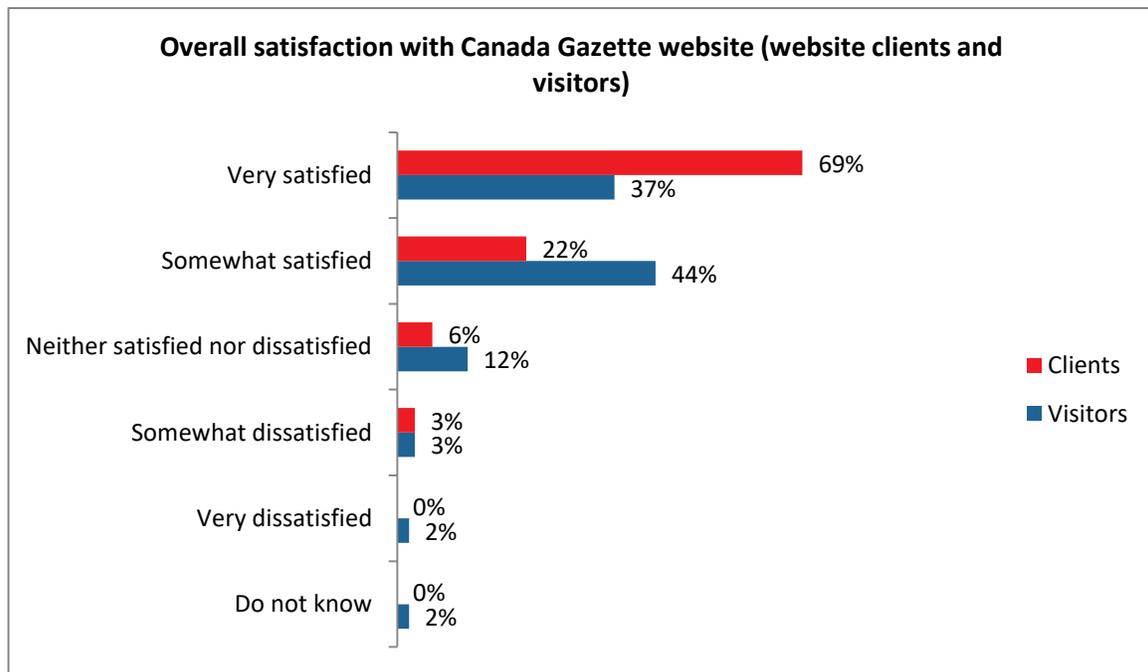
* Given the low number of respondents (n<30), the results are presented for indicative purposes only.

2.2 Satisfaction with *Canada Gazette* Website

2.2.1 Overall Satisfaction with the *Canada Gazette* Website

Nearly all clients (91%) say they are generally satisfied with the *Canada Gazette* website, including two-thirds (69%) who say they are very satisfied. It should be noted that only two clients say they are neither satisfied nor dissatisfied (6%), and just one client is somewhat dissatisfied (3%).

Figure 12: Results of Question 10 - Please rate your level of general satisfaction with the *Canada Gazette* website. (Sampling frame: Clients who are regular visitors (n=32) and Regular visitors (n=463))



Amongst clients who are regular visitors to the *Canada Gazette* website, no statistically significant difference since 2011 can be observed. We note, however, that a trend seems to be taking shape. The aforementioned clients are more likely to say they are very satisfied. It will be interesting to see whether or not this trend continues in subsequent studies.

Table 10: Change in Overall Satisfaction with *Canada Gazette* Website (Clients)

| Q10. Please rate your level of general satisfaction with the <i>Canada Gazette</i> website. | 2017 | 2011 | 2006 |
|---|------|------|------|
| n= | 32 | 125 | 84 |
| Total Satisfied | 91% | 91% | 89% |
| Very satisfied | 69% | 57% | 53% |
| Somewhat satisfied | 22% | 34% | 36% |
| Neither satisfied nor dissatisfied | 6% | 4% | 10% |
| Total dissatisfied | 3% | 3% | 1% |
| Somewhat dissatisfied | 3% | 2% | 0% |
| Very dissatisfied | 0% | 1% | 1% |
| Do not know | 0% | 2% | 0% |

The majority of visitors (81%) also say they are generally satisfied with the *Canada Gazette* website, including more than one-third (37%) who say they are very satisfied. On the other hand, 12% are rather neutral and say they are neither satisfied nor dissatisfied. Lastly, 5% indicate a general dissatisfaction in this regard, saying they are somewhat (3%) or very (2%) dissatisfied.

A significant increase is observed in the proportion of visitors who say they are somewhat satisfied with the site, even if overall, the proportion of satisfied visitors has been statistically stable since 2011.

Table 11: Change in Overall Satisfaction with *Canada Gazette* Website (Visitors)

| Q10. Please rate your level of general satisfaction with the <i>Canada Gazette</i> website. | 2017 | 2011 |
|---|-------|------|
| n= | 463 | 125 |
| Total Satisfied | 81% | 72% |
| Very satisfied | 37% | 42% |
| Somewhat satisfied | 44% + | 30% |
| Neither satisfied nor dissatisfied | 12% | 10% |
| Total dissatisfied | 5% | 9% |
| Somewhat dissatisfied | 3% | 5% |
| Very dissatisfied | 2% | 4% |
| Do not know | 2% | 0% |

2.2.2 Satisfaction with Functionalities of the *Canada Gazette* Website

More specifically, it can be observed that most clients agree that the information published is accurate (97%), up to date (88%), easy to understand (94%) and complete (84%). The overwhelming majority of clients also state that it is easy to find what they are looking for (91%) and that the amount of time it generally takes to find information is reasonable (88%). Lastly, nine out of ten clients (91%) consider that publishing requirements are clear and a clear majority of clients (84%) agrees that the posting of special deadlines to submit notices is useful.

Although clients are generally satisfied with each of the elements evaluated, one element stands out positively from the others. Indeed, two-thirds of clients (66%) indicate that they totally agree with the statement that the information presented on the website is accurate.

Overall, the site meets the needs of more than nine out of ten clients (94%). We can therefore affirm that, in their current formats, the site and its functionalities are deemed satisfactory by the overwhelming majority of clients.

It should be noted that for each of the elements evaluated by clients, the rate of dissatisfaction ranges between 3% and 6%, while the percentage of clients that say they neither agree nor disagree with the statements assessing the website functionalities reaches as high as 13%.

Table 12: Satisfaction with Various Aspects of *Canada Gazette* Website (Clients) (detailed 2017 results presented)

| Q8. Please indicate the extent to which you agree or disagree with the following statements regarding the <i>Canada Gazette</i> website. | Total in agreement | Totally agree | Agree | Neither agree nor disagree | Disagree | Totally disagree | Do not know |
|--|--------------------|---------------|-------|----------------------------|----------|------------------|-------------|
| The information is accurate. | 97% | 66% | 31% | 0% | 0% | 0% | 3% |
| The website meets my needs. | 94% | 47% | 47% | 3% | 3% | 0% | 0% |
| The information available on the website is easy to understand. | 94% | 47% | 47% | 6% | 0% | 0% | 0% |
| It is easy to find what I am looking for. | 91% | 44% | 47% | 3% | 6% | 0% | 0% |
| The publishing requirements are clear. | 91% | 44% | 47% | 6% | 0% | 0% | 3% |
| The information is up to | 88% | 47% | 41% | 9% | 0% | 0% | 3% |

| Q8. Please indicate the extent to which you agree or disagree with the following statements regarding the <i>Canada Gazette</i> website. | Total in agreement | Totally agree | Agree | Neither agree nor disagree | Disagree | Totally disagree | Do not know |
|--|--------------------|---------------|-------|----------------------------|----------|------------------|-------------|
| date. | | | | | | | |
| The amount of time it generally takes to find information is reasonable. | 88% | 41% | 47% | 9% | 3% | 0% | 0% |
| The information is complete. | 84% | 47% | 38% | 13% | 3% | 0% | 0% |
| The posting of special deadlines to submit notices is useful. | 84% | 44% | 41% | 3% | 0% | 0% | 13% |

Although none of the increases in satisfaction with the various aspects of the *Canada Gazette* website are statistically significant, a general upward trend can be observed. In fact, increases of 7 to 20 percentage points are observed for each of the aspects evaluated. At first glance, the website appears to be improving. It will be interesting to see whether or not this trend continues in the next study.

Table 13: Change in Satisfaction with Various Aspects of *Canada Gazette* Website (Clients) (total % in agreement presented)

| Q8. Please indicate the extent to which you agree or disagree with the following statements regarding the <i>Canada Gazette</i> website. | 2017 | 2011 | 2006 |
|--|------|------|------|
| n= | 32 | 125 | 84 |
| The information is accurate. | 97% | 84% | 77% |
| The website meets my needs. | 94% | 80% | N/A |
| The information available on the website is easy to understand. | 94% | 81% | 90% |
| It is easy to find what I am looking for. | 91% | 73% | 83% |
| The publishing requirements are clear. | 91% | N/A | N/A |
| The information is up to date. | 88% | 81% | 75% |
| The amount of time it generally takes to find information is reasonable. | 88% | 77% | N/A |
| The information is complete. | 84% | 71% | 76% |
| The posting of special deadlines to submit notices is useful. | 84% | 64% | N/A |

For visitors, satisfaction results are also very good, though slightly lower than those of clients. It appears that the most significant differences are in the ease of finding the desired information (-29

percentage points), the ease of understanding the information (-24 percentage points) and the amount of time it takes to find the information (-20 percentage points).

More than seven in ten visitors agree that the information published on the *Canada Gazette* site is accurate (81%), up to date (79%), complete (75%) and easy to understand (70%). Seven out of ten visitors (68%) affirm that the amount of time it generally takes to find information is reasonable, and six out of ten (62%) find that it is easy to find what they are looking for. The site meets the needs of three-quarters (75%) of the visitors.

Lastly, we should point out that four in ten visitors (43%) consider that publishing requirements are clear and a minority of visitors (38%) agrees that posting of special deadlines to submit notices is useful. Although the two aforementioned elements seem to generate less satisfaction, it is observed that these elements are the ones that visitors know the least well, as approximately four in ten visitors (38% and 41%, respectively) are unfamiliar with these website features and are thus unable to evaluate them. Such results are likely to be expected since some visitors probably do not require such information.

Table 14: Satisfaction with Various Aspects of *Canada Gazette* Website (Visitors) (detailed 2017 results presented)

| Q8. Please indicate the extent to which you agree or disagree with the following statements regarding the <i>Canada Gazette</i> website. (Sampling frame: Regular visitors (n=463)) | Total in agreement | Totally agree | Agree | Neither agree nor disagree | Disagree | Totally disagree | Do not know |
|---|--------------------|---------------|-------|----------------------------|----------|------------------|-------------|
| The information is accurate. | 81% | 35% | 46% | 7% | 1% | 1% | 11% |
| The information is up to date. | 79% | 35% | 44% | 10% | 2% | 1% | 9% |
| The information is complete. | 75% | 27% | 48% | 11% | 2% | 2% | 11% |
| The website meets my needs. | 75% | 23% | 52% | 15% | 6% | 2% | 3% |
| The information available on the website is easy to understand. | 70% | 22% | 48% | 17% | 7% | 1% | 5% |
| The amount of time it generally takes to find information is reasonable. | 68% | 21% | 48% | 13% | 11% | 3% | 4% |
| It is easy to find what I am | 62% | 18% | 44% | 17% | 14% | 4% | 2% |

| Q8. Please indicate the extent to which you agree or disagree with the following statements regarding the <i>Canada Gazette</i> website. (Sampling frame: Regular visitors (n=463)) | Total in agreement | Totally agree | Agree | Neither agree nor disagree | Disagree | Totally disagree | Do not know |
|--|--------------------|---------------|-------|----------------------------|----------|------------------|-------------|
| looking for. | | | | | | | |
| The publishing requirements are clear. | 43% | 14% | 29% | 17% | 2% | 1% | 38% |
| The posting of special deadlines to submit notices is useful. | 38% | 14% | 24% | 19% | 1% | 0% | 41% |

Certain categories of visitors demonstrate a statistically significant higher level of satisfaction than others. Indeed, individuals whose most recent visit was made within the past week as well as those who visited the *Canada Gazette* website more than 5 times over the past year show a higher degree of satisfaction regarding most of the elements evaluated. This is also the case for residents of Quebec as compared to those from other Canadian provinces.

Amongst visitors, satisfaction with regard to various aspects of the *Canada Gazette* website seems to be rather stable. However, it will be interesting to observe in the next study whether or not the level of satisfaction with the website's lesser known features will increase.

Table 15: Change in Satisfaction with Various Aspects of *Canada Gazette* Website (Visitors) (total % in agreement presented)

| Q8. Please indicate the extent to which you agree or disagree with the following statements regarding the <i>Canada Gazette</i> website. | 2017 | 2011 |
|--|------|------|
| n= | 463 | 125 |
| The information is accurate. | 81% | N/A |
| The information is up to date. | 79% | 77% |
| The information is complete. | 75% | N/A |
| The website meets my needs. | 75% | N/A |
| The information available on the website is easy to understand. | 70% | 71% |
| The amount of time it generally takes to find information is reasonable. | 68% | N/A |
| It is easy to find what I am looking for. | 62% | 56% |
| The publishing requirements are clear. | 43% | N/A |
| The posting of special deadlines to submit notices is useful. | 38% | N/A |

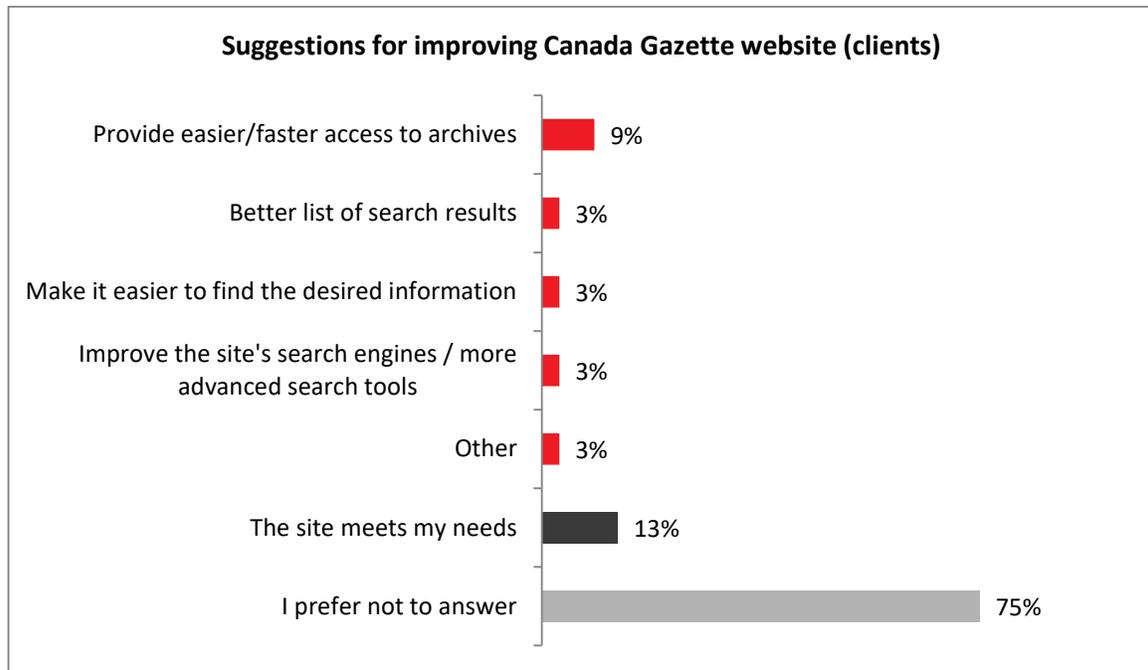
All in all, the Canada Gazette Directorate can be pleased with very respectable satisfaction rates. Indeed, for all of the criteria assessed, satisfaction rates are very high for visitors and especially for clients. For the few criteria for which satisfaction rates are lower, it is observed that it is not on account of dissatisfaction but rather a lack of familiarity with them or because the information is not relevant to visitors.

2.2.3 Suggestions for Improvement to the *Canada Gazette* Website

Three-quarters of clients (75%) do not have any ideas or suggestions for improvements to the *Canada Gazette* website and 13% affirm that the site meets their needs in its current format. It should be noted that even the one client who mentioned being somewhat dissatisfied with the site does not have any suggestions.

Of the four clients who made suggestions for improvements to the website (12%), three would like faster access to the archives (9%), one would like to see improved search engines (3%), one would like it to be easier to find the desired information (3%) and one suggests improving the list of search results (3%).

Figure 13: Results of Question 10A - Do you have any suggestions to improve the *Canada Gazette* website? (Sampling frame: Clients who are regular visitors (n=32))



Two-thirds of visitors (67%) prefer not to answer the question while 5% indicated that they do not have any suggestions. Additionally, 2% state that the site meets their current needs.

Of the 26% of visitors who had suggestions for improvements, the most popular suggestions are improving the search engines (4%), faster access to archives (4%), making the site more user-

friendly (3%), making it easier to find the desired information (3%), using wording that is clearer or easier to understand (3%) and adding a list of similar publications under the same portal (3%).

Table 16: Suggestions for Improving *Canada Gazette* Website (regular visitors)

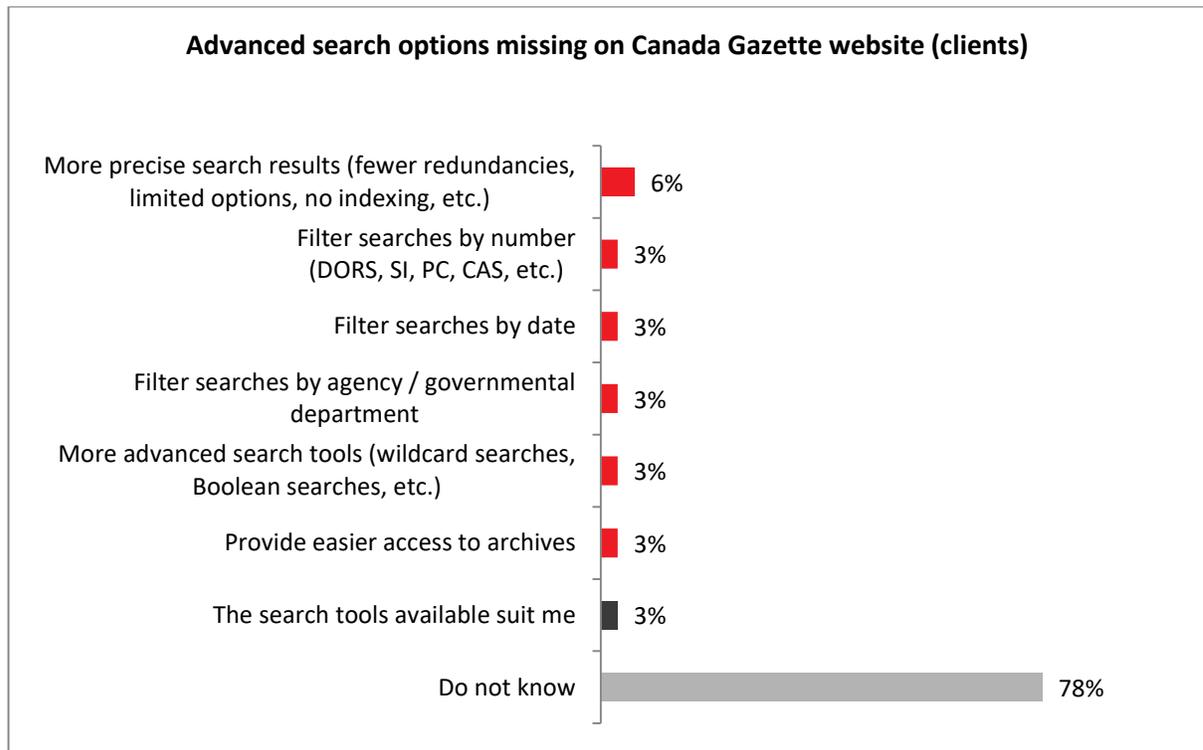
| Q10A. Do you have any suggestions to improve the <i>Canada Gazette</i> website? | Total 2017 |
|---|---------------|
| n= | 463 |
| Improve the site's search engines/more advanced search tools | 4% |
| Provide easier/faster access to archives | 4% |
| Make site more user-friendly | 3% |
| Make it easier to find the desired information | 3% |
| Use clearer wording/summaries/make information easier to understand | 3% |
| Index similar publications under the same portal | 3% |
| Improve email notices (with direct links, personalized mailings, etc.) | 2% |
| Improve PDF version (better performance, clearer font, more recent version, etc.) | 2% |
| Enable searches by number/key word | 2% |
| Be better informed about regulations/provide complete access to all regulations | 2% |
| Faster links to searched content | 2% |
| Improve HTML version (enhanced visual design, etc.) | 1% |
| Improve printing possibilities | 1% |
| Merge gazettes to avoid additional searches/provide complete access to published journals | 1% |
| Better list of search results | 1% |
| Better indication of changes and deadlines (web links, response deadlines, etc.) | 1% |
| Better indexing | 1% |
| Offer content in HTML format only rather than PDF | 1% |
| More interactive site (digital feedback, discussions, more videos, etc.) | 1% |
| Make site less crowded/more visually appealing | 1% |
| Other | 3% |
| No suggestion | 5% |
| The site meets my needs | 2% |
| I prefer not to answer | 67% |

2.2.4 Advanced Search Options Missing on the *Canada Gazette* Website

Over three-quarters of clients (78%) do not have any suggestions for advanced search options that they would like to see on the *Canada Gazette* website and 3% affirm that the options that are currently available suit them well.

Of the six clients that propose options (19%), the most popular is obtaining more precise search results, which is mentioned by two individuals (6%). Other advanced search options mainly concern the ability to filter results by various criteria and are all suggested by a single individual; these suggestions include the possibility of filtering by number (3%), by date (3%) or by agency (3%). One individual also proposes implementing more advanced search tools such as wildcard or Boolean searches (3%).

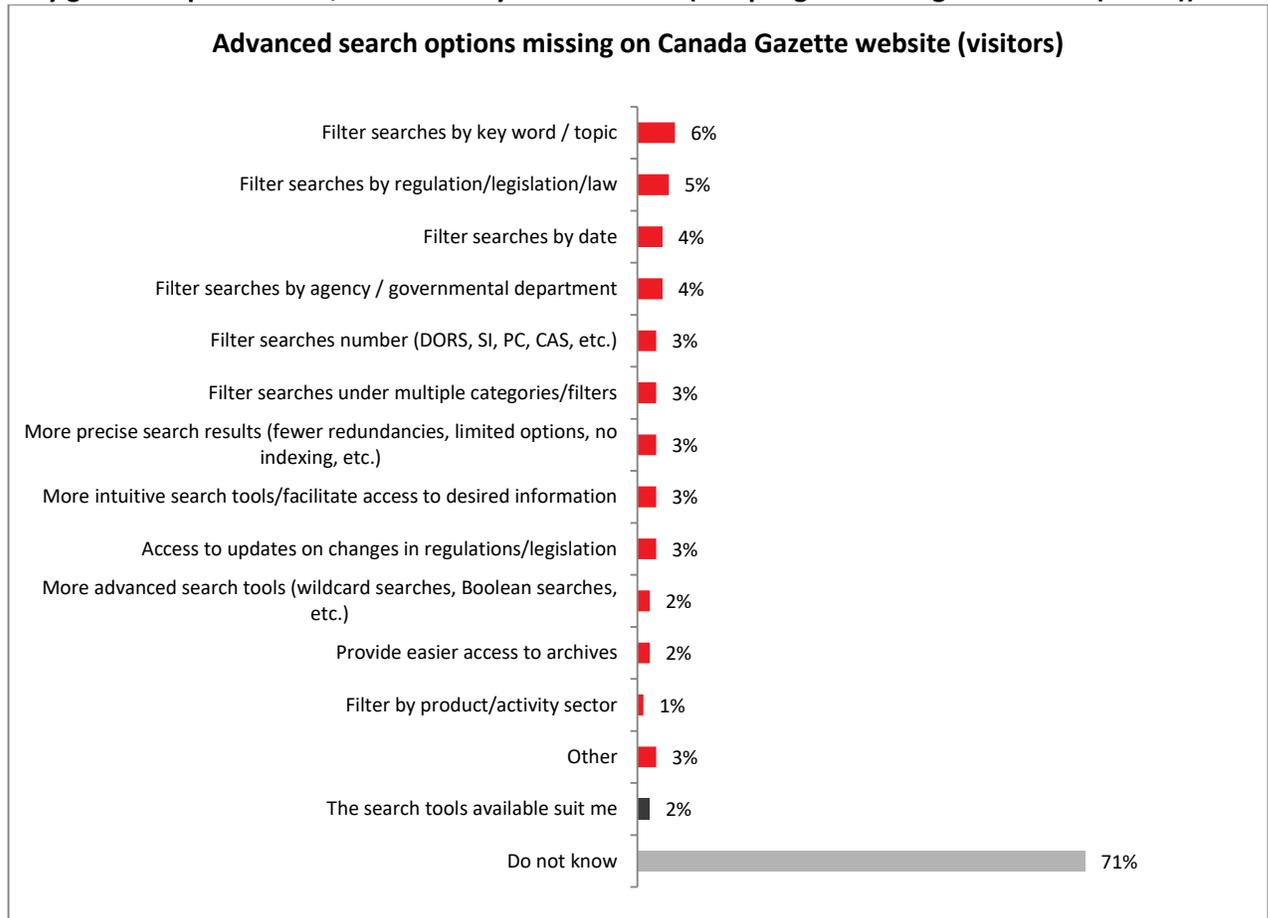
Figure 14: Results of Question 7D - Which advanced search options would you like to have on the *Canada Gazette* website? - Spontaneous answers - Multiple answers possible. *Since respondents may give multiple answers, the total may exceed 100%. (Sampling frame: Clients who are regular visitors (n=32))



Seven regular visitors out of ten (71%) do not have any suggestions for advanced search options that they would like to see on the *Canada Gazette* website and 2% say that the options that are currently available suit them well.

Nevertheless, one-fourth (27%) of visitors suggest advanced search options, most of which concern the possibility to filter search results, whether by key word (6%), by regulation (5%), by date (4%), by agency (4%), by number (3%), by multiple categories (3%) or by product or activity sector (1%). Some visitors would like to see more precise search results (3%), search tools that are more intuitive (3%) or more advanced, such as wildcard or Boolean searches (2%), while others would like to have access to updates to changes in regulations or legislation (3%).

Figure 15: Results of Question 7D - Which advanced search options would you like to have on the *Canada Gazette* website? - Spontaneous answers - Multiple answers possible. *Since respondents may give multiple answers, the total may exceed 100%. (Sampling frame: Regular visitors (n=463))



2.3 Reasons for Visits to the *Canada Gazette* Website

2.3.1 Main Reasons for Visiting the *Canada Gazette* Website

Amongst clients who are regular visitors, the three main reasons for visiting the *Canada Gazette* website are to check a specific notice (75%), search for information in the archives (56%) and download the "Request for Insertion" form (50%). We should also point out that over four in ten clients visited the site in order to consult the deadline schedule for publications in order to publish a notice (47%), consult a specific proposed regulation (Part I) (44%) or download pages from the *Canada Gazette* (41%). They are less likely to have done so in order to view insertion rates (38%), consult a specific regulation (Part II) (28%) or visit the "News and Announcements" section (9%).

No statistically significant difference can be observed between the different surveys in terms of the reasons for visiting the *Canada Gazette* website. However, some of the percentage differences observed are noteworthy. For example, clients appear more likely to have visited the site in order to view a notice, the deadline schedule for publications, or insertion rates.

Table 17: Change in Reasons for Visiting *Canada Gazette* Website (Clients)

| Q6. Please indicate, from the list below, the reasons why you visited the <i>Canada Gazette</i> website in the past 12 months. | 2017 | 2011 | 2006 |
|--|------|------|------|
| n= | 32 | 125 | 84 |
| To check a specific notice | 75% | 69% | 71% |
| To search for information in the <i>Canada Gazette</i> archives (1841 – 2011) | 56% | 52% | 61% |
| To download the "Request for Insertion" form | 50% | 46% | 35% |
| To consult the deadline schedule for publications in order to publish a notice | 47% | 38% | 32% |
| To consult a specific proposed regulation (Part I) | 44% | N/A | N/A |
| To download pages from the <i>Canada Gazette</i> | 41% | 37% | N/A |
| To view insertion rates | 38% | 26% | 25% |
| To consult a specific regulation (Part II) | 28% | N/A | N/A |
| "News and Announcements" section | 9% | N/A | N/A |
| Do not know/Not applicable/Refusal | 0% | 2% | 0% |

It should be noted that of the eighteen clients who had searched for information in the archives, thirteen conducted their searches in recent archives, i.e. those published between 1998 and 2011 (72%). The other five clients that had searched for information in the *Canada Gazette* archives in the past 12 months (28%) were seeking information published between 1841 and 1997.

Table 18: Change in Information Sought in *Canada Gazette* Website Archives (clients)

| Q6A. You mentioned searching for information in the Canada Gazette archives in the past 12 months. Were you seeking information that was published prior to 1998 or from 1998 onwards? | 2017 | 2011 |
|--|------|------|
| n= | 18* | 65 |
| 1998 to 2011 | 72% | 82% |
| 1841 to 1997 | 28% | 18% |

* Given the low number of respondents (n<30), the results are presented for indicative purposes only.

Of the regular visitors to the *Canada Gazette* website, the three main reasons for visiting the site are to consult a specific regulation (64%) or specific proposed regulation (60%) and to search for information in the archives (45%). More than a quarter of all visitors go to the site to check a specific notice (38%), download pages from the *Canada Gazette* (31%) or to access the "News and Announcements" section (26%). It is noted that, compared to 2011, visitors are more likely to have visited the website to search for information in the archives or to check a specific notice.

Several other reasons are also mentioned, but are less popular. These include consulting the deadline schedule for publications in order to publish a notice (6%), a regulatory watch, a proposed regulation or new regulation (5%), viewing insertion rates (2%), consulting the orders, decorations, and medals of Canada (2%), consulting a public registry/performing background checks (1%) or consulting nominations/proclamations (1%), downloading the "Request for Insertion" form (2%), searches in the context of one's studies/research (2%) or obtaining information (on laws, taxes, general information, etc.) (2%).

Table 19: Change in Reasons for Visiting *Canada Gazette* Website (visitors) - ** These codes correspond to spontaneous answers.

| Q6. Please indicate, from the list below, the reasons why you have visited the <i>Canada Gazette</i> website in the past 12 months. | 2017 | 2011 |
|---|-------|------|
| n= | 463 | 125 |
| To consult a specific regulation (Part II) | 64% | N/A |
| To consult a specific proposed regulation (Part I) | 60% | N/A |
| To search for information in the <i>Canada Gazette</i> archives (1841 – 2011) | 45% - | 59% |
| To check a specific notice | 38% - | 51% |
| To download pages from the <i>Canada Gazette</i> | 31% | 30% |
| "News and Announcements" section | 26% | N/A |
| To consult the deadline schedule for publications in order to publish a notice | 6% | 4% |
| To consult a regulatory watch, proposed regulation or new regulation** | 5% | N/A |
| To download the "Request for Insertion" form | 2% | 2% |
| To view insertion rates | 2% | 3% |
| To conduct searches as part of my studies/for research purposes** | 2% | N/A |
| To consult the orders, decorations, and medals of Canada** | 2% | N/A |
| To obtain information (on laws, taxes, general information, etc.)** | 2% | N/A |
| To consult a public registry/conduct background checks** | 1% | N/A |
| To consult nominations/proclamations** | 1% | N/A |
| Other reason | 2% - | 13% |
| Do not know/Not applicable/Refusal | 0% | 1% |

For regular visitors, archive searches mainly concern recent archives, i.e. those published between 1998 and 2011 (73%). Nearly three in ten clients who searched for information in the *Canada Gazette* archives (27%) were seeking information published between 1841 and 1997.

Table 20: Change in Information Sought in *Canada Gazette* Website Archives (visitors)

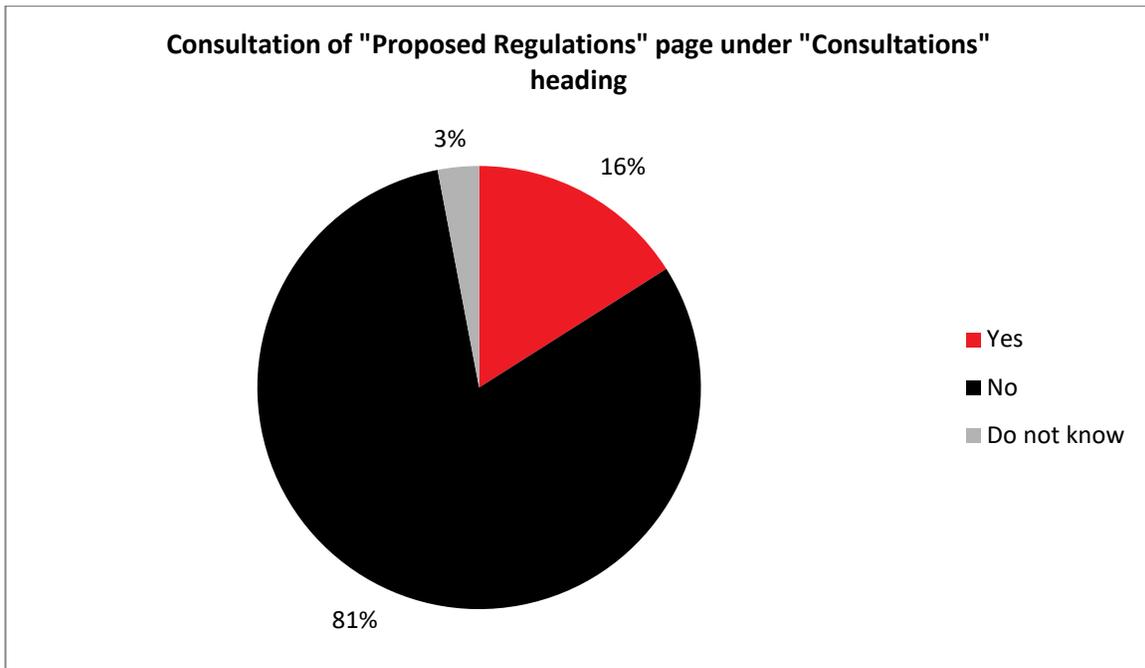
| Q6A. You mentioned searching for information in the <i>Canada Gazette</i> archives in the past 12 months. Were you seeking information that was published prior to 1998 or from 1998 onwards? | 2017 | 2011 |
|---|------|------|
| n= | 18* | 65 |
| 1998 to 2011 | 73% | 56% |
| 1841 to 1997 | 27% | 33% |

* Given the low number of respondents (n<30), the results are presented for indicative purposes only.

2.3.2 Other Reasons for Visiting the *Canada Gazette* Website

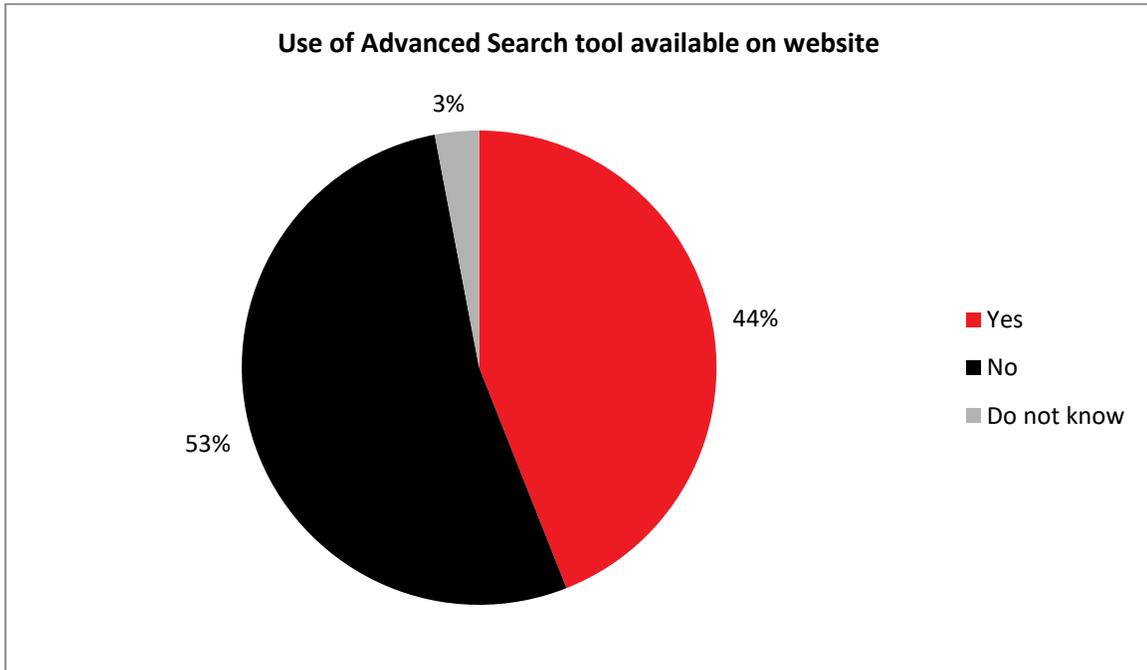
The majority of *Canada Gazette* clients (81%) do not visit the "Proposed Regulations" page under the site's "Consultations" heading. Fewer than two out of every ten clients (16%) visit this page.

Figure 16: Results of Question 7B - Do you ever consult the "Proposed Regulations" page under the "Consultations" heading? (Sampling frame: Clients who are regular visitors (n=32))



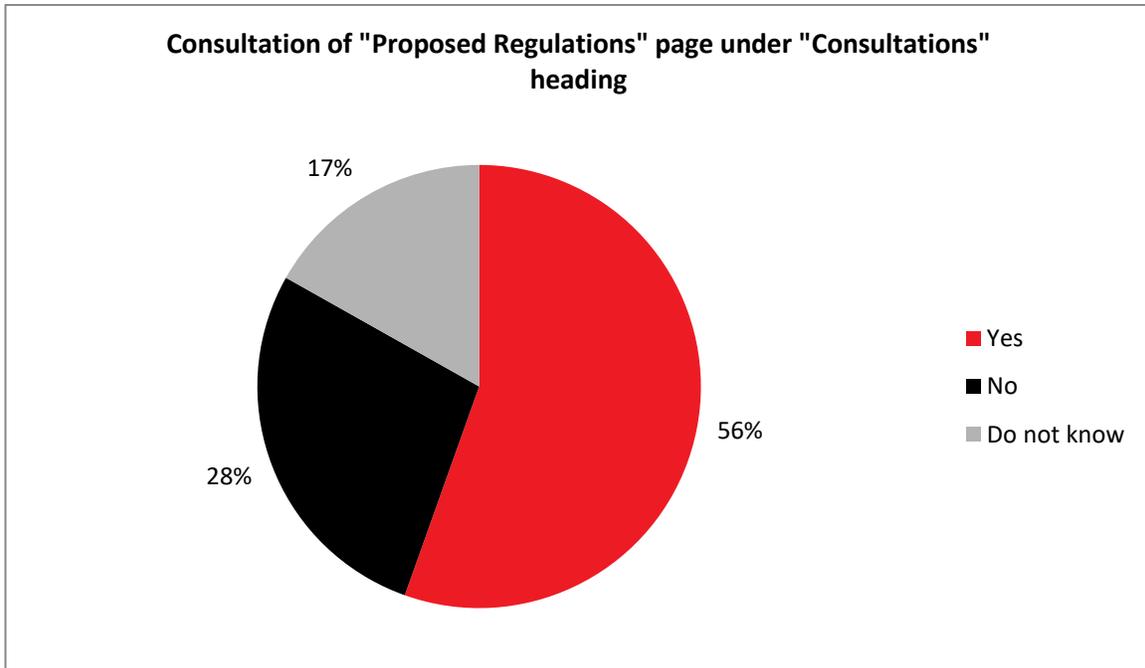
More than four out of ten clients who are regular visitors (44%) use the Advanced Search tool available on the website, compared to more than half (53%) who do not.

Figure 17: Results of Question 7C - Do you ever use the Advanced Search tool available on the website? (Sampling frame: Clients who are regular visitors (n=32))



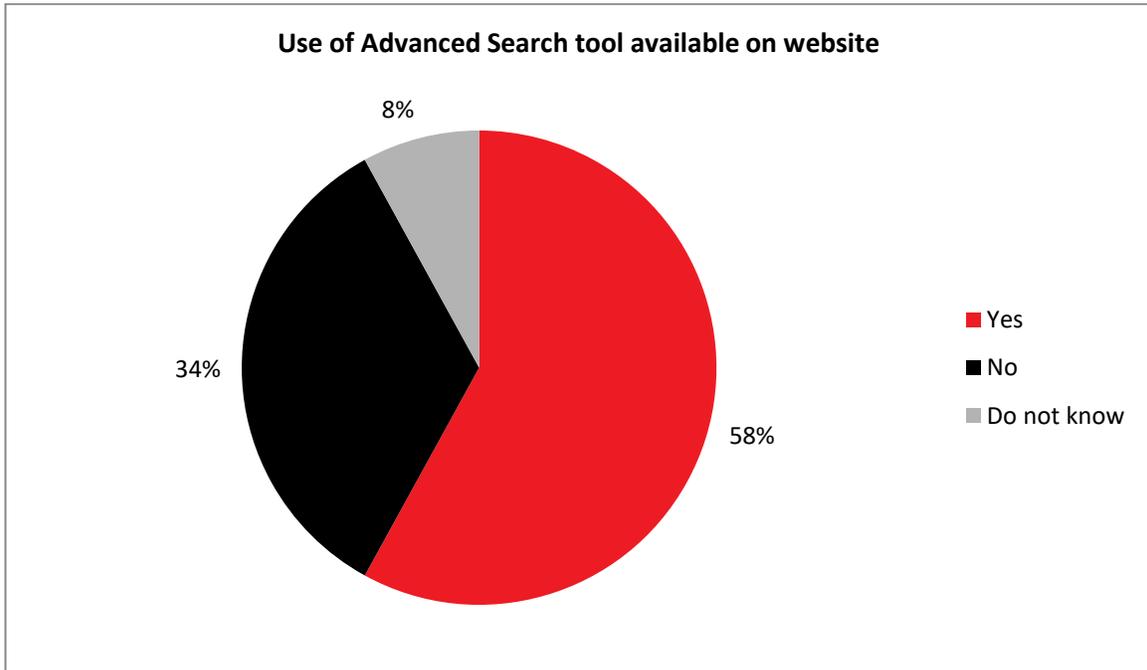
Over half the regular visitors to the *Canada Gazette* website (56%) occasionally consult the "Proposed Regulations" page under the "Consultations" heading, but slightly more than a quarter (28%) do not. It is noted that nearly one in five visitors (17%) are not familiar with this page.

Figure 18: Results of Question 7B - Do you ever consult the "Proposed Regulations" page under the "Consultations" heading? (Sampling frame: Regular visitors (n=463))



Six out of ten visitors (58%) indicate that they use the Advanced Search tool available on the website, while 34% do not.

Figure 19: Results of Question 7C - Do you ever use the Advanced Search tool available on the website? (Sampling frame: Regular visitors (n=463))



2.4 Functionalities of the *Canada Gazette* Website

2.4.1 Perceived Usefulness of Various Functionalities of *Canada Gazette* Website

Most elements of the website are deemed useful by *Canada Gazette* clients. In fact, nearly all clients indicate that clear publishing requirements (94%) and the publication and deadline calendar (91%) are useful. Other features such as the posting of special deadlines to submit notices (81%), the *Canada Gazette*'s "Latest Publications" on the home page (79%) or the search engine that offers advanced search functions (75%) are also perceived by clients as being useful. It is noted that three-quarters of clients (75%) are unfamiliar with the new function that enables the installation of the ICAL calendar, though nearly all those who are familiar with it find it to be useful (22%).

Table 21: Perceived Usefulness of Various Functionalities of *Canada Gazette* Website (clients) (detailed 2017 results presented)

| Q7A. Do you consider the following very, somewhat, not very or not useful at all... (Sampling frame: Clients who are regular visitors (n=32)) | TOTAL USEFUL | Very useful | Some what useful | Not very useful | Not useful at all | I'm not familiar with this element | Do not know |
|--|--------------|-------------|------------------|-----------------|-------------------|------------------------------------|-------------|
| ...publishing requirements that are clear? | 94% | 66% | 28% | 0% | 0% | 0% | 6% |
| ...the publication and deadline calendar? | 91% | 72% | 19% | 0% | 0% | 3% | 6% |
| ...the posting of special deadlines to submit notices? | 81% | 56% | 25% | 0% | 0% | 13% | 6% |
| ...the <i>Canada Gazette</i> 's "Latest Publications" on the home page? | 78% | 66% | 13% | 6% | 0% | 3% | 13% |
| ...a search engine that offers advanced search functions? | 75% | 47% | 28% | 0% | 0% | 6% | 19% |
| ...the new functionality that allows you to install the ICAL calendar? | 22% | 6% | 16% | 3% | 0% | 41% | 34% |

Although the website meets the needs of most visitors, it can be observed that they are unfamiliar with a number of the site's functionalities. For example, seven in ten visitors (72%) are incapable of assessing the usefulness of the new function that enables the installation of the ICAL calendar, either because they are not familiar with it or because they are unable to evaluate it. Keeping with this same trend, half of the visitors are unable to evaluate the publication and deadline calendar

(52%) or the posting of special deadlines to submit notices (51%). Such results are likely to be expected since some visitors probably do not require these functions.

On the other hand, three-quarters of visitors find the search engine that offers advanced search functions (78%) and the *Canada Gazette's* "Latest Publications" on the home page (74%) to be useful. Additionally, half (56%) find the clear publishing requirements to be useful.

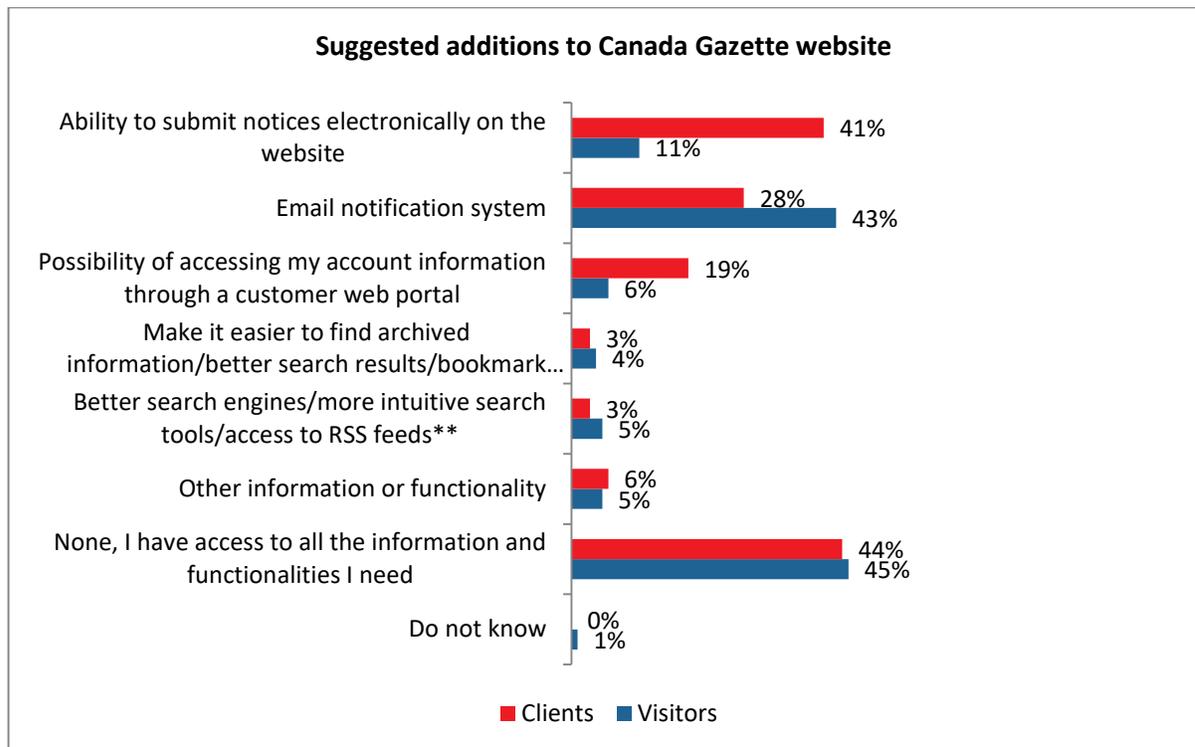
Table 22: Perceived Usefulness of Various Functionalities of *Canada Gazette* Website (regular visitors) (detailed 2017 results presented)

| Q7A. Do you consider the following very, somewhat, not very or not useful at all... (Sampling frame: Regular visitors (n=463)) | TOTAL USEFUL | Very useful | Some what useful | Not very useful | Not useful at all | I'm not familiar with this element | Do not know |
|---|--------------|-------------|------------------|-----------------|-------------------|------------------------------------|-------------|
| ...a search engine that offers advanced search functions? | 78% | 56% | 21% | 3% | 2% | 10% | 8% |
| ...the <i>Canada Gazette's</i> "Latest Publications" on the home page? | 74% | 46% | 28% | 4% | 1% | 11% | 10% |
| ...publishing requirements that are clear? | 56% | 35% | 21% | 4% | 2% | 21% | 16% |
| ...the posting of special deadlines to submit notices? | 41% | 20% | 21% | 4% | 3% | 30% | 21% |
| ...the publication and deadline calendar? | 40% | 20% | 20% | 6% | 3% | 31% | 21% |
| ...the new functionality that allows you to install the ICAL calendar? | 17% | 6% | 10% | 6% | 5% | 46% | 26% |

Approximately four in ten clients who are regular visitors to the site (44%) say they have access to all the information and functionalities they need on the *Canada Gazette* website. It is noted that roughly the same proportion of *Canada Gazette* clients (41%) would like to be able to submit notices electronically on the website. Additionally, nearly three out of ten clients (28%) would like to see the site offer an email notification system and two out of ten (19%) would like to have access to their account information through a customer web portal. Other suggestions were mentioned spontaneously by clients, such as better search engines (3%) or search results (3%).

More than four in ten regular visitors (45%) say they currently have access to all the information and functionalities they need on the *Canada Gazette* website. That said, some visitors would like an email notification system (43%) and the possibility of submitting notices electronically (11%). Other visitors, though fewer in number, would like to see a customer web portal (6%), better search engines (5%) or better search results (4%) on the website.

Figure 20: Results of Question 7 - Please indicate what information or other functionalities, if any, you would like to be able to access via the *Canada Gazette* website that are not currently available online. - Multiple answers allowed. * Since respondents may give multiple answers, the total may exceed 100%. (Sampling frame: Clients who are regular visitors (n=32) and Regular visitors (n=463))



** These codes correspond to spontaneous answers.

Recommendations have changed little since 2011. However, a few new suggestions were made in 2017, such as implementing better search engines or more intuitive search tools as well as making it easier to find archived information.

Table 23: Change in Suggestions for Information or Functions to be Added to *Canada Gazette* Website (clients who are regular visitors)

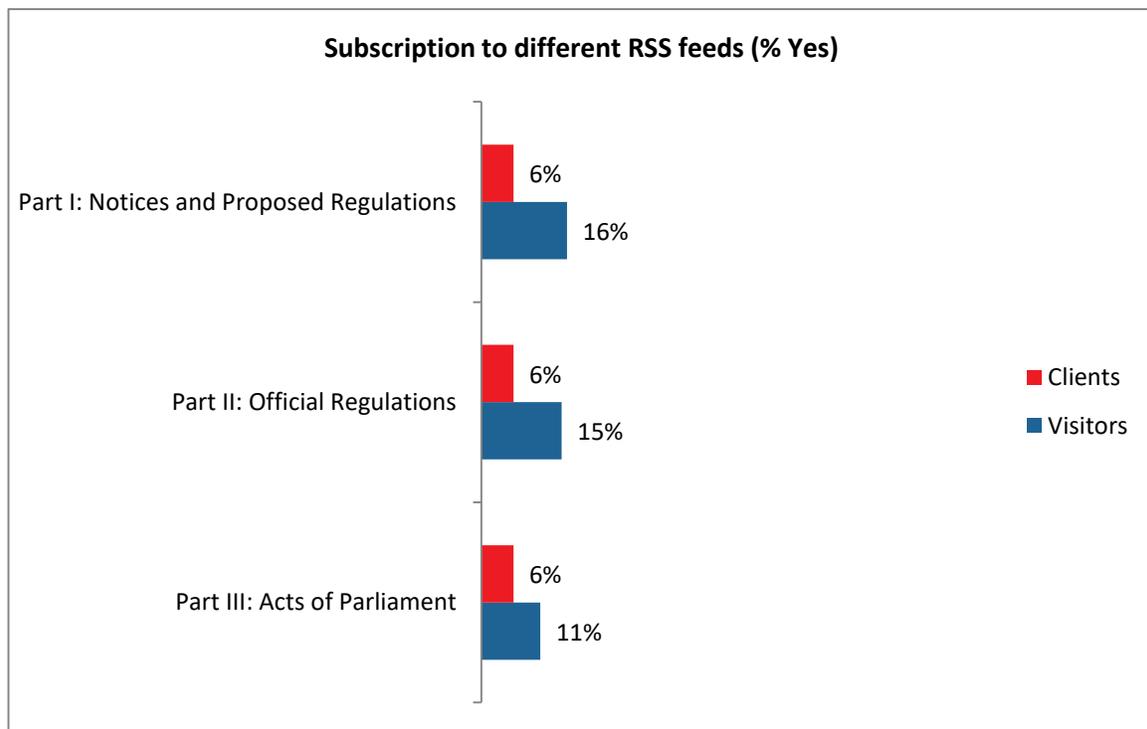
| Q7. Please indicate what information or other functionalities, if any, you would like to be able to access via the <i>Canada Gazette</i> website that are not currently available online. | 2017 | 2011 |
|---|------|------|
| n= | 32 | 125 |
| Ability to submit notices electronically on the website | 41% | 48% |
| Email notification system | 28% | N/A |
| Possibility of accessing my account information through a customer web portal | 19% | 17% |
| Better search engines/more intuitive search tools/access to RSS feeds** | 3% | N/A |
| Make it easier to find archived information/better search results /bookmark sections** | 3% | N/A |
| Other information or functionality | 6% | 5% |
| None, I have access to all the information and functionalities I need | 44% | 43% |

** These codes correspond to spontaneous answers.

2.4.2 RSS Feeds

Clients subscribed to the *Canada Gazette's* RSS feeds are a minority, i.e. Part I: Notices and Proposed Regulations (6%), Part II: Official Regulations (6%), and Part III: Acts of Parliament (6%). More than one in ten visitors access each of the three RSS feeds proposed by the *Canada Gazette*, i.e. Part I: Notices and Proposed Regulations (16%), Part II: Official Regulations (15%), and Part III: Acts of Parliament (11%).

Figure 21: Results of Question 23 - As you may know, the RSS format (Really Simple Syndication) is based on the Extensible Markup Language (XML), which allows for content to be distributed in real time. Do you subscribe to these RSS feeds? (Sampling frame: Clients who are regular visitors (n=32) and Regular visitors (n=463))



The overwhelming majority of visitors who are subscribed to the RSS feeds of Parts I and II find them useful (90% and 91%, respectively), though we should point out that a smaller proportion finds the RSS of Part III to be useful (84%). Given that the sample of clients subscribed to the RSS feeds is too small (n=2), the results regarding the usefulness of the RSS feeds are not presented for this group.

Table 24: Perceived Usefulness of Different RSS Feeds (regular visitors subscribed to RSS feeds) (detailed 2017 results presented)

| Q25. How useful do you find the RSS feeds? Sampling frame: Visitors subscribed to RSS feeds (n=2)* | TOTAL USEFUL | Very useful | Somewhat useful | Not very useful | Not useful at all |
|--|-----------------|----------------|--------------------|-----------------------|-------------------------|
| Part I: Notices and Proposed Regulations (n=73) | 90% | 58% | 33% | 8% | 1% |
| Part II: Official Regulations (n=68) | 91% | 57% | 34% | 6% | 3% |
| Part III: Acts of Parliament (n=50) | 84% | 50% | 34% | 14% | 2% |

* Given the low number of respondents (n<30), the results are presented for indicative purposes only.

2.5 Contact with Canada Gazette Directorate Staff

The following section pertains only to clients of the *Canada Gazette*. The latter were notified in the invitation to complete the survey that they did not need to complete the one found on the website. Visitors to the website who answered the survey through the site's open link did not have to answer this section of the questionnaire.

2.5.1 Timing and Means of Contact with Canada Gazette Directorate Staff

Nearly all surveyed clients (91%) have had direct contact with the Canada Gazette Directorate staff in the past 12 months. Only a minority (9%) did not have any direct contact with the organization's staff.

Table 25: Change in Contact with Canada Gazette Directorate Staff (clients)

| Q11. In the past 12 months, have you had any direct contact with the Canada Gazette Directorate staff? | 2017 | 2011 | 2006 |
|--|------|------|------|
| n= | 35 | 139 | 116 |
| Yes | 91% | 73% | 59% |
| No | 9% | 27% | 40% |
| Do not know | 0% | 1% | 2% |

The majority of clients contacted the staff by email (56%) or by phone (28%). More specifically, three out of ten (31%) communicated with the staff by sending an email to info.gazette@pwgsc-tpsgc.gc.ca, while one in four sent an email to a different address (25%) or used a phone number (25%) other than the general information line or the toll-free number. Only a minority sent a letter (6%), used the general information line (3%) or used another means (9%).

A shift can be observed in the methods used by clients to communicate. Indeed, they are abandoning traditional methods such as the telephone (-30 percentage points) or in person (-9 percentage points), while increasingly preferring online methods instead (+39 percentage points).

Table 26: Change in Means of Contacting Canada Gazette Directorate Staff (clients)

| Q12. How did you last contact the Canada Gazette Directorate staff? | 2017 | 2011 | 2006 |
|---|-------|------|------|
| n= | 32 | 101 | 68 |
| Total By email | 56% + | 17% | 9% |
| Email to info.gazette@pwgsc-tpsgc.gc.ca | 31% | N/A | N/A |
| Email to a different address | 25% | N/A | N/A |
| Total By phone | 28% - | 58% | 68% |
| General information line (613-996-1268) | 3% - | 13% | 68% |
| Other telephone number | 25% | 30% | N/A |
| Toll free number (1-866-429-3885) | 0% - | 15% | N/A |
| Letter | 6% | N/A | 3% |
| In person | 0% - | 9% | 2% |
| Fax | N/A | 3% | 19% |
| Other | 9% | 13% | N/A |
| Do not know | N/A | 1% | 0% |

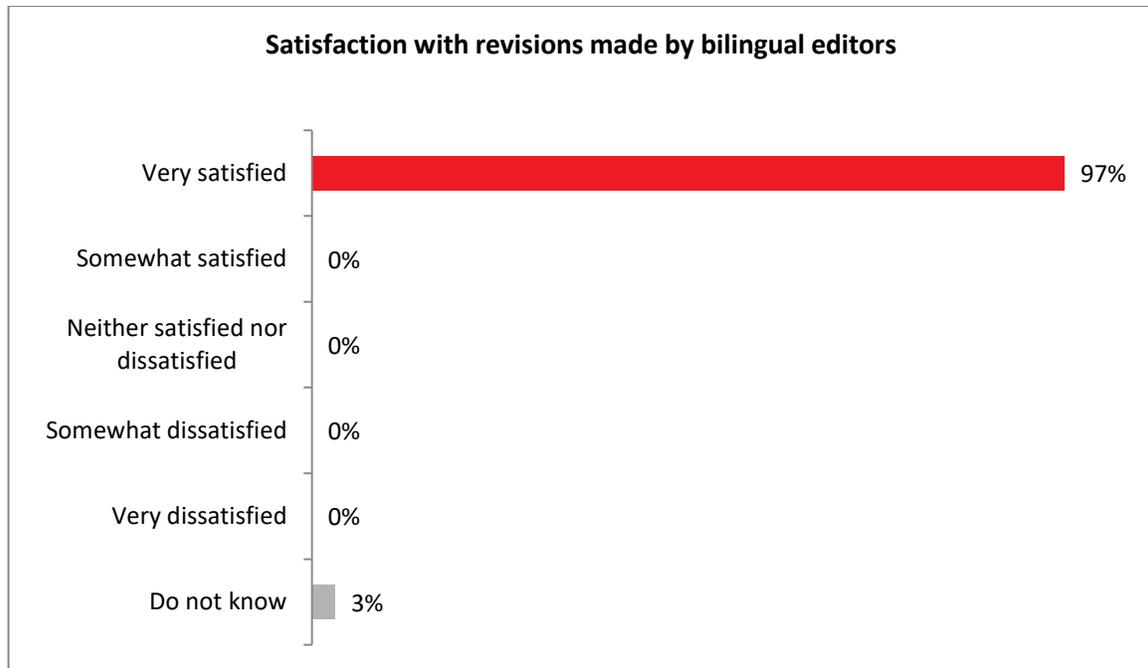
All clients who communicated the Canada Gazette Directorate staff are satisfied (100%) or even very satisfied (94%) with the staff that served them. Although the general satisfaction with the Canada Gazette Directorate staff is now 100%, it cannot be said that it is a statistically significant improvement compared to previous years, when the level of satisfaction was 95% and 97%. It will be interesting to see whether the *Canada Gazette* staff will succeed in maintaining its perfect score in the next study.

Table 27: Change in Overall Satisfaction with Canada Gazette Directorate Staff (clients)

| Q14. Please indicate how satisfied you are with the staff that provided the service. | 2017 | 2011 | 2006 |
|--|------|------|------|
| n= | 32 | 101 | 68 |
| Total Satisfied | 100% | 95% | 97% |
| Very satisfied | 94% | 90% | 90% |
| Somewhat satisfied | 6% | 5% | 7% |
| Neither satisfied nor dissatisfied | 0% | 1% | 2% |
| Total dissatisfied | 0% | 4% | 1% |
| Somewhat dissatisfied | 0% | 2% | 0% |
| Very dissatisfied | 0% | 2% | 1% |
| Do not know | 0% | 0% | 0% |

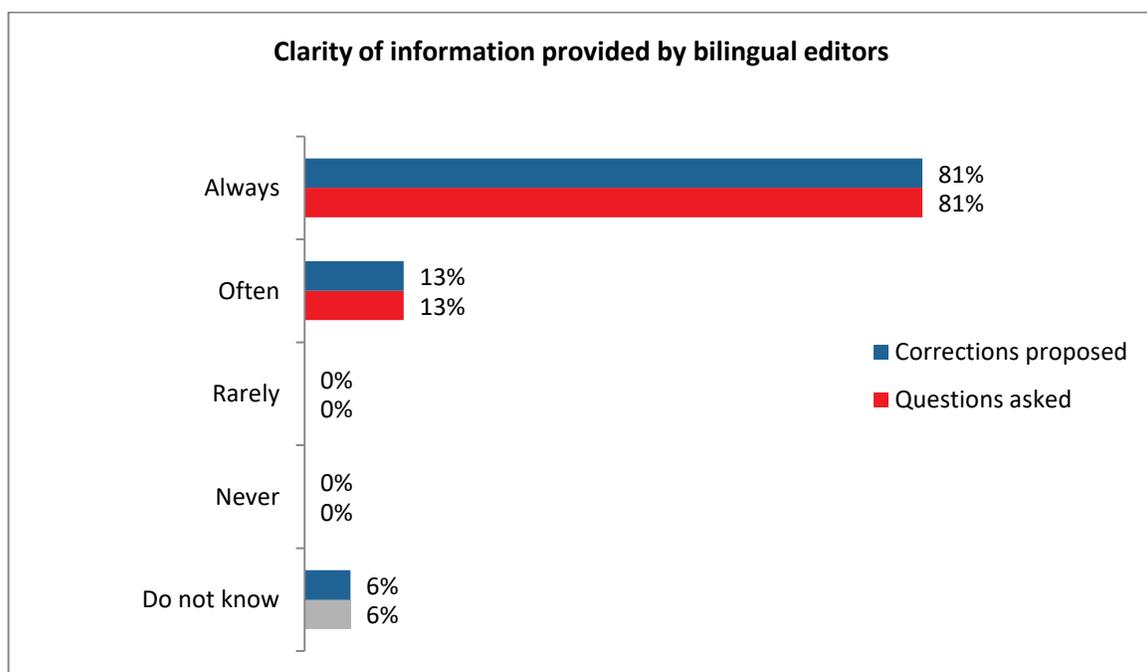
Additionally, nearly all clients who have communicated with the Canada Gazette Directorate staff (97%) say they are very satisfied with the quality of their published notices after being revised by bilingual editors. Only a minority of clients (3%) are unable to give an opinion in this regard.

Figure 22: Results of Question 15A - Are you satisfied with the quality of your published notices after being revised by bilingual editors at the Canada Gazette Directorate? (Sampling frame: Clients who have had direct contact with the Canada Gazette Directorate staff (n=32))



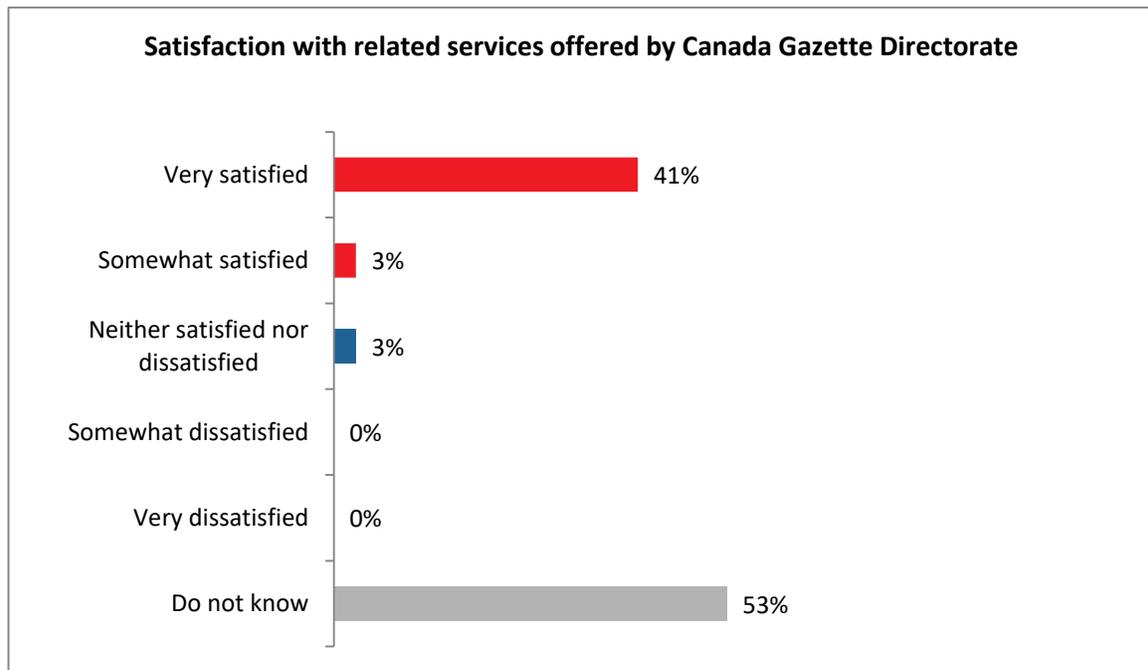
The majority of clients (81%) affirm that when the bilingual editors ask a question about their text, the information provided is always clear, and 13% say that it is often clear. It is noted that 6% of clients do not know and no client finds that the information provided is rarely or never clear. The majority (81%) also state that when the bilingual editors propose a correction to their text, the explanations provided are always sufficient. It is noted that 13% affirm that this is often the case and 6% do not know.

Figure 23: Results of Question 15C - When the bilingual editors ask a question about your text, is the information provided clear? And results of Question 15D - When the bilingual editors suggest a correction to your text, are the explanations provided sufficient? (Sampling frame: Clients who have had direct contact with the Canada Gazette Directorate staff (n=32))



Lastly, four out of ten clients who communicated with the Canada Gazette Directorate staff (44%) are somewhat satisfied (3%) or very satisfied (41%) with the related services offered. The other half (53%) are unable to say.

Figure 24: Results of Question 15B - Are you satisfied with the related services offered by the Canada Gazette Directorate? (e.g., affidavits, excerpts of publications, etc.) (Sampling frame: Clients who have had direct contact with the Canada Gazette Directorate staff (n=32))



For all criteria used to evaluate the Canada Gazette Directorate staff, expectations are met for no fewer than nine out of every ten clients that have dealt with this staff. According to their assessment, the staff is professional (100%), competent (100%), friendly and courteous (100%), easily accessible (100%) and well informed (97%). Users also affirm that they were served within a reasonable timeframe (100%) and in the official language of their choice (97%). They agree that the staff shows an interest in them and is willing to help (100%), in addition to taking the necessary time to meet their needs (97%). Lastly, they have confidence in the quality of services provided by the staff (97%). These results are similar to those observed in previous studies.

Table 28: Change in Opinion of Service Received when Communicating with Canada Gazette Directorate Staff (clients) (total % in agreement presented)

| Q13. Thinking about the last time you had direct contact with the Canada Gazette Directorate staff, please indicate the extent to which you agree or disagree with the statements below regarding the service you received. | 2017 | 2011 | 2016 |
|---|------|------|------|
| n= | 32 | 101 | 68 |
| The staff is professional. | 100% | 92% | 96% |
| The staff is competent. | 100% | 91% | 92% |
| I was provided service in a reasonable amount of time. | 100% | 95% | 94% |
| The staff is friendly and courteous. | 100% | 90% | 94% |
| The staff shows an interest in me and is willing to help. | 100% | N/A | N/A |
| The staff is easily accessible. | 100% | 86% | 87% |
| The staff is knowledgeable. | 97% | 92% | 91% |
| I was provided service in the official language of my choice. | 97% | 96% | 96% |
| I have confidence in the quality of services provided by the staff. | 97% | N/A | N/A |
| The staff takes the necessary time to meet my needs. | 97% | N/A | N/A |

2.5.2 Suggestions for New Customer Services (online or otherwise)

A number of clients do not have any ideas or suggestions for a new customer service (whether online or not) that could be offered by the Canada Gazette Directorate. Some clients did make certain suggestions, however. Given the very low percentage of feedback that contained suggestions, all such comments are listed below:

"Search feature that searches pre- and post-1998 versions of the Gazette simultaneously with more powerful search features/tools."

"If possible, it would be useful to receive a summary of the modifications made by the Canada Gazette Directorate to our Notices after they have been revised so that we can easily adjust other related documents in consequence."

"Service d'insertion d'avis par voie électronique."

"Being able to send notices via email."

2.5.3 Suggestions for Improving Service

When clients are asked to suggest improvements to the service provided by the Canada Gazette Directorate, none of them makes any concrete suggestions. However, eight clients take the opportunity instead to praise the staff and the service it offers. Some of the comments are listed below.

"Aucun, le service est impeccable. Sincèrement. Merci!"

"Most often, the Gazette employees call me for review or updates and the personnel is very friendly and helpful. Great people!"

"Keep up the great customer service. :)"

"The Staff is very helpful."

2.6 Service Standards

2.6.1 Perceived Importance of Different Service Standards

Nearly four out of ten clients (37%) feel that the most important service standard for their business is meeting 100% of all legislated deadlines. It is the only standard ranked of high importance (either 1st or second) by more than half of the clients (57%). Maintaining an error count of less than 1% is also important for nearly half of all clients (49%), with 23% ranking it the most important and 26% the second most important. This service standard is closely followed by providing quality service to clients in the official language of their choice, which was given high importance by 46% of all clients (29% ranking it the most important and 17% the second most important standard).

Other criteria are also important, though for a smaller proportion of clients. More specifically, three out of ten clients (31%) place great importance on responding to all information requests within two business days (11% ranking it first and 20% second). Additionally, although less than 1% of all clients consider that maintaining a client satisfaction rating of 85% is the most important standard, 17% rank it second in importance.

Table 29: Change in Importance of Service Standards (clients) (% high importance presented)

| Q16. The Canada Gazette Directorate has established a series of service standards that are listed below. Please rank each one in terms of highest to lowest importance to you and your organization, with 1 representing the standard that is of highest importance and 5 being the standard that is of least importance. Sampling frame: All clients (n=35) | 1 - Highest level of importance | 2 | 3 | 4 | 5 - Lowest level of importance |
|---|--|----------|----------|----------|---------------------------------------|
| Meeting 100% of all legislated deadlines | 37% | 20% | 9% | 14% | 20% |
| Maintaining an error count of less than 1% | 23% | 26% | 11% | 20% | 20% |
| Providing quality service to clients in the official language of their choice | 29% | 17% | 29% | 14% | 11% |
| Responding to all information requests within two business days | 11% | 20% | 23% | 26% | 20% |
| Maintaining a client satisfaction rating of 85% | 0% | 17% | 29% | 26% | 29% |

No significant differences appear in the importance placed on standards compared to the 2011 study, and it can be observed that the two most important criteria remain the same. However, offering quality service to clients in the official language of their choice seems to have become more important. Conversely, the perceived importance of responding to all information requests within two business days and maintaining a client satisfaction rating of 85% declined.

Table 30: Change in Importance of Service Standards (Clients) (% high importance presented, i.e. sum of those ranked 1st and 2nd in importance)

| Q16. The Canada Gazette Directorate has established a series of service standards that are listed below. Please rank each one in terms of highest to lowest importance to you and your organization, with 1 representing the standard that is of highest importance and 5 being the standard that is of least importance. | 2017 | 2011 |
|---|------|------|
| n= | 35 | 139 |
| Meeting 100% of all legislated deadlines | 57% | 54% |
| Maintaining an error count of less than 1% | 49% | 44% |
| Providing quality service to clients in the official language of their choice | 46% | 25% |
| Responding to all information requests within two business days | 31% | 48% |
| Maintaining a client satisfaction rating of 85% | 17% | 28% |

2.6.2 Suggestions for Service Standards to Implement

Clients do not mention any new suggestions for service standards that should be established and adhered to by the Canada Gazette Directorate. Once again, three clients take the opportunity to emphasize their satisfaction with the services provided.

"Ne sais pas. Le service est impeccable."

"Aucune, je suis toujours très satisfaite du processus de révision de la gazette. Ce processus est prévisible et efficace."

"I am truly satisfied with the Canada Gazette Directorate."

APPENDIX A

A.1 Quantitative Methodology

This study consists of two distinct methodological components: an online survey of visitors to the *Canada Gazette* website and an online survey of clients who published in the *Canada Gazette* within the past year.

A1.1. Online Survey of the *Canada Gazette* Website

A quantitative methodology based on an online survey was employed to carry out this public consultation. It was launched by means of an open-link survey questionnaire available on the *Canada Gazette* website. Any individual who visited the site between November 6, 2017 and December 4, 2017 could participate in the survey by clicking on the link.

This part of the public consultation generated a significant volume of responses. We obtained a total of 632 respondents for the open-link survey on the website. Interviews were conducted in French or English based on the respondents' preference.

We should remind the reader that the results of this part of the public consultation should not be interpreted as representing the opinions or attitudes of the Canadian public at large. These responses come from a group of individuals that probably have a certain "interest" in the laws and regulations that govern their everyday professional or personal lives, or who had a particular interest in visiting the *Canada Gazette* website.

As we do not know the profile of visitors to the *Canada Gazette* website, it was not possible to weight the results of this portion of the research. It comprises a non-probabilistic sample. It is therefore impossible to calculate a margin of error for this portion or transfer the survey results to all visitors of the *Canada Gazette* website.

The questionnaire was prepared by Leger and the *Canada Gazette* team. It covers indicators of website visit behaviour and satisfaction with the site and its functionalities. The questionnaire took approximately 5 minutes to complete.

Table A.1 Breakdown of Visitors by Sector/Field of Employment

| Sector of employment | n | % |
|--|----------|----------|
| Private sector (including self-employed) | 275 | 44% |
| Public sector (i.e. government, hospital, school, university, library, etc.) | 215 | 34% |
| Not-for-profit sector (i.e. non-governmental organization) | 42 | 7% |
| Currently unemployed | 39 | 6% |
| Retired | 20 | 3% |
| Student | 13 | 2% |
| Other | 3 | - |
| Refusal | 25 | 4% |

Table A.2 Breakdown of Visitors (except those who are currently unemployed or who refused to answer) in Terms of Self-Employment

| Self-employed | n | % |
|----------------------|----------|----------|
| Yes | 88 | 15% |
| No | 477 | 83% |
| Refusal | 8 | 1% |

Table A.3 Breakdown of Visitors (except those who are currently unemployed or who refused to answer) by Current Position or Type of Work

| Professional title | n | % |
|---|----------|----------|
| Professional (doctor, lawyer, teacher, engineer, nurse) | 192 | 34% |
| Middle manager | 85 | 1% |
| Administrative and support staff | 81 | 14% |
| Consultant | 66 | 12% |
| Senior management/executive | 39 | 7% |
| Business owner | 26 | 5% |
| Sales and service employee | 14 | 2% |
| Retired | 15 | 3% |
| Student | 14 | 2% |
| Other | 12 | 2% |
| Refusal | 29 | 5% |

Table A.4 Breakdown of Visitors by Place of Residence

| Professional title | n | % |
|--|-----|-----|
| Ontario | 239 | 38% |
| Quebec | 129 | 20% |
| British Columbia | 67 | 11% |
| Alberta | 49 | 8% |
| Nova Scotia | 27 | 4% |
| Manitoba | 15 | 2% |
| Saskatchewan | 11 | 2% |
| New Brunswick | 6 | 1% |
| Newfoundland and Labrador | 4 | 1% |
| Northwest Territories | 3 | - |
| Prince Edward Island | 2 | - |
| Yukon | 2 | - |
| Nunavut | 1 | - |
| United States | 22 | 3% |
| European countries (Germany, France, Italy, etc.) | 14 | 2% |
| India | 7 | 1% |
| Asian countries (Saudi Arabia, China, Japan, etc.) | 9 | 1% |
| Other countries | 14 | 2% |
| Refusal | 11 | 2% |

A.1.2 Online Survey of *Canada Gazette* Clients

Leger employed a quantitative methodology based on an online survey to carry out this portion of the study. The survey was conducted amongst clients who had published in the *Canada Gazette* in the past 12 months. Leger provided unique links for the 80 client contacts of the Canada Gazette Directorate.

The sample comprised 80 email addresses of clients who fit the profile of *Canada Gazette* clients. The invitation to complete the survey was sent to all respondents by the Canada Gazette Directorate and three reminders were issued over the course of the data collection period, which lasted four weeks.

A total of 35 respondents corresponding to the established profile were surveyed between November 6 and December 4, 2017. Interviews were conducted in French or English based on the respondents' preference. The questionnaire lasted an average of 9 minutes. As we do not know the profile of *Canada Gazette* clients, it was not possible to weight the results of this portion of the research.

No quota was established. The objective was to obtain the greatest number of respondents.

Since this is a probabilistic sample, the results can be inferred to the entire population under study. The maximum margin of error in the results in the client portion of the study is +/- 11.8%, 19 times out of 20.

The survey questionnaire was created by Leger with the collaboration of professional representatives of the *Canada Gazette*. For comparison purposes, the questionnaire used the same indicators as in the "Visitors" component, while also adding a section on the service standards of the Canada Gazette Directorate and communication with the staff.

Table A.5 Breakdown of Clients by Employment Sector

| Sector of employment | n | % |
|-----------------------------|----------|----------|
| Public sector | 30 | 86% |
| Private sector | 4 | 11% |
| Private citizen | 0 | 0% |
| Other | 0 | 0% |
| Refusal | 1 | 3% |

Table A.6 Breakdown of Public Sector Clients by Level of Government

| Level of government | n | % |
|-------------------------------------|----------|----------|
| Federal government | 30 | 100% |
| Provincial / territorial government | 0 | 0% |
| Municipal administration | 0 | 0% |
| Refusal | 0 | 0% |

Table A.7 Breakdown of Private Sector Clients by Type of Organization

| Type of organization | n | % |
|-----------------------------|----------|----------|
| Law firm | 2 | 50% |
| Private citizen | 1 | 25% |
| Other | 1 | 25% |

Table A.8 Breakdown of Clients by Job Title

| Job title | n | % |
|--|---|-----|
| Policy/program officer | 5 | 14% |
| Administrator | 3 | 9% |
| Regulatory affairs coordinator | 3 | 9% |
| Regulatory affairs analyst | 3 | 9% |
| Manager | 3 | 9% |
| Office clerk | 2 | 6% |
| Paralegal | 2 | 6% |
| Legal assistant | 2 | 6% |
| Developer of regulatory standards/Director of Regulatory Affairs | 2 | 6% |
| Lawyer | 1 | 3% |
| Other | 8 | 23% |
| Refusal | 1 | 3% |

Table A.9 Breakdown of Clients by Province or Territory of Residence

| Province or territory | n | % |
|---------------------------|----|-----|
| Ontario | 23 | 66% |
| Quebec | 11 | 31% |
| Newfoundland and Labrador | 1 | 3% |

A.1.3 Methodological Notes for Reading the Report

The following notes regarding the methodology will facilitate the reading of this report:

It should be noted that the presented figures have been rounded. However, the figures used to calculate the sums presented are the figures before rounding. Thus, it is possible that the sums do not correspond to the presented figures when added manually.

Open-ended questions were coded only for those questions with 30 respondents or more. Otherwise, the verbatims are presented.

How are the significant differences between two proportions calculated?

Based on the normal distribution, a bilateral statistical test is conducted between two proportions using the non-weighted results in order to determine whether a statistically significant difference between the two data exists. More specifically, the test works by making a comparison between one proportion and the proportion formed by the complement for the category in question (e.g., the complement of men would be women, the complement of 18- to 24-year-olds would be people 25 and older, etc.).

In this document, figures accompanied by the symbol (-) indicate a statistically significant difference that is lower than the complement, while numbers accompanied by the symbol (+) indicate a statistically significant difference that is higher with respect to the complement.

A.1.4 Online Survey Participation Rate (Clients)

Low participation and response rates compromise the reliability and validity of a survey. The following tables outline the participation rates for the online survey of *Canada Gazette* clients.

Table A.10: Participation Rates of *Canada Gazette* Clients

| Items | n | % of total number of invitations |
|-------------------------------------|----|----------------------------------|
| Total number of invitations | 80 | 100% |
| Number of clicks on the link | 36 | 45.0% |
| Number of completed questionnaires | 35 | 43.8% |
| Number of incomplete questionnaires | 1 | 1.3% |

The participation rate in the online survey is excellent considering the time period during which people were able to complete the questionnaire. The participation rates expected for this type of study are in the order of 30%.

A.1.5 Non-response Bias and Additional Socio-demographic Analysis

An effective response rate of 43.8% is excellent for an online survey of 80 corporate respondents conducted over a period of approximately four weeks. This corresponds to a higher response rate than what is expected for similar surveys. Such a response rate mitigates the risk of a significant non-response bias in the survey, since it lowers the probability that the sample is not representative.

As is the case for all research conducted by Leger, information on individuals was kept entirely confidential and any information that could be used to identify participants was discarded from the data set, in conformity with the Canadian *Privacy Act*.

APPENDIX B

B.1 Clients Questionnaire French Version

Info du Projet

[TYPE DE PROJET : Web]

[LANGUES : FR/EN]

[TRACKING : Oui]

[NOTES AU PROGRAMMEUR : conserver la codification et les # question]

[BASE TOTALE]

Section info

Merci de prendre le temps de participer à cette étude. La Direction de la Gazette du Canada est vivement intéressée par vos commentaires en tant que client. Votre apport sera très utile à la Direction qui cherche sans cesse à améliorer son service à la clientèle en comblant vos besoins actuels et en anticipant vos besoins futurs.

Remplir ce questionnaire ne devrait pas prendre plus de 15 minutes de votre temps. Le sondage a été programmé de sorte à vous permettre de prendre une pause ou de quitter le questionnaire temporairement. Si tel était le cas, vous pourrez reprendre le questionnaire à l'endroit où vous étiez avant de le quitter. Une fois que vous aurez appuyé sur le bouton « Suivant » à la toute fin du sondage, le lien sera invalidé et ne sera donc plus accessible.

Section A. Visite du site Web et comportement typique

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#1

À quand remonte la dernière fois que vous avez visité le site Web de la *Gazette du Canada*?

| | | |
|---------------------------------|----|--------|
| Au cours de la dernière semaine | 1 | GO Q2 |
| Au cours du dernier mois | 2 | GO Q2 |
| Il y a 1 à 3 mois | 3 | GO Q2 |
| Il y a 3 à 6 mois | 4 | GO Q2 |
| Il y a 6 à 12 mois | 5 | GO Q2 |
| Il y a plus de 12 mois | 6 | GO Q3 |
| Jamais | 7 | GO Q11 |
| Ne sais pas | 98 | GO Q11 |

Question à mention simple

[BASE SI Q1 = 1-2-3-4-5]

[ORDRE DE LA LISTE : En ordre]

Q#2

Au cours des 12 derniers mois, à quelle fréquence avez-vous visité le site Web de la Gazette du Canada?

| | |
|-----------------|----|
| 1 ou 2 fois | 1 |
| 3 à 5 fois | 2 |
| 6 à 10 fois | 3 |
| Plus de 10 fois | 4 |
| Ne sais pas | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : Aléatoire] 1-10 (Regrouper 2-7-3) (Regrouper 4-5-6) (Regrouper 8-9)

Q#3

D'où accédez-vous principalement au site Web de la Gazette du Canada?

| | | |
|-----------------------------|----|-----|
| Bureau | 1 | |
| Ordinateur résidentiel | 2 | |
| Ordinateur public | 7 | |
| Ordinateur portable | 3 | |
| iPhone | 4 | |
| Blackberry | 5 | |
| Autre téléphone intelligent | 6 | |
| Tablette iPad | 8 | |
| Tablette Android | 9 | |
| Autre, veuillez préciser | 88 | O/F |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#4

Avez-vous déjà eu des problèmes à accéder au site Web de la *Gazette du Canada*?

| | | |
|-------------|----|--------|
| Oui | 1 | GO Q4a |
| Non | 2 | GO Q5 |
| Ne sais pas | 98 | GO Q5 |

Question ouverte simple

[BASE SI Q4=1]

Q#4a

Quelle était la nature du problème?

| | | |
|------------------|----|---|
| Veillez préciser | 88 | O |
| Ne sais pas | 98 | X |

Question à mention simple

[BASE SI Q4=1]

[ORDRE DE LA LISTE : En ordre]

Q#4b

Est-ce que le problème a été résolu à votre satisfaction?

| | |
|------------------|----|
| Oui, entièrement | 1 |
| Oui, en partie | 2 |
| Non | 3 |
| Ne sais pas | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#5

En moyenne, combien de temps passez-vous sur le site Web de la Gazette du Canada au cours d'une visite typique?

(Veillez ne pas inclure le temps requis pour accéder au site Web ou pour qu'il s'affiche.)

| | |
|------------------------|----|
| Moins de 5 minutes | 1 |
| Entre 5 et 10 minutes | 2 |
| Entre 11 et 15 minutes | 3 |
| Plus de 15 minutes | 4 |
| Ne sais pas | 98 |

Question à mentions multiples

[BASE SI Q1 =1-2-3-4-5-6]

[MENTIONS MULTIPLES : Min=1, Max=10]

[ORDRE DE LA LISTE : Aléatoire]

Q#6

Veillez indiquer, à partir de la liste ci-dessous, les raisons pour lesquelles vous avez visité le site Web de la Gazette du Canada au cours des 12 derniers mois.

Veillez sélectionner toute les réponses qui s'appliquent.

| | |
|---|---|
| Rechercher de l'information dans les archives de la Gazette du Canada (1841 à 2011) | 1 |
| Consulter un avis en particulier | 2 |
| Consulter un règlement projeté en particulier (Partie I) | 3 |

| | | |
|--|----|-----|
| Consulter un règlement en particulier (Partie II) | 4 | |
| Télécharger des pages de la Gazette du Canada | 5 | |
| Télécharger le formulaire de demande d'insertion | 6 | |
| Consulter l'échéancier pour les publications afin de publier un avis | 7 | |
| Consulter les tarifs d'insertion | 8 | |
| Section Nouvelles et Annonces | 10 | |
| Autre raison, veuillez préciser | 9 | O/F |
| Ne me souviens pas | 98 | F/X |

Question à mention simple

[BASE SI Q6_1 = OUI]

[ORDRE DE LA LISTE : En ordre]

Q#6a

Vous avez mentionné que vous avez recherché de l'information dans les archives de la Gazette du Canada au cours des 12 derniers mois. Est-ce que vous cherchiez de l'information publiée avant ou après 1998?

| | |
|-------------|---|
| 1998 à 2011 | 1 |
| 1841 à 1997 | 2 |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#7a

Considérez-vous très, assez, peu ou pas du tout utile...

| | |
|----------------------------|----|
| Très utile | 1 |
| Assez utile | 2 |
| Peu utile | 3 |
| Pas du tout utile | 4 |
| Je ne connais pas cet item | 95 |
| Ne sais pas | 98 |

| | |
|---|---|
| ... les Parties récemment publiées de la Gazette du Canada se trouvant sur la page d'accueil? | A |
| ... la nouvelle fonction qui vous permet d'installer le calendrier iCal? | B |
| ... le calendrier des dates de publication et d'échéances? | C |
| ... un moteur de recherche qui propose des fonctions de recherche avancées. | D |
| ... l'affichage des échéances spéciales pour soumettre des avis. | E |
| ... des modalités de publication qui sont claires | F |

Question à mentions multiples

[BASE SI Q1 =1-2-3-4-5-6]

[MENTIONS MULTIPLES : Min=1, Max=4]

[ORDRE DE LA LISTE : Aléatoire] 1-2-5

Q#7

Veillez indiquer, s'il y a lieu, les renseignements ou les fonctions qui ne sont pas actuellement disponibles en ligne auxquels vous aimeriez pouvoir accéder par l'entremise du site Web de la *Gazette du Canada*?

Veillez sélectionner toute les réponses qui s'appliquent.

| | | |
|--|---|-----|
| Accès aux données de mon compte par l'entremise d'un portail Web destiné aux clients | 1 | |
| Possibilité de soumettre des avis par voie électronique sur le site Web | 2 | |
| Système de notification par courriel | 5 | |
| Autre information ou autre fonction, veuillez préciser | 3 | O/F |
| Rien, j'ai accès à toute l'information et toutes les fonctions dont j'ai besoin | 4 | F/X |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7b

Est-ce qu'il vous arrive de consulter la page « Règlements projetés » sous la rubrique « Consultations »?

| | |
|-------------------|----|
| Oui | 01 |
| Non | 02 |
| Je ne connais pas | 03 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7c

Vous arrive-t-il d'utiliser l'outil de recherche avancée disponible sur le site Web?

| | |
|-------------|----|
| Oui | 01 |
| Non | 02 |
| Ne sais pas | 98 |

Question ouverte simple

[BASE SI Q1 =1-2-3-4-5-6]

Q#7d

Quelles sont les options de recherche avancées auxquelles vous aimeriez accéder sur le site Web de *Gazette Canada*?

| | | |
|------------------|----|---|
| Veillez préciser | 96 | O |
| Ne sais pas | 98 | X |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[NOTES AU PROGRAMMEUR : Information supplémentaire sur le mot « accessibilité » (de type mouse over) : La Norme sur l’accessibilité des sites Web du Gouvernement du Canada vise à rendre le contenu accessible à un plus vaste éventail de personnes souffrant d’un ou de plusieurs handicaps, ainsi qu’aux utilisateurs en général.]

Q#7e

L’accessibilité de la Gazette du Canada en mode HTML est-elle adéquate?

| | |
|-------------|----|
| Oui | 01 |
| Non | 02 |
| Ne sais pas | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7f

Quelle version de la publication de la Gazette du Canada consultez-vous le plus souvent?

| | |
|-------------|----|
| HTML | 01 |
| PDF | 02 |
| Ne sais pas | 98 |

Section B. Évaluation du site Web et satisfaction globale

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#10.

Veuillez évaluer votre degré de satisfaction générale quant au site Web de la *Gazette du Canada*.

| | |
|------------------------------|----|
| Très satisfait | 5 |
| Plutôt satisfait | 4 |
| Ni satisfait, ni insatisfait | 3 |
| Plutôt insatisfait | 2 |
| Très insatisfait | 1 |
| Ne sais pas | 98 |

Question ouverte simple

[BASE SI Q1 =1-2-3-4-5-6]

Q#10a.

Avez-vous des suggestions pour améliorer le site Web de la Gazette du Canada?

| | | |
|----------------------------|----|---|
| Veuillez préciser | 96 | O |
| Je préfère ne pas répondre | 99 | X |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#8.

Veillez indiquer dans quelle mesure vous êtes en accord ou en désaccord avec ces énoncés au sujet du site Web de la Gazette du Canada.

| | |
|-------------------------------|----|
| Entièrement en accord | 5 |
| En accord | 4 |
| Ni en accord, ni en désaccord | 3 |
| En désaccord | 2 |
| Entièrement en désaccord | 1 |
| Ne sais pas | 98 |

| | |
|--|---|
| Il est facile de trouver ce que je cherche. | B |
| L'information est à jour. | C |
| L'information est exacte. | D |
| L'information est complète. | E |
| L'information offerte sur le site Web est facile à comprendre. | I |
| L'affichage des échéances spéciales pour soumettre des avis est utile. | J |
| Le temps habituellement nécessaire pour trouver l'information est raisonnable. | K |
| Le site Web comble mes besoins. | L |
| Les modalités de publication sont claires. | P |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#23.

Êtes-vous abonné à ces fils RSS?

Comme vous le savez peut-être, le format RSS, de l'anglais Really Simple Syndication (« flux de syndication »), est basé sur le langage de balisage extensible (XML) qui permet la diffusion de contenu en temps réel.

| | |
|-----|----|
| Oui | 01 |
| Non | 02 |

| | |
|---------------------------------------|---|
| Partie I: Avis et règlements projetés | A |
| Partie II : Règlements officiels | B |
| Partie III : Lois sanctionnées | C |

Question grille (écran ou grid) à mention simple

[BASE POSER Q25 SI OUI À Q23 POUR CHACUN DES FIL RSS TESTÉ]

[ORDRE DE LA LISTE : En ordre]

Q#25.

Dans quelle mesure trouvez-vous ces fils RSS utiles?

| | |
|--------------------|----|
| Très utiles | 01 |
| Assez utiles | 02 |
| Pas très utiles | 03 |
| Pas utiles du tout | 04 |

| | |
|---------------------------------------|---|
| Partie I: Avis et règlements projetés | A |
| Partie II : Règlements officiels | B |
| Partie III : Lois sanctionnées | C |

Section C. Contact avec le personnel de la Direction de la Gazette du Canada et satisfaction à leur endroit

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#11.

Au cours des 12 derniers mois, avez-vous eu un contact direct avec le personnel de la Direction de la Gazette du Canada?

| | | |
|-------------|----|--------|
| Oui | 01 | GO Q12 |
| Non | 02 | GO Q16 |
| Ne sais pas | 98 | GO Q16 |

Question à mention simple

[BASE Q11=01]

[ORDRE DE LA LISTE : En ordre]

Q#12

Comment avez-vous communiqué avec le personnel de la Direction de la Gazette du Canada la dernière fois?

| | | |
|--|----|-----|
| En composant le numéro des renseignements généraux (613-996-1268) | 01 | |
| En composant le numéro sans frais (1-866-429-3885) | 02 | |
| En composant un autre numéro de téléphone | 03 | |
| En envoyant un courriel à info.gazette@pwgsc-tpsgc.gc.ca | 04 | |
| En envoyant un courriel à une autre adresse électronique | 05 | |
| En y allant en personne | 06 | |
| En envoyant une lettre | 08 | |
| Autre, veuillez préciser | 88 | O/F |

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#14.

En général, veuillez indiquer à quel point vous avez été satisfait du personnel qui vous a servi.

| | |
|------------------------------|----|
| Très satisfait | 5 |
| Plutôt satisfait | 4 |
| Ni satisfait, ni insatisfait | 3 |
| Plutôt insatisfait | 2 |
| Très insatisfait | 1 |
| Ne sais pas | 98 |

Question ouverte simple

[BASE SI Q11 =01]

[OUVERTE]

Q#15.

Quelles suggestions avez-vous pour améliorer le service que vous recevez de la part du personnel de la Direction de la Gazette du Canada?

| | | |
|----------------------------|----|----------------------------------|
| Veuillez préciser | 96 | <input type="radio"/> |
| Je préfère ne pas répondre | 99 | <input checked="" type="radio"/> |

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#15a

Êtes-vous satisfaits de la qualité de vos avis publiés après la révision effectuée par les réviseurs bilingues de la Direction de la Gazette du Canada?

| | |
|------------------------------|----|
| Très satisfait | 5 |
| Plutôt satisfait | 4 |
| Ni satisfait, ni insatisfait | 3 |
| Plutôt insatisfait | 2 |
| Très insatisfait | 1 |
| Ne sais pas | 98 |

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#15b

Êtes-vous satisfaits des services connexes offerts par la Direction de la Gazette du Canada? (par exemple, affidavits, extraits de publications, etc.)

| | |
|------------------|---|
| Très satisfait | 5 |
| Plutôt satisfait | 4 |

| | |
|------------------------------|----|
| Ni satisfait, ni insatisfait | 3 |
| Plutôt insatisfait | 2 |
| Très insatisfait | 1 |
| Ne sais pas | 98 |

Question grille (écran ou grid) à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#13.

En ne pensant qu'à la dernière fois où vous avez eu un contact direct avec le personnel de la Direction de la Gazette du Canada, veuillez indiquer dans quelle mesure vous êtes en accord ou en désaccord avec les énoncés ci-dessous au sujet du service que vous avez reçu.

| | |
|-------------------------------|----|
| Entièrement en accord | 5 |
| En accord | 4 |
| Ni en accord, ni en désaccord | 3 |
| En désaccord | 2 |
| Entièrement en désaccord | 1 |
| Ne sais pas | 98 |

- Le personnel est professionnel . A
- Le personnel est compétent . B
- Le personnel est bien informé. C
- J'ai été servi dans la langue officielle de mon choix. D
- Le personnel est facilement accessible. E
- J'ai été servi dans un délai raisonnable. F
- Le personnel est sympathique et courtois. G
- Le personnel démontre de l'intérêt envers moi et sont prêts à m'aider H
- J'ai confiance dans la qualité des services rendus par le personnel. I
- Le personnel consacre le temps qu'il faut pour répondre à mes besoins J

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#15c

Lorsqu'une question est posée par les réviseurs bilingues au sujet de votre texte, est-ce que les informations fournies sont claires?

| | |
|-------------|----|
| Toujours | 1 |
| Souvent | 2 |
| Rarement | 3 |
| Jamais | 4 |
| Ne sais pas | 98 |

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#15d

Lorsqu'une correction est proposée par les réviseurs bilingues au sujet de votre texte, est-ce que les explications fournies sont suffisantes?

| | |
|-------------|----|
| Toujours | 1 |
| Souvent | 2 |
| Rarement | 3 |
| Jamais | 4 |
| Ne sais pas | 98 |

Section D. Normes de service de la Direction de la Gazette du Canada

Question de classement (ranking)

[BASE TOTALE]

[CLASSEMENT : NOMBRE D'ITEMS À CLASSER : 5]

[TYPE DE CLASSEMENT : Drag & Drop]

[ORDRE DE LA LISTE : Aléatoire]

Q#16.

La Direction de la Gazette du Canada a établi une série de normes de service qui sont énumérées ci-dessous. Veuillez les classer par ordre d'importance, de la plus importante à la moins importante pour vous et votre entreprise, alors que 1 représente la norme la plus importante et 5 la moins importante.

Veuillez classer les items suivants, en commençant avec le plus important et en terminant avec le moins important.

| | |
|--|---|
| Maintenir le taux d'erreur sous la barre de 1 % | A |
| Maintenir le taux de satisfaction de la clientèle à 85 % | B |
| Respecter les échéances prévues par la loi à 100 % | C |
| Répondre à toutes les demandes d'information dans un délai de deux jours ouvrables | D |
| Offrir un service de qualité aux clients dans la langue officielle de leur choix | E |

Question ouverte simple

[BASE TOTALE]

Q#17.

Quelles autres normes de service la Direction de la Gazette devrait-elle établir et auxquelles elle devrait adhérer?

Veuillez répondre dans l'espace prévu ci-dessous.

| | | |
|----------------------------|----|---|
| Veuillez préciser | 96 | O |
| Je préfère ne pas répondre | 99 | X |

Question ouverte simple

[BASE TOTALE]

Q#29.

Y a-t-il des services à la clientèle, électroniques ou autres, que vous aimeriez que la Direction de la Gazette du Canada offre?

Veillez répondre dans l'espace prévu ci-dessous.

| | | |
|----------------------------|----|---|
| Veillez préciser | 96 | O |
| Je préfère ne pas répondre | 99 | X |

Section F. Section démographique

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#34.

Travaillez-vous dans le secteur privé ou public?

| | | |
|--------------------------|----|----------------------|
| Secteur public | 01 | GO Q35 et Sauter Q36 |
| Secteur privé | 02 | GO Q36 |
| Particulier | 03 | GO Q37 |
| Autre, veuillez préciser | 88 | O/F GO Q37 |

Question à mention simple

[BASE Q34 =1]

[ORDRE DE LA LISTE : En ordre]

Q#35.

Veillez indiquer le niveau gouvernemental où vous travaillez actuellement :

| | |
|---------------------------------------|----|
| Gouvernement fédéral | 01 |
| Gouvernement provincial / territorial | 02 |
| Administration municipale | 03 |

Question à mention simple

[BASE Q34 = 02]

[ORDRE DE LA LISTE : En ordre]

Q#36.

Veillez indiquer le type d'organisme du secteur privé où vous travaillez actuellement ou avec lequel vous collaborez :

| | |
|-----------------------------|----|
| Institution financière | 01 |
| Organisme sans but lucratif | 02 |
| Cabinet d'avocats | 03 |
| Industrie forestière | 04 |
| Agence environnementale | 05 |

| | | |
|----------------------------|----|-----|
| Cabinet d'experts-conseils | 06 | |
| Firme d'ingénierie | 07 | |
| Particulier | 08 | |
| Autre, veuillez préciser | 88 | O/F |

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#37.

Dans quelle province ou quel territoire résidez-vous actuellement?

| | |
|---------------------------|----|
| Terre-Neuve-et-Labrador | 01 |
| Île-du-Prince-Édouard | 02 |
| Nouvelle-Écosse | 03 |
| Nouveau-Brunswick | 04 |
| Québec | 05 |
| Ontario | 06 |
| Manitoba | 07 |
| Saskatchewan | 08 |
| Alberta | 09 |
| Colombie-Britannique | 10 |
| Nunavut | 11 |
| Territoires du Nord-Ouest | 12 |
| Yukon | 13 |

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#38.

Quel est votre titre professionnel actuel?

| | | |
|---|----|-----|
| Administrateur | 01 | |
| Commis de bureau | 02 | |
| Avocat | 03 | |
| Parajuridique | 04 | |
| Adjoint juridique | 05 | |
| Coordonnateur aux affaires réglementaires | 06 | |
| Analyste aux affaires réglementaires | 07 | |
| Autre, veuillez préciser | 88 | O/F |

Ceci conclut notre sondage. Merci beaucoup de votre participation.

B.2 Clients Questionnaire English Version

Information about the project

[TYPE DE PROJET : Web]

[LANGUES : FR/EN]

[TRACKING : Oui]

[NOTES AU PROGRAMMEUR : conserver la codification et les # question]

[SHOW TO ALL]

Information

Thank you for taking the time to participate in this study. The Canada Gazette Directorate is very interested in your feedback as a client. Your input will be of significant value to the Directorate as it continually strives to improve customer service by meeting your current and future needs.

Completing this questionnaire should not take more than 15 minutes of your time. The survey has been programmed to permit you to pause or exit the questionnaire temporarily. Should you do so, you will be able to return to the point in the questionnaire where you left off and continue. Once you have clicked the “Next” button following the last question of the survey, the link will be invalidated and will no longer be available for your use.

Section A. Web site visitation and behaviour patterns

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#1

When was the last time you visited the *Canada Gazette Web* site?

| | | |
|-----------------------------|----|--------|
| In the past week | 1 | GO Q2 |
| Within the past month | 2 | GO Q2 |
| Between 1 and 3 months ago | 3 | GO Q2 |
| Between 3 and 6 months ago | 4 | GO Q2 |
| Between 6 and 12 months ago | 5 | GO Q2 |
| More than 12 months ago | 6 | GO Q3 |
| Never | 7 | GO Q11 |
| Do not know | 98 | GO Q11 |

Question à mention simple

[BASE SI Q1 = 1-2-3-4-5]

[ORDRE DE LA LISTE : En ordre]

Q#2

In the past 12 months, how often have you visited the *Canada Gazette* Web site?

| | |
|--------------------|----|
| 1 to 2 times | 1 |
| 3 to 5 times | 2 |
| 6 to 10 times | 3 |
| More than 10 times | 4 |
| Do not know | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : Aléatoire] 1-10 (Regrouper 2-7-3) (Regrouper 4-5-6) (Regrouper 8-9)

Q#3

From which location do you primarily access the *Canada Gazette* Web site?

| | | |
|-----------------------|----|-----|
| Work office | 1 | |
| Home computer | 2 | |
| Ordinateur public | 7 | |
| Laptop | 3 | |
| iPhone | 4 | |
| Blackberry | 5 | |
| Other smartphone | 6 | |
| Tablette iPad | 8 | |
| Tablette Android | 9 | |
| Other, please specify | 88 | O/F |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#4

Have you ever had any problems accessing the *Canada Gazette* Web site?

| | | |
|-------------|----|--------|
| Yes | 1 | GO Q4a |
| No | 2 | GO Q5 |
| Do not know | 98 | GO Q5 |

Question ouverte simple

[BASE SI Q4=1]

Q#4a

What was the nature of the problem?

| | | |
|----------------|----|---|
| Please specify | 88 | O |
| Do not know | 98 | X |

Question à mention simple

[BASE SI Q4=1]

[ORDRE DE LA LISTE : En ordre]

Q#4b

Was the problem resolved to your satisfaction?

| | |
|----------------|----|
| Yes, fully | 1 |
| Yes, partially | 2 |
| No | 3 |
| Do not know | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#5

On average, how much time do you spend on the Canada Gazette Web site during a typical visit?

(Please do not include the time it takes to actually load or connect to the Web site.)

| | |
|----------------------|----|
| Less than 5 minutes | 1 |
| 5 to 10 minutes | 2 |
| 11 to 15 minutes | 3 |
| More than 15 minutes | 4 |
| Do not know | 98 |

Question à mentions multiples

[BASE SI Q1 =1-2-3-4-5-6]

[MENTIONS MULTIPLES : Min=1, Max=10]

[ORDRE DE LA LISTE : Aléatoire]

Q#6

Please indicate, from the list below, the reasons why you have visited the Canada Gazette Web site in the past 12 months.

CHECK ALL THAT APPLY.

| | | |
|--|----|--------|
| Searching for information in the Canada Gazette archives (1841 – 2011) | 1 | GO Q6a |
| Checking a notice | 2 | |
| Consulting a specific proposed regulation (Part I) | 3 | |
| Consulting a specific regulation (Part II) | 4 | |
| Downloading pages from the Canada Gazette | 5 | |
| Downloading the “Request for Insertion” form | 6 | |
| Consulting the deadline schedule for publications in order to publish a notice | 7 | |
| Viewing insertion rates | 8 | |
| News and Announcements section | 10 | |
| Other reason, please specify | 9 | O/F |
| Do not recall | 98 | F/X |

Question à mention simple

[BASE SI Q6_1 = OUI]

[ORDRE DE LA LISTE : En ordre]

Q#6a

You mentioned searching for information in the Canada Gazette archives in the past 12 months. Were you seeking information that was published prior to 1998 or from 1998 onwards?

| | |
|--------------|---|
| 1998 to 2011 | 1 |
| 1841 to 1997 | 2 |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#7a

Do you consider the following very, somewhat, not very or not useful at all...

| | |
|------------------------------------|----|
| Very useful | 1 |
| Somewhat useful | 2 |
| Not very useful | 3 |
| Not useful at all | 4 |
| I'm not familiar with this element | 95 |
| I don't know | 98 |

- ...the Canada Gazette's Latest Publications on the home page. A
- ...the new functionality that allows you to install the iCal calendar. B
- ...the Publication and Deadline calendar. C
- ...a search engine that offers advanced search functions. D
- ...the posting of special deadlines to submit notices. E
- ...publishing requirements that are clear. F

Question à mentions multiples

[BASE SI Q1 =1-2-3-4-5-6]

[MENTIONS MULTIPLES : Min=1, Max=4]

[ORDRE DE LA LISTE : Aléatoire] 1-2-5

Q#7

Please indicate what information or other functionalities, if any, you would like to be able to access via the Canada Gazette Web site that is not currently available online.

CHECK ALL THAT APPLY.

| | | |
|---|---|-----|
| Accessing my account information through a customer Web portal | 1 | |
| Submitting notices electronically | 2 | |
| Système de notification par courriel | 5 | |
| Other information or functionality, please specify | 3 | O/F |
| None, I have access to all the information and functionalities I need | 4 | F/X |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7b

Do you sometimes consult the "Proposed Regulations" page under the "Consultations" heading?

| | |
|-------------|----|
| Yes | 01 |
| No | 02 |
| Do not know | 03 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7c

Do you sometimes use the Advanced Search tool available on the Web site?

| | |
|-------------|----|
| Yes | 01 |
| No | 02 |
| Do not know | 98 |

Question ouverte simple

[BASE SI Q1 =1-2-3-4-5-6]

Q#7d

Which advanced search options would you like to have on the Canada Gazette Web site?

| | | |
|----------------|----|----------------------------------|
| Please specify | 96 | <input type="radio"/> |
| Do not know | 98 | <input checked="" type="radio"/> |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[NOTE TO PROGRAMMER: Additional information on the word "accessibility" (mouse over type):
The Government of Canada's Standard on Web Accessibility aims to make content accessible to a wider range of people with one or more disabilities, as well as users in general.]

Q#7e

Is the accessibility of the Canada Gazette in HTML mode adequate?

| | |
|-------------|----|
| Yes | 01 |
| No | 02 |
| Do not know | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7f

Which version of Canada Gazette's publications do you consult most often?

| | |
|-------------|----|
| HTML | 01 |
| PDF | 02 |
| Do not know | 98 |

Section B. Web site evaluation and overall satisfaction

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#10.

Please rate your level of general satisfaction with the Canada Gazette Web site.

| | |
|------------------------------------|----|
| Very Satisfied | 5 |
| Somewhat Satisfied | 4 |
| Neither satisfied nor dissatisfied | 3 |
| Somewhat Dissatisfied | 2 |
| Very dissatisfied | 1 |
| Do not know | 98 |

Question ouverte simple

[BASE SI Q1 =1-2-3-4-5-6]

Q#10a.

Do you have any suggestions to improve the Canada Gazette Web site?

| | | |
|----------------|----|--------------------------|
| Please specify | 96 | <input type="radio"/> |
| Do not know | 99 | <input type="checkbox"/> |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#8.

Please indicate the extent to which you agree or disagree with the following statements regarding the Canada Gazette Web site.

| | |
|----------------------------|----|
| Totally Agree | 5 |
| Agree | 4 |
| Neither Agree nor Disagree | 3 |
| Disagree | 2 |
| Totally Disagree | 1 |
| Do not know | 98 |

It is easy to find what I am looking for.

B

The information is up to date.

C

| | |
|--|---|
| The information is accurate. | D |
| The information is complete. | E |
| The information available on the Web site is easy to understand | I |
| The posting of special deadlines to submit notices is useful. | J |
| The amount of time it generally takes to find information is reasonable. | K |
| The Web site meets my needs. | L |
| The publishing requirements are clear. | P |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#23.

Do you subscribe to these RSS Feeds?

Comme vous le savez peut-être, le format RSS, de l'anglais Really Simple Syndication (« flux de syndication »), est basé sur le langage de balisage extensible (XML) qui permet la diffusion de contenu en temps réel.

| | |
|-----|----|
| Yes | 01 |
| No | 02 |

| | |
|---|---|
| Part I : Notices and Proposed Regulations | A |
| Part II: Official Regulations | B |
| Part III: Acts of Parliament | C |

Question grille (écran ou grid) à mention simple

[BASE POSER Q25 SI OUI À Q23 POUR CHACUN DES FIL RSS TESTÉ]

[ORDRE DE LA LISTE : En ordre]

Q#25.

How useful do you find the RSS Feeds?

| | |
|-------------------|----|
| Very useful | 01 |
| Somewhat useful | 02 |
| Not too useful | 03 |
| Not at all useful | 04 |

| | |
|---|---|
| Part I : Notices and Proposed Regulations | A |
| Part II: Official Regulations | B |
| Part III: Acts of Parliament | C |

Section C. Contact and satisfaction with Canada Gazette Directorate staff

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#11.

In the past 12 months, did you have any direct contact with the Canada Gazette Directorate staff?

| | | |
|-------------|----|--------|
| Yes | 01 | GO Q12 |
| No | 02 | GO Q16 |
| Do not know | 98 | GO Q16 |

Question à mention simple

[BASE Q11=01]

[ORDRE DE LA LISTE : En ordre]

Q#12

How did you last contact the Canada Gazette Directorate staff?

| | | |
|---|----|-----|
| General information line (613-996-1268) | 01 | |
| Toll free number (1-866-429-3885) | 02 | |
| Other telephone number | 03 | |
| Email to info.gazette@pwgsc-tpsgc.gc.ca | 04 | |
| Other email | 05 | |
| In person | 06 | |
| En envoyant une lettre | 08 | |
| Other, specify | 88 | O/F |

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#14.

Please indicate how satisfied you are with the staff that provided the service.

| | |
|------------------------------------|----|
| Very Satisfied | 5 |
| Somewhat Satisfied | 4 |
| Neither satisfied nor dissatisfied | 3 |
| Somewhat Dissatisfied | 2 |
| Very dissatisfied | 1 |
| Do not know | 98 |

Question ouverte simple

[BASE SI Q11 =01]

[OUVERTE]

Q#15.

What suggestions do you have to improve the service you receive from the Canada Gazette Directorate staff?

| | | |
|---|----|----------------------------------|
| Please respond in the space provided below. | 96 | <input type="radio"/> |
| Je préfère ne pas répondre | 99 | <input checked="" type="radio"/> |

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#15a

Are you satisfied with the quality of your published notices after being revised by bilingual editors at the Canada Gazette Directorate?

| | |
|------------------------------------|----|
| Very Satisfied | 5 |
| Somewhat Satisfied | 4 |
| Neither satisfied nor dissatisfied | 3 |
| Somewhat Dissatisfied | 2 |
| Very dissatisfied | 1 |
| Do not know | 98 |

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#15b

Êtes-vous satisfaits des services connexes offerts par la Direction de la Gazette du Canada? (par exemple, affidavits, extraits de publications, etc.)

| | |
|------------------------------------|----|
| Very Satisfied | 5 |
| Somewhat Satisfied | 4 |
| Neither satisfied nor dissatisfied | 3 |
| Somewhat Dissatisfied | 2 |
| Very dissatisfied | 1 |
| Do not know | 98 |

Question grille (écran ou grid) à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#13.

Thinking about the last time you had direct contact with the Canada Gazette Directorate staff, please indicate the extent to which you agree or disagree with the statements below regarding the service you received.

| | |
|----------------------------|----|
| Totally Agree | 5 |
| Agree | 4 |
| Neither Agree nor Disagree | 3 |
| Disagree | 2 |
| Totally Disagree | 1 |
| Do not know | 98 |

| | |
|---|---|
| The staff is professional. | A |
| The staff is competent. | B |
| The staff is knowledgeable. | C |
| I was provided service in the official language of my choice. | D |
| The staff is easily accessible. | E |
| I was provided service in a reasonable amount of time. | F |
| The staff is friendly and courteous. | G |

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#15c

Lorsqu'une question est posée par les réviseurs bilingues au sujet de votre texte, est-ce que les informations fournies sont claires?

| | |
|--------------|----|
| Always | 1 |
| Often | 2 |
| Rarely | 3 |
| Never | 4 |
| I don't know | 98 |

Question à mention simple

[BASE SI Q11 =01]

[ORDRE DE LA LISTE : En ordre]

Q#15d

When the bilingual editors propose to make a correction to your text, are the explanations provided sufficient?

| | |
|--------|---|
| Always | 1 |
|--------|---|

| | |
|--------------|----|
| Often | 2 |
| Rarely | 3 |
| Never | 4 |
| I don't know | 98 |

Section D. Canada Gazette Directorate service standards and comparison to counterparts

Question de classement (ranking)

[BASE TOTALE]

[CLASSEMENT : NOMBRE D'ITEMS À CLASSER : 5]

[TYPE DE CLASSEMENT : Drag & Drop]

[ORDRE DE LA LISTE : Aléatoire]

Q#16.

The Canada Gazette Directorate has established a series of service standards that are listed below. Please rank each one in terms of highest to lowest importance to you and your organization, with 1 representing the standard that is of highest importance and 5 being the standard that is of least importance.

Please rank the following elements, starting with the most important and ending with the least important.

| | |
|---|---|
| Maintaining an error count of less than 1% | A |
| Maintaining a client satisfaction rating of 85% | B |
| Meeting 100% of all legislated deadlines | C |
| Responding to all information requests within two business days | D |
| Providing quality service to clients in both official languages | E |

Question ouverte simple

[BASE TOTALE]

Q#17.

What additional service standards would be important for the Canada Gazette Directorate to adopt and commit to achieving?

| | | |
|------------------------|----|--------------------------|
| Please specify | 96 | <input type="radio"/> |
| I prefer not to answer | 99 | <input type="checkbox"/> |

Question ouverte simple

[BASE TOTALE]

Q#29.

Are there any other services, online or otherwise, that you would like to see offered by the Canada Gazette Directorate?

| | | |
|------------------------|----|--------------------------|
| Please specify | 96 | <input type="radio"/> |
| I prefer not to answer | 99 | <input type="checkbox"/> |

Section F. Section démographique

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#34.

Do you work in the public or private sector?

| | | |
|-----------------|----|----------------------|
| Public sector | 01 | GO Q35 et Sauter Q36 |
| Private sector | 02 | GO Q36 |
| Private citizen | 03 | GO Q37 |
| Other, specify | 88 | O/F GO Q37 |

Question à mention simple

[BASE Q34 =1]

[ORDRE DE LA LISTE : En ordre]

Q#35.

Please indicate the level of government in which you currently work.

| | | |
|-------------------------------------|----|----|
| Federal government | 01 | |
| Provincial / territorial government | 02 | |
| Municipale government | | 03 |

Question à mention simple

[BASE Q34 = 02]

[ORDRE DE LA LISTE : En ordre]

Q#36.

Please indicate the type of private sector organization in which you are currently involved or employed.

| | | |
|---|----|-----|
| Financial institution | 01 | |
| Not-for-profit or charitable organization | 02 | |
| Law firm | 03 | |
| Forestry industry | 04 | |
| Environmental agency | 05 | |
| Consulting firm | 06 | |
| Engineering firm | 07 | |
| Private citizen | 08 | |
| Other, specify | 88 | O/F |

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#37.

In which province or territory are you currently located?

| | |
|---------------------------|----|
| Newfoundland and Labrador | 01 |
| Prince Edward Island | 02 |
| Nova Scotia | 03 |
| New Brunswick | 04 |
| Quebec | 05 |
| Ontario | 06 |
| Manitoba | 07 |
| Saskatchewan | 08 |
| Alberta | 09 |
| British Columbia | 10 |
| Nunavut | 11 |
| Northwest Territories | 12 |
| Yukon | 13 |

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#38.

What is your current job title?

| | |
|--------------------------------|--------|
| Administrator | 01 |
| Office clerk | 02 |
| Lawyer | 03 |
| Paralegal | 04 |
| Legal assistant | 05 |
| Regulatory affairs coordinator | 06 |
| Regulatory affairs analyst | 07 |
| Other, specify | 88 O/F |

This concludes the survey. Thank you very much for your participation.

B.3 Visitors Questionnaire French Version

Info du Projet

[TYPE DE PROJET : Web]

[LANGUES : FR/EN]

[TRACKING : Oui]

[NOTES AU PROGRAMMEUR : conserver la codification et les # question]

[BASE TOTALE]

Section info

Merci de prendre le temps de participer à cette étude. La Direction de la Gazette du Canada est vivement intéressée par vos commentaires en tant que visiteur de son site web. Votre apport sera très utile à la Direction qui cherche sans cesse à améliorer son site Web.

Remplir ce questionnaire ne devrait pas prendre plus de 6 minutes de votre temps. La programmation de ce sondage implique que vous devez remplir le questionnaire en une seule fois. Il ne vous sera pas possible de reprendre le questionnaire à l'endroit où vous étiez à un moment ultérieur. Une fois que vous aurez appuyé sur le bouton « Suivant » à la toute fin du sondage, vos réponses auront été enregistrées et vous aurez terminé le sondage.

Section A. Visite du site Web et comportement typique

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#1

À quand remonte la dernière fois que vous avez visité le site Web de la *Gazette du Canada*?

| | | |
|---------------------------------|----|--------|
| Au cours de la dernière semaine | 1 | GO Q2 |
| Au cours du dernier mois | 2 | GO Q2 |
| Il y a 1 à 3 mois | 3 | GO Q2 |
| Il y a 3 à 6 mois | 4 | GO Q2 |
| Il y a 6 à 12 mois | 5 | GO Q2 |
| Il y a plus de 12 mois | 6 | GO Q3 |
| Jamais | 7 | GO Q11 |
| Ne sais pas | 98 | GO Q11 |

Question à mention simple

[BASE SI Q1 = 1-2-3-4-5]

[ORDRE DE LA LISTE : En ordre]

Q#2

Au cours des 12 derniers mois, à quelle fréquence avez-vous visité le site Web de la Gazette du Canada?

| | |
|-----------------|----|
| 1 ou 2 fois | 1 |
| 3 à 5 fois | 2 |
| 6 à 10 fois | 3 |
| Plus de 10 fois | 4 |
| Ne sais pas | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : Aléatoire] 1-10 (Regrouper 2-7-3) (Regrouper 4-5-6) (Regrouper 8-9)

Q#3

D'où accédez-vous principalement au site Web de la Gazette du Canada?

| | | |
|-----------------------------|----|-----|
| Bureau | 1 | |
| Ordinateur résidentiel | 2 | |
| Ordinateur public | 7 | |
| Ordinateur portable | 3 | |
| iPhone | 4 | |
| Blackberry | 5 | |
| Autre téléphone intelligent | 6 | |
| Tablette iPad | 8 | |
| Tablette Android | 9 | |
| Autre, veuillez préciser | 88 | O/F |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#4

Avez-vous déjà eu des problèmes à accéder au site Web de la *Gazette du Canada*?

| | | |
|-------------|----|--------|
| Oui | 1 | GO Q4a |
| Non | 2 | GO Q5 |
| Ne sais pas | 98 | GO Q5 |

Question ouverte simple

[BASE SI Q4=1]

Q#4a

Quelle était la nature du problème?

| | | |
|-------------------|----|---|
| Veuillez préciser | 88 | O |
| Ne sais pas | 98 | X |

Question à mention simple

[BASE SI Q4=1]

[ORDRE DE LA LISTE : En ordre]

Q#4b

Est-ce que le problème a été résolu à votre satisfaction?

| | |
|------------------|----|
| Oui, entièrement | 1 |
| Oui, en partie | 2 |
| Non | 3 |
| Ne sais pas | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#5

En moyenne, combien de temps passez-vous sur le site Web de la Gazette du Canada au cours d'une visite typique?

(Veuillez ne pas inclure le temps requis pour accéder au site Web ou pour qu'il s'affiche.)

| | |
|------------------------|----|
| Moins de 5 minutes | 1 |
| Entre 5 et 10 minutes | 2 |
| Entre 11 et 15 minutes | 3 |
| Plus de 15 minutes | 4 |
| Ne sais pas | 98 |

Question à mentions multiples

[BASE SI Q1 =1-2-3-4-5-6]

[MENTIONS MULTIPLES : Min=1, Max=10]

[ORDRE DE LA LISTE : Aléatoire]

Q#6

Veuillez indiquer, à partir de la liste ci-dessous, les raisons pour lesquelles vous avez visité le site Web de la Gazette du Canada au cours des 12 derniers mois.

Veuillez sélectionner toute les réponses qui s'appliquent.

| | | |
|---|----|-----|
| Rechercher de l'information dans les archives de la Gazette du Canada (1841 à 2011) | 1 | |
| Consulter un avis en particulier | 2 | |
| Consulter un règlement projeté en particulier (Partie I) | 3 | |
| Consulter un règlement en particulier (Partie II) | 4 | |
| Télécharger des pages de la Gazette du Canada | 5 | |
| Télécharger le formulaire de demande d'insertion | 6 | |
| Consulter l'échéancier pour les publications afin de publier un avis | 7 | |
| Consulter les tarifs d'insertion | 8 | |
| Section Nouvelles et Annonces | 10 | |
| Autre raison, veuillez préciser | 9 | O/F |
| Ne me souviens pas | 98 | F/X |

Question à mention simple

[BASE SI Q6_1 = OUI]

[ORDRE DE LA LISTE : En ordre]

Q#6a

Vous avez mentionné que vous avez recherché de l'information dans les archives de la Gazette du Canada au cours des 12 derniers mois. Est-ce que vous cherchez de l'information publiée avant ou après 1998?

| | |
|-------------|---|
| 1998 à 2011 | 1 |
| 1841 à 1997 | 2 |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#7a

Considérez-vous très, assez, peu ou pas du tout utile...

| | |
|----------------------------|----|
| Très utile | 1 |
| Assez utile | 2 |
| Peu utile | 3 |
| Pas du tout utile | 4 |
| Je ne connais pas cet item | 95 |
| Ne sais pas | 98 |

| | |
|---|---|
| ... les Parties récemment publiées de la Gazette du Canada se trouvant sur la page d'accueil? | A |
| ... la nouvelle fonction qui vous permet d'installer le calendrier iCal? | B |
| ... le calendrier des dates de publication et d'échéances? | C |
| ... un moteur de recherche qui propose des fonctions de recherche avancées. | D |
| ... l'affichage des échéances spéciales pour soumettre des avis. | E |
| ... des modalités de publication qui sont claires | F |

Question à mentions multiples

[BASE SI Q1 =1-2-3-4-5-6]

[MENTIONS MULTIPLES : Min=1, Max=4]

[ORDRE DE LA LISTE : Aléatoire] 1-2-5

Q#7

Veuillez indiquer, s'il y a lieu, les renseignements ou les fonctions qui ne sont pas actuellement disponibles en ligne auxquels vous aimeriez pouvoir accéder par l'entremise du site Web de la Gazette du Canada?

Veuillez sélectionner toute les réponses qui s'appliquent.

| | |
|--|---|
| Accès aux données de mon compte par l'entremise d'un portail Web destiné aux clients | 1 |
| Possibilité de soumettre des avis par voie électronique sur le site Web | 2 |
| Système de notification par courriel | 5 |

| | | |
|---|---|-----|
| Autre information ou autre fonction, veuillez préciser | 3 | O/F |
| Rien, j'ai accès à toute l'information et toutes les fonctions dont j'ai besoin | 4 | F/X |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7b

Est-ce qu'il vous arrive de consulter la page « Règlements projetés » sous la rubrique « Consultations »?

| | |
|-------------------|----|
| Oui | 01 |
| Non | 02 |
| Je ne connais pas | 03 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7c

Vous arrive-t-il d'utiliser l'outil de recherche avancée disponible sur le site Web?

| | |
|-------------|----|
| Oui | 01 |
| Non | 02 |
| Ne sais pas | 98 |

Question ouverte simple

[BASE SI Q1 =1-2-3-4-5-6]

Q#7d

Quelles sont les options de recherche avancées auxquelles vous aimeriez accéder sur le site Web de *Gazette Canada*?

| | | |
|-------------------|----|---|
| Veuillez préciser | 96 | O |
| Ne sais pas | 98 | X |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[NOTES AU PROGRAMMEUR : Information supplémentaire sur le mot « accessibilité » (de type mouse over) : La Norme sur l'accessibilité des sites Web du Gouvernement du Canada vise à rendre le contenu accessible à un plus vaste éventail de personnes souffrant d'un ou de plusieurs handicaps, ainsi qu'aux utilisateurs en général.]

Q#7e

L'accessibilité de la Gazette du Canada en mode HTML est-elle adéquate?

| | |
|-------------|----|
| Oui | 01 |
| Non | 02 |
| Ne sais pas | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7f

Quelle version de la publication de la Gazette du Canada consultez-vous le plus souvent?

| | |
|-------------|----|
| HTML | 01 |
| PDF | 02 |
| Ne sais pas | 98 |

Section B. Évaluation du site Web et satisfaction globale

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#10.

Veuillez évaluer votre degré de satisfaction générale quant au site Web de la *Gazette du Canada*.

| | |
|------------------------------|----|
| Très satisfait | 5 |
| Plutôt satisfait | 4 |
| Ni satisfait, ni insatisfait | 3 |
| Plutôt insatisfait | 2 |
| Très insatisfait | 1 |
| Ne sais pas | 98 |

Question ouverte simple

[BASE SI Q1 =1-2-3-4-5-6]

Q#10a.

Avez-vous des suggestions pour améliorer le site Web de la Gazette du Canada?

| | | |
|----------------------------|----|----------------------------------|
| Veuillez préciser | 96 | <input type="radio"/> |
| Je préfère ne pas répondre | 99 | <input checked="" type="radio"/> |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#8.

Veuillez indiquer dans quelle mesure vous êtes en accord ou en désaccord avec ces énoncés au sujet du site Web de la Gazette du Canada.

| | |
|-------------------------------|---|
| Entièrement en accord | 5 |
| En accord | 4 |
| Ni en accord, ni en désaccord | 3 |
| En désaccord | 2 |
| Entièrement en désaccord | 1 |

Ne sais pas

98

| | |
|--|---|
| Il est facile de trouver ce que je cherche. | B |
| L'information est à jour. | C |
| L'information est exacte. | D |
| L'information est complète. | E |
| L'information offerte sur le site Web est facile à comprendre. | I |
| L'affichage des échéances spéciales pour soumettre des avis est utile. | J |
| Le temps habituellement nécessaire pour trouver l'information est raisonnable. | K |
| Le site Web comble mes besoins. | L |
| Les modalités de publication sont claires. | P |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#23.

Êtes-vous abonné à ces fils RSS?

Comme vous le savez peut-être, le format RSS, de l'anglais Really Simple Syndication (« flux de syndication »), est basé sur le langage de balisage extensible (XML) qui permet la diffusion de contenu en temps réel.

| | |
|-----|----|
| Oui | 01 |
| Non | 02 |

| | |
|--|---|
| Partie I : Avis et règlements projetés | A |
| Partie II : Règlements officiels | B |
| Partie III : Lois sanctionnées | C |

Question grille (écran ou grid) à mention simple

[BASE POSER Q25 SI OUI À Q23 POUR CHACUN DES FIL RSS TESTÉ]

[ORDRE DE LA LISTE : En ordre]

Q#25.

Dans quelle mesure trouvez-vous ces fils RSS utiles?

| | |
|--------------------|----|
| Très utiles | 01 |
| Assez utiles | 02 |
| Pas très utiles | 03 |
| Pas utiles du tout | 04 |

| | |
|--|---|
| Partie I : Avis et règlements projetés | A |
| Partie II : Règlements officiels | B |
| Partie III : Lois sanctionnées | C |

Section F. Section démographique

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#14.

Veillez indiquer le secteur ou le domaine dans lequel vous travaillez?

| | | |
|--|---|----------------|
| Secteur public (c'est-à-dire gouvernement, hôpital, école, université, bibliothèque, etc.) | | 1 |
| Secteur privé (y compris à votre compte) | | 2 |
| Secteur sans but lucratif (c'est-à-dire organisme non gouvernemental) | | 3 |
| Actuellement sans emploi | 4 | (ALLEZ À Q.17) |
| Autre (veuillez préciser) : | 5 | 0 |

Question à mention simple

[BASE Q14 =1-2-3-5]

[ORDRE DE LA LISTE : En ordre]

Q#15.

Êtes-vous un travailleur indépendant?

| | |
|-----|----|
| Oui | 01 |
| Non | 02 |

Question à mention simple

[BASE Q14 =1-2-3-5]

[ORDRE DE LA LISTE : En ordre]

Q#16.

Lequel des titres suivants décrit le mieux votre poste actuel ou le type de travail que vous effectuez?

| | |
|--|------|
| Professionnel (médecin, avocat, enseignant, ingénieur, infirmière) | 01 |
| Haute direction / cadre de direction | 02 |
| Cadre intermédiaire | 03 |
| Consultant | 04 |
| Personnel de bureau et de soutien | 05 |
| Employé du secteur de la vente et des services | 06 |
| Propriétaire d'entreprise | 07 |
| Autre (veuillez préciser) : | 08 0 |

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#17.

Dans quelle province ou dans quel territoire résidez-vous actuellement ou résidez-vous dans un pays autre que le Canada?

| | | |
|--------------------------------|----|---|
| Terre-Neuve-et-Labrador | 01 | |
| Île-du-Prince-Édouard | 02 | |
| Nouvelle-Écosse | 03 | |
| Nouveau-Brunswick | 04 | |
| Québec | 05 | |
| Ontario | 06 | |
| Manitoba | 07 | |
| Saskatchewan | 08 | |
| Alberta | 09 | |
| Colombie-Britannique | 10 | |
| Nunavut | 11 | |
| Territoires du Nord-Ouest | 12 | |
| Yukon | 13 | |
| Autre pays (veuillez préciser) | 14 | O |

Ceci conclut notre sondage. Merci beaucoup de votre participation.

B.4 Visitors Questionnaire English Version

Info du Projet

[TYPE DE PROJET : Web]

[LANGUES : FR/EN]

[TRACKING : Oui]

[NOTES AU PROGRAMMEUR : conserver la codification et les # question]

[BASE TOTALE]

Section info

Thank you for taking the time to participate in this study. The Canada Gazette Directorate is very interested in your feedback as a Web site visitor. Your input will be of significant value to the Directorate as it continually strives to improve its Web site.

Completing this questionnaire should not take more than 6 minutes of your time. The programming of this survey requires you to complete the questionnaire in one session. It will not be possible for you to return to the questionnaire to the point where you were earlier. Once you have clicked the "Next" button following the last question of the survey, your answers will be recorded and you will have completed the survey.

Section A. Web site visitation and behaviour patterns

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#1

When was the last time you visited the *Canada Gazette Web* site?

| | | |
|-----------------------------|----|--------|
| In the past week | 1 | GO Q2 |
| Within the past month | 2 | GO Q2 |
| Between 1 and 3 months ago | 3 | GO Q2 |
| Between 3 and 6 months ago | 4 | GO Q2 |
| Between 6 and 12 months ago | 5 | GO Q2 |
| More than 12 months ago | 6 | GO Q3 |
| Never | 7 | GO Q11 |
| Do not know | 98 | GO Q11 |

Question à mention simple

[BASE SI Q1 = 1-2-3-4-5]

[ORDRE DE LA LISTE : En ordre]

Q#2

In the past 12 months, how often have you visited the *Canada Gazette* Web site?

| | |
|--------------------|----|
| 1 to 2 times | 1 |
| 3 to 5 times | 2 |
| 6 to 10 times | 3 |
| More than 10 times | 4 |
| Do not know | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : Aléatoire] 1-10 (Regrouper 2-7-3) (Regrouper 4-5-6) (Regrouper 8-9)

Q#3

From which location do you primarily access the *Canada Gazette* Web site?

| | | |
|-----------------------|----|-----|
| Work office | 1 | |
| Home computer | 2 | |
| Ordinateur public | 7 | |
| Laptop | 3 | |
| iPhone | 4 | |
| Blackberry | 5 | |
| Other smartphone | 6 | |
| Tablette iPad | 8 | |
| Tablette Android | 9 | |
| Other, please specify | 88 | O/F |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#4

Have you ever had any problems accessing the *Canada Gazette* Web site?

| | | |
|-------------|----|--------|
| Yes | 1 | GO Q4a |
| No | 2 | GO Q5 |
| Do not know | 98 | GO Q5 |

Question ouverte simple

[BASE SI Q4=1]

Q#4a

What was the nature of the problem?

| | | |
|----------------|----|---|
| Please specify | 88 | O |
| Do not know | 98 | X |

Question à mention simple

[BASE SI Q4=1]

[ORDRE DE LA LISTE : En ordre]

Q#4b

Was the problem resolved to your satisfaction?

| | |
|----------------|----|
| Yes, fully | 1 |
| Yes, partially | 2 |
| No | 3 |
| Do not know | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#5

On average, how much time do you spend on the Canada Gazette Web site during a typical visit?

(Please do not include the time it takes to actually load or connect to the Web site.)

| | |
|----------------------|----|
| Less than 5 minutes | 1 |
| 5 to 10 minutes | 2 |
| 11 to 15 minutes | 3 |
| More than 15 minutes | 4 |
| Do not know | 98 |

Question à mentions multiples

[BASE SI Q1 =1-2-3-4-5-6]

[MENTIONS MULTIPLES : Min=1, Max=10]

[ORDRE DE LA LISTE : Aléatoire]

Q#6

Please indicate, from the list below, the reasons why you have visited the Canada Gazette Web site in the past 12 months.

CHECK ALL THAT APPLY.

| | | |
|--|----|--------|
| Searching for information in the Canada Gazette archives (1841 – 2011) | 1 | GO Q6a |
| Checking a notice | 2 | |
| Consulting a specific proposed regulation (Part I) | 3 | |
| Consulting a specific regulation (Part II) | 4 | |
| Downloading pages from the Canada Gazette | 5 | |
| Downloading the “Request for Insertion” form | 6 | |
| Consulting the deadline schedule for publications in order to publish a notice | 7 | |
| Viewing insertion rates | 8 | |
| News and Announcements section | 10 | |
| Other reason, please specify | 9 | O/F |
| Do not recall | 98 | F/X |

Question à mention simple

[BASE SI Q6_1 = OUI]

[ORDRE DE LA LISTE : En ordre]

Q#6a

You mentioned searching for information in the Canada Gazette archives in the past 12 months. Were you seeking information that was published prior to 1998 or from 1998 onwards?

| | |
|--------------|---|
| 1998 to 2011 | 1 |
| 1841 to 1997 | 2 |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#7a

Do you consider the following very, somewhat, not very or not useful at all...

| | |
|------------------------------------|----|
| Very useful | 1 |
| Somewhat useful | 2 |
| Not very useful | 3 |
| Not useful at all | 4 |
| I'm not familiar with this element | 95 |
| I don't know | 98 |

| | |
|--|---|
| ...the Canada Gazette's Latest Publications on the home page. | A |
| ...the new functionality that allows you to install the iCal calendar. | B |
| ...the Publication and Deadline calendar. | C |
| ...a search engine that offers advanced search functions. | D |
| ...the posting of special deadlines to submit notices. | E |
| ...publishing requirements that are clear. | F |

Question à mentions multiples

[BASE SI Q1 =1-2-3-4-5-6]

[MENTIONS MULTIPLES : Min=1, Max=4]

[ORDRE DE LA LISTE : Aléatoire] 1-2-5

Q#7

Please indicate what information or other functionalities, if any, you would like to be able to access via the Canada Gazette Web site that is not currently available online.

CHECK ALL THAT APPLY.

| | | |
|---|---|-----|
| Accessing my account information through a customer Web portal | 1 | |
| Submitting notices electronically | 2 | |
| Système de notification par courriel | 5 | |
| Other information or functionality, please specify | 3 | O/F |
| None, I have access to all the information and functionalities I need | 4 | F/X |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7b

Do you sometimes consult the "Proposed Regulations" page under the "Consultations" heading?

| | |
|-------------|----|
| Yes | 01 |
| No | 02 |
| Do not know | 03 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7c

Do you sometimes use the Advanced Search tool available on the Web site?

| | |
|-------------|----|
| Yes | 01 |
| No | 02 |
| Do not know | 98 |

Question ouverte simple

[BASE SI Q1 =1-2-3-4-5-6]

Q#7d

Which advanced search options would you like to have on the Canada Gazette Web site?

| | | |
|----------------|----|----------------------------------|
| Please specify | 96 | <input type="radio"/> |
| Do not know | 98 | <input checked="" type="radio"/> |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[NOTE TO PROGRAMMER: Additional information on the word "accessibility" (mouse over type):
The Government of Canada's Standard on Web Accessibility aims to make content accessible to a wider range of people with one or more disabilities, as well as users in general.]

Q#7e

Is the accessibility of the Canada Gazette in HTML mode adequate?

| | |
|-------------|----|
| Yes | 01 |
| No | 02 |
| Do not know | 98 |

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#7f

Which version of Canada Gazette's publications do you consult most often?

| | |
|-------------|----|
| HTML | 01 |
| PDF | 02 |
| Do not know | 98 |

Section B. Web site evaluation and overall satisfaction

Question à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#10.

Please rate your level of general satisfaction with the Canada Gazette Web site.

| | |
|------------------------------------|----|
| Very Satisfied | 5 |
| Somewhat Satisfied | 4 |
| Neither satisfied nor dissatisfied | 3 |
| Somewhat Dissatisfied | 2 |
| Very dissatisfied | 1 |
| Do not know | 98 |

Question ouverte simple

[BASE SI Q1 =1-2-3-4-5-6]

Q#10a.

Do you have any suggestions to improve the Canada Gazette Web site?

| | | |
|----------------|----|----------------------------------|
| Please specify | 96 | <input type="radio"/> |
| Do not know | 99 | <input checked="" type="radio"/> |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

[ORDRE DES ÉNONCÉS : Aléatoire]

Q#8.

Please indicate the extent to which you agree or disagree with the following statements regarding the Canada Gazette Web site.

| | |
|----------------------------|---|
| Totally Agree | 5 |
| Agree | 4 |
| Neither Agree nor Disagree | 3 |
| Disagree | 2 |

| | |
|------------------|----|
| Totally Disagree | 1 |
| Do not know | 98 |

| | |
|--|---|
| It is easy to find what I am looking for. | B |
| The information is up to date. | C |
| The information is accurate. | D |
| The information is complete. | E |
| The information available on the Web site is easy to understand | I |
| The posting of special deadlines to submit notices is useful. | J |
| The amount of time it generally takes to find information is reasonable. | K |
| The Web site meets my needs. | L |
| The publishing requirements are clear. | P |

Question grille (écran ou grid) à mention simple

[BASE SI Q1 =1-2-3-4-5-6]

[ORDRE DE LA LISTE : En ordre]

Q#23.

Do you subscribe to these RSS Feeds?

Comme vous le savez peut-être, le format RSS, de l'anglais Really Simple Syndication (« flux de syndication »), est basé sur le langage de balisage extensible (XML) qui permet la diffusion de contenu en temps réel.

| | |
|-----|----|
| Yes | 01 |
| No | 02 |

| | |
|---|---|
| Part I : Notices and Proposed Regulations | A |
| Part II: Official Regulations | B |
| Part III: Acts of Parliament | C |

Question grille (écran ou grid) à mention simple

[BASE POSER Q25 SI OUI À Q23 POUR CHACUN DES FIL RSS TESTÉ]

[ORDRE DE LA LISTE : En ordre]

Q#25.

How useful do you find the RSS Feeds?

| | |
|-------------------|----|
| Very useful | 01 |
| Somewhat useful | 02 |
| Not too useful | 03 |
| Not at all useful | 04 |

| | |
|---|---|
| Part I : Notices and Proposed Regulations | A |
| Part II: Official Regulations | B |
| Part III: Acts of Parliament | C |

Section F. Section démographique

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#14.

Please indicate the sector or field in which you work.

| | | |
|---|---|----------------|
| Public sector (i.e., government, hospital, school, university, library, etc.) | | 1 |
| Private sector (including self-employed) | | 2 |
| Not-for-profit sector | | 3 |
| Currently unemployed | 4 | (ALLEZ À Q.17) |
| Other, please specify | | 5 O |
| I prefer not to answer | F | |

Question à mention simple

[BASE Q14 =1-2-3-5]

[ORDRE DE LA LISTE : En ordre]

Q#15.

Are you self-employed?

| | |
|-----|----|
| Yes | 01 |
| No | 02 |

Question à mention simple

[BASE Q14 =1-2-3-5]

[ORDRE DE LA LISTE : En ordre]

Q#16.

Which of the following titles best describes your current position or the type of work you do?

| | |
|---|------|
| Professional (doctor, lawyer, teacher, engineer, nurse) | 01 |
| Senior management / executive | 02 |
| Middle manager | 03 |
| Consultant | 04 |
| Administrative and support staff | 05 |
| Sales and service employee | 06 |
| Business owner | 07 |
| Other, specify | 08 O |
| I prefer not to answer | 99 |

Question à mention simple

[BASE TOTALE]

[ORDRE DE LA LISTE : En ordre]

Q#17.

In which province or territory are you currently located or are you located in another country than Canada?

| | | |
|--------------------------------|----|---|
| Newfoundland and Labrador | 01 | |
| Prince Edward Island | 02 | |
| Nova Scotia | 03 | |
| New Brunswick | 04 | |
| Quebec | 05 | |
| Ontario | 06 | |
| Manitoba | 07 | |
| Saskatchewan | 08 | |
| Alberta | 09 | |
| British Columbia | 10 | |
| Nunavut | 11 | |
| Northwest Territories | 12 | |
| Yukon | 13 | |
| Autre pays (veuillez préciser) | 14 | O |

This concludes the survey. Thank you very much for your participation.

OUR SERVICES

- **Leger**
Marketing research and polling
- **Leger Metrics**
Real-time VOC satisfaction measurement
- **Leger Analytics**
Data modelling and analysis
- **Leger UX**
UX research and optimization of interactive platforms
- **Legerweb**
Panel management
- **Leger Community**
Online community management
- **International Research**
Worldwide Independent Network (WIN)
- **Qualitative Research**
Room rental

OUR COMMITMENT TO QUALITY



Leger has received Gold Seal certification from the [Marketing Research and Intelligence Association \(MRIA\)](#). In this regard, Leger and its employees undertake to apply the highest ethical and quality standards of [MRIA's Code of Conduct for market and opinion studies](#).



Leger is also a member of [ESOMAR](#) (European Society for Opinion and Market Research), the international association of opinion survey and marketing study professionals. As such, Leger is committed to applying the [ICC/ESOMAR International Code](#) on Market, Opinion and Social Research and Data Analytics.



Leger is member of [Insights Association](#), the American association for marketing research and analytics.

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