

Executive Summary

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

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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

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 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

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	0

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 0
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 0
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.

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