Public Opinion Research on the Contract Security Program

Prepared for:
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Final Report

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Ce rapport est aussi disponible en français.

Statement of Political Neutrality

I hereby certify as Senior Officer of EKOS Research Associates, Inc. that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Policy on Communications and Federal Identity and the Directive on the Management of Communications.

Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leaders.

Signed:

Will Daley
Vice President
EKOS Research Associates, Inc.

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1. Executive Summary

1.1 Introduction

Background and Objectives

Public Services and Procurement Canada (PSPC) operates the Contract Security Program (CSP), which provides contract security screening of organizations and their personnel doing business with the Government of Canada.

As part of its effort to improve its practices, the CSP commissioned EKOS Research Associates to conduct research amongst a target audience of organizations currently registered with the Program.

The survey was designed to establish baseline information from organizations registered with the CSP in a variety of areas:
- The frequency and nature of the business they do with the CSP;
- The interactions they have with the CSP, ranging from inspections to training programs offered by the Program;
- Satisfaction with the services received across a variety of aspects; and,
- The average organization cost associated with managing the security screening application process.

The ultimate objectives served by the major lines of inquiry identified above are to establish and track key performance indicators (KPIs) to assess over time whether CSP program outcomes are improving in the following ways:
- Whether the average organization cost associated with managing the security screening application process is decreasing over time; and,
- Whether organization representatives believe that the contract security process is improving over time.

By establishing these KPIs, the CSP will be able to determine through future survey research the extent to which changes to the services it offers result in improvements to the cost and service that its client organizations experience.

Methodology Overview

EKOS Research conducted 451 interviews online (an average time of 15 minutes was required to complete the survey) between January 10 and February 1, 2018, amongst a sample of organizations registered with the CSP. This sample was identified from a sample frame of 2,319 which was randomly selected from a universe of 22,716 organizations registered with the CSP.

A sample of n=451 obtains a margin of error of +/-4.6 percentage points (calculated at a 95% confidence interval). The margin of error means that the results of the research are, theoretically, within 4.6 percentage points (higher or lower) of the results if the entire population had been surveyed. A larger sample size would result in a lower margin of error.

Tables included in the Detailed Methodology (within the Appendices) outline the size and regional distribution of the universe, sample frame and sample, both weighted and unweighted.

Contract Value

The final value of this contract, including the harmonized sales tax, is **$14,571.35**.

1.2 Key findings

Awareness and Attitudes towards Online Industrial Security Services
A majority of CSP clients say they access the Online Industrial Security Services (OLISS) portal at least once per month (59%), including three in ten (29%) who use the OLISS Portal at least once per week. Two in three respondents (68%) say they are familiar with OLISS (including 34% who are 'very' familiar).

Just over half of respondents (54%) agree that the information provided was organized in a clear manner, while a similar proportion (53%) offered a positive appraisal of the clarity of the information itself. Half (49%) award the portal positive marks in terms of ease of finding the needed information. Relatively few respondents (14% to 16%) indicated that they were dissatisfied with the OLISS Portal.

Experience with Tools Provided by the Contract Security Program
Two in three respondents (69%) say that tools were made available to them by the CSP when they submitted a new security application. Among those who were given access to these tools, most recall being granted access to instructions (70%) and online resources (64%). About half recall being offered guides (54%), the Industrial Security Manual (52%), or checklists (51%). Among those who had access to these resources, six in ten (63%) would rate them as helpful. Nearly one in three (30%) rated the tools as neutral, (6%) not very helpful, and (1%) not at all helpful.

Experience with Inspections and Training
Four in ten respondents have either been involved in an inspection of their facility by a CSP officer (41%), have participated in an in-person training session (45%), or have taken part in a webinar (39%).

The findings show that experience with an inspection and taking part in training (either in person or online) help clarify the safeguarding requirements. Among those who have been involved in an inspection by a CSP officer, nine in ten (89%) found that the experience made the requirements more clear. Similarly, eight in ten in-person training session attendees (81%) agreed that the experience clarified the requirements. Among those who participated in a webinar training seminar, three-quarters (73%) found the session helpful.

Two in three respondents (65%) who received an invitation to a webinar training session, but could not attend say they were interested, while one in four (25%) were not. Three in five respondents invited to an in-person training session (58%) say they were interested in attending, compared to one in three (36%) who were not.

Satisfaction with Service Elements

The CSP generally scores well in terms of level of service, although responses suggest room for improvement when it comes to timeliness and ease of access. The vast majority of respondents (87%) are satisfied with the respectfulness of CSP staff. Similarly, about seven in ten are satisfied with the CSP staff's knowledge (72%), ease of obtaining service (68%), and how well CSP staff understood their needs (66%). Six in ten are pleased with the clarity of the information they received (61%) and the effectiveness of CSP communications (59%).

The CSP received somewhat more mixed reviews when it comes to ease of access and timeliness. While half of respondents (49%) say they are satisfied with their ability to access CSP services, one in five (22%) indicate that they are dissatisfied. Similar proportions indicated satisfaction with the time it took to get a response (48%) and the time it took to receive service (46%), although roughly three in ten provided negative assessments (27% and 29%, respectively).

Workload of Applications Managed

Nearly one in three respondents (28%) said their organization files five or fewer CSP applications (reliability or classified) in a typical year. One in five (21%) said they file between five and 10 CSP applications per year, while a similar proportion (19%) files between 10 and 20 per year. One-third (32%) usually files 20 or more.

One in four respondents (24%) indicated that they typically file five or fewer security applications (for either the CSP or another government department) during a typical year.[1] One in five (19%) said they usually file between five and 10 applications, while one in four (23%) file between 10 and 20. One-third (34%) said they generally file 20 or more.

About eight in ten respondents (83%) indicated that they file at least one reliability status application through the CSP per year and those who did reported a median of 10 such applications. Half (51%) usually file at least one classified application through the CSP with a median of five applications per year. One-quarter (28%) generally apply for at least one security screening application for a government department (whether reliability or classified) outside the CSP; the median number of reported applications is five.

Time to complete and process Applications

Clients report spending an average of 1.4 hours completing a reliability status application. Classified applications, meanwhile, take about twice as long to complete (with a reported average completion time of 2.7 hours).

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[1] The data for all government applications includes both reliability and classified applications.

Familiarity with Sponsoring Subcontractors
Respondents express fairly limited knowledge of the processes involved in sponsoring companies as subcontractors to work on government contracts that include security requirements. Just three in ten (28%) would consider themselves knowledgeable of the processes involved, while four in ten (40%) say they are not very or not at all knowledgeable.
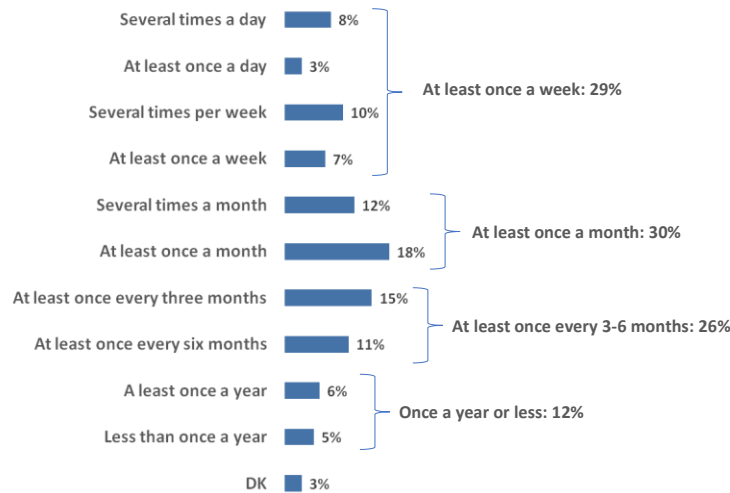
2. The Online Industrial Security Services Portal

The Contract Security Program's Online Industrial Security Services (OLISS) Portal allows authorized users to access a number of services online. This section measures use of the portal, as well as its perceived clarity and ease of use.

2.1 Frequency of accessing the Online Industrial Security Services Portal

Those who have registered with the Contract Security Program (CSP) access the OLISS Portal with varying regularity, although the majority use the service at least once per month. Three in ten (29%) use the OLISS Portal at least once per week (including 11% who use it on a daily basis). A similar proportion (30%) access the portal at least once a month and one-quarter – 26% – use the service every three to six months. Just one in eight (12%) use the OLISS Portal once a year or less.

Frequency accessing OLISS

Which of the following best characterizes how often you access the Online Industrial Security Services (OLISS) Portal for individual security screening since you registered with the Contract Security Program?

Several times a day	8%
At least once a day	3%
Several times per week	10%
At least once a week	7%

At least once a week: 29%

Several times a month	12%
At least once a month	18%

At least once a month: 30%

At least once every three months	15%
At least once every six months	11%

At least once every 3-6 months: 26%

A least once a year	6%
Less than once a year	5%

Once a year or less: 12%

DK	3%

Base: All Respondents (n=451)

Perhaps not surprisingly, frequency of use rises with number of employees. For instance, nearly half of 'large' firms (i.e., firms that employ 100 or more workers) – 46% – access the OLISS Portal at least once per week, compared to just 14% of 'small' firms (i.e., firms with 10 or fewer employees).

2.2 Familiarity with the Online Industrial Security Services Portal

Two in three respondents (68%) say they are familiar with OLISS (including 34% who are 'very' familiar). One in five (20%) would rate their familiarity as moderate and one in eight (12%) say they have little-to-no familiarity with the OLISS Portal.

Familiarity with OLISS

How familiar are you with OLISS for individual security screening applications? Please respond on a scale of 1 to 5, where 1 means "not at all familiar" and 5 means "very familiar."

■ Very familiar   ■ Somewhat familiar   ■ Neutral   ■ Not very familiar   ■ Not at all familiar   DK

| 34% | 34% | 20% | 6% | 6% | 1% |

Familiar
68%
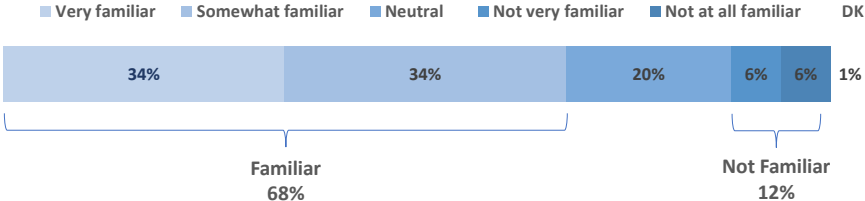
Not Familiar
12%

Base: All Respondents (n=451)

Familiarity with the OLISS Portal is notably lower in Quebec (49% say they are familiar, compared to 62% to 78% elsewhere in Canada).

Given that larger firms use the service on a more frequent basis, it is not surprising that familiarity with the OLISS Portal is also strongly correlated with firm size. Eight in ten large firms (79%) rate their familiarity as high, a figure that drops to 58% among small firms.

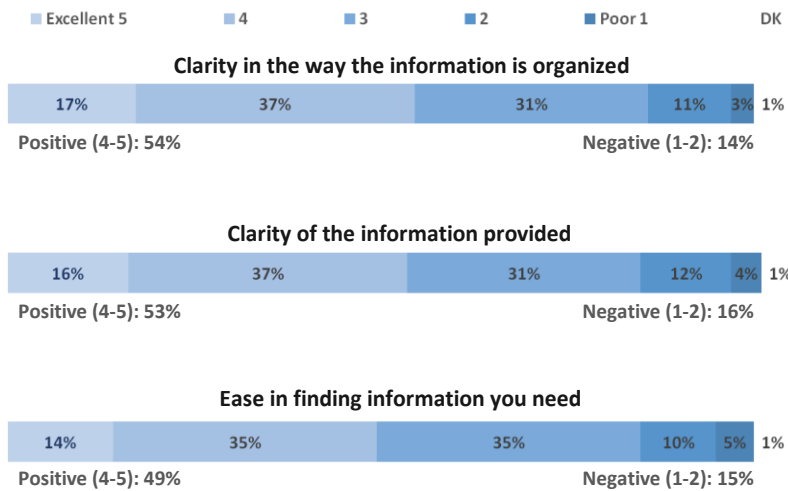## 2.3 Clarity and ease in using the Online Industrial Security Services Portal

The OLISS Portal scores moderately well in terms of its perceived clarity and ease of use. Just over half of respondents (54%) agree that the information provided was organized in a clear manner, while a similar proportion (53%) offered a positive appraisal of the clarity of the information itself. Half (49%) award the portal positive marks in terms of ease of finding the needed information. Relatively few respondents (14% to 16%) indicated that they were dissatisfied with the OLISS Portal.

Clarity and ease in using OLISS

Please rate OLISS for individual security screening applications in the following areas using a scale of 1 to 5, where 1 means "poor" and 5 means "excellent."

Legend: ■ Excellent 5 ■ 4 ■ 3 ■ 2 ■ Poor 1 DK

Clarity in the way the information is organized

17%	37%	31%	11%	3%	1%

Positive (4-5): 54%   Negative (1-2): 14%

Clarity of the information provided

16%	37%	31%	12%	4%	1%

Positive (4-5): 53%   Negative (1-2): 16%

Ease in finding information you need

14%	35%	35%	10%	5%	1%

Positive (4-5): 49%   Negative (1-2): 15%

Base: All Respondents (n=451)

3. Experience with Tools Provided by the Contract Security Program

To help its clients navigate the application process, the CSP offers a variety of tools, including guides, checklists, instructions, the Industrial Security Manual, and various online resources. This section looks at respondents' experiences with these resources.
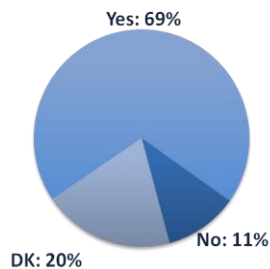
Fully two-thirds of respondents (69%) say that the tools offered by the CSP were made available to them when they submitted a new security application. One in ten (11%), however, claim they were not offered these resources. One in five (20%) do not recall.

Among those who were given access to these tools, most recall being granted access to instructions (70%) and online resources (64%). About half recall being offered guides (54%), the Industrial Security Manual (52%), or checklists (51%).

The results show that these tools are widely regarded to be at least somewhat useful. Among those who had access to these resources, six in ten (63%) would rate them as helpful. Nearly one in three (30%) rated the tools as neutral, (6%) not very helpful, and (1%) not at all helpful.

Experience with tools provided by CSP

At the time you submitted a new request to the Contract Security Program, were any tools made available to you?

Yes: 69%
No: 11%
DK: 20%

Which of the following tools do you recall being made available to you?

Tool	Percent
Instructions	70%
Website/Online resources	64%
Guides	54%
The Industrial Security Manual	52%
Checklists	51%
Other	6%

To what extent would you say that the tools provided to you were helpful?

Very helpful	Somewhat helpful	Neutral	Not very helpful	Not at all helpful	DK
20%	43%	30%	6%		1%

Helpful: 62% Not Helpful: 7%
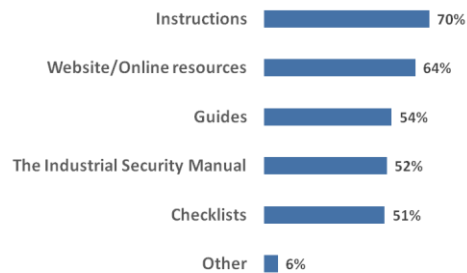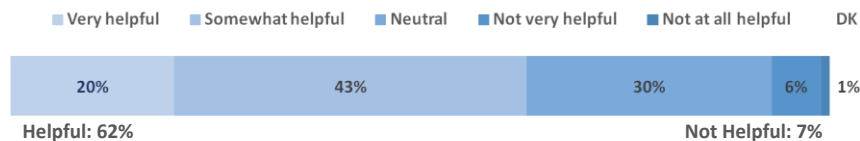
Base: All Respondents (n=451)

Clients based in Ontario are more likely to rate these tools as helpful (72%, compared to 52% to 63% elsewhere in Canada).

4. Experience with Inspections and Training

In this section, respondents are asked about their experiences with inspections and training sessions – both in-person and online – and whether they would be interested in participating in future training opportunities.

Four in ten respondents (41%) have been involved in an inspection of their facility by a CSP inspection officer, while about half (53%) have not.

More than four in ten respondents (45%) have participated in an in-person training session. One in five (22%) recall receiving an invitation but opted not to participate and one-third (34%) either did not receive an invitation or are uncertain.

Four in ten (39%) have participated in a webinar training session, although the plurality (46%) received an invitation and did not participate. One in seven (15%) either did not receive an invitation or do not recall either way.

Experience with inspections and training

Have you ever been involved in __an inspection__ of your facility by a CSP inspection officer?

■ Yes   ■ No   ■ DK

| 41% | 53% | 6% |

The Contract Security Program (CSP) also offers __in-person training sessions__ from time to time. Which of the following best describes your experience with these, if any?

■ Participated   ■ Received invitation   ■ Not Aware/DK

| 45% | 22% | 34% |

The CSP offers __webinar training sessions__ from time to time. Which of the following best describes your experience with these, if any?

■ Participated   ■ Received invitation   ■ Not Aware/DK

| 39% | 46% | 15% |
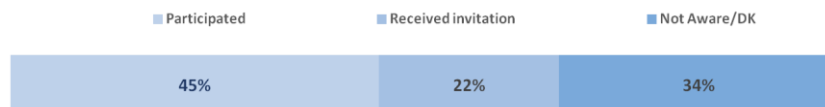
Base: All Respondents (n=451)

Clients based in Ontario are more likely to have taken part in an inspection (50%) and a webinar training session (49%). Atlantic Canadians (46%) are also more likely to have participated in a webinar.

Large firms (100 or more employees) are more likely to have experienced an inspection (59% compared to 21% among small firms of 10 or fewer employees). Large firms are also more likely to have participated in either in-person or webinar training sessions.

4.1 Outcome of inspections and training

Results suggest that inspections and, to a somewhat lesser extent, training sessions have been widely successful in improving the understanding of the Government of Canada's information safeguarding requirements. Among those who had been involved in an inspection by a CSP officer, nine in ten (89%) found that the experience clarified the requirements. Similarly, eight in ten in-person training session attendees (81%) agreed that the experience clarified the requirements. Among those who participated in a webinar training seminar, three-quarters (73%) found the session helpful. Very few participants (3% to 5%) found these sessions to be counterproductive.

Outcome of inspections and training

Would you say your experience with …. made the CSP safeguarding requirements more or less clear to you?

■ More clear 5　　　■ 4　　　■ 3　　　■ 2　　　■ Less clear 1

… an inspection by a CSP officer…

| 49% | 40% | 9% | 2 |

BASE: Had an inspection (n=187)

… an in-person training session…

| 29% | 52% | 15% | 2 1 |

BASE: Participated in in-person training (n=206)

… a webinar training session…

| 21% | 52% | 22% | 3% 2 |

BASE: Participated in a webinar (n=177)
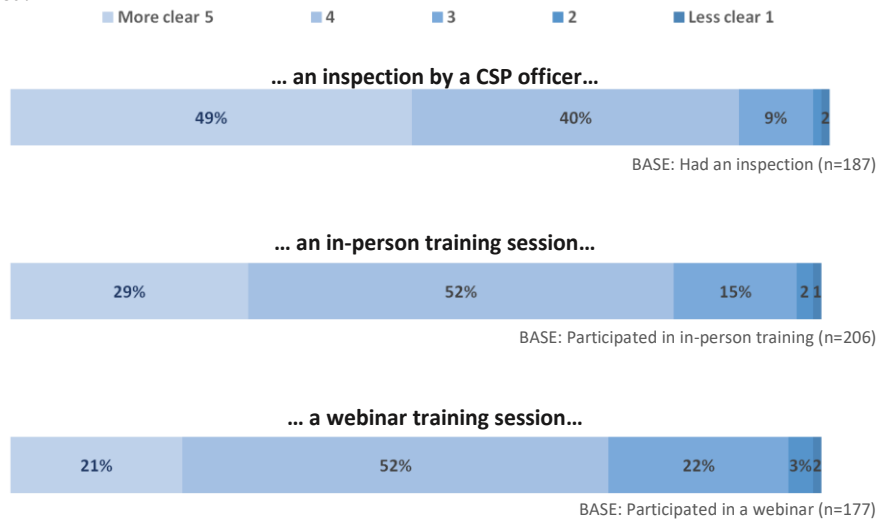
4.2 Interest in training opportunities among those who did not attend

Results reveal broad interest in participating in training sessions and further suggest that scheduling conflicts are the main culprit driving nonattendance. Among those who recall receiving a webinar training session but who did not attend, two-thirds (65%) indicated that they would have liked to participate, while one-quarter (25%) were not interested. Similarly, three in five respondents invited to an in-person training session (58%) say they were interested in attending, compared to one in three (36%) who were not.

Interest in training opportunities among those who did not attend

Which of the following best describes your reaction to the invitation to participate in…

■ Was interested but could not attend   ■ Was not interested   **DK**

… a webinar training session…

65%	25%	9%

BASE: Was invited to a webinar training session (n=206)

… an in-person training session…

58%	36%	6%

BASE: Was invited to an in-person training session (n=94)
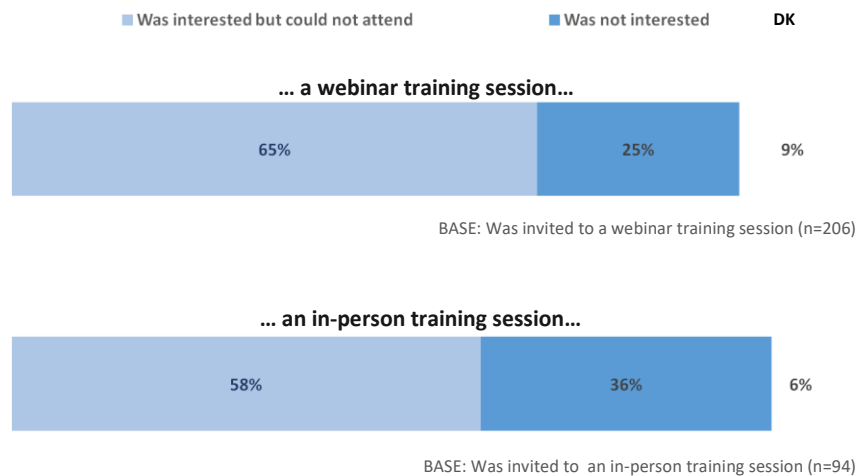
5. Satisfaction with Service Elements

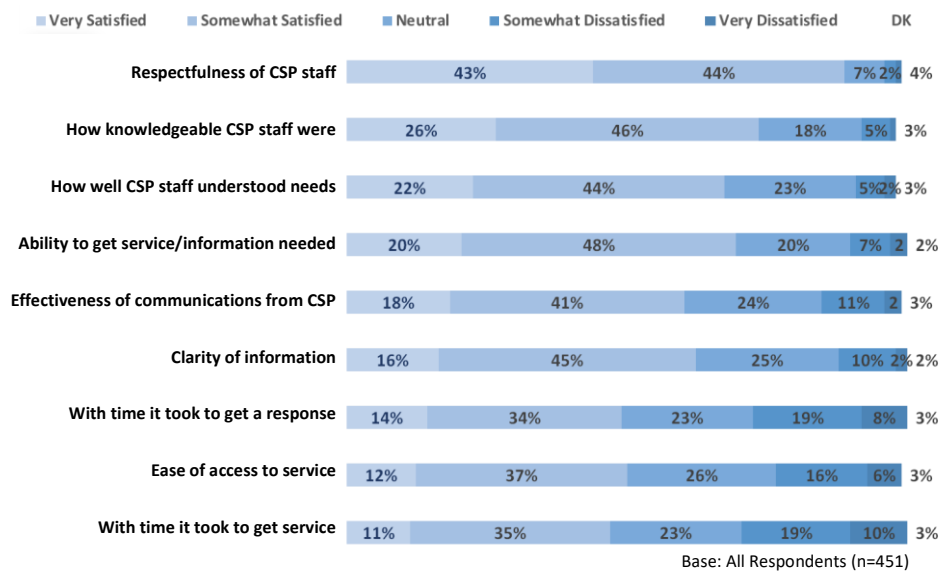The CSP generally scores well in terms of level of service, although responses suggest room for improvement when it comes to timeliness and ease of access. The vast majority of respondents (87%) are satisfied with the respectfulness of CSP staff. Similarly, about seven in ten are satisfied with the CSP staff's knowledge (72%), ease of obtaining service (68%), and how well CSP staff understood their needs (66%). Six in ten are pleased with the clarity of the information they received (61%) and the effectiveness of CSP communications (59%).

Satisfaction with Service Elements

Using a scale of 1 to 5, where 1 means "very dissatisfied" and 5 means "very satisfied," please rate your overall level of satisfaction with the quality of service you received from the Contract Security Program.

Legend: Very Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Very Dissatisfied | DK

Element	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	DK
Respectfulness of CSP staff	43%	44%	7%	2%		4%
How knowledgeable CSP staff were	26%	46%	18%	5%		3%
How well CSP staff understood needs	22%	44%	23%	5%	2%	3%
Ability to get service/information needed	20%	48%	20%	7%	2	2%
Effectiveness of communications from CSP	18%	41%	24%	11%	2	3%
Clarity of information	16%	45%	25%	10%	2%	2%
With time it took to get a response	14%	34%	23%	19%	8%	3%
Ease of access to service	12%	37%	26%	16%	6%	3%
With time it took to get service	11%	35%	23%	19%	10%	3%

Base: All Respondents (n=451)

The CSP received somewhat more mixed reviews when it comes to ease of access and timeliness. While half of respondents (49%) say they are satisfied with their ability to access CSP services, one in five (22%) indicate that they are dissatisfied. Similar proportions indicated satisfaction with the time it took to get a response (48%) and the time it took to receive service (46%), although roughly three in ten provided negative assessments (27% and 29%, respectively).
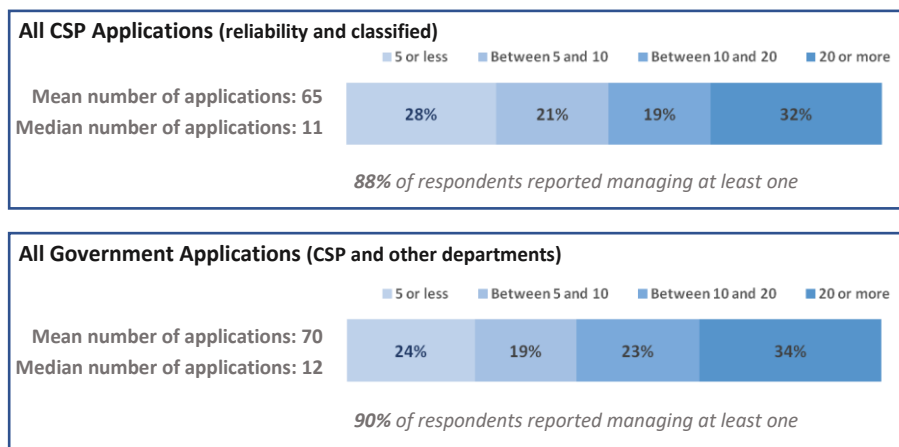
6. Workload of Applications Managed

Nearly one in three respondents (28%) said their organization files five or fewer CSP applications in a typical year. One in five (21%) said they file between five and 10 CSP applications per year, while a similar proportion (19%) files between 10 and 20 per year. One-third (32%) usually files 20 or more.

One in four respondents (24%) indicated that they typically file five or fewer security applications (for either the CSP or another government department) during a typical year.[2] One in five (19%) said they usually file between five and 10 applications, while one in four (23%) file between 10 and 20. One-third (34%) said they generally file 20 or more.

Summary of applications managed for CSP and other government departments

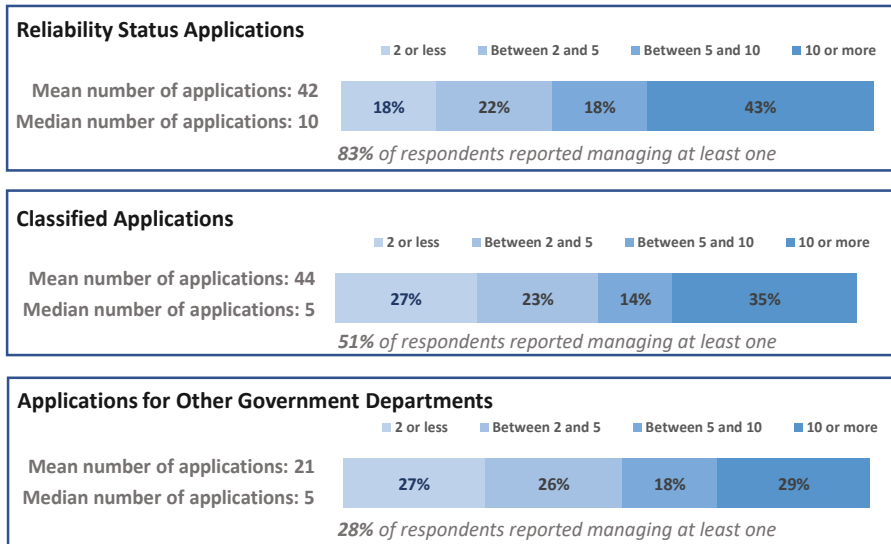*Number of each type of application managed during a typical year.*

All CSP Applications (reliability and classified)			
■ 5 or less	■ Between 5 and 10	■ Between 10 and 20	■ 20 or more

Mean number of applications: 65
Median number of applications: 11

28%	21%	19%	32%

88% of respondents reported managing at least one

All Government Applications (CSP and other departments)			
■ 5 or less	■ Between 5 and 10	■ Between 10 and 20	■ 20 or more

Mean number of applications: 70
Median number of applications: 12

24%	19%	23%	34%

90% of respondents reported managing at least one

Base: All Respondents (n=451)

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[2] The data for all government applications includes both reliability and classified applications.

About eight in ten respondents (83%) indicated that they file at least one reliability status application through the CSP per year and those who did reported a median of 10 such applications. Half (51%) usually file at least one classified application through the CSP with a median of five applications per year. One-quarter (28%) generally apply for at least one security screening application for a government department (whether reliability or classified) outside the CSP; the median number of reported applications is five.

Number of applications managed for CSP and other government departments

Number of each type of application managed during a typical year.

Reliability Status Applications

■ 2 or less   ■ Between 2 and 5   ■ Between 5 and 10   ■ 10 or more

Mean number of applications: 42
Median number of applications: 10

| 18% | 22% | 18% | 43% |

83% of respondents reported managing at least one

Classified Applications

■ 2 or less   ■ Between 2 and 5   ■ Between 5 and 10   ■ 10 or more

Mean number of applications: 44
Median number of applications: 5

| 27% | 23% | 14% | 35% |

51% of respondents reported managing at least one

Applications for Other Government Departments

■ 2 or less   ■ Between 2 and 5   ■ Between 5 and 10   ■ 10 or more

Mean number of applications: 21
Median number of applications: 5

| 27% | 26% | 18% | 29% |

28% of respondents reported managing at least one
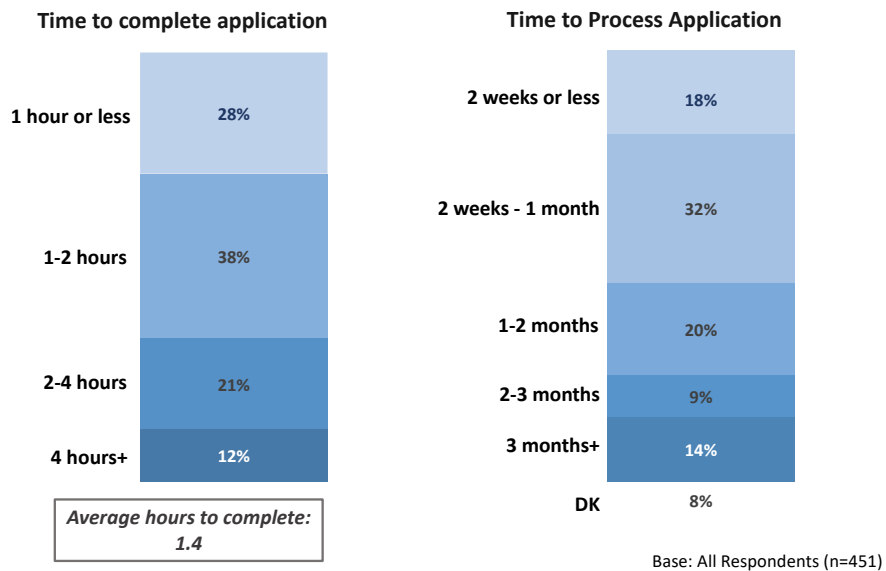
Base: All Respondents (n=451)

6.1 Time to complete and process applications

Clients report spending an average of 1.4 hours completing a reliability status application. Classified applications, meanwhile, take about twice as long to complete (with a reported average completion time of 2.7 hours).

Turning to the time it takes to process these applications, half of respondents (50%) say that reliability status applications are generally processed within one month (including 18% who say two weeks or less). Three in ten (29%) report a typical turnaround time of one to three months and one in seven (14%) would estimate the average processing time at three months or more.

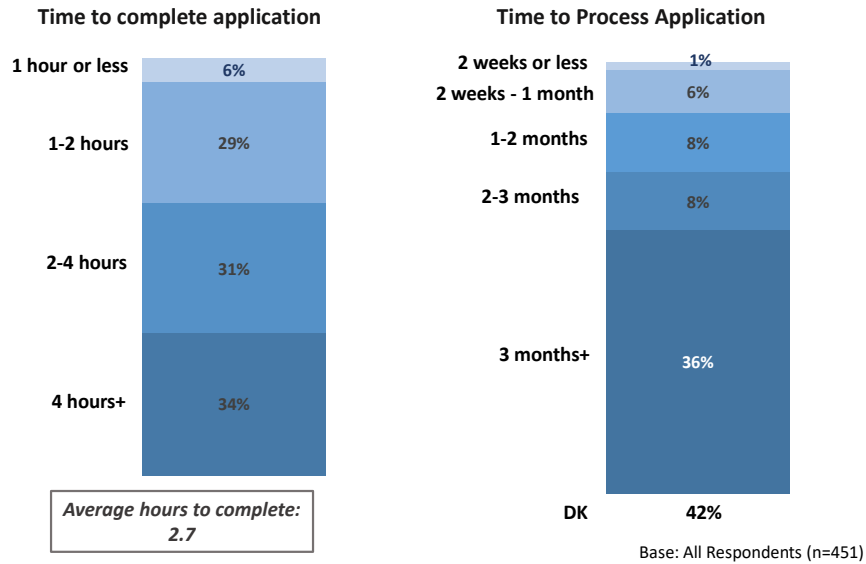### Time to Complete and Process a Reliability Status Application

Respondents were asked how much time it takes to complete a reliability status application and how much time it takes to process one.

Time to complete application

1 hour or less	28%
1-2 hours	38%
2-4 hours	21%
4 hours+	12%

Average hours to complete: 1.4

Time to Process Application

2 weeks or less	18%
2 weeks - 1 month	32%
1-2 months	20%
2-3 months	9%
3 months+	14%
DK	8%

Base: All Respondents (n=451)

Classified applications, in turn, take considerably longer to process. About one-third of respondents (36%) report that the process takes at least three months. One in six (16%) report a typical processing time of one to three months and just seven per cent estimate their timeframe to be less than one month. The plurality of respondents (42%) did not provide an estimate.

Time to Complete and Process a Classified Status Application

Respondents were asked how much time it takes to complete a <u>classified application</u> and how much time it takes to process one.

Time to complete application

1 hour or less	6%
1-2 hours	29%
2-4 hours	31%
4 hours+	34%

Average hours to complete: 2.7

Time to Process Application

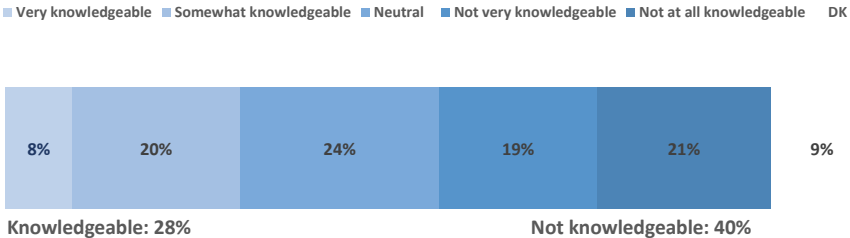|	
2 weeks or less	1%
2 weeks - 1 month	6%
1-2 months	8%
2-3 months	8%
3 months+	36%
DK	42%

Base: All Respondents (n=451)

7. Familiarity with Sponsoring Subcontractors

Respondents express fairly limited knowledge of the processes involved in sponsoring companies as subcontractors to work on government contracts that include security requirements. Just three in ten (28%) would consider themselves knowledgeable of the processes involved, while four in ten (40%) say they are not very or not at all knowledgeable.

Knowledge of processes involved in sponsoring companies

How would you rate your knowledge of the processes involved to help you sponsor companies as subcontractors to work with you on a Government of Canada or foreign government contract with security requirements?

■ Very knowledgeable ■ Somewhat knowledgeable ■ Neutral ■ Not very knowledgeable ■ Not at all knowledgeable   DK

| 8% | 20% | 24% | 19% | 21% | 9% |

Knowledgeable: 28%   **Not knowledgeable: 40%**

Base: All Respondents (n=451)

Ontario-based clients are somewhat more likely to rate their knowledge as high (34%, compared to 21% to 25% elsewhere).

Appendices

Detailed Methodology

EKOS Research conducted 451 interviews online between January 10 and February 1, 2018, amongst a sample of organizations registered with the CSP. This sample was identified from a sample frame of 2,319 which was randomly selected from a universe of 22,716 organizations registered with the CSP.

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The table below provides a provincial breakdown of the size of the universe and the sample frame drawn from it. The sample frame over-represented respondents from Quebec in view of lower response rates experienced from this province.

	Registered Organizations		Sample Frame	
	Count	%	Count	%
Total	22766	--	2409	--
British Columbia	2372	10%	209	9%
Alberta	1794	8%	119	5%
Saskatchewan	462	2%	24	1%
Manitoba	629	3%	43	2%
Ontario	10562	46%	1053	44%
Quebec	4472	20%	744	31%
New Brunswick	595	3%	61	3%
Nova Scotia	1137	5%	122	5%
PEI	141	1%	5	0%
Newfoundland	429	2%	21	1%
Nunavut	32	0%	1	0%
NWT	93	0%	3	0%
Yukon	48	0%	4	0%

The table below indicates the final unweighted and weighted sample sizes. Weights were applied to correct the sample based on the regional proportions of the population as a whole. As the table below indicates, the weighting only slightly impacts the regional proportions of the unweighted sample.

	Unweighted		Weighted	
	Count	%	Count	%
Total	**451**	**--**	**451**	**--**
British Columbia	40	9%	47	10%
Alberta	28	6%	36	8%
Saskatchewan	7	2%	9	2%
Manitoba	13	3%	12	3%
Ontario	221	49%	210	47%
Quebec	85	19%	88	20%
New Brunswick	11	2%	12	3%
Nova Scotia	36	8%	23	5%
PEI	0	0%	0	0%
Newfoundland	3	1%	8	2%
Nunavut	1	0%	1	0%
NWT	1	0%	2	0%
Yukon	3	1%	1	0%
Outside Canada	2	0%	2	0%

The potential for non-response bias exists in this sample based on any number of attributes of the population that are unknown. A few potential areas of non-response bias include company size and industry sector. As neither of these characteristics are documented within the database containing the universe of 22,766 companies registered with the CSP, it is impossible to know how closely the sample characteristics in these respects align with the population itself. As a recommendation for future research, gathering information from registered companies about their company size and industry sector would help to better understand the relationship of a sample like this one to the population of study.

The following response rate calculation is derived from the Marketing Research and Intelligence Association's empirical method of calculating response rates.

Sample Frame	2,409
Invalid/Undeliverable records	19
Unresolved records (U) *Sent successfully without response*	1,849
In-scope, non-responding (IS)	110
Refused to participate	43
Started, but did not complete	67
Completed surveys (R)	451
Response Rate = R/(U+IS+R)	**19%**

Survey Questionnaire – English

Survey Introduction

Thank you for participating in this survey. It should take approximately 15 minutes to complete. If you need to stop and return to the survey later, you may do so. However, you must complete the survey on this computer.

As a reminder, your participation in the survey is voluntary – you may stop answering at any time – and confidential – EKOS Research Associates will not share any information that would identify you or your company individually in association with your responses.

If you have any questions about how to answer the survey, please contact … at the following address:

If you feel that you have received this email in error, or have other questions about the survey, please contact … at the following address:

CLICK TO CONTINUE

Privacy Notice

Provision of the personal information is collected on a voluntary basis pursuant to the *Financial Administration Act*. Personal information is anonymized by the system. As part of its examination of the contract security screening process to help improve its practices, the Industrial Security Sector of Public Services and Procurement Canada (PSPC) will use the anonymous data to assess the efficiency and effectiveness of contract security services, and cost to companies, in order to offer a valid basis of comparison later on. The information collected is described under the Standard Personal Information Bank Public Communication PSU 914. Your personal information is protected, used, and disclosed in accordance with the *Privacy Act*. Please do not disclose unnecessary confidential information about yourself or other individual. If you require clarification about this notice, you can contact the PSPC Privacy Director by email at AIPRP.ATIP@tpsgc-pwgsc.gc.ca; by phone at 873-469-3721, or by regular mail at the following address: Privacy Director, Place du Portage, Phase III, 5C1, 11 Laurier Street, Gatineau, Quebec, K1A 0S5. If you are not satisfied with our response to your privacy concern, you may wish to contact the Office of the Privacy Commissioner of Canada.

Section 1: Registered company-related information

1. Which of the following best describes your business sector as a supplier to the Government of Canada? Please choose one.

    Construction
    Information Technology
    Temporary Help and Staffing
    Defence Production
    Industrial Goods and Services
    Office Equipment and Supplies
    Other (specify)

2. What is your company size?

    Sole proprietor/individual
    Small business (1 to 10 employees)
    Medium (11 to 99 employees)
    Large (100+ employees)

3. When it comes to dealing with the Government of Canada on the security clearance process, which of the following best describes your role?

    Company Security Officer
    Alternate Company Security Officer
    Other (specify)

4. Please indicate the province or territory where you work.

    British Columbia
    Alberta
    Saskatchewan
    Manitoba
    Ontario
    Quebec
    New Brunswick
    Nova Scotia
    Prince Edward Island
    Newfoundland and Labrador
    Nunavut
    Northwest Territories
    Yukon
    Outside Canada (specify country)

Section 2: Managing security requests with the Contract Security Program

5. Which of the following best characterizes how often you access the Online Industrial Security Services (OLISS) Portal for individual security screening since you registered with the Contract Security Program?

   Several times a day
   At least once a day
   Several times per week
   At least once a week
   Several times a month
   At least once a month
   At least once every three months
   At least once every six months
   A least once a year
   Less than once a year

6. What is the main activity/function you complete when accessing OLISS for individual security screening?

   Application for Reliability Screening
   Application for Secret Screening
   Application for Top Secret Screening
   Online Inquiry Service (OIS)
   Online Security Requirements Checklist (SRCL)

Based on the amount of effort you put into managing one individual security screening, please provide the information requested below for Reliability and Classified Screening (i.e., Secret and above).

7. During an average year, how many applications do you typically manage for each of the following. (For example, if you typically manage individual reliability status security screening for three individuals a year, you would answer three.)

   An individual reliability status security screening
   An individual classified security screening

   [NUMERICAL ENTRY]

8. How many hours, on average, would you say are required to complete each of the following applications? Your answers do not need to be precise – we're just looking for your best estimate.

(You may answer in whole or decimal numbers. If you think it takes one hour on average, enter 1. If you think it takes an hour and a half, enter 1.5.)

An individual reliability status security screening
An individual classified security screening

[NUMERICAL ENTRY]

Section 3: Contract Security Program's compliance activities

9. On average, how much time would you say elapses between when an application for an individual security screening is completed and the clearance is granted?

An individual reliability status security screening:
      Two weeks or less
      More than two weeks, but less than one month
      More than one month, but less than two months
      More than three months

An individual classified security screening:
      Two weeks or less
      More than two weeks, but less than one month
      More than one month, but less than two months
      More than three months

Section 4: Satisfaction levels with Online Industrial Security Services

10. How familiar are you with OLISS for individual security screening applications? Please respond on a scale of 1 to 5, where 1 means "not at all familiar" and 5 means "very familiar."

[IF Q10=1-2, SKIP Q11]
11. Please rate OLISS for individual security screening applications in the following areas using a scale of 1 to 5, where 1 means "poor" and 5 means "excellent."

      Clarity in the way the information is organized
      Clarity of the information provided
      Ease in finding information you need

Section 5: Satisfaction levels with the Contract Security Program's client service to help you fulfill quickly and effectively your responsibilities as a Company Security Officer

12. At the time you submitted a new request to the Contract Security Program, were any tools made available to you? (For example, tools might include guides, checklists, instructions, the Industrial Security Manual, a website, etc.)

Yes
No
Don't know/Not sure

[IF Q12=NO OR DON'T KNOW/NOT SURE, SKIP Q13 AND Q14]
13. Which of the following tools do you recall being made available to you? Please select all that apply.

Guides
Checklists
Instructions
The Industrial Security Manual
Website/Online resources
Other (specify)
Don't know/Not sure

14. To what extent would you say that the tools provided to you were helpful? Please answer using a scale of 1 to 5, where 1 means "not at all helpful" and 5 means "very helpful."

15. Have you ever been involved in an inspection of your facility by a Contract Security Program (CSP) inspection officer?

Yes
No
Don't know

[IF Q15=Yes, ASK Q16]
16. Would you say your experience with an inspection by a Contract Security Program (CSP) inspection officer made the CSP safeguarding requirements more or less clear to you? Please rate your view on a scale of 1 to 5, where 1 means "not clear" and 5 means "very clear."

17. The Contract Security Program (CSP) offers webinar training sessions from time to time. Which of the following best describes your experience with these, if any?

I have participated in a webinar training session offered by the CSP
I have received invitation(s) to attend a webinar training session offered by the CSP, but have never participated
I have never heard about a webinar training session offered by the CSP

[IF Q17=1, ASK Q18]

18. Would you say your experience with a webinar training session offered by the Contract Security Program (CSP) made the CSP safeguarding requirements more or less clear to you? Please rate your view on a scale of 1 to 5, where 1 means "not clear" and 5 means "very clear."

[IF Q17=2, ASK Q19]

19. Which of the following best describes your reaction to the invitation to participate in a CSP webinar training session?

I was interested in attending, but couldn't fit it into my schedule
I wasn't interested in attending as I didn't think it would be useful

20. The Contract Security Program (CSP) also offers in-person training sessions from time to time. Which of the following best describes your experience with these, if any?

I have participated in an in-person training session offered by the CSP
I have received invitation(s) to attend an in-person training session offered by the CSP, but have never participated
I have never heard about an in-person training session offered by the CSP

[IF Q20=1, ASK Q21]

21. Would you say your experience with the in-person training session offered by the Contract Security Program (CSP) made the CSP safeguarding requirements more or less clear to you? Please rate your view on a scale of 1 to 5, where 1 means "not clear" and 5 means "very clear."

[IF Q20=2, ASK Q22]

22. Which of the following best describes your reaction to the invitation to participate in a CSP in-person training session?

I was interested in attending, but couldn't fit it into my schedule
I wasn't interested in attending as I didn't think it would be useful

23. How would you rate your knowledge of the processes involved to help you sponsor companies as subcontractors to work with you on a Government of Canada or foreign government contract with security requirements? Please rate your knowledge on a scale of 1 to 5 where 1 means you are "not at all knowledgeable" and 5 means you are "very knowledgeable."

[PSPC 10 mandatory questions on client satisfaction]

24. Using a scale from 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate your level of agreement with each of the following statements regarding the client service you typically receive from the Contract Security Program (CSP).

Satisfaction Scale						
(1)	(2)	(3)	(4)	(5)		
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A	Don't know
Agreement Scale						
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A	Don't know

I was satisfied with the amount of time it took to receive service from the CSP.
I was satisfied with the amount of time it took to receive a response to my questions/comments.
Communications with the CSP were effective.
I obtained clear information.
I was satisfied with the ease of access to the service.
CSP Personnel were knowledgeable.
CSP Personnel were respectful.
CSP Personnel understood my needs.
[ALWAYS LAST] In the end, I got what I needed.

25. And, using a scale from 1 to 5, where 1 means "very dissatisfied" and 5 means "very satisfied," please rate your overall level of satisfaction with the quality of service you received from the Contract Security Program.

Section 6. Managing security Screening for Other Government Departments

The Contract Security Program manages the contract security screening process for most Government of Canada departments and agencies. There are, however, some departments and agencies that conduct their own security screening process.

26. Have you ever needed to complete a security screening application for a government department or agency of the Government of Canada that did not go through the CSP?

Yes
No
Don't know/Not sure

[IF Q26=NO OR DON'T KNOW/NOT SURE, SKIP Q27]

27. Apart from applications for security screening that you complete with the Contract Security Program, how many security screening applications do you complete for other government departments per year on average?

[NUMERICAL ENTRY]

Section 7: Income, Overhead Rate and Conclusion

This section asks questions about your income and your company's overhead rate. It will be used to better understand how much compliance with the contract security process costs companies, and will help PSPC to make the program more efficient.

Your answers to these questions are optional and voluntary. If you choose to respond, the information will remain <u>confidential</u>.

TO EXPLAIN OVERHEAD RATE

The overhead rate is information that a senior person in your accounting department would likely know. If you can ask that person for this information you may enter it below. You may also opt not to do so.

28. Are you paid on an hourly basis or do you receive a salary?

Hourly
Salary

[IF Q28=HOURLY, ASK Q29]
29. What is your hourly wage?

[IF Q28=SALARY, ASK Q30]
30. What is your annual salary (excluding any bonuses you may receive)?

31. Do you know what the average overhead rate is for employees at your company?

Yes
No
Don't know/Not sure

[IF Q31=YES, ASK Q32]
32. What is the average overhead rate for employees at your company?

RECRUITMENT QUESTION
We may wish to contact a small number of survey respondents to complete follow-up interviews on the basis of their answers to the survey. Would you be interested in participating in a follow-up interview?

Yes
No

[IF YES]
Thanks very much! If you are selected to participate in a follow-up interview, we will be back in touch with you by email.

Thank you for participating in this research!

[IF NO]
Thank you for participating!

Survey Questionnaire – French

Présentation du sondage

Nous vous remercions de participer à ce sondage. Le questionnaire prendra environ 15 minutes à remplir. Vous pouvez prendre une pause et reprendre le sondage plus tard, au besoin. Vous devez toutefois répondre au sondage sur cet ordinateur.

Nous vous rappelons que votre participation au sondage est volontaire (vous pouvez décider d'arrêter de répondre à tout moment) et confidentielle (les Associés de recherche EKOS ne communiqueront aucune information pouvant être associée directement à votre entreprise ou à vous-même).

Pour toute question sur la façon de répondre au sondage, veuillez communiquer avec … à l'adresse courriel suivante :

Si vous croyez que le sondage vous a été envoyé par erreur ou si vous avez d'autres questions sur le sondage, veuillez communiquer avec … à l'adresse courriel suivante :

CLIQUEZ ICI POUR POURSUIVRE

Énoncé de confidentialité

Les renseignements personnels sont recueillis sur une base volontaire en vertu de la *Loi sur la gestion des finances publiques*. Les renseignements personnels sont anonymisés par le système. Dans le cadre de l'examen de son processus d'enquête de sécurité pour les contrats, qui contribue à l'amélioration de ses pratiques, le Secteur de la sécurité industrielle de Services publics et Approvisionnement Canada (SPAC) utilisera les données anonymes pour rendre compte de l'efficience et de l'efficacité des services de sécurité pour les contrats et des coûts associés pour les entreprises, afin d'offrir plus tard une base de comparaison valide. Les renseignements personnels recueillis sont décrits dans le fichier de renseignements personnels ordinaire Communication publique POU 914. Vos renseignements personnels sont protégés, utilisés et divulgués conformément aux dispositions de la *Loi sur la protection des renseignements personnels*. Ne divulguez pas d'information confidentielle non nécessaire qui vous concerne ou qui concerne un autre individu. Pour obtenir des précisions au sujet du présent énoncé, veuillez communiquer avec la directrice de l'Accès à l'information et protection des renseignements personnels par courriel à AIPRP.ATIP@tpsgc-pwgsc.gc.ca, par téléphone au 873-469-3721 ou par courrier postal à l'adresse suivante : Directrice, Accès à l'information et protection des renseignements personnels, Place du Portage, Phase III, 5C1, 11, rue Laurier, Gatineau, Québec, K1A 0S5. Si notre réponse à vos préoccupations en matière de protection

des renseignements personnels ne vous satisfait pas, vous pouvez communiquer avec le
[Commissariat à la protection de la vie privée du Canada](#).

Première partie : Information sur l'entreprise inscrite

1. Lequel des secteurs d'entreprises suivants décrit le plus fidèlement votre entreprise en tant que fournisseur du gouvernement du Canada? Veuillez sélectionner un secteur.

   Construction
   Technologies de l'information
   Aide temporaire et dotation
   Production de défense
   Biens et services industriels
   Équipement et fourniture de bureau
   Autre (précisez)

2. Quelle est la taille de votre entreprise?

   Propriétaire unique (une seule personne)
   Petite entreprise (1 à 10 employés)
   Moyenne entreprise (11 à 99 employés)
   Grande entreprise (100 employés et plus)

3. Lorsque vous devez faire affaire avec le gouvernement du Canada dans le cadre d'une enquête de sécurité (cela comprend toutes les étapes du processus), lequel des choix suivants décrit le mieux votre rôle?

   Agent de sécurité d'entreprise
   Agent de sécurité d'entreprise remplaçant
   Autre (précisez)

4. Veuillez indiquer la province ou le territoire où vous travaillez.

   Colombie-Britannique
   Alberta
   Saskatchewan
   Manitoba
   Ontario
   Québec
   Nouveau-Brunswick
   Nouvelle-Écosse
   Île-du-Prince-Édouard
   Terre-Neuve-et-Labrador

Nunavut
Territoires du Nord-Ouest
Yukon
Extérieur du Canada (précisez le pays)

Deuxième partie : Gestion des demandes relatives à la sécurité avec le Programme de sécurité des contrats

5. Parmi les choix suivants, lequel définit le mieux la fréquence à laquelle vous utilisez le portail des services en direct de sécurité industrielle (SEDSI) dans le cadre de demandes d'enquête de sécurité (depuis votre inscription au Programme de sécurité des contrats)?

Plusieurs fois par jour
Au moins une fois par jour
Plusieurs fois par semaine
Au moins une fois par semaine
Plusieurs fois par mois
Au moins une fois par mois
Au moins une fois chaque trois mois
Au moins une fois chaque six mois
Au moins une fois par année
Moins d'une fois par année

6. Quelle activité/fonction sollicitez-vous principalement lorsque vous faites appel aux SEDSI relativement à une enquête de sécurité?

Demande d'enquête en vue de l'obtention de la cote de fiabilité
Demande d'enquête en vue de l'obtention de l'attestation de sécurité Secret
Demande d'enquête en vue de l'obtention de l'attestation de sécurité Très secret
Système d'enquête en direct (SED)
Liste de vérification des exigences relatives à la sécurité en ligne (LVERS)

En fonction de la quantité d'efforts déployés pour gérer une enquête de sécurité individuelle, veuillez fournir l'information demandée ci-dessous relativement aux enquêtes en vue de l'obtention de la cote de fiabilité et d'une attestation de sécurité (c'est-à-dire Secret ou de niveau supérieur).

7. Au cours d'une année type, combien de demandes devez-vous gérer pour chacune des catégories suivantes (p. ex. si, en moyenne, vous gérez des enquêtes de sécurité en vue de l'obtention de la cote de fiabilité pour trois personnes par année, répondez « 3 »)?

Enquête de sécurité en vue de l'obtention de la cote de fiabilité
Enquête de sécurité en vue de l'obtention d'une attestation de sécurité

[ENTRÉE NUMÉRIQUE]

8. Combien d'heures sont nécessaires, en moyenne, pour réaliser les types de demandes suivantes? Il n'est pas nécessaire de répondre de manière précise; nous souhaitons seulement obtenir votre estimation la plus juste.

(Vous pouvez inscrire des nombres entiers ou décimaux. Pour indiquer une moyenne de une heure, entrez « 1 »; pour indiquer une moyenne d'une heure et demie, entrez « 1,5 ».)

Enquête de sécurité en vue de l'obtention de la cote de fiabilité
Enquête de sécurité en vue de l'obtention d'une attestation de sécurité

[ENTRÉE NUMÉRIQUE]

Troisième partie : Activités de conformité du Programme de sécurité des contrats

9. Selon votre expérience, combien de temps s'écoule, en moyenne, entre la présentation d'une demande d'enquête de sécurité et l'obtention de la cote ou de l'attestation?

Enquête de sécurité en vue de l'obtention de la cote de fiabilité :
Deux semaines ou moins
Plus de deux semaines, mais moins d'un mois
Plus d'un mois, mais moins de deux mois
Plus de trois mois

Enquête de sécurité en vue de l'obtention d'une attestation de sécurité :
Deux semaines ou moins
Plus de deux semaines, mais moins d'un mois
Plus d'un mois, mais moins de deux mois
Plus de trois mois

Quatrième partie : Niveau de satisfaction relativement aux SEDSI

10. Dans quelle mesure connaissez-vous les SEDSI relativement aux demandes d'enquête de sécurité? Veuillez répondre sur une échelle de un à cinq (un signifiant « pas du tout »; cinq signifiant « très bien ».

[SI Q10 = 1-2, PASSER LA Q11]
11. Veuillez noter la qualité des SEDSI relativement aux demandes d'enquête de sécurité, sur une échelle de un à cinq, pour chacun des critères suivants (un signifiant « faible »; cinq signifiant « excellent »).

Clarté de l'organisation de l'information
Clarté de l'information présentée
Facilité à trouver l'information désirée

Cinquième partie : Niveau de satisfaction relativement au service à la clientèle que le Programme de sécurité des contrats offre pour vous aider à remplir rapidement et efficacement vos responsabilités en tant qu'agent de sécurité d'entreprise

12. Au moment de la présentation d'une nouvelle demande auprès du Programme de sécurité des contrats, des outils ont-ils été mis à votre disposition (p. ex. guides, listes de vérification, instructions, Manuel de la sécurité industrielle, sites Web, etc.)?

Oui
Non
Je ne sais pas/peut-être

[SI Q12 = NON OU JE NE SAIS PAS/PEUT-ÊTRE, PASSER LES Q13 ET Q14]
13. Parmi les outils suivants, lesquels ont été mis à votre disposition? Veuillez sélectionner toutes les réponses qui s'appliquent.

Guides
Listes de vérification
Instructions
Manuel de la sécurité industrielle
Sites Web/ressources en ligne
Autre (précisez)
Je ne sais pas/peut-être

14. Dans quelle mesure les outils mis à votre disposition vous ont-ils été utiles? Veuillez répondre sur une échelle de un à cinq (un signifiant « pas utile du tout »; cinq signifiant « très utile »).

15. Votre installation a-t-elle déjà fait l'objet d'une inspection par un agent d'inspection du Programme de sécurité des contrats?

Oui
Non
Je ne sais pas

[SI Q15 = Oui, POSER LA Q16]
16. Grâce à l'inspection menée par l'agent d'inspection du Programme de sécurité des contrats (PSC), comprenez-vous mieux les exigences relatives à la protection des renseignements et des

biens du PSC? Veuillez répondre sur une échelle de un à cinq (un signifiant « pas vraiment »; cinq signifiant « tout à fait »).

17. De temps à autre, le Programme de sécurité des contrats (PSC) offre des séances de formation sous forme de webinaire. Lequel des éléments suivants décrit le mieux votre expérience avec celles-ci, le cas échéant?

    J'ai participé à une séance de formation sous forme de webinaire offerte par le PSC
    J'ai reçu une ou des invitations pour participer à une séance de formation sous forme de webinaire offerte par le PSC, mais je n'y ai jamais participé
    Je n'ai jamais entendu parler que le PSC offrait des séances de formation sous forme de webinaire

[SI Q17 = 1, POSER LA Q18]
18. Grâce à la séance de formation sous forme de webinaire offerte par le Programme de sécurité des contrats (PSC), comprenez-vous mieux les exigences relatives à la protection des renseignements et des biens du PSC? Veuillez répondre sur une échelle de un à cinq (un signifiant « pas vraiment »; cinq signifiant « tout à fait »).

[SI Q17 = 2, POSER LA Q19]
19. Lequel des éléments suivants décrit le mieux votre réaction à l'invitation de participer à une séance de formation sous forme de webinaire?

    J'étais intéressé(e) à y participer, mais je n'ai pas pu l'inclure dans mon emploi du temps
    Je n'étais pas intéressé(e) à y participer, car je n'ai pas cru qu'elle me serait utile

20. De temps à autre, le Programme de sécurité des contrats offre également des séances de formation en personne. Lequel des éléments suivants décrit le mieux votre expérience de celles-ci, le cas échéant?

    J'ai participé à une séance de formation en personne offerte par le PSC
    J'ai reçu une ou des invitations pour participer à une séance de formation en personne offerte par le PSC, mais je n'y ai jamais participé
    Je n'ai jamais entendu parler que le PSC offrait des séances de formation en personne

[SI Q20 = 1, POSER LA Q21]
21. Grâce à la séance de formation en personne offerte par le PSC, comprenez-vous mieux les exigences relatives à la protection des renseignements et des biens du PSC? Veuillez répondre sur une échelle de un à cinq (un signifiant « pas vraiment »; cinq signifiant « tout à fait »).

[SI Q20 = 2, POSER LA Q22]
22. Lequel des éléments suivants décrit le mieux votre réaction à l'invitation de participer à une séance de formation en personne?

J'étais intéressé(e) à y participer, mais je n'ai pas pu l'inclure dans mon emploi du temps.
Je n'étais pas intéressé(e) à y participer, car je n'ai pas cru qu'elle me serait utile

23. Quel est, selon vous, votre niveau de connaissance des procédures visant à faciliter le parrainage d'entreprises qui travaillent avec vous à titre de sous-traitants dans le cadre d'un contrat du gouvernement du Canada ou d'un gouvernement étranger comportant des exigences relatives à la sécurité? Veuillez indiquer votre niveau de connaissance sur une échelle de un à cinq (un signifiant « faible niveau de connaissance »; cinq signifiant « excellent niveau de connaissance »).

[DIX QUESTIONS OBLIGATOIRES DE SPAC SUR LA SATISFACTION DU CLIENT]
24. Veuillez indiquer, sur une échelle de un à cinq, dans quelle mesure vous êtes en accord avec les affirmations suivantes relativement au service à la clientèle que vous recevez habituellement de la part du PSC (un signifiant « fortement en désaccord »; cinq signifiant « fortement en accord »).

Échelle de niveau de satisfaction						
(1)	(2)	(3)	(4)	(5)		
Très insatisfait(e)	Insatisfait(e)	Ni satisfait(e) ni insatisfait(e)	Satisfait(e)	Très satisfait(e)	S.O.	Je ne sais pas
Échelle de niveau d'accord						
Fortement en désaccord	En désaccord	Ni en accord ni en désaccord	En accord	Fortement en accord	S.O.	Je ne sais pas

Je suis satisfait(e) du temps d'attente pour recevoir le service du PSC.
Je suis satisfait(e) du temps d'attente pour recevoir une réponse à mes questions/mes commentaires.
Les communications avec le PSC étaient efficaces.
J'ai reçu des informations claires.
Je suis satisfait(e) de l'accessibilité du service.
Le personnel du PSC possédait un bon niveau de connaissance.
Le personnel du PSC était respectueux.
Le personnel du PSC comprenait mes besoins.
[TOUJOURS EN DERNIER] Au final, j'ai obtenu ce dont j'avais besoin.

25. Veuillez indiquer, sur une échelle de un à cinq, votre niveau de satisfaction général relativement à la qualité des services reçus de la part du PSC (un signifiant « très insatisfait(e) »; cinq signifiant « très satisfait (e) »).

Sixième partie : Gestion des demandes relatives à la sécurité avec les autres ministères

Le Programme de sécurité des contrats gère le processus d'enquête de sécurité des contrats de la plupart des ministères et organismes du gouvernement du Canada. Cependant, certains ministères et organismes gèrent leur propre processus d'enquête de sécurité.

26. Avez-vous déjà dû remplir une demande d'enquête de sécurité pour un ministère ou un organisme du gouvernement du Canada sans passer par le PSC?

    Oui
    Non
    Je ne sais pas/peut-être

    [SI Q26 = NON OU JE NE SAIS PAS/PEUT-ÊTRE, PASSER LA Q27]
27. Mis à part les demandes d'enquête de sécurité que vous présentez en passant par le Programme de sécurité des contrats, combien de demandes d'enquête de sécurité devez-vous présenter par année, en moyenne, pour d'autres ministères du gouvernement?

    [ENTRÉE NUMÉRIQUE]

Septième partie : Revenu, coefficient d'imputation des coûts indirects et conclusion

Les questions de la partie suivante concernent votre revenu et le coefficient d'imputation des coûts indirects de votre entreprise. Vos réponses seront utilisées pour mieux comprendre combien il en coûte aux entreprises pour suivre des procédures relatives à la sécurité des contrats et aideront SPAC à améliorer l'efficience du programme.

Vos réponses aux prochaines questions sont facultatives et volontaires. Si vous choisissez d'y répondre, les informations fournies resteront confidentielles.

EXPLICATIONS DU COEFFICIENT D'IMPUTATION DES COÛTS INDIRECTS

Le coefficient d'imputation des coûts indirects est une information que devrait connaître votre service de comptabilité. Si vous êtes en mesure d'obtenir cette information, vous pouvez l'indiquer ci-dessous. Vous pouvez aussi décider de ne pas l'indiquer.

28. Êtes-vous rémunéré sur une base horaire ou recevez-vous un salaire?

    Sur une base horaire
    Salaire

[SI Q28 = SUR UNE BASE HORAIRE, POSER LA Q29]
29. Quel est votre taux horaire?

[SI Q28 = SALAIRE, POSER LA Q30]
30. Quel est votre salaire annuel (sans les bonus, le cas échéant)?

31. Connaissez-vous le coefficient d'imputation des coûts indirects moyen des employés de votre entreprise?

    Oui
    Non
    Je ne sais pas/peut-être

[SI Q31 = OUI, POSER LA Q32]
32. Quel est le coefficient d'imputation des coûts indirects moyen des employés de votre entreprise?

QUESTION DE PARTICIPATION

Il est possible que nous communiquions avec un petit nombre de répondants pour participer à des interviews de suivi en fonction de leurs réponses au sondage. Seriez-vous intéressé(e) à participer à un interview de suivi?

Oui
Non

[SI OUI]
Merci beaucoup! Si vous êtes choisi(e) pour participer à un interview de suivi, nous vous recontacterons par courriel.

Merci de votre participation à cette recherche!

[SI NON]
Nous vous remercions de votre participation!