

ENVIRONICS

RESEARCH

Shared Services Integration Sector 2017-2018 Client Satisfaction Survey

Executive Summary

Contract number: EP597-182681/001/CY
Original contract date: 2018-01-29
POR Registration Number: POR 088-17

Prepared for:
Public Services and Procurement Canada
Prepared by:
Environics Research Group

Final report delivery date: March 23 2018
PA 9815

Ce rapport est aussi disponible en français

For more information on this report:
por-rop@pspc-spac.gc.ca

Executive Summary

Background and purpose

The Shared Services Integration (SSI) Sector provides integrated program support and management to various departments and agencies using corporate shared financial and materiel systems. SSI conducts regular research to measure client satisfaction, the results of which inform SSI's performance indicator reporting requirements. The 2017-2018 Client Satisfaction Survey is a continuation of this ongoing research.

The purpose of this wave of the survey is to assess the satisfaction of other government department project authorities with the SSI's program delivery.

Methodology

Environics conducted an online survey with 64 clients of SSI, from February 20 to March 16, 2018. As this was an attempted census, no margin of sampling error is calculated. The initial survey invitation was broadcast to 303 contacts provided by SSI. 64 responses were received, for a calculated response rate of 22%.

The qualifying population was defined as representatives of client departments and agencies who are members of the various Governance Committees and Working Groups administered by Integrated Financial and Materiel System (IFMS), FreeBalance and Shared Case Management Solution (SCMS).

All research work was conducted in accordance with the professional standards established by the MRIA, as well as applicable federal legislation (PIPEDA) and to the Privacy Act and Treasury Board and PSPC privacy policies, directives and standards. The survey was registered with the National Survey Registration System.

A more detailed description of the methodology appears as Appendix A to this report.

Using the results


The survey results will be distributed to Branch management for information and reference and for arranging follow up as warranted, to identify opportunities for improving service.

Cost of research

The cost of this research was \$26,386.08 (HST included).

Key findings

Clients of SSI programs generally identify the same service aspects as being very important to them: work being done correctly, getting what they need, and having their needs understood. In general, FreeBalance and SCMS clients are the most likely to indicate their level of satisfaction with specific service attributes matches their corresponding importance. IFMS clients are the least likely to express satisfaction with several important service attributes.



Political neutrality statement and contact information

I hereby certify as a Senior Research Associate of Environics Research Group that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leader.

Brenda Sharpe
Senior Research Associate, Corporate and Public Affairs
Environics Research Group
brenda.sharpe@environics.ca / 613.699.6886

Supplier name: Environics Research Group
PSPC contract number: EP597-182681/001/CY
Original contract date: 2018-01-029

For more information, contact por-rop@pspc-spac.gc.ca