

# **2006 Municipal and Community Affairs Client Survey**



## 2006 Municipal and Community Affairs Client Survey

The 2006 Municipal and Community Affairs (MACA) Client Survey was designed to gauge the level of client satisfaction with the programs and services offered by Municipal & Community Affairs. The questionnaire was developed by the NWT Bureau of Statistics in conjunction with the Department of Municipal & Community Affairs. A copy of the questionnaire is provided in Appendix A.

MACA provided the NWT Bureau of Statistics with a list of 223 clients from all communities in the Northwest Territories. The clients were elected officials such as mayors and councilors as well as community government employees in emergency services, finance, technical services & administration. Survey operations were completed by the NWT Bureau of Statistics between January 16, 2006 and January 30, 2006.

Data entry was completed directly from questionnaires on a database prepared by the NWT Bureau of Statistics and statistical tables were prepared using the Statistical Package for the Social Sciences (SPSS). Computer assisted edits were performed to check for data entry errors and logical inconsistencies among responses.

Table A gives a brief overview of the main survey results. Overall, 75% of clients were satisfied or very satisfied with MACA staff and services. About 17% were dissatisfied or very dissatisfied with the length of time to respond to their questions, however nearly 84% of clients felt that MACA staff were courteous. Approximately 51% were dissatisfied or very dissatisfied with the amount of core funding.

The full results from the survey are attached in the statistical tables.

**Table A**

	Very Satisfied or Satisfied	Dissatisfied or Very Dissatisfied
	(%)	(%)
Overall Level of Satisfaction	75.0	16.3
MACA Staff:		
Available for Assistance	74.0	11.5
Following up requests	76.0	10.1
Timely Responses to Questions	68.8	17.3
Appropriate Information	71.2	14.9
Knowledgeable	74.0	10.6
Explain Program Requirements	67.3	15.4
Courteous	83.7	2.9
Amount of One-to-one Support	69.7	14.9
Adequacy of Core Funding	30.8	51.0
Quality of Technical Advice	62.5	12.0
Notification of New Programs	56.3	18.8



## **STATISTICAL TABLES**



**Table 1**  
**Number of Clients by Level of Satisfaction with MACA Staff & Services**  
**Northwest Territories, 2006**

	Total # of Clients	%	Very Satisfied	%	Satisfied	%	Dissatisfied	%	Very Dissatisfied	%	Not Applicable	%	Not Stated	%
Overall Level of Satisfaction	208	100.0	36	17.3	120	57.7	24	11.5	10	4.8	15	7.2	3	1.4
MACA Staff:														
Available for Assistance	208	100.0	41	19.7	113	54.3	23	11.1	1	0.5	25	12.0	5	2.4
Following up requests	208	100.0	36	17.3	122	58.7	18	8.7	3	1.4	25	12.0	4	1.9
Timely Responses to Questions	208	100.0	22	10.6	121	58.2	30	14.4	6	2.9	24	11.5	5	2.4
Appropriate Information	208	100.0	30	14.4	118	56.7	27	13.0	4	1.9	24	11.5	5	2.4
Knowledgeable	208	100.0	35	16.8	119	57.2	18	8.7	4	1.9	26	12.5	6	2.9
Explain Program Requirements	208	100.0	24	11.5	116	55.8	31	14.9	1	0.5	31	14.9	5	2.4
Courteous	208	100.0	61	29.3	113	54.3	6	2.9	-	-	24	11.5	4	1.9
Amount of One-to-one Support	208	100.0	38	18.3	107	51.4	29	13.9	2	1.0	29	13.9	3	1.4
Adequacy of Core Funding	208	100.0	11	5.3	53	25.5	85	40.9	21	10.1	23	11.1	15	7.2
Quality of Technical Advice	208	100.0	28	13.5	102	49.0	23	11.1	2	1.0	49	23.6	4	1.9
Notification of New Programs	208	100.0	22	10.6	95	45.7	33	15.9	6	2.9	44	21.2	8	3.8

**Table 1a**  
**Number of Clients Dissatisfied or Very Dissatisfied with MACA Staff by Office Contacted**  
**Northwest Territories, 2006**

	Total # of Clients	%	Regional Offices	%	Head- quarters	%
Total # of Clients	208	100.0	141	100.0	41	100.0
Clients Dissatisfied or Very Dissatisfied with MACA Staff:						
Available for Assistance	24	11.5	19	13.5	5	12.2
Following up requests	21	10.1	16	11.3	5	12.2
Timely Responses to Questions	36	17.3	26	18.4	10	24.4
Appropriate Information	31	14.9	21	14.9	10	24.4
Knowledgeable	22	10.6	12	8.5	10	24.4
Explain Program Requirements	32	15.4	20	14.2	12	29.3
Courteous	6	2.9	6	4.3		0.0



**Table 2**  
**Number of Clients by Ability to Easily Access Programs & Services**  
**Northwest Territories, 2006**

	Total # of Clients	%
Total	208	100.0
Programs Easy to Access	159	76.4
Programs Difficult to Access	26	12.5
Don't Know	22	10.6
Not Stated	1	0.5

**Table 2a**  
**Number of Clients With Difficulty Accessing Programs & Services by Type of Barrier**  
**Northwest Territories, 2006**

Type of Barrier	Total	%	Yes	%	No	%	Not Stated	%
Instructions Hard to Follow	26	100.0	9	34.6	16	61.5	1	3.8
Application Forms too Confusing	26	100.0	14	53.8	10	38.5	2	7.7
Information too Difficult to Find	26	100.0	18	69.2	7	26.9	1	3.8
Process Takes too Long	26	100.0	25	96.2			1	3.8
MACA Employees Unavailable for Assistance	26	100.0	13	50.0	11	42.3	2	7.7
Accountability Requirements too time consuming	26	100.0	21	80.8	4	15.4	1	3.8
Information technology not appropriate	26	100.0	13	50.0	8	30.8	5	19.2
Program Criteria too narrow	26	100.0	15	57.7	10	38.5	1	3.8
Other	26	100.0	8	30.8	17	65.4	1	3.8

**Table 3**  
**Number of Clients by Quality of MACA Information Sources**  
**Northwest Territories, 2006**

	Total # of Clients	%	Good	%	Fair	%	Poor	%	Not Applicable	%	Don't Know	%	Not Stated	%
Information Sources:														
Publications or Reports	208	100.0	92	44.2	50	24.0	14	6.7	43	20.7	7	3.4	2	1.0
Press Releases	208	100.0	67	32.2	56	26.9	13	6.3	60	28.8	11	5.3	1	0.5
MACA Website	208	100.0	74	35.6	29	13.9	5	2.4	49	23.6	50	24.0	1	0.5
Staff Communication	208	100.0	127	61.1	40	19.2	10	4.8	27	13.0	3	1.4	1	0.5
Workshops	208	100.0	106	51.0	19	9.1	10	4.8	59	28.4	13	6.3	1	0.5

**Table 4**  
**Number of Clients by Most Important Challenge Facing Community**  
**Northwest Territories, 2006**

	Total # of Clients	%
Total	208	100.0
Adequacy of Funding	74	35.6
Lack of Skills & Abilities	48	23.1
Inadequate Infrastructure	20	9.6
Communication	12	5.8
Community Relations	14	6.7
Other	16	7.7
No Challenges	1	0.5
Dont Know	20	9.6
Not Stated	3	1.4

**Table 5**  
**Number of Clients by Type of Position Held**  
**Northwest Territories, 2006**

	Total # of Clients	%
Total	208	100.0
Elected	53	25.5
Administrative	79	38.0
SAO	26	12.5
Emergency & Technical Services	48	23.1
Not Stated	2	1.0

**Table 6**  
**Number of Clients by Length of Time in Position**  
**Northwest Territories, 2006**

	Total # of Clients	%
Total	208	100.0
Less than 1 Year	63	30.3
1 - 4 Years	63	30.3
5 - 9 Years	44	21.2
10 or More Years	37	17.8
Not Stated	1	0.5

**Table 7**  
**Number of Clients by Frequency of Contact with MACA**  
**Northwest Territories, 2006**

	Total # of Clients	%
Total	208	100.0
More than Once per Week	39	18.8
Once per Week	16	7.7
1 - 3 Times per Month	65	31.3
Less than Once per Month	66	31.7
Never	21	10.1
Not Stated	1	0.5

**Table 8**  
**Number of Clients by Office Contacted**  
**Northwest Territories, 2006**

	Total # of Clients	%
Total	208	100.0
Regional Office	141	67.8
Headquarters	41	19.7
Not Applicable	21	10.1
Not Stated	5	2.4

**Table 8a**  
**Number of Clients by Office Contacted**  
**Northwest Territories, 2006**

	Total # of Clients	%
Total	41	100.0
Community Operations	9	22.0
Land Administration	8	19.5
School of Community Government	7	17.1
Directorate	8	19.5
Other	9	22.0



**APPENDIX A**  
**QUESTIONNAIRE**





## *2006 Municipal and Community Affairs Client Survey*

ID Number: \_\_\_\_\_ Community: \_\_\_\_\_

Interviewer: \_\_\_\_\_ Respondent: \_\_\_\_\_

The NWT Bureau of Statistics is conducting a client satisfaction survey on behalf of the Department of Municipal and Community Affairs (MACA). Results will be used to improve communications with community governments and the development and delivery of programs and services offered by MACA. The survey will take approximately 15 minutes to complete. All information collected in the survey will be kept confidential and used only for statistical purposes and is protected by the privacy provisions of the Access to Information and Protection of Privacy Act.

1. For each of the following statements, please indicate how satisfied you have been with MACA staff throughout the past year. Would you say you have been very satisfied, satisfied, dissatisfied or very dissatisfied with MACA staff ...?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
a) Being readily available for assistance	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b) Following up on your requests	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c) Providing timely responses to your questions	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d) Providing you with the appropriate information to answer your questions	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e) Being knowledgeable about programs and services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f) Clearly explaining requirements of programs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g) Being courteous when responding to your inquiries	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

MACA currently provides communities with a number of programs and services, including community planning, land administration, sport and recreation programs, fire prevention services and so on. The following questions will focus on the services and programs offered by MACA.

2. The next few statements relate to the services offered by MACA and their ability to meet the needs of your community government. Please indicate whether you are very satisfied, satisfied, dissatisfied or very dissatisfied for each of the following statements.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
a) The amount of one-to-one support	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b) The adequacy of core funding currently provided by MACA	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c) The quality of technical advice provided by MACA	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d) Notification of new programs or program changes	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

3. Generally, are the programs and services offered through MACA easy to access by your community government?

1  Yes

2  No

3. Which of the following barriers exist for your community government when it comes to trying to access MACA programs and services? Would you say the ...?

- a. Instructions are hard to follow 1  Yes 2  No
- b. Application forms are too confusing 1  Yes 2  No
- c. Information is too difficult to find 1  Yes 2  No
- d. Process takes too long 1  Yes 2  No
- e. MACA employees are unavailable for assistance 1  Yes 2  No
- f. Accountability or reporting requirements are too time-consuming 1  Yes 2  No
- g. Information technology that MACA uses is not appropriate 1  Yes 2  No
- h. Program criteria are too narrow 1  Yes 2  No
- i. Other (Specify): 1  Yes 2  No

\_\_\_\_\_

4. What is **the most important** challenge your community government faces?  
(DO NOT READ)

- 1  Adequacy of funding
- 2  Lack of skills and abilities
- 3  Inadequate infrastructure
- 4  Lack of time to handle competing demands
- 5  Other (Specify): \_\_\_\_\_

5. Do you find the following methods of communications from MACA to be good, fair, or poor sources of information?

	Good	Fair	Poor	Not Applicable
a) Publications or Reports	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
b) Press Releases	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
c) MACA website	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
d) Personal communication from MACA staff	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
e) Workshops	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

6. Overall, how satisfied are you with the quality of service you receive from MACA? Would you say you are ...?

- 1  Very Satisfied    2  Satisfied    3  Dissatisfied    4  Very Dissatisfied

7. In which community do you currently live?

\_\_\_\_\_

8. What is your position with the community government?

\_\_\_\_\_

9. How long have you held your current position within this community government? Would you say...?

- 1  Less than 1 year
- 2  1 year to 4 years
- 3  5 years to 9 years
- 4  Ten years or More

10. How frequently have you contacted MACA in the past year? Would you say ...?

- 1  More than once a week
- 2  Once a week
- 3  1-3 times a month
- 4  Less than once a month

11. Do you generally contact MACA ...?

1  Regional office

2  Headquarters

11 a. Which office do you contact the most? Would you say ...?

- 1  Community Operations
- 2  Land Administration
- 3  Sport, Recreation and Youth
- 4  School of Community Government
- 5  Pipeline Readiness Office
- 6  Directorate
- 7  Territorial Emergency Management Coordinator
- 8  Office of the Fire Marshal
- 9  Other (Specify): \_\_\_\_\_

\*\*\*Thank you for taking the time to complete our survey!\*\*\*

**ADDITIONAL CALLS**

Number	Date	Time	Appointment Date and Time
7			
Comments:			
8			
Comments:			
9			
Comments:			
10			
Comments:			
11			
Comments:			
12			
Comments:			
<b>COMMENTS</b>			

**RECORD OF CALLS**

Number	Date	Time	Appointment Date and Time
1			
Comments:			
2			
Comments:			
3			
Comments:			
4			
Comments:			
5			
Comments:			
6			
Comments:			

**RECORD OF INTERVIEWS**

**FINAL STATUS**

Interview Number	Date	Start Time	End Time
		HH : MM	HH : MM
1			
2			
3			
4			
5			

  

31	<input type="checkbox"/>	Complete
32	<input type="checkbox"/>	Refusal
33	<input type="checkbox"/>	Respondent Unavailable for Duration of Survey