

June 10, 2005

2004-2005 Compensation Client Satisfaction Survey Public Works and Government Services Canada

The Pay Operations and Service Management Directorate of the Compensation Sector conducted its fourth biennial National Client Survey between January 10 and February 11, 2005.

The 2004-2005 survey was primarily focused on Client Satisfaction. Comparisons, where possible, will be made to previous surveys.

All client departments and agencies in each of the six regions who receive PWGSC's pay and pension services were invited to participate. In doing so, PWGSC can assess the current level of satisfaction with the services provided and where warranted, recommend improvements.

References made to pension services pertain only to those services provided through the Regional Pay Offices and not those services provided by the Superannuation, Pension Transition and Client Services Sector located in Shediac, NB.

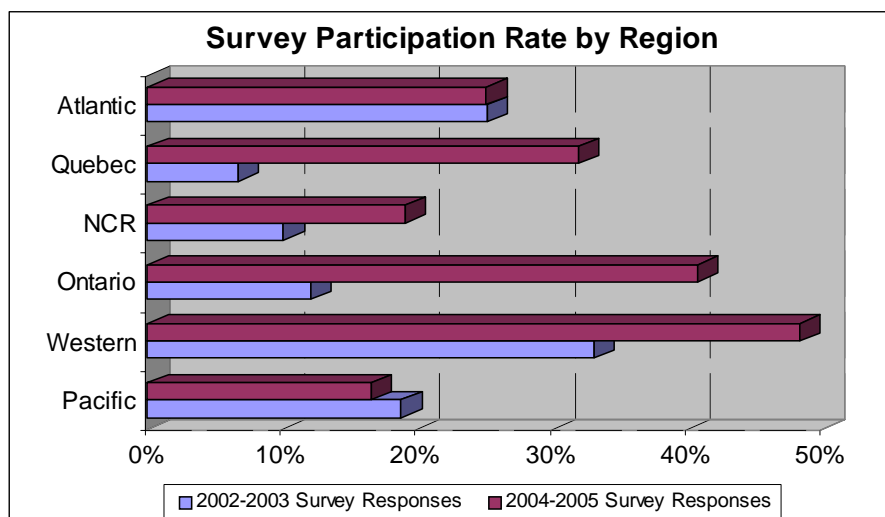
Although an opportunity to comment on any aspect of the survey was welcomed upon its submission, few comments were received. In future surveys, PWGSC will ensure that the invitation to comment is addressed at the beginning of the survey.

Thank you for taking the time to participate in this survey. Highlights of the survey findings are as follows:

SUMMARY OF SURVEY RESULTS

Overall Satisfaction:

Since the last survey conducted in May 2002, the national participation rate was up 70%. A total of 517 surveys out of an estimated 1,867 were received representing a 27.7% national return rate.



All regions were well represented and very satisfied/satisfied 94% of the time with the services received from their regional pay office.

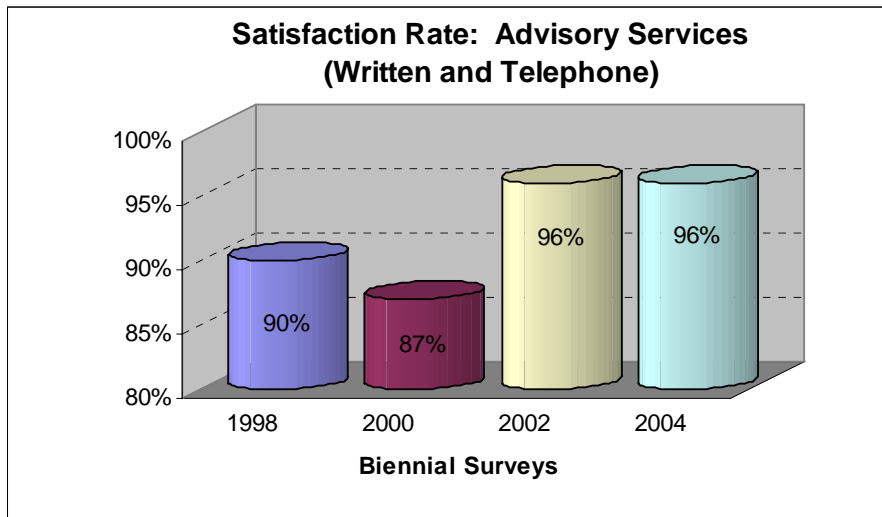
National data was gathered on four activities directly related to compensation services that PWGSC is mandated to deliver.

1. Advisory Services

In order to facilitate the many departments and agencies across Canada requiring advisory services, PWGSC has employees in the areas of both pay and pension dedicated solely to responding to inquiries either in a written format or via the telephone.

Survey results indicate that compensation specialists call for advice/assistance 68% of the time (an average of 5 times per month) and/or communicate in writing 32% of the time (an average of 3 times per month).

The overall satisfaction level for both written and telephone advisory services are as follows:



Three advisory service elements were rated in an effort to isolate possible problem areas and accelerate recommendations for improvement

	Very satisfied/ <u>Satisfied</u>	Dissatisfied/ <u>Very dissatisfied</u>
Timeliness:	95%	5%
Accuracy:	96%	4%
Professionalism:	97%	3%

2. Pay and Pension Interventions

Edit messages received by the Regional Pay Office and written requests requiring intervention by pay and pension personnel are actioned according to their priority.

Service levels for each type of priority are posted on the Web at

<http://www.pwgsc.gc.ca/compensation/service/serv-servicelevels2002-e.html>. PWGSC is committed to respecting these established turnaround times.

In order to fairly assess PWGSC's performance in actioning pay and pension interventions within an acceptable timeframe, the established turnaround times in place had to be considered. In short, overall, 93% of all clients who completed the survey are very satisfied/satisfied with PWGSC's response time based on the established turnaround times while 7% are dissatisfied/very dissatisfied.

However, when given an opportunity to comment on specific turnaround times in place, the satisfaction rate dropped as follows:

- ♦ 72% are satisfied with the current turnaround times to resolve Priority 1, 2 and 3 pay interventions while 28% want them reviewed.
- ♦ 75% are satisfied with the current turnaround times to resolve Priority 1, 2 and 3 pension interventions while 25% want them reviewed.

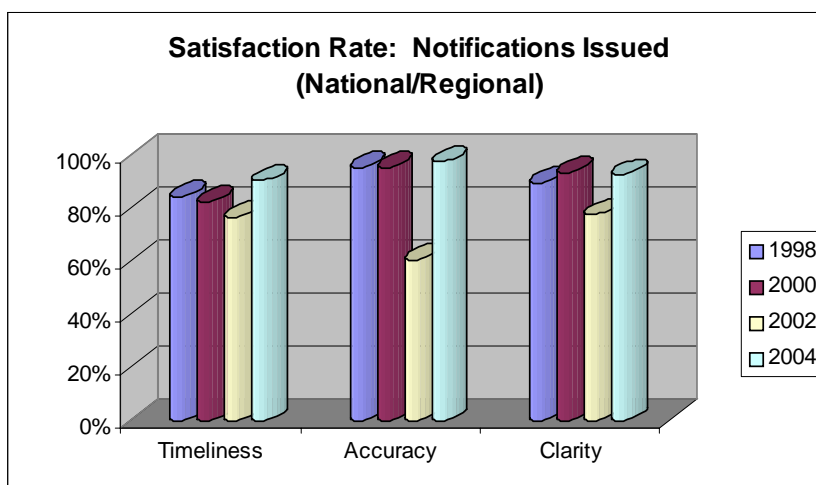
The following chart reflects the current turnaround times that PWGSC is accountable for in the delivery of pay and pension interventions to client departments and agencies as well as the desired turnaround times provided by the unsatisfied client base.

	Established Turnaround Time (days)	Desired Turnaround Time (days)	
	Pay and Pension	Pay	Pension
Priority 1	5	3	3
Priority 2	10	6	5
Priority 3	20	12	10

3. Notifications Issued (National/Regional)

On-line notifications such as: directives, bulletins, communiqués, broadcast messages and notices, ensure that the Compensation community is kept well informed with up to date information regarding all aspects of their day to day compensation operational activities.

The overall satisfaction level for all types of notifications during the course of the four surveys conducted are as follows:



The issuance of notifications in all areas surveyed is constantly improving due to ongoing automation efforts.

4. Compensation Training Services (National/Regional)

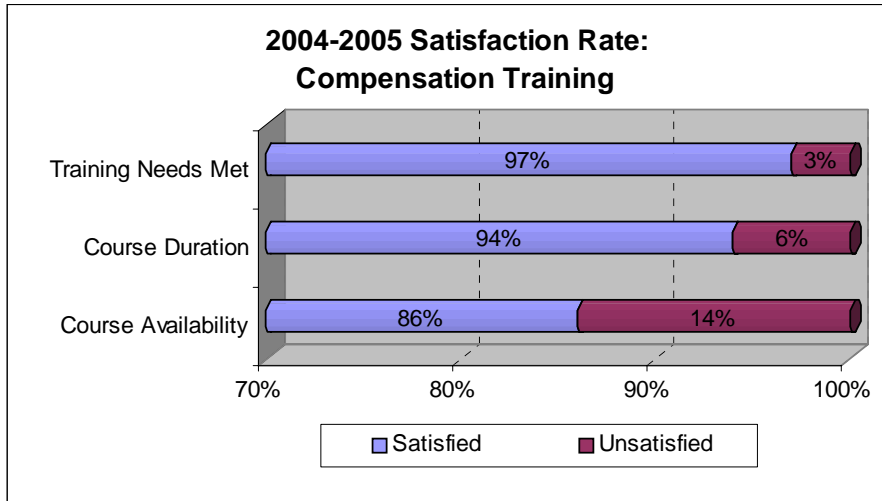
87% of those who have accessed the Compensation Training Web site find it easy to use while 13% have had difficulty navigating the site.

95% of all users were very satisfied/satisfied with both the course registration and course cancellation process while 5% were dissatisfied/very dissatisfied.

42% of those surveyed had not yet accessed the Compensation Training Web site.

The survey results indicate that within the compensation environment, 93% have taken compensation training. In a two year period, approximately 2 to 5 days of compensation training per person was taken.

The following table reflects the level of satisfaction with respect to the availability of compensation training courses, the duration and, whether or not the training needs were met.



Although satisfaction regarding the availability of compensation training courses has gradually improved since first surveyed in 1998, availability remains an issue.

NEXT STEPS:

The 2004-2005 Compensation Client Satisfaction survey results will be reviewed with each regional pay office in further detail. It is PWGSC's objective to ensure that all client departments and agencies receiving pay and pension services, are very satisfied with the services provided at all times.