

Tenant Representatives

2020 SaskBuilds and Procurement Client Satisfaction Survey Results

About the Survey

The new ministry of SaskBuilds and Procurement completed its client satisfaction survey from November 9, 2020 to December 16, 2020.

The purpose of this survey is to help the ministry inform its planning and improve service delivery, to provide customers with the best possible experience.



Service Excellence

All Service Lines Measured

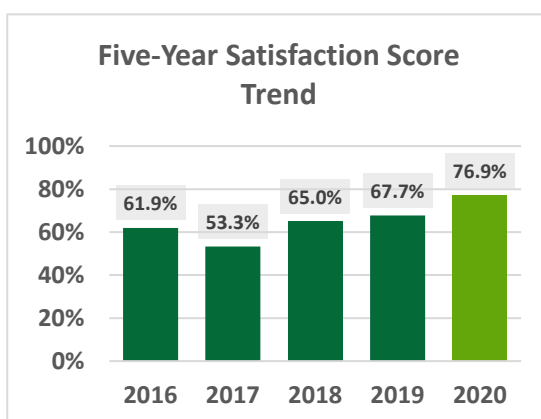
This survey was distributed to Government employees and citizens who access 17 of our service lines:

- Card Access
- Construction Projects (Sponsor and Client results combined)
- CVA Fleet Drivers (assigned vehicles)
- Directory Coordinators
- Disposal Program Buyers
- Disposal Program Sellers
- Enterprise Drivers
- IT Billing
- IT Projects
- IT Users
- IT Service Level Coordinators
- Mail Services
- Records Coordinators
- Telecommunications Coordinators
- Tenants
- Tenant Representatives

Service Line Satisfaction Score

The service line's 2020 satisfaction score is:

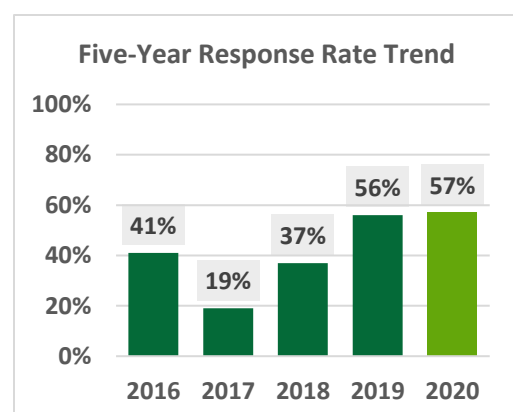
76.9
per cent



Service Line Survey Response Rate

The service's 2020 response rate is:

57
per cent



Quality of Service

3%

Very dissatisfied, dissatisfied

19%

Neither satisfied nor dissatisfied

78%

Satisfied, very satisfied

Ease of Access to Service

8%

Very dissatisfied, dissatisfied

11%

Neither satisfied nor dissatisfied

81%

Satisfied, very satisfied

Time to Get Service

6%

Very dissatisfied, dissatisfied

22%

Neither satisfied nor dissatisfied

72%

Satisfied, very satisfied

Needs were Understood

6%

Very dissatisfied, dissatisfied

6%

Neither satisfied nor dissatisfied

88%

Satisfied, very satisfied

Approach Taken to Meet Needs

6%

Very dissatisfied, dissatisfied

15%

Neither satisfied nor dissatisfied

79%

Satisfied, very satisfied

Updates and Status Reports of Request

9%

Very dissatisfied, dissatisfied

23%

Neither satisfied nor dissatisfied

68%

Satisfied, very satisfied

Follow-Up on Services Received

14%

Very dissatisfied, dissatisfied

14%

Neither satisfied nor dissatisfied

72%

Satisfied, very satisfied

Informed of Everything to get Service

8%

Strongly disagree, disagree

20%

Neither agree nor disagree

72%

Agree, strongly agree