

Ministry of Central Services

Overall 2019 Customer Satisfaction Survey Results

About the Survey

Central Services completed its fifth-annual customer satisfaction survey, from December 2, 2019 to February 7, 2020.

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

All Service Lines Measured in Central Services

This survey was distributed to government employees and citizens who access 13 of Central Services' service lines:

- CVA Fleet Drivers (assigned vehicles)
- CVA Pool Drivers (unassigned vehicles)
- CVA Vehicle Coordinators
- Disposal Program Buyers
- Disposal Program Sellers
- Mail Services
- Telecommunications Coordinators
- IT Projects
- IT Users
- IT Service Level Coordinators
- Construction Projects (Sponsor and Client results combined)
- Tenant Representatives
- Tenants



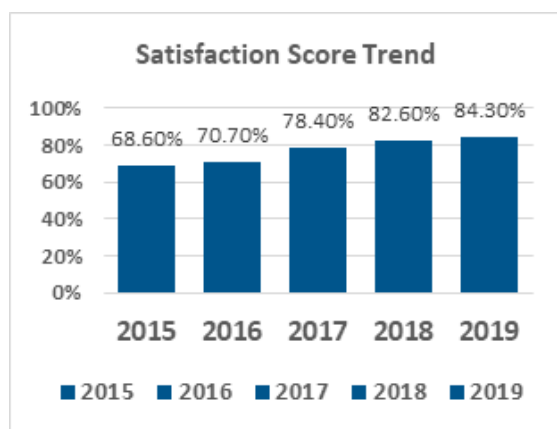
Service Excellence

Overall Central Services Customer Satisfaction Survey Feedback

Central Services Overall Satisfaction Score

The ministry 2019 satisfaction score is:

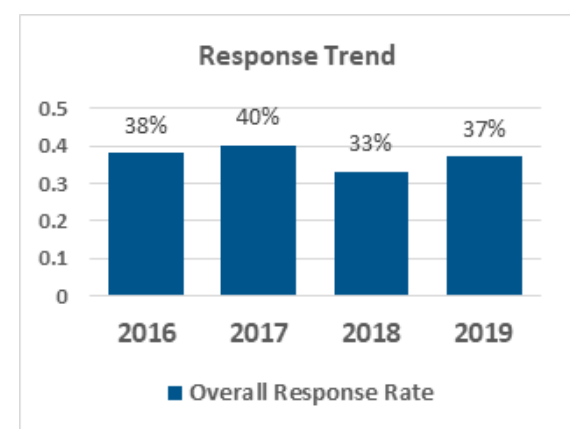
84.3
per cent



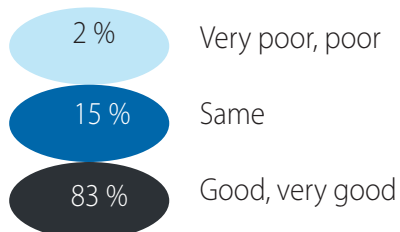
Central Services Overall Response Rate

The ministry 2019 response rate is:

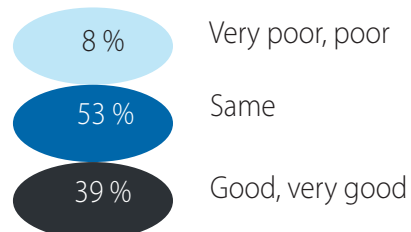
37
per cent



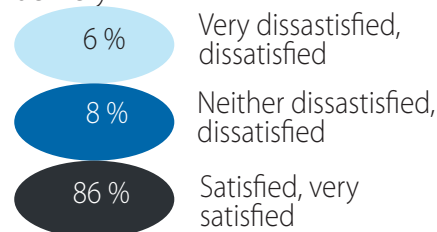
Expected quality of service



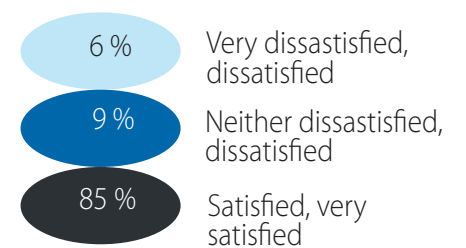
How it compared to expectations



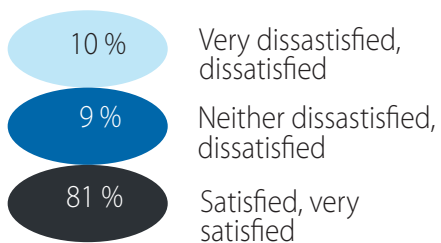
Satisfaction with service/product delivery



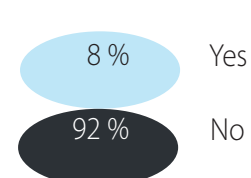
Satisfaction with ease of access



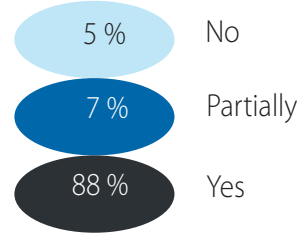
Satisfaction with timeliness



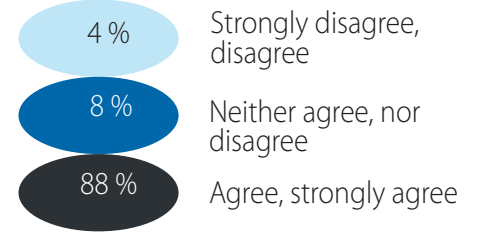
Error in providing service/product



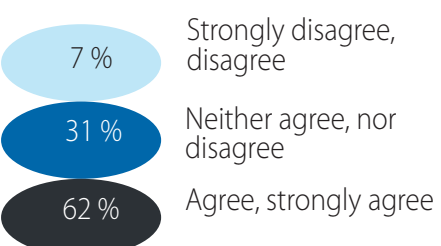
Got what was needed, in the end



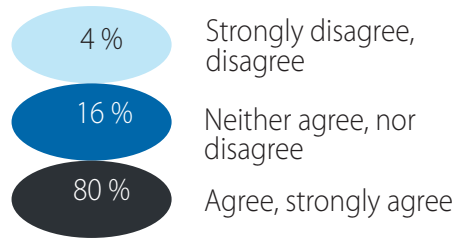
Staff were knowledgeable



Staff went the extra mile



Staff were helpful



Customer Experience Words

Respondents were provided a list of words, and asked to tick as many or as few that best describe how they feel about the service they were provided. The larger the word, the more often it was selected.

