

Ministry of Central Services

2018 Customer Satisfaction Survey Results

About the Survey

Central Services completed its fourth-annual customer satisfaction survey, from November 13, 2018 to December 4, 2018.

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.



Service Excellence

All Service Lines Measured in Central Services

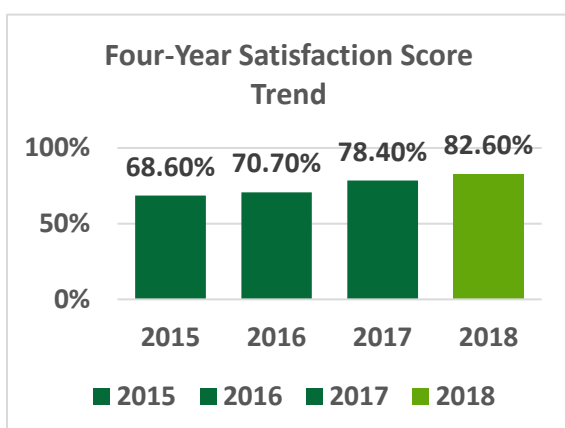
This survey was distributed to Government employees and citizens who access 20 of Central Services' service lines:

- CVA Fleet Drivers (*assigned vehicles*)
- CVA Pool Drivers (*unassigned vehicles*)
- CVA Vehicle Coordinators
- Directory Coordinators
- Disposal Program Buyers
- Disposal Program Sellers
- Mail Services
- Purchasing
- Records Coordinators
- Supply Chain Management
- Telecommunications Coordinators
- Enterprise Drivers
- IT Projects
- IT Users
- IT Service Level Coordinators
- Card Access
- Construction Projects (*Sponsor and Client results combined*)
- Tenant Representatives
- Tenants

Overall Satisfaction Score

The Ministry's overall 2018 satisfaction score is:

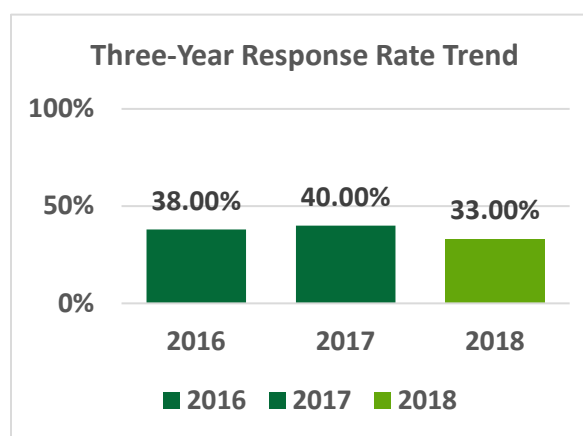
82.6
per cent



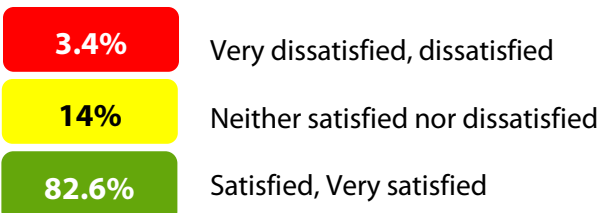
Overall Response Rate

The Ministry's overall 2018 response rate is:

33
per cent

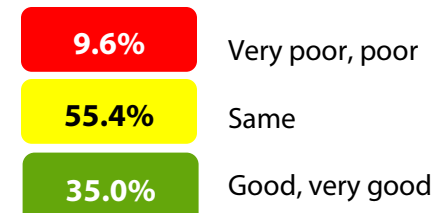


Expected Quality of Service

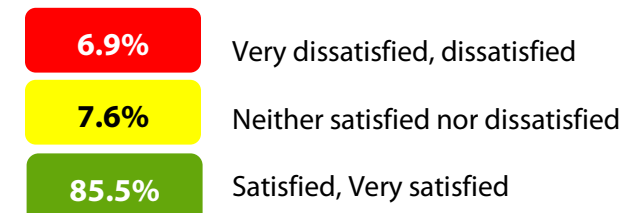


How It Compared to Expectations

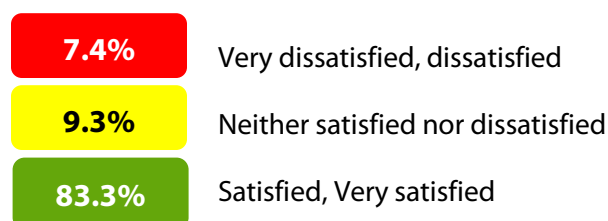
(Quality of Service)



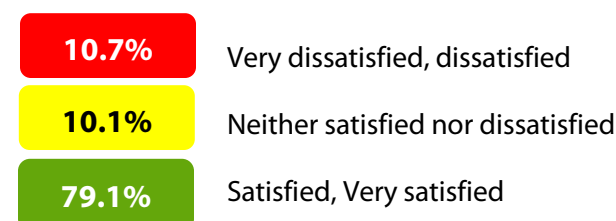
Quality of Service/Product Delivery



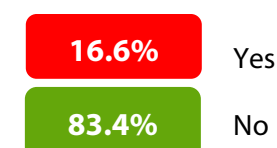
Ease of Access to Service/Product



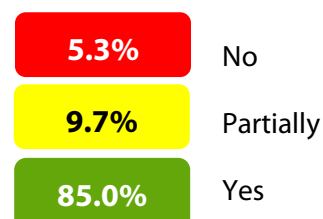
Time to Get Service



Errors Providing Service/Product



Needs Were Met



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.

