

**2022 Client Satisfaction Survey
Key Messages and Questions and Answers**

KEY MESSAGES

- The Client Satisfaction Survey is an annual survey administered by the Ministry of SaskBuilds and Procurement (SBP).
- We want to hear from you! If you receive one or more surveys as a client of SBP, please complete the survey.
- Your feedback helps SBP improve its services.
- The 2022 surveys will be sent in three batches for each eligible service provided by SBP throughout the months of November and December.
- SBP will summarize and share the results with clients in April 2023.

QUESTIONS AND ANSWERS

Q. What is the purpose of the survey?

A. The surveys are part of the Ministry of SaskBuilds and Procurement’s (SBP) commitment to customer service, accountability and helping clients achieve outcomes. They are an important tool to gauge the success and quality of the services we provide to our clients across government. This client feedback will help shape the way we provide services in the future.

Q. What kind of services are being surveyed and measured?

A. Surveys will be conducted for each eligible service, including those provided by our Information Technology, Corporate Strategy and Services, Infrastructure Design and Delivery, and Operations and Service Delivery divisions. Specific lines of service being surveyed are:

Services We’re Measuring				
Information Technology Division	Operations and Service Delivery	Corporate Strategy and Services	Procurement Management	Infrastructure Design and Delivery
<ul style="list-style-type: none"> - Service Level Coordinators - Information Technology (IT) Users - IT Projects 	<ul style="list-style-type: none"> - Building Tenants - CVA Fleet Users - CVA Vehicle Coordinators - SaskSurplus Sellers - SaskSurplus Buyers - Records Coordinators - Mail Service Users - Telecom Coordinators - Directory Coordinators - Card Access 	<ul style="list-style-type: none"> - IT Billing 	<ul style="list-style-type: none"> - Business & Technology Procurement - Good and Services Procurement - Construction and Infrastructure Procurement 	<ul style="list-style-type: none"> - Building Tenant Reps - Construction Projects

Q. When and how will the surveys be conducted?

A. The surveys will be sent to you via email over the months of November and December. They will be sent out on a staggered basis, depending on the kind of service you accessed.

Q. How many surveys will I have to complete?

A. Some clients will receive more than one survey, based on the kind of services they accessed. For example, if you rented a vehicle through the Central Vehicle Agency *and* sold items through our SaskSurplus disposal program, you may receive a survey for each service provided.

Q. How long does it take to complete the surveys?

A. Surveys will take about five minutes to complete.

Q. When can we expect to see the results of the Client Satisfaction Surveys?

A. Detailed results of all surveys will be compiled and provided back to clients in April 2023.

Q. Who can I contact if I have questions about the surveys?

A. If you have any questions or concerns about surveys, please contact Alex Piniach of the Corporate Strategy and Services Division of SBP at alex.piniach@gov.sk.ca or 306-787-7258.

Q. Can I provide feedback on services at other times of the year?

We always welcome your feedback on service delivery performance. We currently track client feedback throughout the year for some services such as Information Technology and Operations and Service Delivery. You can provide feedback at any time on the services by emailing sbp.surveys@gov.sk.ca.