



Supplementary questions for the public service employee survey Service Canada

An addendum to the 2005 Public Service Employee Survey

1. Which department do you currently work for? If you are in an acting or assignment position, please identify your acting or assignment department.

1 Service Canada 2 Human Resources and Skills Development Canada 3 Social Development Canada

	Strongly Agree	Mostly Agree	Mostly Disagree	Strongly Disagree	Not Applicable/ Don't Know
2. I feel that I have been kept informed regarding internal developments in the organization of Service Canada.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
3. I feel that senior management has communicated a clear vision for long-term success in Service Canada.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
4. I have a clear idea what Service Canada is trying to achieve.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
5. I have a clear idea what citizen-centered service means.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
6. I believe that Service Canada will result in better service to Canadians.		2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
7. I have a good understanding of my role in helping Service Canada serve its clients.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
8. I believe that the reorganization of service delivery in Service Canada will result in improvements to the quality of service to our clients.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
9. I feel that improving internal services to our colleagues is important in achieving Service Canada's goals.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
10. I believe that developing strong collaborative working relationships amongst our internal partners is necessary to provide better service to our external clients.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
11. I feel that I can play a role in developing Service Canada's service-oriented culture.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
12. The Service Canada environment provides me with challenging work.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
13. I feel that Service Canada promotes employees' well-being in the work place.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>