
Questionnaire

National Tenant Satisfaction Survey

Section: Survey Introduction (SI)

SI_STR TIME CHECK

SI_I01 We are doing a survey of Federal Government Tenants concerning the quality of services in buildings under the responsibility of Public Works and Government Services Canada (PWGSC).

SI_I02 This information will help PWGSC to better understand your needs and use the information to improve the services in your building. Your opinion is very important. Your answers will be kept confidential under the Statistics Act and will be used only for statistical purposes.

SI_I03 While participation is voluntary, your assistance is essential if the results of the survey are to be accurate. Under the Statistics Act your answers are strictly confidential. (Registration#: STC/SSD-040-75221).

SI_Q04 How many people are using ^TELNUM ^TELEXT?

____(2 spaces) [Min: 1 Max: 99]

Note: ^TELNUM and ^TELEXT come from Database. If ^TELEXT is blank then show ^TELNUM only.

SI_Q05 Is the name of your building ^NAMEBLDG ?

- 1 Yes
 - 3 No (Go to SI_Q05S)
DK, RF (Go to CAI_SO)
- Default: (Go to SI_Q06)

Note: ^NAMEBLDG comes from Database. Display only first 80 alpha-numeric characters. If blank then go to SI_Q05S.

SI_Q05S (What is the name of your building?)

_____ (80 spaces)

SI_Q06 Is the address of your building ^BLDGADD?

- 1 Yes
 - 2 No (Go to SI_N06)
DK, RF (Go to CAI_SO)
- Default: (Go to SI_Q07)

Note: ^BLDGADD comes from database. Display only 5 characters for civic number, 50 characters for street name, 30 characters for city name and 2 characters for province.

SI_N06 INTERVIEWER: Enter address
NUM Enter the civic number
STREET Enter the street name
CITY Enter the city name
PROV Enter the province

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Note: Accept only 5 characters for civic number, 50 characters for street name, 30 characters for city name and 2 characters for province.

SI_Q07 **Is the name of your department ^NAMEDEPT?**

- 1 Yes
- 3 No (Go to SI_Q07S)
DK, RF (Go to CAI_SO)

Default: (Go to SI_STP)

Note: ^NAMEDEPT comes from Database. Display only first 80 alpha-numeric characters
If blank then go to SI_Q07S.

SI_Q07S **(What is the name of your department?)**

_____ (80 spaces)

SI_STP TIME CHECK

Section: Workspace (WS)

WS_STR TIME CHECK

WS_SEX INTERVIEWER: Enter gender.

- 1 Male
- 2 Female

WS_Q01 **Which of the following best describes your workspace?**

INTERVIEWER: Read categories to respondent.

- 01 A single office in open concept (cubicle)
- 02 A shared office in open concept (shared cubicle)
- 03 A closed office, not shared
- 04 A closed office shared
- 05 A warehouse
- 06 A laboratory
- 07 Other - Specify (Go to WS_Q01S)

Default: (Go to WS_Q02)

Open concept is personal office space without walls from floor to ceiling.

WS_Q01S **(Description of workspace)**

_____ (80 spaces)

WS_Q02 **How many years have you worked in this building?**

- 1 **Less than 1 year**
- 2 **1 to 2 years**
- 3 **3 to 5 years**
- 4 **More than 5 years**

WS_Q03 How long have you been in your current office?

- 1 Less than 1 year
- 2 1 to 2 years
- 3 3 to 5 years
- 4 More than 5 years

WS_Q04 Would you like to see any improvements made to your physical work environment and related services in your building?

- 1 Yes (Go to WS_Q05)
- 3 No (Go to WS_STP)

WS_Q05 Which ones?

INTERVIEWER: Mark all that apply.

- 01 Natural lighting
- 02 Task lighting
- 03 Overhead lighting
- 04 Temperature
- 05 Air circulation
- 06 Parking availability
- 07 Outside lighting
- 08 Building security services
- 09 Snow removal
- 10 Office cleaning services
- 11 Washroom cleaning services
- 12 Cleaning services for hallways, elevators and common areas
- 13 Reliability of elevator
- 14 Barrier free accessibility to the building
- 15 Building system noise levels
- 16 Other - Specify (Go to WS_Q05S)

Default: (Go to WS_STP)

WS_Q05S (Improvements to physical work environment to be done)

_____ (80 spaces)

WS_STP TIME CHECK

Section: Satisfactory Service (SS)

SS_STR TIME CHECK

SS_I01 In the following section, you will be asked to rate specific services in terms of their importance to you personally and your level of satisfaction regarding these services. If some services do not apply to you, please answer 'Service does not apply to me'.

SS_Q01 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of natural lighting (for you)?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q02 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the natural lighting?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q03 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of task lighting?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q04 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the task lighting?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q05 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of overhead lighting?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q06 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the overhead lighting?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q07 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of temperature (too hot too cold)?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q08 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the temperature (too hot too cold)?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q09 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of air circulation (air movement)?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q10 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the air circulation (air movement)?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q11 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of parking availability?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q12 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the parking availability?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q13 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of outside lighting?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q14 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the outside lighting?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q15 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of building security services (after hours access & security guards)?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q16 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the building security services (after hours access & security guards)?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q17 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of snow removal?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q18 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the snow removal?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q19 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of office cleaning services?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q20 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the office cleaning services?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q21 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of washroom cleaning services?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q22 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the washroom cleaning services?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q23 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of cleaning services for hallways, elevators and common areas?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q24 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the cleaning services for hallways, elevators and common areas?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q25 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of reliability of elevators?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q26 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the reliability of elevators?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q27 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of barrier free accessibility to the building?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q28 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the barrier free accessibility to the building?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q29 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of building system noise levels?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_Q30 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the building system noise levels?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SS_STP TIME CHECK

Section: Service Availability (SA)

SA_STR TIME CHECK

SA_I01 Using the same scales, we would like to know the importance of having specific services available in your building or in the surrounding areas and your level of satisfaction regarding their availability.

SA_Q01 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

the importance of having access to food services?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q02 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with having access to food services?

- 01 1
- 02 2
- 03 3

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- 04 4
- 05 5
- 66 Does not apply to me

SA_Q03 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to public transportation?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q04 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to public transportation?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q05 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to daycare?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q06 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to daycare?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q07 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to fitness facilities?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q08 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to fitness facilities?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q09 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to showers?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q010 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to showers?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q011 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to shopping areas?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q012 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to shopping areas?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q013 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to bank machines?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q014 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to bank machines?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q015 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... the importance of access to bike racks?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_Q016 On a scale of 1 to 5, where 1 is lowest importance or satisfaction and 5 is highest importance or satisfaction, how would you rate:

... your level of satisfaction with the access to bike racks?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

SA_STP TIME CHECK

Section: Building Services (BSER)

BSER_STR TIME CHECK

Note: If WS_Q02=<1> or WS_Q02=DK or WS_Q02=RF then go to BC_Q05.
Else go to BSER_Q01.

BSER_Q01 Compared to 1 year ago, are there any services which have improved?

- 1 Yes
- 3 No (Go to BSER_Q03)
- DK, RF (Go to BSER_Q03)

BSER_Q02 Which ones?

INTERVIEWER: Mark all that apply.

- 01 Natural lighting
- 02 Task lighting
- 03 Overhead lighting
- 04 Temperature
- 05 Air circulation
- 06 Parking availability
- 07 Outside lighting
- 08 Building security services
- 09 Snow removal
- 10 Office cleaning services
- 11 Washroom cleaning services

- 12 Cleaning services for hallways, elevators and common areas
- 13 Reliability of elevator
- 14 Barrier free accessibility to the building
- 15 Building system noise levels
- 16 Other - Specify(Go to BSER_Q02S)

Default: (Go to BSER_Q03)

BSER_Q02S (Any other services which have improved)

_____ (80 spaces)

BSER_Q03 Compared to 1 year ago, are there any services which have deteriorated?

- 1 Yes
- 3 No (Go to BSER_Q05)
- DK, RF (Go to BSER_Q05)

BSER_Q04 Which ones?

INTERVIEWER: Mark all that apply.

- 01 Natural lighting
- 02 Task lighting
- 03 Overhead lighting
- 04 Temperature
- 05 Air circulation
- 06 Parking availability
- 07 Outside lighting
- 08 Building security services
- 09 Snow removal
- 10 Office cleaning services
- 11 Washroom cleaning services
- 12 Cleaning services for hallways, elevators and common areas
- 13 Reliability of elevator
- 14 Barrier free accessibility to the building
- 15 Building system noise levels
- 16 Other - Specify(Go to BSER_Q04S)

Default: (Go to BSER_Q05)

BSER_Q04S (Any other services which have deteriorated)

_____ (80 spaces)

BSER_Q05 Overall, how satisfied are you with the services in your building?

INTERVIEWER: Read categories to respondent.

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied

BSER_Q06 To whom would you report problems or concerns in your building?

INTERVIEWER: Read categories to respondent.

- 1 Administration area (Go to BSER_Q10)
- 2 Departmental contact or supervisor (Go to BSER_Q10)
- 3 1-800 number - PWGSC National Service Call Center
- 4 Property Manager
- 5 Other - Specify (Go to BSER_Q06S)

Default: (Go to BSER_Q07)

BSER_Q06S (Report problems or concerns in your building to whom)

_____ (80 spaces)

BSER_Q07 Have you ever reported a problem or concern to one of these people?

- 1 Yes
- 3 No (Go to BSER_Q10)
- DK, RF (Go to BSER_Q10)

BSER_Q08 How often were the problems or concerns resolved or answered to your satisfaction?

INTERVIEWER: Read categories to respondent.

- 1 Always (Go to BSER_Q10)
- 2 Sometimes
- 3 Never
- DK, RF (Go to BSER_Q10)

BSER_Q09 Why were you not completely satisfied with the response?

INTERVIEWER: Mark all that apply.

- 01 Slow response to concern/complaints
- 02 Rude/unpleasant staff
- 03 Poor/bad service
- 04 Problem still exists
- 05 Nobody came to solve the problem
- 06 Poor communication
- 07 Other - Specify (Go to BSER_Q09S)

Default: (Go to BSER_Q10)

BSER_Q09S (Other reasons why not completely satisfied with response)

_____ (80 spaces)

BSER_Q10 Did you ever have a problem that you did not report?

- 1 Yes
- 3 No (Go to BSER_Q12)
- DK, RF (Go to BSER_Q12)

BSER_Q11 Why did you not report this issue (to anyone)?

INTERVIEWER: Mark all that apply.

- 01 Thought someone else would report
- 02 Don't know who to report to
- 03 Thought nothing would be done anyway
- 04 Wasn't important to me
- 05 Embarrassed
- 06 Rude/unpleasant staff
- 07 Worried about the repercussions
- 08 Other - Specify(Go to BSER_Q11S)

Default: (Go to BSER_Q12)

BSER_Q11S (Other reasons why you did not inform anyone on this issue)

_____ (80 spaces)

BSER_Q12 Do you deliver Real Property or Facilities Management services to employees of your department?

- 1 Yes
- 3 No (Go to SA_STP)
- DK, RF (Go to SA_STP)

BSER_Q13 Overall, how satisfied are you with the ability of your building's property manager/managers team to support your business and operational needs?

INTERVIEWER: Read categories to respondent.

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied

BSER_Q14 On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:

... your level of satisfaction with their responsiveness?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

BSER_Q15 On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:

... your level of satisfaction with their knowledge?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

BSER_Q16 On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:

... your level of satisfaction with their courteousness?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

BSER_Q17 On a scale of 1 to 5, where 1 is lowest and 5 is highest, please rate your satisfaction with the following aspects from the property management team:

... your level of satisfaction with their communication skills?

- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 66 Does not apply to me

BSER_Q18 Overall, how satisfied are you with the level of Project Management services received from PWGSC's team?

INTERVIEWER: Read categories to respondent.

- 1** Very satisfied
- 2** Somewhat satisfied
- 3** Somewhat dissatisfied
- 4** Very dissatisfied

BSER_STP TIME CHECK

CAI_SO END OF INTERVIEW

For information only