



Finance and Administration Survey

January 4-16, 2007

Results

February 2007



Finance and Administration

- The Finance and Administration Branch has three main objectives: in its capacity as an adviser and partner of choice, it aims to deliver top-quality administrative and financial services to its clients, and provide them with advice, training and information related to administration and finance; and also provide information and answer requests from citizens relating to programs and services offered by Industry Canada.
- This client satisfaction survey will allow the Finance and Administration Directorate to serve its internal clients better. It offers internal clients an opportunity to evaluate the quality of services as part of the Directorate's mandate and specify how they can be improved. Questions concern all services offered, categorized in accordance with the three business areas covered by the Directorate, i.e. Finance, Administration and Client Services.



Methodology

- The survey was conducted internally and on-line, using PHPESP, Version 1.8.1 which guarantees complete response anonymity. All employees in the Quebec region were asked to complete the questionnaire.
- The following Directorates participated in the survey: Competition Bureau; Office of the Superintendent of Bankruptcy; Measurement Canada; Chief Information Office; Regional Executive Director's Office; Planning, Analysis and Communications; Human Resources; Finance and Administration; Spectrum, Information Technologies and Telecommunications; Business Development; Department of Foreign Affairs and International Trade; Indian and Northern Affairs Canada (Montreal office).
- The survey was conducted from January 4-16, 2007.



Number of Employees

- Finance and Administration
 - 15 employees including the director
 - Financial Services and Procurement (6)
 - Administrative Services (4)
 - Client Services (4)

- Financial assistants within directorates
 - 18 employees

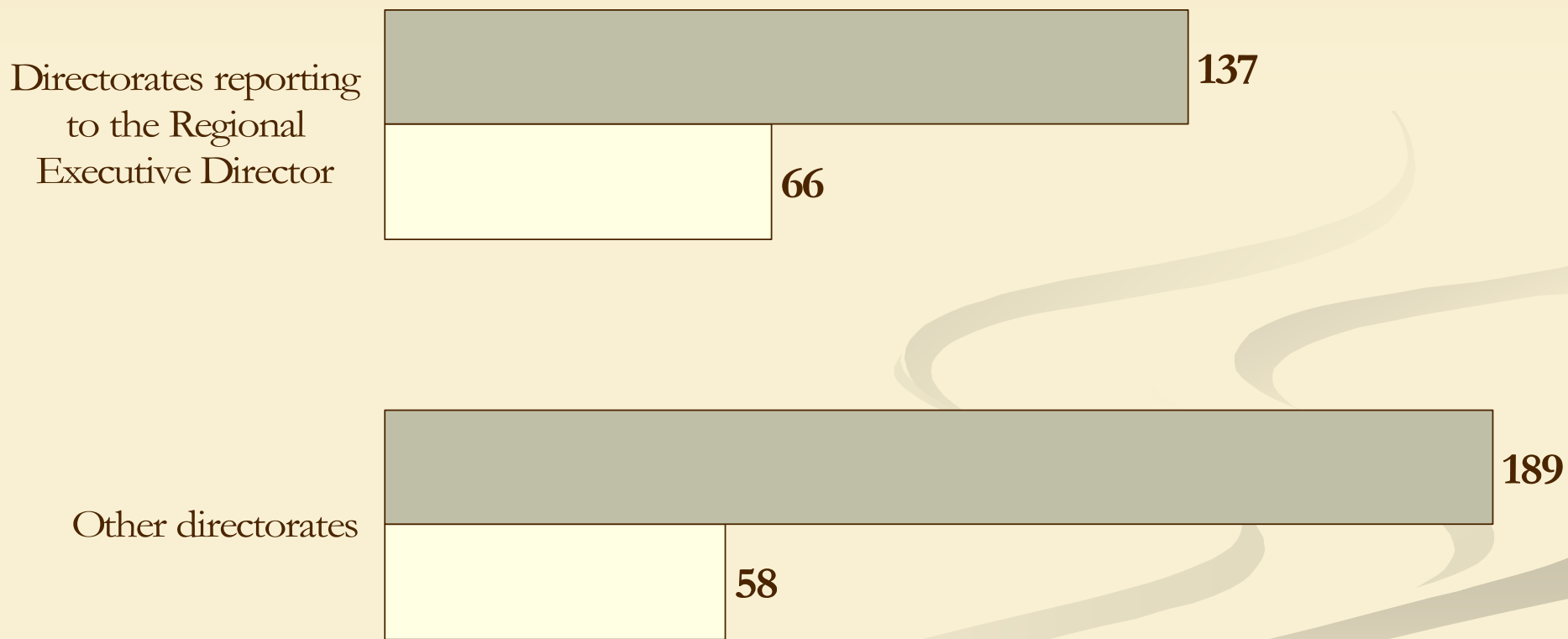


Participation

- Participation rate: 38 %
 - 124 participants
 - Out of a total of 326 employees (Industry Canada, Department of Foreign Affairs and International Trade, Indian and Northern Affairs Canada)



Breakdown by Group

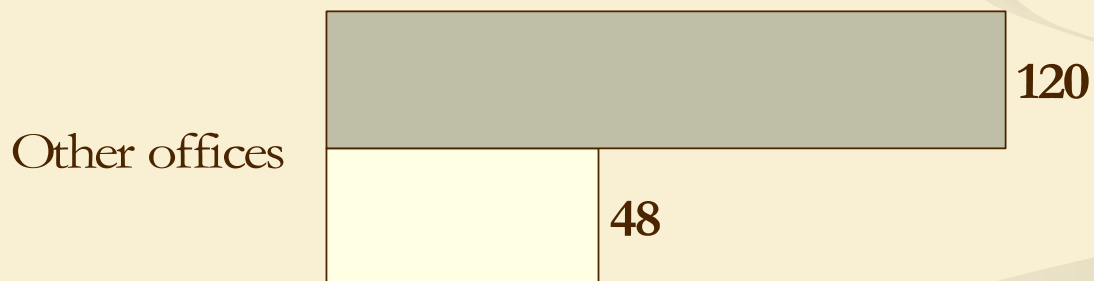
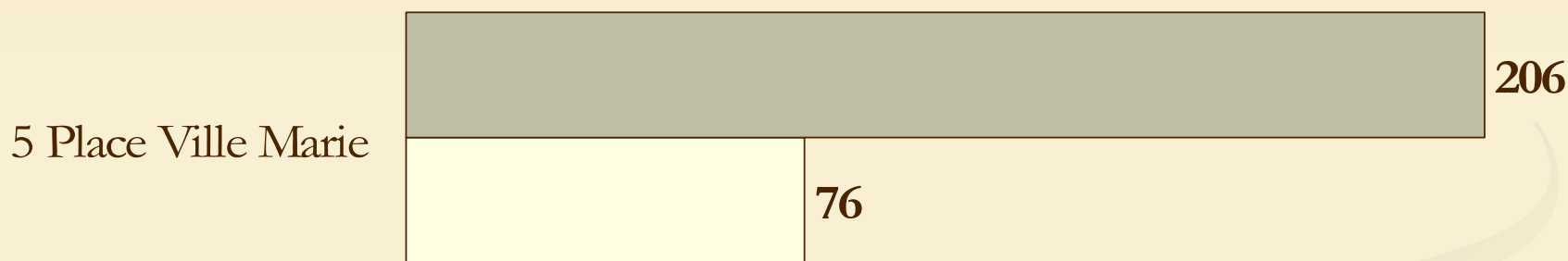


□ Participants

■ Total number of employees



Geographical Location

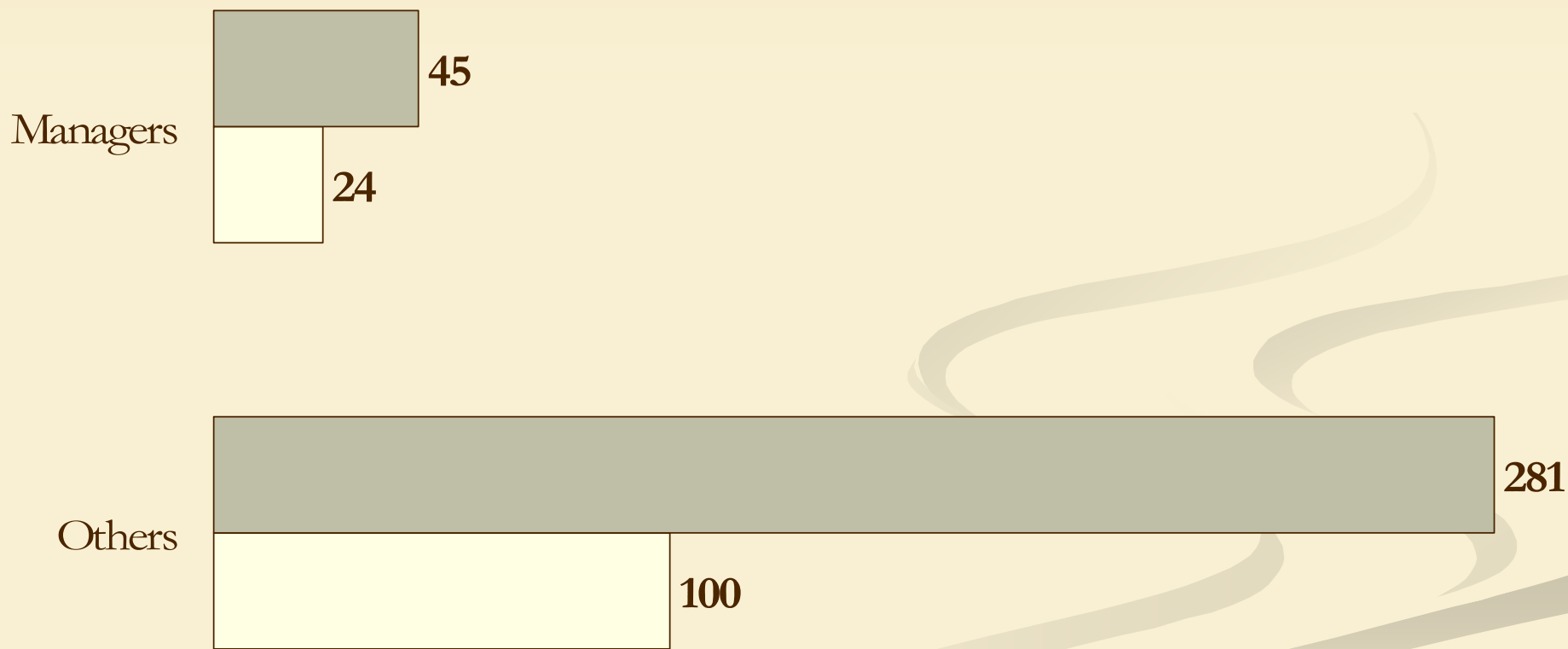


□ Participants

■ Total number of employees



Manager / Employee Representation

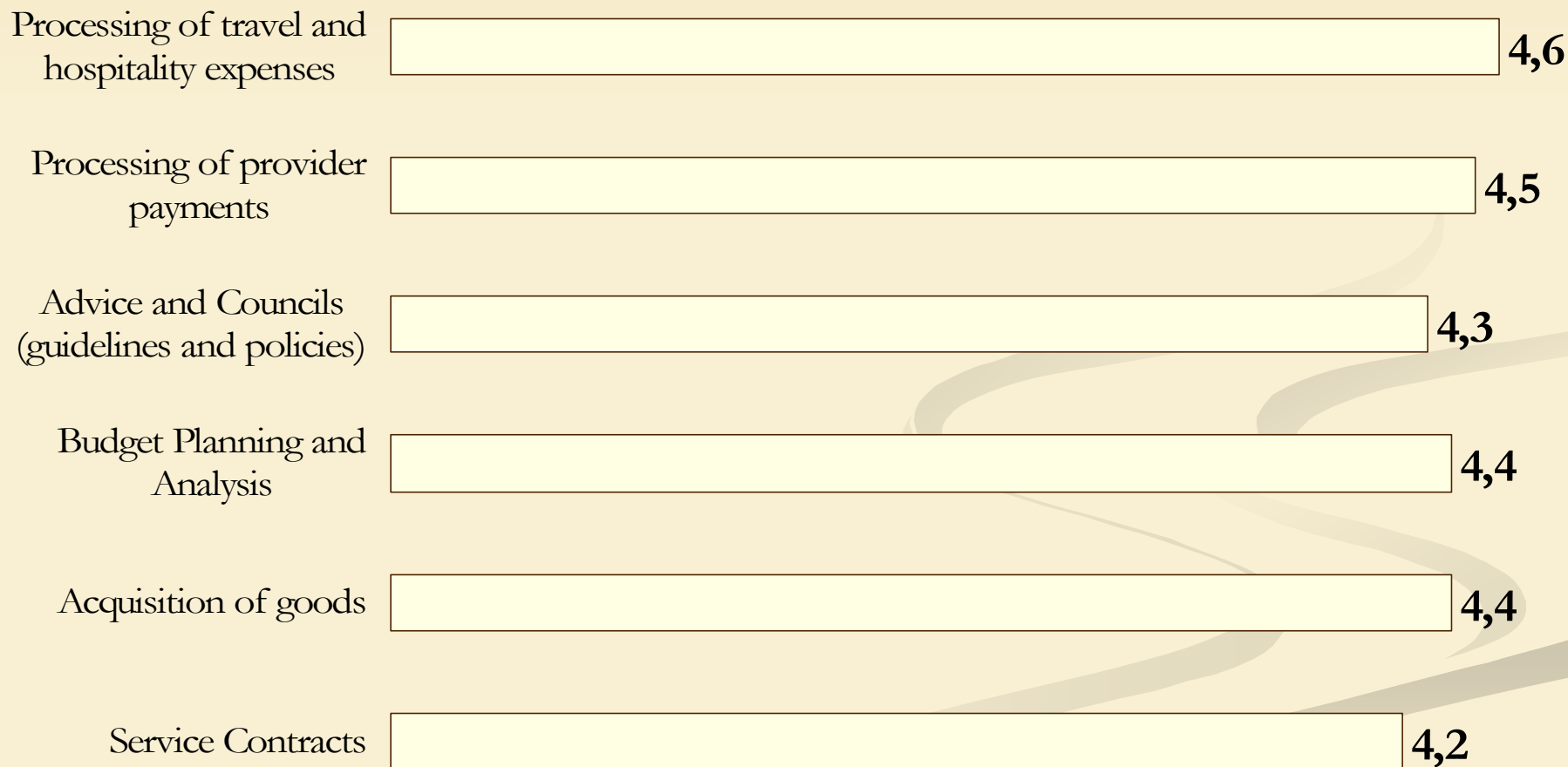


□ Participants

■ Total number of employees 8

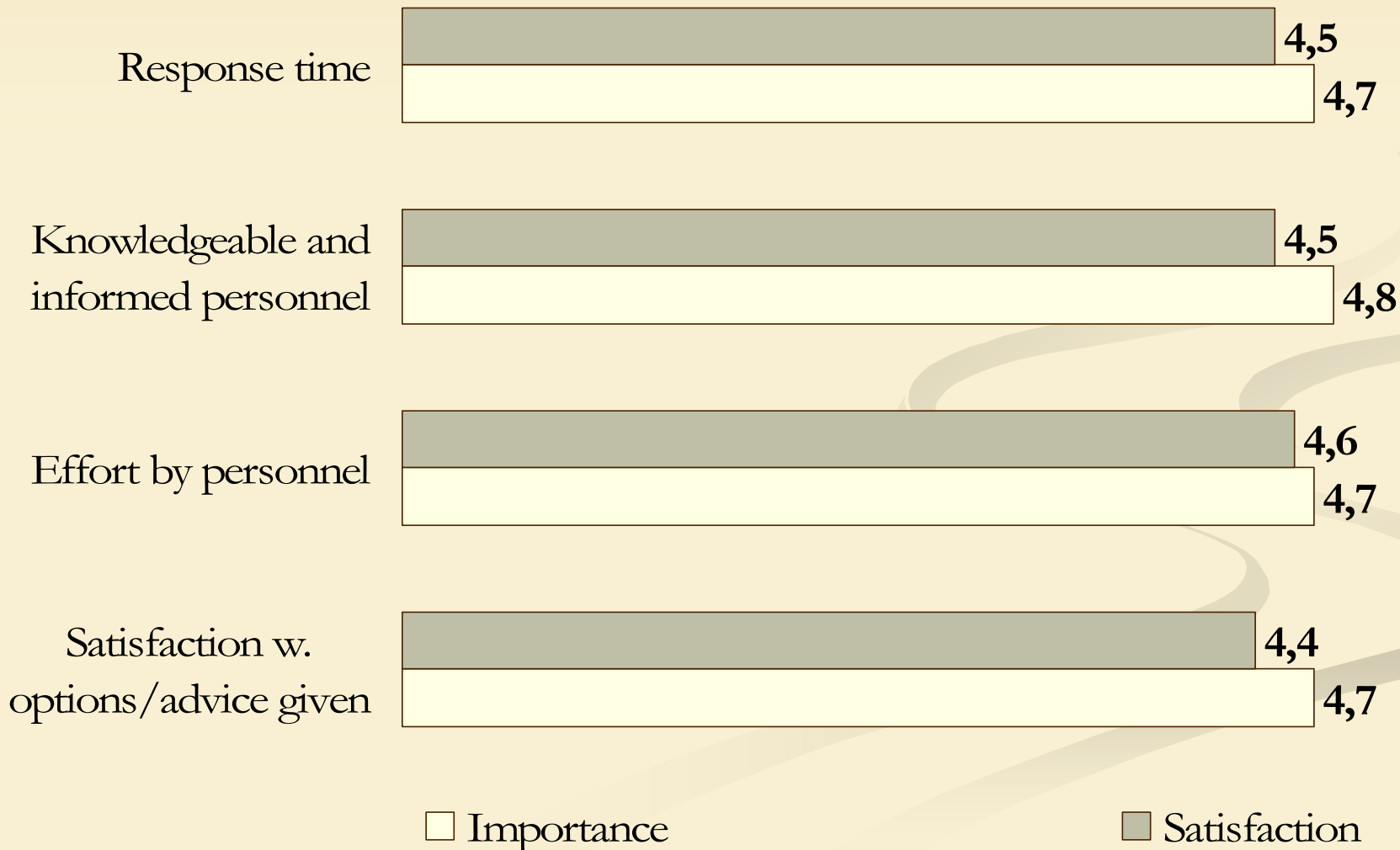


Level of Satisfaction Related to Financial Services and Procurement





Financial Services and Procurement





Purchasing and Payment Entry Point

- 19.4 % preferred a single point of entry for purchasing and payments
- 80.6 % preferred one person to be assigned to their directorate for purchasing and payments
- Comments
 - Respondents preferred to have one person familiar with their needs on site
 - For some types of purchasing, a single entry point (specialization, temporary replacement, group purchases) is better



Financial Services and Procurement Comments – Areas Requiring Improvement

- Contracts
 - Complexity – new directives
 - Lack of information and training
 - Role of partner and counsellor should be clarified
 - Response time too long
 - Limited number of individuals with expertise

- Budget Planning
 - Financial assistants require training
 - More wide-ranging support required
 - Reports are poorly understood and improperly used
 - Information required to make decisions not always available



Financial Services and Procurement Plan of Action

- Contracts
 - Review work organization
 - Train specialists
 - Review resources dedicated to these services in accordance with demand
 - Explore possibility of using services provided by Public Works and Government Services Canada

- Budget Planning
 - Consult managers to learn their needs
 - Review responsibilities of financial assistants vs. financial officers
 - Train finance personnel

- Information Provided to Employees
 - Expanded network
 - Review communication methods (Newsletters – Questions and answers)

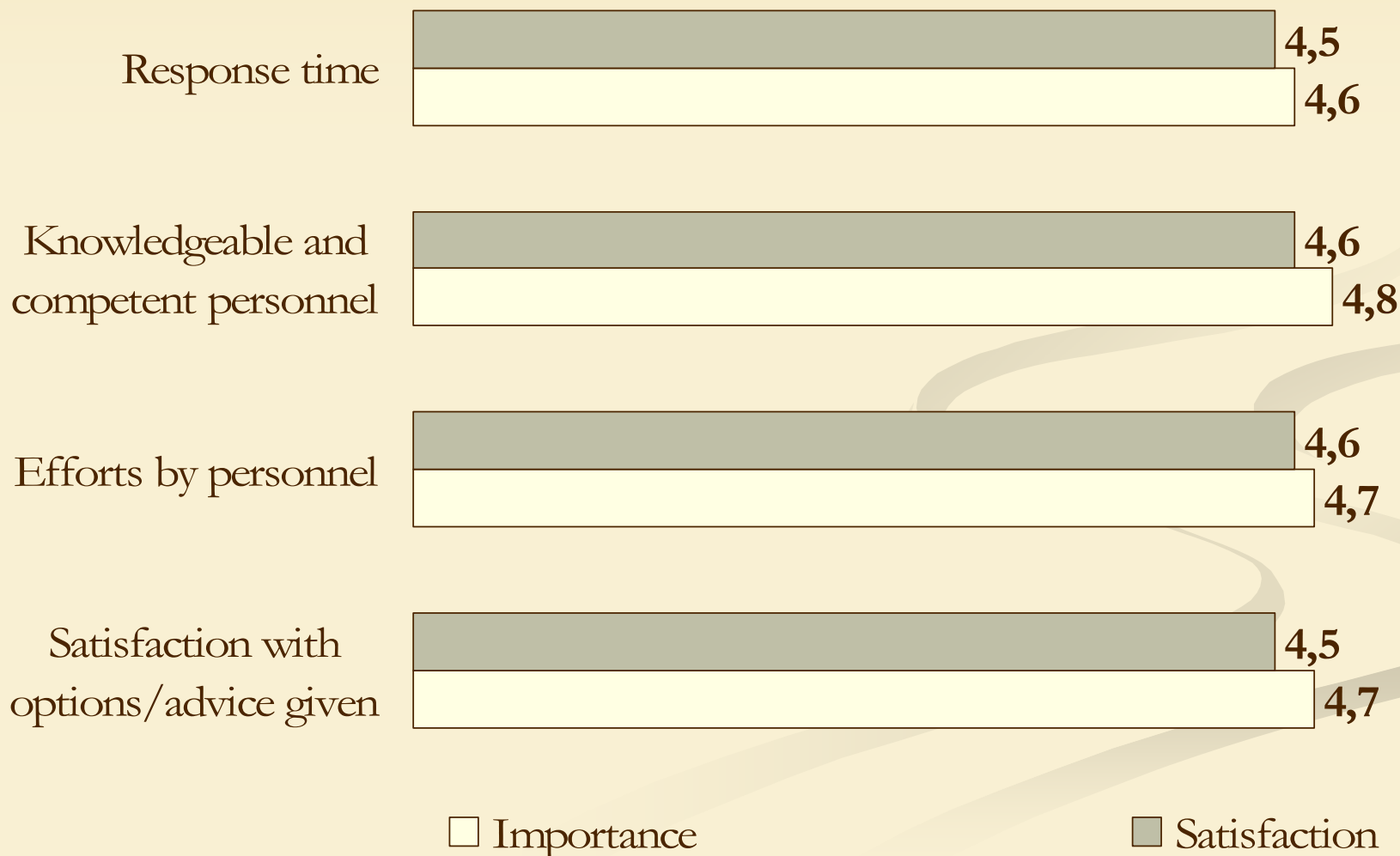


Level of Satisfaction Related to Administrative Services





Administrative Services





Administrative Services Comments – Areas Requiring Improvement

- Inventory maintenance too complex
- Lack of information on services offered by administration
- Too few meetings with ergonomic services



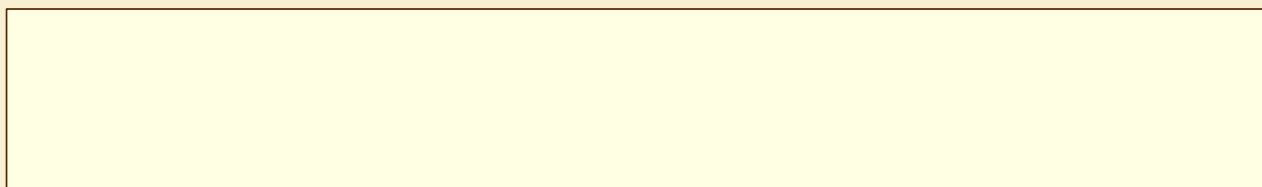
Administrative Services Plan of Action

- Draw up a table of responsibilities pertaining to each employee (posted on intranet)
- Review procedures (posted on intranet)
 - Example: ergonomics, mail, access cards, etc.
- Assist directorates with inventory



Level of Satisfaction Related to Client Services

Telephone reception



4,2

Visitor reception

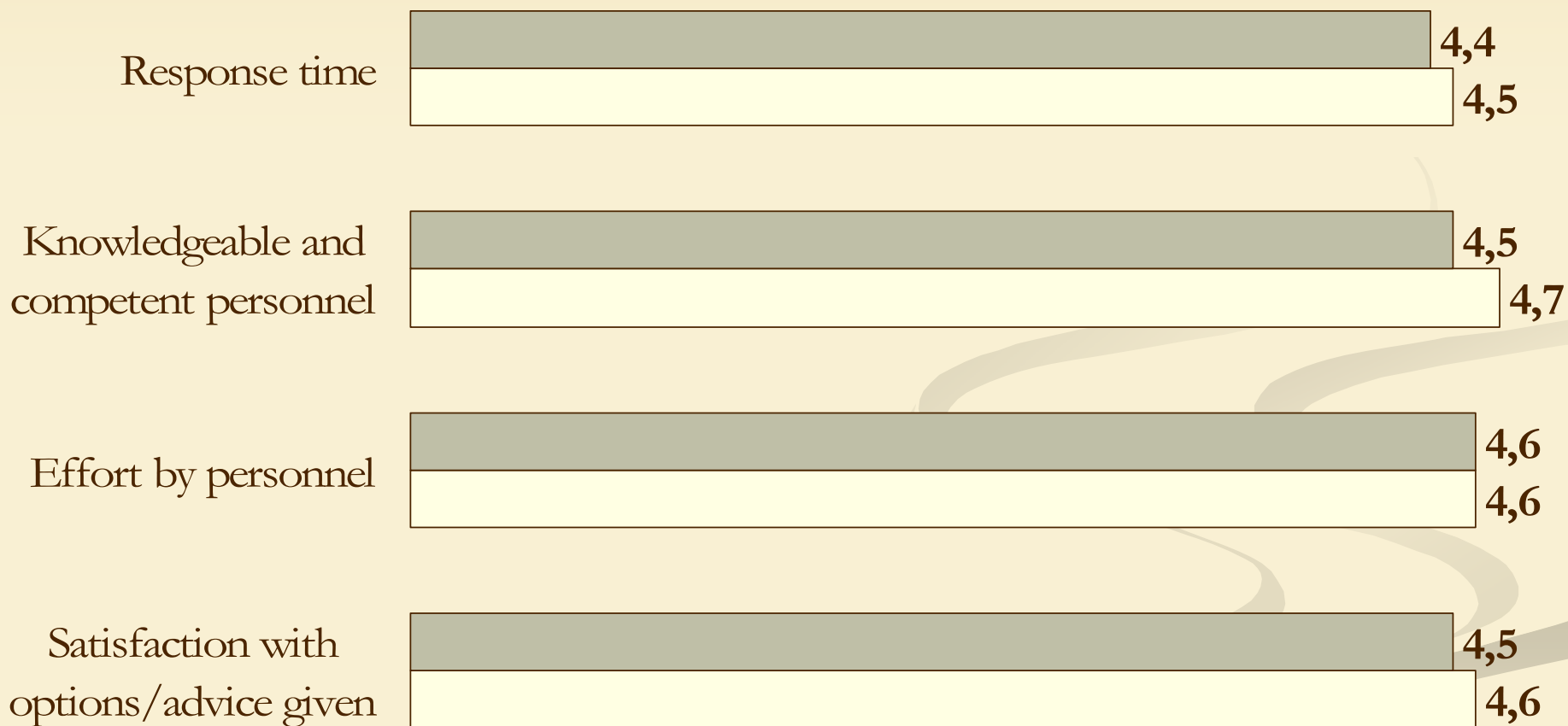


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□ Level of satisfaction (1 to 5)



Client Services



□ Importance

■ Satisfaction



Client Services

Comments – Areas Requiring Improvement

- Problems with electronic reception systems
- Employees who answer calls not identified

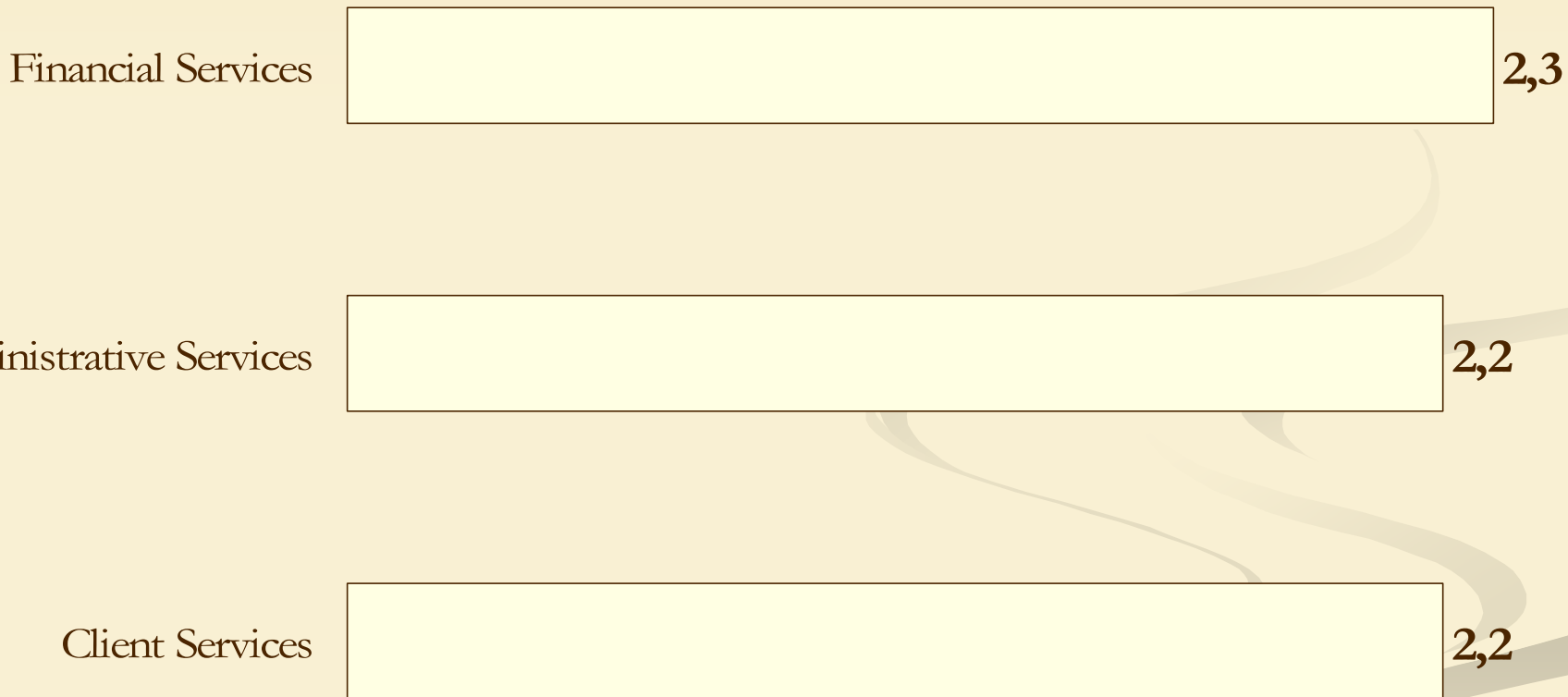


Client Services Plan of Action

- Clarify respective responsibilities regarding the management of electronic reception systems
- Make managers responsible aware of problems encountered
- Remind employees of the appropriate way to deal with external and internal clients



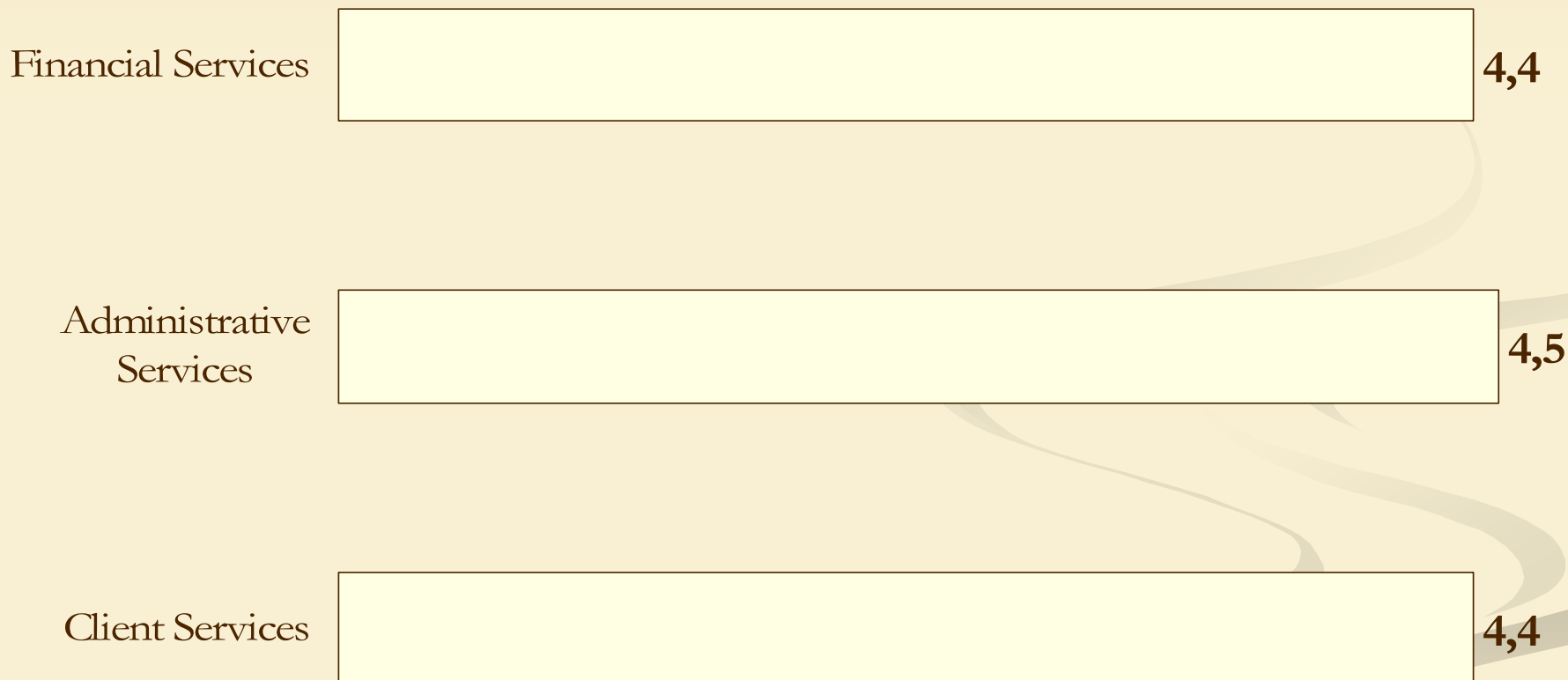
Improvements in Service over the Past Year



(1- Worse, 2- Neither better nor worse, 3- Better)



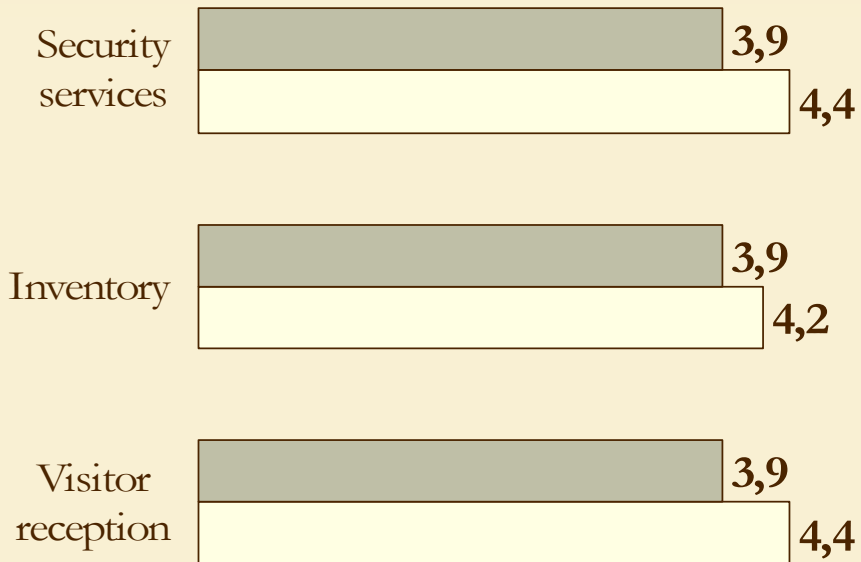
Overall Satisfaction





A Few Differences between Groups

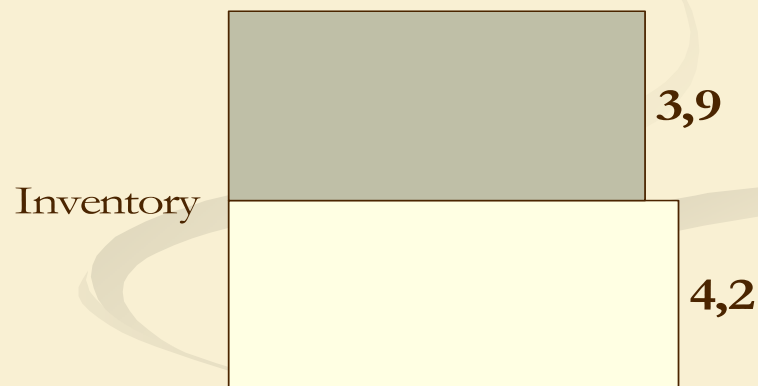
Offices other than 5 Place Ville Marie



□ 5 Place Ville Marie

■ Other offices

Managers



□ Non-managers

■ Managers



Conclusion

- Clients generally very satisfied
- Many comments and suggestions submitted
- Constructive solutions proposed
- Plan of action will be included in the Finance and Administration business plan for 2007-2008

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