Internal Communications Satisfaction Survey

SECTION 1: General Communications

1) My work unit meets to share corporate information…
- ❑ Regularly (i.e. at least once a week)
- ❑ Occasionally (i.e. approx. once a month)
- ❑ Rarely
- ❑ Never
- ❑ Don't know/Refused

2) Please indicate whether you agree or disagree that the following sources of internal communications keep you informed about what is happening in CIPO.

1	2	3	4	5	6	7
Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly Agree	Don't know/Refused	Not relevant

- ❑ *CIPOinfo*
- ❑ CIPOall
- ❑ Posters/bulletin boards
- ❑ Emails from supervisor/manager
- ❑ Staff meetings
- ❑ CIPOnet (intranet site)
- ❑ Corporate email

3) Have you ever subscribed to CIPO News Updates?
- ❑ Yes
- ❑ No
- ❑ Never heard of it
- ❑ Don't know/Refused

4) Please respond to the following statements using the provided scale.

1	2	3	4	5	6
Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly Agree	Don't know/Refused

- ❑ I understand my work unit's goals and objectives
- ❑ I understand CIPO's mandate and corporate priorities
- ❑ I am informed about what is happening at **Industry Canada**
- ❑ I am informed about what is happening in my **Branch**
- ❑ I am informed about what is happening in my **work unit**
- ❑ I receive corporate information in a timely manner

5) How important is it to you to receive information on the following topics?

1	2	3	4	5	6
Not at all important	Somewhat unimportant	Neutral	Somewhat important	Very important	Don't know/Refused

- ❑ CIPO's activities and priorities
- ❑ Branch's activities and priorities
- ❑ Training and career development programs
- ❑ Internal job opportunities

6) How satisfied are you with the quality of information you receive on the following…

1	2	3	4	5	6
Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied	Don't know/Refused

- ❑ CIPO's activities and priorities
- ❑ Branch's activities and priorities
- ❑ Training and career development programs
- ❑ Internal job opportunities

7) What are the main types of human resources information you seek? (Check all that apply)
- ❑ Workplace well-being
- ❑ Job classification
- ❑ Employment Equity and Diversity
- ❑ Training
- ❑ Career path
- ❑ Staffing policy
- ❑ Official languages policy
- ❑ CIPO - Official Languages Development Training Program
- ❑ CIPO - Leadership Development Program
- ❑ Employment opportunity or job opening
- ❑ Employee orientation
- ❑ Human Resources planning
- ❑ Awards and recognition
- ❑ Work relations
- ❑ Compensation and employee benefits
- ❑ Other, please specify
- ❑ Don't know/Refused

8) Overall, how satisfied are you with your work unit's level of communication (i.e. staff meetings, staff newsletters, emails)?

1	2	3	4	5	6
Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied	Don't know/Refused

9) Overall, how satisfied are you with CIPO's internal corporate communications (i.e. *CIPOinfo*, CIPOnet, CIPOall)?

1	2	3	4	5	6
Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied	Don't know/Refused

10) How can CIPO improve its internal communications practices?
- ❑ Nothing to improve
- ❑ Other, please specify
- ❑ Don't know/Refused

11) How would you improve **YOUR** branch communication practices?
- ❑ Nothing to improve
- ❑ Other, please specify
- ❑ Don't know/Refused

SECTION 2: *CIPOinfo* (your internal newsletter

12) Over the past year, how often have you read *CIPOinfo*?
- ❑ Every issue
- ❑ Most issues
- ❑ Infrequently
- ❑ Never **SKIP TO NEXT SECTION**
- ❑ Don't know/Refused SKIP TO NEXT SECTION

13) Please indicate whether you agree or disagree with the following statements about the sections of *CIPOinfo*…

1	2	3	4	5	6
Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly Agree	Don't know/Refused

- ❑ I enjoy reading the **Humour section**
- ❑ I enjoy reading **Speaker's Corner**
- ❑ I enjoy reading the **Travel section**
- ❑ I enjoy reading the **Program Updates**
- ❑ I enjoy reading about **Foreign Visits**

14) To what extent do you **agree or disagree** with the following statements about *CIPOinfo*?

1	2	3	4	5	6
Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly Agree	Don't know/Refused

- ❑ The articles are easy to read
- ❑ *CIPOinfo* keeps me in touch with what is happening in the organization
- ❑ *CIPOinfo* helps me to better understand CIPO's goals and priorities
- ❑ *CIPOinfo* provides a good mix of organizational and people-focused news
- ❑ *CIPOinfo* helps me learn about the work of different CIPO branches
- ❑ I know how to submit articles and interesting story ideas to *CIPOinfo*
- ❑ I would read *CIPOinfo* more often if it was available electronically
- ❑ I find the content relevant to my job

15) How **important** are the following aspects of *CIPOinfo* to you?

1	2	3	4	5	6
Not at all important	Somewhat unimportant	Neutral	Somewhat important	Very important	Don't know/Refused

- ❑ The articles are easy to read
- ❑ *CIPOinfo* keeps me in touch with what is happening in the organization
- ❑ *CIPOinfo* helps me to better understand CIPO's goals and priorities
- ❑ *CIPOinfo* provides a good mix of organizational and people-focused news
- ❑ *CIPOinfo* helps me learn about the work of different CIPO branches
- ❑ I know how to submit articles and interesting story ideas to *CIPOinfo*
- ❑ I would read *CIPOinfo* more often if it was available electronically
- ❑ I find the content relevant to my job

16) Overall, how satisfied are you with *CIPOinfo*?

1	2	3	4	5	6
Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied	Don't know/Refused

17) How can *CIPOinfo* improve?
- ❑ Nothing to improve
- ❑ Other, please specify
- ❑ Don't know/Refused

SECTION 3:CIPOnet (intranet site)

18) On average, how often do you visit CIPO's intranet site, CIPOnet?
- ❏ Once a day
- ❏ 2-3 times a day
- ❏ Once a week
- ❏ 2-3 times a week
- ❏ Once a month
- ❏ Never SKIP TO NEXT SECTION
- ❏ Don't know/Refused SKIP TO NEXT SECTION

19) Please indicate the extent to which you agree or disagree with the following statements about your reasons for visiting CIPOnet.

1	2	3	4	5	6
Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly Agree	Don't know/Refused

- ❏ To keep up to date on the latest CIPO corporate news (David's Corner messages, *CIPOinfo*)
- ❏ To read recent external news (CBC & WIPO headlines, daily newspapers, weather)
- ❏ To find HR information
- ❏ To find out what's happening at CIPO (events calendar, photo gallery)
- ❏ To access business and corporate documents, such as the SIG, Strategy Map, Business Plan
- ❏ To access reference documents
- ❏ To look up someone's contact information
- ❏ To access CIPO Resource Centre's catalogue, databases or other items
- ❏ To read about other branches and their work
- ❏ To read/use my own branch's websites (i.e. work tools section)

20) Would you be interested in being informed whenever CIPOnet adds new tools or information?
- ❏ Yes
- ❏ No SKIP TO Q22
- ❏ Don't know/Refused SKIP TO Q22

21) When new tools or information are added to CIPOnet, would you like to hear about it through…

1	2	3
Yes	No	Don't know/Refused

- ❏ Email every time new content is added
- ❏ Email each week
- ❏ Email every month
- ❏ Quarterly email
- ❏ A Post in the "Now Online" section on the homepage
- ❏ A poster in the lobby that details what has been added and how I can find it
- ❏ Prefer to hear about relevant updates from my manager

22) Overall how satisfied are you with CIPOnet?

1	2	3	4	5	6
Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied	Don't know/Refused

23) How can CIPOnet improve?
- ❏ Nothing to improve
- ❏ Other, please specify
- ❏ Don't know/Refused

SECTION 4: General Comments

24) Are there any additional comments you would like to tell CIPO that were not already addressed in the survey?

SECTION 5: Demographics

25) What is your first language?
- ❑ English
- ❑ French
- ❑ Other, please specify
- ❑ Don't know/Refused

26) Please select your sector or branch:
- ❑ Copyright and Industrial Design Branch (CIDB)
- ❑ Trade-marks Branch (TMB)
- ❑ Trade-marks Opposition Board (TMOB)
- ❑ Patent Branch (PB)
- ❑ Patent Appeal Board (PAB)
- ❑ Human Resources Branch (HRB)
- ❑ Planning, Finance and Administration (PFA)
- ❑ Corporate Communications
- ❑ Corporate Strategies Branch (CSB)
- ❑ Information Branch (IB)
- ❑ Informatics Services Branch (ISB)
- ❑ Executive Office (EO)
- ❑ Other, please specify
- ❑ Don't know/Refused

27) Please indicate your working level:
- ❑ Officer
- ❑ Examiner
- ❑ Supervisor
- ❑ Manager
- ❑ EX
- ❑ Other, please specify
- ❑ Don't know/Refused

28) Please indicate the number of years you have worked at CIPO:
- ❑ < 1 year
- ❑ 1-3 years
- ❑ 4-10 years
- ❑ 11-20 years
- ❑ >20 years
- ❑ Don't know/Refused