

2006 Municipal and Community Affairs Client Survey

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The 2006 Municipal and Community Affairs (MACA) Client Survey was designed to gauge the level of client satisfaction with the programs and services offered by Municipal & Community Affairs.

The questionnaire was developed by the NWT Bureau of Statistics in conjunction with the Department of Municipal & Community Affairs. A copy of the questionnaire is provided in Appendix A.

MACA provided the NWT Bureau of Statistics with a list of 244 clients from all communities in the Northwest Territories. Survey operations were completed by the NWT Bureau of Statistics between January 10, 2006 and January 30, 2006.

Data entry was completed directly from questionnaires on a database prepared by the NWT Bureau of Statistics and statistical tables were prepared using the Statistical Package for the Social Sciences (SPSS). Computer assisted edits were performed to check for data entry errors and logical inconsistencies among responses.

STATISTICAL TABLES

Table 1
Number of Clients by Level of Satisfaction with MACA Staff & Services
Northwest Territories, 2006

	Total # of Clients	%	Very Satisfied	%	Satisfied	%	Dissatisfied	%	Very Dissatisfied	%	Not Applicable	%	Not Stated	%
Overall Level of Satisfaction	208	100.0	36	17.3	120	57.7	24	11.5	10	4.8	15	7.2	3	1.4
MACA Staff:														
Available for Assistance	208	100.0	41	19.7	113	54.3	23	11.1	1	0.5	25	12.0	5	2.4
Following up requests	208	100.0	36	17.3	122	58.7	18	8.7	3	1.4	25	12.0	4	1.9
Timely Responses to Questions	208	100.0	22	10.6	121	58.2	30	14.4	6	2.9	24	11.5	5	2.4
Appropriate Information	208	100.0	30	14.4	118	56.7	27	13.0	4	1.9	24	11.5	5	2.4
Knowledgeable	208	100.0	35	16.8	119	57.2	18	8.7	4	1.9	26	12.5	6	2.9
Explain Program Requirements	208	100.0	24	11.5	116	55.8	31	14.9	1	0.5	31	14.9	5	2.4
Courteous	208	100.0	61	29.3	113	54.3	6	2.9	-	-	24	11.5	4	1.9
Amount of One-to-one Support	208	100.0	38	18.3	107	51.4	29	13.9	2	1.0	29	13.9	3	1.4
Adequacy of Core Funding	208	100.0	11	5.3	53	25.5	85	40.9	21	10.1	23	11.1	15	7.2
Quality of Technical Advice	208	100.0	28	13.5	102	49.0	23	11.1	2	1.0	49	23.6	4	1.9
Notification of New Programs	208	100.0	22	10.6	95	45.7	33	15.9	6	2.9	44	21.2	8	3.8

Table 1a
Number of Clients Dissatisfied or Very Dissatisfied with MACA Staff by Office Contacted
Northwest Territories, 2006

	Total # of Clients	%	Regional Offices	%	Head- quarters	%
Total # of Clients	208	100.0	141	100.0	41	100.0
Clients Dissatisfied or Very Dissatisfied with MACA Staff:						
Available for Assistance	24	11.5	19	13.5	5	12.2
Following up requests	21	10.1	16	11.3	5	12.2
Timely Responses to Questions	36	17.3	26	18.4	10	24.4
Appropriate Information	31	14.9	21	14.9	10	24.4
Knowledgeable	22	10.6	12	8.5	10	24.4
Explain Program Requirements	32	15.4	20	14.2	12	29.3
Courteous	6	2.9	6	4.3		0.0

Table 2
Number of Clients by Ability to Easily Access Programs & Services
Northwest Territories, 2006

	Total # of Clients	%
Total	208	100.0
Programs Easy to Access	159	76.4
Programs Difficult to Access	26	12.5
Don't Know	22	10.6
Not Stated	1	0.5

Table 2a
Number of Clients With Difficulty Accessing Programs & Services by Type of Barrier
Northwest Territories, 2006

Type of Barrier	Total	%	Yes	%	No	%	Not Stated	%
Instructions Hard to Follow	26	100.0	9	34.6	16	61.5	1	3.8
Application Forms too Confusing	26	100.0	14	53.8	10	38.5	2	7.7
Information too Difficult to Find	26	100.0	18	69.2	7	26.9	1	3.8
Process Takes too Long	26	100.0	25	96.2			1	3.8
MACA Employees Unavailable for Assistance	26	100.0	13	50.0	11	42.3	2	7.7
Accountability Requirements too time consuming	26	100.0	21	80.8	4	15.4	1	3.8
Information technology not appropriate	26	100.0	13	50.0	8	30.8	5	19.2
Program Criteria too narrow	26	100.0	15	57.7	10	38.5	1	3.8
Other	26	100.0	8	30.8	17	65.4	1	3.8

Table 3
Number of Clients by Quality of MACA Information Sources
Northwest Territories, 2006

	Total # of Clients	%	Good	%	Fair	%	Poor	%	Not Applicable	%	Don't Know	%	Not Stated	%
Information Sources:														
Publications or Reports	208	100.0	92	44.2	50	24.0	14	6.7	43	20.7	7	3.4	2	1.0
Press Releases	208	100.0	67	32.2	56	26.9	13	6.3	60	28.8	11	5.3	1	0.5
MACA Website	208	100.0	74	35.6	29	13.9	5	2.4	49	23.6	50	24.0	1	0.5
Staff Communication	208	100.0	127	61.1	40	19.2	10	4.8	27	13.0	3	1.4	1	0.5
Workshops	208	100.0	106	51.0	19	9.1	10	4.8	59	28.4	13	6.3	1	0.5

Table 4
Number of Clients by Most Important Challenge Facing Community
Northwest Territories, 2006

	Total # of Clients	%
Total	208	100.0
Adequacy of Funding	74	35.6
Lack of Skills & Abilities	48	23.1
Inadequate Infrastructure	20	9.6
Communication	12	5.8
Community Relations	14	6.7
Other	16	7.7
No Challenges	1	0.5
Dont Know	20	9.6
Not Stated	3	1.4

Table 5
Number of Clients by Type of Position Held
Northwest Territories, 2006

	Total # of Clients	%
Total	208	100.0
Elected	53	25.5
Administrative	79	38.0
SAO	26	12.5
Emergency & Technical Services	48	23.1
Not Stated	2	1.0

Table 6
Number of Clients by Length of Time in Position
Northwest Territories, 2006

	Total # of Clients	%
Total	208	100.0
Less than 1 Year	63	30.3
1 - 4 Years	63	30.3
5 - 9 Years	44	21.2
10 or More Years	37	17.8
Not Stated	1	0.5

Table 7
Number of Clients by Frequency of Contact with MACA
Northwest Territories, 2006

	Total # of Clients	%
Total	208	100.0
More than Once per Week	39	18.8
Once per Week	16	7.7
1 - 3 Times per Month	65	31.3
Less than Once per Month	66	31.7
Never	21	10.1
Not Stated	1	0.5

Table 8
Number of Clients by Office Contacted
Northwest Territories, 2006

	Total # of Clients	%
Total	208	100.0
Regional Office	141	67.8
Headquarters	41	19.7
Not Applicable	21	10.1
Not Stated	5	2.4