



STAFFING SUPPORT DIVISION ANNUAL QUESTIONNAIRE RESULTS

Satisfaction with PSC staffing support services

Executive Management Committee
November 17, 2021

Reporting on the annual SSD Client Satisfaction Questionnaire results

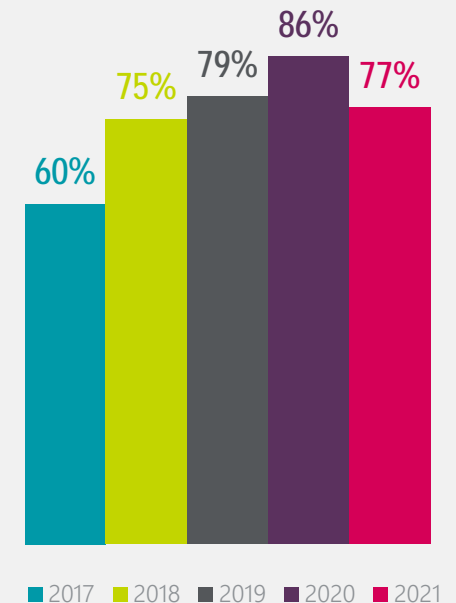
2021

- share quantitative **results** and qualitative **feedback** received
- propose **actions** to address the **needs** that were expressed by main organizational contacts

QUESTIONNAIRE OVERVIEW

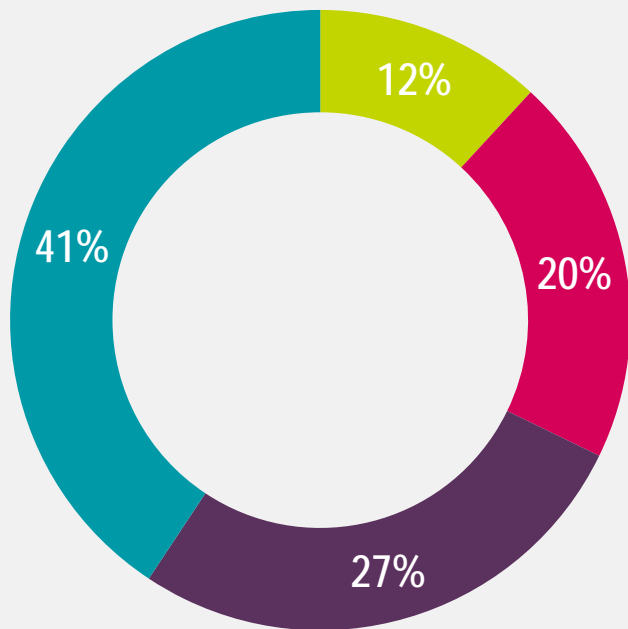
- the **fifth** annual client service satisfaction questionnaire was administered in June 2021
- the intent was to request **anonymous** feedback from organizations on Staffing Support Advisor services and identify areas for improvement
- the questionnaire included 19 questions, with one pertaining to an internal **partner's** business line
- the overall findings of this questionnaire will be **shared** with respondents

RESPONSE RATE

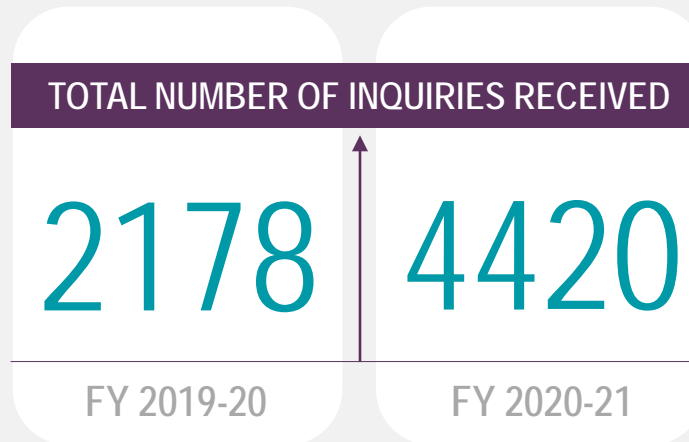


RESPONDENT OVERVIEW

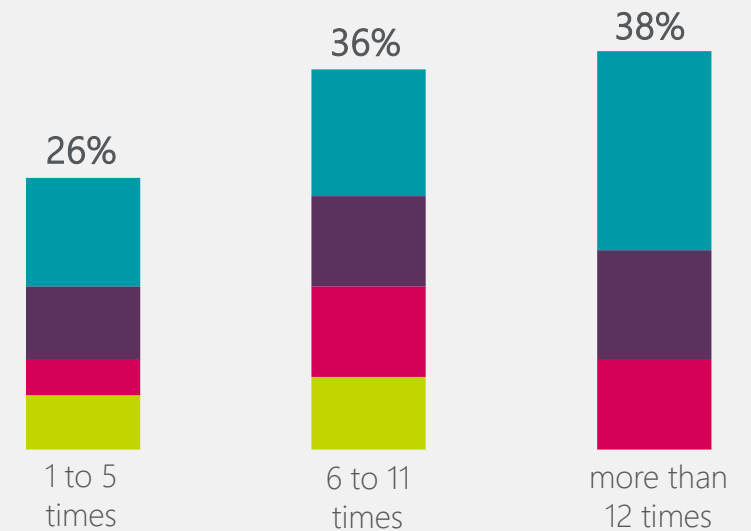
SIZE OF ORGANIZATION



- a) Fewer than 100 employees
- b) Between 100 and 500 employees
- c) Between 501 and 1 999 employees
- d) More than 2 000 employees



FREQUENCY OF CONTACT IN THE LAST 12 MONTHS

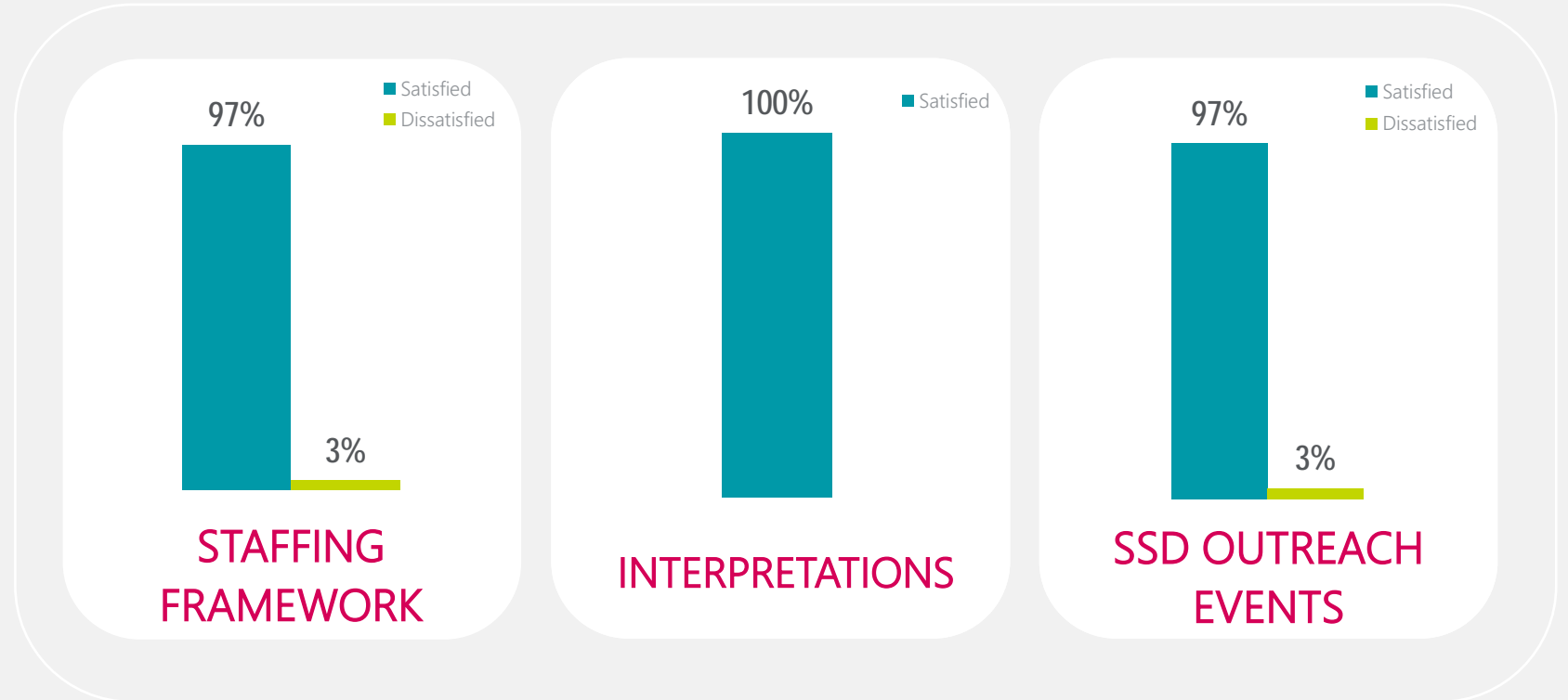


CLIENT SATISFACTION

THE MAJORITY OF
RESPONDENTS
INDICATED THEY ARE

SATISFIED

WITH THE SERVICES
OFFERED BY THE
STAFFING SUPPORT
ADVISORS



SERVICES OFFERED

RESPONDENTS
IDENTIFIED
ADDITIONAL
SERVICES OFFERED
BY THE STAFFING
SUPPORT ADVISOR AS
VALUABLE

- providing ongoing advice and guidance for **pandemic-related** questions
- clarifying the flexibilities and measures for **second language evaluation**
- acting as a **liaison** with other areas of the PSC
- offering ongoing support on **complex staffing** questions and situations

RESPONDENTS
CONSIDERED THE
FOLLOWING
INFORMATION
SHARED BY THE
STAFFING SUPPORT
ADVISORS TO BE

USEFUL

- pandemic-related **questions and answers**, specifically in relation to second language evaluation
- the **Staffing and Interpretation Centre** website and other appointment related guides
- recent and relevant **tribunal decisions**
- **updates** on human resources trends and PSC initiatives

STAFFING
SCENARIOS

98%

SSD MENU OF
PRESENTATIONS

93%

SUPPORT PROVIDED



100% OF
RESPONDENTS
ARE **SATISFIED**
WITH THE SERVICES
PROVIDED BY
THEIR SSA

100%

■ satisfied ■ dissatisfied

RESPONDENTS WERE
PARTICULARLY **SATISFIED** WITH

SSA ability to answer questions

acceptable **response time**

ongoing support regarding
staffing flexibilities

better understanding of
the application of discretion

customized service to
meet their specific needs

OVERALL
CLIENT
SATISFACTION

100%
2021

95%
2020

NEEDS IDENTIFIED

EDUCATE

- learning approach designed specifically for **employees** and **managers**
- updated **staffing scenarios** and a new option for **informal group discussions**
- requested topics for **future sessions**:
 - reducing time to staff
 - virtual work and staffing
 - innovation in assessment
 - headhunting on social media
 - non-advertised appointments

EQUIP

- **modernized tools** and **innovative approaches** for recruitment, staffing and assessment
- platform dedicated to **sharing of best practices** and **streamlined web content**
- additional **guidance materials** on:
 - removing employment equity barriers
 - artificial intelligence in assessment
 - establishing pools via social media
 - unconscious bias in interviews
 - advertised versus non-advertised
 - remote work versus virtual work

NEXT STEPS · ACTION ITEMS

COLLABORATIVE EFFORTS

- engage with internal partners to further examine associated questionnaire results
- socialize the role of SSAs to internal partners to maximize collaboration and innovation

ONGOING

ENHANCED PROMOTION

- actively promote the Recruitment and Staffing Innovation Hub to organizations
- encourage internal partners to both participate and contribute to the Hub

Q3 - Q4

FACILITATED OUTREACH

- develop and implement a strategy to offer informal group discussions
- design a new series of scenarios focused on requested topics, including virtual work and time to staff

Q4 - Q1

STREAMLINED WEB CONTENT

- conduct a review of all SSD web-based content to ensure continued relevance
- develop a strategy to streamline and restructure content on all platforms

Q1 - Q2