



ii) How would you rate the effectiveness of each of the communication methods identified? (Circle all that apply.)

		Highly Effective	Somewhat Effective	Not at all Effective
a	Memos/notices	1	2	3
b	E-mail	1	2	3
c	Division or section staff meetings	1	2	3
d	Department staff meetings	1	2	3
e	Bulletin boards	1	2	3
f	City's web site	1	2	3
g	Word of mouth	1	2	3
h	The grapevine	1	2	3
i	Newsletters	1	2	3
j	Other (please specify) ↓			
		1	2	3
		1	2	3
		1	2	3
		1	2	3

3. How do you most commonly receive written or verbal information that affects you as an employee? (Indicate all that apply, by ranking from most frequent to least frequent.)

- My immediate supervisor/department head
- My fellow employees
- External media (newspaper, radio, TV, etc.)
- Another supervisor or department head
- Bulletin board
- Human resources staff
- Union president
- My union steward
- E mail
- Other \_\_\_\_\_

4. The following questions ask you to indicate your level of satisfaction with how well you are kept informed of matters that impact your role as a City employee.

i) Please indicate your level of satisfaction with how well you are kept informed about what is going on in your own Division/Section:

Very Satisfied	Somewhat Satisfied	Neutral/ No Opinion	Somewhat Dissatisfied	Very Dissatisfied
1	2	3	4	5

If "somewhat dissatisfied" or "very dissatisfied", please explain.

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- ii) Please indicate your level of satisfaction with how well you are kept informed about what is going on in other Divisions/Sections of your Department:

<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Neutral/ No Opinion</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>
1	2	3	4	5

If “somewhat dissatisfied” or “very dissatisfied”, please explain.

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- iii) Please indicate your level of satisfaction with how well you are kept informed about what is going on in other Departments:

<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Neutral/ No Opinion</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>
1	2	3	4	5

If “somewhat dissatisfied” or “very dissatisfied”, please explain.

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- iv) Please indicate your level of satisfaction with how well you are kept informed of corporate decisions, policies and matters: (e.g. Strategic Plan, Council’s Goals and Objectives for 2002-2003)

<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Neutral/ No Opinion</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>
1	2	3	4	5

If “somewhat dissatisfied” or “very dissatisfied”, please explain.

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5. Please indicate how important you believe it is to have each of the following communication issues addressed by the City of Sarnia. (Circle all that apply.)

		<b>Very Important</b>	<b>Somewhat Important</b>	<b>Not at all Important</b>	<b>Neutral / No Opinion</b>
<b>a</b>	Supervisor/employee communications	1	2	3	4
<b>b</b>	Communication between division/sections in my department	1	2	3	4
<b>c</b>	Communication between departments	1	2	3	4
<b>d</b>	Communication between management levels	1	2	3	4
<b>e</b>	Communication of Council directions/decisions	1	2	3	4
<b>f</b>	Overall organizational communication	1	2	3	4
<b>g</b>	Other (please specify) ↓				
		1	2	3	4
		1	2	3	4
		1	2	3	4
		1	2	3	4

6. Please indicate how effective you believe the City is in communicating with the public through the following communication methods. (Circle all that apply.)

		<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very Poor</b>
<b>a</b>	Cogeco Cable 6	1	2	3	4	5
<b>b</b>	Mail-outs in tax & water bills	1	2	3	4	5
<b>c</b>	Press releases	1	2	3	4	5
<b>d</b>	Newspaper ads	1	2	3	4	5
<b>e</b>	Radio ads	1	2	3	4	5
<b>f</b>	Newspaper articles	1	2	3	4	5
<b>g</b>	Radio news	1	2	3	4	5
<b>h</b>	Civic Corner (Observer)	1	2	3	4	5
<b>i</b>	Town Hall meetings	1	2	3	4	5
<b>j</b>	Other (please specify) ↓					
		1	2	3	4	5
		1	2	3	4	5
		1	2	3	4	5
		1	2	3	4	5

If "poor" or "very poor", please explain.

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7. In your position, are you required to deal frequently with the public?

<b>Yes</b>	<b>No</b>
1	2

If "Yes", please indicate your level of satisfaction with how well you are trained to deal with the public:

- Very satisfied                       Somewhat satisfied                       No opinion  
 Somewhat dissatisfied                       Very dissatisfied

If "somewhat dissatisfied" or very "dissatisfied" please indicate the type of training you need.

- Letter writing                       General customer service  
 Clarification of your role and ability to deal with a problem  
 Other \_\_\_\_\_

8. How often do you watch Council Meetings on Cogeco Cable Channel 6?

<b>At Least Once a Month</b>	<b>Less Than Once Per Month</b>	<b>Rarely</b>	<b>Never</b>
1	2	3	4

9. How often do you read the "Civic Corner" section of the Observer newspaper?

<b>At Least Twice A Month</b>	<b>Less Than Twice Per Month</b>	<b>Rarely</b>	<b>Never</b>
1	2	3	4

10. Have you ever visited the City of Sarnia web site on the internet?

<b>Yes</b>	<b>No</b>
1	2

11. What other comments would you like to make regarding internal communications within the City?

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