



COMMUNICATION BASELINE SURVEY

SMALL BUSINESS SERVICES - CLIENT SATISFACTION SURVEY REPORT



MAY 5, 2015
SUBMITTED BY:
MARSHA DELISLE

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EXECUTIVE SUMMARY

The Information contained in this report is based on the Tewaohnnhi'saktha Small Business Services Client Satisfaction Survey that was conducted from April 20th to May 4, 2015. The raw data collected from the surveys were entered into a database and used in the calculations that are presented in this report.

A total of 50 surveys were completed utilizing the client list supplied Tewaohnnhi'saktha's Small Business Services. All of the surveys were conducted by telephone by one surveyor. There was no emphasis made to focus on, or avoid, any particular community member.

The goal of the Communication Baseline Survey – Satisfaction with Small Business Services (Part A) is to determine the degree of client satisfaction with Small Business programs, services, and customer service. Part B, Client Satisfaction (General) is to determine the level of client satisfaction with Tewaohnnhi'saktha's receptionist services; and Part C, Tewaohnnhi'saktha Mandate and Public Relations, is to determine the degree to which each objective of the communication strategy has been achieved.

Items on the survey were worded as positive statements or direct questions, and will be used to evaluate the following topics in relation to Tewaohnnhi'saktha,s communication objectives:

- Increase level of trust among community member
- Increase transparency of Tewaohnnhi'saktha's activities for community and other stakeholders
- Increase awareness of Tewaohnnhi'saktha programs and services
- Increase community support for Tewaohnnhi'saktha

Communication Baseline Survey - Satisfaction with Small Business Services – Part A

The average rating totals for questions 1 through 9 (comments only – question 9) were as follows:

- 20% - Strongly Agree
- 55% - Agree
- 13% - Neither Agree nor Disagree
- 10% - Disagree
- 2% - Strongly Disagree

When the ratings of “strongly agree” and “agree” are combined, their average total is 75%, and when the ratings of “strongly disagree” and “disagree” are combined, their average total is 12%. Neither agree/disagree total is 13%.

The 3 questions with the highest combined “strongly agree” and “agree” ratings in the Community Baseline Survey (Part A) are:

88% - Question 1 - Procedures required to access S.B.S. programs and services are simple and easy to follow.

88% - Question 2—Tewa’s business service policies were designed to help me achieve my individual business goals.

84% - Question 4 – Tewa’s small business service programs helped me achieve my business goals.

The 3 questions with the highest “neither agree/disagree” ratings in the Community Baseline Survey (Part A) are:

32% - Question 6 - My BSO provided coaching and advice that helped me achieve my business goal.

24% - Question 7 - My BSO gave me information on external agencies that could provide additional help.

20% - Question 8 - My request for meetings or information were responded to within 2 business days.

The 3 questions with the highest combined “strongly disagree” and “disagree” ratings in the Community Baseline Survey (PartA) are:

24% - Question 7 - My BSO gave me information on external agencies that could provide additional help.

16% - Question 3- I am satisfied with the variety of business services offered by Tewa.

12% - Question 5 - My BSO helped me access programs and services for small businesses.

Communication Baseline Survey – Tewa Mandate & Public Relations – Part C:

The average rating totals for questions 14 to 31 are:

- 18 % - Strongly agree
- 53 % - Agree
- 13 % - Neither agree/disagree
- 12 % - Disagree
- 4 % - Strongly Disagree

When the ratings “strongly agree” and “agree” are combined, their average total is 71%, and when the ratings “disagree” and “strongly disagree” are combined, their average total is 16%.

The five questions with the highest combined strongly agree/agree ratings in the Tewa Mandate & Public Relations (Part C) are:

- 100% - Question 29 - I am aware of Tewa’s Shop Kahnawake program.
- 100% - Question 31 - I consider entrepreneurship a potential career choice.
- 92% - Question 18 - I am aware of Tewa’s E&T programs and services.
- 88% - Question 19 - I am aware of Tewa’s SBS programs and services.
- 84% - Question 14 - I am aware of Tewa’s mandate to create revenue for the community, support small business development, and facilitate workforce development.

The five questions with the highest combined neither agree nor disagree ratings in the Tewa Mandate & Public Relations (Part C) are:

- 38% - Question 15 - I am aware of Tewa’s revenue generating activities.
- 28% - Question 17 - I support Tewa’s revenue generating activities.
- 28% - Question 27 - Tewa is frequently mentioned in the media or community.
- 24% - Question 21 - Tewa can be trusted to work in the best interest of the community.
- 20% - Question 28 - Tewa appears to be a great place to work.

The five questions with the highest combined “strongly disagree” and “disagree” ratings in the Tewa Mandate & Public Relations (Part C) are:

36% - Question 23 - Tewa is transparent with community members.

32% - Question 16 - I am aware that Tewa’s revenue generating activities are meant to help fund the community’s under-funded programs and services.

28% - Question 22 - Tewa effectively communicates their activities to the people.

24% - Question 21 - My feedback affects change at Tewa.

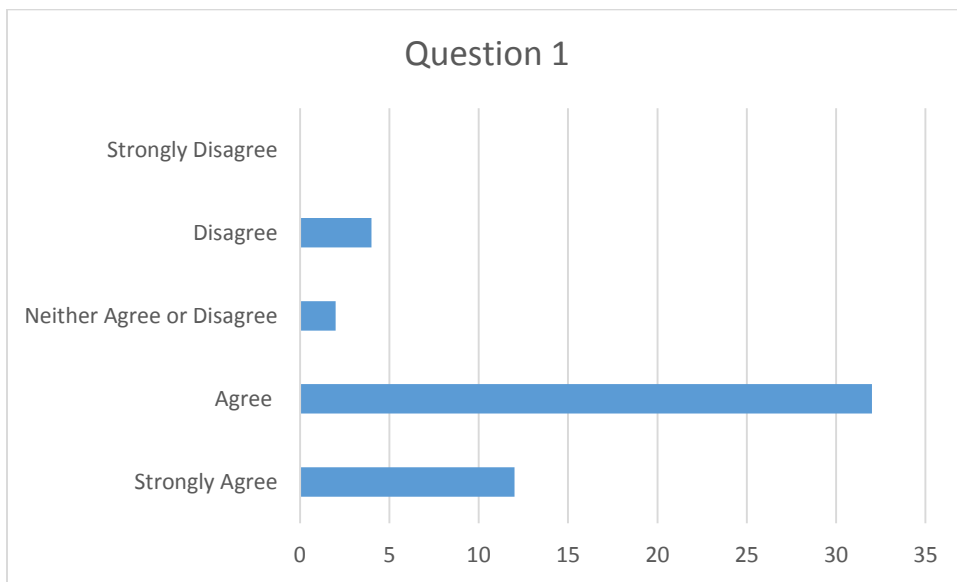
24% - Question 24 - Tewa can be trusted to work in the best economic interest of the Kahnawake people.

The survey results include 32 questions, with 28 questions using a five point scale ranging from strongly agree to strongly disagree. Question 30 used a four point scale with options for never, several times per year, several times per month, and several times per week.

A graph has been produced for each question and reflects the response percentage for each possible choice. Below the graphs are the percentages and actual number of respondents. Comments for each question are listed below the graph.

PART A - SATISFACTION WITH SMALL BUSINESS SERVICES

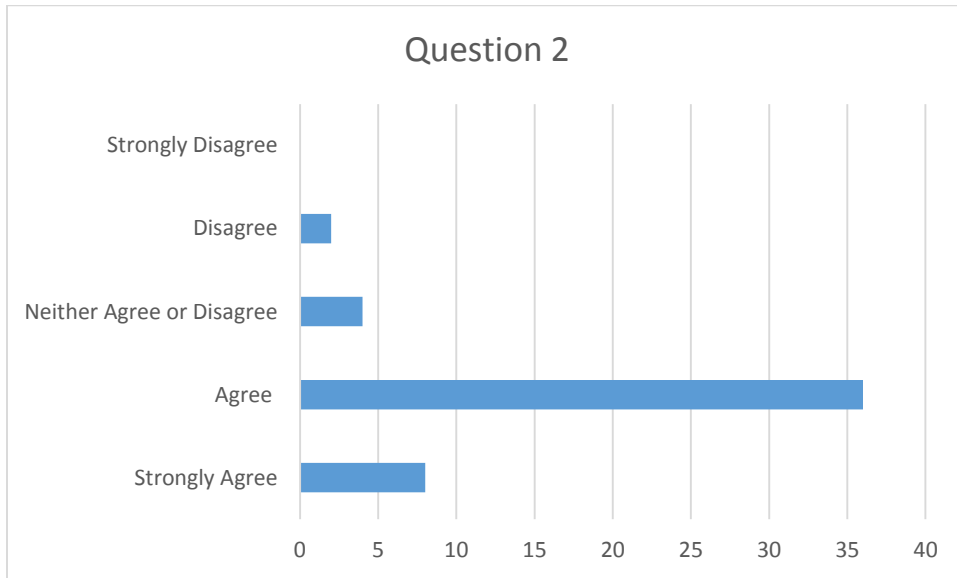
Question 1: Procedures required to access S.B.S. programs and services are simple and easy to follow.



Response Count: Strongly Agree:	-	12	24%
Agree:	-	32	64%
Neither agree/disagree	-	2	4%
Disagree:	-	4	8%
Strongly Disagree:	-		

Comments:

Question 2: Tewa’s business service policies were designed to help me achieve my individual business goals.



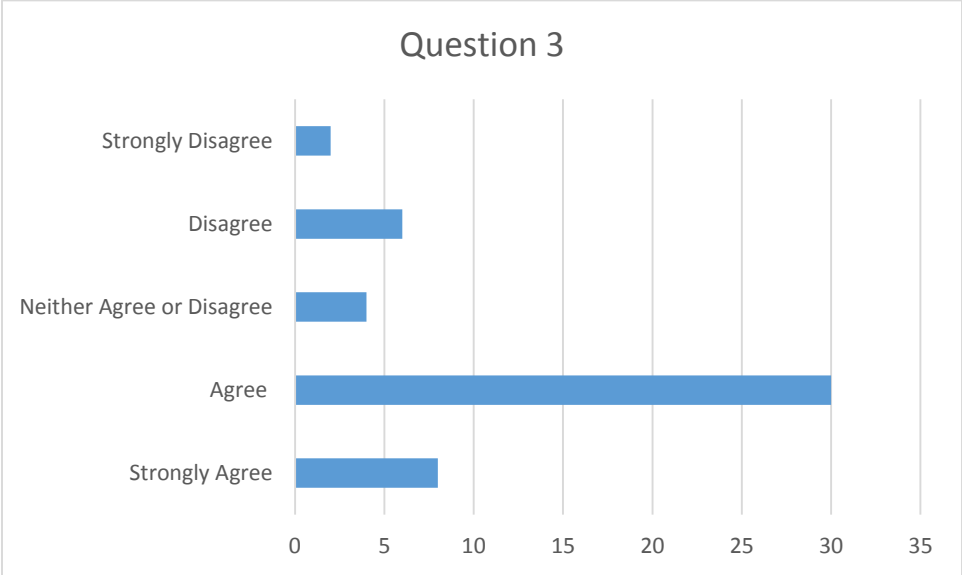
Response Count:

Strongly Agree:	8	16%
Agree:	36	72%
Neither agree/disagree:	4	8%
Disagree:	2	4%
Strongly Disagree:		

Comments:

- Tewa is good at delivering services; however, certain services are only for Kahnawake membership.
- Services should be available to all natives in general.

Question 3: I am satisfied with the variety of business services offered by Tewa.

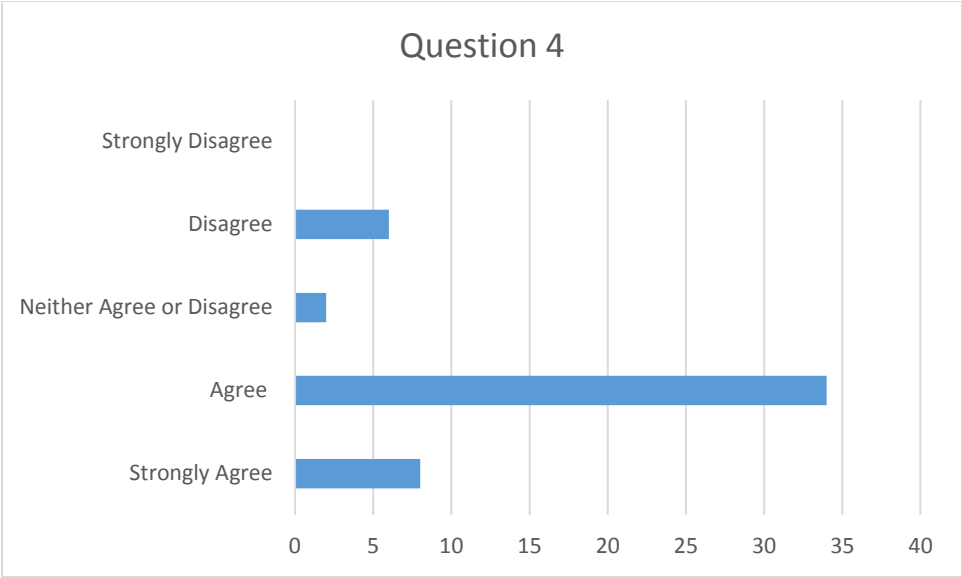


Response Count:	Strongly Agree:	8	16%
	Agree:	30	60%
	Neither agree/disagree:	4	8%
	Disagree:	6	12%
	Strongly Disagree:	2	4%

Comments:

- Tewa doesn't pay for anything other than academics, leaving the door closed on adults looking for different funding.
- More training should be offered, and not always the same kind. Consult before you decide what kind of training should be offered.
- Did the French language survey a few months ago and saw nothing come of it.
- You should provide packages of all services available to the community, I don't know all.

Question 4: Tewa’s S.B.S. programs helped me achieve my business goals.



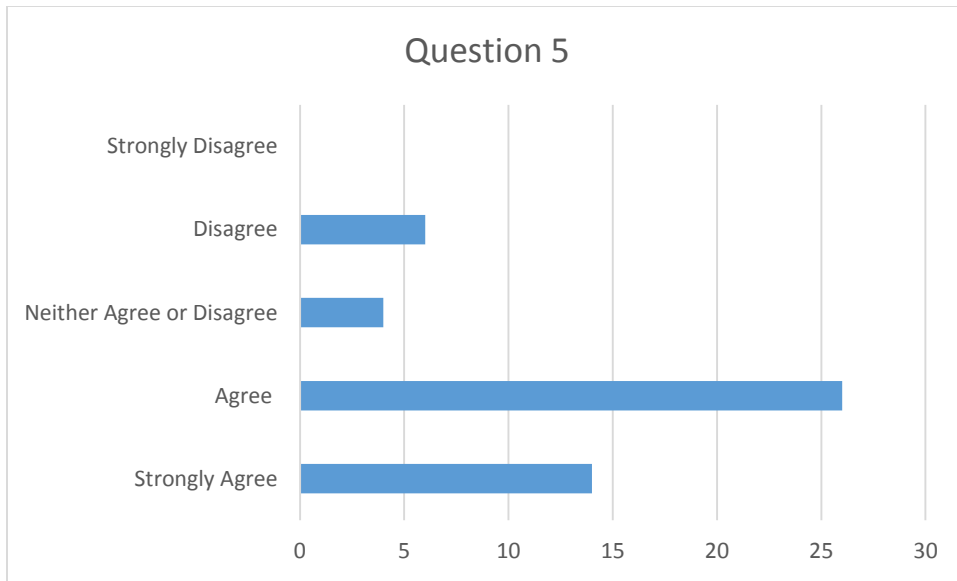
Response Count:

Strongly Agree:	8	16%
Agree:	34	68%
Neither Agree/Disagree:	2	4%
Disagree:	6	12%
Strongly Disagree:		

Comments:

- Seems to be better at helping existing businesses rather than focus on new ones.

Question 5: My BSO helped me access programs and services for small businesses.

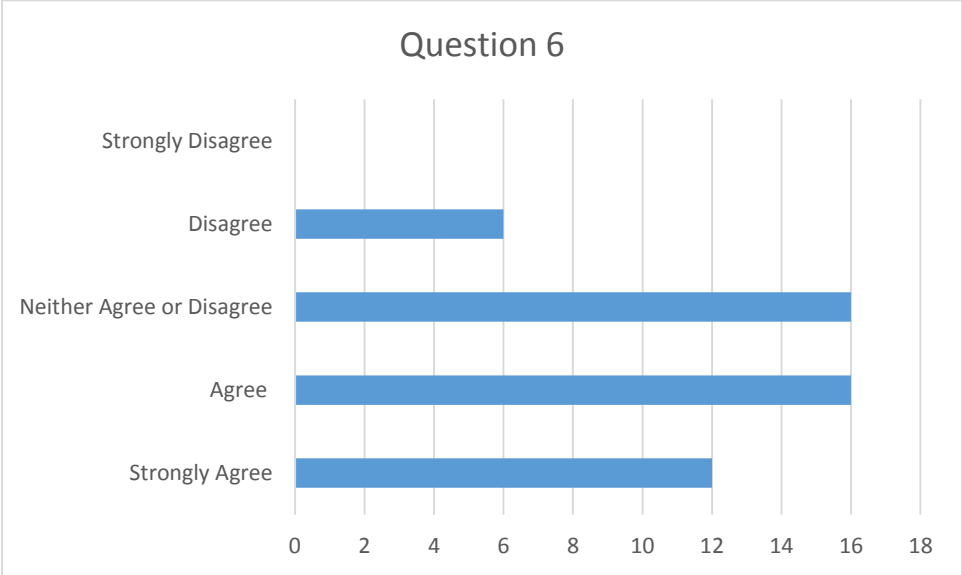


<u>Response Count:</u>	Strongly Agree:	14	28%
	Agree:	26	52%
	Neither Agree/Disagree:	4	8%
	Disagree:	6	12%
	Strongly Disagree:	0	

Comments:

- The client has to chase down the BSO, she did not reach out to help.
- Should be more proactive, don't make everything such a lengthy process. When you know it's a no-go, say so right away and don't waste out time.

Question 6: My BSO provided coaching and advice that helped me achieve my business goal.

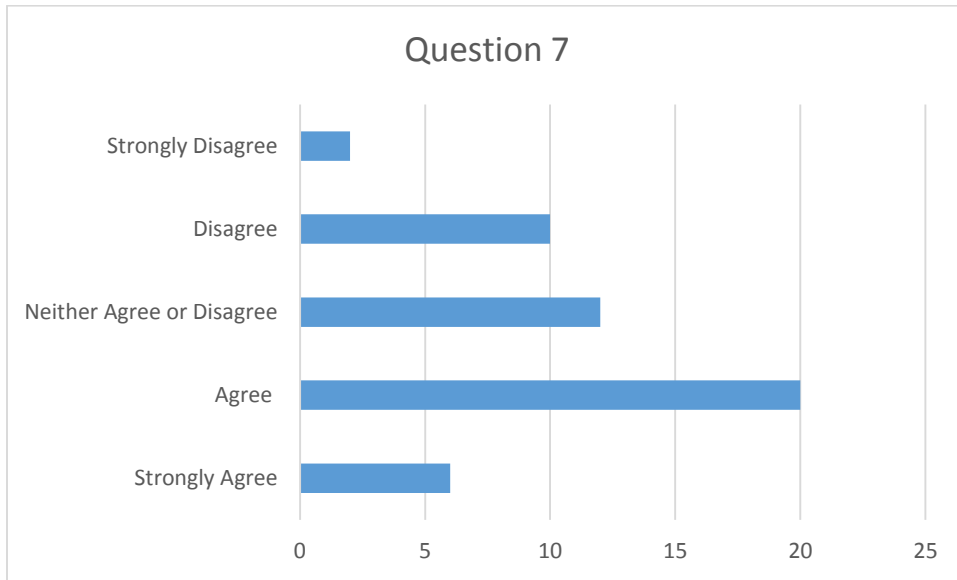


Response Count:

Strongly Agree:	12	24%
Agree:	16	32%
Neither Agree/Disagree:	16	32%
Disagree:	6	12%
Strongly Disagree:	0	

Comments:

Question 7: My BSO gave me information on external agencies that could provide additional help.

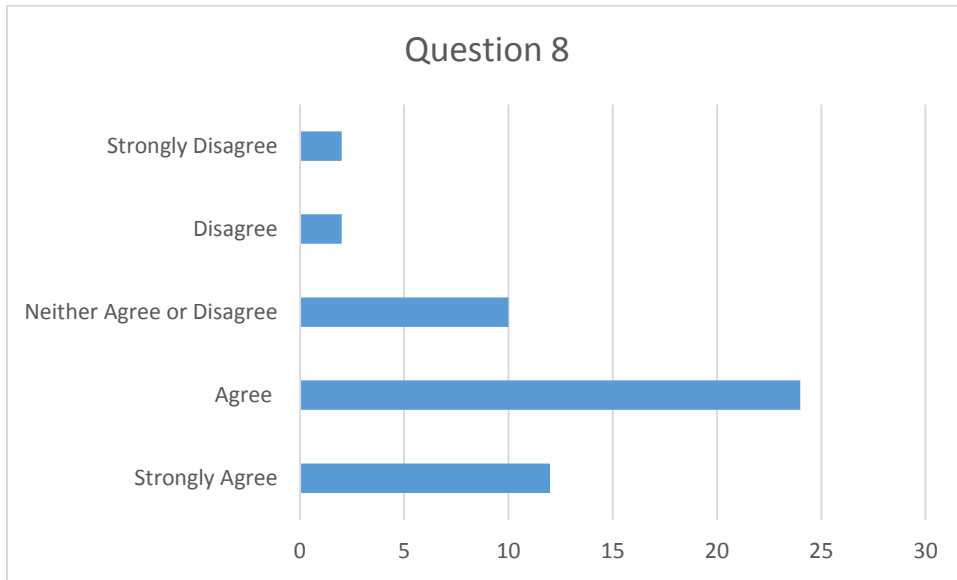


<u>Response Count:</u>	Strongly Agree:	6	12%
	Agree:	20	40%
	Neither Agree/Disagree	12	24%
	Disagree	10	20%
	Strongly Disagree:	2	4%

Comments:

- She only gave me information on promotional services, which I didn't need

Question 8: My requests for meetings or information were responded to within 2 business days.



<u>Response Count:</u>	Strongly Agree:	12	24%
	Agree:	24	48%
	Neither Agree/Disagree	10	20%
	Disagree:	2	4%
	Strongly Disagree:	2	4%

Comments:

- Didn't get anywhere by meeting with her, it was a waste of my time.

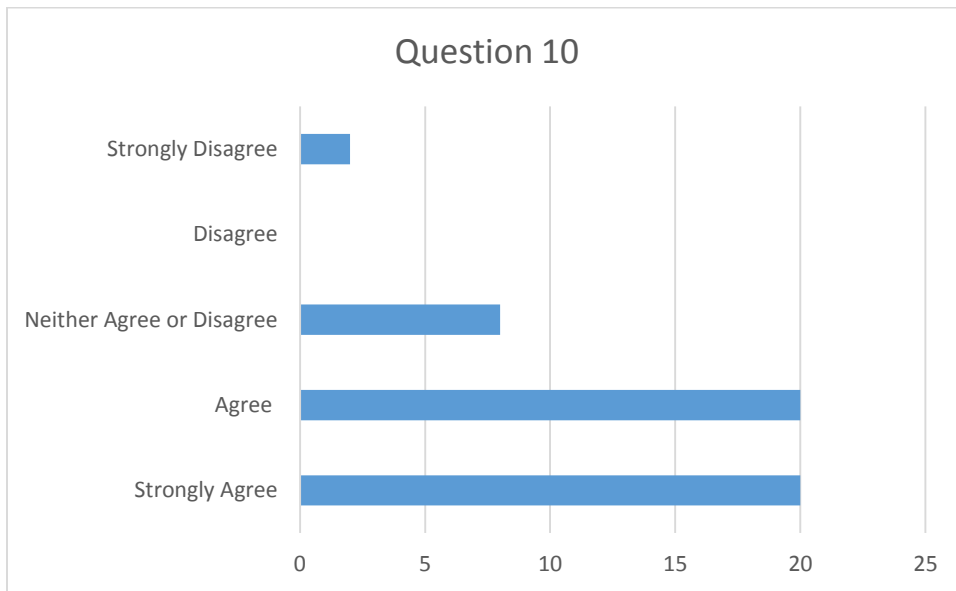
Question 9: Would you like to make any additional comments about small business service programs and services or the customer service you received?

Comments:

- On a positive note, aftercare service is valuable and appreciated.
- I was put in touch with Ron Murray who helped me very much.
- Some services provided by departments take too long for a response, I'm still waiting after 4 months, haven't heard a word.
- Should support existing services that were previously approved.
- Had a very positive experience working with staff.
- Should have more small business courses.
- Tammy was really good.
- SBS needs to update policies.
- SBS needs to re-train their staff to get into the 21st century rather than acting like dinosaurs.
- I'm not comfortable with the confidentiality agreement as I have to sign yours but you won't sign mine. I didn't want anyone to steal my ideas.
- Not happy with SBS, never responded to my request for project start-up funding.
- I was treated like gold.

PART B: CLIENT SATISFACTION (GENERAL)

Question 10: the receptionist at Tewa is courteous and helpful.

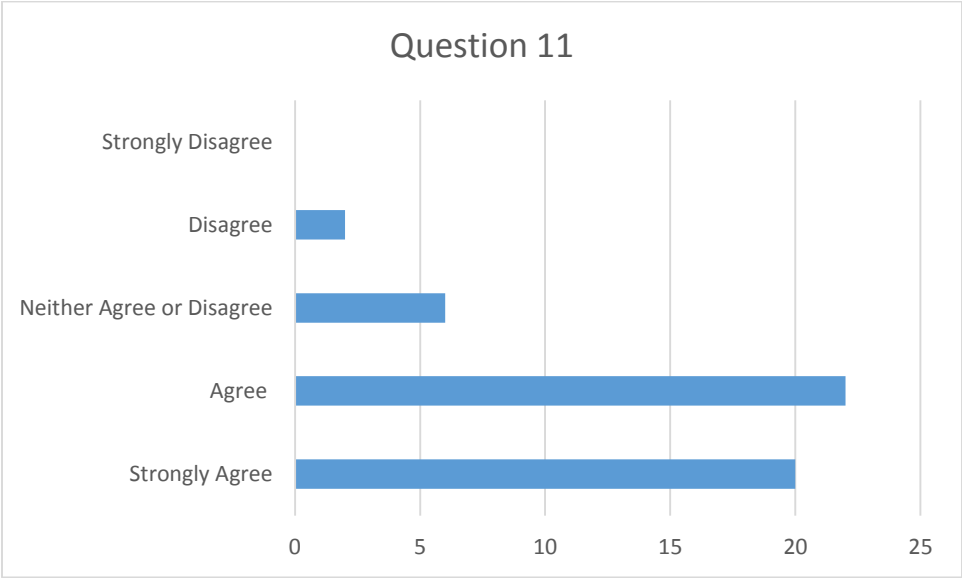


<u>Response Count:</u>	Strongly Agree:	20	40%
	Agree:	20	40%
	Neither Agree/Disagree:	8	16%
	Disagree:	0	
	Strongly Disagree:	2	4%

Comments:

- At times she could be friendly
- Customer service courses should be continuous, refresher needed.
- Like pulling teeth to get in the door, you'd think you were seeing the President of the U.S.

Question 11: The receptionist at Tewa acknowledged me promptly upon my arrival.



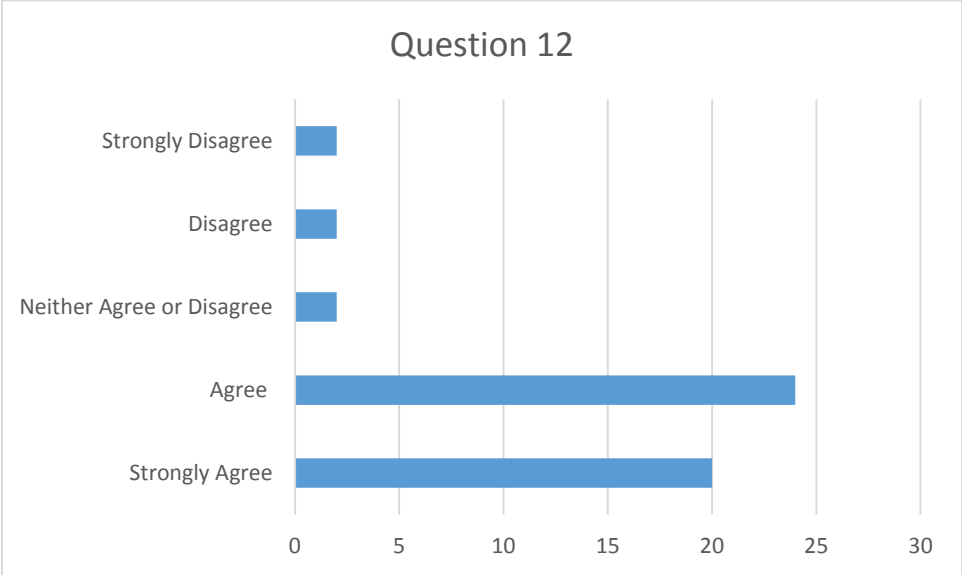
Response Count:

Strongly Agree:	20	40%
Agree:	22	44%
Neither Agree/Disagree	6	12%
Disagree:	2	4%
Strongly Disagree:	0	

Comments:

- Sometimes, depending on her mood
- 90% of the time she is friendly
- Doesn't always greet you immediately
- Remember that customer service is very important as a first impression.

Question 12: I am satisfied overall with the level of reception services.



Response Count:

Strongly Agree:	20	40%
Agree:	24	48%
Neither Agree/Disagree:	2	4%
Disagree:	2	4%
Strongly Disagree:	2	4%

Comments:

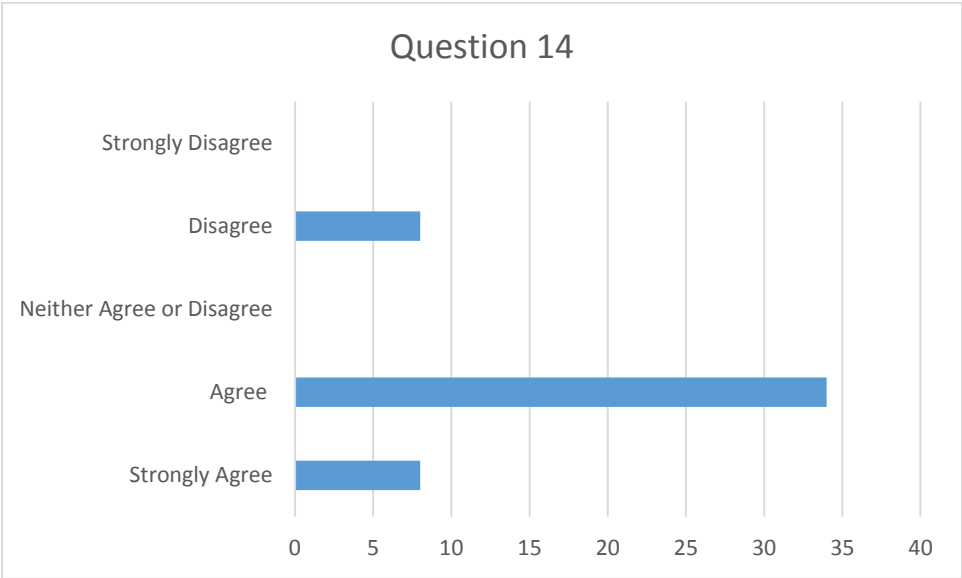
Question 13: Would you like to make additional comments about reception services?

Comments:

- Not very friendly to everybody
- Would like to encourage staff to receive customer relations training, should be on-going.
- Learn to prioritize between phone call and people waiting for service, need to figure it out.
- Always was really great to me.
- Great service.

PART C: TEWATOHNHI’S AKTHA MANDATE AND PUBLIC RELATIONS

Question 14: I am aware of Tewa’s mandate to create revenue for the community, support small business development, and facilitate workforce development.



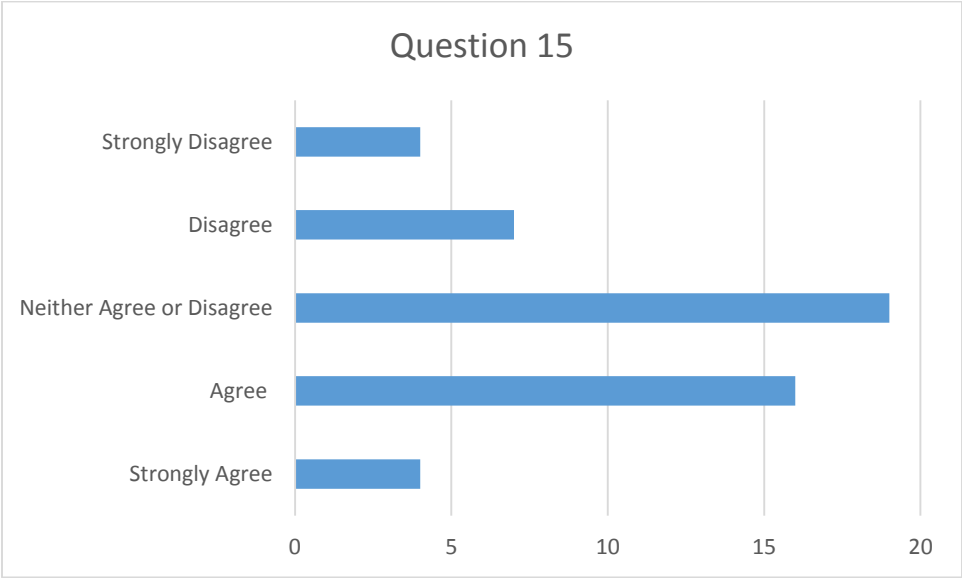
Response Count:

Strongly Agree:	8	16%
Agree:	34	68%
Neither Agree/Disagree	0	
Disagree:	8	16%
Strongly Disagree:	0	

Comments:

- I wish they would follow their mandate, doesn’t appear so.
- List failed small businesses so others won’t attempt same.
- List successful businesses and how they helped owner be successful.

Question 15: I am aware of Tewa’s revenue generating activities.



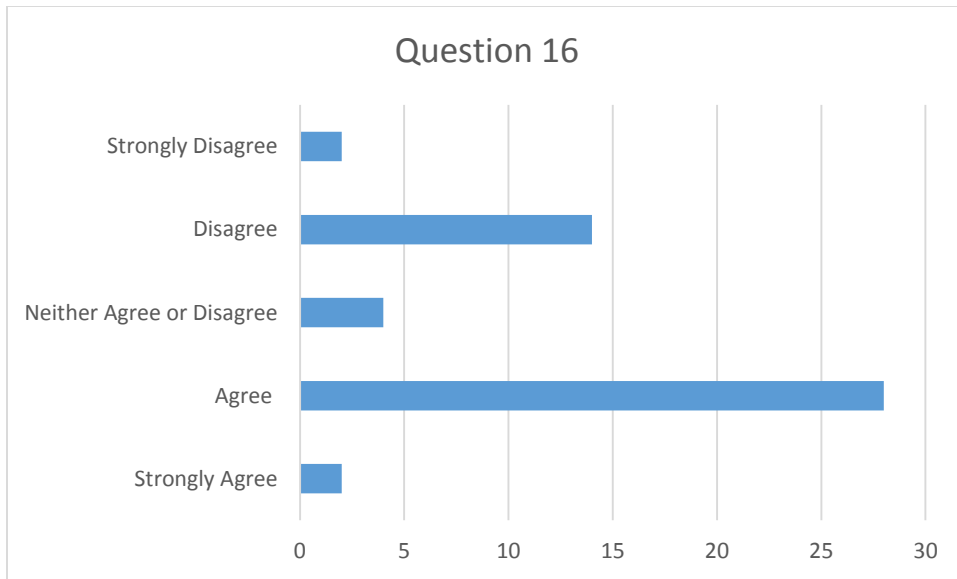
Response Count:

Strongly Agree:	4	8%
Agree:	16	32%
Neither Agree/Disagree	19	38%
Disagree:	7	14%
Strongly Disagree:	4	8%

Comments:

- I am not fully aware of any activities
- Probably hiding something from the people, that’s why they don’t tell us anything.

Question 16: I am aware that Tewa’s revenue generating activities are meant to help fund the community’s under-funded programs.



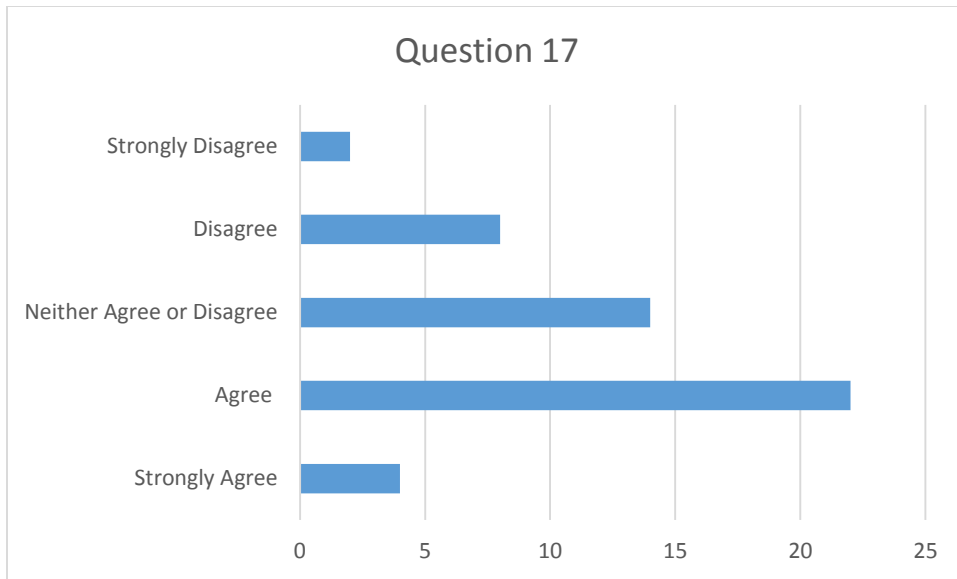
Response Count:

Strongly Agree:	2	4%
Agree:	28	56%
Either Agree/Disagree:	4	8%
Disagree:	14	28%
Strongly Disagree:	2	4%

Comments:

- Slacking on that issue, too many cuts in programs and services
-

Question 17: I support Tewa’s revenue generating activities.



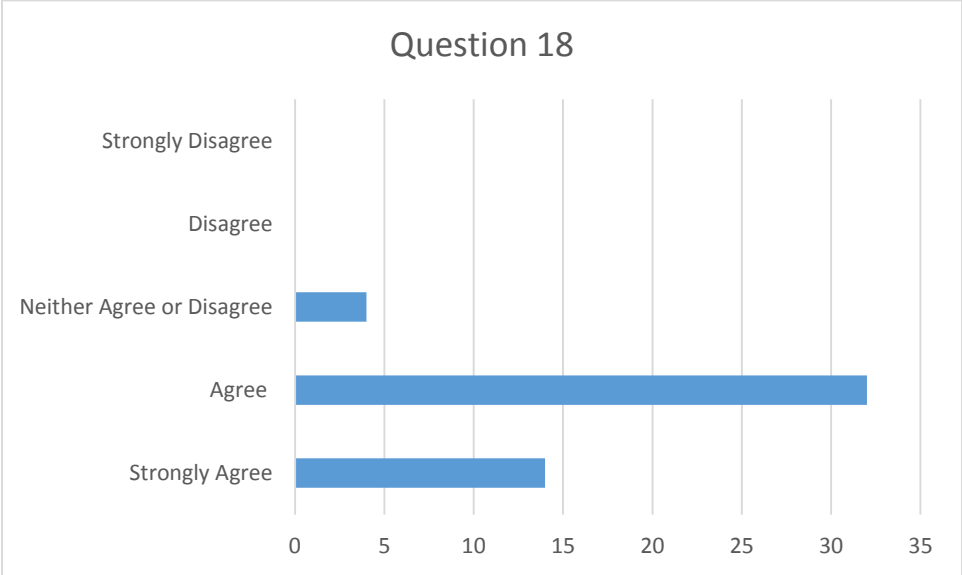
Response Count:

Strongly Agree:	4	8%
Agree:	22	44%
Neither Agree/Disagree:	14	28%
Disagree:	8	16%
Strongly Disagree:	2	4%

Comments:

- I agree with the wind energy project but don’t know hear about other projects
- I’m not quite sure what Tewa’s doing as they don’t communicate much, but I still support them.
- Wind energy project is looking at dollar figure rather than approaching the communities first. Tewa is doing what was done to us, meaning no discussion.
- We have no natural resources, Tewa should be pursuing a lot more projects and not focusing on only one.
- They should tell people what they are doing. Can’t support what you don’t know about.
- Bad money from gaming companies to building rentals.
- Don’t know what they are so I can’t support them.

Question 18: I am aware of Tewa’s E&T programs and services.

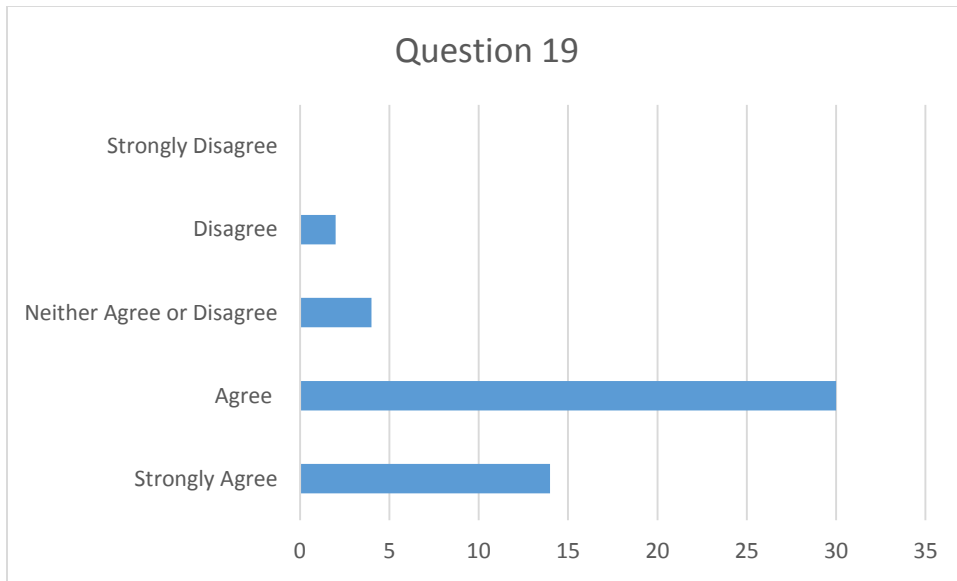


<u>Response Count:</u>	Strongly Agree:	14	28%
	Agree:	32	64%
	Neither Agree/Disagree:	4	8%
	Disagree:	0	
	Strongly Disagree:	0	

Comments:

- I had to look on-line, really hard to find information

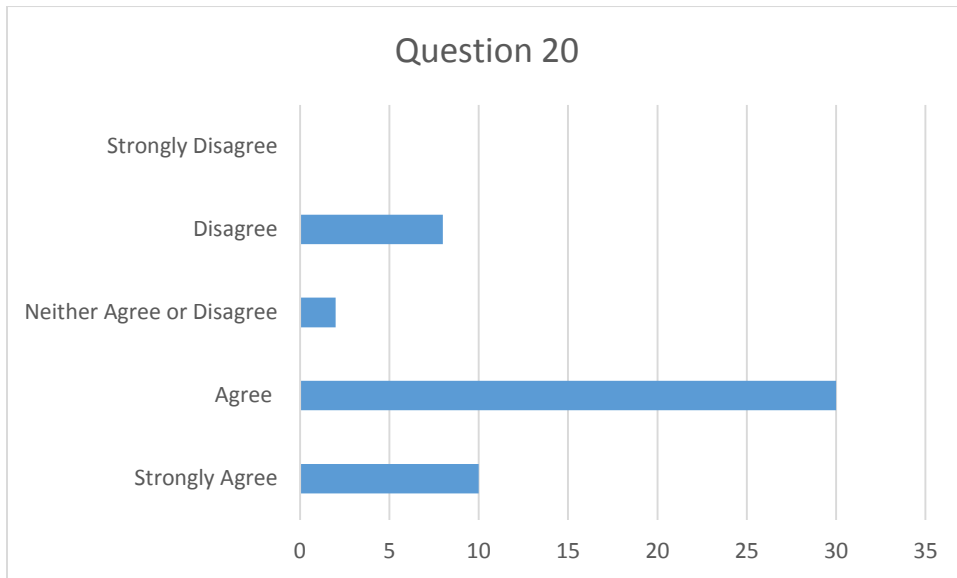
Question 19: I am aware of Tewa’s S.B.S. programs and services.



<u>Response Count:</u>	Strongly Agree:	14	28%
	Agree:	30	60%
	Neither Agree/Disagree:	4	8%
	Disagree:	2	4%
	Strongly Disagree:	0	

Comments:

Question 20: Tewa programs and services are focused on the needs of the client.

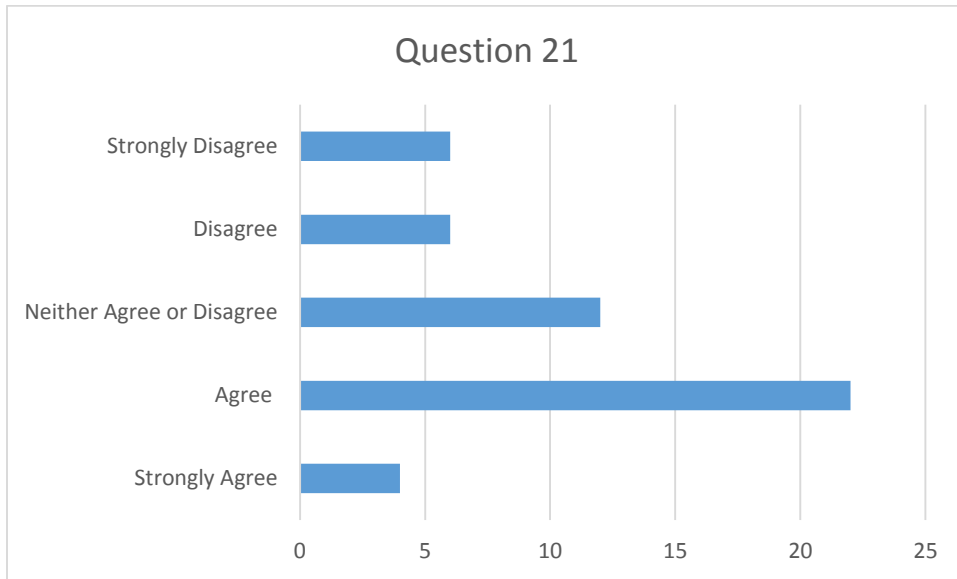


<u>Response Count:</u>	Strongly Agree:	10	20%
	Agree:	30	60%
	Neither Agree/Disagree	2	4%
	Disagree:	8	16%
	Strongly Disagree:	0	

Comments:

- You sometimes hit a brickwall when approaching for help, especially if you are not on the Mohawk registry.
- In writing but would like to see it applied.

Question 21: My feedback affects change at Tewa.

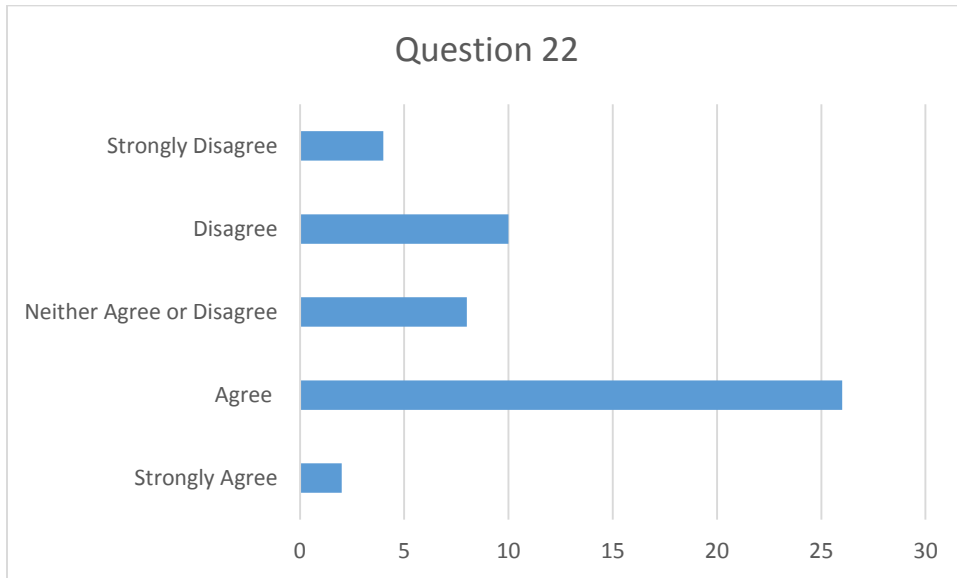


<u>Response Count:</u>	Strongly Agree:	4	8%
	Agree:	22	44%
	Neither Agree/Disagree:	12	24%
	Disagree:	6	12%
	Strongly Disagree:	6	12%

Comments:

- I have no idea since reports are not published
- Don't know where survey results go and if anyone even reads it
- I certainly hope so, otherwise stop doing the same surveys.

Question 22: Tewa effectively communicates their activities to the people of Kahnawake.

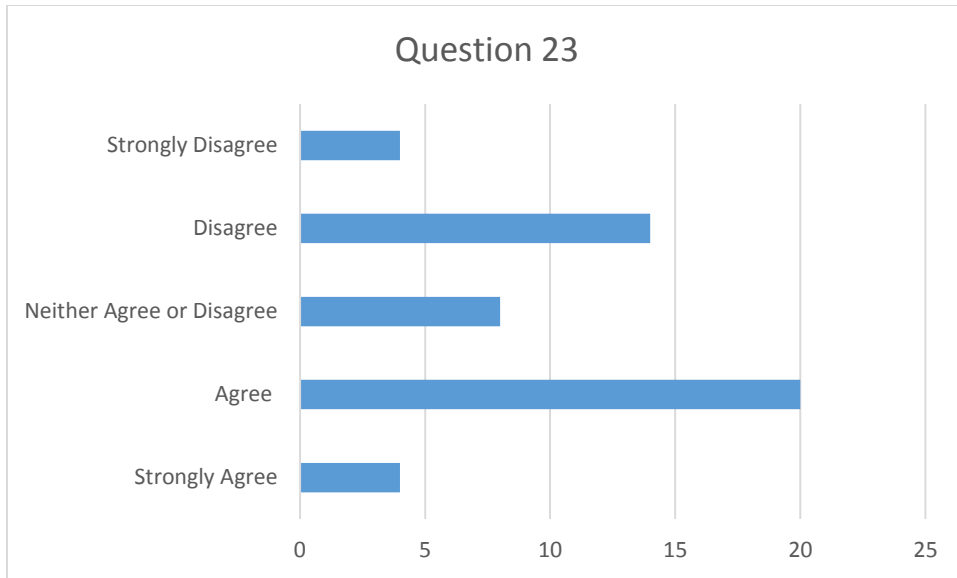


<u>Response Count:</u>	Strongly Agree:	2	4 %
	Agree:	26	52%
	Neither Agree/Disagree:	8	16%
	Disagree:	10	20%
	Strongly Disagree:	4	8%

Comments:

- Good in terms of activities
- Not good in terms of inside activities
- Could answer questions quicker
- If it affects the community, information should be shared immediately

Question 23: Tewa is transparent with community members.



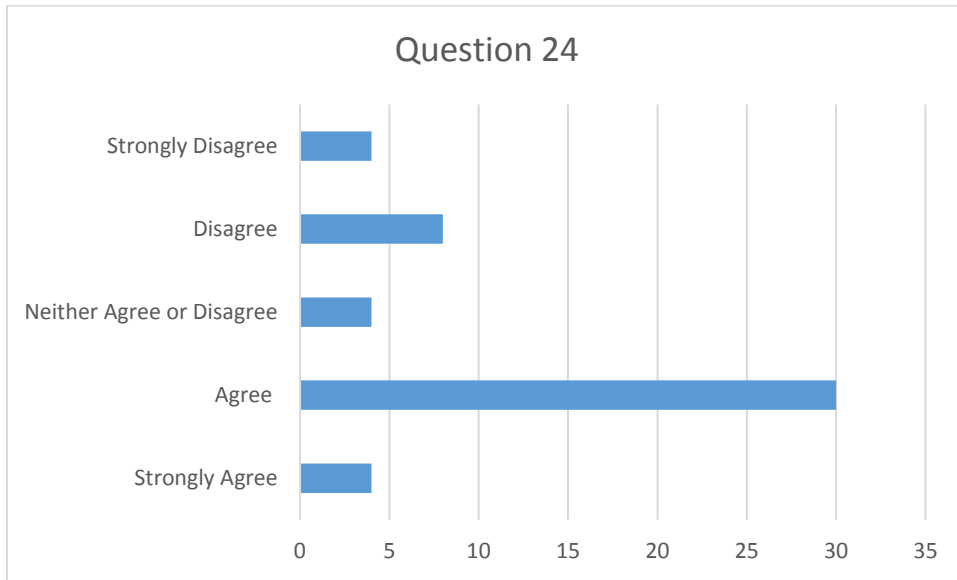
Response Count:

Strongly Agree:	4	8%
Agree:	20	40%
Neither Agree/Disagree:	8	16%
Disagree:	14	28%
Strongly Disagree:	4	8%

Comments:

- Same comments as question 22, could be more open to the community

Question 24: Tewa can be trusted to work in the best economic interest of the Kahnawake people.

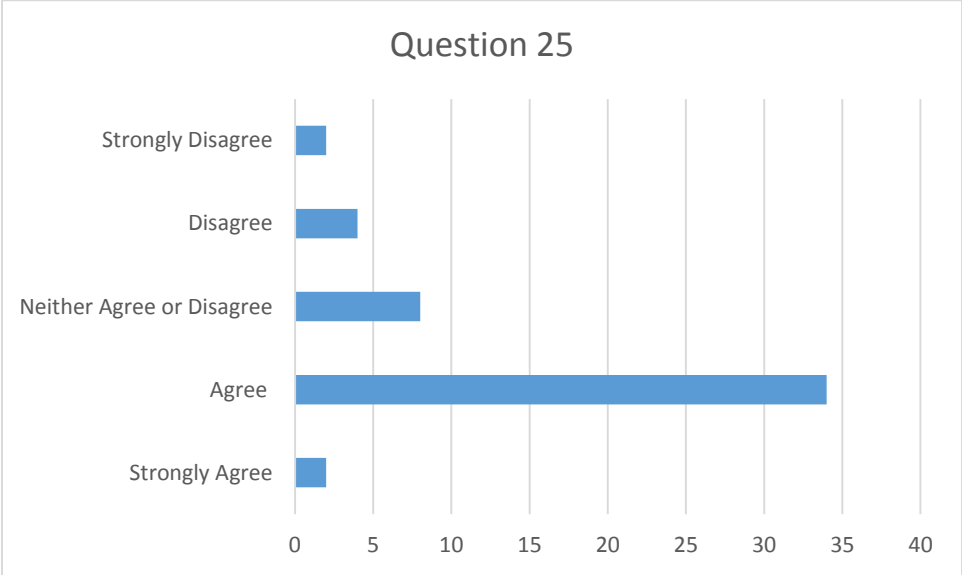


<u>Response Count:</u>	Strongly Agree:	4	8%
	Agree:	30	60%
	Neither Agree/Disagree:	4	8%
	Disagree:	8	16%
	Strongly Disagree:	4	8%

Comments:

- There's a little hole in this statement, i.e. future gas station
- Should consult the people, especially gas station owners, before making decisions on new projects.
- Seems to be working in the best interest of Tewa, not the collective.
- I can't comment as I don't know what you do and I don't see or hear about any projects.

Question 25: Tewa activities are consistent with creating collective prosperity for Kahnawake.



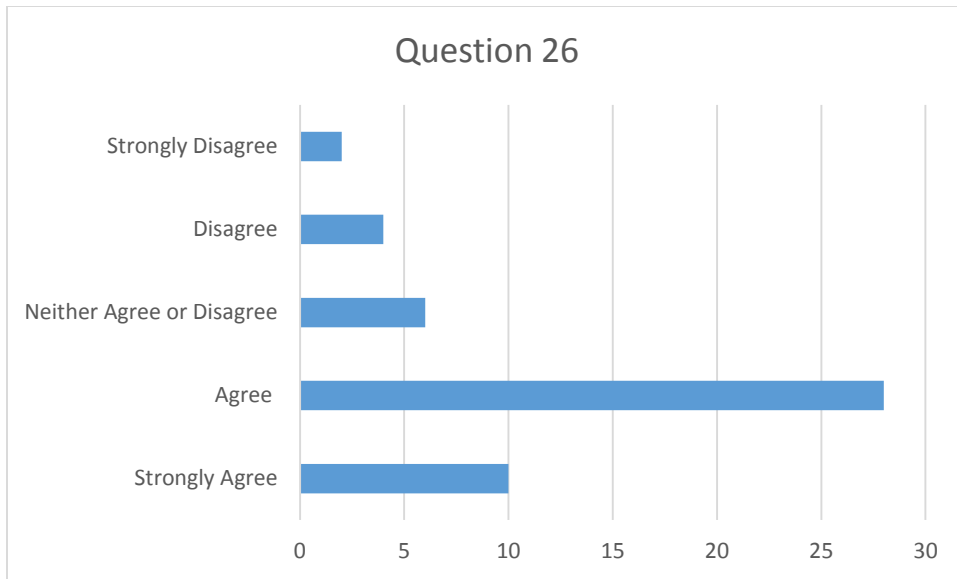
Response Count:

Strongly Agree:	2	4%
Agree:	34	68%
Neither Agree/Disagree:	8	16%
Disagree:	4	8%
Strongly Disagree:	2	4%

Comments:

- The activities seem to help individual entrepreneurs but revenue generating should be for the collective but does not appear to be.
- Tewa appears to be working for themselves, not the collective
- Updates should be given as projects move along.
- Working for everybody should be foremost on your mind.

Question 26: Tewa plays a positive role in the community.

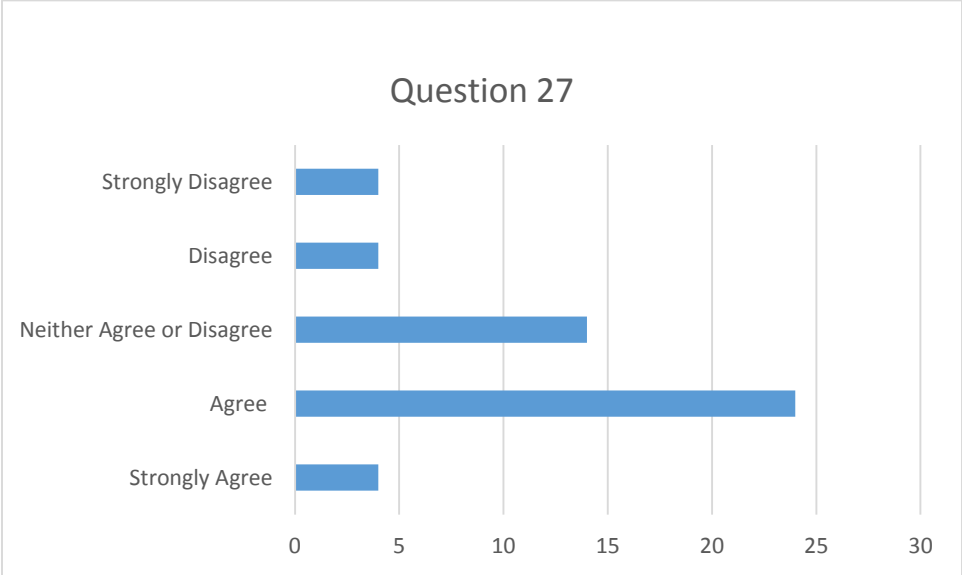


<u>Response Count:</u>	Strongly Agree:	10	20%
	Agree:	28	56%
	Neither Agree/Disagree:	6	12%
	Disagree:	4	8%
	Strongly Disagree:	2	4%

Comments:

- Plays a positive role to an extent
- Back to transparency by Tewa
- Organizations, not just Tewa, should give regular updates to the community, either at a community meeting, facebook and other media available.
- Not sure what your role is.
- Tewa should inform people before enactment on any projects, that would make it more positive.

Question 27: Tewa is frequently mentioned in the media or community.



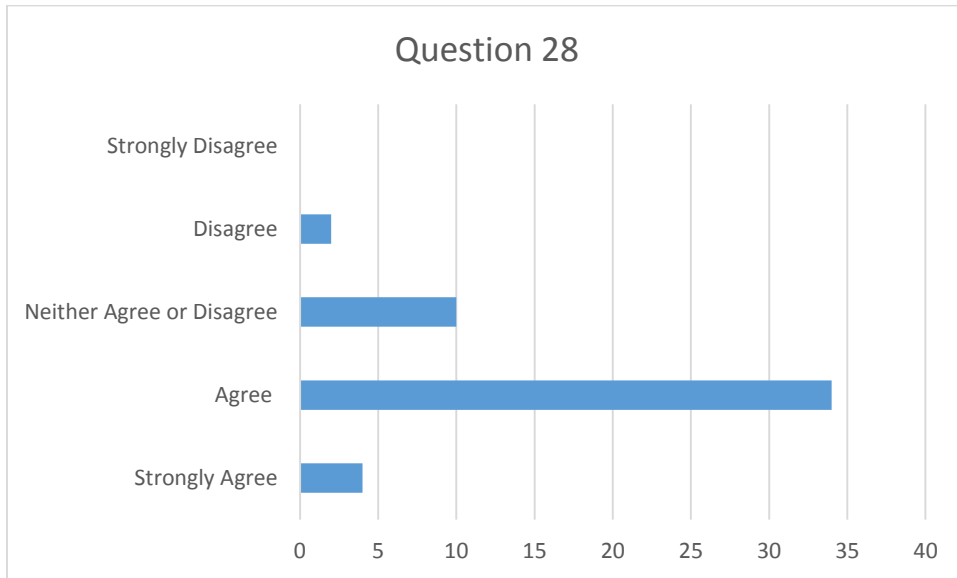
Response Count:

Strongly Agree:	4	8%
Agree:	24	48%
Neither Agree/Disagree:	14	28%
Disagree:	4	8%
Strongly Disagree:	4	8%

Comment:

- Mix of positive and negative at times, people need to know good and bad
- Not so much, need to find a way to inform the community
- Use social media more and make webpage easier to follow.
- Tewa needs to sell themselves in a positive light.

Question 28: Tewa appears to be a great place to work.

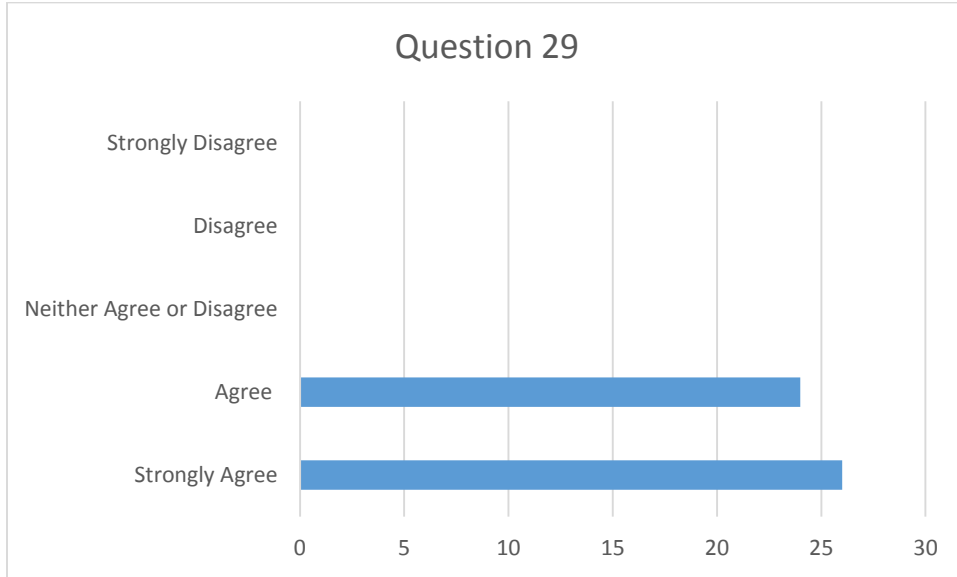


<u>Response Count:</u>	Strongly Agree:	4	8%
	Agree:	34	68%
	Neither Agree/Disagree:	10	20%
	Disagree:	2	4%
	Strongly Disagree:	0	

Comments:

- In terms of growth – yes
- Cultural aspect could be stronger
- When you want into Tewa, you should know you're in Kahnawake, either by greeting in Mohawk or other ways.
- Who knows, you have to work there to comment.
- Self-preservation within Tewa.

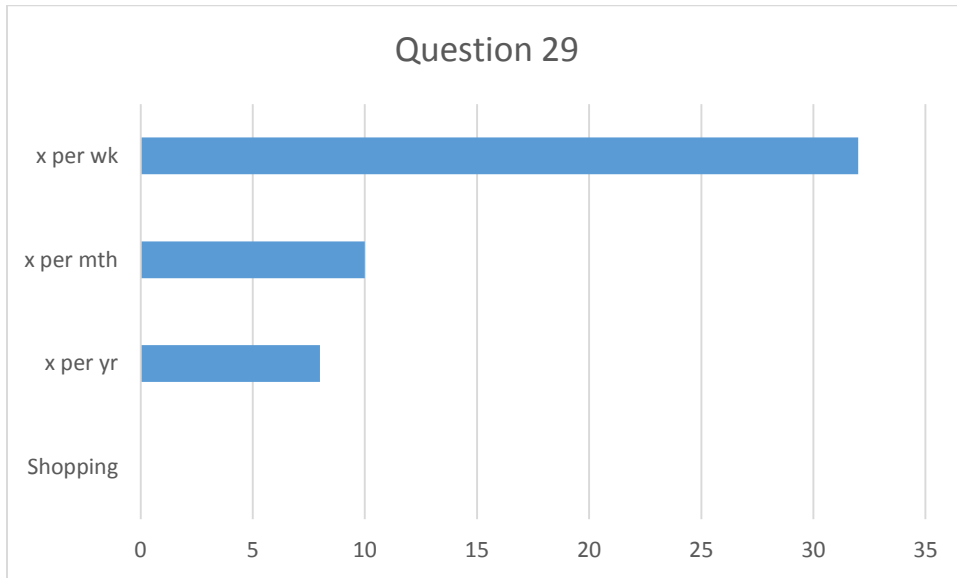
Question 29: I. am aware of Tewa’s Shop Kahnawake program.



<u>Response Count:</u>	Strongly Agree:	26	52%
	Agree:	24	48%
	Neither Agree/Disagree:	0	
	Disagree:	0	
	Strongly Disagree:	0	

Comments:

Question 30: How often do you shop for products and services in Kahnawake before shopping off-reserve?

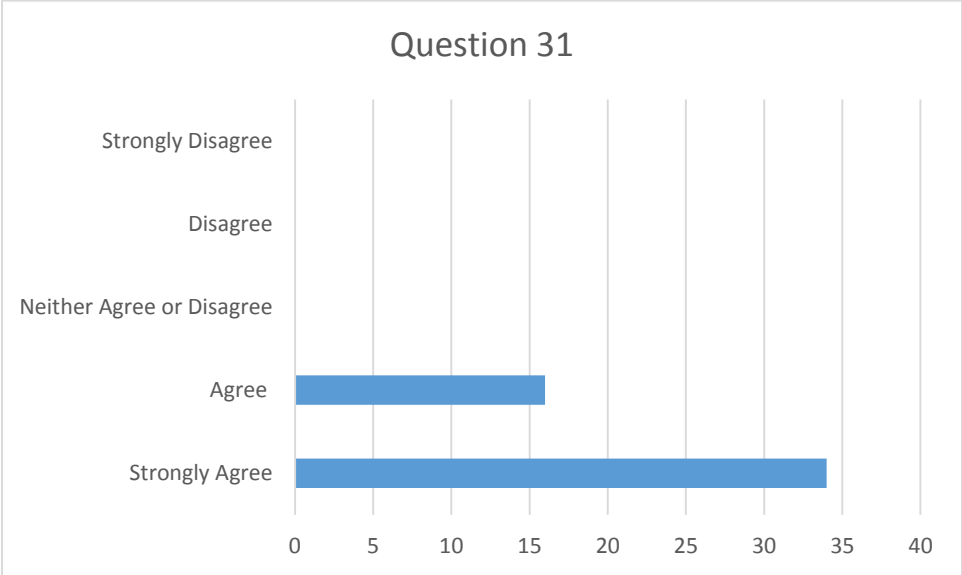


<u>Response Count:</u>	Never:	0	0%
	Several Times per Year:	8	16%
	Several Times per Month:	10	20%
	Several Times per Week:	32	64%

Comments:

- I would shop more in town if things were a little different, competition etc.
- Encourage better customer service, you don't shop if you don't feel welcome
- Pricing and better selection is why I don't often shop Kahnawake
- Shop owners should find a way to entice customers rather than pushing them away

Question 31: I consider entrepreneurship a potential career choice.



Response Count:

Strongly Agree:	34	68%
Agree:	16	32%
Neither Agree/Disagree:	0	
Disagree:	0	
Strongly Disagree:	0	

Comments:

Question 32: Would you like to make any additional comments?

- Some of the questions are “stupid”
- The questions are designed to make Tewa look good.
- The summer camp is a fantastic initiative
- Program run by Kara Paul is great, keep up the good work Kara.
- I went for funding, was told to do proposal and all other paperwork required, and then being told you do not fund that type of business. Total bull.... Wasted my time and yours. Just so you know, my business is a success without your help.
- Tewa should be connecting small business owners, successful owners may be able to help others. I made the same comment last survey but didn't see it happen. Why?
- You should have been a business owner before consulting a BSO seems to be the only way you know what's available to you.
- You should have a bank of listings of people looking for work and in what field, then share with the community.
- You should promote hiring from within the community. Take a look at all the businesses that have non-natives working here, taking advantage of tax free status.
- Change responses to a simple yes or no.
- Who makes these questions? Some just don't make sense.
- Have open meetings to share what Tewa does.

DATA ANALYSIS

The data analysis is divided into three parts to reflect the format of the survey:

Part A: Satisfaction with Small Business Services

Part B: Client Satisfaction (General)

Part C: Tewaohnhi'saktha Mandate and Public Relations

As the surveyor and contractor, I do not feel it is my place to give recommendations again. The recommendations would more than likely be the same as in previous years as the comments have not changed that much over the years.

Part A: Satisfaction with Small Business Services

Question 1: Procedures required to access small business programs and services are simple and easy to follow.

The majority of respondents (88%) strongly agree/agree with the statement. The comments did not indicate any major issues regarding the access to programs and services. The very small percentage (8%) of unsatisfied respondents did not express any major concerns as reflected in the comments listed.

Question 2: Tewa's business service policies were designed to help me achieve my individual business goals.

More than half of the respondents (88%) strongly agree/agree with this statement. The balance of respondents (88%) neither agree/disagree/strongly disagree with the statement. The comments reflect some dissatisfaction with the process, while others are satisfied with the help given.

Question 3: I am satisfied with the variety of business services offered by Tewa.

Of the respondents surveyed, a significant number (76%) are satisfied with the services offered by Tewa. The balance of 4 respondents (8%), represented by those who neither agree/disagree and 2 who disagree.

Question 4: Tewa's small business service programs helped me achieve my business goals.

Of all respondents in this survey, 84% strongly agreed/agreed that they had positive results in dealing with Tewa's small business services. The ratings for neither agree/disagree covered the balance of 16% of respondents.

Question 5: My B.S.O. helped me access programs and services for small businesses.

80% of survey respondents strongly agree/agree with this statement, while 8% neither agree/disagree with the statement, with 12% disagreeing. Comments range from very informative, having a general idea to don't know about programs and services. This suggests that the B.S.O.'s need to promote their products more aggressively rather than just to individual clients.

Question 6: My BSO provided coaching and advice that helped me achieve my business goal.

The results of this survey shows 56% of respondents either strongly agree or agree with the statement, while 32% neither agree/disagree, and 12% disagreeing.

Question 7: My BSO gave me information on external agencies that could provide additional help.

Once again this question received the lowest rating in the strongly agree/agree category, 52%. The current rating for neither agree/disagree and disagree is 48%.

Question 8: My requests for meetings or information were responded to within 2 business days.

The responses to the statement were positive, with 72% strongly agree/agreeing with a 20% neither agree/disagree. The balance of 8% disagree with the statement.

Question 9: Would you like to make any additional comments about small business service programs and services or the customer service you received?

See comments listed for reference

Part B: Client Satisfaction (General)

Question 10: The receptionist at Tewa is courteous and helpful.

The rating for this statement was very positive, 80% strongly agree/agree, while only 16% neither agree/disagree. 4% surveyed disagreed with the statement. This is an indication that the majority of the clients being greeted by the receptionist are satisfied with the level of professionalism shown to them, as reflected in the comments.

Question 11: The receptionist at Tewa acknowledged me promptly upon my arrival.

The survey indicates 84% of respondents either strongly agreed/agreed to this statement, while 12% neither agree/disagree. A total of 4% responded disagree.

Question 12: I am satisfied overall with the level of reception services.

As with question 11, 88% of respondents strongly agree/agree with only 12% neither agree/disagree. This indicates a high level of satisfaction with reception services. Comments indicate the same satisfaction.

Question 13: Would you like to make any additional comments about reception service?

See list of comments.

Part C: Tewatohnhi'saktha Mandate and Public Relations

Question 14: I am aware of Tewa's mandate to create revenue for the community, support small business development, and facilitate workforce development.

84% claim they strongly agree/agree that they are aware of Tewa's mandate. 16% disagree with the statement. This is an indication that a general awareness campaign that was suggested last survey has not been undertaken as yet as the change in responses is not significant.

Question 15: I am aware of Tewa's revenue generating activities.

The responses indicate that less than half of those surveyed, 40%, are aware of Tewa's revenue generating activities, leaving 38% of respondents neither agreeing/disagreeing. 22% disagreed with this statement. The comments suggest that the community is unaware but interested in knowing how Tewa generates revenue. The lack of trust is tied to not sharing relevant information on a timely basis. Listing the activities that Tewa is involved in and the potential for revenue generation per project would help increase the awareness of community members.

Question 16: I am aware that Tewa's revenue generating activities are meant to help fund the community's under-funded programs and services.

There is a decrease in awareness from last survey, with only 60% respondents strongly agree/agreeing with the statement. The balance is divided between disagree and strongly disagree. The comments reveal that there is a lack of awareness in this area, with a need to know more.

Question 17: I support Tewa's revenue generating activities.

This statement carries a 52% strongly agree/agree rate, indicating that the majority of respondents do not support Tewa's revenue generating activities. The balance of 48% is represented by 14 who neither agree/disagree, 8 who disagree and 2 who strongly disagrees. Comments suggest that not everyone is aware of the activities of Tewa.

Question 18: I am aware of Tewa's Employment and Training programs and services.

The majority of respondents are aware of the E&T programs judging by the 92% of strongly agree/agree responses; of the remaining 8% only 2 respondents neither agree/disagree. This supports the fact that E&T programs and services are utilized throughout the community.

Question 19: I am aware of Tewa's small business programs and services. There is a drop of 4% from previous year survey, from 92% to currently 88% in the strongly agree/agree categories. The indication may be the amount of individuals applying for services from Tewa are less than previous year. Of the remaining 12%, 2 respondents disagree with the statement, with 4 neither agree/disagree.

Question 20: Tewa programs and services are focused on the needs of the client.

80% of responses fall into strongly agree/agree category; of the remaining 20%, 2 respondents neither agree/disagree, 8 respondents disagree.

Question 21: My feedback affects change at Tewatohni'saktha.

Although 52% of respondents either strongly agree/agree, there is a 48% who neither agree/disagree, or totally disagree.

Question 22: Tewa effectively communicates their activities to the people of Kahnawake.

There are 56% of respondents who strongly agree/agree with this statement, while 16% neither agree/disagree, and 28% disagree.

Question 23: Tewa is transparent with community members.

The response count is 48% strongly agree/agreeing with the statement, 16% neither agree/disagree, 28% disagree and 8% strongly disagree. The comments to this question indicate that some respondents are either not aware of programs and services offered or lack trust.

Question 24: Tewa can be trusted to work in the best economic interest of the Kahnawake people.

The response count from previous survey (86%) to current survey response of 68% in the strongly agree/agree category indicate that the trust level has decreased over the year, with only 8% in the categories of neither agree/disagree, and 24% disagree and strongly disagree.

Question 25: Tewa activities are consistent with creating collective prosperity for Kahnawake

Of the 50 respondents to this survey, 72% strongly agree/agree with the statement, while 16% neither agree/disagree; and 12% disagree. This is an indication that transparency level within the organization could be higher.

Question 26: Tewa plays a positive role in the community.

The majority of respondents strongly agree/agree (76%) with this statement. Six responded neither agree/disagree while 6 disagreed/strongly disagreed.

Question 27: Tewa is frequently mentioned in the media or community.

56% responded to strongly agree/agree, with 28% responding to neither agree/disagree. 16% disagreed or strongly disagreed.

Question 28: Tewa appears to be a great place to work.

The survey results of this question shows that 76% of respondents agree with the statement, while 20% neither agree/disagree, and the remaining 4% disagree/strongly disagree.

Question 29: I am aware of Tewa's Shop Kahnawake Program.

All clients polled responded positively to this statement, 100% strongly agree/agreeing with the statement. This shows that the majority of community members are aware of the program.

Question 30: How often do you shop for products and services in Kahnawake before shopping off-reserve?

The majority responded to several times per week, at 64%, while 20% responded to several times per month. Only 16% shopped local several times per year. Comments range from “it cost too much” to “usually shop Kahnawake”, also states that it’s cheaper to shop out of town.

Question 31: I consider entrepreneurship a potential career choice.

68% of respondents strongly agree, 32% agree. It is expected that this would be the response as all surveyed are entrepreneurs.

Question 32: Would you like to make any additional comments?

See list of comments