



Tewatohnhi'saktha

Communications Baseline Survey / Business Services Client Satisfaction Survey Report

SUBMITTED BY
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Executive Summary

This report provides an overview of the Tewaohnni'saktha Communications Baseline Survey and Business Services Client Satisfaction Survey (Appendix A), which was conducted independently by this consultant during the period of February and March 2016. The purpose of the survey is three-fold. To **a)** determine the degree to which each objective of the communication strategy has been achieved;

- Increase level of trust among community members
- Increase transparency of Tewaohnni'saktha activities for community and other stakeholders
- Increase awareness of Tewaohnni'saktha programs and services
- Increase community support for Tewaohnni'saktha

b) to determine the level of satisfaction with reception services and; **c)** to determine the level of satisfaction with the Business Services Division. Satisfaction was assessed by evaluating the client's:

- awareness of Tewaohnni'saktha mandate, activities and communications strategies
- experience with Tewaohnni'saktha reception services
- views on Tewaohnni'saktha programs and services

Feedback received from this survey will be used to determine if objectives have been achieved, help facilitate improvements and develop recommendations for the future.

SURVEY RESPONDENTS CONFIRM THAT TEWATOHNNHI'SAKTHA AND THE BUSINESS SERVICES DIVISION DO MANY THINGS WELL...

- Tewaohnni'saktha plays a positive role in the community according to 88% of business services respondents.
- Reception services received a 90% satisfaction rating overall.
- 80% of Business Services clients strongly agree/agree that Tewaohnni'saktha helped them in achieving their business goals.
- Tewaohnni'saktha responds promptly to requests for meetings or information, according to 86% of business clients.

FINDINGS THAT MERIT FURTHER STUDY AND/OR ACTION...

- Revenue Generation, a key division of Tewaohnni'saktha has a low (54%) awareness rating and continues to be unstable with Business Services clients (from 70% in 2013 to 40% 2015), despite recommendations outlined in the 2013 survey report.
- Only 54% of respondents think that Tewaohnni'saktha will do anything with feedback from this survey. Tewaohnni'saktha needs to take steps to ensure clients feel confident that their responses and comments will be valued and considered or action.

Continued: Findings that Merit Further Study and/or Action

- Only 46% of clients strongly agree or agree that Tewaohnnhi'saktha is transparent with community members. Immediate action should be taken to reverse this trend and regain trust in the community.
- 'Tewaohnnhi'saktha appears to be a great place to work' was not a popular statement among Business Services clients, with only 42% who strongly agree or agree. A large number of respondents expressed that it was not appropriate for this survey. Tewaohnnhi'saktha should consider removing it from the questionnaire.
- It appears that many Business Services clients did not receive information from their BSO, on external agencies that could provide additional help. Only 44% strongly agree or agree with this statement.

Communications Baseline Survey**The Average rating totals for questions 1-18 (excluding 17) are:**

- 29% Strongly Agree
- 43% Agree
- 17% Neither Agree or Disagree
- 9% Disagree
- 3% Strongly Disagree

When the ratings "strongly agree" and "agree" are combined, their average total is 72%, and when the ratings "disagree" and "strongly disagree" are combined, their average total is 12%.

The five questions with the highest combined strongly agree/agree ratings in the Communications Baseline Survey (Part A) are:

- 98% - Question 18: I consider entrepreneurship a potential career choice.
- 94% - Question 1: I am aware that Tewaohnnhi'saktha's revenue generating activities are meant to help fund the community's under-funded programs and services.
- 94% - Question 16: I am aware of Tewaohnnhi'saktha's Shop Kahnawà:ke Program.
- 88% - Question 5: I am aware of Tewaohnnhi'saktha's Employment & Training programs and services.
- 88% - Question 13: Tewaohnnhi'saktha plays a positive role in the community.

The six questions with the highest neither agree/disagree ratings in the Communications Baseline Survey (Part A) are:

- 58% - Question 15: Tewaohnnhi'saktha appears to be a great place to work.
- 30% - Question 8: My feedback effects change at Tewaohnnhi'saktha.
- 28% - Question 9: Tewaohnnhi'saktha effectively communicates their activities to the people of Kahnawà:ke.
- 22% - Question 10: Tewaohnnhi'saktha is transparent with community members.
- 20% - Question 4: I support Tewaohnnhi'saktha's revenue generating activities.

The six questions with the highest combined disagree/strongly disagree ratings in the Communications Baseline Survey (Part A) are:

- 32% - Question 10: Tewatohnhi'saktha is transparent with community members.
- 30% - Question 2: I am aware of Tewatohnhi'saktha's revenue generating activities.
- 24% - Question 3: I am aware that Tewatohnhi'saktha's revenue generating activities are meant to help fund the community's under-funded programs and services.
- 22% - Question 9: Tewatohnhi'saktha effectively communicates their activities to the people of Kahnawà:ke.
- 16% - Question 8: My feedback effects change at Tewatohnhi'saktha.
- 16% - Question 11: Tewatohnhi'saktha can be trusted to work in the best economic interest of the Kahnawà:ke people.

Business Services Client Satisfaction Survey

The average rating totals for questions 24 – 31 are:

- 24% Strongly Agree
- 46% Agree
- 18% Neither Agree or Disagree
- 10% Disagree
- 3% Strongly Disagree

When the ratings “strongly agree” and “agree” are combined, their average total is 70%, and when the ratings “disagree” and “strongly disagree” are combined, their average total is 13%.

The three questions with the highest combined strongly agree/agree ratings in the Business Services Client Satisfaction Survey (Part C) are:

- 86% - Question 31: My requests for meetings or information were responded to within 2 business days.
- 80% - Question 27: Tewatohnhi'saktha's business service programs helped me achieve my business goals.
- 80% - Question 28: My Business Services Officer (BSO) helped me access programs and services for small businesses.

The three questions with the highest combined neither agree/disagree ratings in the Business Services Client Satisfaction Survey (Part C) are:

- 30% - Question 30: My BSO gave me information on external agencies that could provide additional help.
- 28% - Question 25: Tewatohnhi'saktha's business services policies were designed to help me achieve my individual business goals.
- 24% - Question 26: I am satisfied with the variety of services offered by Tewatohnhi'saktha.

The three questions with the highest combined strongly disagree/disagree ratings in the Business Services Client Satisfaction Survey (Part C) are:

- 26% - Question 30: My BSO gave me information on external agencies that could provide additional help.
- 20% - Question 29: My BSO provided coaching and advice that helped me achieve my business goal.
- 12% - Question 24: Procedures required to access small business programs and services are simple and easy to follow.

This concludes the Executive Summary.

Methodology

The survey format and questions were previously developed by Tewatohnhi'saktha and 55 clean copies were provided to the consultant, 50 of which were successfully completed to fulfill the objective. Respondents were selected randomly from a sampling frame of 130 Business Services clients, furnished by Tewatohnhi'saktha. No distinction was made to include or exclude any specific client. Confidentiality of clients was observed at all times.

The survey contains three (3) parts:

- Part A: Tewatohnhi'saktha Mandate and Public Relations
- Part B: Client Satisfaction (General)
- Part C: Client Satisfaction (Business Services)

This consultant and one (1) additional surveyor contacted respondents by telephone. Call attempts were made during weekday business hours, evening hours and weekends. The majority of clients were reached at their place of business during office hours and were willing to complete the survey. A small number requested a callback at an appointed time. Leaving voice messages proved fruitless and the practice was abandoned. Overall, the business population were the most willing to complete the survey and provided a lot of feedback in comments.

The following documentation and online resources were consulted prior to writing this report:

- Business Services Client Satisfaction Survey Results 2013
- Business Services Client Satisfaction Survey Results 2015
- Tewatohnhi'saktha Communications Strategy 2012-2015
- Tewatohnhi'saktha Website

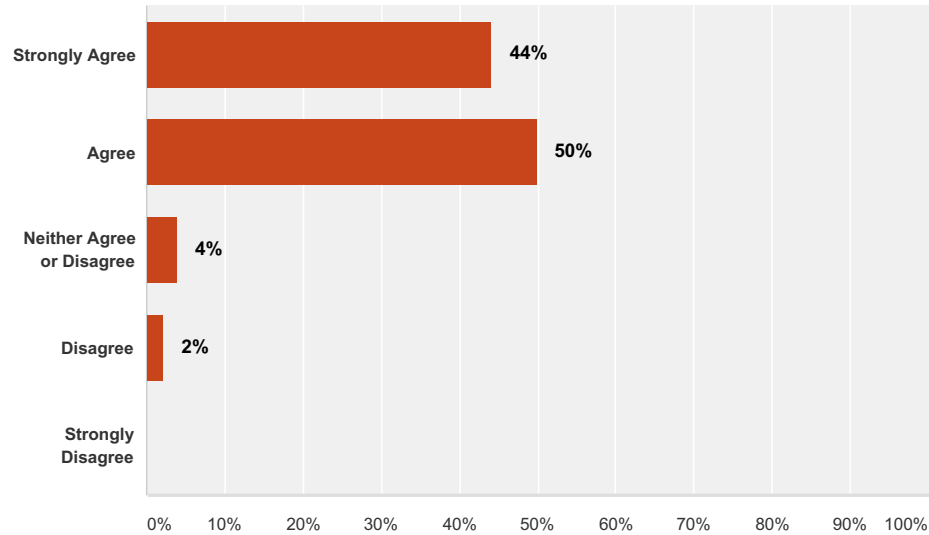
The data from manually completed surveys was entered and tabulated using Survey Monkey and results are displayed in bar graph format, along with the total response count for each question. With regard to the graphs depicting data, there are some cases where the sum of the graphs totals one tenth of one percent above or below 100 percent. This is attributed to a rounding function in the computer program that tabulated the data.

Survey Results

The survey employs the Likert Scale method with answer choices ranging from Strongly Agree to Strongly Disagree. The exception is Question #17 which offers only four (4) choices: never, several times per year, several times per month, and several times per week. Questions 19, 23, and 33 are strictly comment questions.

Client comments are transcribed directly below the graph or on the following page when additional space was needed. Included with the graph are response percentages and number of responses for each possible answer. An analysis comparing current and past survey results from 2013 and 2015 is also included.

Q1 I am aware of Tewa’s mandate to create revenue for the community, support small business development, and facilitate workforce development.



Answer Choices	Responses
Strongly Agree	44% 22
Agree	50% 25
Neither Agree or Disagree	4% 2
Disagree	2% 1
Strongly Disagree	0% 0
Total	50

COMMENTS

1. This is a trick question and misleading. Anybody can say what their mandate is but is it what they really do?

DATA ANALYSIS

2015

SA/Agree: 84%
 Neither A/D: 0%
 SD/Disagree: 16%

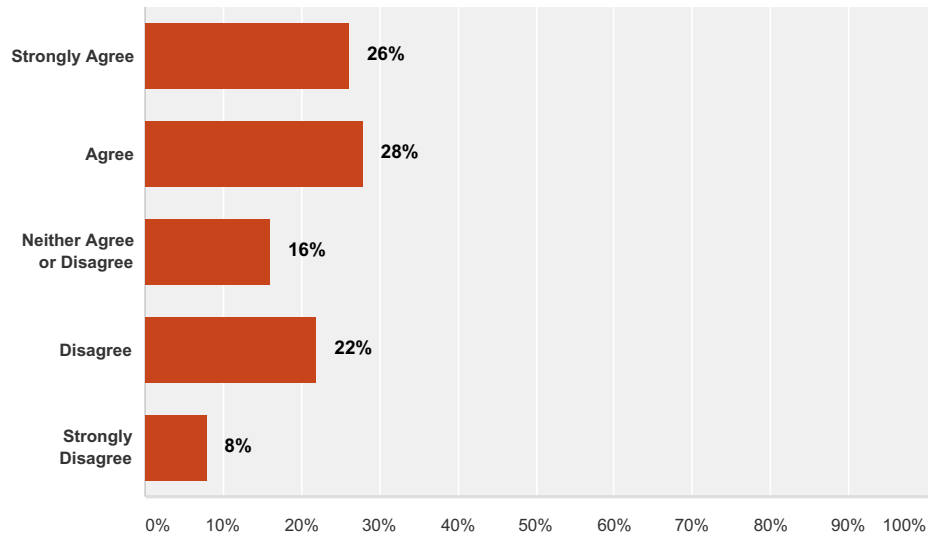
94% of business clients surveyed strongly agree or agree that they are aware of Tewa’s mandate.

2013

SA/Agree: 88%
 Neither A/D: 6%
 SD/Disagree: 6%

That is a 10% increase in awareness since 2015 and a 6% increase as compared to 2013.

Q2 I am aware of Tewa’s revenue generating activities.



Answer Choices	Responses	
Strongly Agree	26%	13
Agree	28%	14
Neither Agree or Disagree	16%	8
Disagree	22%	11
Strongly Disagree	8%	4
Total		50

COMMENTS

1. Tewatohnhi’saktha’s revenue generating activities are very secretive.
2. Not aware of all the activities

DATA ANALYSIS

2015

SA/Agree: 40%
 Neither A/D: 38%
 SD/Disagree: 22%

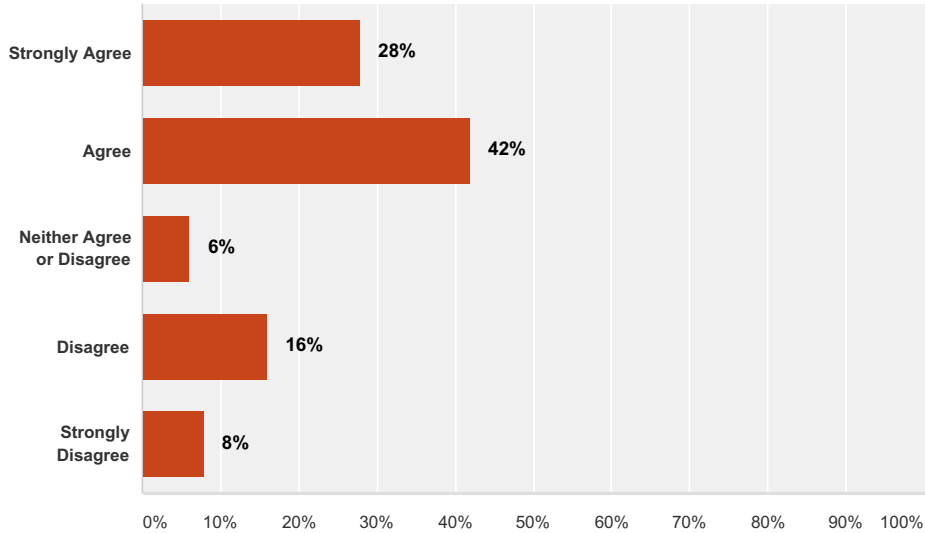
54% of business clients surveyed strongly agree or agree that they are aware of Tewa’s revenue generating activities.

2013

SA/Agree: 70%
 Neither A/D: 10%
 SD/Disagree: 20%

That is a 14% increase in awareness since 2015 but a 16% decrease as compared to 2013.

Q3 I am aware that Tewa's revenue generating activities are meant to help fund the community's under-funded programs and services.



Answer Choices	Responses	
Strongly Agree	28%	14
Agree	42%	21
Neither Agree or Disagree	6%	3
Disagree	16%	8
Strongly Disagree	8%	4
Total		50

COMMENTS

1. Meant to fund individuals not community programs.
2. I am aware but I don't see that it's happening. There is nothing visible that shows you give any of these dollars to the community.

DATA ANALYSIS

2015

SA/Agree: 60%
 Neither A/D: 8%
 SD/Disagree: 32%

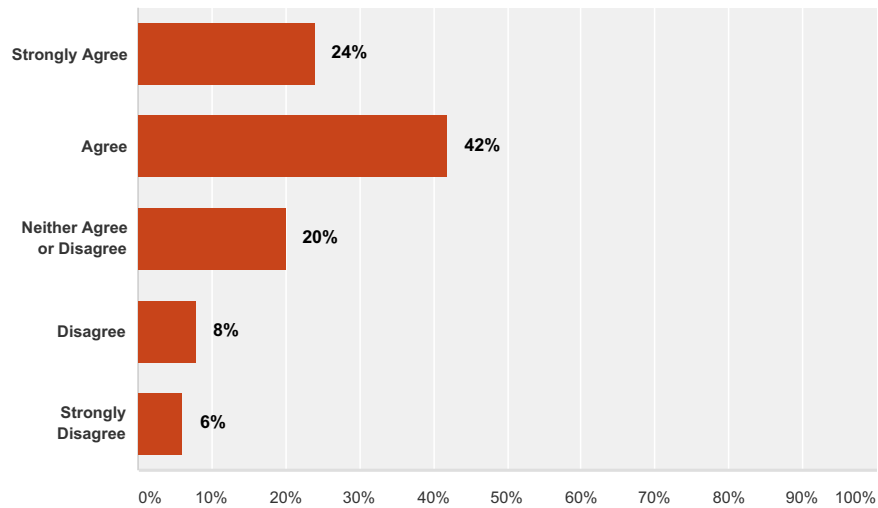
70% of business clients surveyed strongly agree or agree they are aware Tewa's revenue generating activities are meant to help fund the community's under-funded programs and services.

2013

SA/Agree: 74%
 Neither A/D: 14%
 SD/Disagree: 12%

That is a 10% increase in awareness since 2015 but a 4% decrease as compared to 2013.

Q4 I support Tewa’s revenue generating activities.



Answer Choices	Responses	Count
Strongly Agree	24%	12
Agree	42%	21
Neither Agree or Disagree	20%	10
Disagree	8%	4
Strongly Disagree	6%	3
Total		50

COMMENTS

1. How can I support revenue generating activities when I don’t know what they are?
2. Tewatohnni’saktha needs to be more front and center about revenue generation; the community needs to know more about it. I don’t know anything other than the Wind Project and Isle of Man.
3. I am not really aware of what your activities are.
4. I don’t know what they are. I don’t see any viable projects presented to the community.

DATA ANALYSIS

2015

SA/Agree: 52%
 Neither A/D: 28%
 SD/Disagree: 20%

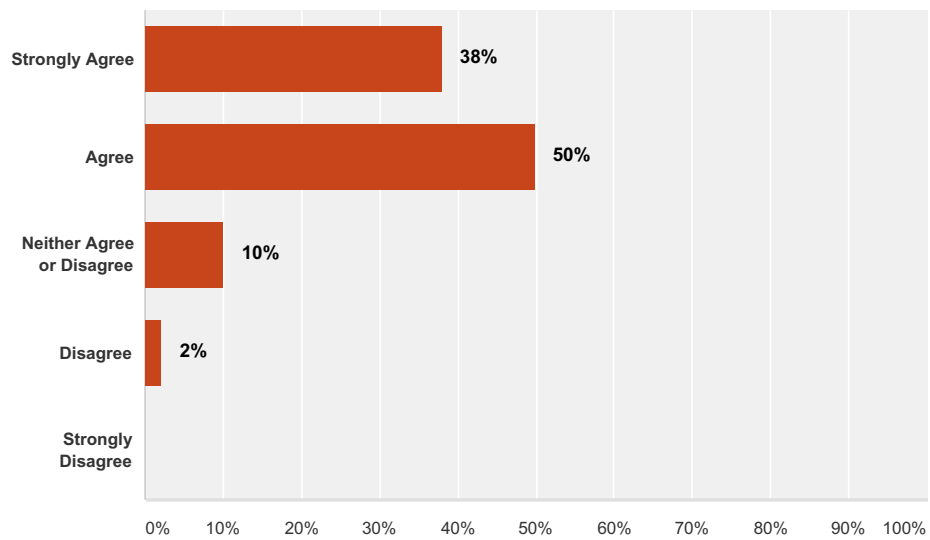
66% of business clients surveyed strongly agree or agree that they support Tewatohnni’saktha’s revenue generating activities.

2013

SA/Agree: 70%
 Neither A/D: 20%
 SD/Disagree: 10%

That is a 14% increase in support since 2015 but a 4% decrease as compared to 2013.

Q5 I am aware of Tewa's Employment & Training programs and services.



Answer Choices	Responses	Count
Strongly Agree	38%	19
Agree	50%	25
Neither Agree or Disagree	10%	5
Disagree	2%	1
Strongly Disagree	0%	0
Total		50

COMMENTS

1. Could be improved.

DATA ANALYSIS

2015

SA/Agree: 92%
 Neither A/D: 8%
 SD/Disagree: 0%

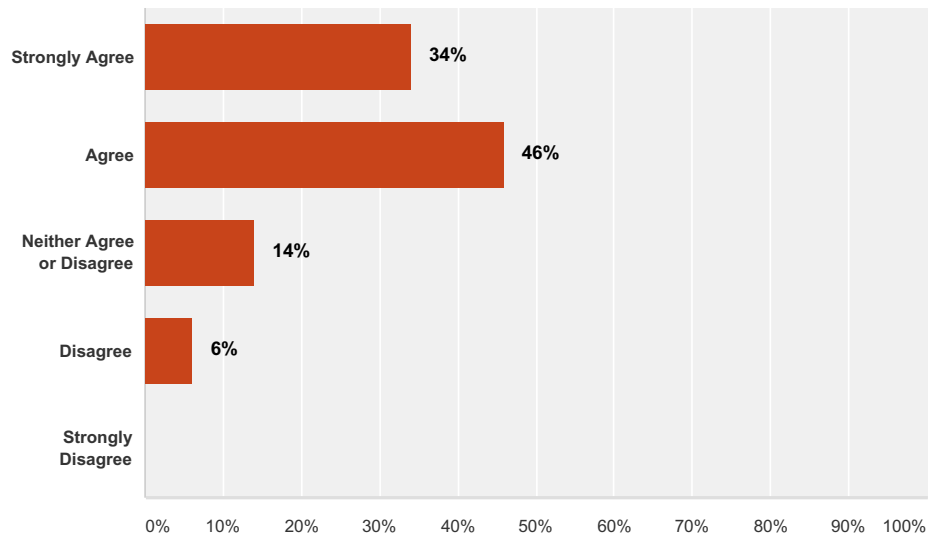
88% of business clients surveyed strongly agree or agree that they are aware of Tewa's Employment and Training programs.

2013

SA/Agree: 84%
 Neither A/D: 12%
 SD/Disagree: 4%

That is a 4% decrease in awareness since 2015 and a 4% increase as compared to 2013.

Q6 I am aware of Tewa's business programs and services.



Answer Choices	Responses
Strongly Agree	34% 17
Agree	46% 23
Neither Agree or Disagree	14% 7
Disagree	6% 3
Strongly Disagree	0% 0
Total	50

COMMENTS

1. There is no interaction between myself and Tewatohnhi'saktha unless I initiate it. Need more communication about what's available to us as a business.

DATA ANALYSIS

2015

SA/Agree: 88%
 Neither A/D: 8%
 SD/Disagree: 4%

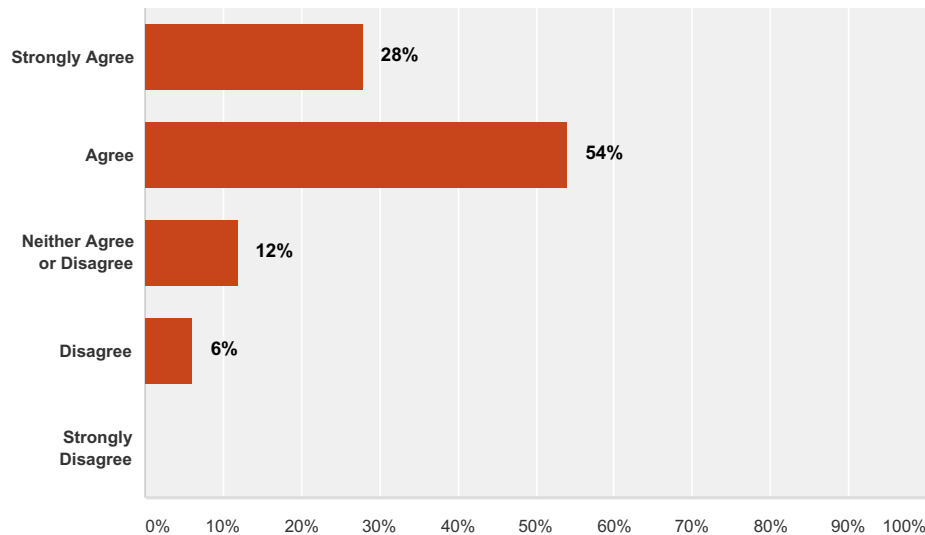
80% of business clients surveyed strongly agree or agree that they are aware of Tewatohnhi'saktha's business programs and services.

2013

SA/Agree: 92%
 Neither A/D: 6%
 SD/Disagree: 2%

That is an 8% decrease in awareness since 2015 and a 12% decrease as compared to 2013.

Q7 Tewa programs and services are focused on the needs of the client.



Answer Choices	Responses	
Strongly Agree	28%	14
Agree	54%	27
Neither Agree or Disagree	12%	6
Disagree	6%	3
Strongly Disagree	0%	0
Total		50

COMMENTS

1. Your focus is sometimes to the detriment of the client because you don't evaluate the potential for success. Some clients get approved when they shouldn't be and vice versa. It depends on which BSO you have because they sometimes are biased in favor of people they have a personal relationship with.
2. Needs to improve.
3. I answered disagree because nobody has ever called me with information or support.
4. I don't see input from community members that would determine needs.

DATA ANALYSIS

2015

SA/Agree: 80%
 Neither A/D: 4%
 SD/Disagree: 16%

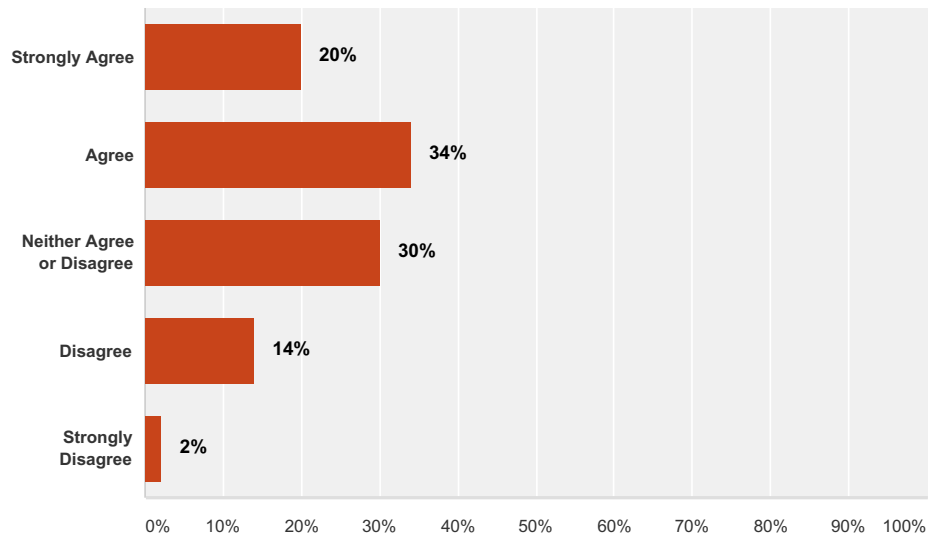
82% of business clients surveyed strongly agree or agree that Tewaohn-hi'saktha programs and services are focused on the needs of the client.

2013

SA/Agree: 84%
 Neither A/D: 6%
 SD/Disagree: 10%

That is a 2% increase in approval since 2015 but a 2% decrease as compared to 2013.

Q8 My feedback effects change at Tawatohnhi'saktha.



Answer Choices	Responses
Strongly Agree	20% 10
Agree	34% 17
Neither Agree or Disagree	30% 15
Disagree	14% 7
Strongly Disagree	2% 1
Total	50

COMMENTS

1. There was one instance where strong action was taken on my feedback, which I was very pleased with.
2. You're doing a fabulous job with the young entrepreneurs but what about those that have been in business for years we need help too. TBS needs improvements.
3. I should hope so. (Frequently voiced comment)
4. I don't see any evidence of this; there are no reports or results.

DATA ANALYSIS

2015

SA/Agree: 52%
 Neither A/D: 24%
 SD/Disagree: 24%

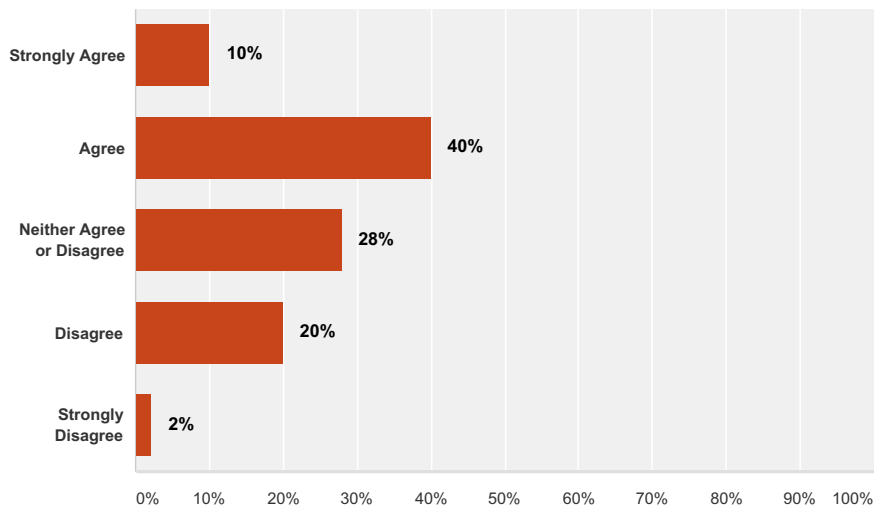
54% of business clients surveyed strongly agree or agree that their feedback effects change at Tawatohnhi'saktha.

2013

SA/Agree: 60%
 Neither A/D: 26%
 SD/Disagree: 14%

That is a 2% increase since 2015 and a 6% decrease as compared to 2013.

Q9 Tewa effectively communicates their activities to the people of Kahnawà:ke.



Answer Choices	Responses	
Strongly Agree	10%	5
Agree	40%	20
Neither Agree or Disagree	28%	14
Disagree	20%	10
Strongly Disagree	2%	1
Total		50

COMMENTS

1. You did not inform the community when you switched from ALMASS to NEMS. That was an expensive mistake that the community would have wanted to know about.
2. Communication can be improved. When do we ever get the opportunity to see survey results? Executives need to be more visible – Bud was not visible.
3. For business services yes but none other.
4. More transparency.
5. Communication could be better – you only hear about training. Have more announcements on a variety of things.
6. Consult with and communicate with us when you intend to change your policies not after the fact.
7. No, you need to do more publicity to advertise what you do.
8. Disagree. Other than newspaper articles there is nothing interactive that includes community.

DATA ANALYSIS

2015

SA/Agree: 56%
 Neither A/D: 16%
 SD/Disagree: 28%

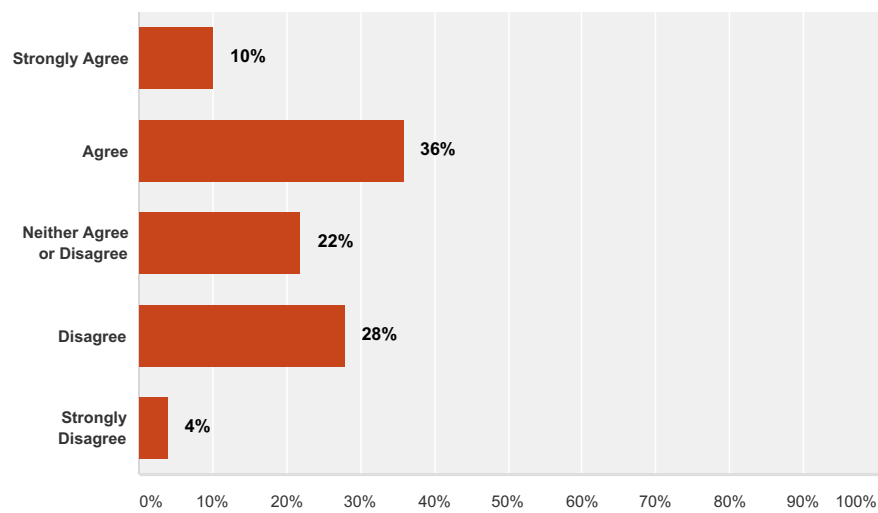
50% of business clients surveyed strongly agree or agree that Tewaohnhi'saktha effectively communicates their activities to the people of Kahnawà:ke.

2013

SA/Agree: 68%
 Neither A/D: 12%
 SD/Disagree: 20%

That is a 6% decrease since 2015 and an 18% decrease as compared

Q10 Tewa is transparent with community members.



Answer Choices	Responses	Count
Strongly Agree	10%	5
Agree	36%	18
Neither Agree or Disagree	22%	11
Disagree	28%	14
Strongly Disagree	4%	2
Total		50

COMMENTS

1. Tewaohnhi'saktha is selective in communicating to the people; I get more of my information from other community members and Tewaohnhi'saktha clients and they are not happy.
2. Not nearly enough.
3. No, decisions made are not always shared with community. Tewaohnhi'saktha tries to hide information for example how the student allowance situation was handled... that wasn't being transparent. You should have informed the community when that decision was made, not after the fact.
4. Open communication is the mandate of Tewaohnhi'saktha.
5. The 2014/15 annual report was due last August but was not made public. Why? This is not transparency. And you do not hold annual meetings. Projects are not presented to the public in advance of pursuing them. What is your relationship with MCK? They also pursue economic development i.e. Casino and others. You need to be separate.

DATA ANALYSIS

2015

SA/Agree: 48%
 Neither A/D: 16%
 SD/Disagree: 36%

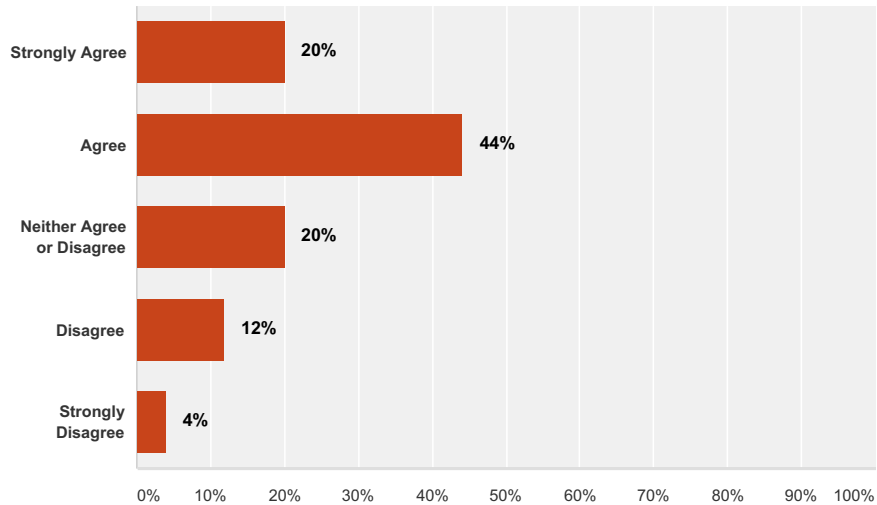
46% of business clients surveyed strongly agree or agree that Tewaohnhi'saktha is transparent with community members.

2013

SA/Agree: 64%
 Neither A/D: 14%
 SD/Disagree: 22%

That is a 2% decrease since 2015 and an 18% decrease as compared to 2013.

Q11 Tewa can be trusted to work in the best economic interest of the Kahnawà:ke people.



Answer Choices	Responses	
Strongly Agree	20%	10
Agree	44%	22
Neither Agree or Disagree	20%	10
Disagree	12%	6
Strongly Disagree	4%	2
Total		50

COMMENTS

1. Tewatohnhi’saktha has done things that were not fully supported by the community i.e. Wind Project. The set up of Revenue Generation did not deliver.
2. I disagree because of the Michael Rice ‘thing’. It makes a case for not being sure because it was just brushed aside. If it were nothing to be concerned about a response should have been demonstrated.
3. I’m not aware of your policies or how you are implementing them.

DATA ANALYSIS

2015

SA/Agree: 68%
 Neither A/D: 8%
 SD/Disagree: 24%

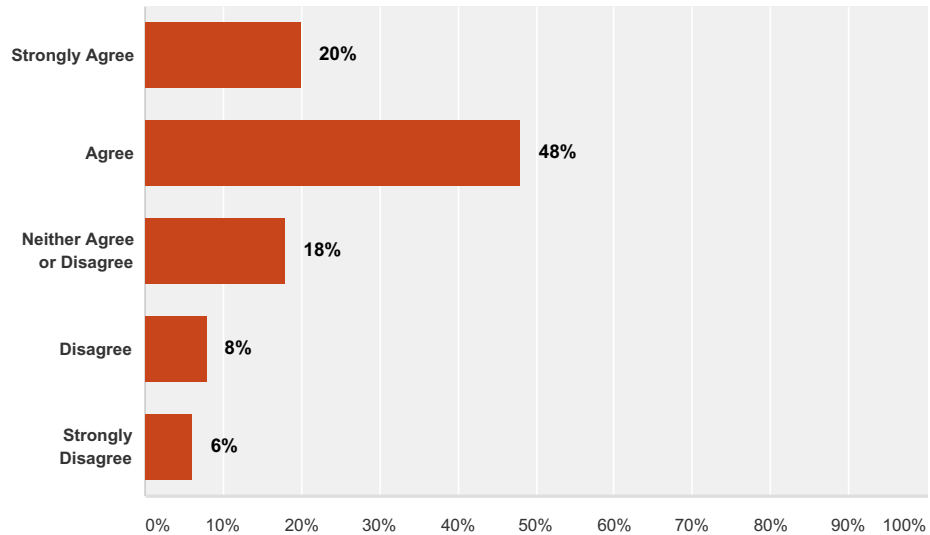
64% of business clients surveyed strongly agree or agree that Tewatohnhi’saktha can be trusted to work in the best economic interest of the Kahnawà:ke people.

2013

SA/Agree: 76%
 Neither A/D: 12%
 SD/Disagree: 12%

That is a 4% decrease in trust since 2015 and a 12% decrease as compared to 2013.

Q12 Tewa activities are consistent with creating collective prosperity for Kahnawà:ke.



Answer Choices	Responses
Strongly Agree	20% 10
Agree	48% 24
Neither Agree or Disagree	18% 9
Disagree	8% 4
Strongly Disagree	6% 3
Total	50

COMMENTS

1. I don't know... is Tewaohnhi'saktha doing everything in their power for the benefit of the community?
2. Need improvement.
3. That may be your intent but I'm not sure you're achieving it.

DATA ANALYSIS

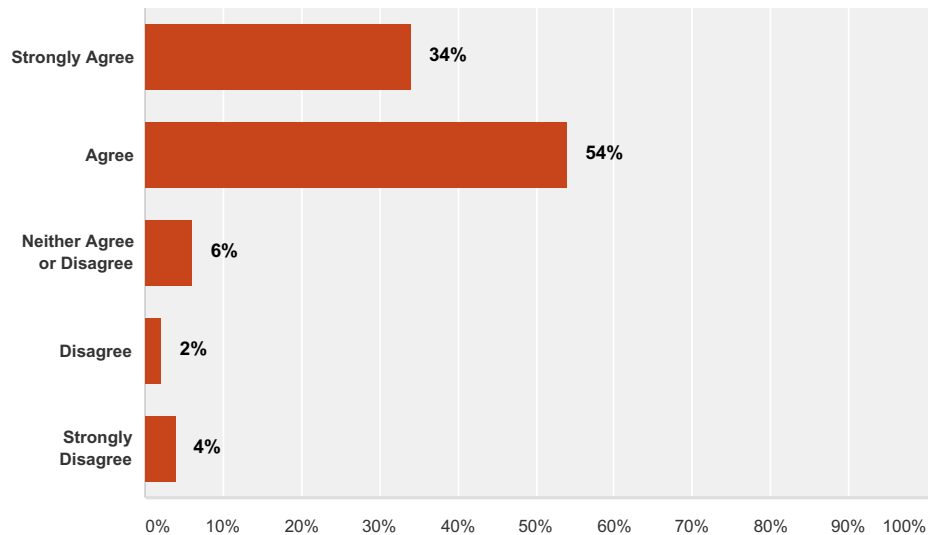
2015

SA/Agree: 72% 68% of business clients surveyed strongly agree or agree that Tewaohnhi'saktha activities are consistent with creating collective prosperity for Kahnawà:ke.
 Neither A/D: 16%
 SD/Disagree: 12%

2013

SA/Agree: n/a That is a 4% decrease in approval since 2015. Question 12 from the 2013 survey was different.
 Neither A/D: n/a
 SD/Disagree: n/a

Q13 Tewa plays a positive role in the community.



Answer Choices	Responses
Strongly Agree	34% 17
Agree	54% 27
Neither Agree or Disagree	6% 3
Disagree	2% 1
Strongly Disagree	4% 2
Total	50

COMMENTS

1. Tewaohnni'saktha's public image is very polished to suit needs of outside but it does not reflect the needs of our community.
2. Thankful that you are there but questions abound.
3. Disagree. Tewaohnni'saktha needs to do more to have positive impact.

DATA ANALYSIS

2015

SA/Agree: 76%
 Neither A/D: 12%
 SD/Disagree: 12%

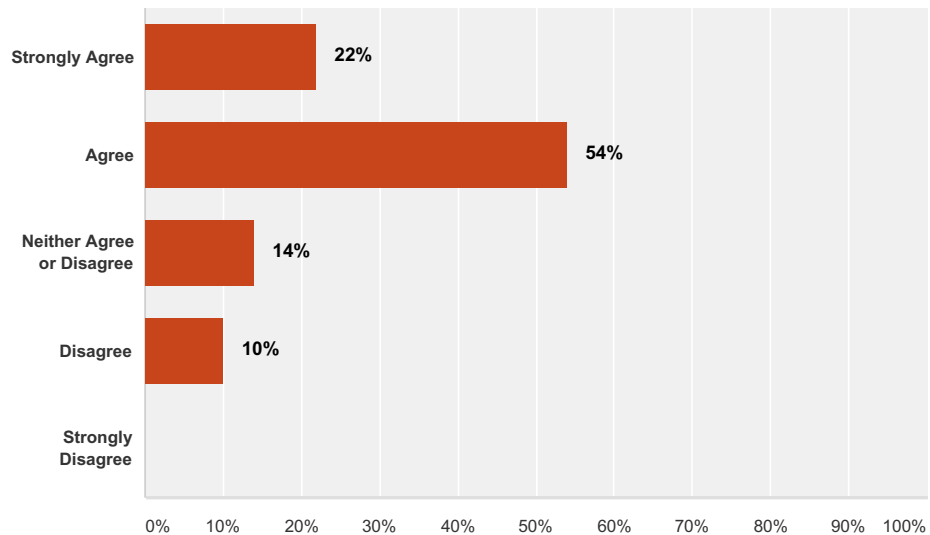
88% of business clients surveyed strongly agree or agree that Tewaohnni'saktha plays a positive role in the community.

2013

SA/Agree: 84%
 Neither A/D: 12%
 SD/Disagree: 4%

That is a 12% increase in support since 2015 and a 4% increase as compared to 2013.

Q14 Tewa is frequently mentioned in the media or community.



Answer Choices	Responses	
Strongly Agree	22%	11
Agree	54%	27
Neither Agree or Disagree	14%	7
Disagree	10%	5
Strongly Disagree	0%	0
Total		50

COMMENTS

1. Could be more.
2. Should be more often. Newsletters or regular emails.
3. Often Tewatohnhi'saktha is mentioned on a negative note. Nothing worthy is mentioned.

DATA ANALYSIS

2015

SA/Agree: 56%
 Neither A/D: 28%
 SD/Disagree: 16%

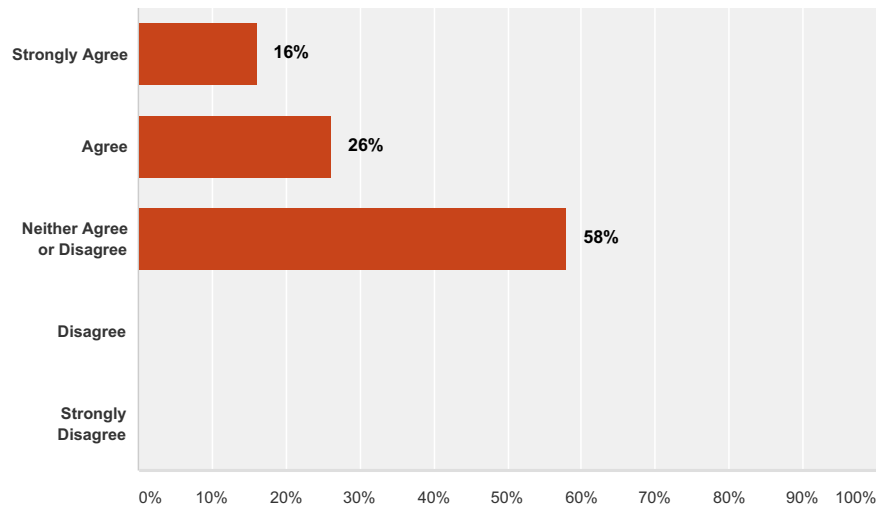
76% of business clients surveyed strongly agree or agree that Tewatohnhi'saktha is frequently mentioned in the media or community.

2013

SA/Agree: 84%
 Neither A/D: 12%
 SD/Disagree: 4%

That is a 20% increase since 2015 and an 8% decrease as compared

Q15 Tewa appears to be a great place to work.



Answer Choices	Responses	
Strongly Agree	16%	8
Agree	26%	13
Neither Agree or Disagree	58%	29
Disagree	0%	0
Strongly Disagree	0%	0
Total		50

COMMENTS

1. How can anybody answer whether Tewaohnhi'saktha is a great place to work? We don't know.
2. How would I know that – I can't say.
3. I wouldn't know.
4. This question is not applicable.
5. How can I answer that? This question should not be in here.
6. I can't answer that!
7. I guess if you're an employee?

DATA ANALYSIS

2015

SA/Agree: 76%
 Neither A/D: 20%
 SD/Disagree: 4%

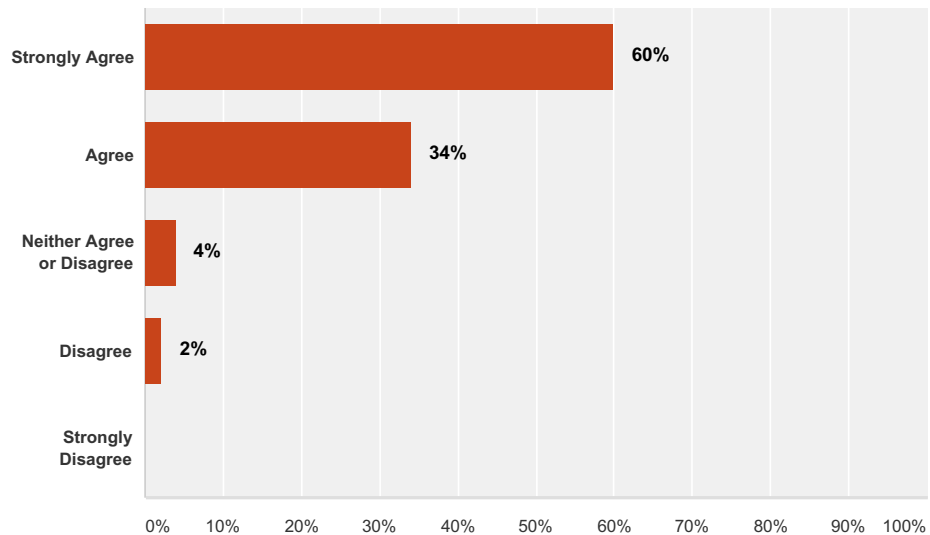
Only 42% of business clients surveyed strongly agree or agree that Tewa-tohnhisaktha appears to be a great place to work.

2013

SA/Agree: 68%
 Neither A/D: 30%
 SD/Disagree: 2%

That is a 34% decrease since 2015 and a 26% decrease as compared to 2013.

Q16 I am aware of Tewa's Shop Kahnawà:ke program.



Answer Choices	Responses
Strongly Agree	60% 30
Agree	34% 17
Neither Agree or Disagree	4% 2
Disagree	2% 1
Strongly Disagree	0% 0
Total	50

COMMENTS

1. The Shop Kahnawake program was most successful in its first year when Jessica Hill started it – it was great. It has gone steadily down hill ever since. Tewaohnni’saktha can do a better job with it.
2. This program is not promoted enough. It’s very limited. Tewaohnni’saktha needs more collaborative communication with the business community to help elevate this program.
3. Resize your Shop Kahnawake money to the same size as Canadian currency - so it’s easier to carry.

DATA ANALYSIS

2015

SA/Agree: 100%
 Neither A/D: 0%
 SD/Disagree: 0%

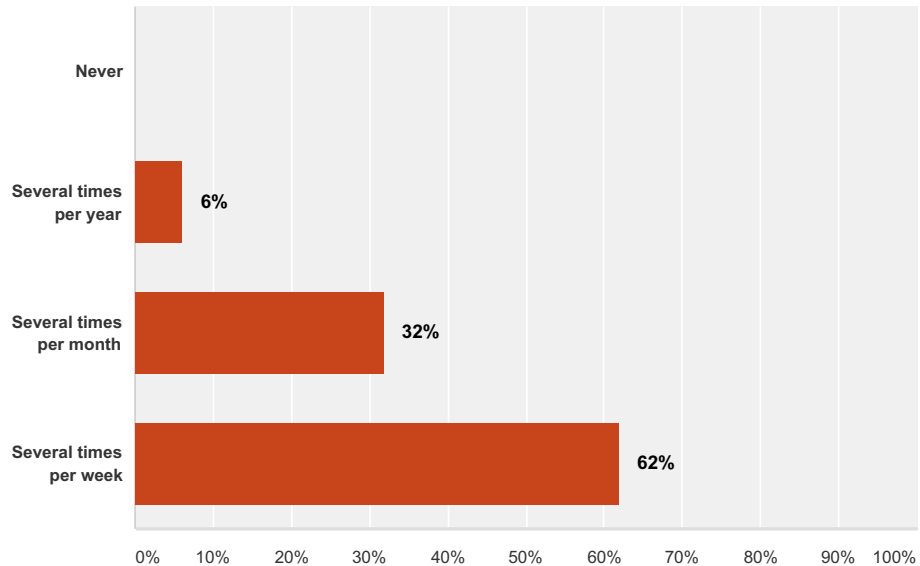
94% of business clients surveyed strongly agree or agree that they are aware of Tewaohnni’saktha’s Shop Kahnawà:ke program.

2013

SA/Agree: 94%
 Neither A/D: 2%
 SD/Disagree: 4%

That is a 6% decrease in awareness since 2015 and a 0% as compared to 2013.

Q17 How often do you shop for products and services in Kahnawà:ke before shopping off-reserve?



Answer Choices	Responses
Never	0% 0
Several times per year	6% 3
Several times per month	32% 16
Several times per week	62% 31
Total	50

COMMENTS

1. If it's not available or too expensive I will shop off-reserve.
2. Not a lot it's kind of pricey.
3. I try to always shop Kahnawake. Not always possible.

DATA ANALYSIS

2015

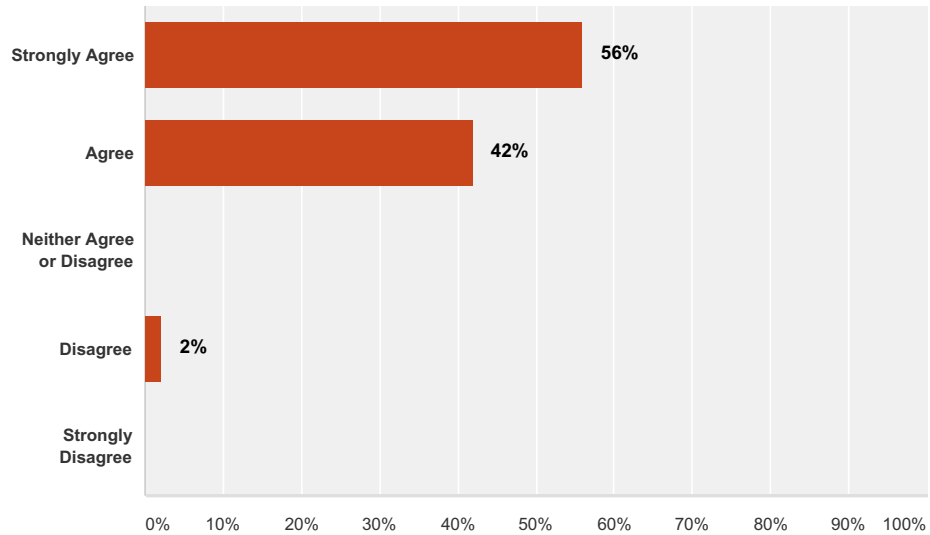
Never: 0%
 Several times/year: 16%
 Several times/month: 20%
 Several times/week:: 64%

62% of business clients surveyed shop weekly for products and services in Kahnawà:ke before shopping off reserve, 2% less than reported in 2015 and 3% less than 2013.

2013

Never: 2%
 Several times/year: 6%
 Several times/month: 27%
 Several times/week:: 65%

Q18 I consider entrepreneurship a potential career choice.



Answer Choices	Responses
Strongly Agree	56% 28
Agree	42% 21
Neither Agree or Disagree	0% 0
Disagree	2% 1
Strongly Disagree	0% 0
Total	50

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 100%
 Neither A/D: 0%
 SD/Disagree: 0%

98% of business clients surveyed strongly agree or agree that they consider entrepreneurship a potential career choice.

2013

SA/Agree: 96%
 Neither A/D: 2%
 SD/Disagree: 2%

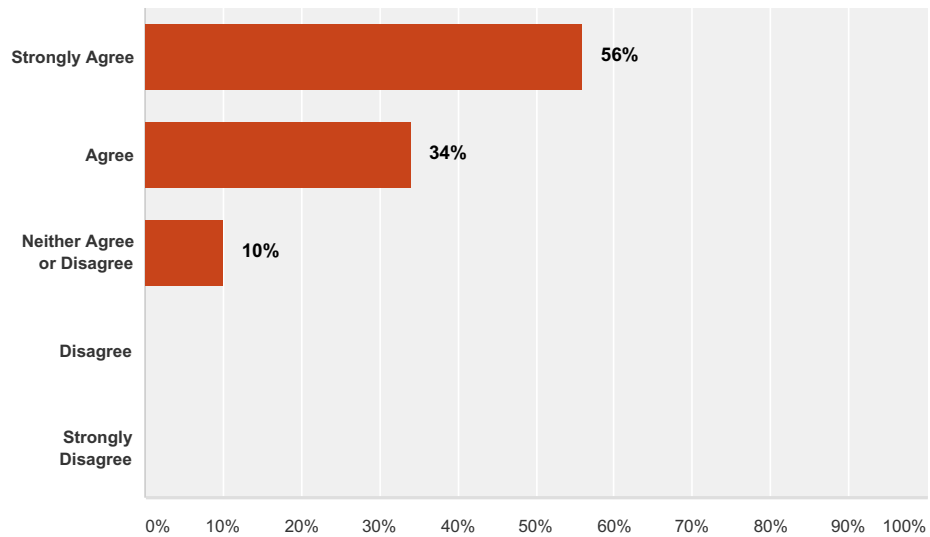
That is a 2% decrease since 2015 and a 2% increase as compared to 2013.

Q19 Would you like to make any additional comments about Tewa?

1. You have been very helpful – we're lucky to have you.
2. I'm pretty content with the quick service and help.
3. Tewaohnhi'saktha's initial mandate was to create small business and that's changed. All you have to do is look at how many have survived. Yes, the business owner is responsible but Tewaohnhi'saktha should also take more responsibility to ensure they have the support they need. Focus on small business again instead of using money to bring non-Natives in.
4. Need to be more transparent about what courses you will fund. I completed a lot of work to apply for course funding only to be told no. It doesn't make sense that Tewaohnhi'saktha won't fund a specific course that prepares an entrepreneur to start their business.
5. I would like to know more about what Tewaohnhi'saktha offers to people other than business services.
6. Contact us to offer more services – reach out to us.
7. Need to communicate better with the community, in general.
8. When I responded neither agree or disagree, it means that I really don't know anything about what you're doing on that subject. I have said this in the past as well as on other surveys. As a business owner I should know but usually I get my information from others who have used your services. Where does your money go? Basically what I know about is the marketing dollars and CESO.
9. The first tier/executives should be more inclusive of women and also place emphasis on wellness, as their position is a reflection of the organization/community. Substance abuse is an issue (my observation) among the leaders. Don't hold people up to standards that you won't live up to.
10. Could be more transparent with the community.
11. I'm not happy with the level of transparency.
12. I am not a fan of MIT and what they've done.
13. Bias with heavy political connotations exist at Tewaohnhi'saktha.
14. Tewaohnhi'saktha provides pension and health benefits to their employees. Can you administer the same for small business owners so we can offer it to our own employees?

END COMMENTS

Q20 The receptionist at Tewa is courteous and helpful.



Answer Choices	Responses	
Strongly Agree	56%	28
Agree	34%	17
Neither Agree or Disagree	10%	5
Disagree	0%	0
Strongly Disagree	0%	0
Total		50

COMMENTS

1. Yes and she spoke Mohawk I was delighted.
2. Agree but some of them are not pleasant.

DATA ANALYSIS

2015

SA/Agree: 80%
 Neither A/D: 16%
 SD/Disagree: 4%

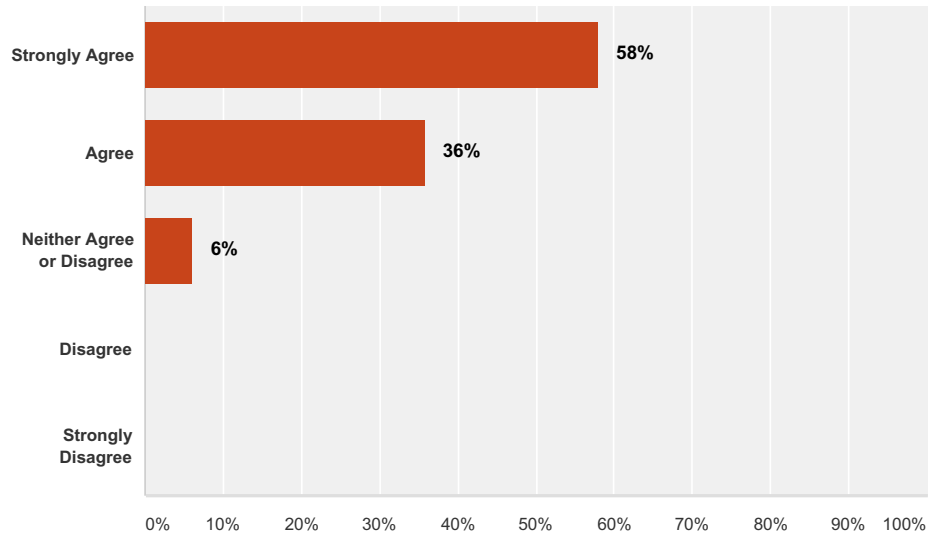
90% of business clients surveyed strongly agree or agree that the receptionist at Tewaohnni'saktha is courteous and helpful.

2013

SA/Agree: 92%
 Neither A/D: 4%
 SD/Disagree: 4%

That is a 10% increase since 2015 and a 2% decrease as compared to 2013.

Q21 The receptionist at Tewa acknowledged me promptly upon my arrival.



Answer Choices	Responses	Count
Strongly Agree	58%	29
Agree	36%	18
Neither Agree or Disagree	6%	3
Disagree	0%	0
Strongly Disagree	0%	0
Total		50

COMMENTS

1. It depends who it is. There is one who is not pleasant.

DATA ANALYSIS

2015

SA/Agree: 84%
 Neither A/D: 12%
 SD/Disagree: 4%

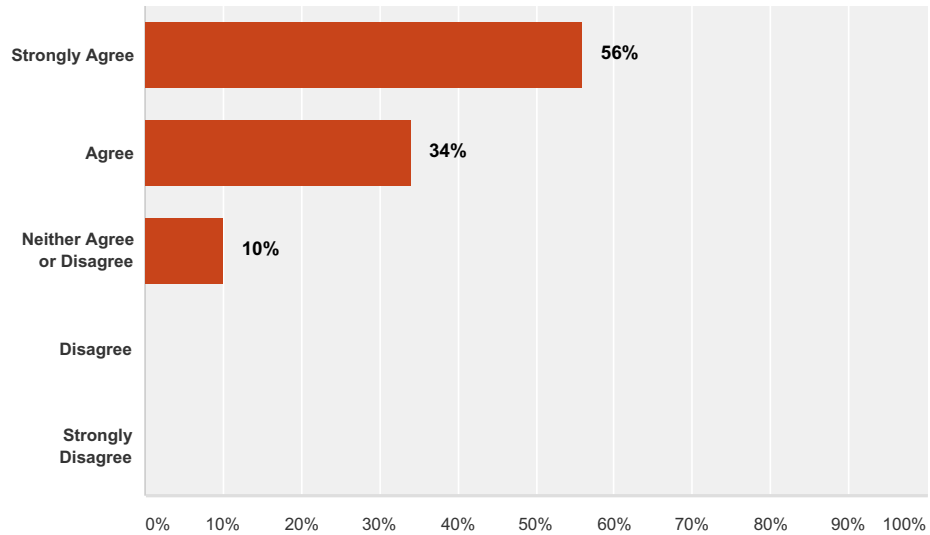
94% of business clients surveyed strongly agree or agree that the receptionist at Tewaohnhi'saktha acknowledged them promptly upon arrival.

2013

SA/Agree: 90%
 Neither A/D: 4%
 SD/Disagree: 6%

That is a 10% increase since 2015 and a 4% increase as compared to 2013.

Q22 I am satisfied overall with the level of reception services.



Answer Choices	Responses	
Strongly Agree	56%	28
Agree	34%	17
Neither Agree or Disagree	10%	5
Disagree	0%	0
Strongly Disagree	0%	0
Total		50

COMMENTS

1. It depends on who is there.

DATA ANALYSIS

2015

SA/Agree: 88%
 Neither A/D: 4%
 SD/Disagree: 8%

90% of business clients surveyed are satisfied overall with the level of reception services.

2013

SA/Agree: 96%
 Neither A/D: 4%
 SD/Disagree: 0%

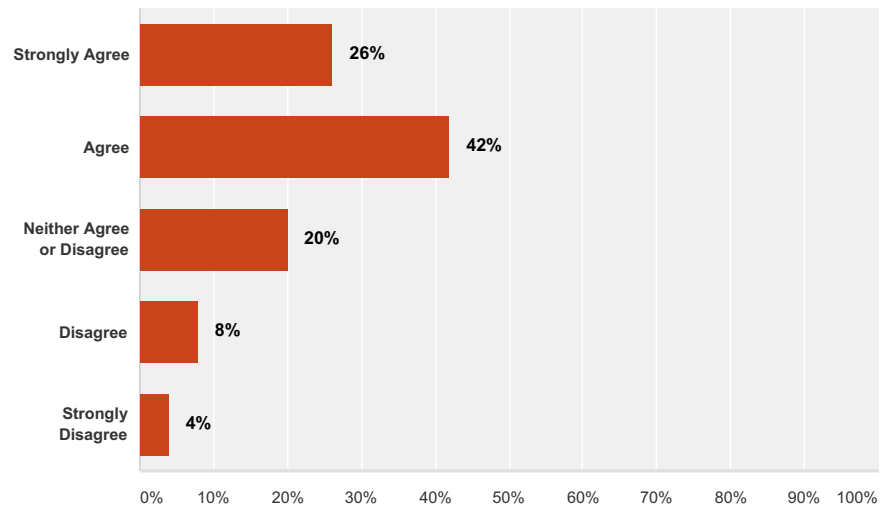
That is a 2% increase in satisfaction since 2015 and a 6% decrease as compared to 2013.

Q23 Would you like to make any additional comments about reception services?

1. Always smiling.
2. Tewatohnhi'saktha has done a good job of hiring the right admin people; improvement apparent.
3. They do their job well.
4. Very friendly and courteous and I like that they greet you by name. They make you feel important, like you're worth their time.
5. It's perfect.
6. They're #1
7. I give them several gold stars!
8. Always been very attentive and efficient.
9. They don't need any improvement.
10. Great job, keep smiling.
11. I give them credit – they have a lot to do.
12. Very attentive.
13. Your vision – in terms of culture – is not apparent. More cultural representation i.e. artwork could be visible at reception and throughout. Also, Mohawk music could be played while on hold on the telephone.

END COMMENTS

Q24 Procedures required to access small business programs and services are simple and easy to follow.



Answer Choices	Responses	
Strongly Agree	26%	13
Agree	42%	21
Neither Agree or Disagree	20%	10
Disagree	8%	4
Strongly Disagree	4%	2
Total		50

COMMENTS

1. It doesn't make sense that in order to access grant money you are forced to take out a loan of equal value.
2. What is there to follow? I don't have anything to follow?
3. When I don't understand you are very helpful.

DATA ANALYSIS

2015

SA/Agree: 88%
 Neither A/D: 4%
 SD/Disagree: 8%

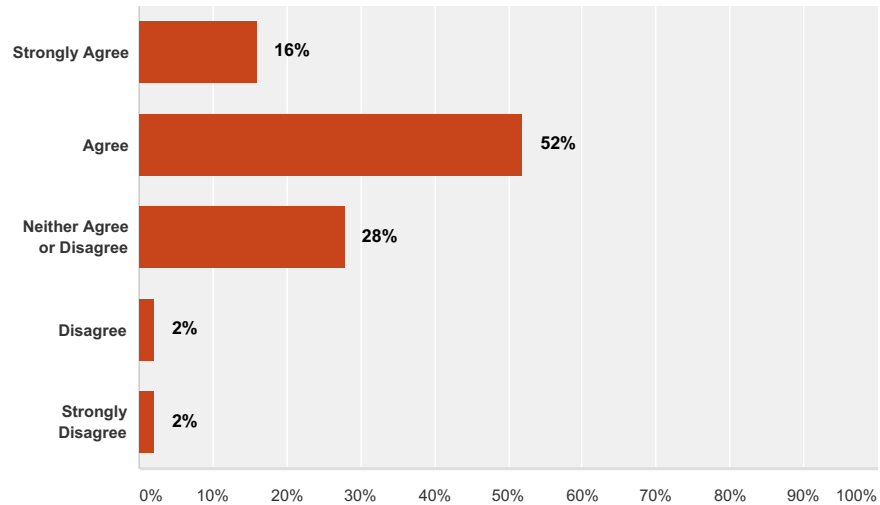
68% of business clients surveyed strongly agree or agree that procedures required to access small business programs and services are simple and easy to follow.

2013

SA/Agree: 85%
 Neither A/D: 6%
 SD/Disagree: 10%

That is a 20% decrease since 2015 and a 17% decrease as compared to 2013.

Q25 Tewa’s business services policies were designed to help me achieve my individual business goals.



Answer Choices	Responses	Count
Strongly Agree	16%	8
Agree	52%	26
Neither Agree or Disagree	28%	14
Disagree	2%	1
Strongly Disagree	2%	1
Total		50

COMMENTS

1. Not really, policies are exclusive.
2. I have been in business many years and early on Tewaohni’saktha helped a lot but now there is nothing.
3. You can improve on your policies by being more flexible for people with disabilities.
4. I really haven’t read them because I know if I need more information I can contact my BSO or go to the website.
5. But need more communication with businesses. Minimally we should receive a personal visit once per year but twice would be ideal.
6. Small businesses don’t have access to IT help. Maybe Tewa could be more supportive with that.

DATA ANALYSIS

2015

SA/Agree: 88%
 Neither A/D: 8%
 SD/Disagree: 4%

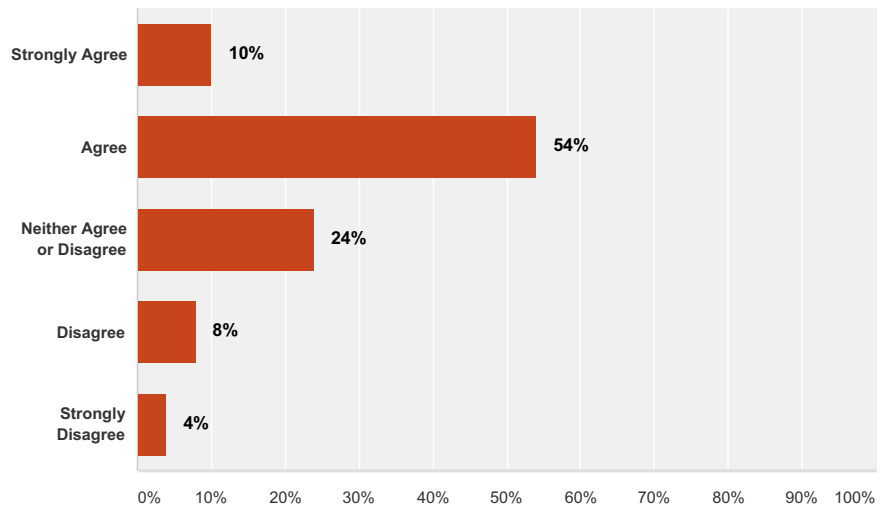
68% of business clients surveyed strongly agree or agree that Tewaohni’saktha’s business services policies were designed to help me achieve my individual business goals.

2013

SA/Agree: 73%
 Neither A/D: 14%
 SD/Disagree: 14%

That is a 20% decrease since 2015 and a 5% decrease as compared to 2013.

Q26 I am satisfied with the variety of business services offered by Tewa.



Answer Choices	Responses
Strongly Agree	10% 5
Agree	54% 27
Neither Agree or Disagree	24% 12
Disagree	8% 4
Strongly Disagree	4% 2
Total	50

COMMENTS

1. There is always room for improvement. A useful service would be assistance with development of a website because it's needed business technology.
2. Offer more training in particular service people: restaurant service personnel. A lot of potential employment opportunities in town but if people are not trained properly they won't succeed. Basic, good worker skills are needed.
3. Yes but you should be open to other proposed possibilities i.e. website training which is now a staple for businesses.
4. Could be more offered. I wish funds had been available to help me with costs i.e. cost of goods sold, to help me in the early days.

DATA ANALYSIS

2015

SA/Agree: 76%
 Neither A/D: 8%
 SD/Disagree: 16%

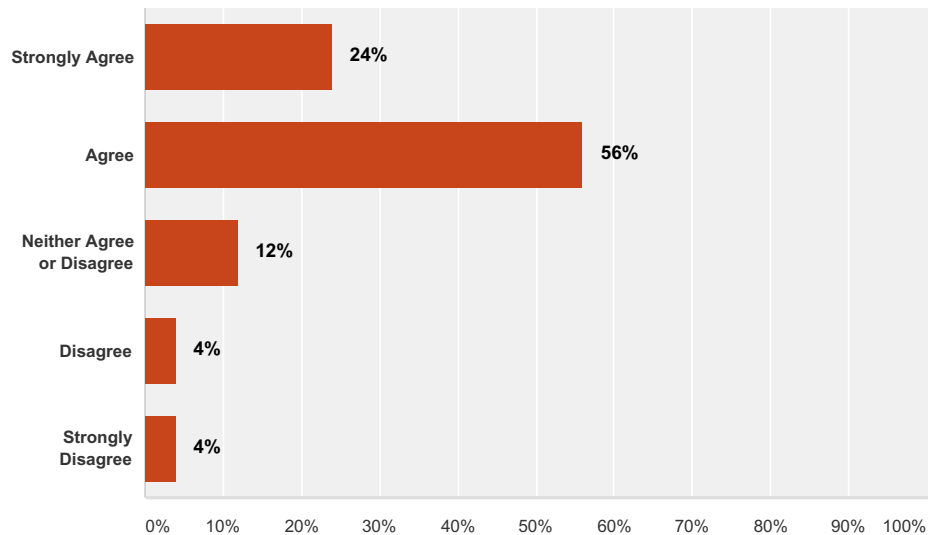
64% of business clients surveyed strongly agree or agree that they are satisfied with the variety of business services offered by Tewa tohni'saktha.

2013

SA/Agree: 75%
 Neither A/D: 10%
 SD/Disagree: 15%

That is a 10% decrease in satisfaction since 2015 and an 11% decrease as compared to 2013.

Q27 Tewa’s business service programs helped me achieve my business goals.



Answer Choices	Responses
Strongly Agree	24% 12
Agree	56% 28
Neither Agree or Disagree	12% 6
Disagree	4% 2
Strongly Disagree	4% 2
Total	50

COMMENTS

1. No, that’s an insult.
2. Needs improvement.
3. In the very early days when Ron and Mike were there, there was lots of help and support. Nowadays it’s just so-so.

DATA ANALYSIS

2015

SA/Agree: 84%
 Neither A/D: 4%
 SD/Disagree: 12%

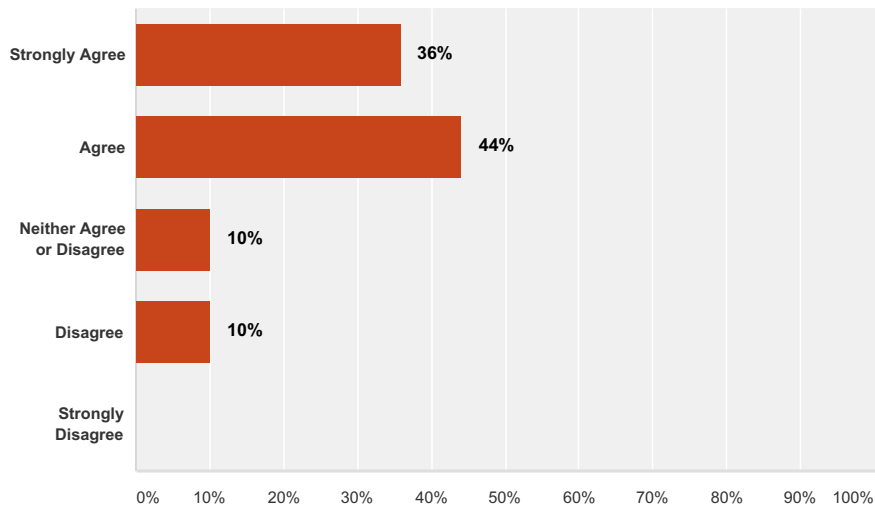
80% of business clients surveyed strongly agree or agree that Tewa-tohn-hi’saktha’s business service programs helped them achieve their business goals.

2013

SA/Agree: 80%
 Neither A/D: 8%
 SD/Disagree: 22%

That is a 4% decrease since 2015 and 0% as compared to 2013.

Q28 My Business Services Officer (BSO) helped me access programs and services for small businesses.



Answer Choices	Responses	
Strongly Agree	36%	18
Agree	44%	22
Neither Agree or Disagree	10%	5
Disagree	10%	5
Strongly Disagree	0%	0
Total		50

COMMENTS

1. I only access marketing dollars and rarely professional services but other than that I am not told what is available.
2. Yes but he had to be budged; he should approach me not the other way around. A personal call once or twice a year would be nice.
3. Only for Marketing funding.
4. I have been to see my BSO a number of times but I always walk out of there without any information. She doesn't do anything to find out answers. I always leave disappointed.
5. I was not offered information; I had to ask for it. The BSOs are overwhelmed.
6. No, I asked Darryl but he did not respond promptly and I ended up with Tammy who did help.

DATA ANALYSIS

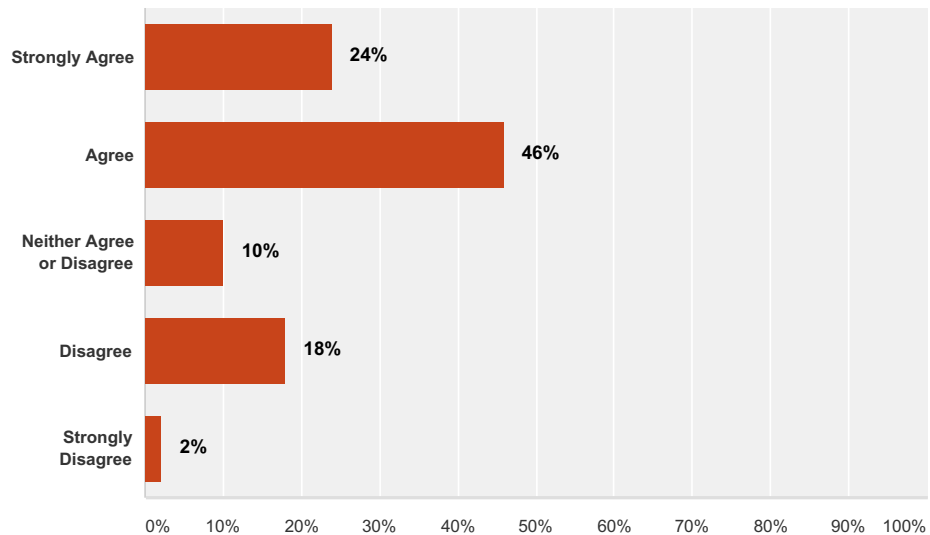
2015

SA/Agree: 80% 80% of business clients surveyed strongly agree or agree that their Business Services Officer helped them access programs and services for small businesses.
 Neither A/D: 8%
 SD/Disagree: 12%

2013

SA/Agree: 81% That figure has remained the same since 2015 but decreased 1% as compared to 2013.
 Neither A/D: 4%
 SD/Disagree: 16%

Q29 My BSO provided coaching and advice that helped me achieve my business goal.



Answer Choices	Responses
Strongly Agree	24% 12
Agree	46% 23
Neither Agree or Disagree	10% 5
Disagree	18% 9
Strongly Disagree	2% 1
Total	50

COMMENTS

1. In the beginning yes but afterward no.
2. Initially yes but there is no aftercare. I was never offered additional help.
3. Consider sending out regular emails to clients to stay in touch.
4. More personal contact by having BSOs reach out to clients to see how they are doing and offer support.

DATA ANALYSIS

2015

SA/Agree: 56%
 Neither A/D: 32%
 SD/Disagree: 12%

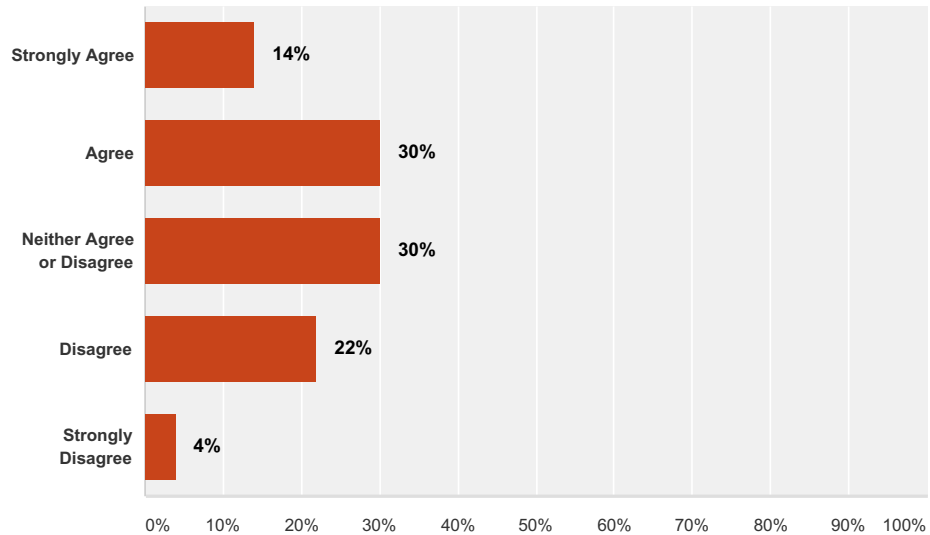
70% of business clients surveyed strongly agree or agree that their Business Services Officer provided coaching and advice that helped them achieve their business goal.

2013

SA/Agree: 66%
 Neither A/D: 10%
 SD/Disagree: 24%

That is a 14% increase since 2015 and a 4% increase as compared to 2013.

Q30 My BSO gave me information on external agencies that could provide additional help.



Answer Choices	Responses
Strongly Agree	14% 7
Agree	30% 15
Neither Agree or Disagree	30% 15
Disagree	22% 11
Strongly Disagree	4% 2

COMMENTS

1. I wish!
2. My BSO did not get back to me after I asked for more information on an external help.

DATA ANALYSIS

2015

SA/Agree: 52%
 Neither A/D: 24%
 SD/Disagree: 24%

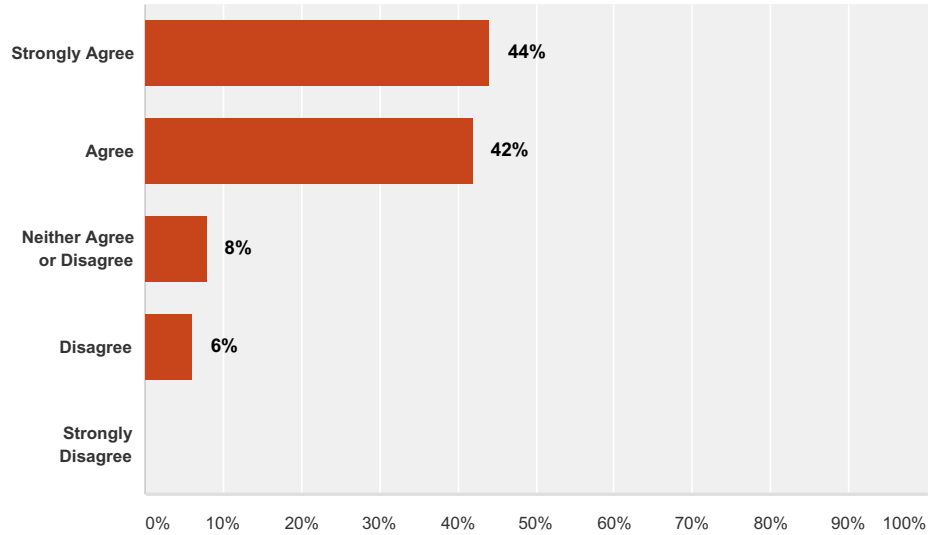
44% of business clients surveyed strongly agree or agree that their Business Services Officer gave them information on external agencies that could provide additional help.

2013

SA/Agree: 49%
 Neither A/D: 24%
 SD/Disagree: 28%

That is an 8% decrease since 2015 and a 5% decrease as compared to 2013.

Q31 My requests for meetings or information were responded to within 2 business days.



Answer Choices	Responses	Count
Strongly Agree	44%	22
Agree	42%	21
Neither Agree or Disagree	8%	4
Disagree	6%	3
Strongly Disagree	0%	0
Total		50

COMMENTS

1. Some BSOs (Darryl) take forever to get back to you and to reimburse invoices.
2. Yes, my BSO responds promptly but other departments do not.
3. It would be nice to have our BSO contact us personally and ask ‘How’s it going? What are your needs? Here’s what’s available to you...’

DATA ANALYSIS

2015

SA/Agree: 72%
 Neither A/D: 20%
 SD/Disagree: 8%

86% of business clients surveyed strongly agree or agree that their requests for meetings or information were responded to within 2 business days.

2013

SA/Agree: 69%
 Neither A/D: 8%
 SD/Disagree: 24%

That is a 14% increase since 2015 and a 17% increase as compared to 2013.

Q32 Would you like to make any additional comments about small business service programs and services or the customer service you received?

1. Overall very content.
2. You're doing very good.
3. You did great – Tewatohnhi'saktha is always there for you.
4. Thank you for being so helpful and supportive.
5. Keep it up!
6. Everything was very good. I'm satisfied.
7. Keep up the good work.
8. Customer service is satisfactory.
9. It's good that you help the kids learn about business i.e. Heads Up Program
10. Most of these questions weren't relevant to me and therefore I had to answer "neither" otherwise, my experiences were positive.
11. Tammy always puts me in the right direction; I'm happy with her.
12. Tammy very patient.
13. I did not have a relationship with Tewatohnhi'saktha and never felt like I had an ally to bounce things off of. My BSO is nice and answered my questions but never contacted me to offer help or ask how things were going. It would have been a good thing to have someone like that. Tewatohnhi'saktha/BSO should extend more of a helping hand.
14. Tewatohnhi'saktha could be more helpful with Quebec government information and documents that are only available in french. I had a problem regarding my business and I turned to Tewatohnhi'saktha for assistance months ago but was told there was only one staff member who spoke french so my problem is still not resolved. Regarding the survey I based my 'agree' answers on service I received at the start of my business years ago but I have to say the service you provide now is not very good. Your focus has shifted to youth and employment and training but at the expense of small businesses. I feel neglected.
15. Tewatohnhi'saktha exists to support businesses not to get involved in the membership debate, which is what appears to be happening in terms of who can receive funding. You exist to help businesses and individuals not uphold MCK membership rules and therefore you should separate yourself completely from MCK.
16. Be more proactive instead of reactive. A suggestion is to have regular emails sent to clients with updates and news. Nothing exists for Tewatohnhi'saktha to stay in touch with clients unless the client contacts you. Tewatohnhi'saktha must always treat clients with respect and that doesn't always happen.
17. I don't even know what services I'm entitled to, nobody (my BSO) offers me information. The only thing I know about is marketing funds. Years ago my BSO went on maternity leave and her replacement was awful that turned me off and I have been intimidated to seek assistance since then.
18. You really don't make small businesses aware of what you can offer.

Continued on page 39

Continued from page 38

19. What are we entitled to? My BSO doesn't inform me and we need help to keep going. More focus on those of us who are older and already in business.
20. Have more flexible terms to use marketing and professional services dollars. I would rather invest in equipment for my business with that money.
21. Marketing funding was cut from \$1500 to \$1000 but things are getting more expensive. Tewatohnhi'saktha should consider increasing it.
22. Go to businesses, see what their needs are and adjust your programs accordingly.
23. BSOs need to reach out to all of their clients and let them know what's available. I was not aware additional funding was available to me. They need to be more proactive in engaging their clients – let them know what options are available to them.
24. More training on computers and software open to the community.
25. Provide workshops to help businesses. Maybe one time per month to learn about things that affect their business, evening. Computer classes to upgrade skills.
26. Have an entrepreneur program for young people or a youth economic summit.
27. The Skills Link Program is a good idea but why are these young kids doing this now? The program should be offered while they are still in high school to prepare them to enter the workforce if they don't intend on continuing their education. Tewatohnhi'saktha should implement this in KSS to get them earlier.
28. People with special needs should have more options with regards to funding. Policies can be more flexible to extend funding. The disabled should not have to fight for funding.
29. Tewatohnhi'saktha need to be responsible to ensure their client list is complete and accurate. Don't leave that to the business person who has so many other things to deal with. The onus is on you. Business info and coordinates need to be correct.
30. Copycat businesses are a problem which Tewatohnhi'saktha should address; too many of anything in one community and we can't survive.
31. I needed to redo my resume but when I tried to access the online resource to do it it was not available.
32. Funds should be directed to Small Business Services in Kahnawake rather than spent on the outside on trips, etc. and to bring in outside people. Priority should be small business operations.
33. Tewa should host an annual meeting for small business clients to update on what you're doing and what's available to us. Nothing too complicated but make it annual.
34. Host a public forum and invite the community.

END COMMENTS

Recommendations

1. *Related to questions 2-4 on Revenue Generation:* I recommend that Tewaohnnhi'saktha identify new strategies to improve awareness of the Revenue Generation Division, while enforcing those that already exist.

The most under-utilized promotional tool is the kedc.biz website. Web pages must contain more detailed information to explain exactly what each activity is, how revenue is derived and where the money is spent – in simplified terms. Only 54% of business clients surveyed are presently aware of revenue generating activities.

Tewaohnnhi'saktha can potentially increase overall support, by identifying which underfunded programs and services in the community received assistance as a result of revenue generating activities and by producing related financial data.

2. *Related to question 8 on feedback:* I recommend that Tewaohnnhi'saktha share results of the survey with Business Services clients and widely in the community. In addition, identify actions that will be taken as a direct result of feedback and inform clients.

Only 54% of business clients think that Tewaohnnhi'saktha will use the feedback to make change. During the course of the survey, a large number of respondents said they are 'hopeful' feedback is considered and asked when/where the results would be available.

Publish survey results on the website and via links on social media. Advertisements in the media can be utilized to announce that survey results are available and how to obtain them. It is imperative that survey results are available to everyone in the community, to increase support and trust.

3. *Related to question 10 on transparency:* I recommend that Tewaohnnhi'saktha take immediate action to identify what 'things' business clients feel Tewaohnnhi'saktha is not being transparent with.

Transparency leads to trust and together are the key to gaining extensive support from the community. In terms of communication, only 46% of business clients think Tewaohnnhi'saktha is transparent with community members. However, business clients frequently commented that Tewaohnnhi'saktha is not transparent with what benefits are available to them as entrepreneurs.

An online questionnaire directly related to transparency, is a practical way to obtain answers in an efficient and timely manner. Addressing the findings would be essential in correcting the declining confidence level.

It is important to inform the public when/if/why an issue needs to remain confidential. Silence leads to more mistrust, rumour and waning support from the community.

4. *Related to questions 16-17 on Shop Kahnawake:* I recommend that Tewaohnnhi'saktha revitalize this program to promote awareness and strengthen the brand identity.

Shop Kahnawake is a Tewaohnnhi'saktha success story but promotion is underwhelming. There is a lot of potential to increase money spent in the community, through the Shop Kahnawake program. While 94% of business clients are aware of the program, only 62% shop in the community several times per week.

Tewaohnnhi'saktha should consider collaborating with the business community to develop new strategies, with the goal of increasing local spending trends .

5. *Related to question 28 & 29 on Business Services Officers (BSOs) and procedures to access programs and services:* I recommend that Tewaohnnhi'saktha reinforce the need for BSOs to meet regularly with clients and provide the most up to date information relevant to their business.

A common complaint among business clients is the lack of relationship between themselves and their BSO. As a result they feel they are missing out on information that could benefit their business. Although 80% of business clients strongly agree or agree that their BSO helped them access programs and services, comments reveal that they would still like a stronger relationship with their BSO.

The solution could be as simple as identifying those clients that need extra attention and ensuring they are contacted at regular intervals, to inquire about their needs and to provide new information. Clients that are very independent may be happy with the status quo.

6. *Related to question 30 on BSOs providing information on external agencies:* I recommend that Tewaohnnhi'saktha enforce that BSOs are required to provide information on external agencies to clients, regardless of whether it is requested or not.

Throughout the survey, business clients frequently commented that Tewaohnnhi'saktha was not forthcoming with information and that they often had to find out things for themselves. Only 44% of business clients strongly agree or agree that their BSO gave them information on external agencies that could provide additional help. Clients aren't always aware of what's available to them.

BSOs should provide information on external agencies in print form or via online links. BSOs should be in touch with clients regularly to provide updated information and to ensure their needs are met.

END RECOMMENDATIONS

APPENDIX B - TEWATOHNHI'SAKTHA BUSINESS SERVICES CLIENT SATISFACTION SURVEY

Part A: Tewatohnhi'saktha Mandate and Public Relations

Question 1: I am aware of Tewa's mandate to create revenue for the community, support small business development, and facilitate workforce development. (It is clear to me that Tewatohnhi'saktha's role is to make money for the community, to help businesses open and grow, and to help Kahnawa'kehró:non access training and conduct job searches.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 2: I am aware of Tewa's revenue generating activities. (The community knows what Tewa is doing to make money?)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix B – TBS Clients Satisfaction Survey

Question 3: I am aware that Tewa’s revenue generating activities are meant to help fund the community’s under-funded programs and services. (The community knows what Tewa is doing with the money that community projects will make?)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 4: I support Tewa’s revenue generating activities. (I approve of what Tewa is doing to make money)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 5: I am aware of Tewa's Employment & Training programs and services. (I am aware of Tewa’s programs to assist individuals train for and find employment).

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 6: I am aware of Tewa's business programs and services. (I am aware that Tewa helps businesses start up and expand, provides marketing, business development, and loan services)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree

Appendix B – TBS Clients Satisfaction Survey

- Strongly Disagree

Question 7: Tewa programs and services are focused on the needs of the client. (Tewa programs and services are developed using the client’s point of view.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 8: My feedback affects change at Tewatohnhi'saktha. (I think that information collected in this survey and others will lead to changes at Tewa.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix B – TBS Clients Satisfaction Survey

Question 9: Tewa effectively communicates their activities to the people of Kahnawà:ke. (How effective is Tewa in communicating their activities to the people of Kahnawà:ke?)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 10: Tewa is transparent with community members. (Tewa is open and honest with the community about projects and activities.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 11: Tewa can be trusted to work in the best economic interest of the Kahnawake people. (Tewa can be trusted to work for the people of Kahnawake)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 12: Tewa activities are consistent with creating collective prosperity for Kahnawake. (Tewa attempts to serve the interests of the collective.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix B – TBS Clients Satisfaction Survey

Question 13: Tewa plays a positive role in the community. (I support Tewa and its activities.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 14: Tewa is frequently mentioned in the media or community. (Do you hear about Tewa regularly from other community members, in the paper, on the radio, or on TV?)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 15: Tewa appears be a great place to work. (Tewa seems like a good employer that offers many employee benefits and cares about their employees.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix B – TBS Clients Satisfaction Survey

Question 16: I am aware of Tewa's Shop Kahnawà:ke program. (The community is aware that Tewa encourages individuals to shop Kahnawà:ke and offers incentives for businesses to participate in the program.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 17: How often do you shop for products and services in Kahnawà:ke before shopping off-reserve? (How often do you try to buy products and services locally before buying them off-reserve?)

- Never
- Several times per year
- Several times per month
- Several times per week

Question 18: I consider entrepreneurship a potential career choice. (I consider owning and running a business a skilled profession.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 19: Would you like to make any additional comments about Tewa?

Appendix B – TBS Clients Satisfaction Survey

Part B:
Client Satisfaction (General)

Question 20: The receptionist at Tewa is courteous and helpful.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 21: The receptionist at Tewa acknowledged me promptly upon my arrival.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 22: I am satisfied overall with the level of reception services.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix B – TBS Clients Satisfaction Survey

Question 23: Would you like to make any additional comments about reception services?

Four horizontal lines for writing additional comments.

Part C
Satisfaction with Tewaohnni'saktha Business Services

Question 24: Procedures required to access small business programs and services are simple and easy to follow. (The applications process for TBS programs and services was simple and easy to follow)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Four horizontal lines for writing additional comments.

Question 25: Tewa’s business service policies were designed to help me achieve my individual business goals. (TBS’s program and funding policies were inclusive enough to allow you to access the funding you needed)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Four horizontal lines for writing additional comments.

Question 26: I am satisfied with the variety of business services offered by Tewa.

Appendix B – TBS Clients Satisfaction Survey

Question 30: My BSO gave me information on external agencies that could provide additional help. (My BSO provided information on other business agencies, outside of Tewatohnhi'saktha, that could provide additional training, funding, or support.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 31: My requests for meetings or information were responded to within 2 business days.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 32: Would you like to make any additional comments about small business service programs and services or the customer service you received?

Thank you for your participation. Tewatohnhi'saktha appreciates your time and effort.

Appendix B – TBS Clients Satisfaction Survey

Question 30: My BSO gave me information on external agencies that could provide additional help. (My BSO provided information on other business agencies, outside of Tewatohnhi'saktha, that could provide additional training, funding, or support.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 31: My requests for meetings or information were responded to within 2 business days.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 32: Would you like to make any additional comments about small business service programs and services or the customer service you received?

Thank you for your participation. Tewatohnhi'saktha appreciates your time and effort.