

Policy *Brief*



Service satisfaction as a predictor of overall government satisfaction

By Gregory Jack, Senior Vice President, Ipsos Public Affairs (Canada)

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Context

- A core public service function is delivering services to Canadians
- Declining satisfaction with government services is a growing issue
- The federal government has the least direct contact with Canadians
- Primarily it is through EI, CPP, passports, and income tax
- Federal government also delivers health care for Indigenous Canadians
- Does public service delivery predict overall approval of the government?
- Ipsos research included a large (8,224) sample on service delivery
- Examined link between service and approval of the federal government

Considerations

- Research accounted for partisan alignment of those surveyed
- Found correlation between service satisfaction and government approval
- Performance accounted for 14% of variance in approval levels
- The directional relationship is clear:
 - Better service experiences rate government's performance more positively
 - Only 34 per cent say the federal government is effectively meeting their needs
 - 29% of Canadians aged 18-34 saying the federal government is effectively meeting their needs
 - Most cited reason for dissatisfaction was unreasonable delay times

Questions

- How can dissatisfaction with government service be addressed?
- Has public service growth become a negative factor?
- Do you believe the public service is too large and inefficient?
 - Is yes, why?
 - If no, why?
- Will public support decline further if work-from-home continues?
- Is the public service able to deliver today's challenging federal agenda?
- Some talk of the need for public service reform. What does that mean?
- Is the public service capable of reforming itself?