

Most Canadian charities have adopted digital tools and believe they are an important part of their success - Many still don't have the skills or dedicated staff to take full advantage.



The research gauged the views of charitable organizations in Canada concerning openness, interest, and willingness to adopt new digital tools, and barriers to charities adopting such tools.

Nanos conducted an online survey of 1,470 Canadian charities, from a list provided by CanadaHelps, between August 21st and 28th, 2023.

Please note that the following report highlights the key findings from the research. For the full results, please refer to the appended tabulations.

The research was commissioned by CanadaHelps and was conducted by Nanos Research.

Participant distribution

Size of Charity



	Count	Percentage
Under \$100 K	430	29.3%
\$100 to \$500K	484	32.9%
\$500K to \$1M	208	14.1%
\$1 to 2.5M	186	12.7%
Over \$2.5M	160	10.9%
N/A	2	0.1%

Number of employees



	Count	Percentage
1-3 paid staff	510	34.7%
4-9 paid staff	248	16.9%
10-24 paid staff	156	10.6%
25-99 paid staff	84	5.7%
Over 99 paid staff	16	1.1%
Fully volunteer run	454	30.9%
N/A	2	0.1%

Category



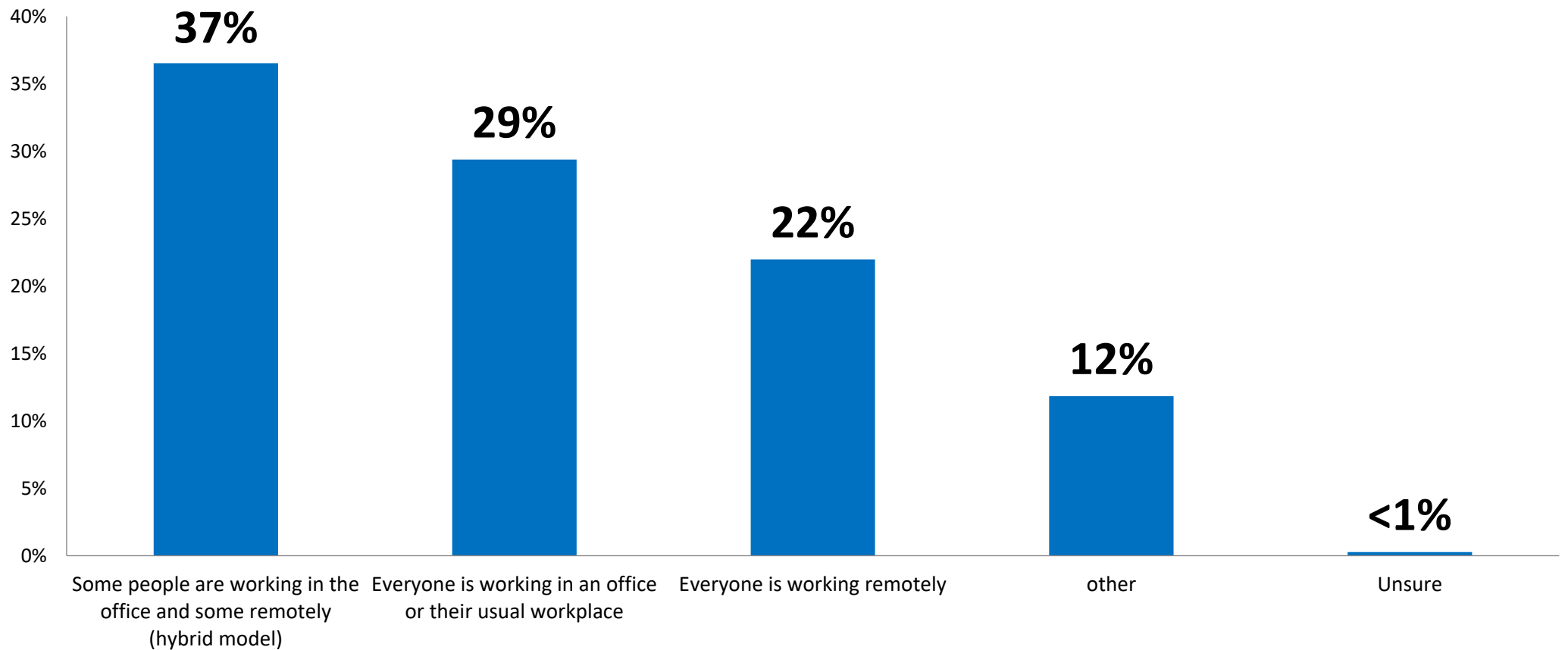
	Count	Percentage
Arts & Culture	310	21.1%
Public Benefit	240	16.3%
Social Services	214	14.6%
Education	200	13.6%
Health	188	12.8%
Religion	169	11.5%
Animal Charities	53	3.6%
Environment	43	2.9%
International	17	1.2%
No answer	36	2.4%

UNTIL FURTHER
NOTICE

Organization structure

Current work structure

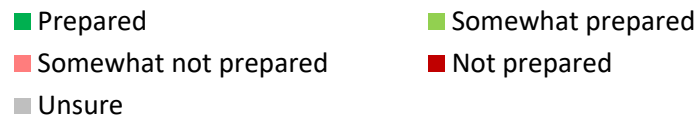
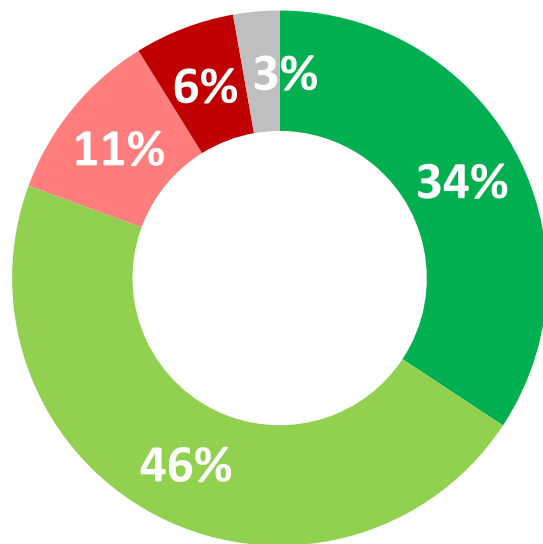
Q – Which of the following best describes the current working arrangements for your organization?



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Preparedness to leverage digital capabilities

Q - Is your organization prepared, somewhat prepared, somewhat not prepared or not prepared in terms of set up to leverage digital capabilities to support your chosen work style (in-person, hybrid, remote)?



*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

Canadian charities

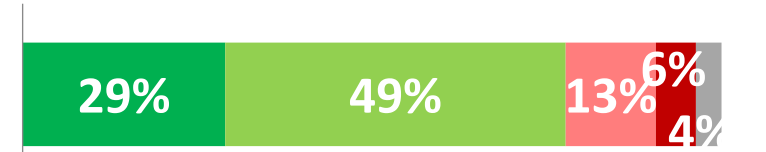
are more likely to say they are prepared or somewhat prepared in terms of set up to leverage digital capabilities.

Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Outsourcing and insourcing projects

Q - Do you agree, somewhat agree, somewhat disagree or disagree with the following?
[RANDOMIZE]

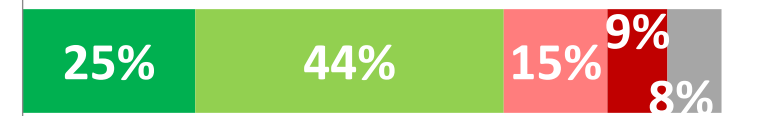
When insourcing a digital project (that is, assigning the work to staff or volunteers), our organization knows how to define the project requirements



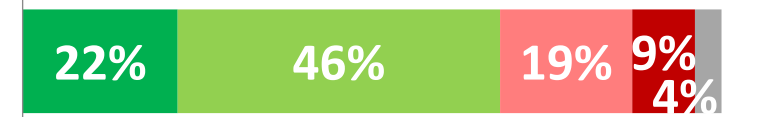
When outsourcing a technology project, our organization has the skills to evaluate proposals from vendors



When outsourcing a technology project, our organization knows how to define the project requirements



When insourcing a digital project (that is, assigning the work to staff or volunteers), our organization has the skills needed to complete the work



0% 20% 40% 60% 80% 100%

■ Agree ■ Somewhat agree ■ Somewhat disagree ■ Disagree ■ Unsure

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

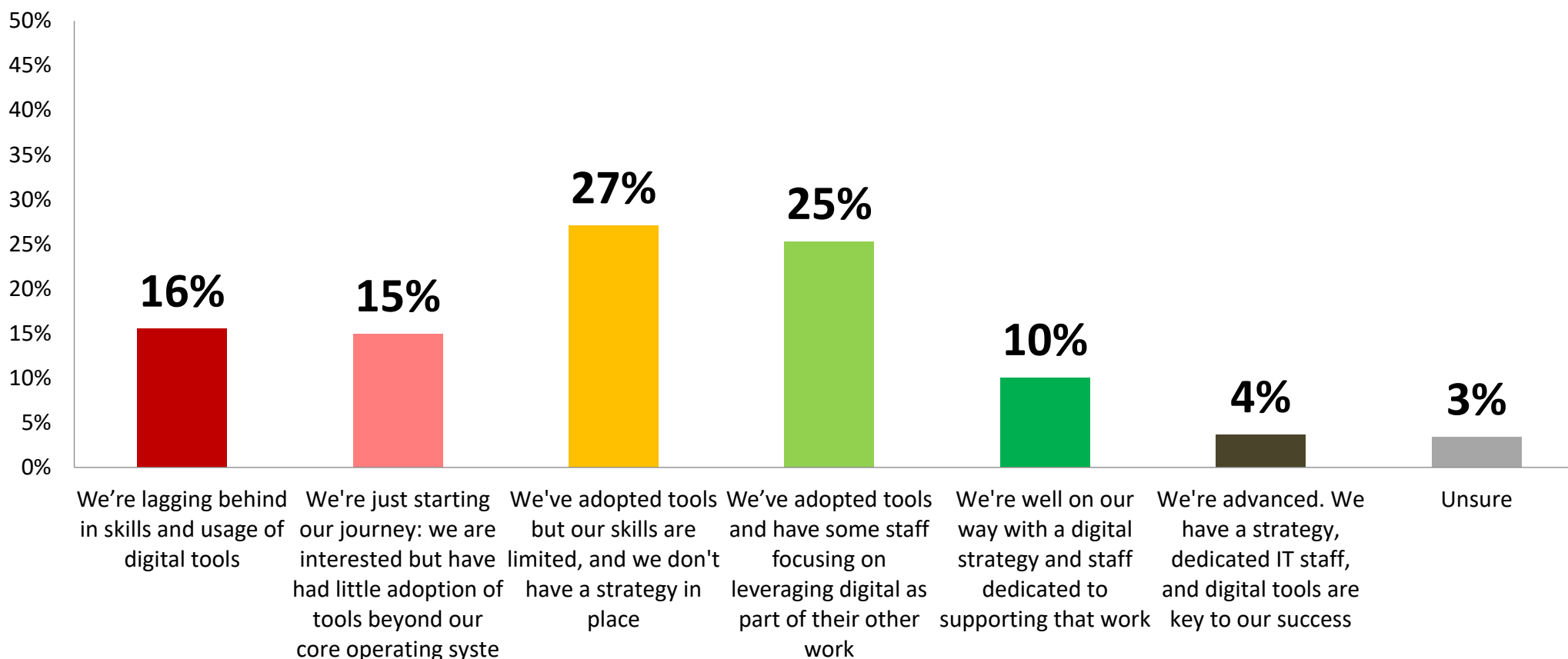
UNTIL FURTHER

Digital tools

NOTICE

Profile of digital use and technology

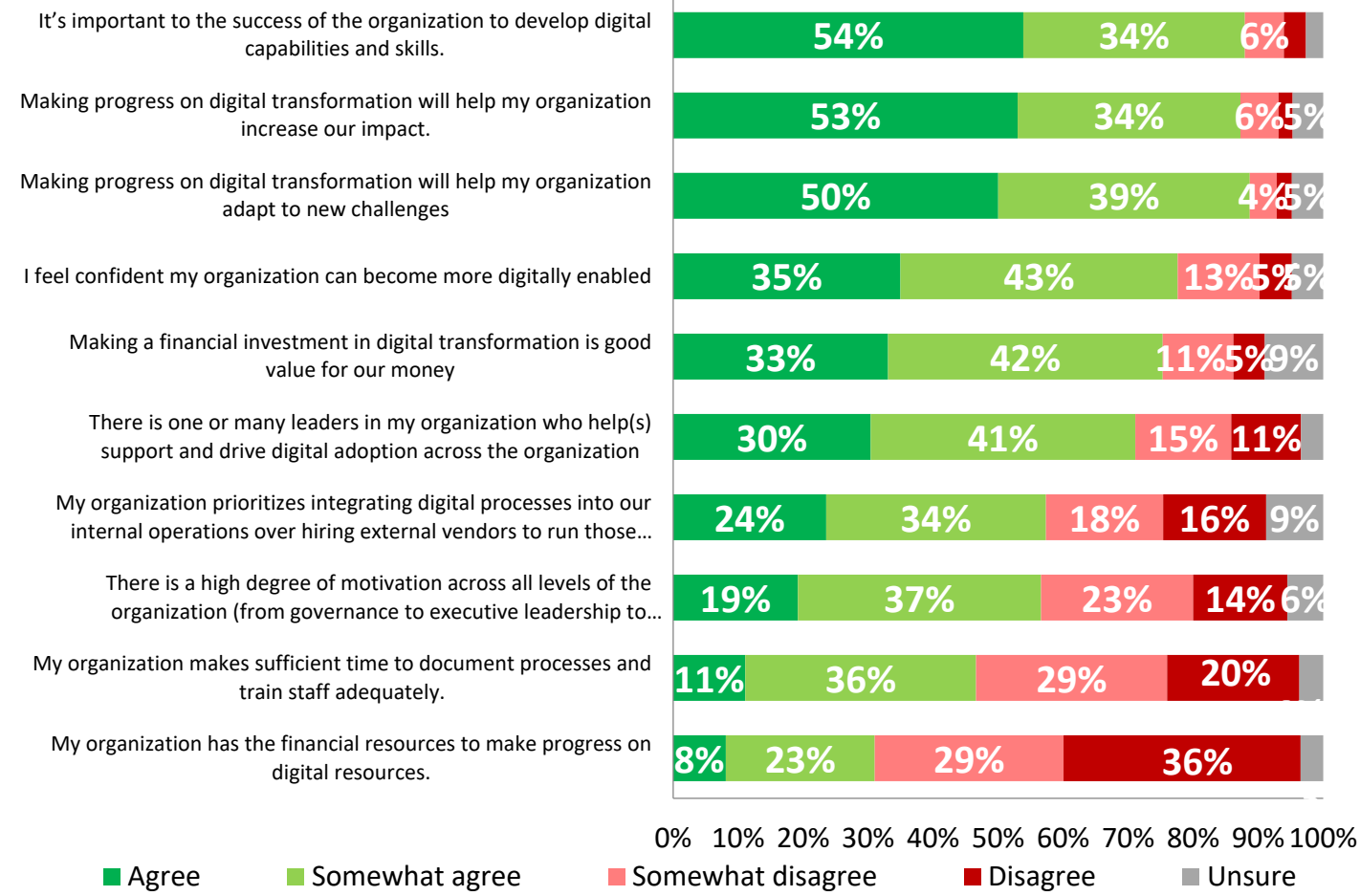
Q – Thinking of technology and digital skills, which of the following profiles best describes your organization? [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Organization readiness to adopt digital transformation

Q - Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

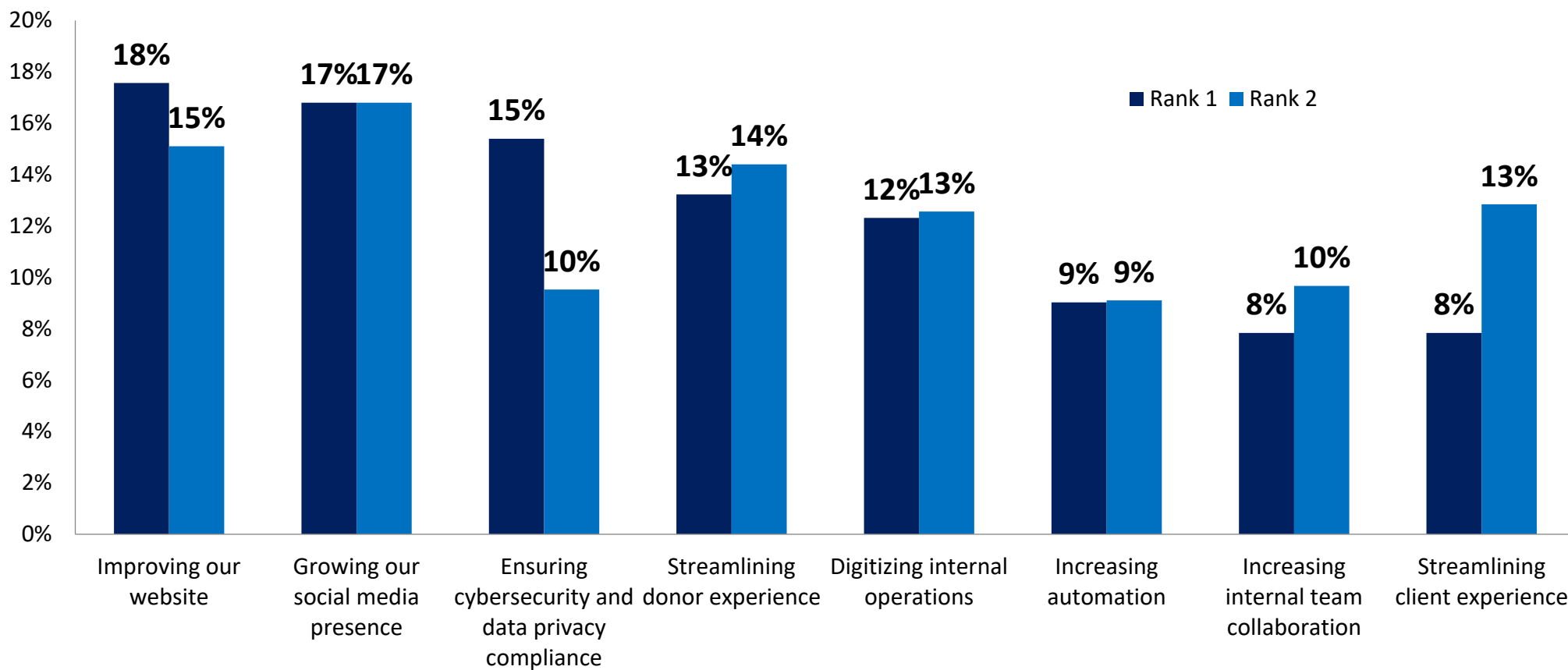


*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Areas where charities need help

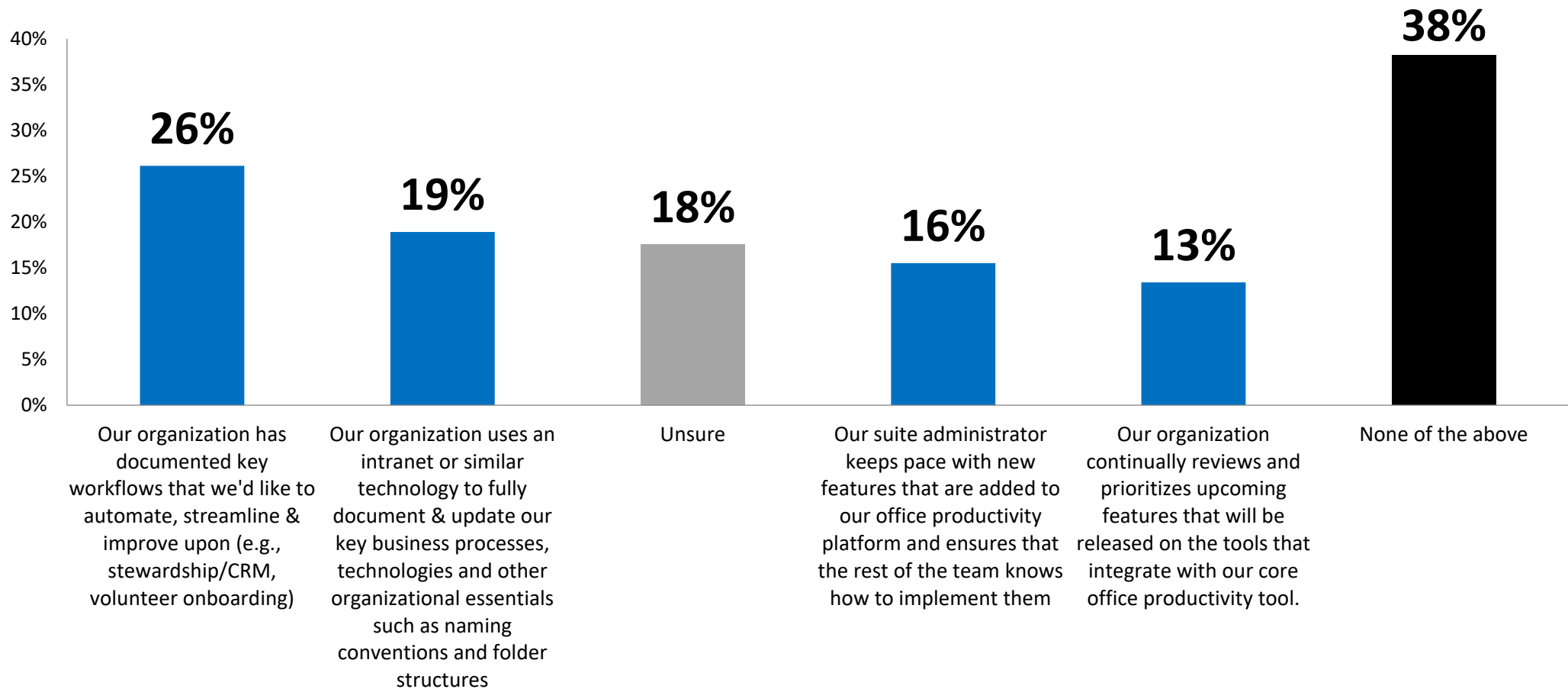
Q – Please rank the top digital transformation areas where your organization needs help, where 1 is where help is needed most, 2 is second most needed area, 3 the third most needed area and so on [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Current use of tools in organization

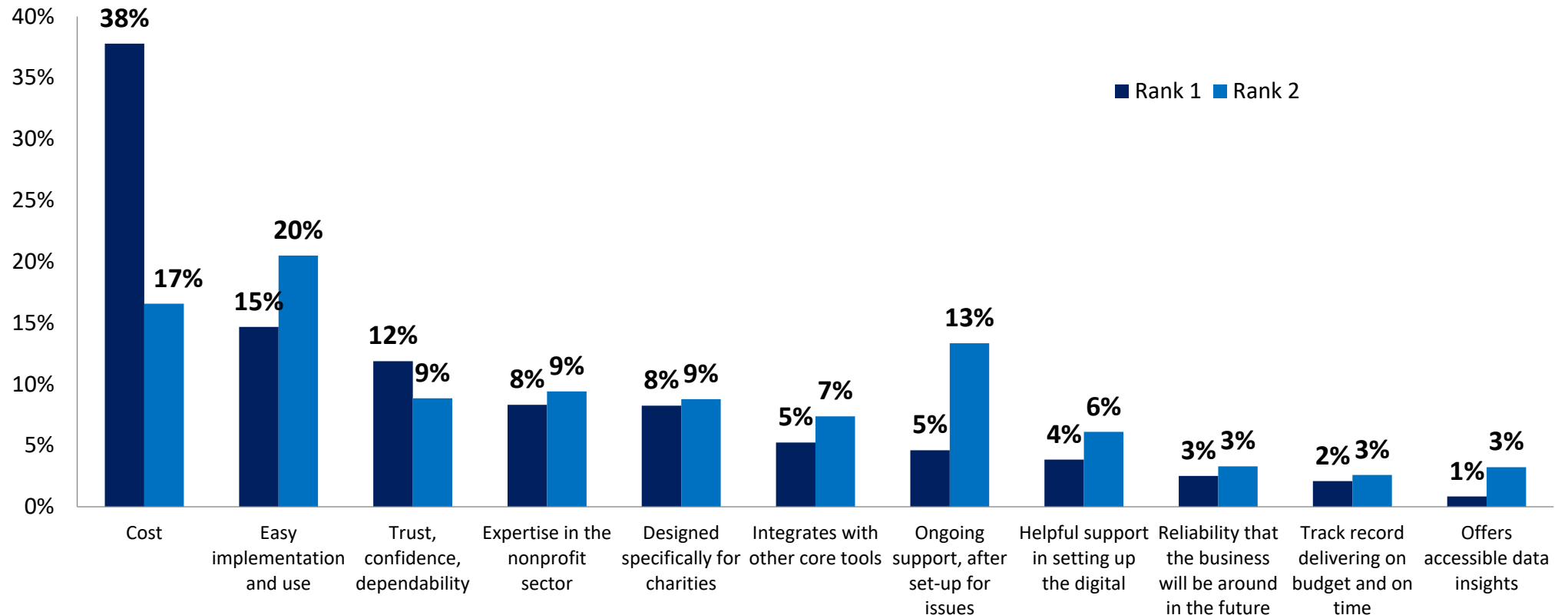
Q – Which of the following, if any, apply to your organization currently? [SELECT ALL THAT APPLY]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Priorities for external suppliers

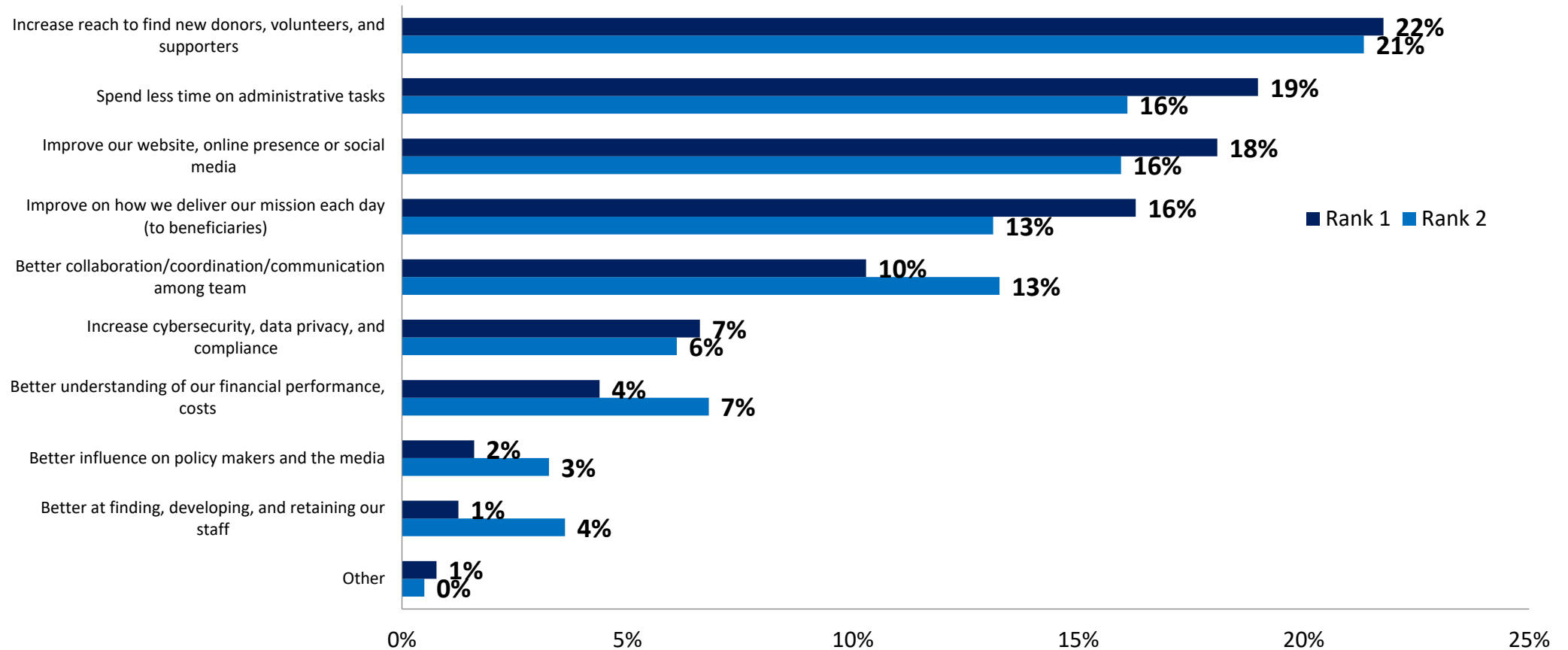
Q – When considering external suppliers for software and digital tools, which of the following characteristics are most important to you? Please rank the top three where 1 is the most important, 2 the second most important and 3 the third most important. [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Advantages of software and digital tools

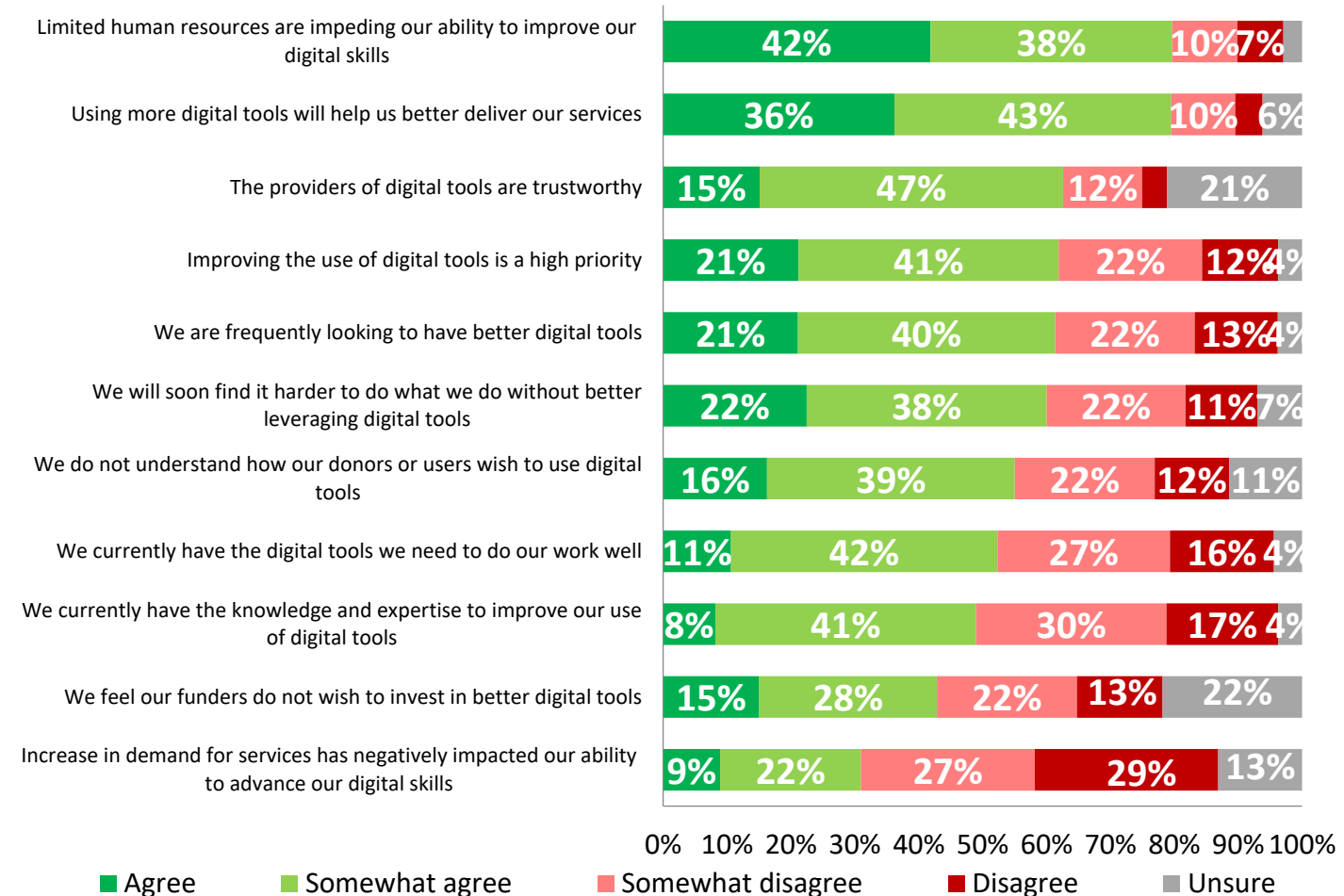
Q – Please rank the top five advantages of software and digital tools that are most important to your organization, where 1 is the most important, 2 the second most and so on? [RANK UP TO FIVE] [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Software and digital tools

Q - Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]



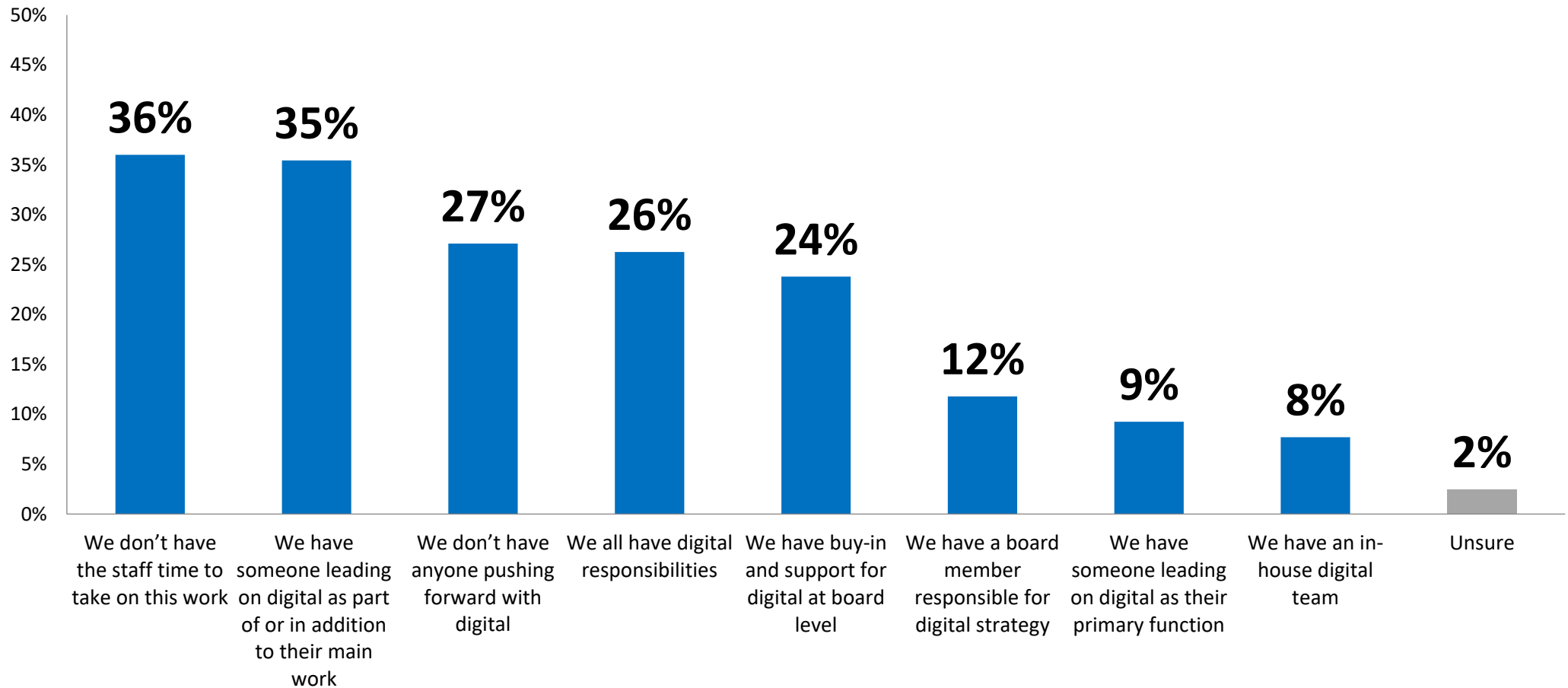
*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Responsibility for leading the use of digital

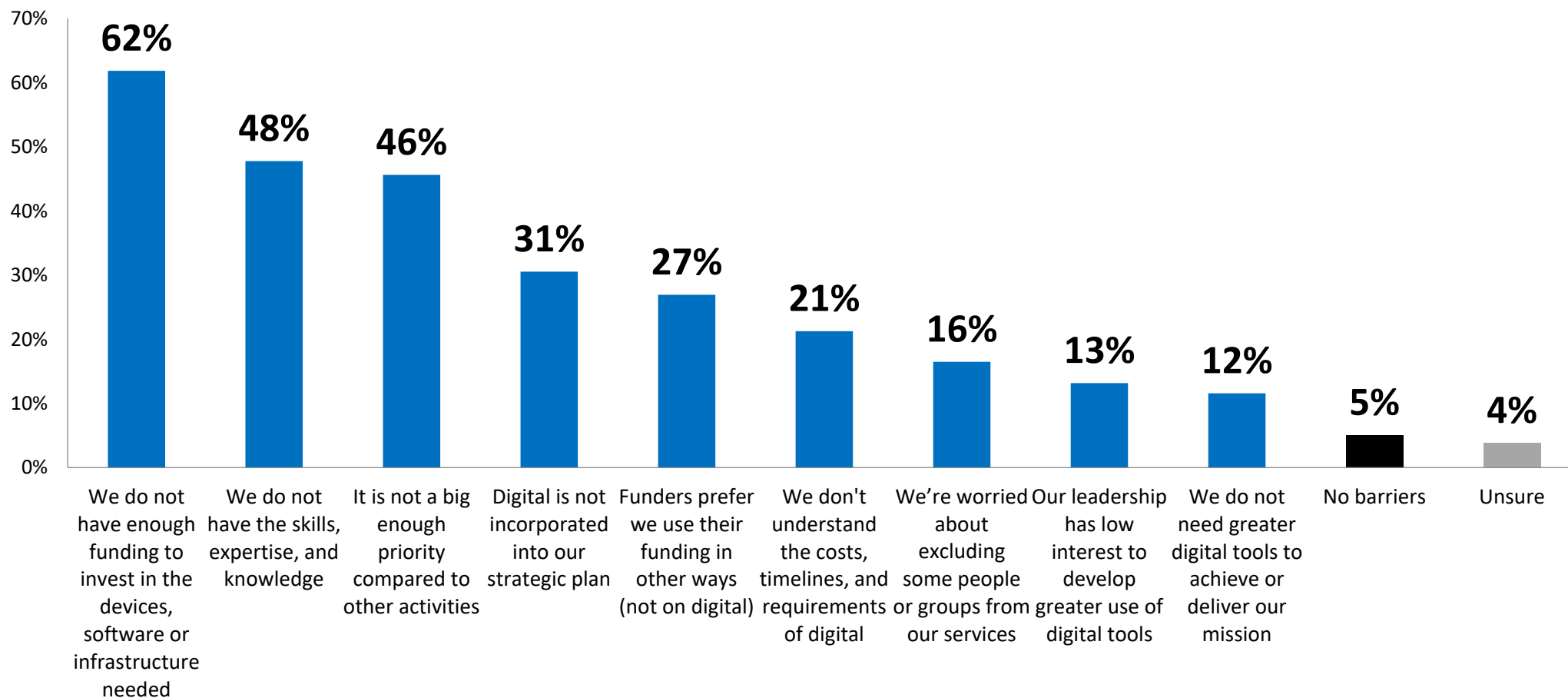
Q – From the following list, who has responsibility in your organization for leading the use of digital tools? (Select all that apply) [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1417 Canadian charities.

Barriers to the use of digital tools

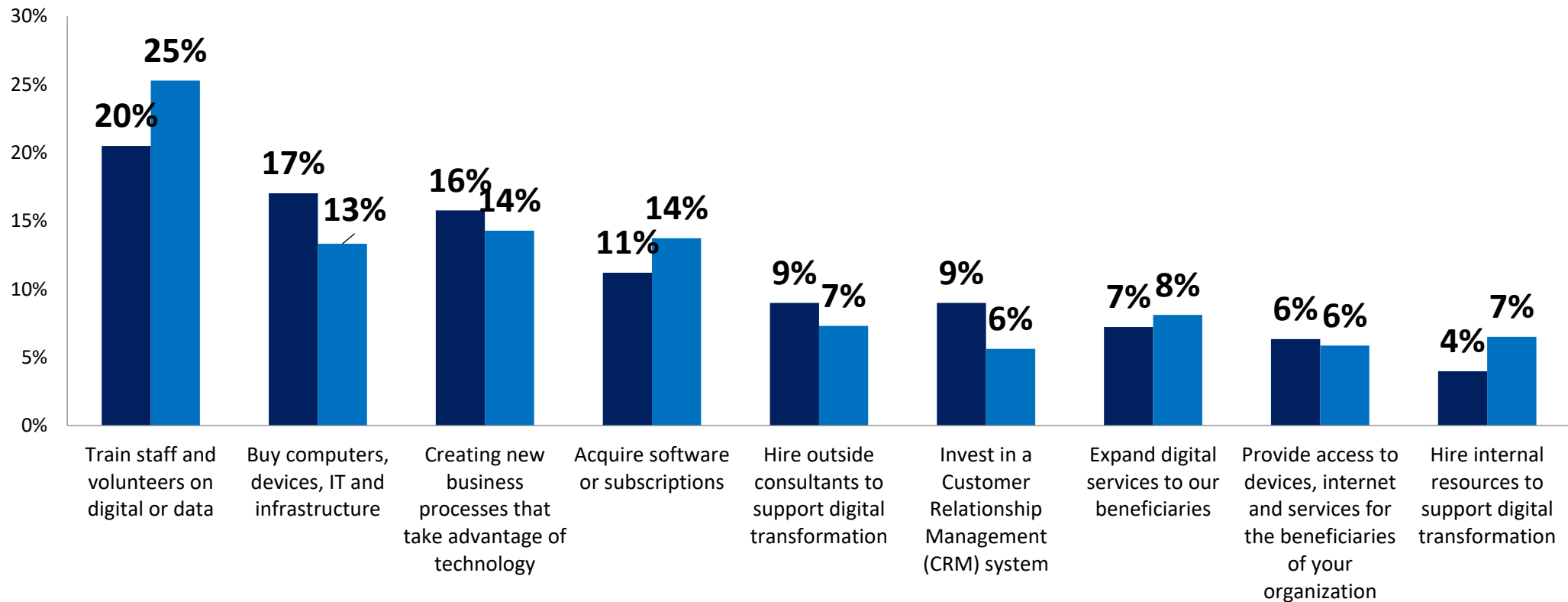
Q – Which of the following barriers, if any, does your organization face that prevent it from using software and digital tools to their fullest capacity? [RANDOMIZE] (Select all that apply)



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1444 Canadian charities.

Funding priorities

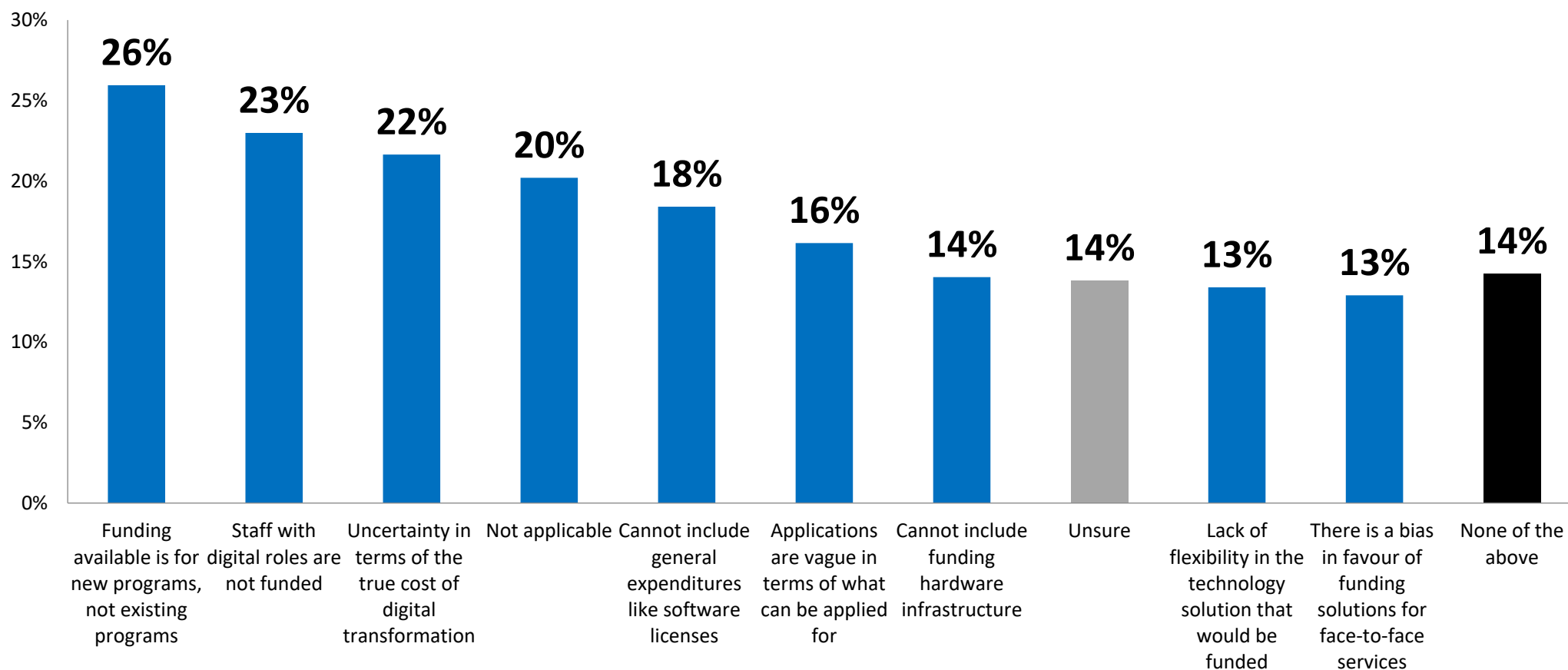
Q – What are the top three funding priorities for your organization in the next two years when it comes to investing in digital capacity where 1 is the top priority, 2 the second most important priority and 3 the third most important priority. [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1357 Canadian charities.

Challenges when applying for funding

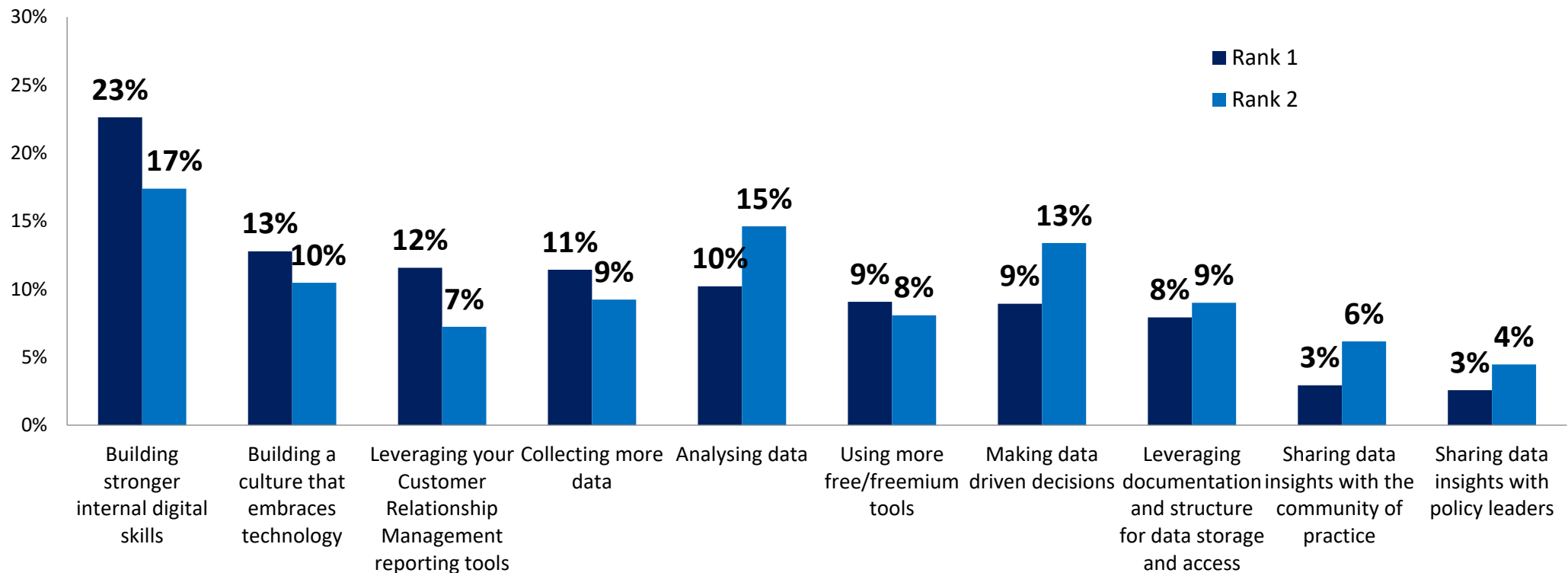
Q – Have you had any of the following challenges in the past year when applying for funding for digital tools? (Select all that apply) [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1418 Canadian charities.

Focus areas for charities

Q – What are the top three areas your team needs to focus on when it comes to data where 1 is the most important area your team needs to focus on, 2 is the second biggest area your team needs to focus on, and 3 is the third biggest area your team needs to focus on. [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1401 Canadian charities.

Implementing digital strategies

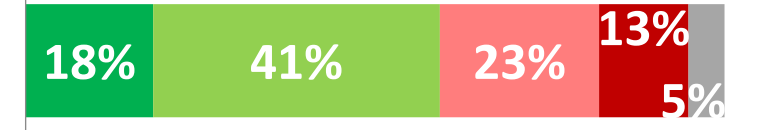
Volunteers with digital skills would be a useful complement to our staff skills.



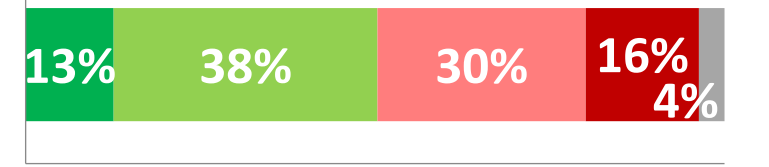
Staff generally understand the fundamentals of cloud-based software (Google Workspace, MS 365, cloud-storage, integration tools etc.) and how to apply them.



My organization's leadership has the skills to steward the organization through digital transformation.



My organization has the right people, skills and culture to implement digital transformation.



0% 20% 40% 60% 80% 100%

■ Agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Disagree
 ■ Unsure

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

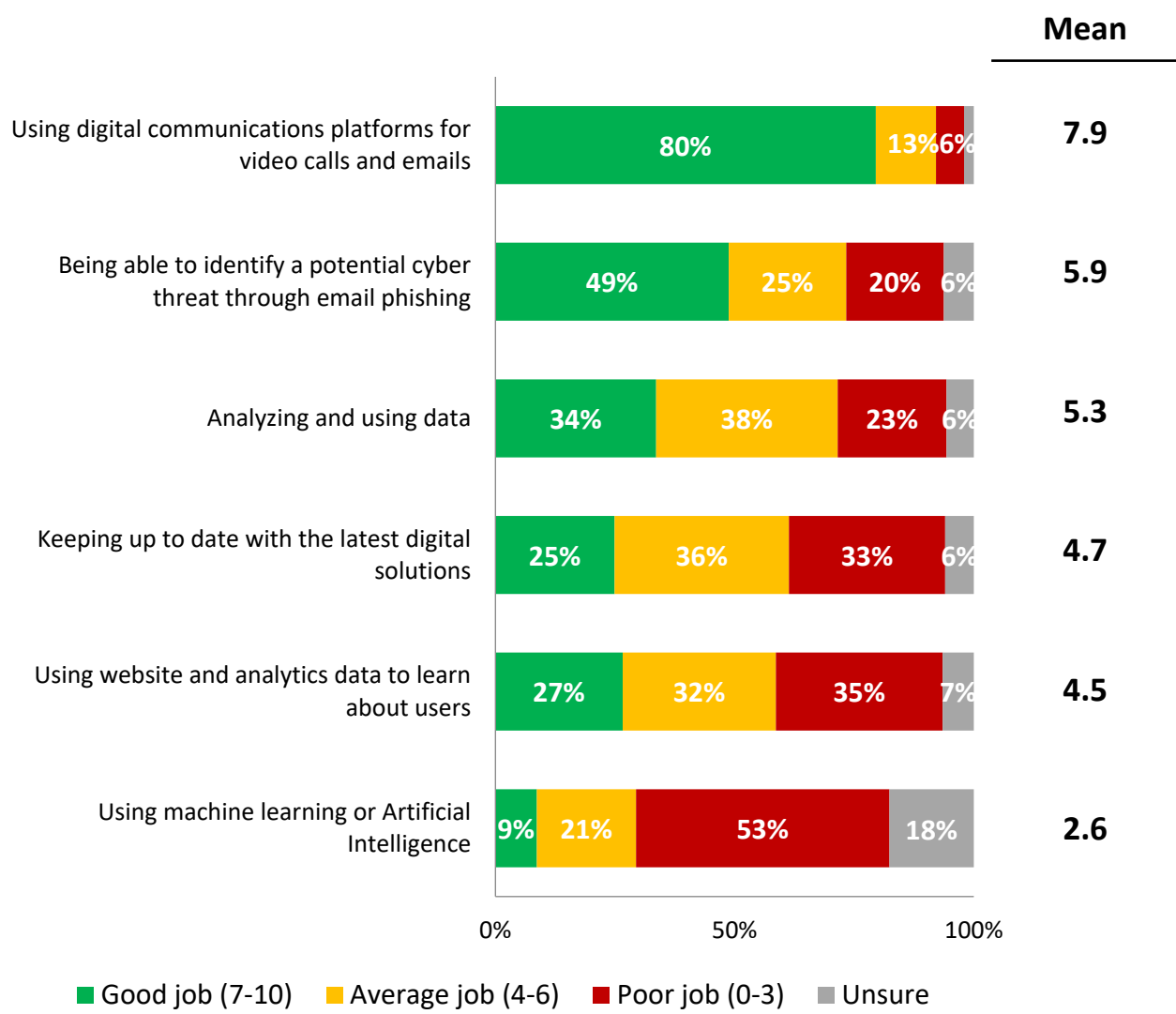
Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.



Job organizations are doing

8 in 10

Canadian charities say their team is doing a good job using digital communication platforms for video calls and emails



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 *Charts may not add up to 100 due to rounding.

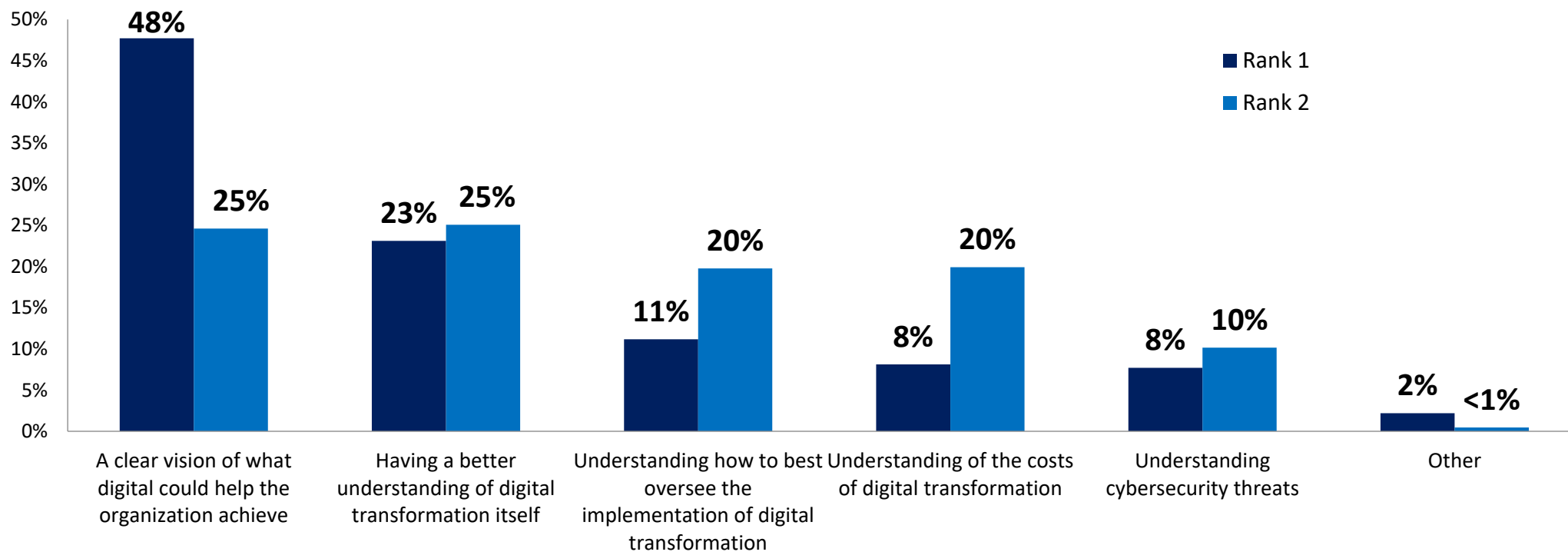
Q – On a scale of 0 to 10 where 0 is a very poor job and 10 an excellent job please rate the team in your organization on the following: [RANDOMIZE]

Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.



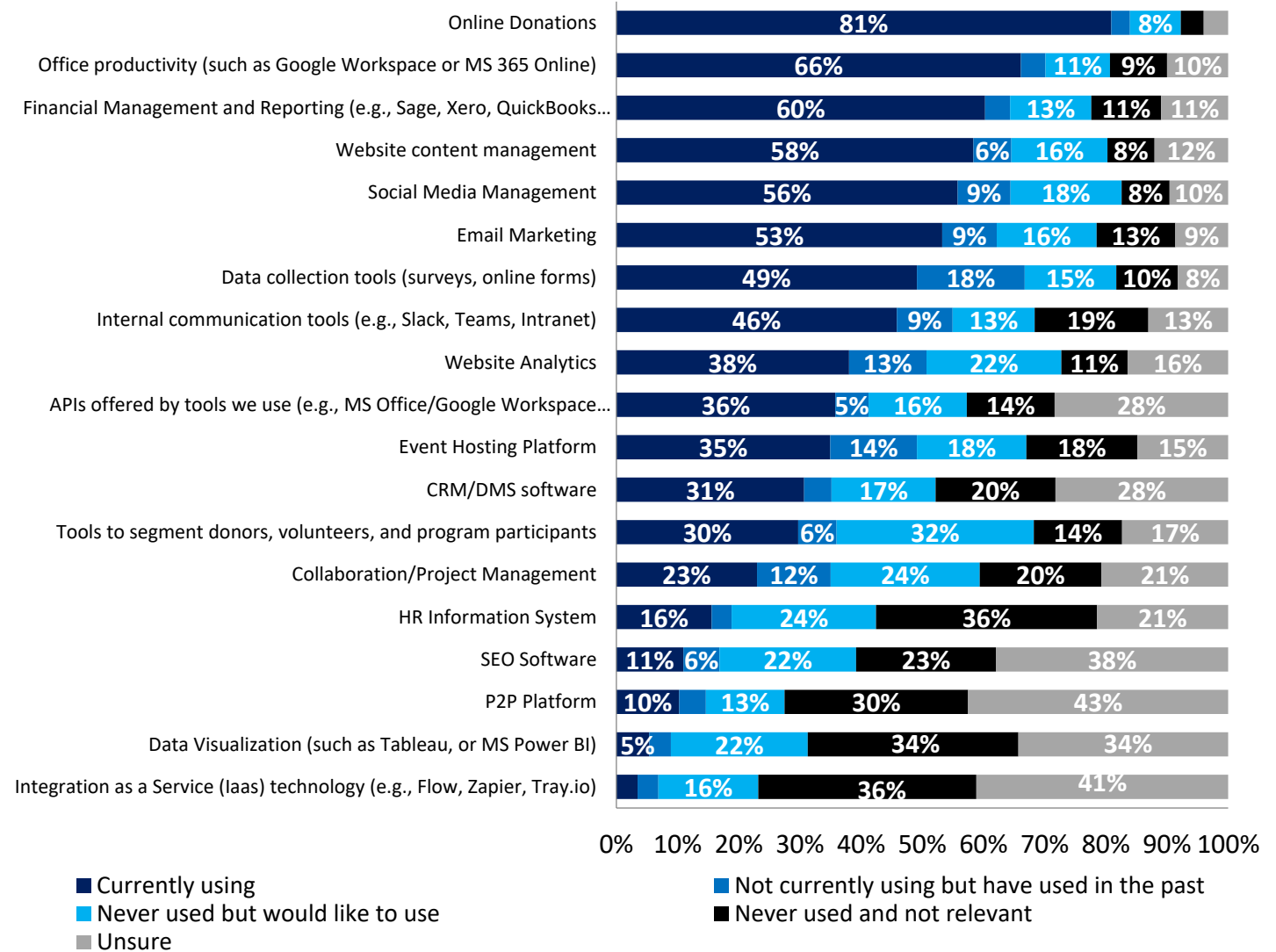
Priorities for CEOs and Boards

Q – Please rank the following areas in terms of where the CEO and Board could improve their knowledge about digital transformation where 1 is the top priority for improvement, 2 the second priority for improvement and 3 the third priority for improvement? [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1415 Canadian charities.

Experience using cloud-based digital tools



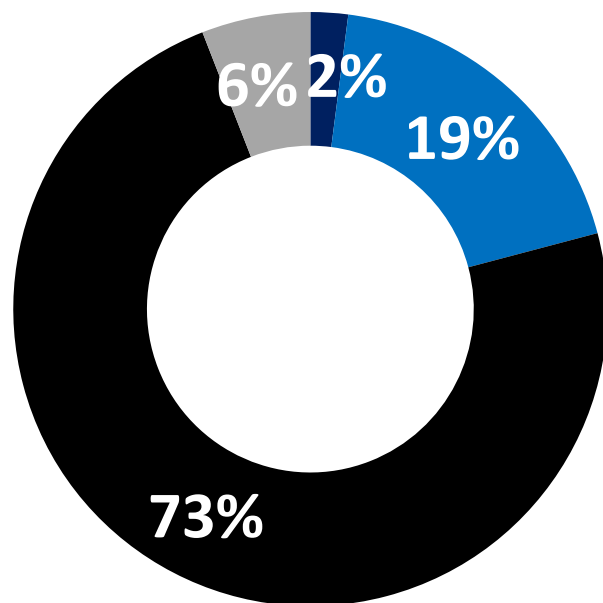
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.



Artificial intelligence and cyber security

Using Artificial Intelligence



■ Regularly ■ Occasionally ■ Never ■ Unsure

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

56% of those who do use AI say it is important or somewhat important to the success of their organization.

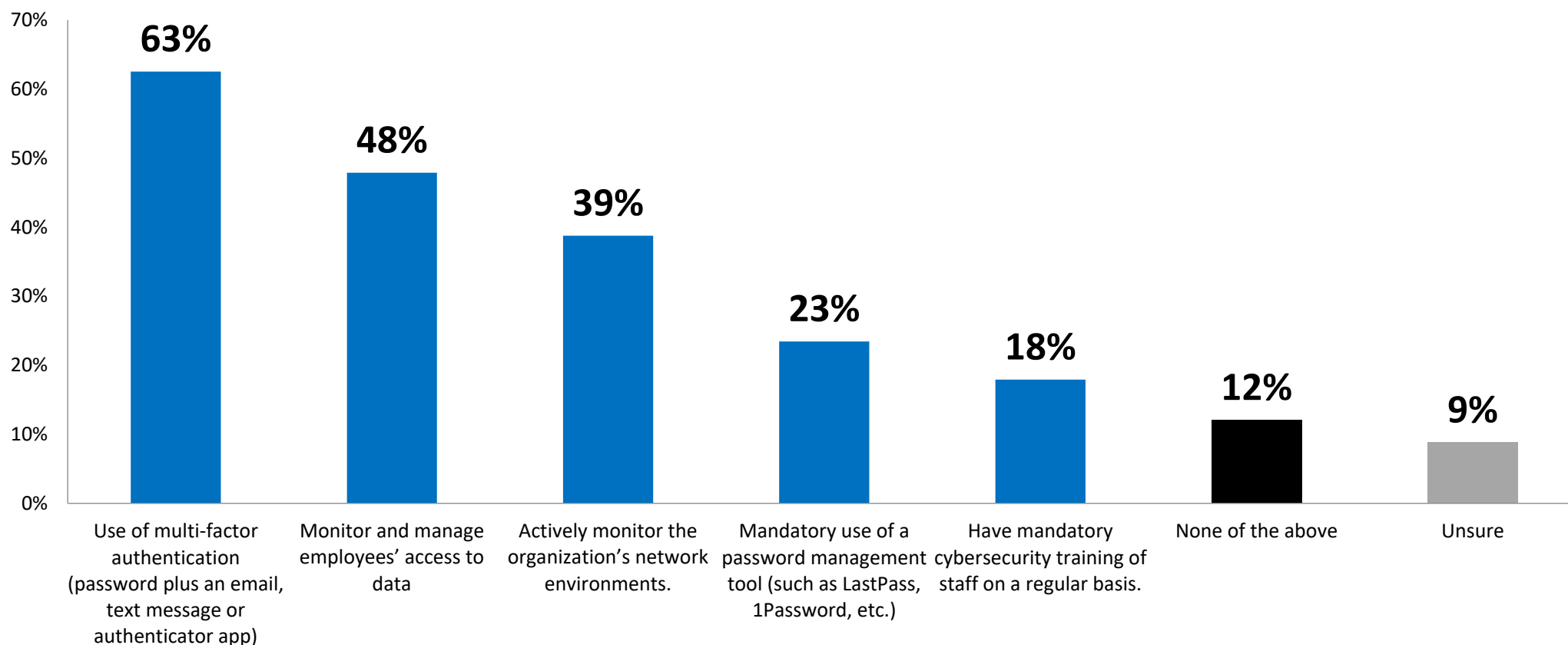
63% of those who do use AI say they are experimenting and exploring how to use AI.

Q – Is your charity currently using machine learning or artificial intelligence (such as ChatGPT or AI incorporated into tools you already use) regularly, occasionally or not at all?

Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Protection from cyber threats

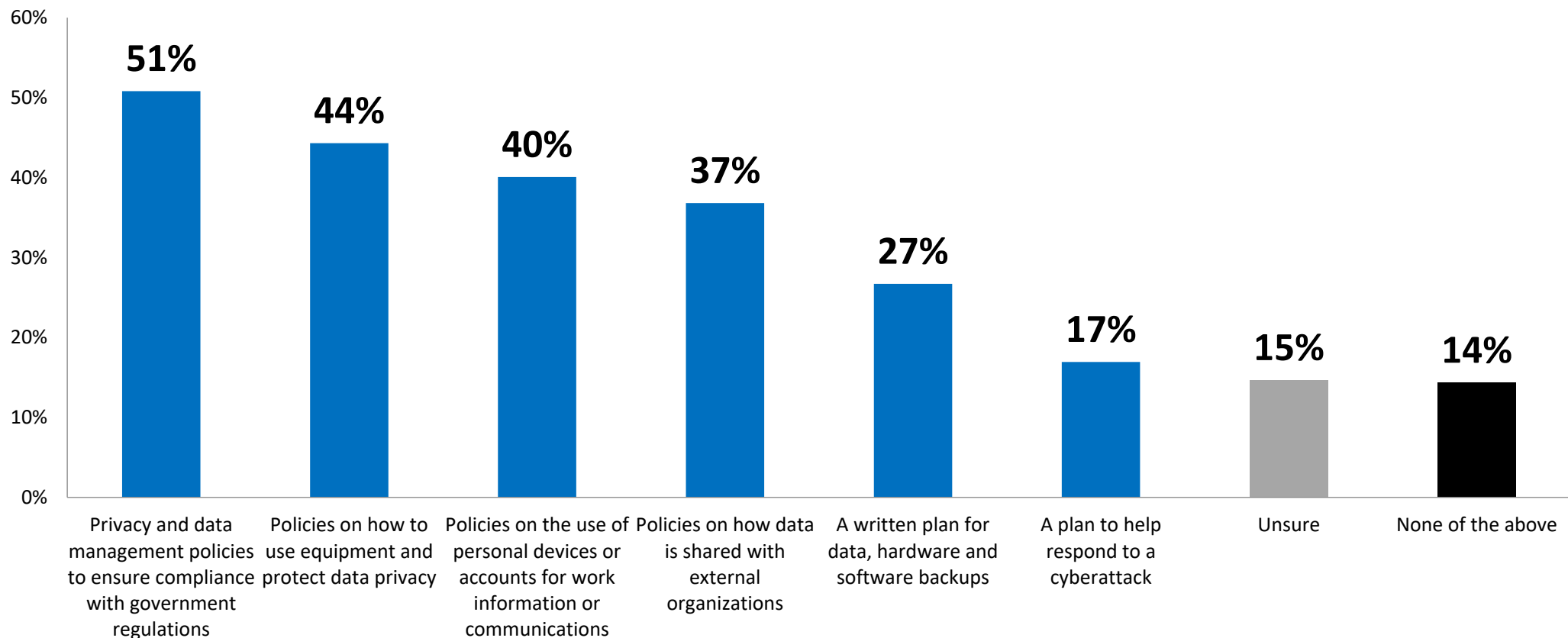
Q – Does your organization do any of the following to protect from cyber threats? [RANDOMIZE] (Select all that apply)



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=307 Canadian charities.

Data protection policies

Q – What data protection policies are in place at your organization? (Select all that apply) [RANDOMIZE]



Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=307 Canadian charities.

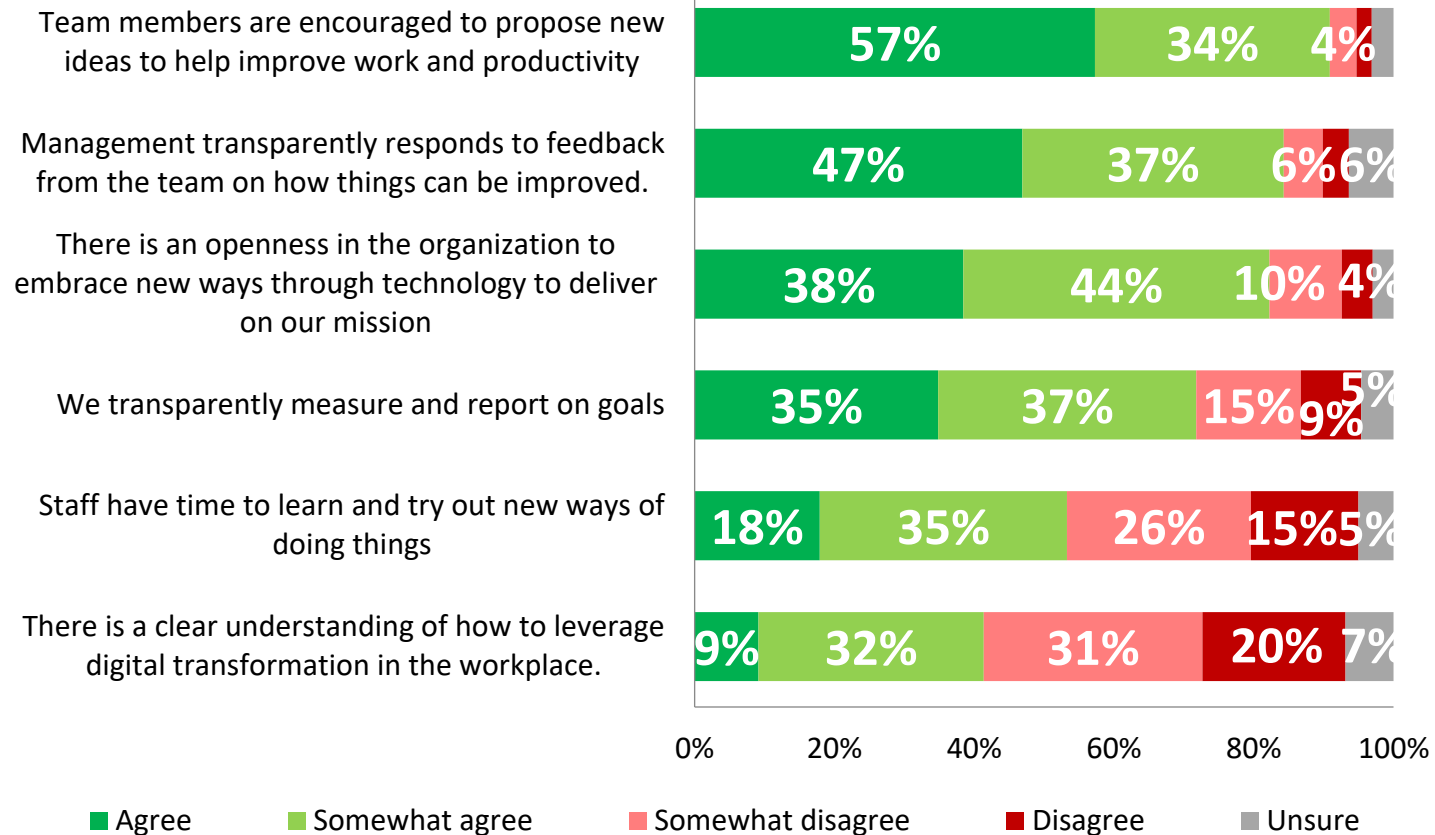
UNTIL FURTHER

Workplace culture

NOTICE

Workplace culture

Q - Do you agree, somewhat agree, somewhat disagree, or disagree with the following statements about your organization? [RANDOMIZE]



*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey from a list, August 21st to 28th, 2023, n=1470 Canadian charities.

Nanos conducted an online representative survey of 1470 Canadians, from a list provided by CanadaHelps, 18 years of age or older, between August 21st and 28th, 2023.

The research was commissioned by CanadaHelps and was conducted by Nanos Research.

Note: Charts may not add up to 100 due to rounding.

Response Rate	
Email list provided by client	58,638
Invalid contacts/Not eligible (Bounced)	260
Potential Contacts	58,378
Completed surveys	1470
Contacted - No response	56,348
Refusal	560
Response Rate	2.5%



Element	Description
Research sponsor	CanadaHelps
Population and Final Sample Size	1,470 individuals from a list provided by CanadaHelps.
Margin of Error	Not applicable
Mode of Survey	Online survey
Sampling Method Base	List provided by CanadaHelps
Field Dates	August 21 st to 28 th , 2023.
Language of Survey	The survey was conducted in both English and French.
Standards	Nanos Research is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements. https://canadianresearchinsightscouncil.ca/standards/

Element	Description
Weighting of Data	Not applicable.
Screening	Not applicable.
Excluded Demographics	Not applicable.
Stratification	Not applicable.
Estimated Response Rate	Three percent, consistent with industry norms.
Question Order	Question order in the preceding report is organized by theme. For the original order in which they appeared in the original questionnaire, please refer to the tabulations.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Research/Data Collection Supplier	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.



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This international joint venture between [dimap](http://www.dimap.com) and [Nanos](http://www.nanos.co) brings together top research and data experts from North American and Europe to deliver exceptional data intelligence to clients. The team offers data intelligence services ranging from demographic and sentiment microtargeting; consumer sentiment identification and decision conversion; and, data analytics and profiling for consumer persuasion. www.nanosdimap.com

EthicStratēgies

Ethic Strategies was created by the founding partners of [PAA Advisory](http://www.paaadvisory.com) and the [Nanos Research Corporation](http://www.nanos.co), both recognized leaders in research, advocacy, and advisory. Ethic provides bespoke strategic counsel, advice, and communications strategies to organizations facing serious issues. www.ethicstrategies.com

ABOUT NANOS

Any questions?



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TABULATIONS



		Province																	Percent receipt from Total						
		Newfoundland and Labrador																							
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown			
Q1 - What is your role or job title at the charitable organization you are currently working at?	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
	Executive (Board member, Executive Director, CEO, Director, etc.)	%	51.4	46.0	49.4	50.7	55.9	81.8	59.6	100.0	53.1	50.0	42.9	51.5	45.2	66.7	54.0	49.8	52.5	47.8	44.6	54.5	50.0		
	Administrative (Membership administrator, Project coordinator, Operations manager, etc.)	%	16.3	20.5	18.1	13.4	8.8	18.2	6.4	0.0	14.4	50.0	14.3	20.6	14.5	0.0	16.1	14.6	13.5	17.0	14.7	22.5	50.0		
	Finance (Treasurer, accountant, etc.)	%	13.0	14.2	12.1	11.9	14.7	0.0	19.1	0.0	14.9	0.0	7.1	6.9	14.5	33.3	8.7	14.6	14.0	15.1	25.0	8.4	0.0		
	Program delivery	%	1.3	0.6	2.3	1.5	0.0	0.0	2.1	0.0	1.2	0.0	7.1	0.5	1.6	0.0	1.3	0.9	2.0	1.3	0.5	1.7	0.0		
	Human Resources (Team Lead, Volunteer Coordinator, HR officer, etc.)	%	0.5	0.6	0.4	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	1.0	3.2	0.0	0.4	0.9	0.5	0.0	0.5	1.1	0.0		
	Fundraiser (Fundraising manager, Development manager, Grants officer, etc.)	%	7.3	8.0	8.7	11.9	5.9	0.0	6.4	0.0	7.0	0.0	0.0	5.9	6.5	0.0	8.9	10.0	8.0	5.7	2.7	4.5	0.0		
	Communications/Marketing (Campaign manager, Public relations manager, etc.)	%	3.5	4.0	3.8	6.0	5.9	0.0	0.0	0.0	2.9	0.0	0.0	4.9	3.2	0.0	4.0	3.7	5.5	3.1	2.2	1.7	0.0		
	other	%	6.7	6.3	5.3	4.5	8.8	0.0	6.4	0.0	6.2	0.0	28.6	8.8	11.3	0.0	6.6	5.5	4.0	10.1	9.8	5.6	0.0		

		Province																	Percent receipt from Total						
		Newfoundland and Labrador																							
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown			
Q2 - Which statement below best describes where your organization offers its services? [SELECT ONE]	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
	Mostly in just one or two cities/towns	%	58.5	61.9	60.0	61.2	67.6	54.5	42.6	0.0	59.4	0.0	14.3	52.5	71.0	66.7	60.2	53.9	55.5	58.5	62.5	59.0	0.0		
	In several cities/towns, but mostly within just one province	%	23.1	24.4	22.6	28.4	20.6	36.4	40.4	0.0	15.8	0.0	64.3	35.8	19.4	33.3	24.4	30.1	21.5	19.5	14.1	24.7	0.0		
	In many cities/towns across several different provinces	%	2.9	2.8	3.8	0.0	2.9	0.0	6.4	100.0	2.2	50.0	7.1	2.9	1.6	0.0	2.3	2.7	3.5	3.1	3.3	2.8	50.0		
	Nationally (or almost)	%	9.4	5.7	5.7	4.5	5.9	9.1	6.4	0.0	15.1	50.0	14.3	4.4	6.5	0.0	10.0	10.0	9.5	8.2	9.2	7.3	50.0		
	Internationally mostly	%	5.9	4.5	7.2	6.0	2.9	0.0	4.3	0.0	7.2	0.0	0.0	4.4	1.6	0.0	2.5	2.7	9.5	10.7	10.9	6.2	0.0		
	Unsure	%	0.3	0.6	0.8	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.6	0.5	0.5	0.0	0.0	0.0	0.0		

		Province																	Percent receipt from Total						
		Newfoundland and Labrador																							
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown			
Q3 - Which of the following best describes the current working arrangements for your organization? [RANDOMIZE]	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
	Everyone is working remotely	%	22.0	18.2	28.7	9.0	14.7	27.3	25.5	0.0	25.9	0.0	14.3	14.2	11.3	0.0	17.0	24.2	20.5	23.9	32.1	23.6	0.0		
	Some people are working in the office and some remotely (hybrid model)	%	36.5	35.8	35.1	37.3	20.6	18.2	25.5	100.0	36.8	100.0	42.9	44.6	30.6	33.3	39.4	38.4	37.0	34.6	29.9	33.1	100.0		
	Everyone is working in an office or their usual workplace	%	29.4	35.8	25.7	38.8	47.1	54.5	38.3	0.0	23.1	0.0	14.3	33.3	45.2	66.7	34.7	27.4	25.0	27.7	22.3	30.3	0.0		
	Unsure	%	0.3	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.0	3.2	0.0	0.0	0.0	0.5	0.0	0.5	1.1	0.0		
	other	%	11.8	10.2	10.2	14.9	17.6	0.0	10.6	0.0	14.0	0.0	28.6	7.8	9.7	0.0	8.9	10.0	17.0	13.8	15.2	11.8	0.0		

		Province																	Percent receipt from Total									
		Newfoundland and Labrador																										
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown						
Q4 - Is your organization prepared, somewhat prepared, somewhat not prepared or not prepared in terms of set up to leverage digital capabilities to support your chosen work style (in-person, hybrid, remote)?	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2					
	Prepared	%	34.3	36.4	32.5	29.9	32.4	9.1	29.8	0.0	37.7	50.0	42.9	28.4	35.5	33.3	34.7	36.1	38.5	30.2	35.9	28.1	50.0					
	Somewhat prepared	%	46.3	46.6	43.4	47.8	41.2	63.6	44.7	100.0	45.7	50.0	28.6	51.5	50.0	33.3	48.7	45.7	41.0	47.8	41.8	49.4	50.0					
	Somewhat not prepared	%	10.5	9.1	14.3	7.5	8.8	18.2	14.9	0.0	8.4	0.0	21.4	13.2	6.5	33.3	11.0	12.3	8.5	10.1	12.5	7.9	0.0					
	Not prepared	%	6.1	5.7	7.9	6.0	11.8	9.1	8.5	0.0	5.7	0.0	0.0	4.9	3.2	0.0	4.7	2.7	7.0	8.2	8.7	8.4	0.0					
	Unsure	%	2.8	2.3	1.9	9.0	5.9	0.0	2.1	0.0	2.6	0.0	7.1	2.0	4.8	0.0	0.9	3.2	5.0	3.8	1.1	6.2	0.0					

Do you agree, somewhat agree, somewhat disagree or disagree with the following? [RANDOMIZE]

		Province																	Percent receipt from Total									
		Newfoundland and Labrador																										
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown						
Q5 - When outsourcing a technology project, our organization knows how to define the project requirements	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2					
	Agree	%	24.7	27.3	23.0	22.4	20.6	27.3	27.7	100.0	25.9	0.0	28.6	21.1	27.4	0.0	21.6	29.2	23.5	27.0	29.3	23.0	0.0					
	Somewhat agree	%	44.1	46.0	48.3	38.8	50.0	45.5	40.4	0.0	43.7	50.0	28.6	44.6	35.5	0.0	48.9	44.3	44.5	36.5	39.7	41.0	50.0					
	Somewhat disagree	%	14.8	12.5	12.8	11.9	5.9	27.3	19.1	0.0	15.2	50.0	28.6	17.6	12.9	66.7	16.3	14.2	14.0	14.5	11.4	15.7	50.0					
	Disagree	%	8.6	8.5	7.9	14.9	5.9	0.0	6.4	0.0	8.7	0.0	0.0	7.8	12.9	0.0	8.0	7.3	8.5	8.8	12.5	7.9	0.0					
	Unsure	%	7.8	5.7	7.9	11.9	17.6	0.0	6.4	0.0	6.5	0.0	14.3	8.8	11.3	33.3	5.3	5.0	9.5	13.2	7.1	12.4	0.0					

Do you agree, somewhat agree, somewhat disagree or disagree with the following? [RANDOMIZE]

		Province																	Percent receipt from Total									
		Newfoundland and Labrador																										
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown						
Q6 - When outsourcing a technology project, our organization has the skills to evaluate proposals from vendors	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2					
	Agree	%	27.6	30.7	27.2	22.4	23.5	9.1	27.7	100.0	28.8	50.0	21.4	22.5	38.7	0.0	25.9	28.8	26.0	32.7	29.3	26.4	50.0					
	Somewhat agree	%	40.9	42.6	41.1	43.3	44.1	63.6	42.6	0.0	40.8	50.0	57.1	39.2	30.6	0.0	41.9	42.9	45.0	31.4	43.5	36.5	50.0					
	Somewhat disagree	%	15.8	13.6	16.2	13.4	11.8	27.3	17.0	0.0	15.4	0.0	7.1	21.6	6.5	66.7	18.0	14.6	11.5	17.6	8.7	21.3	0.0					
	Disagree	%	8.3	8.0	7.5	11.9	5.9	0.0	6.4	0.0	8.2	0.0	0.0	9.3	12.9	0.0	8.5	8.2	7.0	6.9	12.0	6.7	0.0					
	Unsure	%	7.4	5.1	7.9	9.0	14.7	0.0	6.4	0.0	6.8	0.0	14.3	7.4	11.3	33.3	5.7	5.5	10.5	11.3	6.5	9.0	0.0					

Do you agree, somewhat agree, somewhat disagree or disagree with the following? [RANDOMIZE]

		Total N	Province																	Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
Q7 - When insourcing a digital project (that is, assigning the work to staff or volunteers), our organization knows how to define the project requirements	Total		1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
	Agree	%	29.0	31.8	29.4	28.4	20.6	9.1	34.0	0.0	28.9	50.0	21.4	26.0	37.1	0.0	26.7	29.7	30.0	30.2	32.1	29.2	50.0		
	Somewhat agree	%	48.7	50.0	52.8	44.8	58.8	63.6	44.7	100.0	47.8	0.0	35.7	50.0	35.5	33.3	51.7	48.4	46.5	50.3	42.4	48.3	0.0		
	Somewhat disagree	%	12.9	9.7	10.6	14.9	5.9	27.3	4.3	0.0	14.2	50.0	28.6	15.7	11.3	33.3	12.1	13.2	14.0	11.3	13.6	14.0	50.0		
	Disagree	%	5.7	5.7	4.5	3.0	2.9	0.0	17.0	0.0	6.2	0.0	0.0	4.9	6.5	33.3	6.6	5.9	6.0	3.8	5.4	4.5	0.0		
	Unsure	%	3.7	2.8	2.6	9.0	11.8	0.0	0.0	0.0	2.9	0.0	14.3	3.4	9.7	0.0	2.8	2.7	3.5	4.4	6.5	3.9	0.0		

Do you agree, somewhat agree, somewhat disagree or disagree with the following? [RANDOMIZE]

		Total N	Province																	Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
Q8 - When insourcing a digital project (that is, assigning the work to staff or volunteers), our organization has the skills needed to complete the work	Total		1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
	Agree	%	22.2	23.3	21.1	16.4	17.6	18.2	23.4	100.0	22.8	0.0	21.4	21.6	29.0	0.0	18.6	22.4	26.0	22.6	26.6	23.6	0.0		
	Somewhat agree	%	46.1	49.4	46.4	40.3	41.2	36.4	42.6	0.0	47.4	100.0	42.9	45.1	41.9	0.0	49.4	47.9	40.5	50.3	42.4	39.9	100.0		
	Somewhat disagree	%	18.9	16.5	20.0	25.4	26.5	45.5	19.1	0.0	17.8	0.0	7.1	21.1	9.7	66.7	19.5	17.4	19.0	16.4	18.5	21.9	0.0		
	Disagree	%	9.0	10.2	9.4	10.4	2.9	0.0	12.8	0.0	8.7	0.0	14.3	7.4	9.7	33.3	10.8	10.5	7.0	6.3	8.2	7.3	0.0		
	Unsure	%	3.8	0.6	3.0	7.5	11.8	0.0	2.1	0.0	3.3	0.0	14.3	4.9	9.7	0.0	1.7	1.8	7.5	4.4	4.3	7.3	0.0		

		Total N	Province																	Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
Q11 - Thinking of technology and digital skills, which of the following profiles best describes your organization? [RANDOMIZE]	Total		1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
	We're lagging behind in skills and usage of digital tools	%	15.5	17.0	17.0	11.9	26.5	9.1	21.3	0.0	14.7	0.0	7.1	13.7	12.9	66.7	14.2	14.6	14.5	18.2	16.3	18.5	0.0		
	We're just starting our journey: we are interested but have had little adoption of tools beyond our core operating system	%	15.0	18.8	14.7	16.4	5.9	45.5	19.1	100.0	12.3	50.0	28.6	14.2	22.6	0.0	16.7	14.6	11.5	14.5	14.1	15.2	50.0		
	We've adopted tools but our skills are limited, and we don't have a strategy in place	%	27.1	24.4	27.9	29.9	20.6	27.3	31.9	0.0	26.5	50.0	14.3	29.4	29.0	0.0	25.2	27.9	31.5	23.9	26.1	30.3	50.0		
	We've adopted tools and have some staff focusing on leveraging digital as part of their other work	%	25.3	21.0	26.0	28.4	35.3	18.2	10.6	0.0	29.3	0.0	35.7	17.2	25.8	33.3	27.7	26.9	24.0	24.5	26.6	17.4	0.0		
	We're well on our way with a digital strategy and staff dedicated to supporting that work	%	10.1	14.2	6.0	6.0	5.9	0.0	6.4	0.0	9.9	0.0	7.1	18.1	3.2	0.0	11.2	11.4	8.5	10.1	8.7	8.4	0.0		
	We're advanced. We have a strategy, dedicated IT staff, and digital tools are key to our success	%	3.7	3.4	5.7	1.5	2.9	0.0	6.4	0.0	3.1	0.0	0.0	3.9	3.2	0.0	3.4	2.7	4.5	1.3	4.9	5.6	0.0		
	Unsure	%	3.4	1.1	2.6	6.0	2.9	0.0	4.3	0.0	4.1	0.0	7.1	3.4	3.2	0.0	1.7	1.8	5.5	7.5	3.3	4.5	0.0		

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

Q12 - I feel confident my organization can become more digitally enabled	Total	Total N	Province																Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
Agree	%	35.0	42.0	38.1	29.9	32.4	36.4	42.6	100.0	33.0	50.0	50.0	29.9	33.9	0.0	37.1	37.4	27.0	30.8	32.6	40.4	50.0		
Somewhat agree	%	42.7	40.3	38.5	37.3	41.2	63.6	44.7	0.0	44.3	0.0	35.7	46.1	43.5	66.7	43.9	42.0	46.5	39.6	42.4	38.8	0.0		
Somewhat disagree	%	12.6	10.2	13.2	9.0	8.8	0.0	8.5	0.0	13.7	50.0	0.0	14.2	12.9	33.3	11.7	11.4	14.5	13.8	15.8	9.6	50.0		
Disagree	%	5.0	5.1	5.3	14.9	5.9	0.0	2.1	0.0	4.6	0.0	7.1	3.4	3.2	0.0	3.6	5.5	5.5	5.7	5.4	6.7	0.0		
Unsure	%	4.8	2.3	4.9	9.0	11.8	0.0	2.1	0.0	4.3	0.0	7.1	6.4	6.5	0.0	3.6	3.7	6.5	10.1	3.8	4.5	0.0		

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

Q13 - There is a high degree of motivation across all levels of the organization (from governance to executive leadership to program staff) to improve how we leverage digital technologies	Total	Total N	Province																Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
Agree	%	19.2	19.3	21.1	10.4	20.6	45.5	19.1	0.0	20.2	0.0	7.1	18.6	11.3	0.0	18.4	21.5	19.0	18.9	20.1	18.5	0.0		
Somewhat agree	%	37.4	38.6	37.0	29.9	26.5	27.3	42.6	100.0	35.8	50.0	42.9	41.7	45.2	66.7	38.6	42.5	34.0	32.1	40.2	33.1	50.0		
Somewhat disagree	%	23.4	25.6	22.3	28.4	8.8	27.3	23.4	0.0	24.3	50.0	14.3	23.5	17.7	0.0	24.4	19.6	27.0	23.9	19.0	24.7	50.0		
Disagree	%	14.5	11.9	15.1	22.4	32.4	0.0	10.6	0.0	14.9	0.0	14.3	10.3	16.1	33.3	14.4	11.9	13.0	18.9	15.2	15.2	0.0		
Unsure	%	5.5	4.5	4.5	9.0	11.8	0.0	4.3	0.0	4.8	0.0	21.4	5.9	9.7	0.0	4.2	4.6	7.0	6.3	5.4	8.4	0.0		

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

Q14 - Making progress on digital transformation will help my organization adapt to new challenges	Total	Total N	Province																Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
Agree	%	50.0	55.1	46.4	37.3	35.3	63.6	59.6	100.0	52.6	50.0	42.9	52.0	35.5	0.0	54.0	53.4	48.5	45.3	43.5	46.6	50.0		
Somewhat agree	%	38.7	34.7	40.4	46.3	44.1	36.4	27.7	0.0	37.8	50.0	50.0	36.3	51.6	100.0	37.9	40.6	39.5	37.1	37.5	40.4	50.0		
Somewhat disagree	%	4.1	5.7	4.9	1.5	8.8	0.0	4.3	0.0	3.4	0.0	7.1	3.9	4.8	0.0	2.5	3.2	3.0	5.7	10.3	3.9	0.0		
Disagree	%	2.3	1.1	3.4	6.0	2.9	0.0	2.1	0.0	1.9	0.0	0.0	2.0	3.2	0.0	1.5	0.9	3.5	3.1	3.3	3.4	0.0		
Unsure	%	4.8	3.4	4.9	9.0	8.8	0.0	6.4	0.0	4.3	0.0	0.0	5.9	4.8	0.0	4.2	1.8	5.5	8.8	5.4	5.6	0.0		

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

Q15 - Making progress on digital transformation will help my organization increase our impact	Total	Total N	Province																Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
Agree	%	53.0	59.1	52.8	43.3	44.1	45.5	61.7	100.0	53.3	100.0	50.0	52.5	45.2	33.3	56.6	56.6	51.5	49.1	44.6	51.1	100.0		
Somewhat agree	%	34.3	30.1	32.8	40.3	41.2	45.5	29.8	0.0	34.8	0.0	50.0	34.8	35.5	33.3	33.3	36.5	34.0	30.8	37.0	35.4	0.0		
Somewhat disagree	%	5.9	6.8	6.0	6.0	5.9	9.1	4.3	0.0	5.5	0.0	0.0	5.9	6.5	33.3	5.7	3.2	5.0	6.9	9.2	6.2	0.0		
Disagree	%	2.2	1.1	2.6	6.0	2.9	0.0	0.0	0.0	2.2	0.0	0.0	1.0	4.8	0.0	1.1	0.5	4.0	4.4	2.7	2.8	0.0		
Unsure	%	4.7	2.8	5.7	4.5	5.9	0.0	4.3	0.0	4.3	0.0	0.0	5.9	8.1	0.0	3.2	3.2	5.5	8.8	6.5	4.5	0.0		

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

	Total N	Province														Percent receipt from Total							
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q16 - Making a financial investment in digital transformation is good value for our money	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
Agree	%	33.1	36.9	31.3	26.9	14.7	45.5	36.2	100.0	35.3	50.0	35.7	29.4	32.3	0.0	37.1	32.9	28.0	32.1	26.1	34.8	50.0	
Somewhat agree	%	42.2	41.5	43.0	41.8	41.2	45.5	36.2	0.0	44.0	50.0	42.9	39.7	38.7	33.3	41.5	48.4	43.5	41.5	38.6	39.9	50.0	
Somewhat disagree	%	10.9	9.1	10.9	11.9	11.8	9.1	10.6	0.0	8.6	0.0	7.1	16.7	16.1	66.7	9.8	10.0	11.0	10.1	16.3	10.1	0.0	
Disagree	%	4.8	2.8	5.7	9.0	5.9	0.0	8.5	0.0	4.6	0.0	0.0	4.9	3.2	0.0	3.0	3.2	8.5	5.0	7.1	5.6	0.0	
Unsure	%	9.0	9.7	9.1	10.4	26.5	0.0	8.5	0.0	7.5	0.0	14.3	9.3	9.7	0.0	8.5	5.5	9.0	11.3	12.0	9.6	0.0	

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q17 - My organization prioritizes integrating digital processes into our internal operations over hiring external vendors to run those processes	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	23.5	29.0	22.3	13.4	23.5	9.1	27.7	0.0	25.2	0.0	28.6	19.1	24.2	0.0	24.2	21.0	22.0	28.3	26.6	19.1	0.0
	Somewhat agree	%	33.8	31.3	36.6	34.3	38.2	54.5	34.0	100.0	32.0	0.0	35.7	34.8	35.5	33.3	31.3	41.6	36.0	30.2	34.8	32.0	0.0
	Somewhat disagree	%	18.0	15.9	20.4	13.4	5.9	9.1	14.9	0.0	18.3	0.0	0.0	23.0	16.1	0.0	19.5	15.1	18.5	13.2	17.9	21.3	0.0
	Disagree	%	15.9	15.3	12.8	26.9	14.7	18.2	12.8	0.0	17.1	100.0	7.1	13.2	14.5	66.7	16.1	15.5	15.5	18.2	13.0	15.7	100.0
Unsure	%	8.8	8.5	7.9	11.9	17.6	9.1	10.6	0.0	7.4	0.0	28.6	9.8	9.7	0.0	8.9	6.8	8.0	10.1	7.6	11.8	0.0	

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q18 - There is one or many leaders in my organization who help(s) support and drive digital adoption across the organization	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	30.4	34.1	32.8	17.9	17.6	27.3	34.0	0.0	30.1	50.0	21.4	29.9	35.5	0.0	30.9	32.0	25.5	32.7	30.4	30.3	50.0
	Somewhat agree	%	40.7	39.8	35.8	44.8	50.0	63.6	46.8	100.0	41.4	0.0	42.9	41.2	35.5	66.7	43.4	40.6	40.0	40.3	40.8	34.3	0.0
	Somewhat disagree	%	14.8	11.4	15.8	16.4	8.8	9.1	10.6	0.0	15.4	50.0	14.3	15.7	14.5	33.3	13.6	16.4	15.5	9.4	16.8	17.4	50.0
	Disagree	%	10.7	11.4	12.5	19.4	17.6	0.0	6.4	0.0	9.6	0.0	21.4	8.8	9.7	0.0	10.0	8.2	14.5	13.8	7.1	12.9	0.0
Unsure	%	3.4	3.4	3.0	1.5	5.9	0.0	2.1	0.0	3.4	0.0	0.0	4.4	4.8	0.0	2.1	2.7	4.5	3.8	4.9	5.1	0.0	

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q19 - My organization makes sufficient time to document processes and train staff adequately	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	11.1	11.9	12.8	11.9	14.7	9.1	10.6	0.0	9.9	0.0	28.6	8.3	16.1	0.0	12.9	11.9	9.0	6.9	13.0	9.0	0.0
	Somewhat agree	%	35.5	36.4	36.6	31.3	38.2	63.6	44.7	100.0	35.1	0.0	21.4	32.8	37.1	0.0	34.8	37.4	32.5	36.5	32.1	41.6	0.0
	Somewhat disagree	%	29.4	29.5	29.8	25.4	20.6	18.2	21.3	0.0	27.9	100.0	21.4	39.7	24.2	33.3	30.3	27.9	31.5	29.6	26.6	28.1	100.0
	Disagree	%	20.3	21.0	18.9	29.9	20.6	9.1	19.1	0.0	23.1	0.0	21.4	13.2	12.9	66.7	19.5	21.0	21.5	22.0	22.3	17.4	0.0
Unsure	%	3.7	1.1	1.9	1.5	5.9	0.0	4.3	0.0	3.9	0.0	7.1	5.9	9.7	0.0	2.5	1.8	5.5	5.0	6.0	3.9	0.0	

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q20 - My organization has the financial resources to make progress on digital resources	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	8.1	8.0	6.4	3.0	5.9	0.0	12.8	0.0	8.6	50.0	7.1	9.3	11.3	0.0	6.3	9.6	10.0	8.2	8.7	8.4	50.0
	Somewhat agree	%	22.9	23.3	21.5	23.9	26.5	54.5	14.9	0.0	24.7	0.0	50.0	18.6	19.4	0.0	22.2	24.7	25.0	22.0	25.5	19.1	0.0
	Somewhat disagree	%	29.0	29.5	28.3	28.4	14.7	27.3	31.9	100.0	28.8	0.0	21.4	34.8	22.6	33.3	29.4	28.3	24.5	32.7	28.3	32.0	0.0
	Disagree	%	36.5	35.2	39.2	38.8	50.0	18.2	36.2	0.0	36.1	50.0	21.4	32.4	40.3	66.7	39.8	33.8	37.0	32.7	32.6	36.5	50.0
	Unsure	%	3.5	4.0	4.5	6.0	2.9	0.0	4.3	0.0	1.9	0.0	0.0	4.9	6.5	0.0	2.5	3.7	3.5	4.4	4.9	3.9	0.0

Thinking about your organization's readiness to adopt digital transformation, do you agree, somewhat agree, somewhat disagree or disagree with the following statements. [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q21 - It's important to the success of the organization to develop digital capabilities and skills	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	53.9	54.5	50.9	38.8	55.9	63.6	66.0	100.0	57.0	50.0	57.1	53.4	40.3	33.3	58.1	57.1	51.5	45.9	47.8	53.4	50.0
	Somewhat agree	%	34.1	33.0	33.2	47.8	35.3	27.3	25.5	0.0	31.8	0.0	42.9	35.8	48.4	33.3	33.0	33.8	35.0	35.8	37.0	32.6	0.0
	Somewhat disagree	%	6.0	4.5	7.9	4.5	5.9	9.1	4.3	0.0	5.7	50.0	0.0	6.4	4.8	33.3	5.3	5.0	5.5	6.9	7.6	6.7	50.0
	Disagree	%	3.4	5.1	4.5	6.0	2.9	0.0	2.1	0.0	3.1	0.0	0.0	1.5	3.2	0.0	2.1	2.7	4.5	5.7	4.3	3.9	0.0
	Unsure	%	2.7	2.8	3.4	3.0	0.0	0.0	2.1	0.0	2.4	0.0	0.0	2.9	3.2	0.0	1.5	1.4	3.5	5.7	3.3	3.4	0.0

Please rank the top digital transformation areas where your organization needs help, where 1 is where help is needed most, 2 is second most needed area, 3 the third most needed area and so on[RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q22 - Rank 1	Total	Total N	1429	170	257	65	34	9	45	1	571	2	14	198	60	3	517	216	192	154	179	169	2
	Growing our social media presence	%	16.8	16.5	17.1	20.0	14.7	11.1	17.8	0.0	18.2	50.0	21.4	11.6	16.7	0.0	13.7	19.0	18.2	16.2	17.9	20.7	50.0
	Ensuring cybersecurity and data	%	15.4	11.2	16.7	20.0	8.8	0.0	13.3	0.0	13.3	0.0	14.3	22.2	23.3	0.0	16.4	16.7	12.0	16.9	11.2	17.8	0.0
	Improving our website	%	17.6	21.8	14.4	15.4	29.4	0.0	13.3	0.0	19.3	50.0	0.0	15.2	16.7	0.0	13.9	16.7	22.4	18.8	24.6	15.4	50.0
	Increasing internal team collaboration	%	7.8	6.5	7.0	10.8	5.9	11.1	6.7	0.0	7.7	0.0	0.0	10.1	10.0	0.0	8.9	8.8	4.7	7.1	7.3	8.3	0.0
	Increasing automation	%	9.0	8.8	11.3	3.1	5.9	0.0	4.4	0.0	9.6	0.0	7.1	10.6	3.3	0.0	8.7	10.2	10.9	7.1	8.4	8.9	0.0
	Digitizing internal operations	%	12.3	12.9	12.5	10.8	2.9	33.3	20.0	100.0	10.7	0.0	28.6	14.6	11.7	0.0	17.8	10.2	8.9	9.1	7.3	10.7	0.0
	Streamlining donor experience	%	13.2	14.1	14.4	15.4	23.5	22.2	11.1	0.0	12.4	0.0	7.1	11.1	10.0	100.0	10.3	12.5	17.7	18.2	17.3	9.5	0.0
	Streamlining client experience	%	7.8	8.2	6.6	4.6	8.8	22.2	13.3	0.0	8.8	0.0	21.4	4.5	8.3	0.0	10.3	6.0	5.2	6.5	6.1	8.9	0.0

Please rank the top digital transformation areas where your organization needs help, where 1 is where help is needed most, 2 is second most needed area, 3 the third most needed area and so on[RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q22 - Rank 2	Total	Total N	1417	169	252	64	34	9	45	1	567	2	14	197	60	3	515	215	187	154	175	169	2
	Growing our social media presence	%	16.8	19.5	15.9	20.3	23.5	11.1	13.3	0.0	16.0	0.0	14.3	18.3	11.7	33.3	13.6	17.7	16.6	22.7	20.0	17.2	0.0
	Ensuring cybersecurity and data	%	9.5	5.3	8.3	6.3	11.8	44.4	13.3	0.0	10.2	0.0	14.3	10.7	10.0	0.0	8.7	9.8	10.2	5.8	10.3	13.6	0.0
	Improving our website	%	15.1	9.5	14.3	18.8	20.6	0.0	20.0	0.0	17.6	0.0	14.3	11.7	13.3	33.3	15.0	10.2	15.0	19.5	17.7	15.4	0.0
	Increasing internal team collaboration	%	9.7	11.8	11.5	3.1	11.8	0.0	11.1	0.0	9.7	0.0	7.1	9.1	5.0	0.0	11.7	6.5	8.6	9.1	8.0	11.2	0.0
	Increasing automation	%	9.1	10.1	8.7	10.9	8.8	0.0	15.6	0.0	7.6	50.0	14.3	11.2	8.3	0.0	10.9	8.8	8.0	10.4	5.7	7.1	50.0
	Digitizing internal operations	%	12.6	13.0	13.1	14.1	5.9	11.1	13.3	0.0	12.2	0.0	7.1	12.7	15.0	33.3	15.3	20.5	9.1	5.2	5.7	11.8	0.0
	Streamlining donor experience	%	14.4	16.6	14.3	12.5	11.8	33.3	8.9	0.0	15.7	0.0	14.3	10.2	16.7	0.0	11.3	16.7	17.1	14.3	23.4	8.9	0.0
	Streamlining client experience	%	12.8	14.2	13.9	14.1	5.9	0.0	4.4	100.0	10.9	50.0	14.3	16.2	20.0	0.0	13.6	9.8	15.5	13.0	9.1	14.8	50.0

Please rank the top digital transformation areas where your organization needs help, where 1 is where help is needed most, 2 is second most needed area, 3 the third most needed area and so on[RANDOMIZE]

Q22 - Rank 3	Total	Total N	Province																	Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown			
			1373	164	248	60	33	9	43	1	554	2	14	183	60	2	504	212	183	141	165	166	2			
	Growing our social media presence	%	13.6	11.0	14.1	10.0	27.3	11.1	11.6	0.0	13.2	50.0	7.1	13.7	20.0	50.0	14.3	12.3	8.7	17.0	17.6	11.4	50.0			
	Ensuring cybersecurity and data	%	13.3	18.9	13.7	13.3	12.1	0.0	2.3	0.0	13.5	0.0	7.1	12.0	11.7	0.0	14.5	12.3	12.0	14.2	13.9	11.4	0.0			
	Improving our website	%	13.0	13.4	12.9	8.3	6.1	55.6	18.6	0.0	12.5	0.0	35.7	14.2	5.0	50.0	14.9	14.2	9.3	12.8	10.9	12.0	0.0			
	Increasing internal team collaboration	%	9.8	10.4	8.9	15.0	12.1	22.2	18.6	100.0	9.0	0.0	0.0	9.8	5.0	0.0	10.5	7.5	13.7	7.1	6.7	11.4	0.0			
	Increasing automation	%	8.1	6.7	10.9	13.3	3.0	11.1	7.0	0.0	7.4	0.0	0.0	7.1	10.0	0.0	7.5	9.4	10.9	6.4	7.3	7.2	0.0			
	Digitizing internal operations	%	11.7	11.0	11.3	16.7	3.0	0.0	7.0	0.0	12.5	50.0	7.1	11.5	15.0	0.0	9.7	11.8	10.4	11.3	14.5	16.3	50.0			
	Streamlining donor experience	%	16.7	14.0	14.9	15.0	24.2	0.0	16.3	0.0	16.8	0.0	28.6	20.8	16.7	0.0	15.7	14.6	23.0	17.0	15.2	16.9	0.0			
	Streamlining client experience	%	13.8	14.6	13.3	8.3	12.1	0.0	18.6	0.0	15.2	0.0	14.3	10.9	16.7	0.0	12.9	17.9	12.0	14.2	13.9	13.3	0.0			

Please rank the top digital transformation areas where your organization needs help, where 1 is where help is needed most, 2 is second most needed area, 3 the third most needed area and so on[RANDOMIZE]

Q22 - Rank 4	Total	Total N	Province																	Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown			
			1167	146	204	53	27	9	42	1	468	1	14	148	52	2	439	178	149	119	145	136	1			
	Growing our social media presence	%	11.5	15.8	13.2	11.3	14.8	11.1	7.1	0.0	11.1	0.0	0.0	10.8	3.8	0.0	11.6	11.2	11.4	6.7	14.5	12.5	0.0			
	Ensuring cybersecurity and data	%	12.4	11.6	12.3	3.8	11.1	33.3	14.3	0.0	12.6	100.0	35.7	12.2	11.5	0.0	13.4	7.9	16.1	10.1	15.2	9.6	100.0			
	Improving our website	%	9.6	13.0	9.8	11.3	11.1	11.1	4.8	0.0	8.1	0.0	0.0	10.1	15.4	0.0	9.8	9.6	7.4	8.4	4.8	17.6	0.0			
	Increasing internal team collaboration	%	14.1	12.3	15.2	11.3	14.8	0.0	19.0	0.0	14.3	0.0	21.4	13.5	15.4	0.0	13.7	16.9	14.1	14.3	14.5	11.8	0.0			
	Increasing automation	%	10.5	6.8	13.7	7.5	7.4	11.1	11.9	0.0	10.9	0.0	14.3	10.1	9.6	0.0	9.6	14.6	8.1	10.1	11.7	10.3	0.0			
	Digitizing internal operations	%	11.3	7.5	10.3	11.3	7.4	11.1	19.0	0.0	11.8	0.0	7.1	13.5	13.5	0.0	10.5	9.0	11.4	13.4	12.4	14.0	0.0			
	Streamlining donor experience	%	15.3	15.8	10.3	20.8	18.5	11.1	11.9	100.0	16.5	0.0	14.3	16.2	17.3	0.0	14.4	18.5	18.1	19.3	11.7	11.8	0.0			
	Streamlining client experience	%	15.2	17.1	15.2	22.6	14.8	11.1	11.9	0.0	14.7	0.0	7.1	13.5	13.5	100.0	17.1	12.4	13.4	17.6	15.2	12.5	0.0			

Please rank the top digital transformation areas where your organization needs help, where 1 is where help is needed most, 2 is second most needed area, 3 the third most needed area and so on[RANDOMIZE]

Q22 - Rank 5	Total	Total N	Province																	Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown			
			1101	139	193	49	26	9	41	1	443	1	9	137	51	2	414	167	138	111	139	131	1			
	Growing our social media presence	%	10.7	6.5	11.4	16.3	11.5	33.3	12.2	0.0	10.6	0.0	0.0	9.5	15.7	0.0	10.4	8.4	9.4	13.5	11.5	13.0	0.0			
	Ensuring cybersecurity and data	%	12.8	17.3	14.0	10.2	11.5	0.0	9.8	100.0	13.1	0.0	0.0	10.9	7.8	0.0	13.8	15.6	10.1	8.1	13.7	12.2	0.0			
	Improving our website	%	10.1	11.5	8.8	12.2	3.8	11.1	12.2	0.0	9.5	0.0	33.3	11.7	7.8	0.0	8.0	12.6	13.0	13.5	9.4	8.4	0.0			
	Increasing internal team collaboration	%	12.6	7.9	13.0	14.3	11.5	11.1	14.6	0.0	13.1	100.0	11.1	11.7	17.6	50.0	12.3	12.0	16.7	14.4	9.4	11.5	100.0			
	Increasing automation	%	11.8	12.2	10.9	8.2	3.8	11.1	12.2	0.0	12.4	0.0	0.0	14.6	11.8	0.0	13.8	10.8	8.7	12.6	10.1	11.5	0.0			
	Digitizing internal operations	%	13.2	15.1	8.8	8.2	19.2	0.0	9.8	0.0	13.8	0.0	11.1	15.3	19.6	50.0	12.6	12.0	15.2	15.3	15.8	9.9	0.0			
	Streamlining donor experience	%	13.7	14.4	15.0	16.3	11.5	22.2	14.6	0.0	12.6	0.0	11.1	13.9	13.7	0.0	15.2	14.4	9.4	11.7	14.4	13.7	0.0			
	Streamlining client experience	%	15.1	15.1	18.1	14.3	26.9	11.1	14.6	0.0	14.9	0.0	33.3	12.4	5.9	0.0	14.0	14.4	17.4	10.8	15.8	19.8	0.0			

Please rank the top digital transformation areas where your organization needs help, where 1 is where help is needed most, 2 is second most needed area, 3 the third most needed area and so on[RANDOMIZE]

Q22 - Rank 6	Total	Total N	Province																	Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown			
			1051	132	185	47	25	8	40	1	424	1	9	130	47	2	396	162	133	104	128	127	1			
	Growing our social media presence	%	10.7	10.6	8.6	10.6	4.0	0.0	15.0	0.0	10.4	0.0	11.1	17.7	4.3	0.0	12.1	9.9	10.5	10.6	7.8	10.2	0.0			
	Ensuring cybersecurity and data	%	12.4	11.4	11.4	10.6	24.0	12.5	12.5	0.0	12.7	0.0	11.1	11.5	10.6	100.0	11.6	12.3	15.8	9.6	13.3	12.6	0.0			
	Improving our website	%	11.7	9.8	15.7	8.5	4.0	0.0	10.0	0.0	11.3	0.0	11.1	11.5	17.0	0.0	11.1	14.8	12.0	8.7	10.9	12.6	0.0			
	Increasing internal team collaboration	%	16.4	23.5	16.2	19.1	12.0	50.0	10.0	0.0	13.9	0.0	22.2	16.2	19.1	0.0	15.4	13.6	20.3	19.2	14.8	18.1	0.0			
	Increasing automation	%	12.0	12.1	9.2	10.6	28.0	12.5	7.5	100.0	13.7	0.0	22.2	6.9	14.9	0.0	11.4	14.2	9.0	11.5	15.6	11.0	0.0			
	Digitizing internal operations	%	13.7	12.1	13.0	17.0	20.0	12.5	12.5	0.0	14.4	0.0	22.2	12.3	12.8	0.0	12.4	14.8	14.3	16.3	16.4	11.0	0.0			
	Streamlining donor experience	%	11.2	10.6	14.1	8.5	0.0	12.5	15.0	0.0	11.3	0.0	0.0	11.5	8.5	0.0	12.9	10.5	8.3	12.5	8.6	11.8	0.0			
	Streamlining client experience	%	12.0	9.8	11.9	14.9	8.0	0.0	17.5	0.0	12.3	100.0	0.0	12.3	12.8	0.0	13.1	9.9	9.8	11.5	12.5	12.6	100.0			

Please rank the top digital transformation areas where your organization needs help, where 1 is where help is needed most, 2 is second most needed area, 3 the third most needed area and so on[RANDOMIZE]

Q22 - Rank 7	Total	Total N	Province																	Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown			
			1021	130	179	44	25	8	38	1	412	1	9	127	46	1	380	158	130	103	123	126	1			
	Growing our social media presence	%	11.8	13.8	11.2	9.1	12.0	0.0	15.8	0.0	11.4	0.0	22.2	10.2	15.2	0.0	15.3	13.9	10.0	8.7	6.5	7.9	0.0			
	Ensuring cybersecurity and data	%	12.1	12.3	11.2	20.5	8.0	0.0	23.7	0.0	11.9	0.0	0.0	10.2	13.0	0.0	10.8	10.8	12.3	18.4	13.0	11.9	0.0			
	Improving our website	%	14.2	16.9	12.3	18.2	12.0	25.0	7.9	100.0	14.6	0.0	11.1	15.7	6.5	0.0	15.3	10.8	16.9	13.6	12.2	15.1	0.0			
	Increasing internal team collaboration	%	15.0	14.6	17.9	13.6	20.0	0.0	7.9	0.0	15.0	0.0	22.2	14.2	13.0	0.0	13.9	19.0	8.5	9.7	25.2	14.3	0.0			
	Increasing automation	%	12.6	7.7	8.9	4.5	16.0	12.5	13.2	0.0	13.6	0.0	11.1	18.1	21.7	100.0	9.7	13.3	16.2	15.5	15.4	11.9	0.0			
	Digitizing internal operations	%	15.5	16.2	21.2	15.9	16.0	25.0	7.9	0.0	15.5	0.0	11.1	9.4	13.0	0.0	14.7	12.0	20.8	22.3	9.8	16.7	0.0			
	Streamlining donor experience	%	9.1	10.0	7.3	6.8	12.0	0.0	15.8	0.0	7.5	100.0	11.1	13.4	10.9	0.0	11.3	7.0	4.6	1.9	8.1	15.9	100.0			
	Streamlining client experience	%	9.7	8.5	10.1	11.4	4.0	37.5	7.9	0.0	10.4	0.0	11.1	8.7	6.5	0.0	8.9	13.3	10.8	9.7	9.8	6.3	0.0			

Please rank the top digital transformation areas where your organization needs help, where 1 is where help is needed most, 2 is second most needed area, 3 the third most needed area and so on[RANDOMIZE]

Q22 - Rank 8	Total	Total N	Province																	Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown			
			993	124	173	44	24	8	38	1	401	1	9	125	44	1	370	154	127	100	118	123	1			
	Growing our social media presence	%	12.3	8.9	13.9	4.5	0.0	25.0	10.5	100.0	13.5	0.0	22.2	14.4	9.1	0.0	13.2	11.0	19.7	9.0	7.6	10.6	0.0			
	Ensuring cybersecurity and data	%	12.7	12.9	13.9	15.9	12.5	12.5	10.5	0.0	11.7	0.0	11.1	14.4	11.4	0.0	11.4	14.9	13.4	16.0	10.2	13.0	0.0			
	Improving our website	%	13.1	12.1	16.2	9.1	8.3	0.0	15.8	0.0	12.0	100.0	0.0	13.6	20.5	0.0	17.0	15.6	6.3	10.0	11.0	8.9	100.0			
	Increasing internal team collaboration	%	12.9	10.5	9.2	9.1	20.8	12.5	10.5	0.0	14.7	0.0	11.1	12.8	18.2	100.0	10.0	14.9	12.6	17.0	15.3	13.8	0.0			
	Increasing automation	%	24.3	31.5	24.3	40.9	20.8	37.5	28.9	0.0	22.7	0.0	33.3	16.0	20.5	0.0	24.6	15.6	26.0	26.0	28.0	27.6	0.0			
	Digitizing internal operations	%	8.0	8.1	9.8	4.5	20.8	0.0	5.3	0.0	8.2	0.0	0.0	7.2	2.3	0.0	7.3	8.4	8.7	7.0	11.9	5.7	0.0			
	Streamlining donor experience	%	7.4	6.5	6.4	6.8	4.2	0.0	10.5	0.0	8.5	0.0	22.2	5.6	6.8	0.0	9.5	5.2	2.4	4.0	5.1	13.8	0.0			
	Streamlining client experience	%	9.5	9.7	6.4	9.1	12.5	12.5	7.9	0.0	8.7	0.0	0.0	16.0	11.4	0.0	7.0	14.3	11.0	11.0	11.0	6.5	0.0			

Q23 - Which of the following, if any, apply to your organization currently? [SELECT ALL THAT APPLY]	Total	Total N	Province														Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
Our organization has documented key workflows that we'd like to automate, streamline & improve upon (e.g., stewardship/CRM, volunteer onboarding)	%		26.1	28.4	32.5	17.9	23.5	27.3	21.3	0.0	26.9	0.0	21.4	21.1	19.4	0.0	31.3	27.9	28.0	17.6	21.2	19.7	0.0
Our organization continually reviews and prioritizes upcoming features that will be released on the tools that integrate with our core office productivity tool.	%		13.4	13.6	14.0	13.4	8.8	18.2	12.8	0.0	13.0	0.0	14.3	15.7	9.7	0.0	17.2	12.3	10.0	11.3	12.0	10.7	0.0
Our organization uses an intranet or similar technology to fully document & update our key business processes, technologies and other organizational essentials such as naming conventions and folder structures	%		18.9	23.9	18.9	11.9	20.6	9.1	21.3	0.0	18.2	50.0	14.3	18.1	22.6	0.0	22.5	19.2	13.0	17.0	16.3	18.5	50.0
Our suite administrator keeps pace with new features that are added to our office productivity platform and ensures that the rest of the team knows how to implement them	%		15.5	14.2	15.8	11.9	17.6	27.3	12.8	0.0	15.1	0.0	0.0	19.6	16.1	0.0	15.3	18.3	11.5	15.7	13.6	19.1	0.0
Unsure	%		17.6	14.2	15.5	14.9	23.5	18.2	19.1	0.0	16.4	0.0	21.4	23.5	25.8	0.0	17.0	17.8	17.5	18.2	16.3	19.7	0.0
None of the above	%		38.2	36.9	39.6	52.2	35.3	36.4	38.3	100.0	39.7	50.0	42.9	29.9	29.0	100.0	33.7	33.8	41.0	45.3	45.1	39.9	50.0

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%)

**Multifrequency tab based on multiple responses

Q23 - Which of the following, if any, apply to your organization currently? [SELECT ALL THAT APPLY]	Total	Total N	Province														Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1906	231	361	82	44	15	59	1	755	2	16	261	76	3	724	283	242	199	229	227	2
Our organization has documented key workflows that we'd like to automate, streamline & improve upon (e.g., stewardship/CRM, volunteer onboarding)	%		20.1	21.6	23.8	14.6	18.2	20.0	16.9	0.0	20.8	0.0	18.8	16.5	15.8	0.0	22.8	21.6	23.1	14.1	17.0	15.4	0.0
Our organization continually reviews and prioritizes upcoming features that will be released on the tools that integrate with our core office productivity tool.	%		10.3	10.4	10.2	11.0	6.8	13.3	10.2	0.0	10.1	0.0	12.5	12.3	7.9	0.0	12.6	9.5	8.3	9.0	9.6	8.4	0.0
Our organization uses an intranet or similar technology to fully document & update our key business processes, technologies and other organizational essentials such as naming conventions and folder structures	%		14.6	18.2	13.9	9.8	15.9	6.7	16.9	0.0	14.0	50.0	12.5	14.2	18.4	0.0	16.4	14.8	10.7	13.6	13.1	14.5	50.0
Our suite administrator keeps pace with new features that are added to our office productivity platform and ensures that the rest of the team knows how to implement them	%		12.0	10.8	11.6	9.8	13.6	20.0	10.2	0.0	11.7	0.0	0.0	15.3	13.2	0.0	11.2	14.1	9.5	12.6	10.9	15.0	0.0
Unsure	%		13.5	10.8	11.4	12.2	18.2	13.3	15.3	0.0	12.7	0.0	18.8	18.4	21.1	0.0	12.4	13.8	14.5	14.6	13.1	15.4	0.0
None of the above	%		29.4	28.1	29.1	42.7	27.3	26.7	30.5	100.0	30.7	50.0	37.5	23.4	23.7	100.0	24.6	26.1	33.9	36.2	36.2	31.3	50.0

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).

**Multifrequency tab based on multiple responses

When considering external suppliers for software and digital tools, which of the following characteristics are most important to you? Please rank the top three where 1 is the most important, 2 the second most important and 3 the third most important. [RANDOMIZE]

Q24 - Rank 1	Characteristic	Total N	Province														Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1432	174	258	64	34	9	46	1	569	2	14	196	62	3	517	216	194	153	178	172	2
	Cost	%	37.8	32.8	44.2	37.5	41.2	33.3	37.0	0.0	38.3	50.0	7.1	32.1	45.2	33.3	40.2	33.3	42.8	35.3	37.1	33.1	50.0
	Ongoing support, after set-up for issues	%	4.6	5.2	4.7	7.8	5.9	0.0	6.5	0.0	3.3	0.0	7.1	5.6	4.8	33.3	4.1	4.2	8.8	3.3	3.9	4.1	0.0
	Expertise in the nonprofit sector	%	8.3	9.2	6.2	12.5	8.8	11.1	10.9	0.0	7.4	0.0	7.1	11.2	8.1	0.0	9.3	10.6	6.7	7.8	7.3	5.8	0.0
	Helpful support in setting up the digital	%	3.8	1.7	2.3	12.5	0.0	0.0	6.5	100.0	4.4	0.0	0.0	4.6	0.0	0.0	4.1	4.2	2.6	2.0	5.1	4.7	0.0
	Trust, confidence, dependability	%	11.9	6.9	12.0	9.4	5.9	11.1	10.9	0.0	13.4	0.0	35.7	12.2	12.9	0.0	10.3	17.6	11.3	5.9	11.2	16.3	0.0
	Reliability that the business will be around in the future	%	2.5	4.0	0.8	0.0	2.9	0.0	2.2	0.0	2.8	0.0	0.0	3.1	3.2	33.3	2.5	2.3	5.2	1.3	1.7	1.7	0.0
	Designed specifically for charities	%	8.2	12.1	6.6	3.1	8.8	0.0	2.2	0.0	9.3	0.0	21.4	7.1	6.5	0.0	5.6	7.9	7.7	15.0	14.0	5.2	0.0
	Easy implementation and use	%	14.7	20.1	13.6	9.4	20.6	33.3	13.0	0.0	13.0	0.0	14.3	17.3	12.9	0.0	14.1	11.6	9.3	20.3	15.2	20.9	0.0
	Integrates with other core tools	%	5.2	5.7	5.8	3.1	5.9	0.0	6.5	0.0	5.6	0.0	7.1	4.1	3.2	0.0	6.6	4.6	4.6	6.5	3.4	3.5	0.0
	Offers accessible data insights	%	0.8	0.0	1.6	0.0	0.0	0.0	2.2	0.0	1.2	0.0	0.0	0.0	0.0	0.0	1.4	0.5	0.5	0.0	0.0	1.7	0.0
	Track record delivering on budget and on time	%	2.1	2.3	2.3	4.7	0.0	11.1	2.2	0.0	1.2	50.0	0.0	2.6	3.2	0.0	1.9	3.2	0.5	2.6	1.1	2.9	50.0

When considering external suppliers for software and digital tools, which of the following characteristics are most important to you? Please rank the top three where 1 is the most important, 2 the second most important and 3 the third most important. [RANDOMIZE]

Q24 - Rank 2	Characteristic	Total N	Province														Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1425	174	255	63	34	9	46	1	567	2	14	195	62	3	517	214	191	153	178	170	2
	Cost	%	16.6	20.1	20.0	12.7	20.6	11.1	13.0	100.0	14.5	0.0	21.4	15.9	16.1	33.3	16.1	18.2	14.1	14.4	15.2	22.4	0.0
	Ongoing support, after set-up for issues	%	13.3	13.8	8.2	9.5	14.7	0.0	19.6	0.0	15.3	0.0	7.1	15.4	11.3	0.0	12.2	13.6	15.7	13.7	10.1	17.1	0.0
	Expertise in the nonprofit sector	%	9.4	9.2	11.4	4.8	11.8	33.3	6.5	0.0	9.9	0.0	7.1	7.7	4.8	33.3	11.4	10.7	6.8	5.9	7.9	9.4	0.0
	Helpful support in setting up the digital	%	6.1	8.0	5.9	6.3	5.9	0.0	0.0	0.0	6.7	50.0	7.1	5.1	3.2	0.0	6.6	6.1	5.8	3.9	5.6	7.1	50.0
	Trust, confidence, dependability	%	8.8	10.3	8.2	9.5	5.9	11.1	10.9	0.0	6.9	0.0	0.0	13.8	11.3	0.0	7.7	7.5	11.0	9.8	11.2	8.2	0.0
	Reliability that the business will be around in the future	%	3.3	2.3	2.7	1.6	5.9	0.0	4.3	0.0	2.6	0.0	0.0	7.2	3.2	0.0	3.5	2.3	3.7	3.3	2.2	4.7	0.0
	Designed specifically for charities	%	8.8	5.7	7.8	6.3	5.9	22.2	13.0	0.0	10.8	0.0	0.0	7.2	8.1	33.3	6.4	7.9	8.4	17.0	15.2	3.5	0.0
	Easy implementation and use	%	20.5	17.2	21.2	31.7	23.5	22.2	21.7	0.0	19.2	0.0	35.7	17.9	30.6	0.0	19.9	20.6	24.6	19.0	23.0	16.5	0.0
	Integrates with other core tools	%	7.4	8.0	11.0	11.1	2.9	0.0	4.3	0.0	7.4	50.0	7.1	2.1	8.1	0.0	9.7	7.0	5.8	5.2	6.2	5.3	50.0
	Offers accessible data insights	%	3.2	2.9	2.0	4.8	0.0	0.0	4.3	0.0	3.7	0.0	14.3	3.6	1.6	0.0	3.3	3.7	2.6	3.9	1.7	4.1	0.0
	Track record delivering on budget and on time	%	2.6	2.3	1.6	1.6	2.9	0.0	2.2	0.0	3.0	0.0	0.0	4.1	1.6	0.0	3.3	2.3	1.6	3.9	1.7	1.8	0.0

When considering external suppliers for software and digital tools, which of the following characteristics are most important to you? Please rank the top three where 1 is the most important, 2 the second most important and 3 the third most important. [RANDOMIZE]

Q24 - Rank 3	Characteristic	Total N	Province															Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
			1397	170	251	61	34	9	46	1	559	2	14	186	61	3	511	211	188	150	170	165	2	
Total	%		13.7	14.1	10.0	9.8	14.7	22.2	21.7	0.0	14.8	0.0	28.6	12.4	14.8	0.0	13.3	16.6	12.8	14.0	11.2	14.5	0.0	
Cost	%		22.2	24.7	23.1	24.6	32.4	11.1	15.2	0.0	21.5	0.0	7.1	22.6	21.3	0.0	23.1	27.0	16.5	20.0	21.2	23.0	0.0	
Ongoing support, after set-up for issues	%		8.5	8.8	8.8	3.3	11.8	0.0	6.5	0.0	7.2	0.0	7.1	13.4	9.8	33.3	8.6	5.7	14.4	6.0	6.5	9.7	0.0	
Expertise in the nonprofit sector	%		6.4	2.9	6.4	6.6	11.8	11.1	6.5	0.0	7.0	0.0	0.0	9.1	1.6	0.0	5.3	6.6	6.4	8.0	6.5	8.5	0.0	
Helpful support in setting up the digital	%		8.9	12.4	7.6	6.6	8.8	22.2	8.7	0.0	8.9	0.0	0.0	8.1	8.2	33.3	9.8	6.2	6.4	12.7	7.1	10.9	0.0	
Trust, confidence, dependability	%		4.2	1.8	3.2	9.8	2.9	11.1	6.5	0.0	3.9	0.0	7.1	5.4	6.6	0.0	3.9	3.8	3.7	2.7	6.5	5.5	0.0	
Reliability that the business will be around in the future	%		6.5	4.7	8.8	8.2	8.8	0.0	13.0	0.0	6.3	50.0	7.1	2.2	9.8	0.0	4.9	7.6	8.5	4.0	11.2	4.8	50.0	
Designed specifically for charities	%		16.5	18.2	21.1	18.0	5.9	11.1	15.2	100.0	15.4	50.0	21.4	11.3	21.3	0.0	18.0	13.7	14.9	19.3	18.8	11.5	50.0	
Easy implementation and use	%		7.4	7.1	7.2	8.2	0.0	0.0	4.3	0.0	7.9	0.0	14.3	9.1	4.9	33.3	8.4	7.1	9.6	6.7	4.1	6.7	0.0	
Integrates with other core tools	%		3.4	2.9	3.2	1.6	2.9	0.0	2.2	0.0	4.1	0.0	7.1	3.2	1.6	0.0	3.7	0.9	4.8	2.0	4.7	3.6	0.0	
Offers accessible data insights	%		2.3	2.4	0.8	3.3	0.0	11.1	0.0	0.0	3.0	0.0	0.0	3.2	0.0	0.0	1.0	4.7	2.1	4.7	2.4	1.2	0.0	
Track record delivering on budget and on time	%																							

Please rank the top five advantages of software and digital tools that are most important to your organization, where 1 is the most important, 2 the second most and so on? [RANK UP TO FIVE] [RANDOMIZE]

Q25 - Rank 1	Characteristic	Total N	Province															Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
			1438	174	262	64	34	10	46	1	568	2	14	198	62	3	522	214	195	154	178	173	2	
Increase reach to find new donors, volunteers, and supporters	%		21.8	25.3	19.8	28.1	26.5	30.0	13.0	0.0	23.8	0.0	14.3	14.1	24.2	33.3	18.6	25.7	23.6	30.5	23.0	15.6	0.0	
Spend less time on administrative	%		19.0	15.5	17.9	15.6	20.6	20.0	28.3	0.0	19.9	0.0	21.4	18.7	21.0	33.3	22.2	14.5	25.1	7.8	18.0	19.1	0.0	
Improve on how we deliver our mission each day (to beneficiaries)	%		16.3	17.2	15.6	15.6	14.7	30.0	17.4	100.0	14.1	0.0	14.3	24.2	9.7	0.0	16.5	15.4	13.8	15.6	19.1	17.3	0.0	
Better	%		10.3	12.1	10.7	9.4	0.0	0.0	2.2	0.0	10.7	0.0	21.4	11.6	8.1	0.0	14.9	9.3	5.6	8.4	5.1	9.8	0.0	
Better understanding of our financial performance, costs	%		4.4	2.9	5.7	6.3	5.9	0.0	6.5	0.0	4.0	0.0	0.0	4.0	4.8	0.0	4.4	5.1	3.6	4.5	5.6	2.9	0.0	
Increase cybersecurity, data privacy, Better influence on policy makers and the media	%		6.6	4.6	6.5	9.4	5.9	0.0	8.7	0.0	6.7	0.0	7.1	6.6	9.7	0.0	5.7	7.0	7.2	9.7	5.6	6.4	0.0	
Better at finding, developing, and retaining our staff	%		1.6	1.1	3.4	1.6	5.9	0.0	0.0	0.0	1.1	0.0	7.1	1.0	0.0	0.0	1.5	0.9	2.1	1.3	1.1	2.9	0.0	
Better at finding, developing, and retaining our staff	%		1.3	0.6	1.5	1.6	2.9	0.0	2.2	0.0	1.1	0.0	0.0	1.0	1.6	33.3	1.9	0.5	0.0	1.9	0.0	2.3	0.0	
Improve our website, online presence or social media	%		18.1	20.7	17.6	10.9	17.6	20.0	21.7	0.0	17.8	100.0	14.3	18.2	19.4	0.0	13.8	21.0	18.5	19.5	21.3	21.4	100.0	
Other (specify below)	%		0.8	0.0	1.1	1.6	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.5	1.6	0.0	0.4	0.5	0.5	0.6	1.1	2.3	0.0	

Please rank the top five advantages of software and digital tools that are most important to your organization, where 1 is the most important, 2 the second most and so on? [RANK UP TO FIVE] [RANDOMIZE]

Q25 - Rank 2	Total	Total N	Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1411	172	255	62	34	10	45	1	558	2	14	193	62	3	519	210	190	150	172	168	2
	Increase reach to find new donors, volunteers, and supporters	%	21.3	25.0	19.6	12.9	32.4	30.0	15.6	0.0	21.9	50.0	14.3	18.7	27.4	33.3	19.1	25.2	23.7	18.0	25.6	19.0	50.0
	Spend less time on administrative	%	16.1	16.9	16.5	16.1	11.8	10.0	20.0	100.0	16.3	50.0	21.4	15.5	9.7	0.0	15.0	16.7	15.8	18.0	13.4	19.6	50.0
	Improve on how we deliver our mission each day (to beneficiaries)	%	13.1	12.8	13.3	12.9	2.9	0.0	15.6	0.0	13.3	0.0	42.9	10.9	17.7	33.3	13.1	11.9	11.1	17.3	13.4	13.1	0.0
	Better	%	13.3	10.5	14.9	6.5	5.9	20.0	13.3	0.0	12.5	0.0	0.0	19.7	14.5	0.0	15.0	13.3	14.7	11.3	9.9	11.3	0.0
	Better understanding of our financial performance, costs	%	6.8	5.8	7.1	9.7	11.8	10.0	4.4	0.0	7.2	0.0	7.1	5.7	4.8	0.0	7.7	3.8	6.8	9.3	8.7	3.6	0.0
	Increase cybersecurity, data privacy,	%	6.1	4.7	6.7	9.7	2.9	10.0	8.9	0.0	5.9	0.0	7.1	7.3	1.6	0.0	5.8	7.1	7.4	4.0	5.8	6.5	0.0
	Better influence on policy makers and the media	%	3.3	1.2	2.7	9.7	8.8	0.0	4.4	0.0	2.5	0.0	7.1	5.2	1.6	0.0	3.7	2.4	1.1	4.7	2.3	5.4	0.0
	Better at finding, developing, and retaining our staff	%	3.6	5.2	3.1	3.2	2.9	0.0	2.2	0.0	2.9	0.0	0.0	4.7	8.1	0.0	4.6	2.9	2.6	1.3	4.1	4.2	0.0
	Improve our website, online presence or social media	%	15.9	18.0	15.7	17.7	20.6	20.0	15.6	0.0	16.7	0.0	0.0	12.4	14.5	33.3	15.2	16.7	16.3	15.3	16.9	16.7	0.0
	Other (specify below)	%	0.5	0.0	0.4	1.6	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.5	0.7	0.0	0.6	0.0

Please rank the top five advantages of software and digital tools that are most important to your organization, where 1 is the most important, 2 the second most and so on? [RANK UP TO FIVE] [RANDOMIZE]

Q25 - Rank 3	Total	Total N	Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1353	166	244	57	33	10	44	1	536	2	13	184	61	2	499	203	181	140	163	165	2
	Increase reach to find new donors, volunteers, and supporters	%	14.6	14.5	16.4	8.8	15.2	0.0	22.7	100.0	14.4	0.0	0.0	15.2	11.5	0.0	12.8	16.3	17.7	15.7	15.3	12.7	0.0
	Spend less time on administrative	%	14.6	11.4	17.6	17.5	6.1	20.0	9.1	0.0	15.1	50.0	15.4	12.0	18.0	50.0	14.2	13.3	14.9	19.3	14.7	12.7	50.0
	Improve on how we deliver our mission each day (to beneficiaries)	%	14.0	12.7	14.8	12.3	21.2	30.0	6.8	0.0	14.4	50.0	15.4	14.1	9.8	0.0	12.8	15.3	16.0	15.0	11.0	15.2	50.0
	Better	%	13.7	15.1	13.1	24.6	18.2	10.0	27.3	0.0	11.6	0.0	7.7	12.5	16.4	0.0	15.0	12.3	10.5	12.1	15.3	15.2	0.0
	Better understanding of our financial performance, costs	%	8.8	9.0	9.8	5.3	6.1	0.0	6.8	0.0	9.3	0.0	7.7	8.7	8.2	0.0	8.4	9.4	8.3	7.9	9.2	10.3	0.0
	Increase cybersecurity, data privacy,	%	9.5	7.2	9.0	1.8	0.0	20.0	6.8	0.0	9.5	0.0	38.5	14.1	9.8	0.0	9.4	10.8	9.4	6.4	6.7	13.3	0.0
	Better influence on policy makers and the media	%	4.1	6.6	2.0	5.3	6.1	0.0	4.5	0.0	5.8	0.0	7.7	0.5	0.0	0.0	3.8	4.4	3.3	5.7	3.1	5.5	0.0
	Better at finding, developing, and retaining our staff	%	4.4	4.8	3.3	7.0	9.1	10.0	9.1	0.0	3.2	0.0	0.0	6.0	6.6	0.0	7.0	3.0	2.8	2.1	3.7	3.0	0.0
	Improve our website, online presence or social media	%	15.8	18.1	13.1	17.5	18.2	10.0	6.8	0.0	16.6	0.0	7.7	16.3	18.0	50.0	15.8	14.8	17.1	14.3	20.9	12.1	0.0
	Other (specify below)	%	0.4	0.6	0.8	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.5	1.6	0.0	0.6	0.5	0.0	1.4	0.0	0.0	0.0

Please rank the top five advantages of software and digital tools that are most important to your organization, where 1 is the most important, 2 the second most and so on? [RANK UP TO FIVE] [RANDOMIZE]

Q25 - Rank 4	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			993	121	178	38	25	7	35	1	387	1	12	141	46	1	373	152	137	100	105	125	1	
Increase reach to find new donors, volunteers, and supporters	%	12.7	6.6	16.9	7.9	8.0	0.0	11.4	0.0	13.2	0.0	8.3	14.2	13.0	100.0	13.9	13.2	13.1	12.0	8.6	12.0	0.0		
Spend less time on administrative	%	14.1	10.7	15.2	13.2	12.0	14.3	5.7	0.0	15.8	0.0	8.3	12.8	19.6	0.0	14.7	10.5	15.3	15.0	17.1	12.0	0.0		
Improve on how we deliver our mission each day (to beneficiaries)	%	13.2	13.2	10.7	21.1	12.0	14.3	17.1	0.0	12.7	0.0	0.0	16.3	13.0	0.0	13.1	13.8	11.7	19.0	12.4	10.4	0.0		
Better	%	12.8	15.7	12.4	5.3	12.0	14.3	17.1	0.0	14.5	0.0	0.0	9.9	8.7	0.0	11.3	15.1	9.5	11.0	19.0	14.4	0.0		
Better understanding of our financial performance, costs	%	12.4	17.4	10.7	18.4	16.0	28.6	25.7	0.0	10.6	100.0	8.3	10.6	6.5	0.0	14.7	11.2	9.5	8.0	11.4	13.6	100.0		
Increase cybersecurity, data privacy, and compliance	%	10.2	11.6	9.6	7.9	12.0	0.0	2.9	0.0	9.3	0.0	16.7	12.8	15.2	0.0	10.2	8.6	10.2	10.0	11.4	11.2	0.0		
Better influence on policy makers and the media	%	4.5	5.8	5.1	5.3	0.0	14.3	5.7	0.0	3.9	0.0	0.0	5.0	4.3	0.0	3.8	8.6	5.1	4.0	1.9	4.0	0.0		
Better at finding, developing, and retaining our staff	%	6.0	4.1	3.9	7.9	12.0	0.0	8.6	100.0	6.2	0.0	8.3	7.1	6.5	0.0	4.3	7.2	8.0	5.0	3.8	10.4	0.0		
Improve our website, online presence or social media	%	13.8	14.0	15.7	13.2	16.0	14.3	5.7	0.0	13.4	0.0	50.0	11.3	13.0	0.0	13.7	11.8	16.1	16.0	14.3	12.0	0.0		
Other (specify below)	%	0.3	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.0	0.0	0.0	0.0	0.0	0.3	0.0	1.5	0.0	0.0	0.0	0.0		

Please rank the top five advantages of software and digital tools that are most important to your organization, where 1 is the most important, 2 the second most and so on? [RANK UP TO FIVE] [RANDOMIZE]

Q25 - Rank 5	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			886	108	158	34	20	7	31	1	346	1	12	125	42	1	335	135	125	92	90	108	1	
Increase reach to find new donors, volunteers, and supporters	%	9.8	7.4	7.6	20.6	5.0	42.9	16.1	0.0	8.7	0.0	16.7	12.8	7.1	0.0	11.9	7.4	8.8	7.6	11.1	8.3	0.0		
Spend less time on administrative	%	14.2	21.3	14.6	8.8	20.0	0.0	16.1	0.0	13.9	0.0	0.0	13.6	7.1	0.0	13.1	17.8	8.8	18.5	16.7	13.9	0.0		
Improve on how we deliver our mission each day (to beneficiaries)	%	12.1	13.0	10.8	8.8	15.0	0.0	22.6	0.0	15.0	0.0	0.0	6.4	4.8	100.0	11.0	14.8	13.6	10.9	13.3	10.2	0.0		
Better	%	13.1	13.0	15.8	8.8	10.0	14.3	6.5	100.0	12.4	100.0	25.0	13.6	9.5	0.0	11.3	12.6	20.0	12.0	11.1	13.0	100.0		
Better understanding of our financial performance, costs	%	12.9	13.9	15.2	11.8	5.0	14.3	3.2	0.0	12.1	0.0	25.0	12.0	19.0	0.0	10.7	11.1	16.0	13.0	12.2	18.5	0.0		
Increase cybersecurity, data privacy, and compliance	%	12.3	11.1	9.5	14.7	15.0	0.0	12.9	0.0	13.0	0.0	0.0	12.8	21.4	0.0	13.4	9.6	14.4	14.1	8.9	11.1	0.0		
Better influence on policy makers and the media	%	7.2	5.6	8.9	11.8	5.0	0.0	3.2	0.0	6.9	0.0	16.7	5.6	11.9	0.0	8.7	5.2	5.6	4.3	10.0	7.4	0.0		
Better at finding, developing, and retaining our staff	%	7.3	9.3	8.9	2.9	15.0	0.0	3.2	0.0	6.1	0.0	8.3	8.0	9.5	0.0	8.7	7.4	5.6	6.5	7.8	5.6	0.0		
Improve our website, online presence or social media	%	10.0	5.6	8.2	8.8	10.0	28.6	12.9	0.0	10.7	0.0	8.3	13.6	9.5	0.0	10.1	13.3	5.6	9.8	8.9	12.0	0.0		
Other (specify below)	%	1.0	0.0	0.6	2.9	0.0	0.0	3.2	0.0	1.2	0.0	0.0	1.6	0.0	0.0	0.9	0.7	1.6	3.3	0.0	0.0	0.0		

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

Q26 - We will soon find it harder to do what we do without better leveraging digital tools	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
Agree	%	22.4	21.0	22.3	10.4	17.6	27.3	25.5	100.0	24.3	100.0	7.1	23.0	21.0	0.0	23.7	23.7	21.0	20.8	22.8	19.1	100.0		
Somewhat agree	%	37.6	41.5	35.5	43.3	47.1	54.5	38.3	0.0	36.1	0.0	50.0	40.2	25.8	0.0	38.8	40.2	35.5	36.5	34.8	37.1	0.0		
Somewhat disagree	%	21.8	24.4	21.1	14.9	26.5	9.1	21.3	0.0	20.9	0.0	35.7	21.6	29.0	66.7	21.2	19.6	22.5	22.6	22.8	23.6	0.0		
Disagree	%	11.3	7.4	12.8	19.4	5.9	9.1	8.5	0.0	11.6	0.0	0.0	10.3	14.5	33.3	8.5	12.3	11.5	11.9	14.7	14.0	0.0		
Unsure	%	6.9	5.7	8.3	11.9	2.9	0.0	6.4	0.0	7.0	0.0	7.1	4.9	9.7	0.0	7.8	4.1	9.5	8.2	4.9	6.2	0.0		

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q27 - Improving the use of digital tools is a high priority	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	21.2	26.1	22.3	7.5	17.6	36.4	27.7	0.0	20.9	50.0	7.1	21.6	16.1	0.0	24.8	25.6	16.0	20.1	13.0	19.7	50.0
	Somewhat agree	%	40.7	39.2	38.1	41.8	47.1	45.5	55.3	100.0	39.6	0.0	64.3	42.6	41.9	0.0	41.9	36.1	41.5	37.7	40.8	45.5	0.0
	Somewhat disagree	%	22.4	19.3	24.9	31.3	11.8	18.2	8.5	0.0	23.1	50.0	14.3	21.6	24.2	66.7	20.3	25.6	24.5	22.0	25.0	20.2	50.0
	Disagree	%	11.9	10.2	10.9	14.9	23.5	0.0	6.4	0.0	13.5	0.0	7.1	8.8	12.9	33.3	10.4	11.0	12.5	16.4	15.8	9.0	0.0
	Unsure	%	3.7	5.1	3.8	4.5	0.0	0.0	2.1	0.0	2.9	0.0	7.1	5.4	4.8	0.0	2.7	1.8	5.5	3.8	5.4	5.6	0.0

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q28 - We are frequently looking to have better digital tools	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	21.1	23.9	20.8	17.9	23.5	27.3	31.9	0.0	21.1	50.0	7.1	19.1	17.7	0.0	21.4	23.3	19.0	22.0	17.4	22.5	50.0
	Somewhat agree	%	40.3	37.5	43.4	32.8	44.1	36.4	29.8	100.0	39.7	0.0	64.3	43.6	38.7	33.3	43.9	41.1	38.5	32.7	39.7	38.2	0.0
	Somewhat disagree	%	21.8	24.4	18.9	19.4	11.8	36.4	27.7	0.0	21.9	0.0	14.3	23.5	24.2	33.3	21.2	22.8	19.5	22.6	22.8	23.6	0.0
	Disagree	%	13.0	10.8	14.7	23.9	14.7	0.0	4.3	0.0	13.9	0.0	7.1	8.8	14.5	33.3	10.0	11.0	18.0	16.4	16.3	12.4	0.0
	Unsure	%	3.8	3.4	2.3	6.0	5.9	0.0	6.4	0.0	3.4	50.0	7.1	4.9	4.8	0.0	3.4	1.8	5.0	6.3	3.8	3.4	50.0

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q29 - Using more digital tools will help us better deliver our services	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	36.2	41.5	35.8	26.9	44.1	45.5	42.6	100.0	37.2	100.0	14.3	32.4	29.0	0.0	38.1	38.4	33.5	32.1	31.0	39.3	100.0
	Somewhat agree	%	43.3	41.5	43.0	49.3	32.4	45.5	51.1	0.0	42.6	0.0	64.3	43.6	45.2	66.7	45.3	47.0	43.5	39.6	46.7	33.1	0.0
	Somewhat disagree	%	10.0	7.4	7.9	7.5	11.8	0.0	4.3	0.0	9.6	0.0	14.3	14.7	21.0	33.3	8.0	7.8	9.5	15.1	12.0	12.9	0.0
	Disagree	%	4.3	4.0	6.4	9.0	2.9	9.1	0.0	0.0	4.6	0.0	0.0	2.0	0.0	0.0	3.8	2.3	4.5	4.4	6.0	6.2	0.0
	Unsure	%	6.2	5.7	6.8	7.5	8.8	0.0	2.1	0.0	6.0	0.0	7.1	7.4	4.8	0.0	4.9	4.6	9.0	8.8	4.3	8.4	0.0

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q30 - The providers of digital tools are trustworthy	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	15.1	13.1	11.7	11.9	20.6	18.2	25.5	0.0	16.6	0.0	0.0	16.2	14.5	0.0	14.0	16.4	15.0	16.4	19.6	11.2	0.0
	Somewhat agree	%	47.5	48.3	49.1	43.3	29.4	54.5	38.3	100.0	46.2	0.0	64.3	57.8	35.5	0.0	50.4	50.2	48.0	42.8	44.0	43.3	0.0
	Somewhat disagree	%	12.4	15.3	12.5	14.9	17.6	9.1	19.1	0.0	10.6	50.0	7.1	10.8	14.5	33.3	9.7	15.1	16.0	12.6	10.3	14.6	50.0
	Disagree	%	3.9	2.8	4.2	6.0	2.9	0.0	0.0	0.0	4.8	0.0	0.0	2.5	4.8	0.0	3.8	1.4	5.5	5.0	3.8	4.5	0.0
	Unsure	%	21.2	20.5	22.6	23.9	29.4	18.2	17.0	0.0	21.7	50.0	28.6	12.7	30.6	66.7	22.2	16.9	15.5	23.3	22.3	26.4	50.0

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q31 - We do not understand how our donors or users wish to use digital tools	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	16.3	16.5	17.4	17.9	29.4	27.3	12.8	0.0	17.0	0.0	42.9	9.3	14.5	0.0	17.4	13.2	13.5	14.5	14.7	23.0	0.0
	Somewhat agree	%	38.8	42.0	35.5	41.8	29.4	45.5	55.3	100.0	39.0	50.0	35.7	35.3	37.1	100.0	44.1	37.0	41.5	40.3	28.8	30.9	50.0
	Somewhat disagree	%	21.9	19.3	24.2	22.4	23.5	18.2	19.1	0.0	20.2	0.0	14.3	27.9	21.0	0.0	19.3	25.1	25.5	20.8	28.3	16.3	0.0
	Disagree	%	11.6	10.2	11.3	6.0	2.9	0.0	6.4	0.0	13.4	50.0	0.0	12.7	16.1	0.0	9.3	14.2	9.0	11.3	16.8	12.9	50.0
	Unsure	%	11.4	11.9	11.7	11.9	14.7	9.1	6.4	0.0	10.4	0.0	7.1	14.7	11.3	0.0	9.8	10.5	10.5	13.2	11.4	16.9	0.0

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province																Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q32 - We feel our funders do not wish to invest in better digital tools	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	15.0	11.4	18.9	14.9	20.6	9.1	14.9	0.0	15.2	50.0	7.1	10.8	21.0	0.0	17.2	14.6	15.0	13.8	7.6	17.4	50.0
	Somewhat agree	%	27.8	28.4	27.5	26.9	20.6	0.0	27.7	100.0	30.1	0.0	28.6	25.0	24.2	33.3	31.4	29.7	25.5	24.5	20.7	28.1	0.0
	Somewhat disagree	%	21.9	19.3	21.9	16.4	11.8	63.6	21.3	0.0	21.2	0.0	28.6	29.4	16.1	0.0	20.6	21.5	25.5	19.5	26.1	20.2	0.0
	Disagree	%	13.4	15.3	8.3	13.4	8.8	18.2	14.9	0.0	14.7	0.0	21.4	14.7	12.9	0.0	10.4	14.6	16.0	13.8	19.0	11.8	0.0
	Unsure	%	21.8	25.6	23.4	28.4	38.2	9.1	21.3	0.0	18.7	50.0	14.3	20.1	25.8	66.7	20.3	19.6	18.0	28.3	26.6	22.5	50.0

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province																Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q33 - We currently have the digital tools we need to do our work well	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	10.6	14.2	10.9	6.0	11.8	0.0	10.6	0.0	9.2	0.0	0.0	13.2	12.9	0.0	11.0	7.3	11.0	9.4	14.1	10.7	0.0
	Somewhat agree	%	41.7	33.0	42.3	49.3	38.2	36.4	31.9	0.0	42.5	0.0	42.9	47.5	40.3	66.7	41.9	43.8	36.5	43.4	44.0	41.0	0.0
	Somewhat disagree	%	27.0	31.8	28.3	23.9	32.4	45.5	31.9	0.0	25.7	50.0	35.7	23.5	24.2	0.0	27.5	28.8	29.5	23.9	23.4	27.0	50.0
	Disagree	%	16.3	17.6	15.1	13.4	14.7	18.2	21.3	100.0	18.0	50.0	21.4	11.8	11.3	33.3	16.1	15.5	17.5	17.6	14.1	16.9	50.0
	Unsure	%	4.4	3.4	3.4	7.5	2.9	0.0	4.3	0.0	4.6	0.0	0.0	3.9	11.3	0.0	3.6	4.6	5.5	5.7	4.3	4.5	0.0

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province																Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q34 - We currently have the knowledge and expertise to improve our use of digital tools	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	8.2	9.7	9.4	3.0	8.8	0.0	8.5	0.0	7.9	0.0	7.1	8.8	6.5	0.0	8.0	7.3	8.0	6.9	9.8	9.6	0.0
	Somewhat agree	%	40.8	43.2	40.8	40.3	41.2	45.5	40.4	0.0	41.3	0.0	35.7	34.8	53.2	33.3	39.8	37.4	45.5	44.7	45.7	34.8	0.0
	Somewhat disagree	%	29.8	30.7	29.8	25.4	26.5	36.4	27.7	100.0	27.7	50.0	42.9	38.7	19.4	33.3	31.6	35.6	22.5	26.4	24.5	33.7	50.0
	Disagree	%	17.5	13.1	17.0	26.9	17.6	18.2	19.1	0.0	19.7	50.0	14.3	13.7	12.9	0.0	17.4	15.5	19.5	17.6	17.9	16.9	50.0
	Unsure	%	3.7	3.4	3.0	4.5	5.9	0.0	4.3	0.0	3.4	0.0	0.0	3.9	8.1	33.3	3.2	4.1	4.5	4.4	2.2	5.1	0.0

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province																Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q35 - Limited human resources are impeding our ability to improve our digital skills	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	41.8	38.1	44.5	38.8	41.2	27.3	38.3	100.0	42.8	100.0	64.3	39.2	40.3	66.7	45.1	41.6	43.0	41.5	34.2	38.8	100.0
	Somewhat agree	%	37.8	43.8	34.7	41.8	44.1	63.6	36.2	0.0	37.5	0.0	35.7	34.3	40.3	33.3	38.3	39.7	31.5	33.3	42.9	40.4	0.0
	Somewhat disagree	%	10.2	6.8	9.8	1.5	8.8	0.0	17.0	0.0	10.4	0.0	0.0	9.7	0.0	8.7	9.1	12.5	13.8	11.4	9.0	0.0	
	Disagree	%	7.2	8.0	7.9	13.4	2.9	0.0	4.3	0.0	6.8	0.0	0.0	3.2	0.0	6.1	7.8	8.5	5.7	8.7	8.4	0.0	
	Unsure	%	2.9	3.4	3.0	4.5	2.9	9.1	4.3	0.0	2.4	0.0	0.0	2.0	6.5	1.9	1.8	4.5	5.7	2.7	3.4	0.0	

Do you agree, somewhat agree, somewhat disagree or disagree with each of the following statements about software and digital tools in your charitable organization? [RANDOMIZE]

		Province																Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q36 - Increase in demand for services has negatively impacted our ability to advance our digital skills	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	8.9	6.3	9.8	7.5	5.9	0.0	12.8	0.0	9.1	100.0	28.6	8.3	8.1	0.0	11.6	11.4	7.0	7.5	2.2	7.3	100.0
	Somewhat agree	%	22.0	22.2	25.3	17.9	11.8	18.2	29.8	0.0	20.0	0.0	21.4	28.4	12.9	0.0	27.7	21.5	23.5	20.1	11.4	17.4	0.0
	Somewhat disagree	%	27.2	29.5	25.3	20.9	26.5	45.5	21.3	100.0	26.9	0.0	14.3	28.9	37.1	33.3	23.1	30.6	25.5	28.9	33.2	29.8	0.0
	Disagree	%	28.7	27.8	29.8	29.9	32.4	9.1	25.5	0.0	31.3	0.0	21.4	22.1	27.4	66.7	23.9	25.6	33.0	31.4	40.2	28.1	0.0
	Unsure	%	13.1	14.2	9.8	23.9	23.5	27.3	10.6	0.0	12.7	0.0	14.3	12.3	14.5	0.0	13.8	11.0	11.0	11.9	13.0	17.4	0.0

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q37 - From the following list, who has responsibility in your organization for leading the use of digital tools? (Select all that apply) [RANDOMIZE]	Total	Total N	1417	170	254	64	31	11	47	1	566	2	14	192	62	3	502	215	196	155	178	169	2
	We have someone leading on digital as their primary function	%	9.2	10.6	9.1	4.7	9.7	0.0	2.1	0.0	10.6	0.0	0.0	10.4	4.8	0.0	8.8	9.3	12.8	7.1	9.6	8.3	0.0
	We have someone leading on digital as part of or in addition to their main work	%	35.4	39.4	36.2	31.3	32.3	45.5	31.9	100.0	33.6	50.0	35.7	37.0	40.3	0.0	37.6	39.1	28.6	31.6	33.1	37.9	50.0
	We have buy-in and support for digital at board level	%	23.8	25.9	21.7	25.0	16.1	36.4	19.1	0.0	23.9	0.0	21.4	23.4	33.9	0.0	24.5	22.3	20.9	24.5	25.8	24.3	0.0
	We have an in-house digital team	%	7.7	10.0	9.8	4.7	3.2	0.0	4.3	0.0	8.0	0.0	0.0	5.2	9.7	0.0	6.8	6.0	8.7	4.5	12.9	8.9	0.0
	We all have digital responsibilities	%	26.3	28.8	25.6	23.4	32.3	0.0	40.4	0.0	25.4	0.0	35.7	25.5	24.2	33.3	32.1	23.3	23.0	21.9	23.6	23.7	0.0
	We have a board member responsible for digital strategy	%	11.8	12.4	14.2	4.7	9.7	9.1	14.9	0.0	12.4	50.0	0.0	10.4	8.1	0.0	6.0	16.7	11.2	18.1	18.0	10.7	50.0
	We don't have anyone pushing forward with digital	%	27.1	21.8	30.3	39.1	41.9	18.2	29.8	0.0	26.5	50.0	7.1	25.5	19.4	100.0	25.9	26.0	30.1	24.5	30.3	27.2	50.0
	We don't have the staff time to take on this work	%	36.0	31.2	40.2	31.3	38.7	18.2	46.8	0.0	37.5	50.0	50.0	25.5	45.2	66.7	37.8	37.2	39.3	35.5	28.1	33.7	50.0
	Unsure	%	2.5	2.9	2.0	1.6	0.0	9.1	2.1	0.0	2.8	0.0	0.0	1.6	4.8	0.0	2.6	2.3	3.1	2.6	2.2	1.8	0.0

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%)

**Multifrequency tab based on multiple responses

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q37 - From the following list, who has responsibility in your organization for leading the use of digital tools? (Select all that apply) [RANDOMIZE]	Total	Total N	2547	311	480	106	57	15	90	1	1022	4	21	316	118	6	914	392	348	264	327	298	4
	We have someone leading on digital as their primary function	%	5.1	5.8	4.8	2.8	5.3	0.0	1.1	0.0	5.9	0.0	0.0	6.3	2.5	0.0	4.8	5.1	7.2	4.2	5.2	4.7	0.0
	We have someone leading on digital as part of or in addition to their main work	%	19.7	21.5	19.2	18.9	17.5	33.3	16.7	100.0	18.6	25.0	23.8	22.5	21.2	0.0	20.7	21.4	16.1	18.6	18.0	21.5	25.0
	We have buy-in and support for digital	%	13.2	14.1	11.5	15.1	8.8	26.7	10.0	0.0	13.2	0.0	14.3	14.2	17.8	0.0	13.5	12.2	11.8	14.4	14.1	13.8	0.0
	We have an in-house digital team	%	4.3	5.5	5.2	2.8	1.8	0.0	2.2	0.0	4.4	0.0	0.0	3.2	5.1	0.0	3.7	3.3	4.9	2.7	7.0	5.0	0.0
	We all have digital responsibilities	%	14.6	15.8	13.5	14.2	17.5	0.0	21.1	0.0	14.1	0.0	23.8	15.5	12.7	16.7	17.6	12.8	12.9	12.9	12.8	13.4	0.0
	We have a board member responsible for digital strategy	%	6.6	6.8	7.5	2.8	5.3	6.7	7.8	0.0	6.8	25.0	0.0	6.3	4.2	0.0	3.3	9.2	6.3	10.6	9.8	6.0	25.0
	We don't have anyone pushing forward with digital	%	15.1	11.9	16.0	23.6	22.8	13.3	15.6	0.0	14.7	25.0	4.8	15.5	10.2	50.0	14.2	14.3	17.0	14.4	16.5	15.4	25.0
	We don't have the staff time to take on this work	%	20.0	17.0	21.3	18.9	21.1	13.3	24.4	0.0	20.7	25.0	33.3	15.5	23.7	33.3	20.8	20.4	22.1	20.8	15.3	19.1	25.0
	Unsure	%	1.4	1.6	1.0	0.9	0.0	6.7	1.1	0.0	1.6	0.0	0.0	0.9	2.5	0.0	1.4	1.3	1.7	1.5	1.2	1.0	0.0

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).

**Multifrequency tab based on multiple responses

		Province																	Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q38 - Which of the following barriers, if any, does your organization face that prevent it from using software and digital tools to their fullest capacity? [RANDOMIZE] (Select all that apply)	Total	Total N	1444	174	262	64	34	11	47	1	569	2	14	204	59	3	523	215	198	151	179	176	2	
	We do not have enough funding to invest in the devices, software or infrastructure needed	%	61.8	58.0	68.3	60.9	76.5	63.6	61.7	100.0	59.8	50.0	78.6	58.3	64.4	66.7	69.0	59.5	55.1	56.3	50.3	67.6	50.0	
	Unsure	%	3.8	3.4	2.3	1.6	5.9	0.0	8.5	0.0	4.9	0.0	7.1	2.0	5.1	0.0	1.7	4.7	6.1	5.3	3.9	5.1	0.0	
	No barriers	%	5.1	4.0	1.9	3.1	5.9	9.1	8.5	0.0	5.8	0.0	0.0	8.3	3.4	0.0	3.4	5.6	4.5	5.3	10.6	4.0	0.0	
	We do not have the skills, expertise, and knowledge	%	47.8	48.3	47.7	35.9	50.0	63.6	51.1	100.0	49.6	100.0	57.1	45.6	40.7	0.0	51.6	42.8	42.9	44.4	43.6	54.5	100.0	
	It is not a big enough priority compared to other activities	%	45.6	39.1	51.1	62.5	44.1	18.2	46.8	100.0	45.3	50.0	64.3	38.2	49.2	66.7	47.0	48.8	47.5	45.7	38.5	42.6	50.0	
	We do not need greater digital tools to achieve or deliver our mission	%	11.6	9.8	14.9	17.2	17.6	9.1	6.4	0.0	10.4	0.0	0.0	10.8	15.3	0.0	9.2	9.3	12.1	15.9	14.5	14.2	0.0	
	Funders prefer we use their funding in other ways (not on digital)	%	26.9	25.9	35.1	21.9	14.7	18.2	27.7	0.0	26.2	0.0	14.3	21.1	39.0	33.3	30.6	26.0	28.3	27.8	15.1	27.3	0.0	
	Our leadership has low interest to develop greater use of digital tools	%	13.2	7.5	18.7	20.3	20.6	0.0	12.8	0.0	13.4	50.0	7.1	9.3	8.5	0.0	12.8	14.4	10.6	15.9	12.8	13.1	50.0	
	Digital is not incorporated into our strategic plan	%	30.5	26.4	30.5	40.6	26.5	9.1	38.3	100.0	31.1	100.0	14.3	32.4	18.6	66.7	33.1	31.6	28.3	31.1	25.1	28.4	100.0	
	We don't understand the costs, timelines, and requirements of digital	%	21.3	19.5	24.0	20.3	14.7	45.5	23.4	100.0	22.7	50.0	28.6	14.7	18.6	0.0	21.0	20.5	20.2	25.2	17.9	23.9	50.0	
	We're worried about excluding some people or groups from our services	%	16.5	17.8	17.2	15.6	17.6	9.1	14.9	0.0	15.1	0.0	21.4	19.1	16.9	0.0	17.6	15.8	16.2	17.9	15.1	14.8	0.0	

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%)

**Multifrequency tab based on multiple responses

		Province																	Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q38 - Which of the following barriers, if any, does your organization face that prevent it from using software and digital tools to their fullest capacity? [RANDOMIZE] (Select all that apply)	Total	Total N	4102	452	817	192	100	27	141	5	1617	8	41	530	165	7	1554	600	538	439	443	520	8	
	We do not have enough funding to invest in the devices, software or infrastructure needed	%	21.8	22.3	21.9	20.3	26.0	25.9	20.6	20.0	21.0	12.5	26.8	22.5	23.0	28.6	23.2	21.3	20.3	19.4	20.3	22.9	12.5	
	Unsure	%	1.3	1.3	0.7	0.5	2.0	0.0	2.8	0.0	1.7	0.0	2.4	0.8	1.8	0.0	0.6	1.7	2.2	1.8	1.6	1.7	0.0	
	No barriers	%	1.8	1.5	0.6	1.0	2.0	3.7	2.8	0.0	2.0	0.0	0.0	3.2	1.2	0.0	1.2	2.0	1.7	1.8	4.3	1.3	0.0	
	We do not have the skills, expertise, and knowledge	%	16.8	18.6	15.3	12.0	17.0	25.9	17.0	20.0	17.4	25.0	19.5	17.5	14.5	0.0	17.4	15.3	15.8	15.3	17.6	18.5	25.0	
	It is not a big enough priority compared to other activities	%	16.1	15.0	16.4	20.8	15.0	7.4	15.6	20.0	16.0	12.5	22.0	14.7	17.6	28.6	15.8	17.5	17.5	15.7	15.6	14.4	12.5	
	We do not need greater digital tools to achieve or deliver our mission	%	4.1	3.8	4.8	5.7	6.0	3.7	2.1	0.0	3.6	0.0	0.0	4.2	5.5	0.0	3.1	3.3	4.5	5.5	5.9	4.8	0.0	
	Funders prefer we use their funding in other ways (not on digital)	%	9.5	10.0	11.3	7.3	5.0	7.4	9.2	0.0	9.2	0.0	4.9	8.1	13.9	14.3	10.3	9.3	10.4	9.6	6.1	9.2	0.0	
	Our leadership has low interest to develop greater use of digital tools	%	4.6	2.9	6.0	6.8	7.0	0.0	4.3	0.0	4.7	12.5	2.4	3.6	3.0	0.0	4.3	5.2	3.9	5.5	5.2	4.4	12.5	
	Digital is not incorporated into our strategic plan	%	10.8	10.2	9.8	13.5	9.0	3.7	12.8	20.0	10.9	25.0	4.9	12.5	6.7	28.6	11.1	11.3	10.4	10.7	10.2	9.6	25.0	
	We don't understand the costs, timelines, and requirements of digital	%	7.5	7.5	7.7	6.8	5.0	18.5	7.8	20.0	8.0	12.5	9.8	5.7	6.7	0.0	7.1	7.3	7.4	8.7	7.2	8.1	12.5	
	We're worried about excluding some people or groups from our services	%	5.8	6.9	5.5	5.2	6.0	3.7	5.0	0.0	5.3	0.0	7.3	7.4	6.1	0.0	5.9	5.7	5.9	6.2	6.1	5.0	0.0	

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).

**Multifrequency tab based on multiple responses

		Province																	Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
Q39 - Has your organization had to do any of the following in the past two years as a result of inflation?(Select all that apply) [RANDOMIZE]	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
	Spent less money on digital tools	%	23.1	19.3	23.4	22.4	17.6	18.2	31.9	0.0	22.4	50.0	28.6	23.5	30.6	66.7	25.4	24.7	20.5	22.6	21.2	19.1	50.0		
	Scaled back in upskilling staff and volunteers	%	16.5	19.9	16.2	14.9	11.8	18.2	21.3	0.0	15.6	50.0	28.6	12.7	24.2	33.3	19.9	22.8	13.0	12.6	8.7	13.5	50.0		
	Put a hold on internal digital projects	%	17.9	17.6	22.6	16.4	11.8	27.3	23.4	0.0	17.5	50.0	28.6	11.3	21.0	0.0	22.3	18.3	17.0	13.2	10.9	16.3	50.0		
	Cut back on people with digital roles	%	5.3	4.0	7.5	0.0	5.9	9.1	4.3	0.0	4.6	0.0	7.1	6.4	8.1	0.0	7.0	5.9	5.0	4.4	1.6	4.5	0.0		
	Merged jobs to add digital responsibilities	%	13.3	14.8	15.8	9.0	11.8	9.1	12.8	0.0	14.9	0.0	14.3	6.4	14.5	0.0	17.8	10.0	9.5	11.9	12.5	10.7	0.0		
	Diverted our budget for internal software and technology use to external program users	%	7.5	6.3	6.8	6.0	0.0	18.2	8.5	0.0	8.9	0.0	14.3	4.4	12.9	0.0	8.0	10.5	6.5	5.7	4.3	8.4	0.0		
	Not applicable	%	47.8	47.7	46.0	49.3	64.7	45.5	34.0	100.0	48.6	50.0	35.7	49.5	45.2	33.3	39.6	44.7	48.0	57.9	62.0	52.2	50.0		
	Unsure	%	10.3	7.4	11.3	11.9	8.8	18.2	14.9	0.0	8.6	0.0	14.3	14.7	9.7	0.0	10.4	13.2	12.5	8.2	6.0	10.1	0.0		

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%)

**Multifrequency tab based on multiple responses

		Province																	Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
Q39 - Has your organization had to do any of the following in the past two years as a result of inflation?(Select all that apply) [RANDOMIZE]	Total	Total N	2082	241	397	87	45	18	71	1	824	4	24	263	103	4	794	329	264	217	234	240	4		
	Spent less money on digital tools	%	16.3	14.1	15.6	17.2	13.3	11.1	21.1	0.0	15.9	25.0	16.7	18.3	18.4	50.0	16.9	16.4	15.5	16.6	16.7	14.2	25.0		
	Scaled back in upskilling staff and	%	11.6	14.5	10.8	11.5	8.9	11.1	14.1	0.0	11.0	25.0	16.7	9.9	14.6	25.0	13.2	15.2	9.8	9.2	6.8	10.0	25.0		
	Put a hold on internal digital projects	%	12.6	12.9	15.1	12.6	8.9	16.7	15.5	0.0	12.4	25.0	16.7	8.7	12.6	0.0	14.9	12.2	12.9	9.7	8.5	12.1	25.0		
	Cut back on people with digital roles	%	3.7	2.9	5.0	0.0	4.4	5.6	2.8	0.0	3.3	0.0	4.2	4.9	4.9	0.0	4.7	4.0	3.8	3.2	1.3	3.3	0.0		
	Merged jobs to add digital responsibilities	%	9.4	10.8	10.6	6.9	8.9	5.6	8.5	0.0	10.6	0.0	8.3	4.9	8.7	0.0	11.8	6.7	7.2	8.8	9.8	7.9	0.0		
	Diverted our budget for internal software and technology use to external program users	%	5.3	4.6	4.5	4.6	0.0	11.1	5.6	0.0	6.3	0.0	8.3	3.4	7.8	0.0	5.3	7.0	4.9	4.1	3.4	6.3	0.0		
	Not applicable	%	33.8	34.9	30.7	37.9	48.9	27.8	22.5	100.0	34.5	25.0	20.8	38.4	27.2	25.0	26.3	29.8	36.4	42.4	48.7	38.8	25.0		
	Unsure	%	7.3	5.4	7.6	9.2	6.7	11.1	9.9	0.0	6.1	0.0	8.3	11.4	5.8	0.0	6.9	8.8	9.5	6.0	4.7	7.5	0.0		

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).

**Multifrequency tab based on multiple responses

What are the top three funding priorities for your organization in the next two years when it comes to investing in digital capacity where 1 is the top priority, 2 the second most important priority and 3 the third most important priority. [RANDOMIZE]

Q40 - Rank 1	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
			1357	165	246	58	26	10	43	1	539	2	13	192	59	3	500	205	181	143	165	161	2	
Hire outside consultants to support digital transformation	%	9.0	7.9	8.5	8.6	15.4	10.0	4.7	0.0	8.0	50.0	7.7	13.5	8.5	0.0	11.0	9.3	9.4	7.0	4.8	7.5	50.0		
Buy computers, devices, IT and infrastructure	%	17.0	21.2	16.3	29.3	19.2	30.0	20.9	0.0	14.3	0.0	15.4	14.6	23.7	33.3	19.0	13.2	13.3	16.1	12.7	25.5	0.0		
Train staff and volunteers on digital or data	%	20.5	17.0	22.4	19.0	11.5	30.0	25.6	0.0	20.2	0.0	23.1	19.8	27.1	33.3	19.2	18.5	20.4	19.6	31.5	16.8	0.0		
Acquire software or subscriptions	%	11.2	10.9	13.0	10.3	0.0	10.0	16.3	0.0	11.7	50.0	15.4	7.8	11.9	0.0	8.4	9.8	13.8	16.8	11.5	13.0	50.0		
Expand digital services to our	%	7.2	6.7	4.1	3.4	11.5	10.0	2.3	0.0	8.3	0.0	15.4	8.9	10.2	0.0	7.2	9.3	7.7	9.8	5.5	3.7	0.0		
Hire internal resources to support digital transformation	%	4.0	4.2	3.3	1.7	3.8	0.0	2.3	0.0	4.3	0.0	0.0	5.7	3.4	0.0	3.8	4.9	5.0	2.8	3.0	4.3	0.0		
Invest in a Customer Relationship Management (CRM) system	%	9.0	9.1	11.0	1.7	3.8	10.0	9.3	0.0	9.1	0.0	0.0	11.5	3.4	0.0	10.4	11.2	9.9	3.5	7.9	6.8	0.0		
Creating new business processes that take advantage of technology	%	15.8	17.6	14.6	15.5	11.5	0.0	9.3	0.0	18.2	0.0	15.4	14.1	8.5	33.3	15.8	17.6	15.5	16.8	13.9	14.9	0.0		
Provide access to devices, internet and services for the beneficiaries of your organization	%	6.3	5.5	6.9	10.3	23.1	0.0	9.3	100.0	5.9	0.0	7.7	4.2	3.4	0.0	5.2	6.3	5.0	7.7	9.1	7.5	0.0		

What are the top three funding priorities for your organization in the next two years when it comes to investing in digital capacity where 1 is the top priority, 2 the second most important priority and 3 the third most important priority. [RANDOMIZE]

Q40 - Rank 2	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
			1246	159	225	50	24	10	43	1	493	2	12	171	54	2	480	185	171	123	135	150	2	
Hire outside consultants to support digital transformation	%	7.3	7.5	7.1	6.0	0.0	10.0	7.0	0.0	6.9	0.0	8.3	9.4	9.3	0.0	7.5	9.2	6.4	5.7	1.5	12.0	0.0		
Buy computers, devices, IT and infrastructure	%	13.3	13.8	13.8	12.0	12.5	20.0	18.6	0.0	12.4	50.0	16.7	11.1	20.4	0.0	15.2	13.0	12.3	12.2	13.3	9.3	50.0		
Train staff and volunteers on digital or data	%	25.3	25.8	27.1	18.0	41.7	20.0	25.6	0.0	23.9	50.0	50.0	25.1	22.2	50.0	25.8	24.3	29.2	25.2	23.7	21.3	50.0		
Acquire software or subscriptions	%	13.7	7.5	13.8	20.0	16.7	40.0	7.0	0.0	13.2	0.0	0.0	17.5	20.4	50.0	11.7	14.6	12.9	13.0	14.8	20.0	0.0		
Expand digital services to our beneficiaries	%	8.1	8.2	6.7	8.0	0.0	0.0	11.6	0.0	8.9	0.0	16.7	8.2	7.4	0.0	6.7	7.0	8.2	8.9	13.3	8.7	0.0		
Hire internal resources to support digital transformation	%	6.5	3.1	6.7	8.0	4.2	0.0	7.0	0.0	7.5	0.0	8.3	5.8	9.3	0.0	7.7	5.4	7.0	8.9	3.7	4.0	0.0		
Invest in a Customer Relationship Management (CRM) system	%	5.6	6.3	5.8	6.0	8.3	0.0	4.7	0.0	6.1	0.0	0.0	5.3	1.9	0.0	6.9	5.4	6.4	1.6	6.7	3.3	0.0		
Creating new business processes that take advantage of technology	%	14.3	18.9	13.8	16.0	12.5	0.0	11.6	100.0	14.8	0.0	0.0	14.0	5.6	0.0	12.7	16.8	10.5	19.5	16.3	14.7	0.0		
Provide access to devices, internet and services for the beneficiaries of your organization	%	5.9	8.8	5.3	6.0	4.2	10.0	7.0	0.0	6.3	0.0	0.0	3.5	3.7	0.0	5.8	4.3	7.0	4.9	6.7	6.7	0.0		

What are the top three funding priorities for your organization in the next two years when it comes to investing in digital capacity where 1 is the top priority, 2 the second most important priority and 3 the third most important priority. [RANDOMIZE]

Q40 - Rank 3	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1066	133	186	45	22	9	37	1	426	2	12	149	43	1	410	167	146	103	108	130	2	
	Hire outside consultants to support digital transformation	%	6.0	3.8	5.9	8.9	9.1	22.2	5.4	0.0	4.9	50.0	8.3	8.7	4.7	0.0	6.8	6.6	2.7	4.9	3.7	8.5	50.0	
	Buy computers, devices, IT and	%	11.0	12.8	15.6	13.3	0.0	11.1	13.5	0.0	8.9	0.0	8.3	10.1	11.6	0.0	12.0	10.2	12.3	11.7	8.3	9.2	0.0	
	Train staff and volunteers on digital or data	%	22.7	24.1	23.7	22.2	31.8	11.1	18.9	0.0	23.7	0.0	8.3	20.1	20.9	0.0	19.8	28.1	24.7	27.2	19.4	22.3	0.0	
	Acquire software or subscriptions	%	16.5	15.8	18.3	11.1	31.8	11.1	24.3	0.0	16.7	0.0	41.7	11.4	14.0	0.0	17.1	12.0	13.7	17.5	23.1	17.7	0.0	
	Expand digital services to our beneficiaries	%	10.0	14.3	6.5	13.3	0.0	11.1	2.7	100.0	10.6	0.0	16.7	9.4	11.6	100.0	10.2	7.8	12.3	9.7	11.1	9.2	0.0	
	Hire internal resources to support digital transformation	%	6.8	5.3	7.0	4.4	9.1	11.1	5.4	0.0	6.3	0.0	0.0	10.7	4.7	0.0	6.6	7.8	6.8	4.9	7.4	6.9	0.0	
	Invest in a Customer Relationship Management (CRM) system	%	5.7	6.0	3.2	0.0	9.1	11.1	2.7	0.0	6.3	0.0	0.0	8.7	7.0	0.0	6.3	6.6	6.8	4.9	2.8	4.6	0.0	
	Creating new business processes that take advantage of technology	%	14.2	10.5	11.8	15.6	4.5	11.1	16.2	0.0	16.2	0.0	8.3	15.4	16.3	0.0	15.1	13.2	15.8	11.7	13.0	13.8	0.0	
	Provide access to devices, internet and services for the beneficiaries of your organization	%	7.1	7.5	8.1	11.1	4.5	0.0	10.8	0.0	6.3	50.0	8.3	5.4	9.3	0.0	6.1	7.8	4.8	7.8	11.1	7.7	50.0	

Q41 - Have you had any of the following challenges in the past year when applying for funding for digital tools? (Select all that apply) [RANDOMIZE]	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1418	170	258	62	34	10	43	1	565	2	13	196	61	3	504	213	193	157	178	171	2	
	Funding available is for new programs, not existing programs	%	26.0	25.9	28.3	25.8	23.5	40.0	34.9	100.0	26.7	50.0	38.5	19.4	19.7	0.0	32.3	29.1	24.9	19.1	14.6	22.2	50.0	
	None of the above	%	14.2	13.5	12.0	12.9	17.6	20.0	9.3	0.0	14.5	0.0	15.4	19.4	8.2	33.3	10.9	13.1	16.6	16.6	20.8	14.0	0.0	
	Not applicable	%	20.2	15.3	19.4	16.1	20.6	10.0	25.6	0.0	22.7	0.0	7.7	20.4	19.7	33.3	16.1	19.2	21.2	28.7	25.3	19.9	0.0	
	Lack of flexibility in the technology solution that would be funded	%	13.4	11.2	15.5	14.5	2.9	30.0	9.3	0.0	13.6	0.0	23.1	11.2	19.7	0.0	16.1	16.9	11.9	9.6	7.9	12.3	0.0	
	Staff with digital roles are not funded	%	23.0	26.5	24.0	24.2	26.5	20.0	25.6	100.0	22.1	50.0	23.1	18.9	23.0	33.3	30.8	23.0	15.0	15.9	19.1	19.3	50.0	
	Applications are vague in terms of what can be applied for	%	16.1	18.8	15.9	16.1	17.6	10.0	18.6	0.0	15.6	0.0	0.0	15.8	19.7	0.0	21.0	14.1	17.6	10.8	10.1	14.0	0.0	
	Cannot include general expenditures like software licenses	%	18.4	18.2	23.3	11.3	26.5	30.0	25.6	0.0	15.9	0.0	23.1	14.8	29.5	0.0	24.8	17.8	18.7	9.6	12.9	14.0	0.0	
	There is a bias in favour of funding solutions for face-to-face services	%	12.9	12.9	14.3	12.9	5.9	10.0	14.0	0.0	13.6	0.0	0.0	7.1	26.2	0.0	16.3	13.6	9.3	10.8	10.7	10.5	0.0	
	Cannot include funding hardware infrastructure	%	14.0	14.7	18.6	9.7	14.7	10.0	23.3	0.0	12.4	0.0	15.4	10.2	19.7	0.0	18.3	14.6	11.4	7.6	10.1	14.0	0.0	
	Uncertainty in terms of the true cost of digital transformation	%	21.7	17.6	24.0	19.4	29.4	20.0	27.9	0.0	21.8	0.0	23.1	19.9	23.0	0.0	28.2	20.2	17.1	14.6	17.4	20.5	0.0	
	Unsure	%	13.8	17.1	12.0	16.1	11.8	20.0	9.3	0.0	12.4	50.0	30.8	15.8	16.4	0.0	10.9	15.5	15.0	15.9	12.4	18.1	50.0	

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%)

**Multifrequency tab based on multiple responses

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q41 - Have you had any of the following challenges in the past year when applying for funding for digital tools? (Select all that apply) [RANDOMIZE]	Total	Total N	2748	326	535	111	67	22	96	2	1081	3	26	339	137	3	1137	420	345	250	287	306	3
	Funding available is for new programs, not existing programs	%	13.4	13.5	13.6	14.4	11.9	18.2	15.6	50.0	14.0	33.3	19.2	11.2	8.8	0.0	14.3	14.8	13.9	12.0	9.1	12.4	33.3
	None of the above	%	7.4	7.1	5.8	7.2	9.0	9.1	4.2	0.0	7.6	0.0	7.7	11.2	3.6	33.3	4.8	6.7	9.3	10.4	12.9	7.8	0.0
	Not applicable	%	10.4	8.0	9.3	9.0	10.4	4.5	11.5	0.0	11.8	0.0	3.8	11.8	8.8	33.3	7.1	9.8	11.9	18.0	15.7	11.1	0.0
	Lack of flexibility in the technology	%	6.9	5.8	7.5	8.1	1.5	13.6	4.2	0.0	7.1	0.0	11.5	6.5	8.8	0.0	7.1	8.6	6.7	6.0	4.9	6.9	0.0
	Staff with digital roles are not funded	%	11.9	13.8	11.6	13.5	13.4	9.1	11.5	50.0	11.6	33.3	11.5	10.9	10.2	33.3	13.6	11.7	8.4	10.0	11.8	10.8	33.3
	Applications are vague in terms of	%	8.3	9.8	7.7	9.0	9.0	4.5	8.3	0.0	8.1	0.0	0.0	9.1	8.8	0.0	9.3	7.1	9.9	6.8	6.3	7.8	0.0
	Cannot include general expenditures like software licenses	%	9.5	9.5	11.2	6.3	13.4	13.6	11.5	0.0	8.3	0.0	11.5	8.6	13.1	0.0	11.0	9.0	10.4	6.0	8.0	7.8	0.0
	There is a bias in favour of funding	%	6.7	6.7	6.9	7.2	3.0	4.5	6.3	0.0	7.1	0.0	0.0	4.1	11.7	0.0	7.2	6.9	5.2	6.8	6.6	5.9	0.0
	Cannot include funding hardware	%	7.2	7.7	9.0	5.4	7.5	4.5	10.4	0.0	6.5	0.0	7.7	5.9	8.8	0.0	8.1	7.4	6.4	4.8	6.3	7.8	0.0
	Uncertainty in terms of the true cost of digital transformation	%	11.2	9.2	11.6	10.8	14.9	9.1	12.5	0.0	11.4	0.0	11.5	11.5	10.2	0.0	12.5	10.2	9.6	9.2	10.8	11.4	0.0
	Unsure	%	7.1	8.9	5.8	9.0	6.0	9.1	4.2	0.0	6.5	33.3	15.4	9.1	7.3	0.0	4.8	7.9	8.4	10.0	7.7	10.1	33.3

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).

**Multifrequency tab based on multiple responses

What are the top three areas your team needs to focus on when it comes to data where 1 is the most important area your team needs to focus on, 2 is the second biggest area your team needs to focus on, and 3 is the third biggest area your team needs to focus on. [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q42 - Rank 1	Total	Total N	1401	168	255	61	34	10	46	1	553	2	14	194	60	3	513	212	190	148	170	166	2
	Making data driven decisions	%	8.9	8.9	11.4	3.3	11.8	0.0	4.3	0.0	10.1	0.0	0.0	8.2	1.7	0.0	11.1	10.4	11.6	6.8	5.9	2.4	0.0
	Collecting more data	%	11.4	10.7	10.2	13.1	11.8	10.0	8.7	0.0	11.2	50.0	7.1	14.4	11.7	0.0	11.7	12.7	10.5	10.1	8.2	13.9	50.0
	Analysing data	%	10.2	10.7	10.2	9.8	2.9	0.0	8.7	0.0	9.9	0.0	7.1	13.4	10.0	0.0	9.6	9.0	13.7	10.8	10.6	9.0	0.0
	Leveraging your Customer Relationship Management reporting	%	11.6	7.7	12.5	9.8	8.8	30.0	6.5	0.0	14.8	0.0	0.0	8.2	5.0	33.3	10.3	16.5	12.6	12.8	9.4	9.0	0.0
	Building stronger internal digital skills	%	22.6	20.2	22.4	26.2	11.8	30.0	30.4	100.0	21.0	0.0	21.4	27.3	25.0	33.3	23.2	17.9	20.5	22.3	25.3	27.1	0.0
	Building a culture that embraces technology	%	12.8	17.9	12.5	14.8	14.7	30.0	15.2	0.0	12.1	50.0	21.4	7.7	11.7	0.0	13.1	11.8	11.6	12.8	12.4	14.5	50.0
	Using more free/freemium tools	%	9.1	7.7	6.7	8.2	23.5	0.0	8.7	0.0	9.0	0.0	0.0	9.8	18.3	0.0	5.8	8.5	8.4	14.2	16.5	8.4	0.0
	Sharing data insights with the	%	2.9	3.6	2.4	1.6	5.9	0.0	2.2	0.0	2.5	0.0	28.6	3.6	0.0	0.0	3.9	1.9	2.1	2.0	3.5	2.4	0.0
	Sharing data insights with policy leaders	%	2.6	3.0	3.1	6.6	2.9	0.0	4.3	0.0	2.5	0.0	0.0	0.5	1.7	0.0	1.9	3.3	3.7	4.1	1.8	1.8	0.0
	Leveraging documentation and structure for data storage and access	%	7.9	9.5	8.6	6.6	5.9	0.0	10.9	0.0	6.7	0.0	14.3	6.7	15.0	33.3	9.4	8.0	5.3	4.1	6.5	11.4	0.0

What are the top three areas your team needs to focus on when it comes to data where 1 is the most important area your team needs to focus on, 2 is the second biggest area your team needs to focus on, and 3 is the third biggest area your team needs to focus on. [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q42 - Rank 2	Total	Total N	1300	156	234	58	31	10	42	1	513	2	13	178	59	3	490	193	176	132	155	152	2
	Making data driven decisions	%	13.4	9.6	11.5	19.0	16.1	10.0	16.7	0.0	14.2	50.0	23.1	13.5	11.9	0.0	12.0	13.0	14.2	15.2	14.2	14.5	50.0
	Collecting more data	%	9.2	7.7	8.5	8.6	9.7	30.0	7.1	0.0	7.8	0.0	23.1	11.2	18.6	0.0	10.2	11.4	8.0	6.8	7.1	9.2	0.0
	Analysing data	%	14.6	15.4	14.1	12.1	6.5	0.0	16.7	0.0	15.2	0.0	23.1	15.2	13.6	33.3	15.1	15.0	18.8	11.4	11.6	13.8	0.0
	Leveraging your Customer Relationship Management reporting	%	7.2	7.7	5.1	5.2	6.5	0.0	9.5	0.0	8.6	0.0	0.0	5.6	11.9	0.0	8.4	9.8	8.5	5.3	4.5	3.3	0.0
	Building stronger internal digital skills	%	17.4	21.8	19.7	19.0	22.6	10.0	11.9	0.0	15.6	50.0	15.4	17.4	11.9	33.3	16.9	17.6	17.6	18.2	14.2	20.4	50.0
	Building a culture that embraces technology	%	10.5	7.1	10.3	15.5	9.7	0.0	11.9	100.0	10.7	0.0	7.7	11.2	11.9	0.0	9.6	7.8	8.5	10.6	14.8	14.5	0.0
	Using more free/freemium tools	%	8.1	10.3	7.3	6.9	6.5	30.0	7.1	0.0	7.6	0.0	0.0	8.4	8.5	33.3	6.7	7.3	9.1	9.1	12.9	6.6	0.0
	Sharing data insights with the	%	6.2	8.3	5.1	5.2	6.5	0.0	9.5	0.0	6.6	0.0	0.0	4.5	6.8	0.0	6.5	6.2	6.3	7.6	4.5	5.3	0.0
	Sharing data insights with policy leaders	%	4.5	5.1	4.3	3.4	3.2	10.0	4.8	0.0	5.1	0.0	7.7	3.4	1.7	0.0	4.7	2.6	3.4	5.3	5.2	5.9	0.0
	Leveraging documentation and structure for data storage and access	%	9.0	7.1	14.1	5.2	12.9	10.0	4.8	0.0	8.6	0.0	0.0	9.6	3.4	0.0	9.8	9.3	5.7	10.6	11.0	6.6	0.0

What are the top three areas your team needs to focus on when it comes to data where 1 is the most important area your team needs to focus on, 2 is the second biggest area your team needs to focus on, and 3 is the third biggest area your team needs to focus on. [RANDOMIZE]

Q42 - Rank 3	Total	Total N	Province														Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1164	136	205	46	23	9	38	1	472	2	13	162	55	2	448	175	160	107	132	140	2
	Making data driven decisions	%	18.5	25.7	20.0	13.0	13.0	22.2	21.1	0.0	16.3	50.0	23.1	16.0	23.6	0.0	19.6	19.4	16.9	15.9	17.4	17.9	50.0
	Collecting more data	%	9.4	7.4	9.3	10.9	8.7	0.0	10.5	0.0	9.7	0.0	0.0	11.7	5.5	50.0	9.6	10.9	9.4	11.2	6.8	7.9	0.0
	Analysing data	%	12.9	16.2	13.7	19.6	30.4	11.1	13.2	0.0	11.0	50.0	15.4	9.9	12.7	0.0	13.2	13.7	13.8	12.1	8.3	14.3	50.0
	Leveraging your Customer Relationship Management reporting	%	8.3	10.3	6.3	4.3	8.7	0.0	5.3	100.0	10.2	0.0	15.4	5.6	7.3	0.0	6.9	9.7	10.0	11.2	9.1	6.4	0.0
	Building stronger internal digital skills	%	14.6	7.4	17.1	10.9	21.7	44.4	18.4	0.0	14.2	0.0	23.1	15.4	16.4	0.0	16.5	17.1	13.1	6.5	14.4	13.6	0.0
	Building a culture that embraces technology	%	10.1	8.8	8.8	17.4	0.0	0.0	7.9	0.0	9.3	0.0	7.7	14.2	16.4	0.0	10.3	6.3	10.6	15.9	10.6	9.3	0.0
	Using more free/freemium tools	%	6.7	3.7	6.8	2.2	4.3	0.0	5.3	0.0	8.7	0.0	0.0	8.0	1.8	0.0	3.8	6.9	6.3	10.3	13.6	7.1	0.0
	Sharing data insights with the community of practice	%	6.5	7.4	5.9	10.9	0.0	11.1	7.9	0.0	6.4	0.0	7.7	5.6	9.1	0.0	6.3	5.7	6.9	4.7	7.6	8.6	0.0
	Sharing data insights with policy leaders	%	5.8	5.1	3.9	4.3	4.3	0.0	0.0	0.0	8.3	0.0	7.7	3.1	7.3	50.0	6.9	5.1	6.3	3.7	6.8	3.6	0.0
	Leveraging documentation and structure for data storage and access	%	7.1	8.1	8.3	6.5	8.7	11.1	10.5	0.0	5.9	0.0	0.0	10.5	0.0	0.0	6.9	5.1	6.9	8.4	5.3	11.4	0.0

Thinking about the skills within the organization, please indicate if you agree, somewhat agree, somewhat disagree or disagree with the following statements: [RANDOMIZE]

Q43 - My organization has the right people, skills and culture to implement digital transformation.	Total	Total N	Province														Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	12.6	14.8	15.5	6.0	5.9	9.1	14.9	0.0	13.4	0.0	14.3	8.8	9.7	0.0	13.1	12.3	12.5	11.3	11.4	14.0	0.0
	Somewhat agree	%	37.8	40.9	38.9	38.8	35.3	45.5	46.8	0.0	34.4	0.0	42.9	39.2	45.2	0.0	39.6	37.0	33.0	38.4	38.6	37.6	0.0
	Somewhat disagree	%	29.8	29.0	25.7	32.8	29.4	36.4	25.5	100.0	31.3	0.0	21.4	32.8	24.2	66.7	28.8	33.8	31.5	28.3	31.0	26.4	0.0
	Disagree	%	16.2	12.5	15.5	17.9	17.6	9.1	10.6	0.0	17.6	100.0	21.4	15.7	16.1	33.3	15.5	12.3	18.0	18.9	16.3	17.4	100.0
	Unsure	%	3.7	2.8	4.5	4.5	11.8	0.0	2.1	0.0	3.3	0.0	0.0	3.4	4.8	0.0	3.0	4.6	5.0	3.1	2.7	4.5	0.0

Thinking about the skills within the organization, please indicate if you agree, somewhat agree, somewhat disagree or disagree with the following statements: [RANDOMIZE]

Q44 - My organization's leadership has the skills to steward the organization through digital transformation.	Total	Total N	Province														Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	18.2	21.0	18.5	14.9	8.8	18.2	19.1	0.0	19.2	0.0	7.1	15.2	22.6	0.0	18.9	17.4	17.0	15.7	17.9	21.3	0.0
	Somewhat agree	%	41.0	42.6	38.9	46.3	44.1	45.5	51.1	100.0	38.4	50.0	71.4	42.6	41.9	33.3	41.7	40.2	39.0	41.5	42.4	40.4	50.0
	Somewhat disagree	%	22.8	21.0	24.9	11.9	23.5	36.4	12.8	0.0	24.3	0.0	0.0	26.5	12.9	66.7	23.7	28.3	20.5	19.5	23.4	18.5	0.0
	Disagree	%	12.8	8.5	12.5	20.9	14.7	0.0	14.9	0.0	13.7	50.0	14.3	10.3	16.1	0.0	11.2	8.7	16.5	17.0	11.4	15.7	50.0
	Unsure	%	5.2	6.8	5.3	6.0	8.8	0.0	2.1	0.0	4.5	0.0	7.1	5.4	6.5	0.0	4.5	5.5	7.0	6.3	4.9	3.9	0.0

Thinking about the skills within the organization, please indicate if you agree, somewhat agree, somewhat disagree or disagree with the following statements: [RANDOMIZE]

Q45 - Staff generally understand the fundamentals of cloud-based software (Google Workspace, MS 365, cloud-storage, integration tools etc.) and how to apply them.	Total	Total N	Province														Percent receipt from Total						
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	25.1	25.6	29.4	28.4	14.7	9.1	25.5	0.0	27.2	0.0	14.3	17.2	21.0	0.0	28.0	28.8	25.0	20.1	20.1	21.9	0.0
	Somewhat agree	%	42.1	46.6	39.2	34.3	52.9	27.3	42.6	0.0	40.4	50.0	50.0	45.6	48.4	66.7	43.9	42.5	38.5	40.3	41.3	42.7	50.0
	Somewhat disagree	%	16.3	16.5	18.5	16.4	11.8	18.2	17.0	100.0	13.9	0.0	21.4	21.6	12.9	0.0	15.5	19.2	17.5	14.5	14.7	17.4	0.0
	Disagree	%	11.8	7.4	9.4	16.4	11.8	45.5	10.6	0.0	12.5	50.0	7.1	12.7	12.9	33.3	9.1	7.3	14.5	17.6	16.8	11.2	50.0
	Unsure	%	4.7	4.0	3.4	4.5	8.8	0.0	4.3	0.0	6.0	0.0	7.1	2.9	4.8	0.0	3.4	2.3	4.5	7.5	7.1	6.7	0.0

Thinking about the skills within the organization, please indicate if you agree, somewhat agree, somewhat disagree or disagree with the following statements: [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q46 - Volunteers with digital skills would be a useful complement to our staff skills	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	47.3	50.0	46.4	41.8	47.1	54.5	53.2	0.0	51.5	100.0	28.6	34.3	48.4	66.7	42.2	46.6	49.0	56.6	56.0	43.3	100.0
	Somewhat agree	%	32.5	33.0	32.5	38.8	32.4	36.4	31.9	100.0	29.6	0.0	50.0	39.7	24.2	33.3	34.3	32.9	33.5	29.6	31.5	29.8	0.0
	Somewhat disagree	%	6.5	5.7	6.8	3.0	8.8	9.1	8.5	0.0	5.5	0.0	14.3	9.3	6.5	0.0	7.6	6.8	4.5	5.0	6.0	6.7	0.0
	Disagree	%	6.7	5.7	7.5	7.5	8.8	0.0	2.1	0.0	6.8	0.0	0.0	7.8	4.8	0.0	8.3	5.9	6.5	5.0	1.6	9.6	0.0
	Unsure	%	7.1	5.7	6.8	9.0	2.9	0.0	4.3	0.0	6.5	0.0	7.1	8.8	16.1	0.0	7.6	7.8	6.5	3.8	4.9	10.7	0.0

On a scale of 0 to 10 where 0 is a very poor job and 10 an excellent job please rate the team in your organization on the following: [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q47 - Using digital communications platforms for video calls and emails	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Mean		7.9	7.9	7.8	7.3	7.8	7.3	7.8	1.0	8.0	6.5	8.1	8.0	7.8	8.7	8.2	7.9	7.5	7.8	7.5	7.7	6.5
	Median		8.0	8.0	8.0	8.0	8.0	8.0	8.0	1.0	9.0	6.5	9.0	8.0	8.0	9.0	9.0	8.0	8.0	8.0	8.0	8.0	6.5
	Very poor job (0)	%	1.6	1.7	1.5	4.5	0.0	0.0	2.1	0.0	1.5	0.0	0.0	2.0	0.0	0.0	1.1	0.5	2.0	2.5	1.1	3.9	0.0
	1	%	1.3	1.1	1.9	0.0	0.0	0.0	0.0	100.0	1.4	0.0	0.0	0.5	3.2	0.0	0.8	2.3	2.5	1.9	0.0	1.1	0.0
	2	%	1.3	0.6	2.3	1.5	0.0	0.0	9.1	4.3	0.0	1.2	0.0	0.5	0.0	0.0	0.4	0.9	2.0	1.9	2.2	2.2	0.0
	3	%	1.6	0.6	2.3	1.5	2.9	9.1	0.0	0.0	1.5	0.0	0.0	1.5	3.2	0.0	1.7	1.8	2.0	1.9	0.5	1.7	0.0
	4	%	1.9	0.6	2.3	4.5	5.9	0.0	4.3	0.0	1.9	0.0	0.0	1.5	0.0	0.0	1.1	1.8	2.5	1.3	5.4	0.6	0.0
	5	%	5.5	8.0	7.2	3.0	5.9	0.0	8.5	0.0	3.9	50.0	14.3	5.4	4.8	0.0	4.5	5.0	6.5	1.3	9.2	7.3	50.0
	6	%	5.2	5.7	6.0	3.0	0.0	0.0	0.0	0.0	5.7	0.0	14.3	4.9	4.8	0.0	5.1	2.7	3.5	9.4	8.7	2.8	0.0
	7	%	11.9	13.1	8.7	23.9	26.5	27.3	14.9	0.0	10.6	0.0	0.0	10.3	16.1	33.3	10.8	13.7	13.0	11.3	13.6	10.7	0.0
	8	%	21.8	21.6	18.5	28.4	14.7	18.2	19.1	0.0	20.9	50.0	14.3	27.5	29.0	0.0	23.1	21.9	24.0	20.8	18.5	19.7	50.0
	9	%	18.8	19.9	18.9	10.4	20.6	18.2	6.4	0.0	20.2	0.0	28.6	18.6	19.4	33.3	18.4	26.5	16.0	17.6	15.2	19.1	0.0
	Excellent job (10)	%	26.9	25.6	29.1	14.9	20.6	18.2	38.3	0.0	29.1	0.0	28.6	25.0	17.7	33.3	31.8	21.9	22.0	28.3	22.8	27.5	0.0
	Unsure	%	2.0	1.7	1.5	4.5	2.9	0.0	2.1	0.0	2.1	0.0	0.0	2.5	1.6	0.0	1.1	0.9	4.0	1.9	2.7	3.4	0.0

On a scale of 0 to 10 where 0 is a very poor job and 10 an excellent job please rate the team in your organization on the following: [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q48 - Being able to identify a potential cyber threat through email phishing	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Mean		5.9	6.1	6.0	5.6	5.2	4.5	5.3	0.0	5.9	2.5	4.5	5.4	5.9	6.1	4.3	6.2	6.1	5.6	5.7	5.4	2.5
	Median		7.0	7.0	7.0	6.0	5.0	5.0	6.0	0.0	7.0	2.5	6.0	7.0	7.0	5.0	7.0	7.0	6.0	7.0	6.0	6.0	2.5
	Very poor job (0)	%	6.9	6.8	6.0	7.5	11.8	0.0	10.6	100.0	7.0	50.0	7.1	5.4	6.5	0.0	4.2	5.9	8.0	8.8	11.4	7.9	50.0
	1	%	3.8	2.8	3.0	4.5	0.0	18.2	10.6	0.0	4.1	0.0	7.1	3.4	1.6	0.0	2.7	4.1	4.5	5.0	3.8	5.1	0.0
	2	%	5.2	5.1	5.7	6.0	8.8	0.0	6.4	0.0	4.8	0.0	0.0	4.9	4.8	33.3	4.9	4.1	6.0	4.4	5.4	6.7	0.0
	3	%	4.6	3.4	3.8	4.5	5.9	18.2	2.1	0.0	5.7	0.0	7.1	3.4	3.2	0.0	3.8	4.1	5.0	4.9	6.2	0.0	
	4	%	6.1	6.8	7.5	4.5	5.9	0.0	4.3	0.0	5.1	0.0	7.1	8.8	1.6	0.0	7.0	4.1	6.5	3.8	7.1	6.2	0.0
	5	%	11.2	9.7	10.2	13.4	14.7	27.3	8.5	0.0	9.8	50.0	14.3	12.7	21.0	33.3	11.0	13.7	13.0	10.1	10.9	7.9	50.0
	6	%	7.3	6.3	4.5	11.9	2.9	9.1	6.4	0.0	8.4	0.0	0.0	8.3	6.5	33.3	8.3	5.0	7.5	7.5	7.6	6.2	0.0
	7	%	14.9	15.3	17.0	14.9	8.8	0.0	10.6	0.0	16.3	0.0	14.3	12.7	9.7	0.0	15.5	15.5	15.0	17.0	12.5	12.9	0.0
	8	%	16.9	18.2	17.4	14.9	11.8	18.2	17.0	0.0	15.4	0.0	21.4	20.1	21.0	0.0	20.3	21.5	14.0	10.7	13.0	14.6	0.0
	9	%	10.1	11.4	7.9	7.5	5.9	0.0	12.8	0.0	11.5	0.0	7.1	9.3	12.9	0.0	10.6	9.1	8.5	14.5	9.8	8.4	0.0
	Excellent job (10)	%	6.8	7.4	9.8	4.5	8.8	0.0	4.3	0.0	6.5	0.0	0.0	5.9	4.8	0.0	7.0	6.8	7.0	5.0	6.5	7.9	0.0
	Unsure	%	6.3	6.8	7.2	6.0	14.7	9.1	6.4	0.0	5.5	0.0	14.3	4.9	6.5	0.0	4.7	5.9	5.0	8.2	7.1	10.1	0.0

On a scale of 0 to 10 where 0 is a very poor job and 10 an excellent job please rate the team in your organization on the following: [RANDOMIZE]

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q49 - Analyzing and using data	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Mean		5.3	5.2	5.2	4.6	5.5	4.7	5.5	6.0	5.4	7.0	5.9	5.6	5.0	5.7	5.4	5.4	5.2	4.9	5.3	5.3	7.0
	Median		5.0	5.5	5.0	5.0	6.0	5.0	6.0	6.0	6.0	7.0	6.0	6.0	6.0	5.0	6.0	6.0	5.0	5.0	5.0	5.0	7.0
	Very poor job (0)	%	5.3	6.8	3.8	9.0	2.9	0.0	6.4	0.0	5.3	0.0	7.1	3.4	11.3	0.0	3.8	6.4	5.0	9.4	5.4	5.1	0.0
	1	%	3.2	3.4	3.4	4.5	2.9	0.0	4.3	0.0	3.8	0.0	0.0	0.5	4.8	0.0	4.4	2.3	3.0	2.5	0.5	4.5	0.0
	2	%	5.7	7.4	5.7	9.0	8.8	9.1	4.3	0.0	5.7	0.0	7.1	2.9	6.5	0.0	4.4	5.5	6.0	6.3	8.2	6.7	0.0
	3	%	8.5	7.4	12.1	9.0	5.9	18.2	6.4	0.0	7.0	0.0	7.1	10.8	4.8	0.0	8.1	11.0	7.0	8.2	7.6	9.6	0.0
	4	%	8.7	5.7	10.9	9.0	5.9	9.1	12.8	0.0	8.2	0.0	0.0	10.3	8.1	0.0	8.1	6.8	11.5	10.7	12.5	3.9	0.0
	5	%	15.8	17.0	16.2	17.9	11.8	36.4	6.4	0.0	15.4	50.0	21.4	16.7	9.7	66.7	15.5	13.2	16.5	15.1	17.4	17.4	50.0
	6	%	13.5	18.2	12.1	6.0	11.8	9.1	8.5	100.0	13.9	0.0	14.3	14.7	11.3	0.0	15.9	11.9	17.0	10.7	9.8	10.7	0.0
	7	%	14.8	10.8	12.1	14.9	17.6	0.0	23.4	0.0	14.9	0.0	14.3	17.2	22.6	33.3	15.5	16.4	13.5	14.5	13.0	14.0	0.0
	8	%	11.0	10.8	10.6	7.5	20.6	0.0	12.8	0.0	11.8	0.0	7.1	9.8	11.3	0.0	11.4	13.7	10.5	8.2	10.3	10.7	0.0
	9	%	4.7	4.5	4.5	4.5	2.9	9.1	6.4	0.0	4.3	50.0	14.3	4.4	6.5	0.0	4.5	5.5	1.5				

On a scale of 0 to 10 where 0 is a very poor job and 10 an excellent job please rate the team in your organization on the following: [RANDOMIZE]

		Province															Percent receipt from Total							
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
Q50 - Keeping up to date with the latest digital solutions	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
		Mean	4.7	4.6	4.5	4.5	4.4	4.0	2.0	4.7	1.0	4.5	5.0	4.5	1.7	4.8	4.7	4.6	4.3	4.7	4.5	4.5	1.0	
		Median	5.0	5.0	5.0	5.0	4.0	4.0	5.0	2.0	5.0	1.0	5.0	5.0	5.0	2.0	5.0	5.0	5.0	5.0	5.0	5.0	1.0	
		Very poor job (0)	%	6.9	8.0	7.5	9.0	5.9	0.0	10.6	0.0	6.8	50.0	7.1	2.9	9.7	0.0	5.3	6.4	7.0	10.1	7.6	7.9	50.0
	1	%	5.4	5.1	6.0	3.0	2.9	0.0	4.3	0.0	6.2	0.0	7.1	3.4	6.5	33.3	5.1	5.5	7.0	6.3	4.9	3.9	0.0	
	2	%	9.3	9.7	10.6	11.9	17.6	27.3	4.3	100.0	7.9	50.0	7.1	8.3	6.5	66.7	8.9	9.6	9.0	8.8	10.9	8.4	50.0	
	3	%	11.2	10.8	9.8	11.9	14.7	18.2	6.4	0.0	11.3	0.0	14.3	13.2	9.7	0.0	11.2	13.7	9.5	9.4	10.3	12.4	0.0	
	4	%	8.2	10.2	7.5	9.0	8.8	27.3	10.6	0.0	7.4	0.0	7.1	8.8	6.5	0.0	8.1	8.2	8.5	10.1	6.0	9.0	0.0	
	5	%	15.9	15.3	18.9	11.9	8.8	9.1	17.0	0.0	15.9	0.0	14.3	15.7	14.5	0.0	16.1	14.2	17.5	15.7	14.1	17.4	0.0	
	6	%	12.4	10.8	13.6	16.4	5.9	0.0	12.8	0.0	12.2	0.0	7.1	13.2	14.5	0.0	14.8	12.3	12.0	11.3	12.0	7.3	0.0	
	7	%	11.7	12.5	10.6	6.0	8.8	9.1	8.5	0.0	11.3	0.0	14.3	17.2	11.3	0.0	10.8	14.6	12.0	8.8	14.1	10.7	0.0	
	8	%	8.3	5.7	4.9	9.0	5.9	9.1	14.9	0.0	9.9	0.0	14.3	7.8	11.3	0.0	9.7	6.8	7.5	6.9	8.7	7.9	0.0	
	9	%	2.8	4.5	2.6	3.0	5.9	0.0	6.4	0.0	2.6	0.0	0.0	1.5	1.6	0.0	3.4	2.7	2.0	3.1	2.7	1.7	0.0	
	Excellent job (10)	%	2.1	1.7	2.3	1.5	2.9	0.0	2.1	0.0	2.2	0.0	0.0	2.9	0.0	1.9	2.7	3.0	1.3	1.6	2.2	0.0		
	Unsure	%	6.0	5.7	5.7	7.5	11.8	0.0	2.1	0.0	6.3	0.0	7.1	4.9	8.1	0.0	4.7	3.2	5.0	8.2	7.1	11.2	0.0	

On a scale of 0 to 10 where 0 is a very poor job and 10 an excellent job please rate the team in your organization on the following: [RANDOMIZE]

		Province															Percent receipt from Total							
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
Q51 - Using website and analytics data to learn about users	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
		Mean	4.5	4.6	4.3	3.9	4.1	3.8	4.8	6.0	4.6	2.5	5.6	4.8	4.3	3.3	4.6	4.7	4.4	4.4	4.4	4.5	2.5	
		Median	5.0	5.0	4.0	4.0	4.0	3.5	5.0	6.0	5.0	2.5	5.0	4.0	2.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	2.5	
		Very poor job (0)	%	10.3	13.1	12.8	16.4	11.8	0.0	12.8	0.0	9.4	50.0	0.0	4.4	12.9	0.0	8.7	9.6	10.5	14.5	12.0	9.6	50.0
	1	%	6.5	4.0	6.4	9.0	5.9	0.0	10.6	0.0	6.7	0.0	0.0	6.9	6.5	33.3	6.8	4.1	6.0	5.0	7.6	9.0	0.0	
	2	%	8.3	5.7	9.4	6.0	8.8	36.4	2.1	0.0	8.4	0.0	7.1	8.3	11.3	33.3	7.6	9.6	10.5	8.2	8.2	6.7	0.0	
	3	%	9.8	9.1	8.7	10.4	8.8	9.1	12.8	0.0	9.6	0.0	14.3	12.3	8.1	0.0	10.2	11.4	9.0	6.9	9.8	10.1	0.0	
	4	%	8.8	10.8	11.3	10.4	8.8	18.2	6.4	0.0	7.0	0.0	14.3	7.8	11.3	0.0	9.7	11.4	5.0	10.1	7.6	7.9	0.0	
	5	%	13.3	14.8	12.5	6.0	11.8	9.1	6.4	0.0	13.7	50.0	21.4	16.7	9.7	0.0	14.6	7.8	15.5	13.2	11.4	15.2	50.0	
	6	%	9.9	10.8	9.8	9.0	11.8	9.1	6.4	100.0	10.3	0.0	0.0	11.3	4.8	0.0	10.8	10.0	10.0	11.3	9.2	6.7	0.0	
	7	%	11.5	12.5	7.5	11.9	8.8	0.0	17.0	0.0	11.8	0.0	7.1	12.7	17.7	33.3	11.4	13.2	11.5	9.4	10.9	12.4	0.0	
	8	%	8.8	8.5	7.2	7.5	2.9	9.1	8.5	0.0	10.3	0.0	14.3	8.8	6.5	0.0	7.2	11.9	10.0	10.1	9.2	6.7	0.0	
	9	%	3.4	5.7	1.9	3.0	5.9	0.0	8.5	0.0	3.4	0.0	7.1	1.5	4.8	0.0	4.4	2.7	1.0	3.1	4.3	3.4	0.0	
	Excellent job (10)	%	2.9	0.6	5.7	0.0	0.0	4.3	0.0	2.4	0.0	7.1	4.4	1.6	0.0	3.0	3.2	2.5	2.5	2.7	3.4	0.0		
	Unsure	%	6.5	4.5	6.8	10.4	14.7	9.1	4.3	0.0	7.0	0.0	7.1	4.9	4.8	0.0	5.7	5.0	8.5	5.7	7.1	9.0	0.0	

On a scale of 0 to 10 where 0 is a very poor job and 10 an excellent job please rate the team in your organization on the following: [RANDOMIZE]

		Province															Percent receipt from Total							
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
Q52 - Using machine learning or Artificial Intelligence	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
		Mean	2.6	2.6	2.4	1.9	1.8	2.0	3.3	0.0	2.7	0.0	2.3	3.2	2.7	2.3	3.0	2.6	2.4	2.4	2.4	2.6	0.0	
		Median	2.0	2.0	1.0	1.0	1.0	1.5	4.0	0.0	2.0	0.0	1.0	3.0	2.0	2.0	3.0	2.0	1.5	1.0	2.0	2.0	0.0	
		Very poor job (0)	%	27.3	29.5	28.7	32.8	35.3	9.1	25.5	100.0	27.1	100.0	35.7	20.1	30.6	33.3	22.0	33.3	31.5	34.0	23.9	28.1	100.0
	1	%	9.8	6.3	13.2	9.0	5.9	27.3	8.5	0.0	10.4	0.0	14.3	7.8	6.5	0.0	8.9	7.3	11.0	11.9	13.6	8.4	0.0	
	2	%	8.6	9.7	8.7	9.0	11.8	18.2	0.0	0.0	7.5	0.0	7.1	10.3	11.3	33.3	9.7	7.3	10.0	3.8	8.7	9.6	0.0	
	3	%	7.3	6.8	6.4	6.0	2.9	9.1	4.3	0.0	7.9	0.0	0.0	10.3	4.8	0.0	8.1	10.0	5.0	3.1	10.9	3.9	0.0	
	4	%	7.2	6.8	4.9	13.4	2.9	0.0	8.5	0.0	7.2	0.0	14.3	10.3	3.2	0.0	8.5	5.9	7.0	5.7	6.5	7.3	0.0	
	5	%	8.9	8.5	7.9	3.0	5.9	0.0	14.9	0.0	9.6	0.0	7.1	11.3	4.8	33.3	10.8	6.8	9.0	10.7	5.4	7.9	0.0	
	6	%	4.6	4.0	3.8	1.5	8.8	9.1	6.4	0.0	4.5	0.0	7.1	4.4	11.3	0.0	5.3	5.0	4.5	3.1	4.9	3.4	0.0	
	7	%	3.9	4.5	4.2	1.5	0.0	0.0	6.4	0.0	3.8	0.0	7.1	3.9	6.5	0.0	3.4	5.5	3.5	4.4	1.6	6.2	0.0	
	8	%	2.6	1.7	1.9	1.5	0.0	0.0	4.3	0.0	3.6	0.0	0.0	2.5	1.6	0.0	2.8	2.3	2.5	2.5	2.2	2.8	0.0	
	9	%	1.1	0.6	1.5	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	2.0	1.6	0.0	1.3	1.8	0.0	1.9	1.1	0.0	0.0	
	Excellent job (10)	%	1.0	1.7	0.4	0.0	0.0	2.1	0.0	1.0	0.0	0.0	2.0	0.0	0.0	1.5	0.9	1.0	0.6	0.5	0.6	0.0		
	Unsure	%	17.6	19.9	18.5	22.4	26.5	27.3	19.1	0.0	16.4	0.0	7.1	15.2	17.7	0.0	17.6	13.7	15.0	18.2	20.7	21.9	0.0	

Please rank the following areas in terms of where the CEO and Board could improve their knowledge about digital transformation where 1 is the top priority for improvement, 2 the second priority for improvement and 3 the third priority for improvement? [RANDOMIZE]

Q53 - Rank 1	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1415	170	253	62	34	10	46	1	564	2	14	197	59	3	514	209	194	151	176	169	2	
A clear vision of what digital could help the organization achieve	%	47.7	51.2	44.3	48.4	47.1	40.0	50.0	100.0	49.5	0.0	57.1	43.1	47.5	66.7	46.7	43.1	49.0	51.7	48.9	50.9	0.0		
Having a better understanding of digital transformation itself	%	23.1	22.4	26.9	25.8	23.5	20.0	17.4	0.0	22.9	100.0	14.3	22.8	13.6	33.3	21.8	28.7	21.1	17.2	25.0	24.9	100.0		
Understanding cybersecurity threats	%	7.7	9.4	7.1	4.8	5.9	10.0	13.0	0.0	6.0	0.0	0.0	12.2	8.5	0.0	8.6	8.1	7.7	6.0	6.8	7.1	0.0		
Understanding of the costs of digital transformation	%	8.1	7.1	7.1	4.8	11.8	10.0	10.9	0.0	9.0	0.0	7.1	7.1	10.2	0.0	8.2	6.2	8.2	9.9	10.2	6.5	0.0		
Understanding how to best oversee the implementation of digital	%	11.2	8.2	13.0	12.9	8.8	20.0	8.7	0.0	10.1	0.0	21.4	12.7	15.3	0.0	12.8	11.5	10.3	13.2	7.4	8.9	0.0		
Other (specify below)	%	2.2	1.8	1.6	3.2	2.9	0.0	0.0	0.0	2.5	0.0	0.0	2.0	5.1	0.0	1.9	2.4	3.6	2.0	1.7	1.8	0.0		

Please rank the following areas in terms of where the CEO and Board could improve their knowledge about digital transformation where 1 is the top priority for improvement, 2 the second priority for improvement and 3 the third priority for improvement? [RANDOMIZE]

Q53 - Rank 2	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1280	153	231	54	29	10	43	1	514	2	13	173	54	3	480	192	175	129	152	150	2	
A clear vision of what digital could help the organization achieve	%	24.6	24.2	23.4	27.8	37.9	10.0	23.3	0.0	25.3	100.0	23.1	22.5	22.2	33.3	23.5	27.1	23.4	21.7	28.9	23.3	100.0		
Having a better understanding of digital transformation itself	%	25.1	24.8	25.1	24.1	20.7	40.0	39.5	0.0	24.1	0.0	7.7	23.1	37.0	0.0	23.3	27.1	26.9	30.2	21.7	25.3	0.0		
Understanding cybersecurity threats	%	10.2	7.8	8.2	9.3	6.9	10.0	2.3	100.0	11.7	0.0	7.7	11.0	16.7	0.0	8.3	8.9	10.3	10.1	16.4	11.3	0.0		
Understanding of the costs of digital transformation	%	19.9	20.3	22.9	22.2	17.2	10.0	18.6	0.0	18.7	0.0	23.1	22.5	11.1	33.3	22.7	19.8	17.7	17.8	17.1	18.7	0.0		
Understanding how to best oversee the implementation of digital	%	19.8	22.9	19.9	16.7	17.2	30.0	16.3	0.0	19.5	0.0	38.5	20.2	13.0	33.3	21.7	16.7	21.1	18.6	15.8	21.3	0.0		
Other (specify below)	%	0.5	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.6	0.0	0.0	0.4	0.5	0.6	1.6	0.0	0.0	0.0		

Please rank the following areas in terms of where the CEO and Board could improve their knowledge about digital transformation where 1 is the top priority for improvement, 2 the second priority for improvement and 3 the third priority for improvement? [RANDOMIZE]

Q53 - Rank 3	Total	Total N	Province																	Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1096	128	197	45	24	9	41	1	441	2	12	146	48	2	427	155	148	110	120	134	2	
A clear vision of what digital could help the organization achieve	%	14.6	10.2	18.8	11.1	12.5	44.4	17.1	0.0	12.9	0.0	8.3	19.9	8.3	0.0	17.6	13.5	12.2	12.7	12.5	12.7	0.0		
Having a better understanding of digital transformation itself	%	15.3	17.2	12.7	13.3	29.2	11.1	17.1	0.0	16.3	0.0	0.0	15.1	10.4	50.0	15.7	10.3	17.6	15.5	21.7	11.9	0.0		
Understanding cybersecurity threats	%	12.3	14.8	13.7	8.9	12.5	11.1	9.8	0.0	9.5	0.0	33.3	17.1	12.5	0.0	13.8	7.7	10.8	16.4	11.7	11.9	0.0		
Understanding of the costs of digital transformation	%	27.9	31.3	30.5	37.8	16.7	22.2	22.0	0.0	27.0	50.0	33.3	22.6	33.3	50.0	25.8	30.3	29.7	22.7	24.2	37.3	50.0		
Understanding how to best oversee the implementation of digital transformation	%	29.2	25.8	23.9	28.9	29.2	11.1	34.1	100.0	33.1	50.0	25.0	25.3	35.4	0.0	26.9	36.8	29.7	32.7	30.0	23.1	50.0		
Other (specify below)	%	0.6	0.8	0.5	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.0	0.0	0.0	0.0	0.2	1.3	0.0	0.0	0.0	3.0	0.0		

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q54 - Which sources do you turn to most when learning new digital skills or tools ? [RANDOMIZE] (Select all that apply)	Total	Total N	1456	175	261	66	32	11	47	1	578	2	14	204	62	3	526	219	198	156	179	176	2
	Information on the internet such as articles and videos	%	70.1	69.7	74.7	60.6	78.1	72.7	66.0	0.0	71.1	50.0	71.4	64.7	71.0	66.7	71.7	72.6	65.2	68.6	70.9	68.8	50.0
	Asking peers outside of the organization for advice	%	59.5	61.7	57.9	57.6	71.9	81.8	48.9	0.0	60.7	100.0	64.3	55.4	61.3	66.7	61.4	65.8	56.6	55.1	53.6	59.1	100.0
	Seeking outside expert advice on digital	%	46.2	49.7	46.0	48.5	40.6	63.6	31.9	100.0	44.8	100.0	50.0	51.5	40.3	0.0	50.4	55.7	41.9	37.2	32.4	48.3	100.0
	Attended Webinars/training sessions/courses/podcasts online	%	59.9	62.3	59.8	48.5	53.1	63.6	48.9	0.0	63.0	50.0	42.9	57.4	61.3	66.7	65.4	59.4	61.6	55.1	53.1	53.4	50.0
	Joined an online community related to digital (e.g., Facebook groups)	%	15.5	12.6	15.3	13.6	31.3	18.2	19.1	0.0	16.3	0.0	7.1	15.7	9.7	0.0	16.2	12.8	14.1	15.4	20.7	13.1	0.0
	Had an internal digital strategy session on digital	%	7.6	6.3	9.6	4.5	6.3	0.0	10.6	0.0	5.9	0.0	0.0	13.7	3.2	0.0	9.1	9.6	6.1	3.8	5.0	8.0	0.0
	In-person earning sessions, conferences or workshops	%	22.9	21.7	21.8	19.7	21.9	18.2	27.7	100.0	21.1	0.0	35.7	29.9	24.2	0.0	24.7	24.2	21.7	17.9	19.6	25.6	0.0
	Unsure	%	2.6	4.6	1.5	6.1	0.0	9.1	2.1	0.0	2.8	0.0	0.0	1.0	3.2	0.0	1.5	2.3	4.0	3.8	3.4	2.8	0.0
	None of the above	%	3.2	2.9	3.8	3.0	0.0	0.0	2.1	0.0	3.3	0.0	7.1	2.5	4.8	0.0	1.3	2.3	4.5	5.8	4.5	4.5	0.0

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%)

**Multifrequency tab based on multiple responses

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q54 - Which sources do you turn to most when learning new digital skills or tools ? [RANDOMIZE] (Select all that apply)	Total	Total N	4186	510	758	173	97	36	121	2	1670	6	39	595	173	6	1587	667	546	410	471	499	6
	Information on the internet such as articles and videos	%	24.4	23.9	25.7	23.1	25.8	22.2	25.6	0.0	24.6	16.7	25.6	22.2	25.4	33.3	23.8	23.8	23.6	26.1	27.0	24.2	16.7
	Asking peers outside of the organization for advice	%	20.7	21.2	19.9	22.0	23.7	25.0	19.0	0.0	21.0	33.3	23.1	19.0	22.0	33.3	20.4	21.6	20.5	21.0	20.4	20.8	33.3
	Seeking outside expert advice on digital	%	16.1	17.1	15.8	18.5	13.4	19.4	12.4	50.0	15.5	33.3	17.9	17.6	14.5	0.0	16.7	18.3	15.2	14.1	12.3	17.0	33.3
	Attended Webinars/training sessions/courses/podcasts online	%	20.8	21.4	20.6	18.5	17.5	19.4	19.0	0.0	21.8	16.7	15.4	19.7	22.0	33.3	21.7	19.5	22.3	21.0	20.2	18.8	16.7
	Joined an online community related to digital (e.g., Facebook groups)	%	5.4	4.3	5.3	5.2	10.3	5.6	7.4	0.0	5.6	0.0	2.6	5.4	3.5	0.0	5.4	4.2	5.1	5.9	7.9	4.6	0.0
	Had an internal digital strategy session on digital	%	2.6	2.2	3.3	1.7	2.1	0.0	4.1	0.0	2.0	0.0	0.0	4.7	1.2	0.0	3.0	3.1	2.2	1.5	1.9	2.8	0.0
	In-person earning sessions, conferences or workshops	%	8.0	7.5	7.5	7.5	7.2	5.6	10.7	50.0	7.3	0.0	12.8	10.3	8.7	0.0	8.2	7.9	7.9	6.8	7.4	9.0	0.0
	Unsure	%	0.9	1.6	0.5	2.3	0.0	2.8	0.8	0.0	1.0	0.0	0.0	0.3	1.2	0.0	0.5	0.7	1.5	1.5	1.3	1.0	0.0
	None of the above	%	1.1	1.0	1.3	1.2	0.0	0.0	0.8	0.0	1.1	0.0	2.6	0.8	1.7	0.0	0.4	0.7	1.6	2.2	1.7	1.6	0.0

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).

**Multifrequency tab based on multiple responses

		Province															Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q55 - Does your organization leverage volunteers specifically to support digital projects regularly, occasionally or never?	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Regularly	%	13.5	9.7	11.7	16.4	11.8	9.1	10.6	0.0	15.9	50.0	7.1	11.8	16.1	0.0	7.8	11.0	15.5	21.4	25.5	11.2	50.0
	Occasionally	%	35.7	42.0	35.8	23.9	32.4	54.5	36.2	0.0	39.2	0.0	14.3	27.9	27.4	33.3	32.8	41.1	44.5	34.0	34.8	30.9	0.0
	Never	%	44.9	43.8	44.9	55.2	50.0	27.3	48.9	100.0	39.6	50.0	57.1	55.4	46.8	33.3	53.8	43.8	34.0	37.7	33.7	50.0	50.0
	Unsure	%	5.9	4.5	7.5	4.5	5.9	9.1	4.3	0.0	5.3	0.0	21.4	4.9	9.7	33.3	5.7	4.1	6.0	6.9	6.0	7.9	0.0

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province																Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q56 - Email Marketing	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
	Currently using	%	53.3	59.7	50.6	46.3	35.3	45.5	48.9	0.0	57.5	50.0	50.0	44.6	58.1	66.7	54.5	59.4	56.0	54.7	53.8	37.1	50.0	
	Not currently using but have used in the past	%	8.9	9.7	6.4	7.5	11.8	27.3	8.5	0.0	10.3	0.0	0.0	8.3	6.5	0.0	9.5	6.8	7.5	10.7	9.2	9.6	0.0	
	Never used but would like to use	%	16.3	16.5	20.0	17.9	14.7	18.2	12.8	100.0	14.6	50.0	14.3	19.1	8.1	0.0	15.5	19.2	13.5	13.8	15.2	21.3	50.0	
	Never used and not relevant	%	12.9	8.0	14.0	17.9	23.5	9.1	19.1	0.0	10.1	0.0	21.4	18.1	12.9	33.3	13.1	10.0	12.0	11.9	12.5	18.0	0.0	
	Unsure	%	8.6	6.3	9.1	10.4	14.7	0.0	10.6	0.0	7.5	0.0	14.3	9.8	14.5	0.0	7.4	4.6	11.0	8.8	9.2	14.0	0.0	

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province																Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q57 - Office productivity (such as Google Workspace or MS 365 Online)	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
	Currently using	%	66.1	76.1	68.3	50.7	50.0	72.7	61.7	0.0	68.3	100.0	71.4	58.8	56.5	100.0	74.2	65.8	64.5	59.7	58.7	57.3	100.0	
	Not currently using but have used in the past	%	4.0	4.0	3.8	7.5	2.9	9.1	12.8	0.0	3.3	0.0	7.1	2.0	8.1	0.0	3.6	3.7	2.5	6.9	4.9	3.9	0.0	
	Never used but would like to use	%	10.5	8.5	9.1	11.9	23.5	9.1	12.8	0.0	9.6	0.0	7.1	15.2	8.1	0.0	8.0	10.5	9.5	12.6	10.3	18.0	0.0	
	Never used and not relevant	%	9.3	5.1	9.1	17.9	8.8	0.0	8.5	0.0	8.9	0.0	0.0	13.2	9.7	0.0	6.8	9.6	10.0	12.6	13.0	9.0	0.0	
	Unsure	%	10.0	6.3	9.8	11.9	14.7	9.1	4.3	100.0	9.9	0.0	14.3	10.8	17.7	0.0	7.4	10.5	13.5	8.2	13.0	11.8	0.0	

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province																Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q58 - SEO Software	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
	Currently using	%	11.0	8.5	12.5	6.0	8.8	9.1	8.5	0.0	11.1	0.0	0.0	14.7	9.7	0.0	12.5	13.2	9.5	11.3	7.1	9.0	0.0	
	Not currently using but have used in the past	%	5.9	5.1	6.0	6.0	5.9	0.0	4.3	0.0	5.8	50.0	7.1	6.4	8.1	0.0	6.3	3.7	6.0	6.3	3.8	9.0	50.0	
	Never used but would like to use	%	22.3	21.0	21.5	16.4	11.8	36.4	25.5	0.0	23.5	50.0	28.6	25.0	16.1	0.0	25.9	23.7	16.5	17.0	21.7	21.3	50.0	
	Never used and not relevant	%	22.9	23.3	24.2	28.4	29.4	18.2	25.5	0.0	19.0	0.0	14.3	29.9	21.0	33.3	20.5	20.5	24.5	23.9	29.9	23.0	0.0	
	Unsure	%	38.0	42.0	35.8	43.3	44.1	36.4	36.2	100.0	40.6	0.0	50.0	24.0	45.2	66.7	34.8	38.8	43.5	41.5	37.5	37.6	0.0	

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province																Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q59 - Website Analytics	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
	Currently using	%	38.0	41.5	37.4	32.8	26.5	27.3	36.2	0.0	41.6	100.0	42.9	29.4	38.7	33.3	42.0	37.9	37.5	38.4	34.8	29.2	100.0	
	Not currently using but have used in the past	%	12.7	9.1	14.0	13.4	8.8	9.1	19.1	0.0	13.4	0.0	14.3	11.3	12.9	0.0	13.3	12.8	14.5	11.3	10.9	11.8	0.0	
	Never used but would like to use	%	22.0	27.3	21.9	23.9	20.6	36.4	21.3	100.0	20.2	0.0	14.3	23.5	17.7	33.3	21.8	27.4	17.0	18.9	22.3	24.7	0.0	
	Never used and not relevant	%	10.8	8.5	10.2	17.9	14.7	9.1	10.6	0.0	8.7	0.0	7.1	17.2	9.7	33.3	9.1	6.8	11.0	15.7	13.6	13.5	0.0	
	Unsure	%	16.5	13.6	16.6	11.9	29.4	18.2	12.8	0.0	16.1	0.0	21.4	18.6	21.0	0.0	13.8	15.1	20.0	15.7	18.5	20.8	0.0	

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province																Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q60 - Website content management	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2	
	Currently using	%	58.4	60.8	58.1	44.8	47.1	81.8	46.8	0.0	61.5	100.0	57.1	57.8	50.0	66.7	62.9	61.6	52.5	60.4	52.2	51.7	100.0	
	Not currently using but have used in the past	%	6.2	5.7	5.3	4.5	2.9	9.1	8.5	0.0	6.5	0.0	14.3	6.9	6.5	0.0	6.1	6.8	6.0	5.7	7.6	5.1	0.0	
	Never used but would like to use	%	15.7	17.0	15.1	17.9	11.8	9.1	14.9	100.0	16.3	0.0	14.3	17.2	4.8	33.3	15.2	15.1	15.5	15.1	15.8	19.1	0.0	
	Never used and not relevant	%	7.7	4.0	7.5	19.4	17.6	0.0	17.0	0.0	5.5	0.0	14.3	8.8	11.3	0.0	6.8	4.6	9.0	8.8	11.4	7.9	0.0	
	Unsure	%	12.0	12.5	14.0	13.4	20.6	0.0	12.8	0.0	10.3	0.0	0.0	9.3	27.4	0.0	9.1	11.9	17.0	10.1	13.0	16.3	0.0	

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

Q61 - Collaboration/Project Management		Total N	Province																	Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
Total	%		23.0	23.3	20.0	10.4	23.5	18.2	25.5	0.0	24.7	50.0	28.6	26.5	19.4	0.0	29.7	21.5	23.0	15.7	14.7	19.7	50.0		
Currently using	%		12.0	13.1	10.9	10.4	2.9	9.1	8.5	0.0	14.2	0.0	28.6	9.8	6.5	33.3	12.7	9.6	13.0	11.3	13.6	11.2	0.0		
Not currently using but have used in the past	%		24.4	22.7	29.8	26.9	14.7	9.1	21.3	100.0	21.9	0.0	14.3	28.9	22.6	33.3	25.9	27.4	21.5	25.2	19.0	24.2	0.0		
Never used but would like to use	%		19.9	19.3	20.4	19.4	23.5	36.4	27.7	0.0	19.0	0.0	14.3	19.6	21.0	0.0	15.0	20.5	17.5	28.3	26.1	22.5	0.0		
Never used and not relevant	%		20.7	21.6	18.9	32.8	35.3	27.3	17.0	0.0	20.2	50.0	14.3	15.2	30.6	33.3	16.7	21.0	25.0	19.5	26.6	22.5	50.0		
Unsure	%																								

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

Q62 - Financial Management and Reporting (e.g., Sage, Xero, QuickBooks online)		Total N	Province																	Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
Total	%		60.3	65.3	61.9	44.8	52.9	54.5	55.3	0.0	63.7	50.0	42.9	50.5	69.4	66.7	68.4	61.6	57.5	53.5	52.2	52.2	50.0		
Currently using	%		4.1	6.3	3.8	9.0	0.0	9.1	4.3	0.0	3.9	0.0	0.0	2.9	1.6	0.0	4.0	2.7	5.0	2.5	7.1	3.4	0.0		
Not currently using but have used in the past	%		13.3	11.4	11.3	13.4	17.6	18.2	17.0	100.0	12.7	0.0	21.4	18.6	6.5	0.0	12.7	11.0	12.5	16.4	12.0	17.4	0.0		
Never used but would like to use	%		11.4	8.0	9.8	20.9	14.7	9.1	14.9	0.0	9.8	50.0	14.3	15.7	12.9	33.3	7.4	11.9	11.5	14.5	17.4	13.5	50.0		
Never used and not relevant	%		11.0	9.1	13.2	11.9	14.7	9.1	8.5	0.0	9.9	0.0	21.4	12.3	9.7	0.0	7.6	12.8	13.5	13.2	11.4	13.5	0.0		
Unsure	%																								

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

Q63 - Data Visualization (such as Tableau, or MS Power BI)		Total N	Province																	Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
Total	%		5.4	8.0	3.4	3.0	2.9	0.0	4.3	0.0	5.8	0.0	7.1	7.4	1.6	0.0	6.6	5.5	7.0	5.0	3.3	2.2	0.0		
Currently using	%		3.5	3.4	4.2	1.5	0.0	0.0	6.4	0.0	3.1	0.0	0.0	5.4	3.2	0.0	3.6	2.3	5.5	2.5	3.3	3.9	0.0		
Not currently using but have used in the past	%		22.4	20.5	23.0	17.9	17.6	36.4	19.1	0.0	22.6	50.0	28.6	27.0	14.5	0.0	26.5	21.9	23.5	14.5	18.5	20.2	50.0		
Never used but would like to use	%		34.4	34.7	36.2	43.3	38.2	27.3	36.2	0.0	34.1	0.0	28.6	30.9	32.3	33.3	29.7	33.3	29.0	44.7	42.4	38.8	0.0		
Never used and not relevant	%		34.3	33.5	33.2	34.3	41.2	36.4	34.0	100.0	34.4	50.0	35.7	29.4	48.4	66.7	33.5	37.0	35.0	33.3	32.6	34.8	50.0		
Unsure	%																								

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

Q64 - Event Hosting Platform		Total N	Province																	Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
Total	%		35.0	36.9	29.8	35.8	20.6	18.2	29.8	0.0	40.1	0.0	28.6	32.8	25.8	66.7	36.0	44.3	36.5	29.6	29.9	29.2	0.0		
Currently using	%		14.1	11.9	17.7	10.4	8.8	9.1	17.0	0.0	15.2	100.0	14.3	10.3	11.3	0.0	14.4	11.4	11.5	16.4	15.8	15.2	100.0		
Not currently using but have used in the past	%		17.9	19.3	20.4	14.9	11.8	27.3	14.9	100.0	15.8	0.0	28.6	21.6	16.1	0.0	20.3	15.5	14.0	16.4	19.6	18.0	0.0		
Never used but would like to use	%		18.2	18.8	19.2	19.4	26.5	9.1	19.1	0.0	17.3	0.0	14.3	17.2	19.4	33.3	17.4	15.1	19.5	22.0	17.9	19.7	0.0		
Never used and not relevant	%		14.8	13.1	12.8	19.4	32.4	36.4	19.1	0.0	11.6	0.0	14.3	18.1	27.4	0.0	11.9	13.7	18.5	15.7	16.8	18.0	0.0		
Unsure	%																								

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

Q65 - P2P Platform		Total N	Province																	Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2		
Total	%		10.3	9.7	7.2	7.5	2.9	0.0	12.8	100.0	14.6	0.0	14.3	6.9	1.6	0.0	8.3	13.2	18.5	13.8	8.2	2.2	0.0		
Currently using	%		4.4	5.1	3.8	6.0	2.9	0.0	6.4	0.0	5.0	0.0	0.0	2.9	3.2	0.0	4.9	3.7	4.5	5.0	4.3	2.8	0.0		
Not currently using but have used in the past	%		12.9	13.1	14.7	9.0	8.8	18.2	10.6	0.0	12.2	0.0	14.3	13.7	16.1	0.0	15.0	11.9	12.5	10.1	10.9	12.9	0.0		
Never used but would like to use	%		30.0	25.0	27.2	35.8	41.2	45.5	36.2	0.0	27.6	50.0	21.4	39.2	30.6	33.3	28.6	26.9	25.0	32.1	36.4	34.8	50.0		
Never used and not relevant	%		42.5	47.2	47.2	41.8	44.1	36.4	34.0	0.0	40.8	50.0	50.0	37.3	48.4	66.7	43.2	44.3	39.5	39.0	40.2	47.2	50.0		
Unsure	%																								

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q66 - Online Donations	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Currently using	%	80.9	81.8	78.5	73.1	67.6	81.8	74.5	0.0	82.0	100.0	71.4	87.3	79.0	100.0	84.1	88.1	84.0	78.6	81.5	60.1	100.0
	Not currently using but have used in the past	%	3.1	1.7	3.0	3.0	0.0	9.1	6.4	0.0	3.8	0.0	7.1	1.5	3.2	0.0	3.0	2.7	3.5	3.8	2.7	2.8	0.0
	Never used but would like to use	%	8.3	9.1	10.6	11.9	20.6	9.1	12.8	100.0	6.8	0.0	7.1	5.4	4.8	0.0	7.6	5.5	3.5	10.1	8.2	18.0	0.0
	Never used and not relevant	%	3.7	2.8	3.8	9.0	0.0	0.0	2.1	0.0	4.1	0.0	0.0	2.5	6.5	0.0	2.8	1.4	3.0	3.8	3.8	10.1	0.0
	Unsure	%	4.0	4.5	4.2	3.0	11.8	0.0	4.3	0.0	3.3	0.0	14.3	3.4	6.5	0.0	2.5	2.3	6.0	3.8	3.8	9.0	0.0

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q67 - Social Media Management	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Currently using	%	55.8	58.5	48.7	46.3	52.9	63.6	38.3	0.0	58.2	50.0	50.0	64.2	51.6	100.0	62.3	59.8	55.0	47.8	50.0	45.5	50.0
	Not currently using but have used in the past	%	8.6	8.5	11.3	7.5	2.9	0.0	14.9	0.0	8.9	0.0	7.1	6.4	4.8	0.0	8.7	6.8	9.5	9.4	10.9	6.7	0.0
	Never used but would like to use	%	18.2	19.9	20.4	19.4	14.7	27.3	23.4	100.0	16.8	50.0	35.7	13.7	21.0	0.0	14.2	20.5	16.0	21.4	20.1	24.2	50.0
	Never used and not relevant	%	7.8	5.7	7.9	14.9	11.8	9.1	14.9	0.0	6.8	0.0	7.1	8.3	6.5	0.0	6.8	4.6	5.5	11.3	10.3	11.8	0.0
	Unsure	%	9.6	7.4	11.7	11.9	17.6	0.0	8.5	0.0	9.2	0.0	0.0	7.4	16.1	0.0	8.0	8.2	14.0	10.1	8.7	11.8	0.0

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q68 - CRM/DMS software	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Currently using	%	30.7	27.8	32.5	26.9	17.6	27.3	23.4	0.0	35.8	0.0	28.6	22.5	29.0	33.3	32.0	39.7	38.0	28.3	26.6	14.0	0.0
	Not currently using but have used in the past	%	4.5	4.5	4.2	4.5	2.9	9.1	10.6	0.0	5.8	0.0	0.0	1.5	0.0	0.0	6.4	1.4	3.5	5.7	3.8	3.4	0.0
	Never used but would like to use	%	17.0	15.3	15.5	9.0	11.8	18.2	12.8	0.0	14.9	50.0	7.1	32.8	12.9	0.0	20.5	15.1	13.0	13.2	13.6	20.2	50.0
	Never used and not relevant	%	19.6	20.5	19.2	25.4	32.4	18.2	23.4	0.0	16.3	0.0	14.3	26.0	16.1	0.0	14.8	16.9	19.0	24.5	27.2	25.8	0.0
	Unsure	%	28.2	31.8	28.7	34.3	35.3	27.3	29.8	100.0	27.2	50.0	50.0	17.2	41.9	66.7	26.3	26.9	26.5	28.3	28.8	36.5	50.0

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q69 - HR Information System	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Currently using	%	15.6	18.2	11.7	9.0	8.8	9.1	14.9	0.0	19.3	50.0	7.1	13.2	11.3	0.0	18.8	14.6	15.5	15.1	9.2	14.0	50.0
	Not currently using but have used in the past	%	3.3	1.7	4.5	1.5	2.9	0.0	8.5	0.0	3.4	0.0	7.1	2.0	3.2	0.0	2.5	3.2	5.0	2.5	4.3	3.4	0.0
	Never used but would like to use	%	23.6	20.5	27.9	22.4	17.6	36.4	21.3	100.0	21.1	50.0	35.7	27.9	22.6	33.3	29.7	22.8	21.5	15.7	15.8	23.6	50.0
	Never used and not relevant	%	36.1	38.6	36.2	40.3	32.4	45.5	29.8	0.0	36.8	0.0	21.4	36.3	25.8	66.7	29.0	36.5	35.0	44.7	50.0	36.5	0.0
	Unsure	%	21.4	21.0	19.6	26.9	38.2	9.1	25.5	0.0	19.3	0.0	28.6	20.6	37.1	0.0	20.1	22.8	23.0	22.0	20.7	22.5	0.0

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

			Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q70 - Integration as a Service (IaaS) technology (e.g., Flow, Zapier, Tray.io)	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Currently using	%	3.5	1.1	5.3	0.0	0.0	0.0	4.3	0.0	3.4	0.0	7.1	4.9	3.2	0.0	4.5	3.7	2.0	5.7	2.2	1.1	0.0
	Not currently using but have used in the past	%	3.4	4.0	2.3	1.5	0.0	0.0	2.1	0.0	4.8	0.0	0.0	2.5	3.2	0.0	4.4	2.3	6.5	1.9	1.6	1.7	0.0
	Never used but would like to use	%	16.3	11.9	15.8	9.0	11.8	45.5	14.9	0.0	18.5	100.0	28.6	17.6	8.1	0.0	20.3	15.5	13.5	13.2	12.5	14.6	100.0
	Never used and not relevant	%	35.6	39.2	35.1	31.3	38.2	18.2	44.7	0.0	34.1	0.0	21.4	39.7	35.5	0.0	30.1	34.7	36.5	41.5	45.1	37.6	0.0
	Unsure	%	41.2	43.8	41.5	58.2	50.0	36.4	34.0	100.0	39.2	0.0	42.9	35.3	50.0	100.0	40.7	43.8	41.5	37.7	38.6	44.9	0.0

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

		Total N	Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			Q71 - Tools to segment donors, volunteers, and program participants	Total	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184
	Currently using	%	29.7	33.5	31.3	23.9	17.6	9.1	21.3	0.0	32.9	0.0	14.3	23.5	30.6	33.3	29.4	34.7	32.5	34.0	32.1	15.7	0.0
	Not currently using but have used in the past	%	6.3	4.0	7.5	6.0	8.8	27.3	12.8	0.0	6.3	0.0	14.3	2.9	6.5	0.0	7.2	4.6	7.0	6.9	3.8	6.7	0.0
	Never used but would like to use	%	32.2	33.5	30.2	26.9	23.5	45.5	36.2	100.0	32.0	50.0	35.7	39.2	19.4	33.3	37.3	27.9	29.5	25.2	25.5	38.8	50.0
	Never used and not relevant	%	14.4	13.6	12.5	22.4	20.6	0.0	21.3	0.0	13.2	0.0	7.1	17.6	14.5	0.0	11.9	12.3	11.5	15.1	21.2	20.2	0.0
	Unsure	%	17.3	15.3	18.5	20.9	29.4	18.2	8.5	0.0	15.6	50.0	28.6	16.7	29.0	33.3	14.2	20.5	19.5	18.9	17.4	18.5	50.0

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

		Total N	Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			Q72 - APIs offered by tools we use (e.g., MS Office/Google Workspace APIs)	Total	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184
	Currently using	%	35.8	35.8	33.6	38.8	26.5	45.5	40.4	0.0	37.8	0.0	35.7	30.9	41.9	0.0	37.1	41.1	36.0	32.1	36.4	28.1	0.0
	Not currently using but have used in the past	%	5.4	6.8	6.4	6.0	2.9	0.0	8.5	0.0	5.3	0.0	7.1	3.9	3.2	0.0	4.9	6.8	4.0	6.3	5.4	6.2	0.0
	Never used but would like to use	%	16.1	15.9	15.8	13.4	14.7	27.3	17.0	0.0	16.4	50.0	21.4	18.1	6.5	0.0	16.3	13.7	15.0	13.8	16.3	20.8	50.0
	Never used and not relevant	%	14.4	12.5	15.8	14.9	17.6	18.2	17.0	0.0	13.2	0.0	0.0	17.2	14.5	0.0	12.9	13.2	15.5	17.0	16.8	14.0	0.0
	Unsure	%	28.4	29.0	28.3	26.9	38.2	9.1	17.0	100.0	27.2	50.0	35.7	29.9	33.9	100.0	28.8	25.1	29.5	30.8	25.0	30.9	50.0

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

		Total N	Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			Q73 - Data collection tools (surveys, online forms)	Total	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184
	Currently using	%	49.1	55.7	43.4	29.9	41.2	18.2	46.8	0.0	53.6	50.0	71.4	49.0	41.9	33.3	58.0	55.3	47.0	33.3	38.0	43.3	50.0
	Not currently using but have used in the past	%	17.6	13.1	21.5	25.4	8.8	27.3	21.3	100.0	16.4	0.0	14.3	15.2	25.8	0.0	19.1	15.5	16.5	21.4	16.3	15.2	0.0
	Never used but would like to use	%	15.0	16.5	15.8	13.4	14.7	36.4	10.6	0.0	14.4	50.0	0.0	16.7	9.7	33.3	12.3	12.8	15.5	19.5	15.8	19.7	50.0
	Never used and not relevant	%	10.1	9.1	10.2	14.9	17.6	9.1	12.8	0.0	8.7	0.0	7.1	12.7	6.5	0.0	5.7	8.2	8.0	15.1	20.1	12.9	0.0
	Unsure	%	8.2	5.7	9.1	16.4	17.6	9.1	8.5	0.0	6.8	0.0	7.1	6.4	16.1	33.3	4.9	8.2	13.0	10.7	9.8	9.0	0.0

What is your organization's experience using a cloud-version of each of the following software and digital tools, if any. For clarity, a cloud-hosted software would have you login through an internet browser rather than installing software on your computer. [RANDOMIZE]

		Total N	Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			Q74 - Internal communication tools (e.g., Slack, Teams, Intranet)	Total	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184
	Currently using	%	45.9	48.3	40.8	38.8	32.4	36.4	40.4	100.0	44.5	100.0	35.7	63.2	38.7	0.0	56.6	51.1	40.5	38.4	29.9	36.0	100.0
	Not currently using but have used in the past	%	9.1	6.8	12.8	9.0	5.9	9.1	6.4	0.0	8.4	0.0	7.1	8.8	12.9	0.0	8.9	5.5	11.0	11.3	8.2	11.2	0.0
	Never used but would like to use	%	13.4	15.9	14.3	13.4	17.6	18.2	6.4	0.0	14.2	0.0	21.4	8.8	11.3	0.0	12.9	15.1	13.0	10.7	15.8	13.5	0.0
	Never used and not relevant	%	18.6	15.3	20.4	17.9	20.6	18.2	29.8	0.0	20.2	0.0	21.4	12.3	16.1	33.3	13.8	16.4	18.0	25.8	28.3	19.7	0.0
	Unsure	%	13.1	13.6	11.7	20.9	23.5	18.2	17.0	0.0	12.7	0.0	14.3	6.9	21.0	66.7	7.8	11.9	17.5	13.8	17.9	19.7	0.0

Does your organization regularly, occasionally or never do the following: [RANDOMIZE]

		Total N	Province															Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			Q75 - Plan for digital accessibility when creating content and selecting tools or vendors to ensure that those with disabilities can access your materials or services [RANDOMIZE]	Total	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184
	Regularly	%	21.4	18.8	21.1	19.4	8.8	18.2	27.7	0.0	26.0	50.0	21.4	12.7	21.0	0.0	24.4	22.4	17.5	23.9	13.0	21.9	50.0
	Occasionally	%	33.1	34.1	35.8	32.8	38.2	36.4	27.7	100.0	36.1	50.0	35.7	20.1	32.3	0.0	37.1	32.4	30.0	29.6	33.2	28.1	50.0
	Never	%	30.0	26.1	29.1	32.8	41.2	18.2	34.0	0.0	25.2	0.0	28.6	47.5	22.6	66.7	25.6	29.7	32.5	32.1	35.9	33.1	0.0
	Unsure	%	15.5	21.0	14.0	14.9	11.8	27.3	10.6	0.0	12.7	0.0	14.3	19.6	24.2	33.3	12.9	15.5	20.0	14.5	17.9	16.9	0.0

		Province														Percent receipt from Total							
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q76 - Is your charity currently using machine learning or artificial intelligence (such as ChatGPT or AI incorporated into tools you already use) regularly, occasionally or not at all?	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Regularly	%	2.0	4.0	2.3	0.0	0.0	0.0	0.0	0.0	2.1	0.0	0.0	2.0	1.6	0.0	1.5	2.7	2.5	1.9	1.6	2.8	0.0
	Occasionally	%	18.8	14.2	20.8	16.4	17.6	18.2	17.0	0.0	20.2	0.0	14.3	19.1	17.7	0.0	25.6	14.6	22.0	11.9	10.3	15.7	0.0
	Never	%	73.2	73.9	73.6	76.1	76.5	63.6	76.6	100.0	71.4	100.0	85.7	73.5	74.2	100.0	68.6	73.1	68.5	80.5	83.7	74.7	100.0
	Unsure	%	5.9	8.0	3.4	7.5	5.9	18.2	6.4	0.0	6.3	0.0	0.0	5.4	6.5	0.0	4.4	9.6	7.0	5.7	4.3	6.7	0.0

		Province														Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Ontario	Prince Edward Island	Quebec	Saskatchewan	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
Q77 - Is the use of machine learning or artificial intelligence, important, somewhat important, somewhat not important or not important to the success of your organization? [IF THEY ARE USING REGULARLY OR OCCASIONALLY]	Total	Total N	307	32	61	11	6	2	8	130	2	43	12	143	38	49	22	22	33	0	
	Important	%	16.3	25.0	9.8	9.1	0.0	0.0	12.5	20.0	0.0	14.0	16.7	16.1	18.4	14.3	18.2	4.5	24.2	0.0	
	Somewhat important	%	40.1	46.9	44.3	72.7	16.7	0.0	37.5	39.2	50.0	32.6	25.0	37.8	36.8	53.1	45.5	40.9	30.3	0.0	
	Somewhat not important	%	21.5	12.5	18.0	9.1	66.7	100.0	25.0	17.7	0.0	37.2	25.0	25.9	18.4	18.4	18.2	13.6	18.2	0.0	
	Not important	%	14.3	9.4	21.3	0.0	0.0	0.0	12.5	15.4	0.0	9.3	25.0	12.6	21.1	8.2	9.1	27.3	18.2	0.0	
	Unsure	%	7.8	6.3	6.6	9.1	16.7	0.0	12.5	7.7	50.0	7.0	8.3	7.7	5.3	6.1	9.1	13.6	9.1	0.0	

		Province														Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Ontario	Prince Edward Island	Quebec	Saskatchewan	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown		
Q78 - How would you best describe your organization's use of machine learning or artificial intelligence? [RANDOMIZE]	Total	Total N	307	32	61	11	6	2	8	130	2	43	12	143	38	49	22	22	33	0	
	We are experimenting and exploring how to use AI	%	63.2	78.1	52.5	72.7	66.7	50.0	50.0	66.9	50.0	58.1	58.3	65.0	71.1	53.1	72.7	50.0	63.6	0.0	
	We are committed to using AI, have policies in place, but are only experimenting	%	1.6	0.0	1.6	9.1	0.0	0.0	0.0	1.5	0.0	2.3	0.0	1.4	0.0	2.0	0.0	9.1	0.0	0.0	
	We are applying machine learning and AI to different parts of our organization	%	6.8	9.4	6.6	0.0	0.0	0.0	0.0	9.2	0.0	2.3	8.3	4.2	2.6	16.3	9.1	4.5	9.1	0.0	
	We are very strong in machine learning and AI, have policies and internal capabilities	%	1.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5	0.0	2.3	0.0	0.0	0.0	2.0	0.0	4.5	3.0	0.0	
	We are not interested in using machine learning and artificial intelligence because of potential risks	%	2.0	6.3	3.3	0.0	0.0	0.0	0.0	0.8	0.0	2.3	0.0	2.1	2.6	2.0	0.0	0.0	3.0	0.0	
	We are not interested in using machine learning and artificial intelligence because it is not needed	%	5.2	0.0	9.8	0.0	16.7	0.0	0.0	4.6	0.0	7.0	0.0	4.2	5.3	4.1	0.0	9.1	12.1	0.0	
	We are interested in using machine learning and artificial intelligence but cannot because of financial constraints	%	9.1	6.3	11.5	0.0	0.0	50.0	25.0	6.2	0.0	18.6	0.0	9.8	10.5	6.1	9.1	9.1	9.1	0.0	
	Unsure	%	11.1	0.0	14.8	18.2	16.7	0.0	25.0	9.2	50.0	7.0	33.3	13.3	7.9	14.3	9.1	13.6	0.0	0.0	

			Province													Percent receipt from Total					
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Labrador	Nova Scotia	Ontario	Prince Edward Island	Quebec	Saskatchewan	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown	
Q79 - Does your organization do any of the following to protect from cyber threats? [RANDOMIZE] (Select all that apply)	Total	Total N	307	32	61	11	6	2	8	130	2	43	12	143	38	49	22	22	33	0	
	Mandatory use of a password management tool (such as LastPass, 1Password, etc.)	%	23.5	25.0	26.2	9.1	16.7	0.0	50.0	24.6	0.0	20.9	8.3	30.1	28.9	18.4	9.1	13.6	12.1	0.0	
	Monitor and manage employees' access to data	%	47.9	46.9	42.6	27.3	50.0	50.0	37.5	49.2	50.0	62.8	33.3	49.7	52.6	46.9	40.9	31.8	51.5	0.0	
	Use of multi-factor authentication (password plus an email, text message or authenticator app)	%	62.5	56.3	67.2	54.5	16.7	50.0	87.5	66.9	50.0	53.5	58.3	67.1	57.9	57.1	68.2	54.5	57.6	0.0	
	Have mandatory cybersecurity training of staff on a regular basis.	%	17.9	25.0	6.6	18.2	0.0	0.0	37.5	23.8	0.0	14.0	8.3	20.3	18.4	12.2	22.7	9.1	18.2	0.0	
	Actively monitor the organization's network environments.	%	38.8	40.6	37.7	36.4	16.7	50.0	37.5	43.8	0.0	30.2	33.3	46.2	36.8	30.6	31.8	31.8	30.3	0.0	
	Unsure	%	8.8	6.3	4.9	18.2	16.7	0.0	0.0	9.2	0.0	14.0	8.3	7.0	5.3	16.3	13.6	9.1	6.1	0.0	
	None of the above	%	12.1	12.5	19.7	18.2	16.7	50.0	12.5	6.2	50.0	9.3	25.0	10.5	21.1	6.1	4.5	13.6	21.2	0.0	

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%)

**Multifrequency tab based on multiple responses

		Total N	Province													Percent receipt from Total				
			Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Labrador	Nova Scotia	Ontario	Prince Edward Island	Quebec	Saskatchewan	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q79 - Does your organization do any of the following to protect from cyber threats? [RANDOMIZE] (Select all that apply)	Total		649	68	125	20	8	4	21	291	3	88	21	330	84	92	42	36	65	0
	Mandatory use of a password management tool (such as LastPass, 1Password, etc.)	%	11.1	11.8	12.8	5.0	12.5	0.0	19.0	11.0	0.0	10.2	4.8	13.0	13.1	9.8	4.8	8.3	6.2	0.0
	Monitor and manage employees' access to data	%	22.7	22.1	20.8	15.0	37.5	25.0	14.3	22.0	33.3	30.7	19.0	21.5	23.8	25.0	21.4	19.4	26.2	0.0
	Use of multi-factor authentication (password plus an email, text message or authenticator app)	%	29.6	26.5	32.8	30.0	12.5	25.0	33.3	29.9	33.3	26.1	33.3	29.1	26.2	30.4	35.7	33.3	29.2	0.0
	Have mandatory cybersecurity training of staff on a regular basis.	%	8.5	11.8	3.2	10.0	0.0	0.0	14.3	10.7	0.0	6.8	4.8	8.8	8.3	6.5	11.9	5.6	9.2	0.0
	Actively monitor the organization's network environments.	%	18.3	19.1	18.4	20.0	12.5	25.0	14.3	19.6	0.0	14.8	19.0	20.0	16.7	16.3	16.7	19.4	15.4	0.0
	Unsure	%	4.2	2.9	2.4	10.0	12.5	0.0	0.0	4.1	0.0	6.8	4.8	3.0	2.4	8.7	7.1	5.6	3.1	0.0
	None of the above	%	5.7	5.9	9.6	10.0	12.5	25.0	4.8	2.7	33.3	4.5	14.3	4.5	9.5	3.3	2.4	8.3	10.8	0.0

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).

**Multifrequency tab based on multiple responses

Q80 - What data protection policies are in place at your organization? (Select all that apply) [RANDOMIZE]	Total N	Province											Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Ontario	Prince Edward Island	Quebec	Saskatchewan	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
		Total	307	32	61	11	6	2	8	130	2	43	12	143	38	49	22	22	33
Policies on how to use equipment and protect data privacy	%	44.3	43.8	39.3	36.4	16.7	50.0	37.5	51.5	50.0	37.2	41.7	47.6	47.4	44.9	36.4	40.9	33.3	0.0
A plan to help respond to a cyberattack	%	16.9	18.8	14.8	0.0	0.0	0.0	37.5	23.8	0.0	2.3	16.7	16.8	18.4	8.2	18.2	18.2	27.3	0.0
Privacy and data management policies to ensure compliance with government regulations	%	50.8	50.0	52.5	18.2	16.7	50.0	50.0	55.4	100.0	51.2	33.3	53.8	44.7	46.9	50.0	40.9	57.6	0.0
A written plan for data, hardware and software backups	%	26.7	40.6	23.0	9.1	0.0	0.0	25.0	33.1	100.0	9.3	25.0	31.5	21.1	30.6	9.1	22.7	21.2	0.0
Policies on the use of personal devices or accounts for work information or communications	%	40.1	37.5	36.1	27.3	16.7	100.0	37.5	50.8	50.0	25.6	16.7	44.8	44.7	40.8	31.8	18.2	33.3	0.0
Policies on how data is shared with external organizations	%	36.8	34.4	42.6	18.2	33.3	50.0	37.5	39.2	50.0	27.9	33.3	39.2	34.2	40.8	27.3	40.9	27.3	0.0
Unsure	%	14.7	12.5	14.8	27.3	16.7	0.0	12.5	13.1	0.0	18.6	16.7	14.7	13.2	14.3	13.6	27.3	9.1	0.0
None of the above	%	14.3	18.8	19.7	27.3	33.3	0.0	12.5	10.0	0.0	9.3	25.0	12.6	21.1	10.2	18.2	13.6	18.2	0.0

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%)

**Multifrequency tab based on multiple responses

Q80 - What data protection policies are in place at your organization? (Select all that apply) [RANDOMIZE]	Total N	Province											Percent receipt from Total						
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia	Ontario	Prince Edward Island	Quebec	Saskatchewan	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
		Total	751	82	148	18	8	5	20	360	7	78	25	373	93	116	45	49	75
Policies on how to use equipment and protect data privacy	%	18.1	17.1	16.2	22.2	12.5	20.0	15.0	18.6	14.3	20.5	20.0	18.2	19.4	19.0	17.8	18.4	14.7	0.0
A plan to help respond to a cyberattack	%	6.9	7.3	6.1	0.0	0.0	0.0	15.0	8.6	0.0	1.3	8.0	6.4	7.5	3.4	8.9	8.2	12.0	0.0
Privacy and data management policies to ensure compliance with government regulations	%	20.8	19.5	21.6	11.1	12.5	20.0	20.0	20.0	28.6	28.2	16.0	20.6	18.3	19.8	24.4	18.4	25.3	0.0
A written plan for data, hardware and software backups	%	10.9	15.9	9.5	5.6	0.0	0.0	10.0	11.9	28.6	5.1	12.0	12.1	8.6	12.9	4.4	10.2	9.3	0.0
Policies on the use of personal devices or accounts for work information or communications	%	16.4	14.6	14.9	16.7	12.5	40.0	15.0	18.3	14.3	14.1	8.0	17.2	18.3	17.2	15.6	8.2	14.7	0.0
Policies on how data is shared with external organizations	%	15.0	13.4	17.6	11.1	25.0	20.0	15.0	14.2	14.3	15.4	16.0	15.0	14.0	17.2	13.3	18.4	12.0	0.0
Unsure	%	6.0	4.9	6.1	16.7	12.5	0.0	5.0	4.7	0.0	10.3	8.0	5.6	5.4	6.0	6.7	12.2	4.0	0.0
None of the above	%	5.9	7.3	8.1	16.7	25.0	0.0	5.0	3.6	0.0	5.1	12.0	4.8	8.6	4.3	8.9	6.1	8.0	0.0

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).

**Multifrequency tab based on multiple responses

Do you agree, somewhat agree, somewhat disagree, or disagree with the following statements about your organization? [RANDOMIZE]

		Aggregate 2023-08	Province															Percent receipt from Total					
			Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
Q81 - Team members are encouraged to propose new ideas to help improve work and productivity.	Total	Total N																					
	Agree	%	57.3	58.0	56.6	47.8	64.7	72.7	46.8	100.0	58.7	100.0	71.4	54.4	59.7	66.7	65.2	53.9	52.0	56.6	47.3	54.5	100.0
	Somewhat agree	%	33.6	33.5	34.7	41.8	26.5	18.2	40.4	0.0	31.3	0.0	21.4	38.2	32.3	33.3	29.7	38.8	36.0	29.6	39.1	34.3	0.0
	Somewhat disagree	%	3.8	3.4	3.8	6.0	5.9	9.1	4.3	0.0	3.8	0.0	0.0	2.9	4.8	0.0	2.8	3.2	5.0	5.7	3.8	4.5	0.0
	Disagree	%	2.2	2.8	1.1	0.0	2.9	0.0	2.1	0.0	2.9	0.0	0.0	2.5	0.0	0.0	0.9	2.7	2.0	3.1	4.3	2.2	0.0
	Unsure	%	3.1	2.3	3.8	4.5	0.0	0.0	6.4	0.0	3.3	0.0	7.1	2.0	3.2	0.0	1.3	1.4	5.0	5.0	5.4	4.5	0.0

Do you agree, somewhat agree, somewhat disagree, or disagree with the following statements about your organization? [RANDOMIZE]

		Aggregate 2023-08	Province															Percent receipt from Total					
			Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
Q82 - There is a clear understanding of how to leverage digital transformation in the workplace.	Total	Total N																					
	Agree	%	9.1	6.8	8.3	10.4	8.8	0.0	8.5	0.0	9.9	0.0	7.1	11.3	6.5	0.0	8.1	7.8	8.0	10.1	13.6	9.6	0.0
	Somewhat agree	%	32.2	34.7	30.2	25.4	29.4	18.2	25.5	0.0	32.0	50.0	35.7	40.2	27.4	0.0	36.0	34.2	29.5	25.2	30.4	29.8	50.0
	Somewhat disagree	%	31.3	37.5	29.1	25.4	23.5	72.7	34.0	0.0	30.3	0.0	28.6	31.9	35.5	0.0	32.6	33.8	31.0	29.6	26.1	32.0	0.0
	Disagree	%	20.5	14.8	23.4	34.3	20.6	9.1	23.4	100.0	21.6	50.0	21.4	11.8	21.0	100.0	18.6	19.6	24.0	27.0	22.3	15.2	50.0
	Unsure	%	6.9	6.3	9.1	4.5	17.6	0.0	8.5	0.0	6.2	0.0	7.1	4.9	9.7	0.0	4.7	4.6	7.5	8.2	7.6	13.5	0.0

Do you agree, somewhat agree, somewhat disagree, or disagree with the following statements about your organization? [RANDOMIZE]

		Aggregate 2023-08	Province															Percent receipt from Total					
			Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
Q83 - We transparently measure and report on goals.	Total	Total N																					
	Agree	%	34.8	36.4	32.1	29.9	35.3	27.3	34.0	0.0	35.3	50.0	42.9	38.7	30.6	33.3	38.1	33.3	31.5	35.8	27.7	37.1	50.0
	Somewhat agree	%	36.9	38.1	37.4	35.8	29.4	54.5	34.0	100.0	35.4	50.0	35.7	41.2	35.5	33.3	38.3	37.9	39.0	32.1	36.4	34.3	50.0
	Somewhat disagree	%	15.0	16.5	15.5	11.9	20.6	18.2	14.9	0.0	14.9	0.0	21.4	11.3	19.4	33.3	13.6	17.8	11.0	18.2	15.2	16.9	0.0
	Disagree	%	8.6	5.7	10.9	14.9	11.8	0.0	8.5	0.0	10.1	0.0	0.0	3.4	6.5	0.0	6.3	8.2	10.5	10.1	14.1	7.3	0.0
	Unsure	%	4.6	3.4	4.2	7.5	2.9	0.0	8.5	0.0	4.3	0.0	0.0	5.4	8.1	0.0	3.8	2.7	8.0	3.8	6.5	4.5	0.0

Do you agree, somewhat agree, somewhat disagree, or disagree with the following statements about your organization? [RANDOMIZE]

		Aggregate 2023-08	Province															Percent receipt from Total					
			Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
Q84 - There is an openness in the organization to embrace new ways through technology to deliver on our mission.	Total	Total N																					
	Agree	%	38.4	41.5	29.8	40.3	32.4	54.5	27.7	0.0	38.7	100.0	42.9	51.0	29.0	0.0	39.4	42.9	33.5	35.8	34.8	41.0	100.0
	Somewhat agree	%	43.8	44.9	49.1	34.3	47.1	45.5	46.8	0.0	42.0	0.0	50.0	39.7	54.8	66.7	45.1	37.0	44.0	42.1	48.4	45.5	0.0
	Somewhat disagree	%	10.3	8.0	11.3	16.4	11.8	0.0	17.0	100.0	12.0	0.0	7.1	4.4	6.5	0.0	9.1	14.2	10.5	13.2	9.2	7.9	0.0
	Disagree	%	4.4	2.3	5.3	4.5	8.8	0.0	6.4	0.0	4.6	0.0	0.0	2.9	6.5	33.3	3.8	3.7	7.0	6.3	3.8	3.4	0.0
	Unsure	%	3.0	3.4	4.5	4.5	0.0	0.0	2.1	0.0	2.7	0.0	0.0	2.0	3.2	0.0	2.7	2.3	5.0	2.5	3.8	2.2	0.0

Do you agree, somewhat agree, somewhat disagree, or disagree with the following statements about your organization? [RANDOMIZE]

		Aggregate 2023-08	Province															Percent receipt from Total					
			Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
			1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
Q85 - Staff have time to learn and try out new ways of doing things.	Total	Total N																					
	Agree	%	17.9	17.6	18.5	17.9	29.4	9.1	14.9	0.0	16.6	50.0	14.3	18.6	24.2	0.0	17.4	15.1	18.0	15.7	23.4	18.5	50.0
	Somewhat agree	%	35.4	36.4	35.1	40.3	26.5	72.7	40.4	100.0	35.4	0.0	57.1	33.3	25.8	0.0	37.5	37.9	33.5	39.6	33.2	27.0	0.0
	Somewhat disagree	%	26.3	28.4	23.0	20.9	29.4	18.2	29.8	0.0	25.9	0.0	7.1	31.4	29.0	66.7	25.9	30.6	25.5	23.9	21.7	30.3	0.0
	Disagree	%	15.4	13.6	17.0	14.9	8.8	0.0	10.6	0.0	17.1	50.0	14.3	12.7	14.5	33.3	15.5	12.3	18.0	13.2	15.2	17.4	50.0
	Unsure	%	5.0	4.0	6.4	6.0	5.9	0.0	4.3	0.0	5.0	0.0	7.1	3.9	6.5	0.0	3.6	4.1	5.0	7.5	6.5	6.7	0.0

Do you agree, somewhat agree, somewhat disagree, or disagree with the following statements about your organization? [RANDOMIZE]

		Province																Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q86 - Management transparently responds to feedback from the team on how things can be improved.	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Agree	%	46.9	45.5	45.3	46.3	47.1	63.6	46.8	100.0	43.7	100.0	42.9	57.8	48.4	33.3	51.9	42.5	37.5	43.4	41.3	56.2	100.0
	Somewhat agree	%	37.4	43.2	38.9	26.9	26.5	27.3	36.2	0.0	39.0	0.0	28.6	32.8	38.7	33.3	36.9	41.1	41.0	37.7	37.0	30.9	0.0
	Somewhat disagree	%	5.6	3.4	5.3	7.5	17.6	0.0	8.5	0.0	6.0	0.0	7.1	3.9	3.2	33.3	3.8	7.8	5.5	6.9	8.7	3.9	0.0
	Disagree	%	3.7	1.7	5.3	7.5	2.9	0.0	2.1	0.0	3.8	0.0	7.1	2.9	3.2	0.0	2.3	2.7	7.0	4.4	5.4	3.4	0.0
	Unsure	%	6.4	6.3	5.3	11.9	5.9	9.1	6.4	0.0	7.5	0.0	14.3	2.5	6.5	0.0	5.1	5.9	9.0	7.5	7.6	5.6	0.0

		Province																Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q87 - As a thank you for participating in this survey, we are offering a random draw for a \$1,000 charitable gift to one participating organization. Are you interested in your organization being entered into the draw for a \$1,000 charitable gift?	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Yes, I am interested in my organization being entered into the draw	%	94.8	94.9	95.5	94.0	94.1	100.0	91.5	100.0	94.2	100.0	100.0	97.5	88.7	100.0	96.6	96.8	92.0	92.5	92.4	94.4	100.0
	No, I am not interested	%	5.2	5.1	4.5	6.0	5.9	0.0	8.5	0.0	5.8	0.0	0.0	2.5	11.3	0.0	3.4	3.2	8.0	7.5	7.6	5.6	0.0

		Province																Percent receipt from Total					
		Aggregate 2023-08	Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador		Nova Scotia	Nunavut	Ontario	Other	Prince Edward Island	Quebec	Saskatchewan	Yukon	<10%	10-24%	25-49%	50-74%	75% or more	No Receipt	Unknown
Q89 - As a follow-up to this survey, would you be interested in talking to the media about your current digital skills and challenges?	Total	Total N	1470	176	265	67	34	11	47	1	584	2	14	204	62	3	528	219	200	159	184	178	2
	Yes, I am interested in talking to the media	%	10.1	11.4	9.4	9.0	5.9	9.1	14.9	0.0	9.9	50.0	14.3	12.3	3.2	0.0	11.9	8.2	8.5	5.7	9.2	13.5	50.0
	No, I am not interested	%	89.9	88.6	90.6	91.0	94.1	90.9	85.1	100.0	90.1	50.0	85.7	87.7	96.8	100.0	88.1	91.8	91.5	94.3	90.8	86.5	50.0