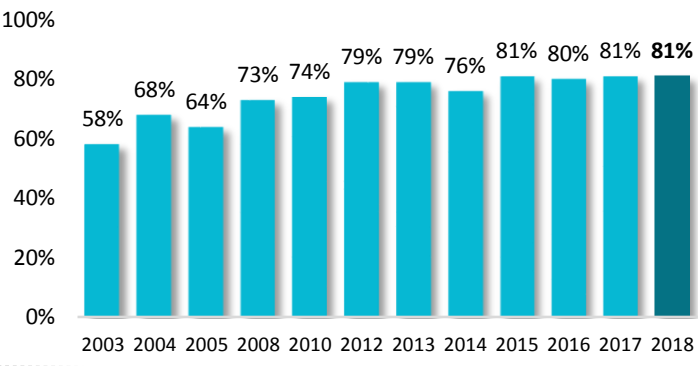
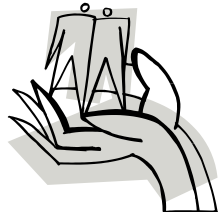
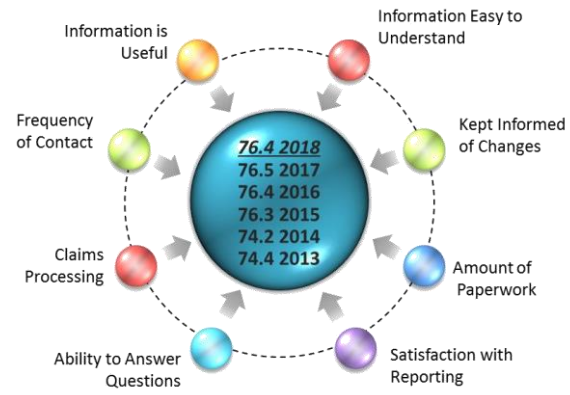


Employers Survey

Satisfaction with Overall WorkplaceNL Experience (Completely/Mostly Satisfied)



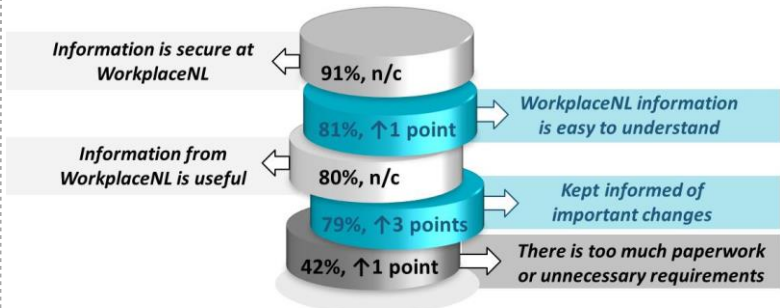
Service Improvement Index



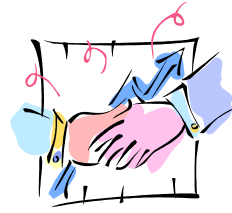
87% of employers are satisfied with overall quality of service from WorkplaceNL, comparable to 87% in 2017

Agreement that...

% Agree 4, 5 on a 5-Point Scale, 2018



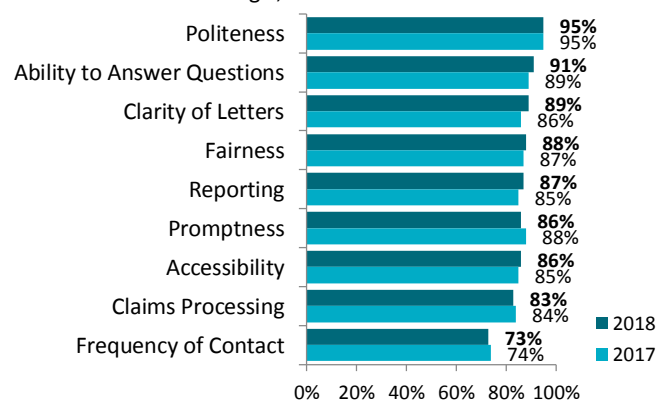
Compared with 2017



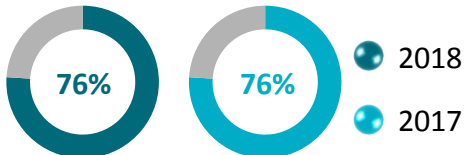
21% of employers say the overall quality of service has **IMPROVED**
77% say it **STAYED THE SAME**

% Satisfied with Service Received From WorkplaceNL

Rating 4, 5 on a 5-Point Scale



WorkplaceNL is Fair to Employers

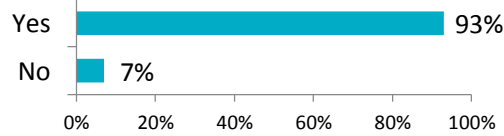


% Agree (4,5 on a 5-point scale)

Has WorkplaceNL Followed Through on Commitments?

2018

(Excluding those reporting 'no commitments made')



88% are satisfied with general inquiry telephone line

49% HAVE USED THE GENERAL INQUIRIES TELEPHONE LINE