## 2018 WORKPLACENL HIGHLIGHTS REPORT Injured Workers Survey

## Satisfaction with Overall WorkplaceNL Experience Service Improvement Index (Completely/Mostly Satisfied) Frequency of Contact Accessibility 100% 56% 55% 58% 56% 60% 65% 66% 69% 67% **71%** Clear Written Amount of 80% Communication Information 78.7 2018 54% 60% 78.5 2016 77.1 2015 76.5 2014 Involvement Explained Process 40% 76.0 2013 20% Provided Clear Ability to Answer Understanding of Benefits Questions 0% Length of Time to Receive First 2003 2004 2005 2008 2010 2012 2013 2014 2015 2016 2017 2018 **Benefit Cheque** Agreement that... **77%** of injured workers (% Agree 4, 5 on a 5-Point Scale; 2018) are satisfied with the amount of information Personal information is they received about their 94%, n/c secure at WorkplaceNL NorkplaceNL staff are claim, up from 74% in 2017 88%, 个 1 points trustworth Hours of operation are 87%, ↑ 1 point appropriate Written communication is **80%** are satisfied with lear and easy to understand 85%. 个 3 points **Provided with clear** the overall quality of 80%, 个 3 points understanding of benefits WorkplaceNL staff clearly service they received, 79%, n/c explained process to you up from 77% in 2017 Compared with 2017 Satisfied with Service Received From WorkplaceNL (Rating 4, 5 on a 5-Point Scale) 76% of injured workers were Politeness satisfied with their WorkplaceNL Respect contacts this past year, up from 85% 81% Clarity of Letters 74% in 2017 Ability to Answer Questions 82% 81% Fairness **80%** 78% Staff Understanding **79%** Promptness 40% of injured workers say the **77%** 75% Decision-making overall quality of service has **73%** 75% Involvement **IMPROVED** over the past year 73% 2018 Accessibility 73% 2017 Frequency of Contact 53% say it STAYED THE SAME 0% 20% 40% 60% 80% 100% Satisfaction with Overall Outcome of Claim Has WorkplaceNL Followed Through on Commitments? No 7% Made no 2018 commitments 77% 75% Yes 20% 2017 74%

The 2018 overall results are based on 803 injured workers interviewed in 2018, resulting in an overall margin of error of  $\pm$  3.3 percentage points, 19 in 20 times. The 2017 overall sample size is 802 respondents, resulting in an overall margin of error of  $\pm$  3.5 percentage points, 19 in 20 times.

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

## WorkplaceNL

Health | Safety | Compensation

80% ARE SATISFIED WITH THE INQUIRIES PHONE NUMBER