

Workers Compensation Board of PEI 2024 Injured Workers Survey

Key Highlights

Methodology: 416 completed telephone interviews with injured workers. | **Survey Dates:** November 5 to December 9, 2024. | **Margin of error:** Overall results are accurate to within ± 4.5 percentage points, 19 times out of 20.



The Performance Index **increased 10.8 points** from 2002 to 2024 and currently is at its **highest level** since surveying began

Overall Satisfaction **increased 12 percentage points** from 2002 to 2024 and currently is at its **highest level** since surveying began



Areas with 4 percentage points or more improvement (compared to 2022)

At the WCB...

84% The people you deal with have a clear understanding of your situation

79% You are able to **accomplish** what you set out to do when calling WCB

Areas with no change or less than/equal to 3 percentage points change (compared to 2022)

At the WCB...

94% The WCB staff members treat me with respect

91% You clearly understand what has been said after speaking with someone at the WCB

87% You are able to receive the service you need in a timely manner

82% The people you deal with care about you

79% You are kept informed about important changes

Please consult the summary report for this study for additional information.

Areas with no change or less than/equal to 3 percentage points change (compared to 2022)

Satisfaction with Aspects of Service

Confidentiality 89%	Fairness 80%	Timeliness 76%
Politeness 87%	First contact concerning present claim 80%	Outcome 76%
Clarity of letters 85%	Promptness 78%	Satisfaction with participation in decision-making process 75%
Ability to answer questions 81%	Accessibility 76%	Frequency of contact 73%