

The Way Forward

A Commitment to Better Services

The Way Forward commits to creating a culture of service excellence and innovation. To identify the services most in need of improvement, more than 400 individuals throughout the province were randomly surveyed in March 2017 and one year later in 2018 on their most recent service interactions and future service delivery expectations. The Provincial Government will continue to conduct this survey each March to measure changes in satisfaction over time.

What are we doing well?

- Overall, 94% got what they needed from the Government of Newfoundland and Labrador
- 83% were satisfied with their experience in accessing information
- 82% were satisfied with their experience receiving social or employment services
- 89% were satisfied with their experience receiving a license or permit
- 81% were satisfied with the experience of applying for funding, certification or contracting opportunities
- 91% were satisfied with the overall quality of the service delivery they received

What can we do better?

- 66% agreed or strongly agreed that the government website is visually appealing
- 60% agreed or strongly agreed that it was easy to print online forms or documents

How we are responding

- Over the next 5 years, a Digital by Design roadmap will be implemented to meet the needs of our clients, create greater efficiencies, provide better services and contribute to better outcomes for all Newfoundlanders and Labradorians. The vision for this initiative is **One Client. One GovNL. One Relationship.**
- Service Delivery Standards have been identified for eleven government departments and entities for the delivery of major programs, including all business and economic development programs, Crown Lands, student loans, and employment and training programs.
- Standards for internal department-to-department functions, such as application referrals are being created.
- Targeted Lean continuous improvement training is being delivered to program-specific teams.

WHEN ASKED ABOUT
ONLINE SERVICES:

88%

would access
information online

80%

would access social
and employment
supports online

84%

would apply for a license
or permit online

76%

would apply for funding,
certification or contracting
opportunities online

How Does Newfoundland and Labrador Compare?

Most provincial government services are benching well when compared to other governments in Canada. The tables below show how provincial government services compare with satisfaction levels in other Canadian jurisdictions.¹

| Service | Comparison | Colour Key | |
|--|------------|---------------------------------------|------------|
| Service Access Experience - Overall Satisfaction | | | |
| Accessing the information | ● | Higher than Average | |
| Receiving the social or employment service | ● | On Par or Slightly Lower than Average | |
| Receiving the license or permit | ● | Below Average | |
| Applying for funding, certification or contracting opportunities | ● | | |
| Service | Comparison | Service | Comparison |
| Online Service Experience | | Service Delivery Satisfaction | |
| Easy to find website | ● | Informed on what to do | ● |
| Easy to find what I was looking for | ● | Fairness | ● |
| Visually appealing website | ● | Confidentiality | ● |
| Site had information | ● | Access | ● |
| Easy to print forms/documents | ● | Timeliness | ● |
| Useful links | ● | Overall satisfaction | ● |
| Web security | ● | Outcome | ● |
| | | Payment process | ● |

¹Based on comparison with all organizations within the Institute for Citizen Centred Service (ICCS) database.

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