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2001 Western Economic Diversification Canada Client Satisfaction Survey

Final Report

Prepared for

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EXECUTIVE SUMMARY

Context

In its 1999-2000 performance report, Western Economic Diversification Canada (WD) indicated that service quality and client satisfaction were important organizational considerations. In order to document current levels of client satisfaction, to examine their evolution in comparison to a baseline survey conducted in 1998 and to determine the priorities for organizational improvement, a large-scale client survey was conducted in March of 2001. This report presents the findings of the consultation.

Methodology

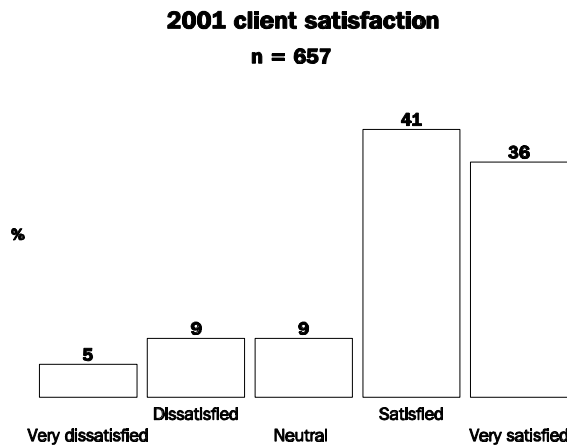
This research was based on a telephone survey of clients. It included feedback from a representative sample of 668 clients listed in the WD client information system. Only clients who had had dealings with the Department in the six months preceding the telephone interview were contacted. The sample was stratified by province and by the extent of the service provided; *ex post facto* weights were devised to bring the data back to the known population proportions according to stratification criteria. The data collection was performed by Criterion Research during the month of March 2001 and led to an overall response rate of 51%. The maximum sampling error is estimated at ± 4.0 percentage points in the worst, complete-sample case; sampling errors are wider for sub-samples.

The questionnaire generally conformed with the Common Measurement Tool model — the *de facto* standard for federal departments and agencies. Comparisons with the 1998 survey results were also possible.

While the sample size and response rates are respectable for a business survey, a sizeable portion of the client territory is still uncharted. If non-respondents share the attitudinal profile of respondents, this response level raises no inconvenience. However, it is not possible to assert the extent of correspondence between respondents and non-respondents. In the absence of evidence otherwise, we have assumed that no particular bias existed in the sample of respondents.

Results

Three quarters (77%) of participants in the survey indicated that, overall, they were "satisfied" or "very satisfied" with their most recent contact with WD. This is a "good" level of satisfaction — not stellar, not feeble. It indicates that the client service process is adequate but it also suggests that improvements are possible.



Although this comparison must be done with caution because of differences between studies, this represents a substantial improvement over the 1998 WD result of 58% of satisfied or very satisfied clients.

While differences in global satisfaction among provincial groupings of 2001 results are not very large (ranging from 73% to 82%), it appears that the 1998-to-2001 improvement, which can be observed in all provinces, was largest in Manitoba where ratings raised from 49% to 82%. Differences among provinces in the 36 aspects of service tested in this study were not extensive but several were statistically significant. Where they existed, differences favoured Manitoba and, to a lesser extent, Saskatchewan.

Between 1998 and 2001, the three aspects of service which have progressed the most are: the information on the status of requests, the assessment of client needs and guidance offered by WD.

In 2001, the five aspects of service which produced the highest satisfaction ratings were: courtesy of the personnel, respect of the confidentiality of the information, helpfulness of the staff, hours of service and the clarity of the information provided. The five least satisfying aspects of service were: referrals to other organizations, the bureaucratic requirements, follow-through to ensure that the client received what was needed, making corrections when a problem occurs and the availability of the information needed.

Other indicators suggest that, while WD provides good service, it is possible to improve: two-thirds (66%) of clients obtained what they needed from WD in the contact of their most recent contact; 7% of clients indicated that the service was not provided error-free; more than one third of clients (38%) indicated that the services provided by WD made their organization somewhat more or much more successful; one third (37%) stated that they intend to consult WD services somewhat or considerably more over the coming twelve months; almost two thirds (64%) of all clients would have recommended WD services without reservation — another group of 20% would have recommended WD with reservations and 11% would not have recommended it.

Wherever differences existed, not-for-profit clients were more satisfied than commercial clients. No particular difference in satisfaction was identified between clients who had had only a brief episode of service (less than 30 minutes) and those who had had a more intense relationship with WD. The circumstances which produced highest ratings of satisfaction were: having received a valuable reference (not any reference) from WD; dealing with WD in a meeting rather than over the telephone; being on the look for business information rather than for program information; enquiring about WD services rather than about other government programs.

Six aspects of service were identified as basic client expectations or lost leaders. These six areas of service are not likely to generate much overall satisfaction, but they are considered important by the clients. They are: obtaining a timely response to telephone messages and e-mails; the ease of reaching officers; the courtesy of the staff; the clarity of the information provided; the ease of understanding of the information provided; and keeping information confidential.

The aspects of service which are most closely related to overall client satisfaction are: service reliability; sensitivity to needs; quality communications; the guidance provided by officers; efforts made by officers to assess needs; and, the consistency of the information provided.

The results indicate that WD possesses a good handle on such basics of service as the courtesy of personnel, the management of confidential information, the competence of officers and the fairness of the service process. They also suggest that, in order to move beyond current satisfaction levels, while maintaining high standards in the basic aspects of service, WD will have to enhance its performance in the other three areas of service quality, i.e., ease of doing business, error recovery and personalised service.

Based on the joint analysis of client satisfaction and satisfaction drivers, this study proposes the following service improvement priorities for WD:

- delivering on promises made;
- consistency of the information provided;
- making corrections if there is a problem;
- the guidance provided by officers;
- the information provided on the requirements to get the service;
- the availability of the information needed;
- the follow-through to see if the client got what was needed;
- the speed of the service.

Chapter 1

INTRODUCTION

In its 1999-2000 performance report, Western Economic Diversification Canada (WD) indicated that service quality and client satisfaction were important organizational considerations: "Key challenges for the upcoming year will be improving upon the programs and services we offer, increasing the level of both client and partner satisfaction, and increasing our emphasis on procurement, advocacy and innovation." (*Western Economic Diversification Canada Performance Report for the Period Ending on March 31, 2000*, page 2). The level of client satisfaction constitutes one of the key results commitments of the department (*idem*, page 10).

In order to document current levels of client satisfaction, to examine their evolution in comparison to a baseline survey conducted in 1998 and to determine the priorities for organizational improvement, a large-scale client survey was conducted in March of 2001. This report presents the findings of the consultation.

Assignment

This assignment includes the thorough analysis of the survey data collected by Criterion Research out of Edmonton. The first task was to assess the data and to build the study data set; it included the following steps:

- running marginal frequencies to ensure that the data are within expected ranges;
- verifying the distribution of continuous-type variables to identify outlier values and determine their effects on the analyses to come;
- building a complete set of edit statements to impose the questionnaire logic over the data set;
- identifying eventual out-of-sync cases, evidence of data corruption and any other symptom which may suggest that the data integrity is jeopardized;
- constructing a complete and fully documented data set.

We then conducted the analysis based on the following key themes:

- description of the levels of client satisfaction and retention, overall and according to
 - the characteristics of service captured in the survey,
 - the type of relationship between the clients and the Department,
 - the service supplier (including the province of service) and
 - the characteristics of the clients themselves;
- description of the evolution of client satisfaction between 1998 and 2001 based on the indicators which are common to two WD surveys;
- analysis of the determinants of satisfaction based on multivariate analyses;
- identification of priorities for improvements based on client stated priorities and on priorities induced from the joint importance–satisfaction matrix.

Structure of the report

The study methodology is presented in Chapter 2. Conclusions regarding the state and the evolution of client satisfaction are presented in Chapter 3.

Chapter 4 focusses on the levers for enhanced satisfaction while Chapter 5 deals with priorities for service improvement.

Chapter 2

METHODOLOGY

This research is based on a telephone survey of clients. The following aspects of the methodology are discussed: questionnaire design, sampling strategy, data collection operations, data weighting, data processing, data analysis and limitations of the study.

2.1 Questionnaire Design

The questionnaire was developed by **Circum Network Inc.** as part of a previous assignment. It was organized within seven sections, as follows:

- the description of the most recent contact between the client and WD; this most recent contact was the basis for the satisfaction measurement to follow;
- satisfaction and importance ratings of service components related to WD's sensitivity to its clients' needs, as well as priorities for improvement in this area;

- satisfaction and importance ratings of service components related to WD's reliability as a service supplier, as well as priorities for improvement in this area;
- satisfaction and importance ratings of service components related to access to WD services, as well as priorities for improvement in this area;
- satisfaction and importance ratings of service components related to WD's communications with its clients, as well as priorities for improvement in this area;
- overall satisfaction and client retention measurements;
- background on the client organization.

This questionnaire was pretested during the design phase and it was found to be a sound tool to assess client satisfaction. Minor adjustments were made following feedback from the pretest.

2.2 Sampling Strategy

The client population was defined as all people and organizations who had been in touch with WD client service groups within the previous twelve months. In practice, the WD client information system was used as the sampling frame; this implies that the composition of the sample is somewhat a function of the nature and quality of the information entered by WD officers into the data base. For operational and cognitive reasons, only clients who had had dealings with the Department in the six months preceding the telephone interview were contacted.

The client population was stratified by province and by the extent of the relationship between the client and WD, so as to permit segmented analyses. With four (Western) provinces and two depth of relationships (short-term i.e., dealings lasting less than 30 minutes, and long-term i.e., dealings lasting longer), the sample was structured into eight strata. Target sample sizes were calculated using the information available in the client

data base; they reflected the aim of achieving a ± 8 percentage point margin of error within each sample stratum. In total, it was expected that 1,068 interviews would be completed.

2.3 **Data Collection Operations**

The telephone interviews were conducted by Criterion Research out of Edmonton between March 9, 2001 and March 28, 2001. Interviews lasted 11 minutes on average.

EXHIBIT 2.1
Sample Disposition Table

Disposition	#	#
Numbers obtained from WD		1,718 (a)
Ineligible numbers:		
Not in service, duplicate, residential, fax	184	
No dealings with WD	206	
Language problem	5	
Company not in the target province	21	
TOTAL INELIGIBLE	416 (b)	
Eligible numbers: (a - b)		1,302 (c)
Refusals (d)	169	
Incomplete	5	
Away for the duration of the survey	166	
Numbers retired after 5 attempts	226	
Callbacks, no answer, answering machine	39	
Can't locate the appropriate person	5	
TOTAL NOT COMPLETED AMONG ELIGIBLE	634	
Completed		668 (e)
Response rate (e / c)		51%
Refusal rate (d / c)		13%

It was not possible to complete the number of interviews originally planned for. Sample attrition due to ineligible contacts and people away for the

duration of the study was higher than expected. A total of 668 interviews were completed. Exhibit 2.1 presents the sample disposition according to the last contact.

The response rate achieved (51%) is adequate for a business survey of clients. The refusal rate of 13% does not suggest that the field work suffered from a bad relationship between WD and its clients. It is noteworthy, however, that 206 of the people or organizations contacted (or 12%) indicated not having had dealings with WD; assuming that the WD client records are accurate, this can be interpreted as a first indication of the low profile enjoyed by WD among its clients.

2.4 Data Weighting

**EXHIBIT 2.2
Weighting Data**

	Short term	Long term	TOTAL
12-MONTH POPULATION COUNTS			
Manitoba	2283	755	3038
Saskatchewan	1645	613	2258
Alberta	4009	873	4882
British Columbia	4233	727	4960
TOTAL	12170	2968	15138
SURVEY COMPLETIONS			
Manitoba	115	35	150
Saskatchewan	90	40	130
Alberta	133	90	223
British Columbia	122	43	165
TOTAL	460	208	668
WEIGHTS			
Manitoba	0.88	0.95	0.89
Saskatchewan	0.81	0.68	0.77
Alberta	1.33	0.43	0.97
British Columbia	1.53	0.75	1.33

Since the population was stratified in a non proportional manner according to the province of service delivery and the intensity of the client relationship, *post facto* weights are required to redress the overall estimates to the population proportions. Exhibit 2.2 provides the data concerning this weighting exercise.

Weights were mild, varying from 0.43 to 1.53. The variance of the weight set was 0.14 thereby producing a sample stratification design effect of 1.14 (see Bruce D. Spencer, "An approximate design effect for unequal weighting when measurements may correlate with selection probabilities", in *Survey Methodology*, December 2000, pp.137-138).

2.5 Data Processing

Survey data were managed using VoxCo's StatXP software and SPSS. Data were edited to ensure conformity to the established response categories and to limit the distributions of unbound variables within reasonable values. Filtering logic instructions were developed to ensure that the reported data conform to the skip logic of the questionnaire. The data were weighted according to the provinces and to the depth of the client relationship.

2.6 Data Analysis

Most data analysis was done using basic stubs-and-banners crosstabs developed in StatXP (see Appendix B). Percentage-based differences were tested on a percentage-versus-complement basis using two-tailed binomial distributions. Differences between means were tested using two-tailed t-tests. The 1998 to 2001 comparison of satisfaction data was analysed using the Simcalc probability calculator.

The analysis of satisfaction drivers was based on a least-squares multiple regression analysis.

Based on the full sample of 688 responses, the maximum sampling error is estimated at ± 4.0 percentage points in the worst, complete sample case (for a proportion of 50%, at a confidence level of 95% and accounting for a stratification design effect of 1.14 and for very light correction for finite population). Sampling errors are wider for sub-samples; Appendix B reports the sampling error for proportions of 50% within each of the groupings presented in the banners.

2.7 *Limitations of this Research*

The results of this research are based on a sample of 668 WD clients to which is attached a response rate of 51%. While this is a respectable response level for a business survey, it still leaves half of the client territory uncharted. If non-respondents share the attitudinal profile of respondents, this response level raises no inconvenience. However, it is not possible to assert the extent of correspondence between respondents and non-respondents. In the absence of evidence otherwise, we have assumed that no particular bias exists in the sample of respondents.

Chapter 3

CLIENT SATISFACTION RESULTS

3.1 Context

Types of contacts

Close to half of the contacts (45%) were made of telephone calls (table Q3, Appendix B). Three in ten (29%) involved a meeting in person whereas 17% were an exchange of letters. This was the preferred method of contact for 93% of clients involved (table Q4, Appendix B).

The most frequent reason for the contact was to obtain business information or advice (35%; table Q6, Appendix B). Program-related¹ contacts followed, with 50% of all contacts: 20% to obtain information on applying to a government program, 19% to follow-up on an application to a

¹ Almost 80% of all such programs were WD programs according to table Q7, Appendix B.

government program and 11% to apply to a government program. Finally, so-called partnership development contacts represented 9% of all contacts; they included such things as teaming up to deliver training, joint committees and joint sponsorships.

Requests for business information or advice were more frequent among long-term clients than short-term clients (51% vs. 32% of contacts) and among commercial than not-for-profit clients (39% vs. 23%); they were also more frequent among more recently formed entities than among organizations which had been around for four years or more (61% among organizations formed within the previous year).

Partnership development contacts were more common among not-for-profit organizations than commercial entities (20% vs. 5%) and among organizations which were more than ten years old.

Clients

Almost eight out of ten respondents (77%) were commercial organizations; 21% were not-for-profit (table Q45; Appendix B). The proportion of not-for-profit organizations in the sample is higher¹ in Manitoba (30%) and in Saskatchewan (41%) as well as among clients who have had six contacts or more with WD over the previous year (30%) and among organizations which first contacted WD more than two years ago (39%).

Start-ups — organizations in existence for less than one year — account for 10% of respondents (table Q46, Appendix B) although they comprise 26% of clients who have had a long-term relationship with WD (i.e., more than a half-hour conversation). Another 23% of respondents have been in operation for one to three years.

Organizations with fewer than five employees account for 42% of respondents (table Q50, Appendix B). Another 17% have five to nine employees while a similar-size group (17%) have ten to 24 employees. On average, based on the survey results, WD clients have 21 employees.

¹ This difference does not explain the small variations in satisfaction observed in the results. Separate tables by province were produced for commercial and not-for-profit clients; they are reproduced in Appendix B.

Over the past year, 16% of clients had a single dealing with WD; more than one third (37%) had two to five dealings; one quarter (23%) had six to ten and another quarter (23%) had more than ten contacts with WD (table Q43, Appendix B). On average, WD clients have had ten contacts with the department over the previous year. BC clients averaged fewer (7.0) while Saskatchewan clients averaged more (13.7). Not-for-profit organizations declared an average of 20 contacts with WD over the year compared to 6.8 contacts for commercial organizations.

More than half of all clients (54%) indicated that their first contact with WD was made within the previous year (table Q44, Appendix B). The proportion is somewhat higher in British Columbia (62%) and somewhat lower in Manitoba (46%). It is also higher among commercial organizations (60%) than among not-for-profit organizations (33%) — the average duration of the relationship is 1.6 years for commercial organizations and 3.0 years for not-for-profit organizations).

3.2 *Sensitivity to Needs*

Sensitivity to needs comprises the aspects of service which demonstrates that the service provider treats the client as an individual with particular requirements, as opposed to dealing with clients in a monolithic, one-size-fits-all manner.

Exhibit 3.1 summarises the satisfaction of WD clients with the aspects of service grouped under the umbrella of sensitivity to needs. The dimension most satisfying to clients was the level of help they received from the WD officers: 87% expressed satisfaction¹ with it (by choosing a 4 or a 5 on a 5-point satisfaction scale); this translated into an average satisfaction score of 1.15 on the satisfaction scale which runs from -2 (very dissatisfied) to 2 (very satisfied). While the 87% score suggests that the vast majority of clients reported a positive experience with regard to the help received from WD, the 1.15 average indicates that there is still room for improvement in

¹ Satisfaction scores are based on the subset of respondent who were in a position to express their level of satisfaction, excluding those who indicated that particular service dimensions were not relevant to them and those who could not answer.

this regard — since the score is still 0.85 point away from the maximum of 2.

EXHIBIT 3.1
Sensitivity to needs

% of clients rating 4 and 5 Average between -2 and +2	All clients	British Columbia	Alberta	Saskat- chewan	Manitoba
the helpfulness of officers	87% 1.15	89% 1.27*	83% 1.05	88% 1.10	88% 1.15
the efforts made by officers to assess your needs	79% 1.03	79% 1.12	73%* 0.90	81% 0.99	86% 1.11
the number of contacts before getting an answer	78% 0.92	81% 1.01	75% 0.82	77% 0.87	79% 0.96
the speed of the service	76% 0.86	81% 0.96	69%* 0.75	77% 0.84	78% 0.89
the way you were kept informed of the status of your request	74% 0.83	72% 0.82	76% 0.84	71% 0.69	77% 0.90
SENSITIVITY TO NEEDS, IN GENERAL (Q10)	75% 0.91	71% 0.82	74% 0.92	78% 0.98	81% 0.99
the flexibility of the service	71% 0.78	70% 0.84	69% 0.67	71% 0.80	76% 0.85
the amount of bureaucratic requirements	59% 0.51	59% 0.60	51%* 0.33*	65% 0.53	67% 0.65
n	422-643	106-162	138-211	84-126	92-144

* The difference is significant at the 0.05 level.

Note: differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: satisfaction questions were asked of two thirds of clients; the other third was asked questions relating to the importance of the same areas of service.

Source: tables relative the Q8 in Appendix B.

Three other areas of sensitivity to needs received more than 75% of positive scores — albeit only one other averaged more than 1 which corresponds to "somewhat" satisfied: efforts made at assessing client needs, the number of contacts before obtaining an answer and the speed of service.

One service area received a rather harsh rating of 59% (average rating of 0.51): the amount of bureaucratic requirements appeared to please fewer clients than other aspects of sensitivity to needs.

There were few differences among provinces. Where they existed, they indicated that Alberta clients were slightly less satisfied than clients from other provinces.

Exhibit 3.2 presents more detailed breakdowns of the general results relative to satisfaction with sensitivity to needs. It reflects the fact that satisfaction did not vary significantly from a statistical standpoint from province to province.

EXHIBIT 3.2
Satisfaction with Sensitivity to Need

Groups	% Satisfied or very satisfied	% Very satisfied	Average ¹	n
All clients	75%	35%	0.91	643
Province				
British Columbia	71% ²	35% ²	0.82	162
Alberta	74%	34%	0.92	211
Saskatchewan	78%	35%	0.98	126
Manitoba	81%	34%	0.99	144
Depth of the client relationship				
Long term	75% ²	40%	0.97	197
Short term	75%	33%	0.90	446
Contacts with WD over the previous year				
Once	62%**	22%**	0.50***	92
2-5 times	70%*	30%*	0.82	235
6 or more times	83%***	43%***	1.13***	308
Type of client				
Commercial	71%***	31%**	0.82***	481
Not-for-profit	86%***	45%**	1.20***	148

¹ Average on a scale from -2 (very dissatisfied) to 2 (very satisfied) where 0 means neutral.

² None of the differences in this distribution are statistically significant at the 0.05 level.

* Differences are significant at the 0.05 level.

** Differences are significant at the 0.01 level.

*** Differences are significant at the 0.001 level.

Source: table Q10, appendix B

However, noticeable differences existed according to the number of contacts a client had had with WD over the previous year and according to the nature of the client organization. Both are recurrent themes in several areas of this report.

There was a close correlation between increased contacts and enhanced satisfaction; however, these data cannot determine the direction of the relationship: either high satisfaction led clients to repeat doing business with WD, or repeat business translated into high satisfaction scores. Market research experience would favour the former hypothesis.

Not-for-profit organizations were more prone than commercial organizations to express satisfaction with WD service: there was a 15 point difference on the percentage expressing satisfaction and a 0.4 point difference between averages on the -2 to +2 satisfaction scale. Commercial organizations constituted the bulk (77%) of the clientele.

Clients were asked to identify a single priority for improvement among the areas of service which correspond to sensitivity to needs. Almost four in ten (39%, table Q11, Appendix B) could not indicate a priority for improvement, thereby suggesting that the WD service corresponded to their expectations. As Exhibit 3.3 shows, the top priority for improvement in the area of sensitivity to client needs was the flexibility of the service followed by the reduction of bureaucratic requirements and the speed of service. Differences among client groups are few and far between.

EXHIBIT 3.3
Priorities for Improvement — Sensitivity to needs

% choosing a priority	All clients	British Columbia	Alberta	Saskat- chewan	Manitoba
No priority chosen	39%	37%	33%*	49%*	43%
Flexibility of the service	15%	15%	13%	13%	19%
Bureaucratic requirements	12%	10%	13%	13%	11%
Speed of service	10%	10%	14%*	5%*	7%
n	440	110	141	86	103

* The difference is significant at the 0.05 level.

Note: only priorities chosen by at least 10% of clients are presented.

Source: tables relative the Q11 in Appendix B.

3.3 Service Reliability

Service reliability refers to the trust that the client can place in the organization. Exhibit 3.4 summarizes the satisfaction results obtained in this study with regard to service reliability.

**EXHIBIT 3.4
Service Reliability**

% of clients rating 4 and 5 Average between -2 and +2	All clients	British Columbia	Alberta	Saskat- chewan	Manitoba
the courtesy of the officers	95% 1.38	94% 1.37	95% 1.34	96% 1.37	98% 1.45
keeping information confidential	85% 1.15	85% 1.08	84% 1.18	83% 1.03	87% 1.26
the competence of the officers	83% 1.05	86% 1.16	77%* 0.91*	81% 1.00	87% 1.16
the fairness of the service process	82% 1.02	86% 1.10	77%* 0.94	81% 0.96	87% 1.07
the business knowledge of the officers	77% 0.99	76% 1.02	74% 0.85*	79% 0.98	85% 1.15*
SERVICE RELIABILITY, IN GENERAL (Q14)	76% 0.90	73% 0.83	73% 0.86	81% 1.00	83%* 1.02
the guidance provided by officers	73% 0.82	69% 0.82	73% 0.78	76% 0.87	76% 0.87
delivering on promises made	70% 0.85	63% 0.79	69% 0.82	73% 0.86	78% 1.00
making corrections if there is a problem	63% 0.74	69% 0.84	56%* 0.67	65% 0.70	65% 0.71
the follow-through to see if you got what you needed	62% 0.56	61% 0.58	60% 0.47	63% 0.62	65% 0.64
the identification of services offered by other organizations	54% 0.47	51% 0.47	50% 0.34	54% 0.51	63% 0.65
	n 354-635	89-158	121-213	66-122	78-142

* The difference is significant at the 0.05 level.

Note: differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: satisfaction questions were asked of two thirds of clients; the other third was asked questions relating to the importance of the same areas of service.

Source: tables relative the Q12 in Appendix B.

Globally, satisfaction with service reliability was similar to satisfaction with sensitivity to client needs: 76% of clients indicated satisfaction (by choosing a 4 or a 5 on a 5-point satisfaction scale) and the average satisfaction scored 0.90 on the -2 to +2 scale. All provinces scored essentially similarly except Manitoba which fared a little better than the other three provinces.

At the top of the list of the service reliability characteristics, staff courtesy reigned with 95% of satisfaction and an average score of 1.38. It is followed by attention to confidentiality, the competence of the staff and the fairness of the process, all of which received more than satisfaction ratings in excess of 80%.

Three aspects of service reliability did not fare as well: the identification of services offered by other organizations received 54% of satisfied responses (and an average of 0.47), follow-through, 62% and correcting mistakes, 63%.

This pattern of satisfaction corresponds to the situation of an organization which has covered the service basics but has not gone beyond them to fully satisfy the customer. The five areas of service reliability rated highest can be subsumed within the category of "basic service" for an organization like WD. This means that **WD controls its fundamental basic service features.** This level of service, however, produces limited client satisfaction. The next three stages of satisfaction management are the ones which can raise satisfaction levels beyond the basics. They are: ease of doing business features, error recovery features and personalised service. The areas of service falling below 70% in Exhibit 3.4 correspond to these levels. **For overall client satisfaction to rise above current levels, WD will have to focus its attention on the stages of service which are beyond basic service.**

The identification of services offered by other organizations rated last in Exhibit 3.4. According to other survey data, WD referred clients to other sources of information or other people who might be of assistance in 53% of contacts (table Q16, Appendix B). Clients followed these leads three-quarters of the time (77%, table Q17, Appendix B) and found them somewhat or very valuable 80% of the time (41% and 38%, respectively;

table Q18, Appendix B). In sum, one third (56% x 77% x 80% = 33%) of clients were directed to resources which they ultimately found useful.

The patterns of overall satisfaction with service reliability (Exhibit 3.5) were similar to those observed in relation to Sensitivity to needs. Satisfaction rated at 76%, a reasonable level albeit the average score of 0.90 indicated that there is room for improvement. There were few differences by province or according to the depth of the relationship with the client.

EXHIBIT 3.5
Satisfaction with Service Reliability

Groups	% Satisfied or very satisfied	% Very satisfied	Average ¹	n
All clients	76%	33%	0.90	635
Province				
British Columbia	73%	33% ²	0.83 ²	158
Alberta	73%	32%	0.86	213
Saskatchewan	81%	33%	1.00	122
Manitoba	83%*	34%	1.02	142
Depth of the client relationship				
Long term	78% ²	39%	1.02 ²	193
Short term	75%	31%	0.88	442
Contacts with WD over the previous year				
Once	62%**	15%***	0.40***	91
2-5 times	70%*	28%	0.80*	229
6 or more times	85%***	43%***	1.17***	308
Type of client				
Commercial	72%***	30%*	0.81***	472
Not-for-profit	88%***	40%*	1.18***	150

¹ Average on a scale from -2 (very dissatisfied) to 2 (very satisfied) where 0 means neutral.

² None of the differences in this distribution are statistically significant at the 0.05 level.

* Differences are significant at the 0.05 level.

** Differences are significant at the 0.01 level.

*** Differences are significant at the 0.001 level.

Source: table Q14, appendix B

There was a close relationship between the number of contacts over the past year and satisfaction with service reliability. As was the case for sensitivity to needs, the data cannot determine which way the relationship

works but experience in the field suggests that more satisfied clients tend to repeat doing business with WD

Here again, not-for-profit organizations were more satisfied than commercial organizations.

Clients were not forthcoming with suggestions for improvements in the area of service reliability: 60% provided no such indication. Among those who did, officers following through to ensure that the client received the service they expected was most frequently mentioned (10% of all clients in the sample). Organizations with revenues between \$250,000 and \$1 million and organizations with 10 to 49 employees ranked the business knowledge of officers the most urgent priority for improvement.

3.4 Access to Service

Access to the service comprises physical access, methods of access and speed of response. Exhibit 3.6 summarizes the satisfaction results obtained in this study with regard to access to service.

Overall, access to service received higher satisfaction marks than the previous two areas of service: 80% provided an overall rating of 4 or 5 on a 5-point satisfaction scale (average of 1.00 on the -2 to +2 scale). Satisfaction with access was highest in Manitoba, with 89% (1.18) and lowest in British Columbia with 75% (0.90) — among commercial clients, Saskatchewan obtains the best score. In fact, Manitoba received higher scores on several of the access items while Alberta and British Columbia presented some lower marks.

Five areas of service related to access received more than 80% of satisfied ratings. They were: hours of service, the variety of access methods, waiting time at the office, the comfort of the waiting room and the timeliness of responses to calls and e-mails.

Office location and signage to find the office were the aspects which received the lowest scores (76% and 75%, respectively). Signage was more of an issue in Alberta (66%).

**EXHIBIT 3.6
Access to Service**

% of clients rating 4 and 5 Average between -2 and +2	All clients	British Columbia	Alberta	Saskat- chewan	Manitoba
the hours of service	90% 1.10	89% 1.07	89% 1.08	95% 1.15	88% 1.13
the variety of methods to access the service (e.g., phone, in-person, e-mail, etc.)	88% 1.10	85% 1.05	86% 1.02	90% 1.10	94%* 1.29***
the waiting time at the office	85% 1.16	85% 1.19	75%** 1.01	91% 1.15	94%* 1.30
the comfort of the waiting areas	82% 1.10	87% 1.23	71%** 0.85**	92% 1.28*	84% 1.11
the timeliness of responses to telephone or e-mail messages	81% 1.00	76% 0.94	80% 0.93	86% 1.05	87% 1.16
ACCESS TO SERVICE, IN GENERAL (Q21)	80% 1.00	75%* 0.90	78% 0.94	85% 1.11	89%** 1.18**
the ease of reaching officers	78% 0.91	72%* 0.87	78% 0.85	82% 0.92	85%* 1.07*
the ease of making appointments with officers	76% 0.94	72% 0.89	68%* 0.78*	81% 0.96	89%** 1.21**
the convenience of the office location	76% 0.91	68% 0.82	74% 0.87	87%* 1.05	83% 0.95
the signage to find the office	75% 0.84	75% 0.94	66% 0.60**	84% 1.11*	78% 0.85
n	241-633	58-159	74-209	49-125	60-140

* The difference is significant at the 0.05 level.

** The difference is significant at the 0.01 level.

*** The difference is significant at the 0.001 level.

Note: differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: satisfaction questions were asked of two thirds of clients; the other third was asked questions relating to the importance of the same areas of service.

Source: tables relative the Q19 in Appendix B.

Observations concerning the provincial variations in satisfaction with access to service are repeated in Exhibit 3.7. The same exhibit documents the absence of difference in satisfaction regarding access to service between long-term and short-term clients. It also reiterates the earlier findings about

the relationship between satisfaction and repeat business as well as the observation that commercial clients were more satisfied than not-for-profit clients.

EXHIBIT 3.7
Satisfaction with Access to Service

Groups	% Satisfied or very satisfied	% Very satisfied	Average ¹	n
All clients	80%	33%	1.00	633
Province				
British Columbia	75%*	35% ²	0.90	159
Alberta	78%	29%	0.94	209
Saskatchewan	85%	33%	1.11	125
Manitoba	89%**	35%	1.18**	140
Depth of the client relationship				
Long term	84% ²	36% ²	1.11 ²	196
Short term	79%	32%	0.98	437
Contacts with WD over the previous year				
Once	68%***	18%***	0.59***	91
2-5 times	79%	33%	1.01	232
6 or more times	85%**	38%**	1.14**	304
Type of client				
Commercial	77%**	32% ²	0.95*	472
Not-for-profit	88%**	36%	1.16*	147

¹ Average on a scale from -2 (very dissatisfied) to 2 (very satisfied) where 0 means neutral.

² None of the differences in this distribution are statistically significant at the 0.05 level.

* Differences are significant at the 0.05 level.

** Differences are significant at the 0.01 level.

*** Differences are significant at the 0.001 level.

Source: table Q14, appendix B

Clients had few direct suggestions for improvement in the area of access to service. Almost two-thirds (63%; table Q22, Appendix B) could not identify one element of service which needed attention in this domain. The others scattered their suggestions over several topics, the most frequently mentioned being the timeliness of responses to telephone messages and e-mails (9% of all clients) and the ease of reaching officers (5%). While office location came next, it appears that improved timeliness of access to staff is more urgent for clients than ameliorations related to physical access.

3.5 **Communications**

Much of the service offered by WD is about communications: communicating industry intelligence, explaining programs, informing on the outcome of applications, etc.. Exhibit 3.8 summarizes the satisfaction of WD clients with areas of service related to communications.

**EXHIBIT 3.8
Communications**

% of clients rating 4 and 5 Average between -2 and +2	All clients	British Columbia	Alberta	Saskat- chewan	Manitoba
the clarity of the information provided	90% 1.14	86% 1.08	88% 1.09	95% 1.26	95% 1.23
the ease of understanding of the information provided	83% 1.00	81% 0.93	80% 0.97	84% 1.00	88% 1.16*
communications in the official language of your choice	79% 0.98	73%* 0.86*	77% 0.96	86% 1.09	88%* 1.14*
COMMUNICATIONS, IN GENERAL (Q25)	79% 0.98	75% 0.92	81% 0.95	82% 1.04	83% 1.08
the information provided on the requirements to get the service	77% 0.86	77% 0.86	74% 0.79	80% 0.86	81% 0.95
the consistency of the information provided	74% 0.81	71% 0.83	73% 0.75	76% 0.81	79% 0.86
the availability of the information you needed	73% 0.76	73% 0.77	69% 0.66	79% 0.88	75% 0.79
	n 399-645-	96-159	134-215	76-128	93-143

* The difference is significant at the 0.05 level.

Note: differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: satisfaction questions were asked of two thirds of clients; the other third was asked questions relating to the importance of the same areas of service.

Source: tables relative the Q23 in Appendix B.

Satisfaction with communications reached the same level as access to service thereby rating better than sensitivity to needs and service reliability. Overall, 79% of respondents rated communications a 4 or a 5 on a 5-point satisfaction scale (average of 0.98 on the -2 to +2 scale). Differences among provinces are not significant except in the case of communication in

the official language of choice where Manitoba fares better and British Columbia, not as well (88% vs. 73%).

The delivery of the information is the area which raised the fewest issues: the clarity of the information provided and the ease of understanding of the information provided were the top two rated items (90% and 83% respectively).

The availability and the consistency of the information were the two areas which were least appreciated by clients, albeit their satisfaction ratings were by no means abysmal (73% and 74%, respectively).

The general satisfaction with communications did not vary significantly from province to province, between long-term and short-term clients or between commercial and not-for-profit clients (table Q25, Appendix B); clients who had had only one contact with WD were however less satisfied with communications than clients who had had more contacts, thereby repeating the pattern observed in other sections of this study.

When asked to identify a priority for improvement in the area of communications, two thirds of clients could not select one (67%; table Q26, Appendix B). The amelioration of information on the requirements to get the service was the area selected most often; yet, it attracted only 7% of the answers (11% in Alberta).

Use of the Internet for communications

The questionnaire investigated further the use of the Internet for business information and communications. The Internet was identified as the main method for accessing business information by 52% of respondents (table Q27, Appendix B), far ahead of the telephone which was selected by 15%. Among those with Internet access for work purposes, 96% used the Internet as their primary source of business information or had used the Internet at some point for that purpose (table Q29B, Appendix B). The Internet was the prime tool for uncovering business intelligence in all subgroups of clients studied.

More than nine clients out of ten (95%; table Q28B, Appendix B) indicated that they had access to the Internet for work purposes. The proportion was slightly lower for clients with long-term relationships with WD (91%), for clients who had had a single contact with WD over the previous year (89%) and for organizations in existence for less than one year (89%). A similar proportion (91%) of clients with Internet access had used the Internet to access information about government programs (table Q30, Appendix B).

All in all, the Internet is clearly the prime source of information for WD clients.

Almost eight in ten clients (78%) with Internet access (or 74% of all clients) had visited the WD Web site (table Q31, Appendix B), up from 37% in 1998.

Among those who had not accessed the site, 81% indicated that they would be somewhat likely (28%) or very likely (53%) to use it if they knew that the WD site offered information and services (table Q32, Appendix B). The proportion was higher among clients with long-term relationships with WD (88%).

On-line application of the WD programs also enjoyed good response: among all clients with Internet access, 82% indicated that they would be somewhat likely (26%) or very likely (56%) to use on-line application if WD offered it (table Q33, Appendix B). Commercial organizations were somewhat more receptive to the idea than not-for-profit organizations (84% vs. 75%).

3.6 *Satisfaction and Client Retention*

The same 5-point scale was used to assess the overall satisfaction of clients with their most recent contact with WD. Exhibit 3.9 presents the main results.

More than three out of four clients (77%) expressed satisfaction (by answering "satisfied" or "very satisfied") with their most recent contact. This summary question was placed toward the end of the questionnaire, after

study participants had considered every aspect of the service event. More than one third (36%) were "very satisfied". Using scale points ranging from -2 (for "very dissatisfied") to +2 (for "very satisfied"), the satisfaction rating averaged 0.95. Overall satisfaction was similar (within statistical confidence intervals) for every province and for all groups of depth and length of client relationship.

Satisfaction was much stronger among clients who had had six contacts or more with WD over the past twelve months (86% very or somewhat satisfied; 45%, very satisfied) than among those who had had two to five contacts (71% and 31%) or a single contact (63% and 19%). However, the available data does not allow to conclude as to whether this indicates that more contacts lead to more satisfaction or that more satisfaction generates repeat business. Generally accepted knowledge in marketing research would tend to support the latter.

EXHIBIT 3.9
Overall Satisfaction with the Most Recent Contact

Groups	% Satisfied or very satisfied	% Very satisfied	Average ¹	n
All clients	77%	36%	0.95	657
Province				
British Columbia	73%	34% ²	0.85 ²	165
Alberta	75%	34%	0.92	219
Saskatchewan	83%	40%	1.06	127
Manitoba	84%*	40%	1.10	146
Depth of the client relationship				
Long term	81% ²	41% ²	1.09 ²	204
Short term	77%	35%	0.92	453
Length of the client relationship (timing of the first contact)				
Less than one year	77%	35% ²	0.93 ²	358
One to two years	73%	33%	0.81	131
More than two years	83%*	41%	1.10	159

* The difference is significant at the 0.05 level.

¹ Average on a scale from -2 (very dissatisfied) to 2 (very satisfied) where 0 means neutral.

² None of the differences in this distribution are statistically significant at the 0.05 level.

Source: table Q34, appendix B

How does one interpret such overall satisfaction results? Experience, backed with ample literature, suggests that average public organizations attain satisfaction levels of 75% with relative ease, considering the expectations of typical clients. Therefore, a 77% satisfaction level is a comfortable albeit not stellar performance.

Exhibit 3.10 indicates that **two-thirds (66%) of clients obtained what they needed from WD in the contact of their most recent contact.** Another group of 20% stated they did not obtain what they needed and 9% that they obtained part of what they needed. The proportion of clients indicating that they did obtain what they needed was somewhat higher in Saskatchewan (76%) and somewhat lower in British Columbia (60%). It did not vary significantly (from a statistical point of view) according to the length or depth of the client relationship.

EXHIBIT 3.10
Completeness of Service on the Most Recent Contact

Groups	% who obtained what they needed	% who obtained part of what they needed	% who did not obtain what they needed	n
All clients ¹	66%	9%	20%	668
Province				
British Columbia	60%*	11% ²	25% ²	165
Alberta	66%	10%	20%	223
Saskatchewan	76%*	6%	15%	130
Manitoba	70%	9%	18%	150
Depth of the client relationship				
Long term	64% ²	11% ²	22% ²	208
Short term	67%	9%	20%	460
Length of the client relationship (timing of the first contact)				
Less than one year	66% ²	10% ²	21% ²	360
One to two years	64%	9%	26%	131
More than two years	71%	10%	16%	162

¹ Percentages may not add up to 100% due to don't know and not response answers.

² None of the differences in this distribution are statistically significant at the 0.05 level.

* Differences are significant at the 0.05 level.

Source: table Q35, appendix B

Detailed Appendix B data (table Q35) demonstrate that the following groups were more likely to have obtained what they needed during the most recent contact: Saskatchewan short-term clients (79%), clients who had had six contacts or more with WD over the past twelve months (76%), not-for-profit organizations (79%), organizations in existence for more than ten years (73%) and larger organizations (77%). Conversely, the following types of clients were less likely to have obtained what they considered they needed: BC short-term clients (57%), Alberta long-term clients (53%), clients who had had a single contact with WD over the past twelve months (53%), commercial organizations (63%), organizations in existence for between one and three years (55%) and organizations with fewer than five employees (60%).

Overall, and to the extent that they can assess this, **7% of clients indicated that the service was not provided error-free**. This proportion was constant for all subgroups of clients analysed — with the possible exception of clients whose company grossed less than \$250,000 in revenues where the proportion was 10%, a statistically significant difference (see table Q37, Appendix B). The overall proportion of contacts where clients indicated that an error occurred is similar to that observed in other types of public services reviewed by this consultant.

One way to gauge the value of the WD action is to ask clients to self-assess the impact of the services on their organization's success. As Exhibit 3.11 shows, **more than one third of clients (38%) indicated that the services provided by WD made their organization somewhat more or much more successful**. A similar proportion (35%) indicated that the WD services had no impact on their corporate success.

The impact of services was more pronounced among the following groups of clients: BC Short-term clients (56% much more or somewhat more successful), clients who had six or more contacts with WD within the past twelve months (53%), clients who had been dealing with WD for more than two years (57%) and not-for-profit organizations (57%). Clients who had had only one contact with WD were less likely to claim that these services had positive impacts on their success (15%) as did clients whose first contact with WD occurred within the last year (32%) and commercial organizations (33%). It appears from these data that **a long and intense relationship**

with WD is more likely to lead to positive impacts than short and shallow dealings.

**EXHIBIT 3.11
Self-Assessed Impact of the Services Provided by WD**

Groups	% somewhat or much more successful	% no impact at all	Average ¹	n
All clients	38%	35%	1.21	668
Province				
British Columbia	39% ²	35%	1.21 ²	165
Alberta	36%	42%**	1.10	223
Saskatchewan	40%	29%	1.31	130
Manitoba	38%	27%*	1.33	150
Depth of the client relationship				
Long term	38% ²	33% ²	1.18 ²	208
Short term	38%	35%	1.22	460
Length of the client relationship (timing of the first contact)				
Less than one year	32%***	42%***	0.99***	360
One to two years	35%	29%	1.24	131
More than two years	57%***	23%***	1.68***	162

¹ Average on a scale from 0 (no impact to 3 (much more successful).

² None of the differences in this distribution are statistically significant at the 0.05 level.

** Differences are significant at the 0.01 level.

*** Differences are significant at the 0.001 level.

Source: table Q40, appendix B

Demand for WD services is another indicator of the worth of its offerings for clients. More than **one third (37%) stated that they intend to consult WD services somewhat or considerably more over the coming twelve months**. At the other end of the scale, 19% or one out of five indicated that they would use the WD services less. Therefore, the likelihood of an augmentation of demand for service is stronger than that of a reduction. This observation is generalized throughout subgroups of clients with one important exception: it appears that clients who had had a single contact with WD in the previous twelve months were likely to reduce their use of WD, netting increases and reductions. In fact, it can be observed that the increase in demand for service was stronger among clients who used WD most frequently; it was lower for less frequent users and lowest for the one-

time clients. If this trend was confirmed, it could indicate that WD is better at retaining existing clients than at attracting new clients.

**EXHIBIT 3.12
Demand for Services in the Coming Twelve Months**

Groups	% somewhat or considerably more consultation	% somewhat or considerably less consultation	Average ¹	n
All clients	37%	19%	0.24	668
Province				
British Columbia	32% ²	24%*	0.12 ²	165
Alberta	41%	18%	0.26	223
Saskatchewan	33%	14%	0.27	130
Manitoba	43%	14%	0.40	150
Depth of the client relationship				
Long term	40% ²	17% ²	0.26	208
Short term	37%	19%	0.24	460
Length of the client relationship (timing of the first contact)				
Less than one year	40% ²	23%**	0.22 ²	360
One to two years	37%	19%	0.21	131
More than two years	34%	10%	0.31	162

¹ Average on a scale from -2 (considerably less) to 2 (considerably more) where 0 means no change.

² None of the differences in this distribution are statistically significant at the 0.05 level.

* Differences are significant at the 0.05 level.

** Differences are significant at the 0.01 level.

Source: table Q41, appendix B

Almost two thirds (64%) of all clients would have recommended WD services without reservation. Another group of 20% would have recommended WD with reservations and 11% would not have recommended it. Clients who adopted the latter position were more frequent in Alberta (16%), particularly among Alberta short term clients (17%), among clients who had had a single contact with WD over the previous twelve months, among commercial organizations, organizations with one to three years of existence and among organizations with revenues between \$250,000 and \$1,000,000. Enthusiastic recommendations were more likely among Saskatchewan clients (73%), clients with more than five

contacts over the previous twelve months (75%) and not-for-profit organizations (74%).

EXHIBIT 3.13
Likelihood to Recommend WD Services

Groups	% recommen- dation without reservation	% recommen- dation with reservation	% would not recommend	n
All clients	64%	20%	11%	668
Province				
British Columbia	64%	23% ¹	12%	165
Alberta	62%	16%	16%*	223
Saskatchewan	73%*	17%	4%*	130
Manitoba	66%	23%	8%	150
Depth of the client relationship				
Long term	68%	19%	8%	208
Short term	64%	20%	12%	460
Length of the client relationship (timing of the first contact)				
Less than one year	61% ¹	21% ¹	13% ¹	360
One to two years	69%	18%	11%	131
More than two years	72%	20%	7%	162

¹ None of the differences in this distribution are statistically significant at the 0.05 level.

* Differences are significant at the 0.05 level.

Source: table Q42, appendix B

3.7 Evolution of Satisfaction from 1998 to 2000

In November 1998, 442 WD clients were reached by telephone to enquire about their satisfaction with WD services. While that survey presented significant differences with the questionnaire used in the present study¹, several questions were used in both surveys and allow for an analysis of the evolution of client satisfaction over this three year span.

¹ The main difference from a methodological and measurement point of view is that the question about the overall satisfaction with the most recent experience with WD was placed early in the 1998 questionnaire, before the questions which led the survey respondents to think through the specifics of that service event. In 2001, the overall satisfaction question was placed towards the end of the questionnaire, after survey participants had considered their reaction to the various components of the service encounter.

As Exhibit 3.14 shows, satisfaction with WD services has evolved significantly over the past three years, moving from 58% of clients being satisfied to a 77% level. This 19 percentage point increase is a remarkable accomplishment. The increase was focussed in the "somewhat satisfied" group which grew from 19% to 41% of all clients while the "very satisfied" group was more or less stable, scoring 31% in 1998 and 36% in 2001.

EXHIBIT 3.14
Comparison of Client Satisfaction in 1998 and in 2001

Groups	% satisfied or very satisfied			% very satisfied			n	
	1998	2001	Change	1998	2001	Change	1998	2001
All clients	58%	77%	+19***	31%	36%	+5 ^{ns}	442	668
Province								
British Columbia	56%	73%	+17***	30%	34%	+4 ^{ns}	199	165
Alberta	63%	74%	+11*	29%	34%	+5 ^{ns}	100	223
Saskatchewan	65%	81%	+16**	37%	39%	+2 ^{ns}	75	130
Manitoba	49%	82%	+33***	31%	39%	+8 ^{ns}	68	150

^{ns} The difference is not statistically significant at the 0.05 level.

* The difference is statistically significant at the 0.05 level.

** The difference is statistically significant at the 0.01 level.

*** The difference is statistically significant at the 0.001 level.

Source: table Q34, appendix B and *Client Satisfaction Survey Results*, January/February 1999

Satisfaction has brown in all four provinces but nowhere as much as in Manitoba which went from a 49% score in 1998 (the lowest of the four) to 82% in 2001 (the highest of the four).

Exhibit 3.15 compares the level of client satisfaction with specific aspects of service tested in 1998 and in 2001.¹ Among the aspects which can be compared, three groups emerge. The first group comprises three areas of services where improvement in satisfaction exceeded 25 percentage points; they are: information on the status of requests, the assessment of client needs and guidance offered by WD. Seven areas of service display two-digit improvement levels which do not reach the level of the first group; they

¹ The wording is not always exactly similar and the flow of the questionnaire was different. Nonetheless, in our opinion, these data can be compared for the purpose of identifying areas of improvements and stagnation.

include: the helpfulness, knowledge, competence and courtesy of officers, the timeliness of responses and the ease of reaching officers as well as follow-through with the clients. Finally, two areas of service do not rate better than in 1998 — maybe worse: delivering on promises made (a 3-point decline) and the identification of services in other organisations (a 6-point decline).

EXHIBIT 3.15
Evolution of Satisfaction between 1998 and 2001
on specific dimensions of service

1998		Change	2001	
Dimension	% ¹		% ¹	Dimension
Keeping you informed on the status of your request or application	38%	+36	74%	The way you were kept informed of the status of your request
Efforts made by staff to assess your needs	51%	+28	79%	Efforts made by officers to assess your needs
Help guiding you through processes	43%	+26	69%	The guidance provided by officers
Helpfulness of the person who handles your request	68%	+18	86%	Helpfulness of officers
Prompt reply to your telephone calls or Internet inquiries	64%	+17	81%	The timeliness of responses to telephone or e-mail messages
Business knowledge of the person who handles your request	55%	+17	72%	The business knowledge of the officers
Competent, well-trained staff	64%	+15	79%	The competence of the officers
Ease of contacting service staff	63%	+15	78%	Ease of reaching officers
Individuals who follow-up to see if you got what you needed	39%	+15	54%	The follow-through to see if you got what you needed
Courteous staff	81%	+13	94%	The courtesy of the officers
Staff who deliver what they promise	61%	-3	58%	Delivering on promises made
Suggesting other organizations where you might get products/services you need	50%	-6	44%	The identification of services offered by other organizations

¹ % rating 4 or 5 on a 5-point satisfaction scale

Chapter 4

LEVERS FOR ENHANCED SATISFACTION

This chapter identifies the aspects of service which are most likely to affect client satisfaction. Two perspectives are adopted. First, we consider the impact of satisfaction with small aspects of service on the overall satisfaction ratings. Second, we pinpoint the circumstances of service which drive overall satisfaction.

4.1 *Components of service*

In this study, satisfaction with service was decomposed in four areas: sensitivity to needs, service reliability, access to service and communications. Within these areas, several components of service were identified, e.g., speed, courtesy, timeliness, clarity. All in all, 36 components of service were tested.

One quarter of all respondents rated the importance that each of these 36 components bore in deciding to deal with WD. The results from these questions are called ratings of **stated importance** (since they were stated by the respondents). The six most important components of service, according to stated importance ratings, are, in decreasing order of importance:

Areas of service	Components of service
<ul style="list-style-type: none"> • access to service • service reliability 	<ul style="list-style-type: none"> • delivering on promises made • the business knowledge of officers • keeping information confidential • the competence of officers

There is another way to identify the importance that a component of service plays in the dynamics of the overall feeling of satisfaction. The statistical relationship¹ between overall satisfaction and the satisfaction expressed on each component of service represents the "leverage" that each component can exercise on overall satisfaction. The closer the relationship, the more effect one component is likely to have on overall satisfaction. This is called **modelled satisfaction** since it is derived from a statistical model. According to modelled importance, the top six components of service are, in decreasing order of importance:

Areas of service	Components of service
<ul style="list-style-type: none"> • service reliability • sensitivity to needs • communications 	<ul style="list-style-type: none"> • the guidance provided by officers • efforts made by officers to assess needs • the consistency of the information provided

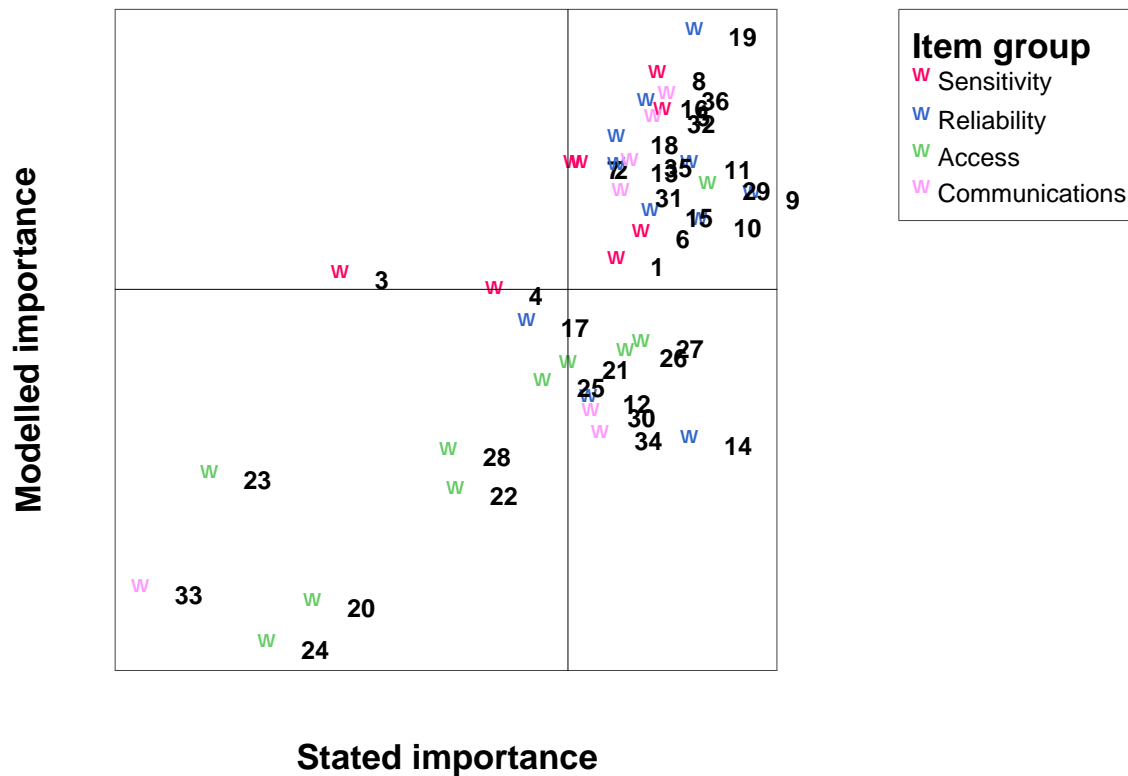
As can be seen by comparing these two lists, **what clients perceive as important is not necessarily what will make them happier with the service they receive.**

Exhibit 4.1 arrays the 36 components of service according to stated and modelled satisfaction.

¹ Simple Pearson correlations in this case.

EXHIBIT 4.1

Modelled vs. Stated Importance



- | | | | |
|----------------------|-----------------------|----------------------|--------------------------|
| 1 speed | 9 promises | 20 location | 30 clarity of info |
| 2 flexibility | 10 bus. knowledge | 21 access methods | 31 availability of info |
| 3 bureaucracy | 11 competence | 22 hours of service | 32 consistency |
| 4 # of contacts | 12 courtesy | 23 waiting areas | 33 official language |
| 5 assessing needs | 13 fairness | 24 signage | 34 understanding |
| 6 helpfulness | 14 confidentiality | 25 appointments | 35 info on requirements |
| 7 info. on status | 15 corrections | 26 ease of reaching | 36 COMMUNICATIONS |
| 8 SENSITIVITY | 16 guidance | 27 timely responses | |
| | 17 referrals | 28 waiting at office | |
| | 18 follow-through | 29 ACCESS | |
| | 19 RELIABILITY | | |

Separated into four quadrants, this exhibit shows that basically none of the 36 components of service fall in the top left quadrant (low stated importance and high modelled importance), where the "unspoken motivators" find their niche. However, components of service located in the bottom right quadrant (low modelled importance and high stated importance) are significant to WD: they correspond to the aspects of service which are viewed as important by clients but have little hope of influencing the overall satisfaction upwards. They are **cost of entry** aspects of service¹, **things that clients expect of any supplier**. They are:

- timely response to telephone messages and e-mails;
- ease of reaching officers;
- the courtesy of the staff;
- the clarity of the information provided;
- the ease of understanding of the information provided;
- keeping information confidential.

These six aspects of service are "lost leaders": **they will buy no satisfaction points for WD, but they define the basic service expected from the department.**

4.2 Circumstances of service

Satisfaction regarding a service event is profoundly different from satisfaction with a product. The most important difference is that, in the service event, the client plays an important role; service is interactive.

One of the ways to go about understanding the levers of client satisfaction is to measure the impact of various service circumstances, including the characteristics of the client himself/herself, on overall satisfaction. We have conducted such an analysis using multivariate analysis tools.²

¹ This analysis derives from the work of Michael W. Lowenstein presented in *Customer Retention, an Integrated Process for Keeping Your Best Customers*, Milwaukee, Wisconsin, ASQC Quality Press, 1995, pages 110-111.

² We have used a ordinary least-square multiple regression where overall satisfaction (Q34) was the dependent variable and a series of service circumstances were independent variables. Categorical variables were dichotomized.

Based on the data available in this study, we have tested the concurrent impact of the following circumstances:

- the depth of the relationship with WD;
- the type of the most recent contact (telephone, meeting, correspondence);
- the main reason for the contact (obtaining business information, applying for a program, etc.);
- where the reason involved a government program, whether this was a WD program or a program from another government department;
- whether a referral was made to another organization;
- the usefulness of the referral;
- the length of time since the first contact between the client and WD;
- the nature of the client organization;
- the number of years of operations of the client organization;
- the revenues of the client organization;
- the number of employees of the client organization.

Exhibit 4.2 shows the results of the analysis. While all circumstances listed above were tested, a limited subset were found to exert a positive or negative impact on client satisfaction. The positive impacts were:

- having received a valuable reference from WD; this exerts a strong positive influence on overall satisfaction; being given a reference, by itself, has no impact on satisfaction: the reference must prove valuable for satisfaction to ensue;
- dealing with WD in a meeting rather than over the telephone; while this circumstance is less than one third as effective as the previous one in generating client satisfaction, it is still a positive force.

The other circumstances of service, as coded, have negative effects on satisfaction — they would be positive if they were looked at from a perspective reverse to the one adopted here:

- clients are least likely to be satisfied if they reached WD in order to apply to a government program or because they were looking for information on a government program; conversely, clients are more satisfied if the purpose of their contact was to obtain business information;

- clients who were enquiring about a program from another government department were less satisfied than others; coupled with the importance of valuable references noted above, this could indicate that ***a strong and productive networking of WD with other government departments and other partners is a crucial challenge at this juncture;***
- commercial organizations are systematically less satisfied than not-for-profit organizations, all other service circumstances being kept equal.

EXHIBIT 4.2
Impact of Circumstances of Service on Client Satisfaction

Circumstances	Effect on overall satisfaction ¹
Having been given a reference which proved valuable	0.33
Dealing with WD in a meeting (as opposed to the telephone)	0.09
Having had a first contact with WD 1 to 2 years ago	-0.08
Commercial organization (as opposed to not-for-profit)	-0.09
Applying to a program (as opposed to looking for business information)	-0.10
Dealing with WD concerning a program from another department	-0.11
Looking for information on applying to a program (as opposed to looking for business information)	-0.15

¹ The value is the standardized regression estimate for the circumstance, derived from a stepwise multiple regression where only statistically significant effects were retained. A positive value depicts a positive effect on satisfaction; a negative value, a negative effect. The magnitude of the value is representative of the magnitude of the effect.

Chapter 5

PRIORITIES FOR IMPROVEMENT

Priorities for improvement can be determined in two ways: by asking clients what their priorities are and by searching for aspects of service which are important to clients and which do not satisfy them entirely.

5.1 Stated Priorities

Clients were not very forthcoming with suggestions for improvements. Almost one third (30%) did not select one or the other of the large areas of service proposed to them as possible improvement domains (table Q39, Appendix B). The area chosen most often was sensitivity to needs (25%), followed by access to service and communications (both 17%). Reliability of service was a distant fourth with 7% of selection. The absence of selection was more frequent in Manitoba (where satisfaction was higher) where the identification of the reliability of service as an improvement priority was also less frequent (1%).

It has already been reported that the three components of service most often selected for improvement in the area of sensitivity to needs are: flexibility of the service, bureaucratic requirements and speed of service (see page 16).

5.2 **Modelled Priorities**

While clients have difficulty articulating priorities for improvement for WD, it is possible to extract such priorities from the other answers provided. By cross-referencing overall satisfaction with service with the stated importance of the service components, on the one hand (see Exhibit 5.1), and with the modelled importance, on the other hand (see Exhibit 5.2), we can categorize service components into four types:

- low satisfaction and high importance components are **top priorities** for improvement since they are valued by clients (or represent significant drivers of overall satisfaction, in the case of modelled importance) and fall below the average satisfaction level. In the case of WD, the clear¹ top priorities, in decreasing order of importance, are:
 - delivering on promises made;
 - consistency of the information provided;
 - making corrections if there is a problem;
 - the guidance provided by officers;
 - the information provided on the requirements to get the service;
 - the availability of the information needed;
 - the follow-through to see if the client got what was needed;
 - the speed of the service.

¹ They are defined as such in term of both stated and modelled importance and they are clearly typed.

- high satisfaction and high importance components are **key strengths** since good organizational performance meet client demands. Seven¹ components of service were identified as such in Exhibit 5.3:
 - overall access to services;
 - the business knowledge of officers;
 - the competence of officers;
 - overall communications;
 - efforts made by officers to assess client needs;
 - the helpfulness of officers;
 - the fairness of the service process.

- low satisfaction and low importance components are **low priorities** in terms of service improvement. While clients are not excited about WD's performance in their regard, they don't attribute a high degree of importance to these aspects of service. They are²:
 - the identification of services offered by other organizations;
 - the signage to find the office;
 - the number of contacts before getting an answer;
 - the convenience of the office location.

- high satisfaction and low importance components can be conceived as **disinvestment opportunities**. These are aspects of service where the organization "over-delivers". The interpretation of this type of service components is trickier than in other cases. Indeed, some of these components may belong to the cost of entry aspects of service described earlier (see page 38) or they may be of low importance to many clients but otherwise constitute government policy (e.g., availability of service in the official language of choice). The "disinvestment opportunities" identified for WD are³:

¹ Accounting for the components identified through both stated and modelled satisfaction; the top three are clear strengths while the bottom four are not as clearly typified.

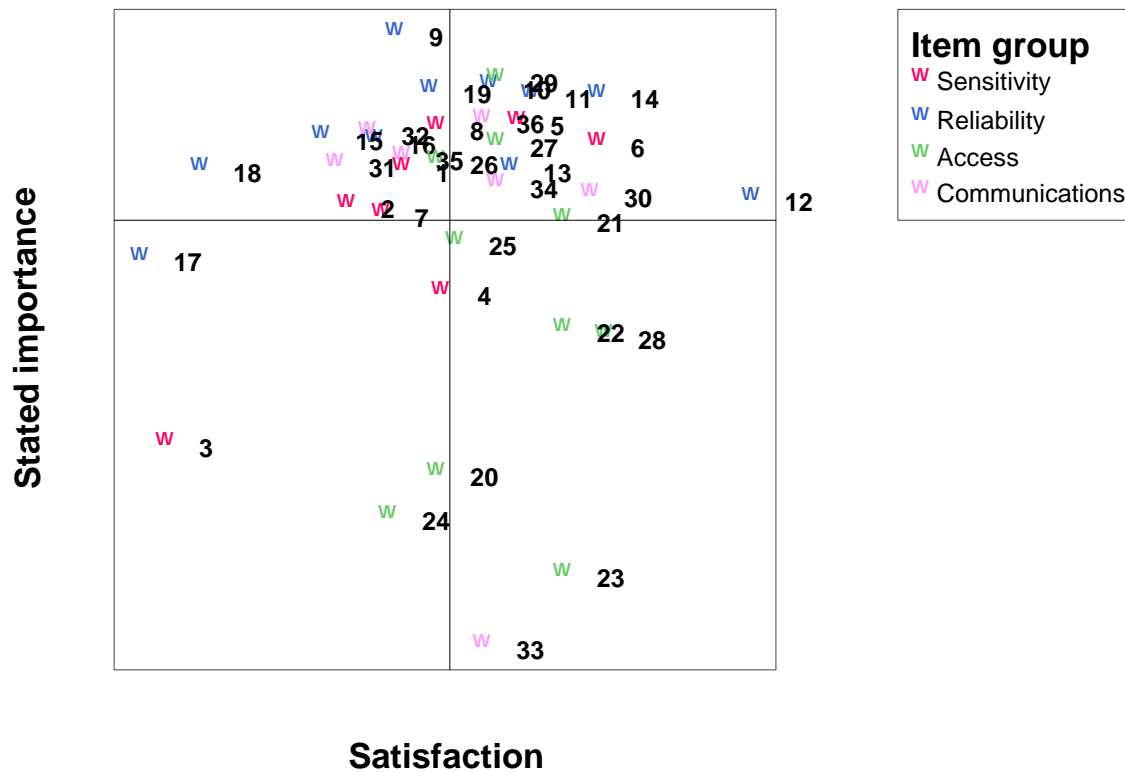
² The top two fall clearly in that type; the latter two are borderline cases.

³ The top four clearly belong to this type; the last entry is a borderline case.

- the hours of service;
- the waiting time at the office;
- the comfort of the waiting areas;
- communications in the official language of choice;
- the ease of understanding of the information provided.

EXHIBIT 5.1

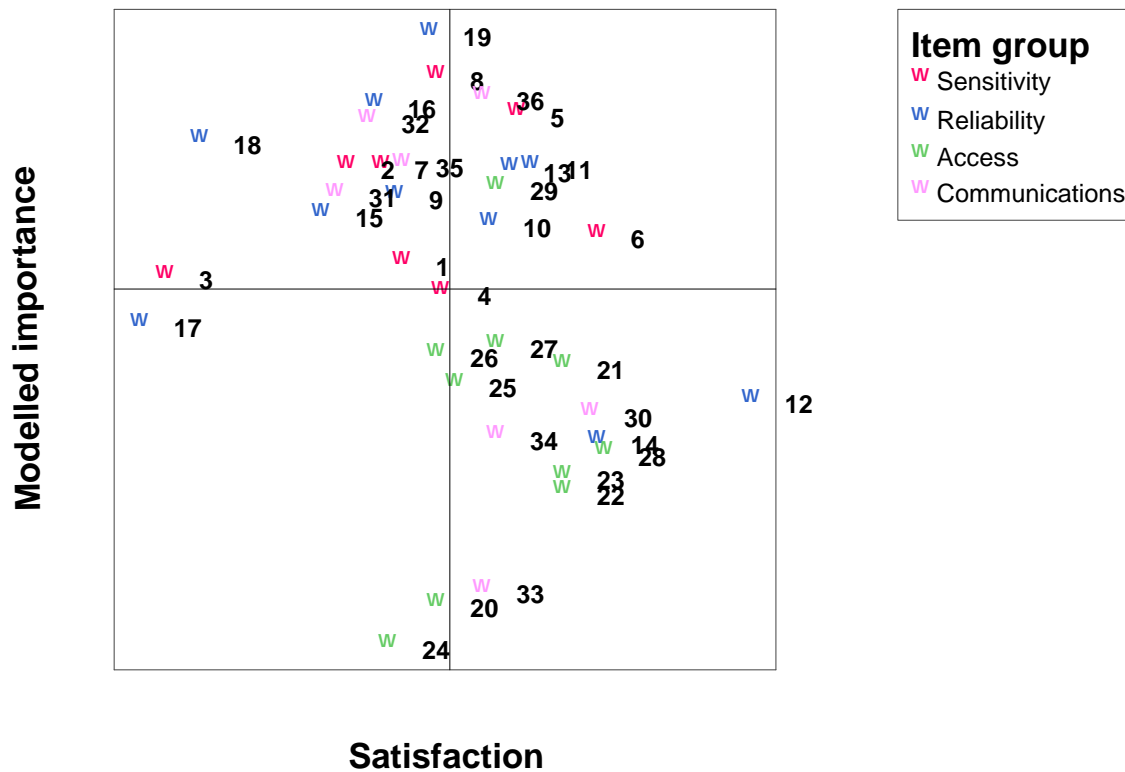
Stated Importance vs. Satisfaction



- | | | | |
|----------------------|-----------------------|----------------------|--------------------------|
| 1 speed | 9 promises | 20 location | 30 clarity of info |
| 2 flexibility | 10 bus. knowledge | 21 access methods | 31 availability of info |
| 3 bureaucracy | 11 competence | 22 hours of service | 32 consistency |
| 4 # of contacts | 12 courtesy | 23 waiting areas | 33 official language |
| 5 assessing needs | 13 fairness | 24 signage | 34 understanding |
| 6 helpfulness | 14 confidentiality | 25 appointments | 35 info on requirements |
| 7 info. on status | 15 corrections | 26 ease of reaching | 36 COMMUNICATIONS |
| 8 SENSITIVITY | 16 guidance | 27 timely responses | |
| | 17 referrals | 28 waiting at office | |
| | 18 follow-through | 29 ACCESS | |
| | 19 RELIABILITY | | |

EXHIBIT 5.2

Modelled Importance vs. Satisfaction



- | | | | |
|----------------------|-----------------------|----------------------|--------------------------|
| 1 speed | 9 promises | 20 location | 30 clarity of info |
| 2 flexibility | 10 bus. knowledge | 21 access methods | 31 availability of info |
| 3 bureaucracy | 11 competence | 22 hours of service | 32 consistency |
| 4 # of contacts | 12 courtesy | 23 waiting areas | 33 official language |
| 5 assessing needs | 13 fairness | 24 signage | 34 understanding |
| 6 helpfulness | 14 confidentiality | 25 appointments | 35 info on requirements |
| 7 info. on status | 15 corrections | 26 ease of reaching | 36 COMMUNICATIONS |
| 8 SENSITIVITY | 16 guidance | 27 timely responses | |
| | 17 referrals | 28 waiting at office | |
| | 18 follow-through | 29 ACCESS | |
| | 19 RELIABILITY | | |

EXHIBIT 5.3 • Summary of Modelled Priorities

Types of priorities	Categorization according to the stated importance	Categorization according to the modelled importance
Top priorities Low satisfaction, high importance	<ul style="list-style-type: none"> ✓ delivering on promises made ✓ consistency of the information provided ✓ making corrections if there is a problem ✓ the guidance provided by officers ✓ the information provided on the requirements to get the service ✓ the availability of the information needed ✓ the follow-through to see if the client got what was needed ✓ the speed of the service ✓ <i>overall reliability</i> ✓ <i>overall sensitivity to needs</i> • <i>the ease of reaching the officers</i> ✓ <i>the flexibility of the service</i> ✓ <i>the way the client is kept informed of the status of the request</i> 	<ul style="list-style-type: none"> ✓ delivering on promises made ✓ consistency of the information provided ✓ making corrections if there is a problem ✓ the guidance provided by officers ✓ the information provided on the requirements to get the service ✓ the availability of the information needed ✓ the follow-through to see if the client got what was needed ✓ the speed of the service ✓ the flexibility of the service ✓ the way the client is kept informed of the status of the request • the amount of bureaucratic requirements ✓ <i>overall reliability</i> ✓ <i>overall sensitivity to needs</i>
Key strengths High satisfaction, high importance	<ul style="list-style-type: none"> ✓ the competence of officers • keeping information confidential ✓ efforts made by officers to assess client needs ✓ the helpfulness of officers ✓ <i>overall access to services</i> ✓ <i>the business knowledge of officers</i> ✓ <i>overall communications</i> • <i>the timeliness of responses to telephone or e-mail messages</i> ✓ <i>the fairness of the service process</i> • <i>the ease of understanding of the information provided</i> • <i>the clarity of the information provided</i> • <i>the courtesy of the officers</i> • <i>the variety of access methods</i> 	<ul style="list-style-type: none"> ✓ overall access to services ✓ the business knowledge of officers ✓ the competence of officers ✓ overall communications ✓ efforts made by officers to assess client needs ✓ the helpfulness of officers ✓ the fairness of the service process
Low priorities Low satisfaction, low importance	<ul style="list-style-type: none"> ✓ the identification of services offered by other organizations • the amount of bureaucratic requirements ✓ the signage to find the office ✓ <i>the number of contacts before getting an answer</i> ✓ <i>convenience of the office location</i> 	<ul style="list-style-type: none"> ✓ the identification of services offered by other organizations ✓ the signage to find the office • <i>the ease of reaching officers</i> ✓ <i>the number of contacts before getting an answer</i> ✓ <i>the convenience of the office location</i>
Disinvestment opportunities High satisfaction, low importance	<ul style="list-style-type: none"> ✓ the hours of service ✓ the waiting time at the office ✓ the comfort of the waiting areas ✓ communications in the official language of choice ✓ <i>the ease of making appointments with officers</i> 	<ul style="list-style-type: none"> • keeping information confidential • the timeliness of responses to telephone or e-mail messages • the clarity of the information provided • the fairness of the service process • the variety of access methods • the ease of making appointments with officers ✓ the hours of service ✓ the waiting time at the office ✓ the comfort of the waiting areas ✓ communications in the official language of choice ✓ <i>the ease of understanding of the information provided</i>

Note: components of service which are not well typed (i.e., those which are close to the borders of another type) are italicised.

APPENDIX A ***Questionnaire***

CLIENT SATISFACTION QUESTIONNAIRE
Western Economic Diversification
for use over the telephone

INTRODUCTION: (Get in touch with the person identified on the list.) Hello. My name is _____ and I work for _____. We have been commissioned to conduct a study among organizations who have recently been in contact with Western Economic Diversification Canada. Of course your participation is voluntary, but we are really counting on you to give us your opinion. It won't take more than 10 minutes, and your answers will be kept strictly confidential. May I start now?

(ENSURE THAT THE SAMPLE DATA CONTAINS THE WD PROVINCE CODE AND THE CLIENT TYPE CODE. CHECK QUOTAS)

SCREENING

Q1 According to records from Western Economic Diversification Canada, your organization has had some dealings with WD over the past three months. Can you confirm that? (SPELL OUT THE ACRONYM: WD)

- YES 1
- No 2 >> **TERMINATE**
- DK/NR 9 >> **TERMINATE**

Q2 Are you the person to whom I should talk about your organization's dealings with WD?

- YES 1
- No (GET THE RIGHT PERSON AND RESTART)
- DK/NR 9 >> **TERMINATE**

Through the next questions, when I refer to "your organization", I mean the individuals or the company which have been in touch with WD.

EVENT DESCRIPTION

Q3 How would you describe your most recent contact with WD? Was it... (READ)

A TELEPHONE CALL	01
A MEETING IN PERSON	02
AN EXCHANGE OF LETTERS OR E-MAILS	03
OR ANOTHER KIND OF CONTACT (PLEASE, SPECIFY _____)	98
DK/NR	99

Q4 Was that your preferred method of contact in that instance?

YES	1
No	2 >> GOTO Q6
DK/NR	9 >> GOTO Q6

Q5 Which method you would have preferred that WD officers use to deal with you?

TELEPHONE	01
IN-PERSON	02
E-MAIL	03
CORRESPONDENCE	04
OTHER (PLEASE, SPECIFY _____)	98
DK/NR	99

Q6 What was the main reason for that most recent contact? Was it... (READ)

TO OBTAIN BUSINESS INFORMATION OR ADVICE	01 >> GOTO Q8
TO OBTAIN INFORMATION ON APPLYING TO A GOVERNMENT PROGRAM	02
TO APPLY TO A GOVERNMENT PROGRAM	03
TO FOLLOW-UP ON AN APPLICATION TO A GOVERNMENT PROGRAM	04
OR FOR ANOTHER REASON (PLEASE, SPECIFY _____)	98 >> GOTO Q8
DK/NR	99 >> GOTO Q8

Q7 Was it about a WD program or about a program from another government department?

A WD PROGRAM	1
A PROGRAM FROM ANOTHER GOVERNMENT DEPARTMENT	2
DK/NR	9

The next questions are organized into four sections dealing with the sensitivity of WD service to your needs, its reliability, access to WD services and communications from WD.

SENSITIVITY TO NEEDS

(THE RESPONDENTS ARE RANDOMLY AND AUTOMATICALLY DIVIDED INTO TWO GROUPS, THE SIZE OF WHICH REMAINS TO BE DETERMINED. THE "SATISFACTION" GROUP WILL BE ASKED THE QUESTIONS THAT CONCERN THEIR SATISFACTION WITH SERVICES. THE "IMPORTANCE" GROUP WILL BE ASKED THE QUESTIONS THAT CONCERN THE IMPORTANCE TO THEM OF VARIOUS FEATURES OF THE SERVICE.)

(WHEREVER THE QUESTIONNAIRE REQUIRES RANDOMIZATION, THIS OPERATION WILL BE PERFORMED BY THE SOFTWARE USED TO ASSIST INTERVIEWERS.)

(ASK "SATISFACTION" GROUP ONLY)

Q8 Feel free to say that you're not in a position to answer. Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs? (RANDOMIZE THE ORDER)

- 8.1 the speed of the service
- 8.2 the flexibility of the service
- 8.3 the amount of bureaucratic requirements
- 8.4 the number of contacts before getting an answer
- 8.5 the efforts made by officers to assess your needs
- 8.6 the helpfulness of officers
- 8.7 the way you were kept informed of the status of your request

(ASK "IMPORTANCE" GROUP ONLY)

Q9 Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD? (RANDOMIZE THE ORDER)

- 9.1 (SAME ITEMS AS IN QUESTION 8)

Q10 Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD sensitivity to your needs as defined in the previous prompts, that is speed, flexibility, etc.?

Q11 In general, if only one area of WD's sensitivity to your needs could be improved, which one should be focussed on? (DO NOT READ THE LIST)

(ITEMS IN QUESTION 8)	01
...	
SOME OTHER ANSWER (SPECIFY _____)	98
DK/NR	99

RELIABILITY

(ASK "SATISFACTION" GROUP ONLY)

Q12 Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service? (RANDOMIZE THE ORDER)

- 12.1 delivering on promises made
- 12.2 the business knowledge of the officers
- 12.3 the competence of the officers
- 12.4 the courtesy of the officers
- 12.5 the fairness of the service process
- 12.6 keeping information confidential
- 12.7 making corrections if there is a problem
- 12.8 the guidance provided by officers
- 12.9 the identification of services offered by other organizations
- 12.10 the follow-through to see if you got what you needed

(ASK "IMPORTANCE" GROUP ONLY)

Q13 Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D? (RANDOMIZE THE ORDER)

- 13.1 (SAME ITEMS AS IN QUESTION 12)

Q14 Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the reliability of WD service?

Q15 In general, if only one area of the reliability of WD service could be improved, which one should be focussed on? (DO NOT READ THE LIST)

(ITEMS IN QUESTION 12)	01
...	
SOME OTHER ANSWER (SPECIFY _____)	98
DK/NR	99

Q16 In the context of the most recent contact, did WD officers make any referrals to other sources of information or people who might be of assistance to your organization?

YES	1
No	2 >> GOTO Q19
DK/NR	9 >> GOTO Q19

Q17 Did you follow-up with these referrals?

YES	1
No	2 >> GOTO Q19
DK/NR	9 >> GOTO Q19

Q18 How would you rate the value of these referrals? Were they... (READ; ROTATE THE ORDER)

NOT AT ALL VALUABLE	1
NOT VERY VALUABLE	2
SOMEWHAT VALUABLE	3
VERY VALUABLE	4
DK/NR	9

ACCESS

(ASK "SATISFACTION" GROUP ONLY)

Q19 Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service? (RANDOMIZE THE ORDER)

- 19.1 the convenience of the office location (SKIP Q19.1 IF Q19.4 OR Q19.5 OR Q19.9 IS N/A)
- 19.2 the variety of methods to access the service (e.g., phone, in-person, e-mail, etc.)
- 19.3 the hours of service
- 19.4 the comfort of the waiting areas (SKIP Q19.4 IF Q19.1 OR Q19.5 OR Q19.9 IS N/A)
- 19.5 the signage to find the office (SKIP Q19.5 IF Q19.1 OR Q19.4 OR Q19.9 IS N/A)
- 19.6 the ease of making appointments with officers
- 19.7 the ease of reaching officers
- 19.8 the timeliness of responses to telephone or e-mail messages
- 19.9 the waiting time at the office (SKIP Q19.9 IF Q19.1 OR Q19.4 OR Q19.5 IS N/A)

(ASK "IMPORTANCE" GROUP ONLY)

Q20 Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD? (RANDOMIZE THE ORDER)

20.1 (SAME ITEMS AS IN QUESTION 19)

Q21 Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with access to WD services?

Q22 In general, if only one area of access to WD services could be improved, which one should be focussed on? (DO NOT READ THE LIST)

(ITEMS IN QUESTION 19)	01
...	
SOME OTHER ANSWER (SPECIFY _____)	98
DK/NR	99

COMMUNICATIONS

(ASK "SATISFACTION" GROUP ONLY)

Q23 Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications? (RANDOMIZE THE ORDER)

- 23.1 the clarity of the information provided
- 23.2 the availability of the information you needed
- 23.3 the consistency of the information provided
- 23.4 communications in the official language of your choice
- 23.5 the ease of understanding of the information provided
- 23.6 the information provided on the requirements to get the service

(ASK "IMPORTANCE" GROUP ONLY)

Q24 Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD? (RANDOMIZE THE ORDER)

24.1 (SAME ITEMS AS IN QUESTION 23)

Q25 Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD communications?

Q26 In general, if only one area of WD communications could be improved, which one should be focussed on? (DO NOT READ THE LIST)

(ITEMS IN QUESTION 23)	01
...	
SOME OTHER ANSWER (SPECIFY _____)	98
DK/NR	99

Q27 What is the main method you use to access business information? (DO NOT READ)

DISCUSSIONS WITH WD OFFICERS	01
NETWORKING	02
INTERNET	03 >> GOTO Q30
LITERATURE	04
OTHER (PLEASE, SPECIFY _____)	98
DK/NR	99

Q28 Do you have ACCESS to the Internet for work purposes?

YES	1
No	2 >> GOTO Q34
DK/NR	9 >> GOTO Q34

Q29 Have you ever USED the Internet to access business information?

YES	1
No	2
DK/NR	9

Q30 Have you ever used the Internet to access information about government programs?

YES	1
No	2 >> GOTO Q32
DK/NR	9 >> GOTO Q32

Q31 Have you ever visited the WD Web site?

YES	1 >> GOTO Q33
No	2
DK/NR	9

Q32 If you knew that WD offered access to its information and services through its Web site, how likely would you be to use it? Would you be... (READ; ROTATE THE ORDER)

NOT AT ALL LIKELY	1
NOT VERY LIKELY	2
SOMEWHAT LIKELY	3
VERY LIKELY	4
DK/NR	9

Q33 If WD offered access to on-line application of its programs through its Web site, how likely would you be to use it? Would you be... (READ; ROTATE THE ORDER)

NOT AT ALL LIKELY	1
NOT VERY LIKELY	2
SOMEWHAT LIKELY	3
VERY LIKELY	4
DK/NR	9

GENERAL QUESTIONS

Q34 On the whole, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with your most recent contact with WD?

Q35 Thinking of your most recent contact with WD, did you get what you needed?

YES	1 >> GOTO Q37
IN PART	2
No	3
DK/NR	9 >> GOTO Q37

Q36 What didn't you get that you needed?

VERBATIM _____	
DK/NR	9

Q37 As far as you can tell, was the service provided without error?

YES	1
No	2
DK/NR	9

(ASK "IMPORTANCE" GROUP ONLY)

Q38 Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD? (RANDOMIZE THE ORDER)

- 38.1 sensitivity to needs
- 38.2 reliability of the service
- 38.3 communications
- 38.4 access to the service

Q39 If only one general area of the WD service could be improved, which one should be focussed on? (READ LIST)

(ITEMS IN QUESTION 38)	01
...	
SOME OTHER ANSWER (SPECIFY _____)	98
DK/NR	99

Q40 Overall, would you say that the services provided by WD have made your organization much more successful, somewhat more successful, a little more successful or that they have had no impact on your organization's success? (ROTATE THE ORDER OF PRESENTATION)

MUCH MORE SUCCESSFUL	1
SOMEWHAT MORE SUCCESSFUL	2
A LITTLE MORE SUCCESSFUL	3
NO IMPACT ON SUCCESS	4
DK/NR	9

Q41 **Over the coming 12 months, do you intend to consult with WD...** (READ; ROTATE THE ORDER)

CONSIDERABLY LESS	1
SOMEWHAT LESS	2
THE SAME	3
SOMEWHAT MORE	4
CONSIDERABLY MORE	5
DK/NR	9

Q42 **Would you recommend WD services without reservation, recommend with reservation or not recommend WD services at all?**

RECOMMEND WITHOUT RESERVATION	1
RECOMMEND WITH RESERVATION	2
NOT RECOMMEND	3
DK/NR	9

BACKGROUND

Q43 **I have a few final questions for statistical purposes. Over the past 12 months, approximately how many times have you been in contact with WD?**

_____ NUMBER OF TIMES	
DK/NR	9999

Q44 **How long ago did you first contact WD for services? Is it...**

LESS THAN 1 YEAR AGO	1
1 TO 2 YEARS AGO	2
3 TO 5 YEARS AGO	3
MORE THAN 5 YEARS AGO	4
DK/NR	9

Q45 **Is your organization commercial or not for profit?**

COMMERCIAL	1
NOT FOR PROFIT	2
DK/NR	9

Q46 For how many years has your organization been in existence?

NOT IN OPERATIONS YET	1
LESS THAN 1	2
RECORD THE NUMBER OF YEARS _____	3
DK/NR	9

Q47 In a few words, what is the primary business of your organization?

VERBATIM _____	01
NOT APPLICABLE	98
DK/NR	99

Q48 In which region are most of your organization's clients located? (DO NOT READ; ACCEPT AS MANY AS APPLY)

MANITOBA	01
SASKATCHEWAN	02
ALBERTA	03
BRITISH COLUMBIA	04
USA	05
OTHER, SPECIFY _____	98
DK/NR	99

Q49 In which of the following categories does your organization's gross revenues belong? (READ)

LESS THAN \$100,000	1
\$100,000 TO LESS THAN \$250,000	2
\$250,000 TO LESS THAN \$1,000,000	3
\$1,000,000 TO LESS THAN \$5,000,000	4
\$5,000,000 OR MORE	5
DK/NR	9

Q50 Including yourself, how many people are employed full-time by your organization? Is it... (READ)

LESS THAN 5	1
5 TO 9	2
10 TO LESS THAN 25	3
25 TO LESS THAN 50	4
50 TO LESS THAN 100	5
100 OR MORE	6
DK/NR	9

THANK AND TERMINATE

APPENDIX B

Detailed tables

How would you describe your most recent contact with WD? Was it...

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q3																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
A telephone call	45%	42%	52%	37%	47%	44%	51%	39%	50%	37%	45%	61%	61%	35%	53%	47%	49%	42%	42%	52%	48%	
A meeting in person	29%	33%	21%	42%	27%	30%	29%	34%	21%	43%	28%	26%	20%	44%	26%	37%	26%	29%	30%	25%	32%	
Letters or e-mails	17%	16%	24%	12%	10%	17%	14%	16%	26%	9%	8%	13%	14%	14%	13%	11%	15%	20%	16%	18%	16%	
Or another kind of contact	8%	8%	3%	9%	16%	9%	5%	9%	3%	10%	19%	.	5%	8%	7%	5%	8%	9%	11%	6%	3%	
DK/NR	0%	1%	.	1%	1%	0%	1%	1%	.	1%	2%	.	1%	0%	1%	.	1%	
chi ² :		(***)						(***)														
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

	DEPTH OF RELATIONSHIP							YEARS OF EXISTENCE					CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+				
Q3																									
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76				
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78				
A telephone call	45%	42%	46%	46%	41%	46%	48%	51%	46%	49%	46%	39%	45%	41%	49%	49%	46%	41%	51%	47%	46%				
A meeting in person	29%	28%	30%	28%	32%	29%	29%	23%	37%	27%	33%	35%	26%	28%	29%	34%	27%	30%	24%	32%	31%				
Letters or e-mails	17%	14%	17%	9%	18%	16%	18%	11%	8%	19%	14%	19%	21%	17%	18%	12%	20%	17%	16%	17%	14%				
Or another kind of contact	8%	16%	6%	16%	8%	9%	5%	14%	10%	4%	8%	7%	8%	13%	4%	5%	7%	11%	8%	3%	9%				
DK/NR	0%	+++	---	++	1%	0%	.	1%	0%	+++	-	1%	.	+	.	---	.				
chi ² :		(**)						(*)																	
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12				

Was that your preferred method of contact in that instance?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q4 weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166
real # of participants:	100%	33%	32%	15%	20%	77%	21%	29%	26%	8%	13%	4%	6%	6%	6%	16%	37%	46%	54%	19%	25%
Yes	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162
No	93%	89%	93%	97%	96%	92%	95%	87%	94%	97%	96%	100%	89%	98%	96%	90%	93%	94%	92%	97%	92%
DK/NR	6%	10%	5%	1%	3%	7%	2%	11%	5%	1%	3%	.	7%	.	2%	7%	6%	5%	6%	3%	6%
chi ² : ± ... at 50%:	4	(*) 8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8

	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--						--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani- toba	Sask.	Alber- ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+					
Q4 weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76					
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%					
Yes	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78					
No	93%	95%	93%	92%	92%	92%	95%	94%	95%	93%	91%	96%	92%	90%	91%	96%	98%	90%	93%	96%	99%					
DK/NR	6%	4%	6%	6%	6%	7%	3%	4%	3%	6%	9%	4%	6%	8%	7%	3%	.	9%	6%	3%	.					
chi ² : ± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12					

What was the main reason for that most recent contact? Was it...

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q6																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
Business information or advice	35%	39%	32%	32%	38%	39%	23%	42%	32%	41%	47%	13%	31%	22%	24%	36%	42%	30%	38%	34%	33%	
Information on applying	20%	23%	23%	19%	13%	22%	14%	25%	22%	21%	16%	3%	28%	14%	7%	30%	24%	14%	20%	28%	15%	
Follow-up on an application	19%	15%	20%	20%	24%	16%	29%	11%	20%	18%	20%	49%	20%	26%	30%	5%	15%	28%	18%	19%	22%	
Applying to a gov. program	11%	12%	13%	11%	7%	12%	9%	13%	15%	8%	5%	.	4%	16%	13%	20%	9%	10%	13%	6%	12%	
Partnership development	9%	8%	7%	11%	14%	5%	20%	5%	5%	6%	6%	29%	16%	14%	24%	4%	7%	12%	7%	8%	12%	
Or for another reason	3%	2%	3%	6%	3%	3%	4%	2%	4%	3%	5%	6%	.	10%	.	3%	2%	4%	3%	4%	3%	
DK/NR	1%	1%	0%	1%	1%	1%	1%	2%	0%	1%	.	.	1%	.	2%	2%	1%	0%	1%	.	1%	
Combination of reasons	1%	1%	1%	1%	1%	1%	.	1%	1%	1%	1%	0%	1%	0%	0%	0%	2%	
chi ² :						(***)		(*)				(*)			(***)							
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

What was the main reason for that most recent contact? Was it...

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q6																						
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76	
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%	
Business information or advice	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78	
	35%	51%	32%	63%	41%	30%	28%	37%	32%	34%	42%	37%	32%	43%	24%	27%	40%	41%	31%	31%	32%	
Information on applying		+++	---	+++			--							+++	--			++				
	20%	14%	22%	10%	25%	20%	21%	14%	23%	24%	20%	24%	22%	20%	20%	30%	15%	19%	25%	19%	20%	
Follow-up on an application		-	+	-											+							
	19%	14%	20%	13%	20%	21%	19%	23%	19%	17%	18%	17%	20%	16%	30%	18%	19%	17%	23%	22%	17%	
Applying to a gov. program		-	+	-										-	++							
	11%	7%	12%	11%	6%	13%	13%	6%	11%	10%	6%	12%	15%	9%	15%	13%	10%	13%	5%	14%	6%	
Partnership development																						
	9%	7%	10%	1%	5%	6%	16%	15%	11%	9%	10%	7%	5%	7%	7%	7%	13%	6%	11%	9%	19%	
Or for another reason							+++	++														
	3%	4%	3%	2%	1%	6%	2%	3%	4%	5%	3%	1%	4%	2%	3%	3%	2%	3%	3%	3%	5%	
DK/NR							++															
	1%	1%	1%	.	1%	1%	1%	1%	1%	0%	.	3%	1%	0%	.	1%	1%	1%	2%	1%	1%	
Combination of reasons																						
	1%	2%	1%	.	1%	1%	0%	1%	.	1%	2%	.	1%	2%	.	1%	.	1%	.	1%	.	
chi ² :		(**)		(***)										(*)				(*)				
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12	

Was it about a WD program or about a program from another government department?
BASE: the contact was in relation to a program

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--						
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago				
Q7																									
weightd # of participants:	288	94	104	38	53	224	59	82	87	22	34	12	17	15	15	53	101	131	168	53	65				
real # of participants:	100%	33%	36%	13%	18%	78%	20%	28%	30%	8%	12%	4%	6%	5%	5%	18%	35%	46%	58%	19%	22%				
A WD program	270	67	95	49	59	205	59	58	80	29	38	9	14	19	17	46	95	126	155	54	59				
Another government department	79%	76%	81%	82%	80%	77%	89%	74%	77%	80%	82%	94%	100%	85%	77%	72%	75%	85%	75%	82%	89%				
DK/NR	13%	13%	14%	12%	10%	14%	6%	15%	16%	14%	8%	.	.	11%	12%	9%	20%	8%	15%	10%	8%				
chi ² :	8%	11%	5%	5%	10%	9%	5%	11%	7%	6%	11%	6%	.	5%	12%	19%	5%	6%	10%	8%	3%				
± ... at 50%:	6	13	11	15	14	7	14	14	12	19	17	35	28	24	25	(**)	15	11	9	8	14	14			
	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--					--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+				
Q7																									
weightd # of participants:	288	40	248	17	70	102	97	50	58	81	69	50	95	92	83	63	23	117	53	82	27				
real # of participants:	100%	14%	86%	6%	24%	35%	34%	17%	20%	28%	24%	17%	33%	32%	29%	22%	8%	40%	18%	28%	9%				
A WD program	270	62	208	17	68	93	89	53	63	76	55	42	84	89	79	53	22	113	48	75	25				
Another government department	79%	79%	80%	87%	75%	74%	86%	74%	76%	78%	77%	75%	78%	75%	81%	82%	96%	74%	84%	84%	91%				
DK/NR	13%	8%	13%	5%	15%	21%	4%	17%	17%	17%	18%	18%	12%	13%	16%	10%	4%	16%	13%	10%	3%				
chi ² :	8%	14%	7%	8%	10%	5%	10%	8%	7%	5%	5%	7%	9%	11%	2%	8%	.	10%	2%	6%	6%				
± ... at 50%:	6	13	7	(*)	25	13	11	14	13	12	14	16	11	11	12	14	22	10	15	12	21				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q8A the speed of the service																					
mean for these data:	0.86	0.96	0.75	0.84	0.89	0.83	0.90	0.96	0.72	0.84	0.75	0.94	0.80	0.82	1.03	0.52	0.96	0.91	0.85	0.85	0.87
sig. test for means:																*					
Q8B the flexibility of the service																					
mean for these data:	0.78	0.84	0.67	0.80	0.85	0.71	1.02	0.80	0.54	0.76	0.77	1.34	1.15	0.78	0.97	0.28	0.66	1.02	0.72	0.80	0.94
sig. test for means:						*	*									***		***			
Q8C the amount of bureaucratic requirements																					
mean for these data:	0.51	0.60	0.33	0.53	0.65	0.46	0.63	0.60	0.29	0.45	0.52	0.53	0.48	0.58	0.83	0.07	0.49	0.66	0.48	0.51	0.58
sig. test for means:			*						*							**		**			
Q8D the number of contacts before getting an answer																					
mean for these data:	0.92	1.01	0.82	0.87	0.96	0.85	1.13	0.99	0.73	0.74	0.83	1.18	1.19	1.05	1.12	0.74	0.93	0.97	0.93	0.79	1.01
sig. test for means:						**	**	*													
Q8E the efforts made by officers to assess your needs																					
mean for these data:	1.03	1.12	0.90	0.99	1.11	0.97	1.23	1.10	0.79	0.97	1.03	1.38	1.38	0.96	1.27	0.67	0.96	1.19	1.03	0.95	1.10
sig. test for means:						*	*		*							**		**			
Q8F the helpfulness of officers																					
mean for these data:	1.15	1.27	1.05	1.10	1.15	1.09	1.33	1.24	0.93	1.16	1.03	1.59	1.56	0.96	1.34	0.78	1.11	1.31	1.12	1.11	1.22
sig. test for means:		*				*	*	*	*				*	*		**		***			
Q8G the way you were kept informed of the status of your request																					
mean for these data:	0.83	0.82	0.84	0.69	0.90	0.78	0.94	0.81	0.81	0.70	0.68	0.88	0.92	0.62	1.20	0.44	0.70	1.03	0.82	0.79	0.88
sig. test for means:																**	*	***			

	--DEPTH OF RELATIONSHIP--			--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q8A the speed of the service																					
mean for these data:	0.86	0.94	0.84	1.00	0.74	0.92	0.83	0.88	0.74	0.79	0.93	1.05	0.68	0.79	0.68	1.01	0.95	0.78	0.92	0.95	1.02
sig. test for means:																					
Q8B the flexibility of the service																					
mean for these data:	0.78	0.90	0.75	0.84	0.55*	0.93*	0.73	0.84	0.67	0.73	0.77	0.92	0.71	0.79	0.66	0.74	0.92	0.73	0.77	1.02*	0.81
sig. test for means:																					
Q8C the amount of bureaucratic requirements																					
mean for these data:	0.51	0.64	0.48	0.60	0.29*	0.64	0.50	0.58	0.49	0.43	0.50	0.77*	0.45	0.56	0.25*	0.59	0.82*	0.45	0.37	0.73*	0.66
sig. test for means:																					
Q8D the number of contacts before getting an answer																					
mean for these data:	0.92	0.90	0.92	0.90	0.82	1.00	0.90	1.04	0.80	0.91	0.97	0.91	0.78	0.84	0.91	0.92	1.11	0.79**	1.07	1.03	1.14
sig. test for means:																					
Q8E the efforts made by officers to assess your needs																					
mean for these data:	1.03	1.04	1.02	0.98	0.85	1.15	1.05	1.04	0.83	0.93	0.97	1.15	0.89	0.97	0.93	1.16	1.17	0.90**	1.22	1.13	1.34**
sig. test for means:																					
Q8F the helpfulness of officers																					
mean for these data:	1.15	1.15	1.15	1.09	0.96*	1.27*	1.18	1.14	0.95	1.13	1.19	1.25	1.09	1.03	1.16	1.24	1.14	0.99***	1.29	1.32*	1.29
sig. test for means:																					
Q8G the way you were kept informed of the status of your request																					
mean for these data:	0.83	0.84	0.82	0.88	0.73	0.89	0.80	0.93	0.69	0.88	0.82	0.94	0.65	0.71	0.73	1.06**	0.88	0.68**	0.91	1.03*	1.05
sig. test for means:																					

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q8A the speed of the service weightd # of participants:	441	144	140	65	92	342	90	132	115	37	57	12	23	25	30	57	156	223	248	76	110
real # of participants:	100%	33%	32%	15%	21%	78%	20%	30%	26%	9%	13%	3%	5%	6%	7%	13%	35%	51%	56%	17%	25%
DISSATISFIED (very and smwhat)	438	109	141	85	103	335	93	100	120	51	64	9	19	31	34	51	158	225	243	83	107
	15%	11%	19%	15%	14%	15%	16%	10%	19%	16%	17%	19%	20%	16%	12%	20%	10%	15%	14%	16%	16%
SATISFIED (very and smwhat)	76%	81%	69%	77%	78%	75%	77%	81%	68%	77%	73%	81%	69%	74%	83%	62%	81%	77%	75%	78%	77%
Very dissatisfied (-2)	3%	1%	3%	7%	5%	3%	4%	-	3%	8%	6%	13%	-	6%	3%	5%	2%	3%	2%	5%	4%
Dissatisfied (-1)	12%	10%	16%	8%	10%	12%	11%	10%	16%	8%	11%	6%	20%	10%	9%	15%	9%	12%	11%	11%	13%
Neutral (0)	9%	8%	12%	8%	8%	10%	8%	9%	13%	8%	10%	-	12%	10%	6%	19%	8%	8%	12%	5%	6%
Satisfied (1)	48%	56%	41%	47%	47%	50%	43%	57%	43%	46%	48%	38%	37%	45%	48%	48%	54%	44%	48%	50%	48%
Very satisfied (2)	28%	26%	27%	29%	30%	26%	34%	24%	26%	31%	25%	44%	31%	29%	35%	14%	27%	32%	27%	28%	30%
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NR	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
chi ² :																(*)					
± ... at 50%:	5	10	9	11	10	6	11	10	10	15	13	35	24	19	18	15	8	7	7	11	10
mean for these data:	0.86	0.96	0.75	0.84	0.89	0.83	0.90	0.96	0.72	0.84	0.75	0.94	0.80	0.82	1.03	0.52	0.96	0.91	0.85	0.85	0.87
standard error:	0.05	0.09	0.09	0.12	0.11	0.06	0.12	0.09	0.10	0.17	0.14	0.47	0.25	0.21	0.18	0.15	0.07	0.07	0.07	0.12	0.11
sig. test for means:																*					

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	-DEPTH OF RELATIONSHIP-							-YEARS OF EXISTENCE-						-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q8A the speed of the service	441	89	351	52	98	138	148	93	88	119	115	78	122	165	90	69	40	202	76	102	45					
weightd # of participants:	100%	20%	80%	12%	22%	31%	34%	21%	20%	27%	26%	18%	28%	37%	20%	16%	9%	46%	17%	23%	10%					
real # of participants:	438	138	300	58	97	134	143	101	102	119	101	74	119	163	93	65	41	203	70	105	46					
DISSATISFIED (very and smwhat)	15%	13%	15%	8%	20%	12%	15%	15%	19%	18%	12%	14%	21%	16%	22%	11%	9%	17%	13%	13%	10%					
SATISFIED (very and smwhat)	76%	76%	76%	83%	68%	82%	73%	77%	72%	71%	78%	83%	67%	76%	67%	82%	80%	73%	80%	79%	80%					
Very dissatisfied (-2)	3%	4%	3%	1%	4%	3%	4%	5%	7%	4%	3%	2%	4%	4%	8%	.	.	5%	4%	2%	.					
Dissatisfied (-1)	12%	9%	12%	7%	16%	10%	12%	9%	13%	15%	9%	12%	18%	12%	14%	11%	9%	12%	9%	12%	10%					
Neutral (0)	9%	11%	9%	9%	12%	6%	11%	8%	9%	11%	10%	3%	12%	7%	10%	8%	11%	10%	6%	8%	10%					
Satisfied (1)	48%	41%	50%	57%	38%	56%	44%	45%	44%	41%	48%	46%	40%	53%	37%	52%	56%	46%	51%	48%	48%					
Very satisfied (2)	28%	35%	26%	26%	30%	25%	29%	31%	28%	30%	30%	38%	26%	23%	31%	30%	24%	27%	29%	31%	32%					
N/A					
DK/NR					
chi ² :																										
± ... at 50%:	5	9	6	14	11	9	9	10	10	10	10	12	10	8	11	13	16	7	13	10	15					
mean for these data:	0.86	0.94	0.84	1.00	0.74	0.92	0.83	0.88	0.74	0.79	0.93	1.05	0.68	0.79	0.68	1.01	0.95	0.78	0.92	0.95	1.02					
standard error:	0.05	0.09	0.06	0.11	0.12	0.08	0.09	0.11	0.12	0.10	0.10	0.12	0.11	0.08	0.13	0.11	0.13	0.08	0.13	0.10	0.13					
sig. test for means:																										

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q8B the flexibility of the service	432	142	134	64	92	337	86	130	109	38	59	11	23	23	28	57	151	220	244	77	106
weightd # of participants:	100%	33%	31%	15%	21%	78%	20%	30%	25%	9%	14%	3%	5%	5%	7%	13%	35%	51%	56%	18%	25%
real # of participants:	432	107	138	84	103	331	90	98	115	52	66	9	20	29	32	51	154	223	239	84	105
DISSATISFIED (very and smwhat)	17%	16%	19%	15%	15%	19%	11%	17%	22%	16%	18%	.	12%	16%	9%	22%	20%	12%	18%	17%	15%
SATISFIED (very and smwhat)	71%	70%	69%	71%	76%	69%	77%	68%	66%	73%	74%	93%	81%	66%	75%	47%	69%	79%	70%	72%	75%
Very dissatisfied (-2)	5%	3%	6%	3%	6%	6%	1%	4%	8%	4%	9%	.	.	3%	.	7%	4%	4%	4%	6%	5%
Dissatisfied (-1)	12%	12%	13%	12%	9%	13%	10%	13%	14%	12%	9%	.	12%	13%	9%	15%	16%	8%	13%	11%	10%
Neutral (0)	12%	14%	12%	13%	10%	12%	13%	15%	13%	12%	8%	7%	8%	18%	15%	31%	10%	9%	13%	11%	10%
Satisfied (1)	43%	38%	45%	44%	46%	43%	40%	36%	48%	50%	44%	53%	35%	35%	44%	38%	49%	39%	45%	42%	37%
Very satisfied (2)	29%	33%	24%	28%	30%	26%	36%	32%	18%	23%	30%	40%	46%	32%	31%	9%	21%	40%	24%	31%	38%
N/A
DK/NR
chi ² :																(***)					
± ... at 50%:	5	10	9	11	10	6	11	11	10	15	13	35	23	19	18	15	8	7	7	11	10
mean for these data:	0.78	0.84	0.67	0.80	0.85	0.71	1.02	0.80	0.54	0.76	0.77	1.34	1.15	0.78	0.97	0.28	0.66	1.02	0.72	0.80	0.94
standard error:	0.05	0.11	0.10	0.12	0.11	0.06	0.10	0.11	0.11	0.15	0.15	0.21	0.23	0.21	0.17	0.15	0.09	0.07	0.07	0.13	0.11
sig. test for means:						*	*									***		***			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	-DEPTH OF RELATIONSHIP-				-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q8B the flexibility of the service	432	93	339	53	93	140	139	90	87	118	119	75	116	157	89	67	42	196	74	99	48	
weightd # of participants:	100%	21%	79%	12%	22%	32%	32%	21%	20%	27%	28%	17%	27%	36%	21%	16%	10%	45%	17%	23%	11%	
real # of participants:	432	143	289	56	95	136	137	98	100	118	104	72	118	156	94	62	44	197	70	104	49	
DISSATISFIED (very and smwhat)	17%	13%	18%	19%	24%	14%	14%	17%	23%	21%	18%	14%	21%	14%	22%	21%	10%	19%	19%	9%	14%	
SATISFIED (very and smwhat)	71%	77%	70%	75%	59%	76%	71%	72%	64%	68%	67%	73%	71%	72%	64%	71%	78%	68%	72%	81%	69%	
Very dissatisfied (-2)	5%	3%	5%	2%	6%	3%	7%	6%	5%	3%	4%	4%	11%	6%	4%	4%	.	7%	7%	.	.	
Dissatisfied (-1)	12%	10%	12%	17%	18%	11%	7%	11%	18%	18%	15%	10%	10%	8%	18%	17%	10%	12%	13%	9%	14%	
Neutral (0)	12%	11%	13%	7%	17%	9%	15%	11%	14%	11%	14%	13%	8%	14%	14%	7%	12%	13%	9%	10%	17%	
Satisfied (1)	43%	48%	41%	44%	34%	42%	48%	37%	33%	39%	36%	35%	40%	44%	36%	43%	54%	39%	42%	51%	43%	
Very satisfied (2)	29%	29%	29%	30%	26%	34%	23%	35%	31%	29%	32%	37%	31%	28%	28%	28%	24%	30%	30%	30%	26%	
N/A
DK/NR
chi ² :																						
± ... at 50%:	5	9	6	14	11	9	9	11	10	10	10	12	10	8	11	13	16	7	13	10	15	
mean for these data:	0.78	0.90	0.75	0.84	0.55	0.93	0.73	0.84	0.67	0.73	0.77	0.92	0.71	0.79	0.66	0.74	0.92	0.73	0.77	1.02	0.81	
standard error:	0.05	0.09	0.07	0.15	0.13	0.09	0.09	0.12	0.12	0.11	0.11	0.13	0.12	0.09	0.12	0.15	0.13	0.09	0.14	0.09	0.14	
sig. test for means:				*	*	*	*													*	*	

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q8C the amount of bureaucratic requirements	421	140	133	65	82	332	83	127	113	38	53	13	19	25	27	54	148	214	240	75	103
weightd # of participants:	100%	33%	32%	15%	20%	79%	20%	30%	27%	9%	13%	3%	4%	6%	6%	13%	35%	51%	57%	18%	24%
real # of participants:	422	106	139	85	92	328	87	96	121	52	59	10	16	31	30	49	153	216	238	83	99
DISSATISFIED (very and smwhat)	20%	18%	25%	19%	17%	23%	13%	20%	25%	24%	22%	.	29%	13%	10%	28%	20%	18%	21%	25%	17%
SATISFIED (very and smwhat)	59%	59%	51%	65%	67%	58%	60%	61%	49%	65%	66%	41%	62%	61%	67%	36%	59%	65%	57%	65%	61%
Very dissatisfied (-2)	5%	5%	4%	7%	5%	6%	2%	6%	5%	10%	7%	.	.	3%	3%	8%	5%	5%	4%	11%	3%
Dissatisfied (-1)	15%	13%	21%	12%	12%	16%	11%	14%	20%	14%	15%	.	29%	9%	7%	20%	15%	13%	16%	13%	14%
Neutral (0)	20%	23%	23%	16%	15%	19%	27%	19%	26%	11%	12%	59%	9%	26%	24%	36%	21%	17%	23%	10%	22%
Satisfied (1)	41%	35%	40%	50%	46%	41%	41%	36%	39%	52%	50%	29%	48%	48%	37%	31%	45%	41%	39%	43%	44%
Very satisfied (2)	18%	24%	12%	14%	21%	17%	19%	25%	10%	13%	16%	12%	14%	13%	30%	6%	14%	24%	17%	22%	17%
N/A
DK/NR
chi ² :																(**)					
± ... at 50%:	5	10	9	11	11	6	11	11	10	15	14	33	26	19	19	15	8	7	7	11	11
mean for these data:	0.51	0.60	0.33	0.53	0.65	0.46	0.63	0.60	0.29	0.45	0.52	0.53	0.48	0.58	0.83	0.07	0.49	0.66	0.48	0.51	0.58
standard error:	0.05	0.11	0.09	0.12	0.12	0.06	0.11	0.12	0.10	0.17	0.15	0.23	0.27	0.17	0.19	0.15	0.09	0.08	0.07	0.14	0.10
sig. test for means:			*						*							**		**			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	-DEPTH OF RELATIONSHIP-			-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q8C the amount of bureaucratic requirements	421	89	332	52	97	131	135	82	86	119	114	75	117	151	93	66	38	192	76	95	45
weightd # of participants:	100%	21%	79%	12%	23%	31%	32%	19%	20%	28%	27%	18%	28%	36%	22%	16%	9%	46%	18%	23%	11%
real # of participants:	422	140	282	56	97	130	133	89	101	120	100	72	117	153	97	62	38	194	71	101	45
DISSATISFIED (very and smwhat)	20%	16%	22%	23%	30%	15%	18%	23%	24%	25%	18%	14%	27%	23%	25%	18%	8%	24%	24%	11%	15%
SATISFIED (very and smwhat)	59%	63%	58%	63%	50%	64%	59%	65%	61%	54%	52%	69%	59%	65%	46%	62%	69%	58%	53%	66%	61%
Very dissatisfied (-2)	5%	4%	6%	1%	9%	5%	5%	8%	7%	4%	5%	3%	9%	6%	10%	4%	.	9%	4%	1%	.
Dissatisfied (-1)	15%	12%	16%	22%	21%	10%	13%	16%	17%	21%	14%	12%	18%	17%	15%	14%	8%	15%	20%	10%	15%
Neutral (0)	20%	21%	20%	14%	19%	22%	22%	12%	15%	22%	30%	17%	14%	13%	28%	20%	24%	18%	22%	23%	25%
Satisfied (1)	41%	41%	41%	41%	33%	43%	45%	41%	42%	35%	31%	44%	37%	46%	32%	44%	48%	39%	41%	48%	40%
Very satisfied (2)	18%	22%	17%	21%	18%	20%	14%	24%	19%	18%	21%	25%	22%	19%	14%	19%	21%	20%	12%	18%	20%
N/A
DK/NR
chi ² :																					
± ... at 50%:	5	9	6	14	11	9	9	11	10	10	10	12	10	8	11	13	17	8	12	10	16
mean for these data:	0.51	0.64	0.48	0.60	0.29	0.64	0.50	0.58	0.49	0.43	0.50	0.77	0.45	0.56	0.25	0.59	0.82	0.45	0.37	0.73	0.66
standard error:	0.05	0.09	0.07	0.15	0.13	0.09	0.09	0.13	0.12	0.10	0.11	0.12	0.12	0.09	0.12	0.14	0.14	0.09	0.13	0.09	0.14
sig. test for means:					*										*		*			*	

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q8D the number of contacts before getting an answer	453	147	143	67	96	353	92	134	117	40	62	13	24	25	29	61	163	225	259	78	112
weightd # of participants:	100%	32%	32%	15%	21%	78%	20%	30%	26%	9%	14%	3%	5%	6%	6%	14%	36%	50%	57%	17%	25%
real # of participants:	455	111	149	88	107	350	95	101	126	54	69	10	20	32	33	56	168	227	260	83	109
DISSATISFIED (very and smwhat)	11%	7%	14%	11%	13%	13%	3%	7%	17%	17%	17%	.	.	3%	6%	14%	9%	11%	11%	15%	7%
SATISFIED (very and smwhat)	78%	81%	75%	77%	79%	76%	85%	80%	73%	74%	74%	94%	80%	81%	88%	68%	80%	81%	78%	73%	84%
Very dissatisfied (-2)	3%	1%	4%	5%	3%	4%	1%	1%	5%	7%	4%	.	.	3%	.	3%	.	5%	1%	9%	3%
Dissatisfied (-1)	8%	6%	10%	5%	10%	10%	2%	6%	12%	9%	13%	.	.	.	6%	11%	9%	6%	10%	6%	4%
Neutral (0)	11%	12%	12%	12%	8%	11%	12%	12%	10%	9%	9%	6%	20%	16%	6%	18%	11%	8%	10%	12%	9%
Satisfied (1)	51%	54%	50%	51%	48%	51%	54%	53%	52%	50%	43%	71%	41%	53%	58%	45%	57%	49%	51%	42%	57%
Very satisfied (2)	27%	27%	25%	26%	32%	25%	31%	27%	21%	24%	31%	24%	39%	29%	30%	23%	23%	32%	27%	30%	27%
N/A
DK/NR
chi ² :						(*)										(*)			(*)		
± ... at 50%:	5	10	9	11	10	6	11	10	9	14	13	33	23	18	18	14	8	7	6	11	10
mean for these data:	0.92	1.01	0.82	0.87	0.96	0.85	1.13	0.99	0.73	0.74	0.83	1.18	1.19	1.05	1.12	0.74	0.93	0.97	0.93	0.79	1.01
standard error:	0.05	0.08	0.08	0.11	0.10	0.05	0.08	0.09	0.10	0.16	0.14	0.17	0.17	0.15	0.14	0.14	0.06	0.07	0.06	0.13	0.09
sig. test for means:						**	**	*													

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q8D the number of contacts before getting an answer																						
weightd # of participants:	453	95	358	53	99	143	152	94	90	124	122	79	124	170	94	73	41	206	83	105	47	
real # of participants:	100%	21%	79%	12%	22%	32%	34%	21%	20%	27%	27%	17%	27%	37%	21%	16%	9%	46%	18%	23%	10%	
DISSATISFIED (very and smwhat)	455	149	306	59	99	142	149	102	105	125	107	76	124	170	99	68	42	209	77	111	47	
	11%	12%	10%	12%	11%	11%	10%	9%	14%	11%	7%	14%	17%	11%	12%	11%	4%	14%	5%	11%	4%	
SATISFIED (very and smwhat)	78%	76%	79%	74%	73%	83%	79%	82%	73%	76%	80%	74%	72%	76%	77%	86%	79%	71%	86%	85%	83%	
Very dissatisfied (-2)	3%	4%	2%	1%	3%	2%	5%	4%	6%	3%	2%	2%	7%	4%	2%	2%	.	4%	2%	1%	.	
Dissatisfied (-1)	8%	8%	8%	11%	8%	9%	5%	5%	8%	9%	5%	12%	10%	7%	10%	9%	4%	10%	4%	10%	4%	
Neutral (0)	11%	12%	11%	14%	16%	6%	11%	9%	14%	13%	13%	12%	11%	13%	10%	4%	18%	15%	9%	4%	14%	
Satisfied (1)	51%	45%	53%	45%	49%	53%	54%	47%	46%	48%	54%	42%	43%	52%	49%	66%	43%	45%	59%	56%	48%	
Very satisfied (2)	27%	31%	26%	29%	24%	30%	25%	35%	27%	29%	26%	32%	30%	24%	28%	19%	36%	26%	28%	29%	35%	
N/A	
DK/NR	
chi ² :																		(*)				
± ... at 50%:	5	9	6	14	11	9	9	10	10	9	10	12	9	8	11	13	16	7	12	10	15	
mean for these data:	0.92	0.90	0.92	0.90	0.82	1.00	0.90	1.04	0.80	0.91	0.97	0.91	0.78	0.84	0.91	0.92	1.11	0.79	1.07	1.03	1.14	
standard error:	0.05	0.09	0.05	0.13	0.10	0.08	0.08	0.10	0.11	0.09	0.08	0.12	0.11	0.08	0.10	0.11	0.13	0.07	0.09	0.09	0.12	
sig. test for means:																		**				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q8E the efforts made by officers to assess your needs																						
weightd # of participants:	457	147	148	66	96	362	85	137	123	39	63	10	23	24	28	61	168	223	259	83	110	
real # of participants:	100%	32%	32%	14%	21%	79%	19%	30%	27%	9%	14%	2%	5%	5%	6%	13%	37%	49%	57%	18%	24%	
DISSATISFIED (very and smwhat)	459	111	154	87	107	358	90	103	132	53	70	8	20	30	32	56	173	225	258	89	108	
	12%	10%	15%	11%	11%	14%	7%	11%	18%	11%	13%	.	.	12%	10%	17%	14%	9%	11%	17%	12%	
SATISFIED (very and smwhat)	79%	79%	73%	81%	86%	76%	91%	78%	68%	80%	83%	100%	100%	81%	90%	69%	76%	84%	79%	73%	85%	
Very dissatisfied (-2)	3%	.	4%	7%	3%	3%	2%	.	4%	8%	4%	.	.	6%	.	4%	2%	3%	1%	4%	5%	
Dissatisfied (-1)	9%	10%	11%	5%	8%	11%	5%	11%	14%	4%	8%	.	.	6%	10%	13%	13%	6%	9%	13%	7%	
Neutral (0)	9%	11%	12%	8%	3%	11%	2%	12%	14%	9%	4%	.	.	7%	.	14%	9%	7%	10%	10%	3%	
Satisfied (1)	41%	36%	39%	45%	47%	37%	52%	35%	35%	43%	45%	62%	62%	47%	44%	52%	40%	38%	43%	30%	43%	
Very satisfied (2)	38%	43%	35%	36%	39%	38%	40%	43%	33%	37%	37%	38%	38%	34%	47%	18%	36%	47%	36%	43%	42%	
N/A	
DK/NR	
chi ² :						(**)									(**)							
± ... at 50%:	5	10	8	11	10	6	11	10	9	14	13	37	23	19	18	14	8	7	7	11	10	
mean for these data:	1.03	1.12	0.90	0.99	1.11	0.97	1.23	1.10	0.79	0.97	1.03	1.38	1.38	0.96	1.27	0.67	0.96	1.19	1.03	0.95	1.10	
standard error:	0.05	0.09	0.09	0.12	0.10	0.06	0.09	0.10	0.10	0.16	0.13	0.18	0.11	0.21	0.16	0.14	0.08	0.07	0.06	0.13	0.10	
sig. test for means:						*	*		*	*	*					**	*	*				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	-DEPTH OF RELATIONSHIP-				-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-						-GROSS REVENUES-				-EMPLOYMENT-			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q8E the efforts made by officers to assess your needs																						
weightd # of participants:	457	97	360	56	103	145	147	93	89	129	125	80	124	167	98	72	42	208	78	107	46	
real # of participants:	100%	21%	79%	12%	22%	32%	32%	20%	20%	28%	27%	18%	27%	36%	21%	16%	9%	46%	17%	23%	10%	
DISSATISFIED (very and smwhat)	12%	13%	12%	13%	20%	9%	10%	16%	18%	16%	14%	15%	16%	14%	19%	9%	4%	17%	9%	8%	.	
SATISFIED (very and smwhat)	79%	78%	79%	76%	68%	86%	81%	80%	74%	75%	75%	83%	74%	78%	73%	85%	83%	74%	85%	84%	90%	
Very dissatisfied (-2)	3%	5%	2%	1%	2%	3%	4%	5%	9%	4%	3%	4%	5%	5%	2%	.	.	4%	.	1%	.	
Dissatisfied (-1)	9%	8%	10%	12%	18%	6%	5%	11%	9%	12%	11%	10%	12%	9%	17%	9%	4%	13%	9%	7%	.	
Neutral (0)	9%	8%	9%	11%	12%	5%	9%	4%	9%	9%	11%	2%	10%	9%	8%	6%	13%	9%	6%	8%	10%	
Satisfied (1)	41%	35%	42%	40%	30%	45%	44%	36%	39%	38%	36%	33%	37%	40%	32%	45%	46%	38%	39%	46%	46%	
Very satisfied (2)	38%	44%	37%	36%	38%	41%	38%	44%	35%	38%	40%	50%	37%	38%	41%	40%	37%	37%	46%	38%	44%	
N/A	
DK/NR	
chi ² :				(*)														(*)				
± ... at 50%:	5	8	6	13	10	9	9	10	10	9	10	12	9	8	10	13	16	7	12	10	15	
mean for these data:	1.03	1.04	1.02	0.98	0.85	1.15	1.05	1.04	0.83	0.93	0.97	1.15	0.89	0.97	0.93	1.16	1.17	0.90	1.22	1.13	1.34	
standard error:	0.05	0.09	0.06	0.13	0.12	0.08	0.09	0.12	0.12	0.10	0.11	0.13	0.10	0.09	0.12	0.11	0.12	0.08	0.11	0.09	0.10	
sig. test for means:																		**			**	

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q8F the helpfulness of officers weightd # of participants:	476	157	150	69	99	371	95	144	124	41	63	13	24	26	31	68	171	230	266	83	119	
real # of participants:	477	118	157	91	111	366	99	108	133	55	70	10	21	33	35	62	176	233	265	89	115	
DISSATISFIED (very and smwhat)	8%	5%	11%	8%	9%	9%	5%	6%	13%	4%	13%	.	.	14%	3%	15%	7%	6%	9%	8%	7%	
SATISFIED (very and smwhat)	87%	89%	83%	88%	88%	85%	93%	88%	80%	91%	83%	94%	98%	83%	97%	76%	88%	90%	86%	84%	91%	
Very dissatisfied (-2)	2%	.	3%	4%	1%	2%	2%	.	4%	4%	2%	.	.	6%	.	2%	1%	2%	1%	2%	2%	
Dissatisfied (-1)	6%	5%	8%	3%	8%	7%	3%	6%	10%	.	11%	.	.	9%	3%	13%	6%	4%	7%	6%	5%	
Neutral (0)	5%	6%	6%	4%	3%	6%	2%	6%	7%	5%	4%	6%	2%	3%	.	9%	5%	4%	5%	8%	2%	
Satisfied (1)	48%	45%	47%	54%	51%	49%	47%	47%	49%	58%	48%	29%	40%	49%	58%	57%	55%	41%	49%	46%	50%	
Very satisfied (2)	38%	44%	35%	34%	37%	36%	46%	42%	30%	33%	34%	65%	58%	34%	40%	19%	32%	49%	37%	38%	41%	
N/A	
DK/NR	
chi ² :																(***)						
± ... at 50%:	5	10	8	11	10	5	11	10	9	14	13	33	23	18	18	13	8	7	6	11	10	
mean for these data:	1.15	1.27	1.05	1.10	1.15	1.09	1.33	1.24	0.93	1.16	1.03	1.59	1.56	0.96	1.34	0.78	1.11	1.31	1.12	1.11	1.22	
standard error:	0.04	0.07	0.08	0.10	0.08	0.05	0.08	0.08	0.09	0.11	0.12	0.20	0.12	0.20	0.11	0.12	0.06	0.06	0.10	0.10	0.08	
sig. test for means:		*				*	*	*	*	*	*	*	*	*	*	**	*	***				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	-DEPTH OF RELATIONSHIP-			-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-						-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q8F the helpfulness of officers weightd # of participants:	476	99	377	55	104	149	159	96	93	132	133	86	127	172	100	74	43	213	83	109	50	
real # of participants:	477	155	322	61	103	147	156	104	108	132	115	82	128	172	104	70	45	214	78	115	51	
DISSATISFIED (very and smwhat)	8%	7%	9%	10%	13%	6%	8%	9%	14%	8%	5%	6%	13%	12%	9%	8%	2%	12%	4%	7%	2%	
SATISFIED (very and smwhat)	87%	85%	87%	81%	79%	92%	89%	87%	80%	84%	85%	87%	83%	83%	86%	91%	84%	82%	94%	89%	93%	
Very dissatisfied (-2)	2%	2%	2%	.	2%	1%	2%	2%	6%	2%	2%	2%	3%	3%	1%	2%	.	3%	.	.	.	
Dissatisfied (-1)	6%	5%	7%	10%	10%	4%	5%	7%	8%	6%	4%	4%	10%	9%	8%	6%	2%	8%	4%	7%	2%	
Neutral (0)	5%	8%	4%	9%	9%	2%	4%	4%	5%	7%	10%	7%	4%	5%	5%	1%	14%	7%	2%	4%	5%	
Satisfied (1)	48%	46%	49%	43%	46%	50%	49%	48%	46%	45%	45%	42%	41%	49%	47%	48%	51%	48%	54%	40%	55%	
Very satisfied (2)	38%	39%	38%	38%	32%	42%	39%	39%	34%	39%	40%	45%	42%	34%	40%	43%	33%	33%	40%	49%	37%	
N/A
DK/NR
chi ² :																		(*)				
± ... at 50%:	5	8	6	13	10	9	8	10	10	9	10	12	9	8	10	13	16	7	12	10	15	
mean for these data:	1.15	1.15	1.15	1.09	0.96	1.27	1.18	1.14	0.95	1.13	1.19	1.25	1.09	1.03	1.16	1.24	1.14	0.99	1.29	1.32	1.29	
standard error:	0.04	0.07	0.05	0.12	0.10	0.07	0.07	0.09	0.11	0.08	0.08	0.10	0.09	0.08	0.09	0.11	0.11	0.07	0.08	0.08	0.09	
sig. test for means:					*	*												***		*		

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q8G the way you were kept informed of the status of your request																						
weightd # of participants:	431	138	141	60	92	335	87	125	118	36	56	13	21	22	30	54	153	219	243	74	108	
real # of participants:	100%	32%	33%	14%	21%	78%	20%	29%	27%	8%	13%	3%	5%	5%	7%	13%	35%	51%	56%	17%	25%	
DISSATISFIED (very and smwhat)	433	105	146	79	103	332	90	95	125	49	63	10	18	28	34	50	156	222	242	81	105	
	14%	15%	13%	20%	13%	15%	15%	15%	12%	17%	17%	12%	15%	28%	6%	22%	16%	11%	13%	18%	15%	
SATISFIED (very and smwhat)	74%	72%	76%	71%	77%	73%	76%	73%	75%	71%	70%	65%	79%	68%	85%	67%	70%	80%	75%	72%	77%	
Very dissatisfied (-2)	4%	1%	4%	8%	5%	4%	2%	1%	4%	11%	6%	.	.	4%	3%	6%	3%	4%	3%	5%	4%	
Dissatisfied (-1)	11%	14%	9%	13%	8%	11%	13%	14%	8%	6%	11%	12%	15%	24%	3%	16%	13%	7%	10%	13%	11%	
Neutral (0)	11%	13%	11%	9%	11%	12%	9%	12%	12%	12%	13%	24%	6%	4%	9%	11%	15%	9%	12%	11%	8%	
Satisfied (1)	48%	47%	52%	45%	46%	50%	43%	49%	52%	46%	48%	29%	52%	43%	41%	63%	51%	43%	51%	42%	47%	
Very satisfied (2)	26%	25%	24%	26%	31%	24%	34%	24%	23%	26%	22%	35%	27%	25%	44%	4%	19%	37%	23%	30%	30%	
N/A	
DK/NR	
chi ² :																(***)						
± ... at 50%:	5	10	9	12	10	6	11	11	9	15	13	33	25	20	18	15	8	7	7	12	10	
mean for these data:	0.83	0.82	0.84	0.69	0.90	0.78	0.94	0.81	0.81	0.70	0.68	0.88	0.92	0.62	1.20	0.44	0.70	1.03	0.82	0.79	0.88	
standard error:	0.05	0.10	0.08	0.14	0.11	0.06	0.11	0.10	0.09	0.18	0.14	0.34	0.23	0.23	0.16	0.14	0.08	0.07	0.06	0.13	0.11	
sig. test for means:																**	*	***				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q8G the way you were kept informed of the status of your request																						
weightd # of participants:	431	92	339	54	95	136	140	89	85	125	122	78	117	161	87	69	37	195	75	101	43	
real # of participants:	100%	21%	79%	12%	22%	32%	33%	21%	20%	29%	28%	18%	27%	37%	20%	16%	9%	45%	17%	23%	10%	
DISSATISFIED (very and smwhat)	433	144	289	58	96	135	137	97	99	126	107	76	118	161	93	66	38	199	70	107	43	
	14%	13%	15%	16%	15%	12%	15%	14%	22%	14%	14%	16%	22%	16%	22%	4%	12%	19%	11%	8%	10%	
SATISFIED (very and smwhat)	74%	73%	75%	73%	70%	79%	74%	77%	70%	76%	72%	78%	67%	70%	71%	87%	73%	69%	75%	84%	80%	
Very dissatisfied (-2)	4%	4%	4%	1%	5%	4%	4%	5%	7%	3%	3%	3%	6%	5%	7%	.	.	6%	2%	2%	.	
Dissatisfied (-1)	11%	9%	11%	15%	10%	8%	12%	9%	15%	11%	12%	13%	17%	11%	16%	4%	12%	13%	10%	6%	10%	
Neutral (0)	11%	14%	11%	11%	15%	9%	11%	9%	9%	10%	13%	6%	11%	13%	6%	8%	15%	12%	13%	8%	10%	
Satisfied (1)	48%	45%	49%	41%	46%	52%	48%	43%	41%	47%	46%	42%	42%	49%	41%	65%	46%	45%	47%	56%	47%	
Very satisfied (2)	26%	28%	26%	32%	24%	26%	25%	34%	29%	29%	27%	36%	25%	21%	30%	23%	27%	24%	29%	28%	34%	
N/A	
DK/NR	
chi ² :														(*)								
± ... at 50%:	5	9	6	14	11	9	9	11	11	9	10	12	10	8	11	13	17	7	13	10	16	
mean for these data:	0.83	0.84	0.82	0.88	0.73	0.89	0.80	0.93	0.69	0.88	0.82	0.94	0.65	0.71	0.73	1.06	0.88	0.68	0.91	1.03	1.05	
standard error:	0.05	0.09	0.06	0.14	0.11	0.09	0.09	0.11	0.12	0.09	0.10	0.13	0.11	0.08	0.13	0.09	0.15	0.08	0.12	0.08	0.14	
sig. test for means:																**		**		*		

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	* COMMERCIAL CLIENTS *				* NOT-FOR-PROFIT CLIENTS *				Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q9A the speed of the service																						
mean for these data:	1.29	1.38	1.30	1.17	1.19	1.25	1.42	1.39	1.25	0.92	1.13	1.36	1.48	1.39	1.50	1.30	1.25	1.30	1.24	1.30	1.40	
sig. test for means:																						
Q9B the flexibility of the service																						
mean for these data:	1.20	1.45	1.07	1.06	1.07	1.20	1.19	1.38	1.11	0.92	1.15	1.71	0.88	1.18	0.83	1.16	1.26	1.16	1.14	1.18	1.34	
sig. test for means:		**						*				**										
Q9C the amount of bureaucratic requirements																						
mean for these data:	0.62	0.47	0.73	0.47	0.82	0.69	0.39	0.62	0.86	0.38	0.69	-0.25	0.25	0.55	1.29	0.61	0.77	0.45	0.66	0.50	0.64	
sig. test for means:															*							
Q9D the number of contacts before getting an answer																						
mean for these data:	0.99	0.91	1.08	0.82	1.15	0.96	1.06	0.95	0.99	0.73	1.08	0.71	1.41	0.90	1.37	1.06	0.97	0.94	0.97	0.85	1.16	
sig. test for means:																						
Q9E the efforts made by officers to assess your needs																						
mean for these data:	1.40	1.40	1.40	1.32	1.47	1.38	1.44	1.38	1.36	1.38	1.46	1.50	1.52	1.27	1.57	1.26	1.37	1.49	1.29	1.52	1.48	
sig. test for means:																						
Q9F the helpfulness of officers																						
mean for these data:	1.35	1.36	1.34	1.38	1.29	1.26	1.60	1.25	1.27	1.32	1.20	1.86	1.60	1.44	1.56	1.12	1.36	1.41	1.28	1.33	1.52	
sig. test for means:						**	**															
Q9G the way you were kept informed of the status of your request																						
mean for these data:	1.18	1.04	1.25	1.25	1.25	1.12	1.31	1.07	1.21	1.07	1.09	0.93	1.38	1.40	1.56	1.07	1.22	1.16	1.10	1.35	1.16	
sig. test for means:																						

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q9A the speed of the service	1.29	1.05	1.33	1.25	1.30	1.36	1.25	1.19	1.09	1.28	1.25	1.15	1.42	1.33	1.42	1.24	1.04	1.33	1.52	1.27	1.02
mean for these data:		*	*										*						*		
sig. test for means:																					
Q9B the flexibility of the service	1.20	1.06	1.23	1.57	1.13	1.08	1.31	1.06	1.11	1.12	1.31	1.05	1.16	1.25	1.05	1.31	1.17	1.15	1.48	1.17	1.02
mean for these data:																			*		
sig. test for means:																					
Q9C the amount of bureaucratic requirements	0.62	0.45	0.64	0.53	0.45	0.73	0.61	0.71	0.47	0.39	0.43	0.62	0.80	0.85	0.56	0.41	1.04	0.71	0.33	0.65	0.61
mean for these data:																					
sig. test for means:																					
Q9D the number of contacts before getting an answer	0.99	0.70	1.04	0.72	0.91	0.91	1.12	1.13	0.86	1.08	0.94	0.82	1.01	1.26	0.87	0.94	0.66	0.97	1.14	0.87	1.15
mean for these data:		*	*											*							
sig. test for means:																					
Q9E the efforts made by officers to assess your needs	1.40	1.31	1.42	1.43	1.40	1.53	1.27	1.54	1.39	1.29	1.43	1.46	1.47	1.45	1.41	1.41	1.36	1.47	1.56	1.35	1.15
mean for these data:																					
sig. test for means:																					
Q9F the helpfulness of officers	1.35	1.22	1.37	1.09	1.39	1.45	1.26	1.34	1.42	1.31	1.31	1.23	1.38	1.50	1.36	1.29	1.07	1.34	1.64	1.39	0.89
mean for these data:				*															*		*
sig. test for means:																					
Q9G the way you were kept informed of the status of your request	1.18	1.00	1.21	0.57	1.14	1.36	1.10	1.19	1.13	1.27	1.11	0.97	1.19	1.15	1.28	1.20	1.03	1.26	1.36	1.05	1.08
mean for these data:						*															
sig. test for means:																					

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q9A the speed of the service	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	0%	.	.	3%	.	1%	.	.	.	7%	1%	.	.	1%	.	.
Unimportant (-1)	1%	3%	.	.	.	1%	.	3%	5%	.	.	2%	.	.	
Neutral (0)	7%	1%	7%	9%	17%	9%	.	2%	9%	18%	21%	.	.	.	8%	9%	4%	10%	5%	.	
Important (1)	51%	49%	55%	54%	45%	50%	56%	46%	57%	45%	45%	64%	48%	61%	44%	36%	50%	60%	44%	58%	60%
Very important (2)	38%	43%	36%	35%	35%	38%	41%	45%	34%	30%	34%	36%	45%	39%	44%	46%	38%	34%	40%	34%	40%
DK/NR	2%	4%	2%	.	3%	2%	4%	5%	7%	.	11%	5%	1%	2%	3%	2%	.
chi ² :	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
± ... at 50%:	1.29	1.38	1.30	1.17	1.19	1.25	1.42	1.39	1.25	0.92	1.13	1.36	1.48	1.39	1.50	1.30	1.25	1.30	1.24	1.30	1.40
standard error:	0.05	0.10	0.08	0.14	0.13	0.07	0.07	0.12	0.10	0.27	0.17	0.18	0.15	0.12	0.19	0.16	0.10	0.06	0.09	0.09	0.08
sig. test for means:																					

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---							---YEARS OF EXISTENCE---						---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+						
Q9A the speed of the service	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24						
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%						
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25						
Very unimportant (-2)	0%	.	1%	.	2%	.	.	.	2%	2%	.	.	1%	.	.	.						
Unimportant (-1)	1%	.	1%	.	.	.	3%	.	.	.	4%	5%	8%	.	.	.	6%						
Neutral (0)	7%	20%	4%	21%	9%	2%	6%	12%	16%	9%	7%	3%	3%	10%	1%	5%	14%	8%	.	5%	15%						
Important (1)	51%	49%	52%	25%	42%	58%	53%	55%	49%	54%	49%	58%	50%	46%	47%	64%	46%	44%	48%	60%	49%						
Very important (2)	38%	25%	41%	44%	43%	38%	36%	30%	33%	36%	39%	28%	44%	43%	47%	29%	33%	45%	52%	30%	30%						
DK/NR	2%	6%	2%	10%	3%	2%	1%	3%	.	2%	2%	5%	3%	2%	3%	2%	.	2%	.	5%	.						
chi ² :		(*)																									
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21						
mean for these data:	1.29	1.05	1.33	1.25	1.30	1.36	1.25	1.19	1.09	1.28	1.25	1.15	1.42	1.33	1.42	1.24	1.04	1.33	1.52	1.27	1.02						
standard error:	0.05	0.11	0.06	0.31	0.13	0.07	0.09	0.12	0.14	0.09	0.13	0.16	0.08	0.10	0.11	0.09	0.21	0.10	0.10	0.08	0.17						
sig. test for means:		*	*										*						*								

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q9B the flexibility of the service	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)	2%	.	3%	.	7%	2%	2%	.	4%	.	5%	.	.	.	11%	6%	1%	2%	4%	.	.
Neutral (0)	12%	3%	18%	20%	13%	12%	14%	3%	16%	32%	10%	.	26%	10%	22%	13%	9%	14%	12%	17%	9%
Important (1)	44%	47%	42%	54%	35%	45%	40%	51%	39%	45%	45%	29%	52%	61%	.	33%	48%	47%	43%	43%	48%
Very important (2)	35%	44%	31%	26%	32%	35%	36%	38%	34%	24%	35%	71%	15%	28%	33%	39%	34%	33%	33%	33%	43%
DK/NR	6%	6%	6%	.	13%	6%	8%	8%	6%	.	5%	.	7%	.	33%	9%	8%	4%	8%	7%	.
chi ² :												(**)									
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.20	1.45	1.07	1.06	1.07	1.20	1.19	1.38	1.11	0.92	1.15	1.71	0.88	1.18	0.83	1.16	1.26	1.16	1.14	1.18	1.34
standard error:	0.06	0.09	0.11	0.12	0.18	0.07	0.12	0.10	0.14	0.19	0.19	0.17	0.19	0.15	0.55	0.17	0.09	0.09	0.09	0.12	0.10
sig. test for means:		**						*				**									

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q9B the flexibility of the service	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)
Unimportant (-1)	2%	5%	2%	.	3%	2%	1%	6%	3%	2%	2%	3%	3%	.	5%	3%	.	.	.	6%	.	
Neutral (0)	12%	16%	11%	9%	9%	17%	11%	10%	15%	16%	12%	9%	12%	11%	16%	4%	20%	16%	5%	6%	28%	
Important (1)	44%	37%	46%	15%	56%	43%	39%	44%	50%	46%	36%	53%	47%	46%	44%	49%	30%	47%	43%	45%	37%	
Very important (2)	35%	32%	36%	53%	28%	30%	43%	28%	32%	31%	45%	20%	34%	34%	31%	39%	35%	30%	52%	34%	29%	
DK/NR	6%	9%	6%	22%	3%	7%	6%	12%	.	5%	5%	15%	3%	8%	3%	5%	15%	7%	.	9%	6%	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.20	1.06	1.23	1.57	1.13	1.08	1.31	1.06	1.11	1.12	1.31	1.05	1.16	1.25	1.05	1.31	1.17	1.15	1.48	1.17	1.02	
standard error:	0.06	0.14	0.07	0.28	0.12	0.11	0.10	0.16	0.12	0.11	0.13	0.16	0.11	0.11	0.13	0.12	0.20	0.09	0.12	0.12	0.16	
sig. test for means:																			*			

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q9C the amount of bureaucratic requirements	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	3%	5%	2%	.	.	1%	7%	.	3%	.	.	29%	.	.	.	2%	4%	2%	.	7%	+
Unimportant (-1)	14%	11%	12%	21%	16%	12%	18%	12%	7%	13%	25%	7%	30%	27%	.	17%	12%	14%	11%	21%	12%
Neutral (0)	23%	29%	21%	21%	16%	26%	12%	32%	21%	38%	15%	14%	18%	6%	11%	23%	21%	26%	24%	24%	19%
Important (1)	29%	27%	31%	33%	29%	29%	30%	26%	31%	38%	25%	29%	30%	28%	33%	27%	27%	32%	32%	26%	29%
Very important (2)	23%	19%	27%	15%	32%	25%	18%	22%	31%	5%	35%	7%	11%	23%	33%	22%	31%	16%	21%	21%	30%
DK/NR	8%	9%	7%	11%	6%	6%	15%	8%	6%	5%	.	14%	11%	16%	22%	12%	7%	7%	10%	8%	3%
chi ² :						(*)															
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	0.62	0.47	0.73	0.47	0.82	0.69	0.39	0.62	0.86	0.38	0.69	-0.25	0.25	0.55	1.29	0.61	0.77	0.45	0.66	0.50	0.64
standard error:	0.09	0.18	0.15	0.19	0.21	0.10	0.20	0.17	0.17	0.21	0.27	0.57	0.32	0.32	0.29	0.21	0.15	0.13	0.12	0.18	0.20
sig. test for means:															*						

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q9C the amount of bureaucratic requirements	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	3%	.	3%	.	6%	.	3%	.	.	3%	7%	.	.	.	3%	4%	.	.	11%	2%	.
Unimportant (-1)	14%	22%	12%	27%	16%	14%	11%	14%	17%	17%	11%	9%	14%	14%	13%	16%	2%	16%	18%	11%	11%
Neutral (0)	23%	23%	23%	19%	21%	23%	25%	23%	26%	28%	27%	30%	23%	17%	21%	25%	37%	19%	17%	22%	40%
Important (1)	29%	23%	30%	15%	29%	29%	32%	26%	34%	25%	34%	31%	23%	27%	40%	34%	11%	34%	21%	34%	15%
Very important (2)	23%	19%	24%	30%	21%	27%	19%	26%	12%	16%	16%	15%	32%	33%	17%	13%	45%	24%	25%	20%	26%
DK/NR	8%	12%	7%	9%	7%	7%	11%	11%	11%	12%	5%	15%	9%	9%	5%	9%	4%	6%	8%	11%	7%
chi ² :																					
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	0.62	0.45	0.64	0.53	0.45	0.73	0.61	0.71	0.47	0.39	0.43	0.62	0.80	0.85	0.56	0.41	1.04	0.71	0.33	0.65	0.61
standard error:	0.09	0.18	0.10	0.47	0.20	0.15	0.14	0.20	0.16	0.17	0.20	0.21	0.16	0.17	0.17	0.18	0.24	0.14	0.30	0.15	0.22
sig. test for means:																					

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q9D the number of contacts before getting an answer	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	2%	3%	2%	.	.	2%	.	3%	3%	4%	.	.	7%	.
Unimportant (-1)	7%	11%	2%	12%	3%	7%	8%	11%	1%	13%	5%	14%	4%	11%	.	10%	11%	2%	11%	.	6%
Neutral (0)	12%	11%	12%	15%	10%	13%	10%	11%	14%	13%	16%	14%	4%	16%	.	7%	12%	14%	8%	25%	6%
Important (1)	46%	37%	49%	53%	51%	44%	47%	32%	52%	62%	45%	57%	37%	44%	56%	45%	38%	54%	46%	37%	52%
Very important (2)	30%	33%	29%	21%	32%	30%	31%	37%	24%	12%	34%	14%	49%	28%	33%	33%	31%	25%	27%	31%	35%
DK/NR	4%	5%	6%	.	3%	5%	4%	6%	6%	.	.	.	7%	.	11%	5%	8%	1%	8%	.	.
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	0.99	0.91	1.08	0.82	1.15	0.96	1.06	0.95	0.99	0.73	1.08	0.71	1.41	0.90	1.37	1.06	0.97	0.94	0.97	0.85	1.16
standard error:	0.07	0.17	0.12	0.16	0.14	0.09	0.13	0.19	0.14	0.22	0.19	0.33	0.22	0.23	0.18	0.17	0.13	0.11	0.11	0.17	0.13
sig. test for means:																					

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q9D the number of contacts before getting an answer																						
weightd # of participants:	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
real # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
Very unimportant (-2)	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Unimportant (-1)	2%	.	2%	.	3%	2%	4%	4%	.	.	3%	.	7%	.	.	5%	.	
Neutral (0)	7%	9%	7%	10%	7%	6%	8%	3%	10%	1%	5%	5%	9%	2%	7%	11%	6%	7%	3%	8%	9%	
Important (1)	12%	25%	9%	12%	11%	16%	9%	12%	15%	21%	13%	15%	9%	10%	12%	15%	21%	13%	21%	9%	7%	
Very important (2)	46%	48%	45%	51%	46%	45%	43%	50%	54%	44%	45%	42%	50%	44%	51%	40%	36%	48%	36%	47%	44%	
DK/NR	30%	15%	32%	9%	27%	27%	37%	31%	21%	30%	29%	23%	28%	38%	23%	31%	23%	25%	40%	26%	40%	
chi ² :	4%	3%	5%	17%	7%	3%	2%	3%	.	5%	4%	10%	5%	6%	3%	3%	7%	7%	.	6%	.	
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	0.99	0.70	1.04	0.72	0.91	0.91	1.12	1.13	0.86	1.08	0.94	0.82	1.01	1.26	0.87	0.94	0.66	0.97	1.14	0.87	1.15	
standard error:	0.07	0.13	0.09	0.31	0.17	0.14	0.11	0.14	0.14	0.11	0.17	0.24	0.13	0.11	0.16	0.16	0.28	0.11	0.17	0.15	0.18	
sig. test for means:		*	*											*								

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q9E the efforts made by officers to assess your needs	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	1%	3%	.	.	.	1%	.	3%	5%	.	.	2%	.	.
Unimportant (-1)	2%	3%	1%	3%	.	2%	2%	3%	1%	6%	.	5%	1%	1%	3%	.	.
Neutral (0)	5%	5%	6%	6%	3%	7%	1%	6%	7%	13%	5%	.	4%	.	.	1%	10%	3%	6%	1%	8%
Important (1)	38%	30%	43%	44%	39%	36%	45%	26%	45%	32%	41%	50%	37%	56%	33%	36%	36%	40%	37%	45%	36%
Very important (2)	49%	57%	46%	43%	45%	51%	46%	58%	44%	49%	49%	50%	52%	39%	44%	51%	46%	53%	45%	52%	56%
DK/NR	5%	3%	4%	3%	13%	4%	6%	3%	3%	7%	5%	.	7%	.	22%	2%	7%	3%	6%	2%	.
chi ² :					+																
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.40	1.40	1.40	1.32	1.47	1.38	1.44	1.38	1.36	1.38	1.46	1.50	1.52	1.27	1.57	1.26	1.37	1.49	1.29	1.52	1.48
standard error:	0.06	0.14	0.09	0.13	0.11	0.08	0.09	0.16	0.11	0.19	0.14	0.19	0.17	0.18	0.20	0.20	0.10	0.07	0.10	0.08	0.10
sig. test for means:																					

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q9E the efforts made by officers to assess your needs	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	1%	.	1%	.	.	.	3%	.	.	3%	4%	4%	6%
Unimportant (-1)	2%	2%	2%	6%	.	.	4%	.	2%	1%	.	.	3%	4%	2%	.	.	2%	.	3%	.
Neutral (0)	5%	11%	4%	.	7%	4%	6%	1%	6%	6%	5%	10%	2%	2%	3%	5%	17%	3%	2%	9%	7%
Important (1)	38%	40%	38%	40%	44%	36%	35%	37%	40%	39%	34%	31%	39%	38%	48%	32%	30%	39%	41%	35%	41%
Very important (2)	49%	44%	50%	55%	46%	55%	47%	50%	49%	45%	58%	54%	53%	52%	47%	53%	53%	52%	57%	47%	42%
DK/NR	5%	3%	5%	.	3%	5%	5%	12%	2%	5%	.	5%	3%	4%	.	7%	.	4%	.	7%	3%
chi ² :								+													
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.40	1.31	1.42	1.43	1.40	1.53	1.27	1.54	1.39	1.29	1.43	1.46	1.47	1.45	1.41	1.41	1.36	1.47	1.56	1.35	1.15
standard error:	0.06	0.11	0.07	0.27	0.10	0.09	0.12	0.10	0.12	0.13	0.15	0.15	0.10	0.11	0.10	0.15	0.18	0.09	0.11	0.11	0.22
sig. test for means:																					

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q9F the helpfulness of officers weightd # of participants:	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	1%	3%	.	.	.	1%	.	3%	5%	.	.	2%	.	.
Unimportant (-1)	1%	3%	.	3%	.	1%	2%	3%	6%	.	5%	.	1%	.	4%	2%
Neutral (0)	6%	5%	8%	6%	7%	8%	.	6%	10%	13%	5%	4%	7%	7%	6%	7%	4%
Important (1)	43%	34%	46%	40%	58%	47%	33%	38%	48%	42%	69%	14%	37%	39%	44%	43%	49%	39%	49%	39%	35%
Very important (2)	45%	53%	39%	50%	35%	39%	63%	46%	35%	45%	25%	86%	56%	56%	56%	39%	42%	50%	39%	46%	58%
DK/NR	3%	3%	7%	.	.	3%	2%	3%	6%	.	.	.	7%	.	.	5%	2%	3%	3%	3%	1%
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.35	1.36	1.34	1.38	1.29	1.26	1.60	1.25	1.27	1.32	1.20	1.86	1.60	1.44	1.56	1.12	1.36	1.41	1.28	1.33	1.52
standard error:	0.06	0.14	0.09	0.13	0.11	0.07	0.09	0.16	0.10	0.18	0.12	0.13	0.14	0.19	0.18	0.20	0.08	0.08	0.08	0.13	0.11
sig. test for means:						**	**														

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q9F the helpfulness of officers	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)	1%	.	1%	.	.	.	3%	.	.	3%	4%	4%	6%	
Unimportant (-1)	1%	.	2%	.	3%	.	1%	5%	1%	.	3%	2%	.	3%	.	.	3%	
Neutral (0)	6%	10%	6%	.	5%	4%	9%	4%	6%	6%	8%	5%	5%	2%	6%	3%	25%	4%	5%	4%	17%	
Important (1)	43%	55%	40%	91%	39%	45%	40%	57%	46%	39%	40%	47%	44%	45%	42%	43%	43%	48%	27%	51%	32%	
Very important (2)	45%	31%	48%	9%	49%	47%	45%	38%	48%	44%	49%	38%	44%	50%	49%	45%	32%	42%	69%	42%	34%	
DK/NR	3%	5%	3%	.	3%	4%	2%	.	.	8%	.	4%	6%	4%	.	3%	.	3%	.	3%	7%	
chi ² :																		(*)				
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.35	1.22	1.37	1.09	1.39	1.45	1.26	1.34	1.42	1.31	1.31	1.23	1.38	1.50	1.36	1.29	1.07	1.34	1.64	1.39	0.89	
standard error:	0.06	0.10	0.07	0.10	0.12	0.08	0.11	0.10	0.10	0.13	0.15	0.17	0.10	0.08	0.12	0.15	0.18	0.09	0.12	0.08	0.24	
sig. test for means:				*															*		*	

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q9G the way you were kept informed of the status of your request	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	2%	5%	.	.	.	2%	.	6%	5%	2%	.	4%	.	.
Unimportant (-1)	3%	3%	3%	3%	7%	3%	4%	.	3%	7%	10%	14%	4%	.	.	6%	3%	4%	2%	4%	
Neutral (0)	8%	9%	9%	6%	3%	11%	.	11%	12%	13%	5%	9%	6%	9%	8%	3%	11%
Important (1)	44%	42%	41%	52%	48%	41%	54%	37%	40%	42%	50%	64%	45%	60%	44%	45%	32%	55%	38%	50%	50%
Very important (2)	37%	33%	39%	36%	42%	36%	38%	35%	37%	33%	35%	21%	41%	40%	56%	29%	46%	30%	36%	41%	35%
DK/NR	6%	9%	8%	3%	.	7%	3%	11%	7%	5%	.	.	11%	.	.	13%	6%	2%	9%	4%	.
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.18	1.04	1.25	1.25	1.25	1.12	1.31	1.07	1.21	1.07	1.09	0.93	1.38	1.40	1.56	1.07	1.22	1.16	1.10	1.35	1.16
standard error:	0.07	0.16	0.11	0.13	0.15	0.09	0.10	0.19	0.13	0.23	0.21	0.33	0.21	0.12	0.18	0.19	0.14	0.08	0.12	0.11	0.12
sig. test for means:																					

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q9G the way you were kept informed of your request	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	2%	.	2%	.	3%	.	3%	5%	5%	4%	5%	.
Unimportant (-1)	3%	5%	3%	12%	6%	.	3%	6%	5%	4%	4%	.	.	5%	.	4%	11%	2%	.	5%	9%
Neutral (0)	8%	11%	7%	10%	6%	6%	11%	.	5%	5%	12%	15%	5%	6%	6%	6%	21%	7%	5%	8%	14%
Important (1)	44%	52%	43%	59%	32%	49%	46%	63%	62%	46%	50%	38%	42%	31%	57%	55%	23%	48%	55%	40%	31%
Very important (2)	37%	21%	40%	.	42%	40%	35%	31%	28%	36%	30%	27%	38%	41%	33%	32%	45%	34%	40%	37%	39%
DK/NR	6%	11%	5%	19%	10%	5%	3%	.	.	9%	5%	15%	9%	12%	3%	3%	.	9%	.	6%	7%
chi ² :														(*)							
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.18	1.00	1.21	0.57	1.14	1.36	1.10	1.19	1.13	1.27	1.11	0.97	1.19	1.15	1.28	1.20	1.03	1.26	1.36	1.05	1.08
standard error:	0.07	0.12	0.08	0.31	0.18	0.09	0.12	0.13	0.12	0.11	0.13	0.24	0.15	0.18	0.09	0.12	0.25	0.09	0.12	0.16	0.21
sig. test for means:						*															

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD sensitivity to your needs as defined in the previous prompts, that is speed, flexibility, etc.?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q10																					
weightd # of participants:	646	216	205	97	129	496	139	192	167	53	83	24	35	40	40	100	236	302	353	126	158
real # of participants:	100%	33%	32%	15%	20%	77%	22%	30%	26%	8%	13%	4%	5%	6%	6%	16%	36%	47%	55%	20%	24%
DISSATISFIED (very and smwhat)	643	162	211	126	144	481	148	144	173	71	93	18	34	51	45	92	235	308	351	131	153
	14%	18%	13%	11%	10%	16%	9%	19%	16%	10%	13%	16%	4%	11%	7%	24%	15%	10%	15%	16%	10%
SATISFIED (very and smwhat)	75%	71%	74%	78%	81%	71%	86%	70%	69%	76%	76%	77%	91%	83%	89%	62%	70%	83%	73%	73%	82%
Very dissatisfied (-2)	4%	6%	2%	4%	6%	5%	1%	6%	3%	6%	8%	-	-	2%	2%	10%	3%	3%	4%	8%	2%
Dissatisfied (-1)	10%	13%	11%	7%	5%	10%	8%	12%	13%	4%	5%	16%	4%	9%	5%	13%	12%	7%	11%	8%	8%
Neutral (0)	11%	11%	13%	11%	8%	13%	5%	12%	15%	14%	11%	6%	5%	6%	4%	14%	15%	7%	12%	11%	8%
Satisfied (1)	40%	35%	40%	43%	47%	40%	41%	37%	39%	46%	45%	19%	45%	43%	49%	41%	40%	40%	40%	40%	41%
Very satisfied (2)	35%	35%	34%	35%	34%	31%	45%	32%	31%	31%	32%	58%	46%	40%	40%	22%	30%	43%	33%	33%	41%
DK/NR	--	++	--	+++
chi ² :						**	.								(***)						
± ... at 50%:	4	8	7	9	9	5	9	9	8	12	11	25	18	15	16	11	7	6	6	9	8
mean for these data:	0.91	0.82	0.92	0.98	0.99	0.82	1.20	0.77	0.82	0.91	0.87	1.19	1.34	1.09	1.20	0.50	0.82	1.13	0.86	0.83	1.12
standard error:	0.04	0.09	0.07	0.09	0.09	0.05	0.08	0.10	0.08	0.13	0.12	0.27	0.13	0.14	0.13	0.13	0.07	0.06	0.06	0.11	0.08
sig. test for means:						***	***									***	***				**

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD sensitivity to your needs as defined in the previous prompts, that is speed, flexibility, etc.?

	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--							--CLIENT LOCATIONS--						--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+							
Q10																												
weightd # of participants:	646	125	522	64	149	205	217	129	127	179	175	112	183	215	145	114	64	274	108	169	74							
real # of participants:	643	197	446	71	143	200	215	140	148	180	150	102	179	216	145	106	64	279	100	167	76							
DISSATISFIED (very and smwhat)	14%	13%	14%	20%	19%	12%	12%	11%	14%	14%	18%	13%	20%	17%	17%	11%	12%	18%	12%	6%	16%							
SATISFIED (very and smwhat)	75%	75%	75%	69%	63%	78%	82%	78%	76%	73%	71%	76%	68%	71%	74%	76%	83%	70%	77%	84%	77%							
Very dissatisfied (-2)	4%	5%	4%	3%	5%	5%	4%	5%	4%	4%	3%	5%	8%	6%	5%	2%	2%	7%	1%	2%	4%							
Dissatisfied (-1)	10%	7%	10%	17%	14%	7%	7%	6%	10%	10%	15%	8%	12%	11%	12%	8%	9%	12%	11%	5%	12%							
Neutral (0)	11%	12%	11%	11%	18%	10%	7%	11%	11%	13%	12%	11%	12%	11%	9%	13%	5%	11%	11%	9%	7%							
Satisfied (1)	40%	35%	41%	31%	29%	46%	46%	43%	40%	39%	36%	37%	32%	37%	37%	41%	53%	36%	38%	48%	44%							
Very satisfied (2)	35%	40%	33%	38%	35%	32%	36%	35%	35%	34%	35%	39%	36%	34%	37%	35%	30%	34%	39%	37%	33%							
DK/NR							
chi ² :				(**)														(**)										
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	9	10	8	7	9	10	13	6	10	8	12							
mean for these data:	0.91	0.97	0.90	0.84	0.74	0.94	1.02	0.97	0.93	0.90	0.85	0.97	0.76	0.82	0.89	0.97	0.98	0.79	1.03	1.12	0.90							
standard error:	0.04	0.08	0.05	0.14	0.10	0.07	0.07	0.09	0.09	0.08	0.09	0.11	0.10	0.08	0.10	0.10	0.12	0.07	0.10	0.07	0.13							
sig. test for means:				*														**		**								

In general, if only one area of WD's sensitivity to your needs could be improved, which one should be focussed on?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q11																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
	100%	33%	32%	15%	20%	77%	21%	29%	26%	8%	13%	4%	6%	6%	6%	16%	37%	46%	54%	19%	25%	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
DK/NR	39%	37%	33%	49%	43%	38%	37%	37%	34%	51%	41%	42%	23%	42%	44%	39%	42%	36%	41%	31%	35%	
flexibility of the service	15%	15%	13%	13%	19%	15%	14%	14%	14%	14%	22%	23%	8%	10%	17%	14%	15%	15%	15%	15%	15%	
bureaucratic requirements	12%	10%	13%	13%	11%	10%	18%	10%	12%	11%	8%	13%	18%	18%	20%	7%	9%	15%	10%	11%	17%	
speed of the service	10%	10%	14%	5%	7%	10%	11%	10%	13%	6%	6%	16%	16%	4%	9%	11%	7%	12%	9%	11%	12%	
efforts to assess your needs	8%	9%	8%	5%	6%	9%	5%	10%	9%	5%	7%	·	7%	6%	4%	8%	10%	6%	9%	8%	5%	
others	5%	7%	4%	6%	2%	5%	5%	7%	4%	4%	1%	3%	6%	10%	2%	8%	1%	7%	3%	10%	5%	
info. on status of request	4%	5%	3%	2%	5%	4%	2%	5%	3%	1%	7%	·	5%	4%	·	4%	5%	3%	4%	5%	4%	
helpfulness of officers	3%	2%	5%	1%	2%	3%	1%	2%	6%	·	2%	3%	·	2%	·	3%	5%	1%	4%	1%	2%	
communicating info on programs	3%	2%	3%	4%	2%	3%	3%	3%	2%	4%	2%	·	4%	4%	2%	3%	4%	2%	3%	3%	3%	
# of contacts before answer	2%	1%	3%	1%	3%	2%	4%	1%	2%	1%	3%	·	9%	2%	2%	4%	1%	2%	2%	4%	1%	
improved Web site	1%	1%	1%	·	·	1%	1%	2%	0%	·	·	·	4%	·	·	1%	1%	0%	0%	1%	1%	
chi ² :																(**)						
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

In general, if only one area of WD's sensitivity to your needs could be improved, which one should be focussed on?

	-DEPTH OF RELATIONSHIP-							-YEARS OF EXISTENCE-						-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q11																										
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76					
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%					
DK/NR	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78					
	39%	50%	36%	40%	32%	40%	41%	47%	48%	37%	44%	42%	31%	40%	30%	35%	47%	37%	37%	36%	52%					
flexibility of the service	15%	13%	15%	14%	19%	15%	12%	16%	18%	14%	13%	11%	21%	14%	12%	22%	11%	15%	14%	16%	12%					
bureaucratic requirements	12%	5%	13%	9%	10%	13%	13%	10%	9%	11%	8%	11%	10%	12%	14%	12%	12%	14%	11%	10%	8%					
speed of the service	10%	10%	10%	4%	10%	9%	12%	8%	4%	10%	8%	15%	15%	8%	13%	12%	10%	5%	15%	15%	11%					
efforts to assess your needs	8%	4%	9%	12%	10%	9%	4%	6%	6%	10%	9%	7%	6%	8%	12%	7%	·	8%	8%	7%	7%					
others	5%	5%	5%	4%	9%	3%	5%	2%	5%	4%	3%	5%	6%	6%	6%	4%	5%	6%	3%	5%	2%					
info. on status of request	4%	3%	4%	1%	6%	4%	4%	3%	4%	3%	6%	1%	3%	6%	4%	1%	3%	6%	4%	1%	3%					
helpfulness of officers	3%	4%	3%	6%	2%	2%	3%	2%	2%	3%	3%	1%	2%	2%	5%	1%	3%	4%	1%	2%	1%					
communicating info on programs	3%	4%	2%	5%	1%	3%	3%	1%	3%	3%	3%	2%	2%	2%	1%	4%	5%	2%	4%	4%	2%					
# of contacts before answer	2%	3%	2%	4%	2%	1%	2%	3%	2%	4%	3%	4%	3%	2%	3%	1%	1%	2%	3%	2%	2%					
improved Web site	1%	0%	1%	·	·	·	2%	·	·	1%	1%	1%	1%	1%	0%	1%	2%	0%	·	3%	·					
chi ² :		(*)					++											(**)		++						
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12					

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-			-CONTACTS WITH WD-			-FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q12A delivering on promises made	0.85	0.79	0.82	0.86	1.00	0.78	1.09	0.75	0.76	0.77	0.88	1.20	1.05	0.96	1.18	0.31	0.75	1.08	0.84	0.73	0.99
mean for these data:																					
sig. test for means:						**	**									***		***			
Q12B the business knowledge of the officers	0.99	1.02	0.85	0.98	1.15	0.94	1.16	1.01	0.77	1.00	1.06	1.15	1.20	0.97	1.31	0.55	0.91	1.19	0.96	0.91	1.14
mean for these data:																					
sig. test for means:			*		*	*	*		*							***		***			*
Q12C the competence of the officers	1.05	1.16	0.91	1.00	1.16	0.99	1.28	1.13	0.82	0.95	1.04	1.50	1.31	1.05	1.36	0.67	0.96	1.25	0.99	1.00	1.24
mean for these data:																					
sig. test for means:			*			**	**	*	*							***		***			**
Q12D the courtesy of the officers	1.38	1.37	1.34	1.37	1.45	1.35	1.49	1.35	1.29	1.36	1.44	1.59	1.55	1.40	1.48	1.09	1.36	1.50	1.33	1.37	1.51
mean for these data:																					
sig. test for means:						*	*									***		***	*		**
Q12E the fairness of the service process	1.02	1.10	0.94	0.96	1.07	0.95	1.24	1.07	0.85	0.86	0.97	1.42	1.31	1.09	1.23	0.74	0.93	1.19	1.01	0.93	1.12
mean for these data:																					
sig. test for means:						**	**									*		***			
Q12F keeping information confidential	1.15	1.08	1.18	1.03	1.26	1.12	1.28	1.09	1.08	1.10	1.25	1.00	1.55	1.04	1.30	0.80	1.01	1.36	1.09	1.10	1.31
mean for these data:														*							
sig. test for means:																***	**	***			**
Q12G making corrections if there is a problem	0.74	0.84	0.67	0.70	0.71	0.63	1.09	0.80	0.56	0.62	0.37	1.31	1.21	0.75	1.17	0.11	0.56	1.04	0.65	0.63	1.02
mean for these data:																					
sig. test for means:						***	***	*								***	**	***			**
Q12H the guidance provided by officers	0.82	0.82	0.78	0.87	0.87	0.75	1.04	0.80	0.69	0.86	0.69	1.00	1.17	0.83	1.12	0.45	0.78	0.96	0.83	0.64	0.93
mean for these data:																					
sig. test for means:						*	*									*		**			
Q12I the identification of services offered by other organizations	0.47	0.47	0.34	0.51	0.65	0.41	0.69	0.44	0.27	0.53	0.57	0.83	0.74	0.52	0.73	0.23	0.40	0.60	0.44	0.38	0.62
mean for these data:																					
sig. test for means:						*	*											*			
Q12J the follow-through to see if you got what you needed	0.56	0.58	0.47	0.62	0.64	0.49	0.80	0.55	0.42	0.60	0.45	0.94	0.67	0.69	0.94	0.02	0.37	0.85	0.57	0.45	0.67
mean for these data:																					
sig. test for means:						*	*									**	**	***			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	---DEPTH OF RELATIONSHIP---							---YEARS OF EXISTENCE---						---CLIENT LOCATIONS---					---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q12A delivering on promises made																										
mean for these data:	0.85	0.99	0.82	0.85	0.76	1.00	0.78	0.89	0.71	0.86	0.74	0.88	0.76	0.75	0.81	1.03	0.95	0.71	0.93	1.09	1.03					
sig. test for means:						*												**		*						
Q12B the business knowledge of the officers																										
mean for these data:	0.99	1.18	0.94	0.92	0.85	1.09	1.02	1.09	0.92	0.89	1.02	1.11	0.89	0.93	0.92	1.03	1.07	0.94	1.07	1.08	1.04					
sig. test for means:		*	*																							
Q12C the competence of the officers																										
mean for these data:	1.05	1.14	1.03	0.94	0.91	1.15	1.11	1.08	0.96	0.91	1.10	1.09	0.94	1.01	0.98	1.15	1.07	0.98	1.15	1.14	1.21					
sig. test for means:																		*								
Q12D the courtesy of the officers																										
mean for these data:	1.38	1.40	1.37	1.20	1.33	1.46	1.42	1.41	1.35	1.36	1.43	1.49	1.37	1.37	1.38	1.38	1.47	1.34	1.50	1.41	1.39					
sig. test for means:				*																						
Q12E the fairness of the service process																										
mean for these data:	1.02	1.11	1.00	0.97	0.92	1.09	1.04	1.04	0.86	0.97	1.05	1.06	0.85	0.92	1.04	1.17	1.19	0.88	1.21	1.17	1.31					
sig. test for means:														*				***	*		**					
Q12F keeping information confidential																										
mean for these data:	1.15	1.23	1.12	1.04	1.13	1.19	1.19	1.26	1.08	1.17	1.11	1.19	1.13	1.16	1.08	1.25	1.22	1.10	1.24	1.21	1.22					
sig. test for means:																										
Q12G making corrections if there is a problem																										
mean for these data:	0.74	0.82	0.72	0.76	0.46	0.91	0.75	0.75	0.68	0.77	0.81	0.79	0.65	0.68	0.64	0.88	0.60	0.66	0.81	0.80	0.84					
sig. test for means:					**	*																				
Q12H the guidance provided by officers																										
mean for these data:	0.82	0.93	0.79	0.67	0.58	0.98	0.86	0.87	0.81	0.81	0.81	0.89	0.65	0.75	0.77	0.87	0.90	0.69	0.88	0.99	1.06					
sig. test for means:					*	*												**			*					
Q12I the identification of services offered by other organizations																										
mean for these data:	0.47	0.70	0.42	0.48	0.20	0.60	0.53	0.50	0.35	0.43	0.53	0.41	0.24	0.48	0.37	0.30	0.63	0.38	0.59	0.55	0.71					
sig. test for means:		*	*		*																					
Q12J the follow-through to see if you got what you needed																										
mean for these data:	0.56	0.71	0.52	0.63	0.22	0.81	0.52	0.63	0.40	0.49	0.51	0.53	0.47	0.45	0.47	0.63	0.82	0.38	0.64	0.85	0.90					
sig. test for means:					**	**													***		**	*				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q12A delivering on promises made	409	130	131	60	87	316	85	119	109	34	54	11	20	25	29	50	145	209	223	76	105
weightd # of participants:	100%	32%	32%	15%	21%	77%	21%	29%	27%	8%	13%	3%	5%	6%	7%	12%	36%	51%	55%	18%	26%
real # of participants:	408	98	134	79	97	310	89	90	114	46	60	8	17	31	33	44	148	212	222	81	101
DISSATISFIED (very and smwhat)	10%	15%	10%	6%	6%	11%	7%	15%	11%	6%	8%	13%	9%	6%	3%	12%	12%	7%	10%	11%	11%
SATISFIED (very and smwhat)	70%	63%	69%	73%	78%	65%	84%	61%	65%	65%	72%	80%	84%	81%	88%	40%	64%	81%	66%	68%	80%
Very dissatisfied (-2)	3%	1%	4%	2%	5%	4%	2%	1%	5%	2%	7%	.	.	3%	3%	3%	4%	2%	1%	5%	6%
Dissatisfied (-1)	7%	13%	6%	4%	1%	8%	5%	13%	6%	4%	2%	13%	9%	3%	.	10%	8%	5%	9%	6%	5%
Neutral (0)	20%	22%	21%	21%	16%	24%	9%	24%	24%	29%	20%	7%	7%	13%	9%	48%	24%	12%	25%	20%	9%
Satisfied (1)	40%	31%	42%	50%	45%	37%	51%	31%	39%	44%	40%	27%	56%	59%	52%	34%	37%	44%	36%	48%	44%
Very satisfied (2)	29%	32%	27%	22%	33%	28%	33%	30%	26%	21%	32%	53%	29%	23%	36%	6%	27%	37%	29%	21%	36%
N/A
DK/NR
chi ² :		(*)				(**)						(***)				(*)					
± ... at 50%:	5	11	9	12	11	6	11	11	10	15	14	37	25	19	18	16	9	7	7	12	10
mean for these data:	0.85	0.79	0.82	0.86	1.00	0.78	1.09	0.75	0.76	0.77	0.88	1.20	1.05	0.96	1.18	0.31	0.75	1.08	0.84	0.73	0.99
standard error:	0.05	0.11	0.09	0.10	0.10	0.06	0.09	0.11	0.10	0.14	0.14	0.39	0.21	0.16	0.15	0.13	0.09	0.06	0.07	0.11	0.11
sig. test for means:						**	**									***		***			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	-DEPTH OF RELATIONSHIP-							-YEARS OF EXISTENCE-						-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q12A delivering on promises made	409	80	328	47	87	131	139	86	86	110	115	76	112	153	81	68	40	184	71	99	41					
weightd # of participants:	100%	20%	80%	12%	21%	32%	34%	21%	21%	27%	28%	18%	27%	37%	20%	17%	10%	45%	17%	24%	10%					
real # of participants:	408	126	282	51	87	131	134	93	100	111	100	73	111	151	86	63	41	185	66	103	43					
DISSATISFIED (very and smwhat)	10%	7%	11%	14%	10%	5%	13%	12%	16%	11%	15%	14%	14%	13%	10%	6%	6%	12%	8%	8%	7%					
SATISFIED (very and smwhat)	70%	74%	68%	68%	61%	76%	69%	74%	66%	69%	62%	67%	65%	67%	62%	80%	72%	63%	72%	81%	76%					
Very dissatisfied (-2)	3%	2%	3%	.	2%	2%	6%	6%	4%	2%	2%	6%	6%	4%	1%	4%	.	3%	2%	2%	.					
Dissatisfied (-1)	7%	5%	7%	14%	8%	2%	8%	7%	12%	9%	13%	7%	8%	9%	9%	2%	6%	9%	6%	6%	7%					
Neutral (0)	20%	18%	21%	17%	28%	19%	18%	13%	18%	20%	23%	19%	21%	20%	28%	14%	22%	25%	21%	11%	17%					
Satisfied (1)	40%	40%	40%	37%	35%	46%	40%	41%	42%	38%	34%	26%	34%	41%	32%	47%	44%	39%	41%	43%	43%					
Very satisfied (2)	29%	34%	28%	31%	27%	31%	28%	33%	25%	31%	28%	41%	31%	26%	30%	33%	28%	24%	31%	38%	33%					
N/A					
DK/NR					
chi ² :	5	9	6	15	11	9	9	11	10	10	10	12	10	9	11	13	16	8	13	10	16					
± ... at 50%:	0.85	0.99	0.82	0.85	0.76	1.00	0.78	0.89	0.71	0.86	0.74	0.88	0.76	0.75	0.81	1.03	0.95	0.71	0.93	1.09	1.03					
mean for these data:	0.05	0.09	0.06	0.14	0.11	0.08	0.10	0.12	0.11	0.10	0.11	0.14	0.11	0.09	0.11	0.12	0.13	0.08	0.12	0.09	0.14					
standard error:						*												**		*						
sig. test for means:						*												**		*						

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q12B the business knowledge of the officers	456	149	145	69	93	359	87	139	119	41	60	10	24	25	28	60	165	225	257	82	108
weightd # of participants:	100%	33%	32%	15%	20%	79%	19%	30%	26%	9%	13%	2%	5%	5%	6%	13%	36%	49%	56%	18%	24%
real # of participants:	458	112	151	91	104	355	91	104	128	56	67	8	20	31	32	55	170	227	257	88	106
DISSATISFIED (very and smwhat)	8%	6%	12%	6%	7%	9%	5%	6%	14%	9%	7%	.	6%	3%	6%	14%	10%	5%	9%	14%	2%
SATISFIED (very and smwhat)	77%	76%	74%	79%	85%	75%	88%	74%	70%	80%	81%	100%	89%	80%	91%	64%	74%	84%	76%	78%	81%
Very dissatisfied (-2)	2%	.	4%	3%	3%	3%	2%	.	5%	4%	3%	.	.	3%	3%	4%	3%	1%	2%	3%	2%
Dissatisfied (-1)	6%	6%	9%	3%	4%	7%	3%	6%	9%	5%	5%	.	6%	.	3%	10%	7%	4%	7%	11%	.
Neutral (0)	14%	19%	14%	15%	9%	16%	7%	20%	16%	11%	12%	.	6%	16%	3%	22%	16%	12%	15%	8%	17%
Satisfied (1)	45%	44%	46%	50%	44%	44%	54%	41%	45%	47%	45%	85%	52%	58%	41%	55%	45%	43%	45%	47%	44%
Very satisfied (2)	32%	32%	28%	29%	40%	31%	35%	33%	25%	33%	36%	15%	37%	23%	50%	9%	29%	41%	31%	31%	37%
N/A
DK/NR
chi ² :																(***)			(*)		
± ... at 50%:	5	10	9	11	10	6	11	10	9	14	13	37	23	19	18	14	8	7	7	11	10
mean for these data:	0.99	1.02	0.85	0.98	1.15	0.94	1.16	1.01	0.77	1.00	1.06	1.15	1.20	0.97	1.31	0.55	0.91	1.19	0.96	0.91	1.14
standard error:	0.04	0.08	0.09	0.10	0.09	0.05	0.09	0.09	0.10	0.13	0.12	0.13	0.18	0.15	0.17	0.13	0.08	0.06	0.06	0.11	0.08
sig. test for means:			*		*	*	*		*	*	*					***		***			*

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	-DEPTH OF RELATIONSHIP-			-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q12B the business knowledge of the officers	456	95	361	54	101	145	148	92	92	129	128	83	122	171	92	69	45	210	76	104	49
weightd # of participants:	100%	21%	79%	12%	22%	32%	32%	20%	20%	28%	28%	18%	27%	37%	20%	15%	10%	46%	17%	23%	11%
real # of participants:	458	149	309	59	101	143	146	100	108	130	111	79	123	171	97	65	46	211	73	109	50
DISSATISFIED (very and smwhat)	8%	7%	8%	14%	11%	7%	6%	9%	8%	11%	5%	9%	12%	9%	11%	10%	-	9%	8%	7%	4%
SATISFIED (very and smwhat)	77%	84%	76%	76%	70%	82%	78%	81%	77%	76%	78%	82%	73%	75%	74%	82%	79%	77%	78%	79%	80%
Very dissatisfied (-2)	2%	1%	3%	2%	4%	3%	1%	6%	5%	4%	3%	3%	3%	3%	2%	2%	-	3%	2%	1%	-
Dissatisfied (-1)	6%	6%	6%	12%	8%	4%	4%	4%	3%	8%	2%	5%	8%	6%	8%	8%	-	6%	6%	6%	4%
Neutral (0)	14%	8%	16%	10%	19%	12%	16%	9%	15%	13%	18%	10%	16%	15%	15%	8%	21%	14%	14%	15%	16%
Satisfied (1)	45%	43%	46%	45%	40%	45%	48%	39%	48%	47%	45%	41%	41%	44%	43%	48%	52%	48%	39%	42%	51%
Very satisfied (2)	32%	41%	30%	32%	30%	36%	31%	43%	29%	29%	33%	41%	32%	31%	32%	34%	28%	29%	39%	37%	29%
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NR	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
chi ² :	5	9	6	14	10	9	9	10	10	9	10	12	9	8	11	13	15	7	12	10	15
± ... at 50%:	0.99	1.18	0.94	0.92	0.85	1.09	1.02	1.09	0.92	0.89	1.02	1.11	0.89	0.93	0.92	1.03	1.07	0.94	1.07	1.08	1.04
mean for these data:	0.04	0.07	0.05	0.13	0.11	0.08	0.07	0.11	0.10	0.09	0.09	0.11	0.09	0.08	0.10	0.12	0.10	0.07	0.11	0.09	0.11
standard error:		*	*																		
sig. test for means:		*	*																		

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q12C the competence of the officers	468	150	151	69	97	364	95	138	123	40	62	12	26	25	32	60	172	231	260	83	118
weightd # of participants:	100%	32%	32%	15%	21%	78%	20%	29%	26%	9%	13%	3%	5%	5%	7%	13%	37%	49%	56%	18%	25%
real # of participants:	470	113	157	91	109	360	99	104	132	55	69	9	22	32	36	55	176	234	261	89	114
DISSATISFIED (very and smwhat)	7%	4%	11%	9%	5%	8%	4%	4%	13%	9%	6%	.	2%	9%	3%	6%	10%	4%	8%	9%	4%
SATISFIED (very and smwhat)	83%	86%	77%	81%	87%	80%	92%	85%	75%	76%	83%	100%	88%	88%	95%	67%	78%	91%	80%	81%	90%
Very dissatisfied (-2)	3%	1%	4%	3%	3%	3%	2%	1%	5%	4%	3%	.	.	3%	3%	6%	3%	1%	2%	3%	2%
Dissatisfied (-1)	4%	3%	7%	6%	2%	5%	2%	3%	8%	6%	3%	.	2%	6%	.	.	7%	3%	5%	6%	2%
Neutral (0)	10%	10%	12%	10%	8%	12%	5%	10%	13%	15%	12%	.	10%	3%	3%	27%	12%	5%	12%	9%	6%
Satisfied (1)	51%	52%	49%	51%	52%	51%	50%	52%	50%	44%	52%	50%	43%	59%	48%	56%	48%	51%	51%	51%	49%
Very satisfied (2)	32%	34%	28%	30%	36%	30%	42%	33%	24%	32%	30%	50%	45%	29%	47%	11%	31%	39%	29%	31%	41%
N/A
DK/NR
chi ² :						(*)										(***)					
± ... at 50%:	5	10	8	11	10	6	11	10	9	14	13	35	22	18	17	14	8	7	6	11	10
mean for these data:	1.05	1.16	0.91	1.00	1.16	0.99	1.28	1.13	0.82	0.95	1.04	1.50	1.31	1.05	1.36	0.67	0.96	1.25	0.99	1.00	1.24
standard error:	0.04	0.07	0.08	0.10	0.08	0.05	0.08	0.08	0.09	0.14	0.11	0.17	0.16	0.16	0.13	0.12	0.07	0.05	0.06	0.10	0.08
sig. test for means:			*			**	**	*	*							***		***			**

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	-DEPTH OF RELATIONSHIP-			-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-						-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q12C the competence of the officers	468	96	372	56	101	150	154	93	92	133	128	84	124	170	96	75	44	211	80	109	51	
weightd # of participants:	100%	21%	79%	12%	22%	32%	33%	20%	20%	28%	27%	18%	26%	36%	20%	16%	9%	45%	17%	23%	11%	
real # of participants:	470	152	318	61	101	148	152	102	108	133	111	81	125	171	101	70	45	213	76	114	51	
DISSATISFIED (very and smwhat)	7%	4%	8%	12%	7%	6%	6%	8%	11%	12%	6%	8%	8%	8%	10%	7%	3%	9%	3%	8%	-	
SATISFIED (very and smwhat)	83%	84%	82%	83%	75%	87%	85%	83%	79%	76%	85%	83%	77%	82%	79%	88%	83%	81%	83%	86%	89%	
Very dissatisfied (-2)	3%	2%	3%	4%	4%	2%	2%	5%	5%	4%	3%	3%	4%	4%	4%	.	.	4%	2%	1%	.	
Dissatisfied (-1)	4%	3%	5%	8%	3%	4%	4%	3%	6%	8%	2%	5%	5%	4%	6%	7%	3%	5%	1%	8%	.	
Neutral (0)	10%	11%	10%	5%	18%	7%	9%	9%	11%	11%	10%	9%	15%	10%	11%	4%	14%	10%	15%	5%	11%	
Satisfied (1)	51%	49%	51%	55%	47%	50%	52%	43%	45%	44%	50%	44%	47%	51%	46%	55%	55%	52%	46%	49%	58%	
Very satisfied (2)	32%	36%	31%	28%	28%	37%	33%	39%	33%	32%	35%	38%	29%	31%	33%	34%	28%	29%	37%	37%	32%	
N/A
DK/NR
chi ² :																						
± ... at 50%:	5	8	6	13	10	9	8	10	10	9	10	12	9	8	10	13	16	7	12	10	15	
mean for these data:	1.05	1.14	1.03	0.94	0.91	1.15	1.11	1.08	0.96	0.91	1.10	1.09	0.94	1.01	0.98	1.15	1.07	0.98	1.15	1.14	1.21	
standard error:	0.04	0.07	0.05	0.13	0.10	0.07	0.07	0.10	0.10	0.09	0.09	0.11	0.09	0.07	0.10	0.10	0.11	0.07	0.10	0.08	0.09	
sig. test for means:																		*				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q12D the courtesy of the officers	480	152	156	70	102	373	98	140	128	40	65	13	26	26	33	68	174	232	267	85	120
weightd # of participants:	100%	32%	32%	15%	21%	78%	20%	29%	27%	8%	14%	3%	5%	5%	7%	14%	36%	48%	56%	18%	25%
real # of participants:	482	115	161	92	114	369	102	105	136	55	73	10	22	33	37	63	178	235	267	91	117
DISSATISFIED (very and smwhat)	1%	1%	0%	2%	1%	1%	.	2%	0%	4%	1%	2%	1%	1%	1%	2%	1%
SATISFIED (very and smwhat)	95%	94%	95%	96%	98%	95%	98%	94%	94%	96%	97%	94%	100%	94%	100%	89%	96%	97%	95%	94%	98%
Very dissatisfied (-2)	0%	.	0%	.	1%	0%	.	.	0%	.	1%	1%	.	0%	0%	.	.
Dissatisfied (-1)	1%	1%	.	2%	.	1%	.	2%	.	4%	1%	1%	1%	1%	2%	1%
Neutral (0)	3%	4%	5%	2%	1%	4%	2%	4%	6%	.	1%	6%	.	6%	.	9%	3%	2%	4%	4%	1%
Satisfied (1)	52%	49%	55%	51%	50%	53%	46%	51%	58%	52%	48%	29%	45%	48%	52%	64%	56%	44%	55%	49%	45%
Very satisfied (2)	44%	45%	40%	44%	48%	42%	52%	43%	36%	44%	49%	65%	55%	46%	48%	24%	40%	53%	40%	45%	54%
N/A
DK/NR
chi ² :																(**)					
± ... at 50%:	5	10	8	11	10	5	10	10	9	14	12	33	22	18	17	13	8	7	6	11	10
mean for these data:	1.38	1.37	1.34	1.37	1.45	1.35	1.49	1.35	1.29	1.36	1.44	1.59	1.55	1.40	1.48	1.09	1.36	1.50	1.33	1.37	1.51
standard error:	0.03	0.06	0.05	0.07	0.06	0.03	0.05	0.06	0.05	0.09	0.08	0.20	0.11	0.11	0.08	0.09	0.04	0.04	0.04	0.07	0.05
sig. test for means:						*	*									***		***	*		**

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--DEPTH OF RELATIONSHIP			--YEARS OF EXISTENCE				--CLIENT LOCATIONS--						--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q12D the courtesy of the officers weightd # of participants:	480	99	381	55	104	153	159	99	95	136	130	85	128	173	102	76	44	215	85	110	51
real # of participants:	482	156	326	62	104	151	156	108	111	135	113	82	129	174	105	72	45	217	80	116	51
DISSATISFIED (very and smwhat)	1%	1%	1%	4%	1%	1%	.	1%	2%	0%	.	1%	1%	2%	2%	.	.	1%	2%	2%	.
SATISFIED (very and smwhat)	95%	93%	96%	90%	94%	97%	97%	97%	94%	96%	97%	97%	93%	96%	95%	98%	97%	95%	98%	96%	94%
Very dissatisfied (-2)	0%	0%	0%	2%	0%	.	.	1%	.	0%	.	.	.	1%	.	.	.	1%	.	.	.
Dissatisfied (-1)	1%	1%	1%	3%	1%	1%	.	.	2%	.	.	1%	1%	1%	2%	.	.	.	2%	2%	.
Neutral (0)	3%	6%	3%	6%	4%	2%	3%	2%	4%	4%	3%	2%	7%	3%	4%	2%	3%	4%	1%	2%	6%
Satisfied (1)	52%	44%	54%	54%	55%	48%	52%	52%	51%	54%	51%	45%	47%	52%	50%	59%	47%	56%	43%	49%	50%
Very satisfied (2)	44%	49%	43%	36%	40%	49%	45%	45%	43%	41%	46%	53%	45%	44%	45%	39%	50%	40%	55%	47%	44%
N/A
DK/NR
chi ² :																					
± ... at 50%:	5	8	6	13	10	9	8	10	10	9	10	12	9	8	10	12	16	7	12	10	15
mean for these data:	1.38	1.40	1.37	1.20	1.33	1.46	1.42	1.41	1.35	1.36	1.43	1.49	1.37	1.37	1.38	1.38	1.47	1.34	1.50	1.41	1.39
standard error:	0.03	0.05	0.03	0.10	0.06	0.05	0.04	0.06	0.06	0.05	0.05	0.06	0.06	0.05	0.06	0.06	0.08	0.04	0.07	0.06	0.08
sig. test for means:				*																	

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q12E the fairness of the service process	451	146	142	67	95	349	94	133	116	39	60	13	24	25	31	63	161	223	251	81	112
weightd # of participants:	100%	32%	32%	15%	21%	77%	21%	30%	26%	9%	13%	3%	5%	6%	7%	14%	36%	50%	56%	18%	25%
real # of participants:	452	111	147	88	106	345	98	101	124	53	67	10	21	32	35	58	164	226	250	88	109
DISSATISFIED (very and smwhat)	8%	6%	7%	10%	9%	9%	3%	6%	9%	11%	13%	.	.	8%	3%	7%	7%	7%	7%	10%	7%
SATISFIED (very and smwhat)	82%	86%	77%	81%	87%	79%	92%	85%	73%	79%	81%	94%	95%	82%	97%	74%	77%	90%	82%	77%	89%
Very dissatisfied (-2)	3%	1%	3%	3%	4%	3%	3%	1%	4%	2%	4%	.	.	6%	3%	6%	2%	2%	2%	1%	5%
Dissatisfied (-1)	5%	5%	4%	6%	6%	6%	1%	5%	5%	9%	9%	.	.	3%	.	1%	5%	6%	5%	9%	2%
Neutral (0)	10%	8%	16%	9%	4%	11%	5%	9%	18%	10%	6%	6%	5%	10%	.	19%	16%	3%	11%	13%	4%
Satisfied (1)	52%	55%	49%	52%	54%	52%	54%	56%	47%	59%	46%	47%	58%	41%	66%	61%	50%	52%	53%	49%	54%
Very satisfied (2)	30%	31%	28%	29%	33%	28%	37%	29%	25%	20%	35%	47%	36%	41%	31%	13%	26%	38%	29%	27%	35%
N/A
DK/NR
chi ² :						(*)										(***)					
± ... at 50%:	5	10	9	11	10	6	11	10	9	14	13	33	23	18	18	14	8	7	7	11	10
mean for these data:	1.02	1.10	0.94	0.96	1.07	0.95	1.24	1.07	0.85	0.86	0.97	1.42	1.31	1.09	1.23	0.74	0.93	1.19	1.01	0.93	1.12
standard error:	0.04	0.08	0.08	0.10	0.09	0.05	0.08	0.08	0.09	0.13	0.13	0.20	0.13	0.19	0.12	0.12	0.07	0.06	0.06	0.10	0.09
sig. test for means:						**	**									*		***			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	-DEPTH OF RELATIONSHIP-				-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q12E the fairness of the service process	451	94	356	54	95	148	146	95	92	123	123	79	120	169	90	71	40	209	80	105	42	
weightd # of participants:	100%	21%	79%	12%	21%	33%	32%	21%	20%	27%	27%	18%	27%	37%	20%	16%	9%	46%	18%	23%	9%	
real # of participants:	452	147	305	59	95	147	143	103	107	123	107	76	121	168	96	66	41	210	75	109	44	
DISSATISFIED (very and smwhat)	8%	8%	8%	14%	7%	7%	8%	9%	12%	7%	5%	11%	15%	10%	9%	4%	2%	10%	3%	6%	.	
SATISFIED (very and smwhat)	82%	84%	82%	82%	73%	86%	85%	83%	73%	77%	82%	83%	75%	79%	80%	88%	91%	78%	87%	88%	95%	
Very dissatisfied (-2)	3%	2%	3%	2%	0%	3%	5%	4%	5%	2%	2%	3%	5%	4%	3%	.	.	4%	.	1%	.	
Dissatisfied (-1)	5%	6%	5%	12%	6%	4%	3%	5%	7%	5%	4%	8%	10%	6%	7%	4%	2%	6%	3%	5%	.	
Neutral (0)	10%	8%	10%	4%	20%	7%	7%	8%	16%	16%	13%	6%	10%	11%	10%	7%	7%	12%	10%	6%	5%	
Satisfied (1)	52%	48%	54%	51%	48%	53%	54%	49%	43%	47%	51%	45%	45%	52%	44%	55%	61%	53%	50%	51%	59%	
Very satisfied (2)	30%	36%	28%	31%	26%	33%	31%	34%	30%	29%	30%	38%	30%	27%	36%	33%	29%	24%	37%	37%	36%	
N/A
DK/NR
chi ² :				(*)														(*)				
± ... at 50%:	5	9	6	14	11	9	9	10	10	9	10	12	10	8	11	13	16	7	12	10	16	
mean for these data:	1.02	1.11	1.00	0.97	0.92	1.09	1.04	1.04	0.86	0.97	1.05	1.06	0.85	0.92	1.04	1.17	1.19	0.88	1.21	1.17	1.31	
standard error:	0.04	0.08	0.05	0.13	0.09	0.07	0.08	0.10	0.10	0.08	0.08	0.12	0.10	0.08	0.10	0.09	0.10	0.07	0.08	0.08	0.09	
sig. test for means:														*				***	*		**	

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q12F keeping information confidential	398	121	136	55	85	310	81	112	111	35	53	9	24	18	29	49	148	197	219	72	101
weightd # of participants:	100%	30%	34%	14%	21%	78%	20%	28%	28%	9%	13%	2%	6%	5%	7%	12%	37%	50%	55%	18%	25%
real # of participants:	398	93	137	73	95	307	83	86	115	47	59	7	20	23	33	47	149	199	218	79	96
DISSATISFIED (very and smwhat)	3%	7%	0%	3%	1%	3%	2%	7%	0%	2%	.	8%	.	.	3%	3%	4%	1%	4%	3%	.
SATISFIED (very and smwhat)	85%	85%	84%	83%	87%	83%	92%	84%	80%	87%	85%	92%	100%	82%	91%	67%	81%	93%	84%	82%	90%
Very dissatisfied (-2)	1%	1%	0%	1%	1%	1%	1%	1%	0%	2%	.	.	.	3%	.	2%	0%	1%	1%	.	
Dissatisfied (-1)	2%	6%	.	1%	.	2%	1%	5%	.	.	.	8%	.	.	.	3%	2%	1%	2%	2%	.
Neutral (0)	12%	8%	16%	14%	11%	14%	6%	9%	20%	11%	15%	.	.	18%	6%	30%	16%	6%	12%	15%	10%
Satisfied (1)	51%	54%	50%	58%	47%	51%	52%	52%	51%	59%	44%	75%	45%	60%	46%	51%	55%	49%	53%	49%	49%
Very satisfied (2)	33%	31%	34%	25%	41%	32%	40%	33%	29%	28%	40%	17%	55%	22%	45%	16%	26%	44%	30%	33%	41%
N/A
DK/NR
chi ² :		(*)						(*)								(***)					
± ... at 50%:	5	11	9	12	11	6	11	11	10	15	14	40	23	22	18	15	9	7	7	12	11
mean for these data:	1.15	1.08	1.18	1.03	1.26	1.12	1.28	1.09	1.08	1.10	1.25	1.00	1.55	1.04	1.30	0.80	1.01	1.36	1.09	1.10	1.31
standard error:	0.04	0.09	0.06	0.09	0.08	0.04	0.08	0.09	0.07	0.11	0.09	0.28	0.11	0.13	0.15	0.11	0.07	0.05	0.05	0.09	0.07
sig. test for means:													*			***	**	***			**

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	-DEPTH OF RELATIONSHIP-				-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q12F keeping information confidential	398	85	313	48	91	131	121	82	77	116	107	71	102	152	76	60	36	183	68	94	39	
weightd # of participants:	100%	21%	79%	12%	23%	33%	30%	21%	19%	29%	27%	18%	26%	38%	19%	15%	9%	46%	17%	24%	10%	
real # of participants:	398	131	267	53	92	128	118	90	88	114	94	68	102	150	81	57	36	185	62	98	40	
DISSATISFIED (very and smwhat)	3%	1%	3%	6%	3%	3%	1%	1%	3%	2%	4%	2%	3%	4%	1%	.	.	4%	.	3%	.	
SATISFIED (very and smwhat)	85%	87%	84%	84%	84%	84%	89%	86%	82%	86%	84%	82%	82%	86%	80%	89%	87%	84%	84%	89%	89%	
Very dissatisfied (-2)	1%	1%	1%	.	0%	2%	1%	1%	1%	2%	2%	2%	.	1%	1%	.	.	2%	.	1%	.	
Dissatisfied (-1)	2%	1%	2%	6%	2%	1%	.	.	2%	.	2%	.	3%	3%	.	.	.	2%	.	2%	.	
Neutral (0)	12%	12%	13%	10%	13%	13%	11%	13%	15%	12%	11%	15%	15%	10%	18%	11%	13%	12%	16%	8%	11%	
Satisfied (1)	51%	50%	52%	58%	52%	43%	57%	44%	51%	50%	51%	41%	49%	52%	50%	54%	53%	53%	44%	54%	56%	
Very satisfied (2)	33%	37%	32%	26%	32%	40%	31%	42%	31%	36%	33%	41%	33%	34%	30%	36%	35%	31%	40%	35%	33%	
N/A
DK/NR
chi ² :	5	9	6	14	11	9	10	11	11	10	11	13	10	9	12	14	17	8	13	11	17	
± ... at 50%:	1.15	1.23	1.12	1.04	1.13	1.19	1.19	1.26	1.08	1.17	1.11	1.19	1.13	1.16	1.08	1.25	1.22	1.10	1.24	1.21	1.22	
standard error:	0.04	0.06	0.05	0.11	0.08	0.07	0.06	0.08	0.08	0.08	0.09	0.10	0.08	0.06	0.09	0.08	0.11	0.06	0.09	0.07	0.10	
sig. test for means:																						

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q12G making corrections if there is a problem	355	115	120	50	70	278	70	105	102	30	41	10	17	18	26	47	122	181	196	65	89	
weightd # of participants:	100%	32%	34%	14%	20%	78%	20%	30%	29%	9%	12%	3%	5%	5%	7%	13%	34%	51%	55%	18%	25%	
real # of participants:	354	89	121	66	78	273	73	81	105	41	46	8	14	22	29	42	125	182	193	71	86	
DISSATISFIED (very and smwhat)	9%	7%	11%	7%	10%	11%	4%	8%	12%	8%	15%	.	3%	8%	3%	14%	9%	8%	10%	12%	5%	
SATISFIED (very and smwhat)	63%	69%	56%	65%	65%	58%	82%	66%	53%	58%	50%	100%	74%	73%	86%	32%	55%	78%	60%	59%	77%	
Very dissatisfied (-2)	4%	1%	4%	6%	8%	4%	3%	1%	4%	5%	11%	.	.	8%	3%	10%	2%	3%	4%	7%	2%	
Dissatisfied (-1)	5%	6%	7%	2%	3%	6%	1%	7%	8%	3%	4%	.	3%	.	4%	7%	4%	6%	4%	3%	3%	
Neutral (0)	28%	24%	33%	27%	25%	32%	14%	26%	35%	34%	35%	.	24%	18%	10%	54%	36%	15%	30%	29%	18%	
Satisfied (1)	40%	45%	31%	48%	42%	38%	47%	43%	33%	42%	37%	69%	24%	55%	48%	29%	44%	41%	40%	36%	46%	
Very satisfied (2)	23%	24%	25%	18%	23%	20%	35%	23%	20%	16%	13%	31%	50%	18%	38%	3%	12%	37%	20%	23%	32%	
N/A
DK/NR
chi ² :						(***)						(***)										
± ... at 50%:	6	11	10	13	12	6	12	12	10	16	15	37	28	22	19	16	9	8	8	12	11	
mean for these data:	0.74	0.84	0.67	0.70	0.71	0.63	1.09	0.80	0.56	0.62	0.37	1.31	1.21	0.75	1.17	0.11	0.56	1.04	0.65	0.63	1.02	
standard error:	0.05	0.10	0.10	0.12	0.12	0.06	0.11	0.10	0.10	0.15	0.17	0.17	0.25	0.23	0.16	0.14	0.08	0.07	0.07	0.13	0.10	
sig. test for means:						***	***	*								***	**	***			**	

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	---DEPTH OF RELATIONSHIP---							---YEARS OF EXISTENCE---					---CLIENT LOCATIONS---					---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+				
Q12G making corrections if there is a problem	355	70	285	37	82	122	112	74	75	103	103	63	92	140	75	53	36	164	64	80	35				
weightd # of participants:	100%	20%	80%	10%	23%	34%	32%	21%	21%	29%	29%	18%	26%	39%	21%	15%	10%	46%	18%	23%	10%				
real # of participants:	354	111	243	41	80	122	108	80	85	104	90	60	91	139	78	50	34	165	61	84	34				
DISSATISFIED (very and smwhat)	9%	7%	9%	10%	12%	7%	9%	10%	11%	9%	8%	11%	12%	10%	11%	6%	11%	11%	6%	8%	7%				
SATISFIED (very and smwhat)	63%	64%	63%	66%	47%	73%	65%	63%	62%	62%	68%	60%	56%	66%	57%	65%	54%	62%	64%	65%	63%				
Very dissatisfied (-2)	4%	3%	4%	2%	7%	3%	3%	6%	4%	3%	1%	2%	8%	7%	6%	.	.	6%	3%	2%	.				
Dissatisfied (-1)	5%	5%	5%	7%	5%	3%	6%	4%	7%	6%	6%	9%	4%	3%	5%	6%	11%	5%	3%	6%	7%				
Neutral (0)	28%	28%	27%	25%	41%	20%	26%	27%	27%	29%	24%	29%	32%	24%	32%	29%	36%	27%	30%	27%	30%				
Satisfied (1)	40%	36%	41%	43%	27%	46%	43%	36%	42%	34%	46%	27%	28%	47%	31%	36%	37%	42%	37%	39%	36%				
Very satisfied (2)	23%	28%	22%	23%	19%	27%	22%	28%	20%	28%	22%	33%	28%	19%	25%	29%	17%	20%	27%	26%	27%				
N/A				
DK/NR				
chi ² :	6	10	7	16	12	9	10	12	11	10	11	14	11	9	12	15	18	8	13	11	18				
± ... at 50%:	0.74	0.82	0.72	0.76	0.46	0.91	0.75	0.75	0.68	0.77	0.81	0.79	0.65	0.68	0.64	0.88	0.60	0.66	0.81	0.80	0.84				
mean for these data:	0.05	0.09	0.06	0.15	0.12	0.09	0.09	0.12	0.11	0.10	0.10	0.14	0.12	0.09	0.12	0.13	0.15	0.08	0.13	0.11	0.16				
standard error:					**	*																			
sig. test for means:																									

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q12H the guidance provided by officers	460	149	147	68	95	360	91	136	121	41	61	13	24	25	29	61	168	225	258	80	114
weightd # of participants:	100%	32%	32%	15%	21%	78%	20%	30%	26%	9%	13%	3%	5%	5%	6%	13%	36%	49%	56%	17%	25%
real # of participants:	461	113	152	90	106	356	94	103	130	55	68	10	20	31	33	55	172	228	258	86	110
DISSATISFIED (very and smwhat)	15%	15%	16%	14%	14%	17%	9%	15%	20%	15%	19%	18%	.	15%	6%	21%	16%	13%	15%	23%	13%
SATISFIED (very and smwhat)	73%	69%	73%	76%	76%	70%	83%	68%	70%	72%	70%	82%	87%	78%	85%	63%	71%	77%	74%	64%	78%
Very dissatisfied (-2)	4%	1%	4%	6%	8%	5%	3%	1%	5%	6%	12%	.	.	6%	3%	10%	3%	3%	4%	5%	3%
Dissatisfied (-1)	11%	14%	13%	9%	6%	13%	6%	14%	15%	9%	8%	18%	.	9%	3%	12%	13%	10%	10%	18%	10%
Neutral (0)	12%	15%	10%	10%	9%	13%	8%	17%	10%	13%	10%	.	13%	7%	9%	15%	13%	9%	12%	14%	9%
Satisfied (1)	44%	41%	48%	45%	43%	42%	52%	40%	46%	38%	41%	47%	57%	52%	49%	50%	45%	41%	46%	36%	46%
Very satisfied (2)	29%	28%	25%	31%	33%	27%	32%	28%	24%	34%	30%	35%	30%	26%	36%	13%	26%	36%	28%	27%	32%
N/A
DK/NR
chi ² :																(*)					
± ... at 50%:	5	10	8	11	10	6	11	10	9	14	13	33	23	19	18	14	8	7	7	11	10
mean for these data:	0.82	0.82	0.78	0.87	0.87	0.75	1.04	0.80	0.69	0.86	0.69	1.00	1.17	0.83	1.12	0.45	0.78	0.96	0.83	0.64	0.93
standard error:	0.05	0.10	0.09	0.12	0.12	0.06	0.10	0.10	0.10	0.16	0.16	0.34	0.14	0.20	0.16	0.16	0.08	0.07	0.07	0.13	0.10
sig. test for means:						*	*									*	**				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--						--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q12H the guidance provided by officers	460	97	363	55	98	145	155	93	93	128	130	83	123	168	95	73	44	212	77	105	51					
weightd # of participants:	100%	21%	79%	12%	21%	32%	34%	20%	20%	28%	28%	18%	27%	36%	21%	16%	10%	46%	17%	23%	11%					
real # of participants:	461	151	310	60	98	144	151	101	109	129	113	80	125	169	100	69	44	213	73	111	50					
DISSATISFIED (very and smwhat)	15%	15%	16%	25%	25%	11%	11%	17%	19%	17%	16%	18%	19%	17%	21%	15%	4%	21%	16%	10%	2%					
SATISFIED (very and smwhat)	73%	76%	72%	64%	61%	80%	76%	75%	72%	72%	68%	78%	66%	70%	69%	81%	73%	67%	74%	81%	80%					
Very dissatisfied (-2)	4%	3%	4%	2%	7%	4%	3%	6%	5%	4%	1%	5%	8%	7%	6%	4%	.	7%	1%	3%	.					
Dissatisfied (-1)	11%	12%	11%	24%	18%	6%	8%	11%	14%	13%	15%	14%	11%	11%	16%	12%	4%	14%	15%	7%	2%					
Neutral (0)	12%	9%	12%	11%	14%	9%	13%	8%	9%	11%	16%	4%	15%	12%	9%	4%	23%	12%	10%	9%	19%					
Satisfied (1)	44%	41%	45%	34%	33%	47%	51%	40%	38%	44%	39%	44%	40%	42%	34%	56%	53%	38%	44%	50%	51%					
Very satisfied (2)	29%	35%	27%	30%	29%	33%	25%	35%	33%	29%	29%	34%	25%	29%	35%	25%	21%	29%	30%	31%	28%					
N/A					
DK/NR					
chi ² :				(***)										(*)				(**)								
± ... at 50%:	5	9	6	14	11	9	9	10	10	9	10	12	9	8	10	13	16	7	12	10	15					
mean for these data:	0.82	0.93	0.79	0.67	0.58	0.98	0.86	0.87	0.81	0.81	0.81	0.89	0.65	0.75	0.77	0.87	0.90	0.69	0.88	0.99	1.06					
standard error:	0.05	0.09	0.06	0.15	0.13	0.09	0.08	0.12	0.11	0.10	0.10	0.13	0.11	0.09	0.12	0.13	0.12	0.08	0.12	0.09	0.10					
sig. test for means:				*	*	*	*											**	**	*	*					

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q12I the identification of services offered by other organizations																						
weightd # of participants:	402	130	133	55	84	322	74	121	112	35	54	9	19	19	27	53	144	201	225	77	95	
real # of participants:	100%	32%	33%	14%	21%	80%	18%	30%	28%	9%	13%	2%	5%	5%	7%	13%	36%	50%	56%	19%	24%	
DISSATISFIED (very and smwhat)	395	97	131	73	94	311	76	90	114	47	60	7	15	24	30	48	145	198	220	81	90	
	19%	16%	23%	20%	14%	21%	10%	18%	26%	26%	15%	.	7%	11%	13%	22%	21%	15%	19%	24%	13%	
SATISFIED (very and smwhat)	54%	51%	50%	54%	63%	52%	62%	50%	48%	59%	58%	67%	65%	50%	67%	47%	48%	60%	54%	52%	57%	
Very dissatisfied (-2)	5%	4%	7%	6%	5%	6%	1%	4%	8%	9%	7%	.	.	.	3%	9%	2%	6%	6%	7%	3%	
Dissatisfied (-1)	13%	13%	16%	14%	9%	15%	8%	14%	18%	17%	8%	.	7%	11%	10%	13%	19%	9%	13%	18%	10%	
Neutral (0)	28%	32%	27%	26%	23%	27%	28%	32%	26%	15%	26%	33%	28%	38%	20%	32%	30%	25%	26%	24%	30%	
Satisfied (1)	37%	36%	37%	32%	42%	35%	44%	35%	34%	30%	38%	50%	49%	38%	44%	40%	33%	39%	39%	35%	35%	
Very satisfied (2)	17%	15%	14%	23%	21%	17%	18%	15%	14%	29%	20%	17%	16%	13%	23%	7%	15%	21%	15%	17%	22%	
N/A	
DK/NR	
chi ² :																(*)						
± ... at 50%:	5	11	9	12	11	6	12	11	10	15	14	40	27	21	19	15	9	7	7	12	11	
mean for these data:	0.47	0.47	0.34	0.51	0.65	0.41	0.69	0.44	0.27	0.53	0.57	0.83	0.74	0.52	0.73	0.23	0.40	0.60	0.44	0.38	0.62	
standard error:	0.05	0.10	0.10	0.14	0.11	0.06	0.10	0.11	0.11	0.19	0.14	0.28	0.21	0.18	0.19	0.15	0.09	0.08	0.07	0.13	0.11	
sig. test for means:						*	*										*	*				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--DEPTH OF RELATIONSHIP		--YEARS OF EXISTENCE--					--CLIENT LOCATIONS--						--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q12I the identification of services offered by other organizations																						
weightd # of participants:	402	78	324	52	92	128	126	82	81	118	116	69	113	158	80	64	37	190	71	90	39	
real # of participants:	100%	19%	81%	13%	23%	32%	31%	20%	20%	29%	29%	17%	28%	39%	20%	16%	9%	47%	18%	22%	10%	
DISSATISFIED (very and smwhat)	395	121	274	56	92	123	119	89	92	114	98	65	110	157	82	59	35	190	65	92	38	
	19%	17%	19%	26%	33%	14%	11%	22%	25%	20%	15%	25%	27%	20%	23%	21%	6%	23%	18%	11%	12%	
SATISFIED (very and smwhat)				+++	--	--	--											+				
Very dissatisfied (-2)	54%	66%	51%	58%	42%	60%	55%	59%	48%	51%	55%	51%	46%	57%	49%	46%	52%	53%	60%	49%	65%	
		++	--		+													++				
Dissatisfied (-1)	5%	4%	6%	5%	10%	3%	5%	9%	7%	6%	4%	7%	11%	7%	4%	6%	.	8%	2%	2%	.	
					++	--	--															
Neutral (0)	13%	13%	13%	21%	23%	11%	6%	13%	17%	14%	11%	18%	16%	13%	19%	15%	6%	14%	16%	8%	12%	
					++	--	--															
Satisfied (1)	28%	17%	30%	16%	25%	27%	34%	19%	27%	29%	30%	24%	26%	24%	28%	33%	42%	24%	22%	40%	23%	
		--	++	-	+		+													++		
Very satisfied (2)	37%	42%	36%	38%	22%	43%	41%	38%	29%	33%	39%	28%	30%	38%	34%	34%	36%	37%	40%	31%	46%	

N/A	17%	24%	15%	21%	21%	17%	14%	21%	19%	18%	16%	23%	16%	19%	15%	12%	17%	16%	20%	18%	18%	
		+	-	
DK/NR	
chi ² :				(***)																		
± ... at 50%:	5	10	6	14	11	9	10	11	11	10	11	13	10	8	12	14	18	8	13	11	17	
mean for these data:	0.47	0.70	0.42	0.48	0.20	0.60	0.53	0.50	0.35	0.43	0.53	0.41	0.24	0.48	0.37	0.30	0.63	0.38	0.59	0.55	0.71	
standard error:	0.05	0.10	0.07	0.16	0.13	0.09	0.09	0.13	0.12	0.10	0.10	0.15	0.12	0.09	0.12	0.14	0.14	0.08	0.13	0.10	0.15	
sig. test for means:		*	*		*																	

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-				
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q12J the follow-through to see if you got what you needed																						
weightd # of participants:	427	140	137	63	88	337	83	128	114	39	56	11	21	22	28	52	157	214	236	78	109	
real # of participants:	427	106	140	83	98	332	87	97	120	53	62	9	18	28	32	49	159	215	235	84	105	
DISSATISFIED (very and smwhat)	23%	25%	27%	20%	18%	25%	16%	25%	30%	18%	23%	20%	13%	21%	13%	38%	26%	17%	23%	30%	19%	
SATISFIED (very and smwhat)	62%	61%	60%	63%	65%	58%	74%	59%	57%	61%	57%	80%	73%	68%	78%	47%	52%	73%	61%	55%	70%	
Very dissatisfied (-2)	7%	4%	8%	9%	8%	7%	5%	4%	9%	8%	11%	7%	6%	7%	3%	14%	7%	5%	6%	7%	9%	
Dissatisfied (-1)	16%	21%	18%	11%	10%	18%	11%	21%	21%	10%	11%	13%	6%	14%	9%	24%	19%	13%	17%	23%	10%	
Neutral (0)	15%	14%	13%	17%	16%	16%	10%	16%	13%	21%	21%	15%	11%	9%	15%	22%	10%	16%	15%	10%	10%	
Satisfied (1)	38%	36%	39%	37%	40%	35%	47%	36%	35%	37%	34%	40%	60%	39%	47%	40%	36%	39%	38%	29%	45%	
Very satisfied (2)	24%	25%	22%	26%	25%	23%	27%	24%	22%	24%	23%	40%	13%	29%	31%	7%	17%	34%	24%	26%	25%	
N/A
DK/NR
chi ² :						*						(***)										
± ... at 50%:	5	10	9	11	11	6	11	11	10	14	13	35	25	20	18	15	8	7	7	11	10	
mean for these data:	0.56	0.58	0.47	0.62	0.64	0.49	0.80	0.55	0.42	0.60	0.45	0.94	0.67	0.69	0.94	0.02	0.37	0.85	0.57	0.45	0.67	
standard error:	0.06	0.11	0.11	0.14	0.12	0.07	0.12	0.12	0.12	0.16	0.16	0.43	0.24	0.24	0.18	0.18	0.09	0.08	0.08	0.14	0.12	
sig. test for means:						*						**	**	**	**	**	**	**	**	**	**	**

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

	--DEPTH OF RELATIONSHIP				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q12J the follow-through to see if you got what you needed																						
weightd # of participants:	427	89	338	52	92	137	139	88	88	122	123	80	115	159	88	68	41	197	69	98	45	
real # of participants:	100%	21%	79%	12%	22%	32%	33%	21%	20%	29%	29%	19%	27%	37%	21%	16%	10%	46%	16%	23%	11%	
DISSATISFIED (very and smwhat)	23%	17%	25%	26%	37%	14%	23%	20%	27%	26%	24%	28%	28%	23%	35%	21%	11%	27%	27%	14%	13%	
SATISFIED (very and smwhat)	62%	66%	61%	60%	50%	71%	61%	62%	53%	60%	57%	60%	58%	58%	60%	65%	65%	54%	67%	75%	72%	
Very dissatisfied (-2)	7%	5%	7%	2%	12%	3%	8%	8%	10%	6%	6%	8%	12%	9%	6%	4%	.	9%	4%	3%	3%	
Dissatisfied (-1)	16%	12%	18%	24%	25%	10%	15%	12%	17%	19%	19%	20%	17%	13%	29%	17%	11%	18%	23%	11%	10%	
Neutral (0)	15%	16%	14%	14%	13%	15%	16%	17%	20%	14%	18%	12%	14%	20%	5%	14%	24%	19%	7%	11%	15%	
Satisfied (1)	38%	38%	38%	28%	30%	44%	41%	33%	30%	39%	33%	31%	29%	39%	31%	42%	37%	33%	38%	48%	37%	
Very satisfied (2)	24%	28%	23%	32%	21%	27%	20%	29%	23%	21%	24%	29%	29%	19%	28%	23%	28%	21%	28%	27%	34%	
N/A	
DK/NR	
chi ² :				(***)										(**)				(**)				
± ... at 50%:	5	9	6	14	11	9	9	11	10	9	10	12	10	8	11	13	16	7	13	10	15	
mean for these data:	0.56	0.71	0.52	0.63	0.22	0.81	0.52	0.63	0.40	0.49	0.51	0.53	0.47	0.45	0.47	0.63	0.82	0.38	0.64	0.85	0.90	
standard error:	0.06	0.10	0.07	0.16	0.14	0.09	0.10	0.13	0.13	0.11	0.12	0.15	0.13	0.10	0.14	0.14	0.15	0.09	0.15	0.10	0.16	
sig. test for means:				**	**	**	**	**	**	**	**	**	**	**	**	**	**	***	**	**	**	

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT--+			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q13A delivering on promises made	1.62	1.51	1.72	1.67	1.61	1.61	1.67	1.51	1.69	1.68	1.69	1.54	1.88	1.65	1.56	1.47	1.54	1.73	1.57	1.66	1.68
mean for these data:	1.62	1.51	1.72	1.67	1.61	1.61	1.67	1.51	1.69	1.68	1.69	1.54	1.88	1.65	1.56	1.47	1.54	1.73	1.57	1.66	1.68
sig. test for means:																		*			
Q13B the business knowledge of the officers	1.49	1.56	1.41	1.67	1.33	1.45	1.61	1.49	1.39	1.62	1.35	1.86	1.46	1.72	1.25	1.43	1.49	1.50	1.45	1.58	1.50
mean for these data:	1.49	1.56	1.41	1.67	1.33	1.45	1.61	1.49	1.39	1.62	1.35	1.86	1.46	1.72	1.25	1.43	1.49	1.50	1.45	1.58	1.50
sig. test for means:				*																	
Q13C the competence of the officers	1.47	1.39	1.45	1.57	1.58	1.44	1.56	1.38	1.43	1.62	1.50	1.42	1.56	1.53	1.78	1.42	1.47	1.47	1.46	1.39	1.57
mean for these data:	1.47	1.39	1.45	1.57	1.58	1.44	1.56	1.38	1.43	1.62	1.50	1.42	1.56	1.53	1.78	1.42	1.47	1.47	1.46	1.39	1.57
sig. test for means:																					
Q13D the courtesy of the officers	1.22	1.21	1.11	1.40	1.25	1.18	1.34	1.23	1.03	1.37	1.24	1.14	1.44	1.42	1.33	1.23	1.26	1.18	1.31	1.01	1.23
mean for these data:	1.22	1.21	1.11	1.40	1.25	1.18	1.34	1.23	1.03	1.37	1.24	1.14	1.44	1.42	1.33	1.23	1.26	1.18	1.31	1.01	1.23
sig. test for means:																				*	
Q13E the fairness of the service process	1.29	1.17	1.36	1.29	1.40	1.24	1.40	1.16	1.33	1.12	1.35	1.22	1.48	1.43	1.50	1.32	1.26	1.27	1.36	1.21	1.22
mean for these data:	1.29	1.17	1.36	1.29	1.40	1.24	1.40	1.16	1.33	1.12	1.35	1.22	1.48	1.43	1.50	1.32	1.26	1.27	1.36	1.21	1.22
sig. test for means:																					
Q13F keeping information confidential	1.47	1.64	1.25	1.56	1.43	1.49	1.43	1.60	1.40	1.45	1.44	1.83	0.76	1.66	1.50	1.50	1.48	1.43	1.62	1.24	1.40
mean for these data:	1.47	1.64	1.25	1.56	1.43	1.49	1.43	1.60	1.40	1.45	1.44	1.83	0.76	1.66	1.50	1.50	1.48	1.43	1.62	1.24	1.40
sig. test for means:		*	*									*	*						*		
Q13G making corrections if there is a problem	1.37	1.28	1.49	1.42	1.25	1.34	1.45	1.27	1.48	1.37	1.20	1.36	1.56	1.47	1.37	1.35	1.31	1.42	1.38	1.33	1.39
mean for these data:	1.37	1.28	1.49	1.42	1.25	1.34	1.45	1.27	1.48	1.37	1.20	1.36	1.56	1.47	1.37	1.35	1.31	1.42	1.38	1.33	1.39
sig. test for means:																					
Q13H the guidance provided by officers	1.36	1.22	1.61	1.33	1.17	1.36	1.34	1.21	1.60	1.28	1.24	1.29	1.67	1.38	0.88	1.33	1.36	1.35	1.37	1.32	1.37
mean for these data:	1.36	1.22	1.61	1.33	1.17	1.36	1.34	1.21	1.60	1.28	1.24	1.29	1.67	1.38	0.88	1.33	1.36	1.35	1.37	1.32	1.37
sig. test for means:			***						**												
Q13I the identification of services offered by other organizations	1.07	0.97	1.20	1.04	1.07	1.06	1.09	0.82	1.31	0.97	1.24	1.64	0.80	1.12	0.63	0.86	1.21	1.03	1.20	1.16	0.77
mean for these data:	1.07	0.97	1.20	1.04	1.07	1.06	1.09	0.82	1.31	0.97	1.24	1.64	0.80	1.12	0.63	0.86	1.21	1.03	1.20	1.16	0.77
sig. test for means:								*	*			**									*
Q13J the follow-through to see if you got what you needed	1.29	1.27	1.35	1.32	1.19	1.29	1.33	1.27	1.38	1.25	1.14	1.29	1.28	1.38	1.37	1.37	1.26	1.30	1.27	1.40	1.24
mean for these data:	1.29	1.27	1.35	1.32	1.19	1.29	1.33	1.27	1.38	1.25	1.14	1.29	1.28	1.38	1.37	1.37	1.26	1.30	1.27	1.40	1.24
sig. test for means:																					

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---							-----YEARS OF EXISTENCE-----						-----CLIENT LOCATIONS-----					-----GROSS REVENUES-----				-----EMPLOYMENT-----			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q13A delivering on promises made	1.62	1.62	1.62	1.39	1.70	1.55	1.66	1.48	1.62	1.68	1.60	1.52	1.59	1.53	1.68	1.69	1.64	1.57	1.81	1.56	1.68					
mean for these data:	1.62	1.62	1.62	1.39	1.70	1.55	1.66	1.48	1.62	1.68	1.60	1.52	1.59	1.53	1.68	1.69	1.64	1.57	1.81	1.56	1.68					
sig. test for means:																										
Q13B the business knowledge of the officers	1.49	1.47	1.49	1.91	1.60	1.49	1.35	1.57	1.72	1.45	1.73	1.33	1.41	1.58	1.59	1.36	1.27	1.69	1.69	1.32	1.16					
mean for these data:	1.49	1.47	1.49	1.91	1.60	1.49	1.35	1.57	1.72	1.45	1.73	1.33	1.41	1.58	1.59	1.36	1.27	1.69	1.69	1.32	1.16					
sig. test for means:				**					*		*							**			*					
Q13C the competence of the officers	1.47	1.43	1.48	1.53	1.48	1.43	1.50	1.57	1.54	1.46	1.44	1.55	1.40	1.46	1.41	1.57	1.34	1.48	1.60	1.37	1.54					
mean for these data:	1.47	1.43	1.48	1.53	1.48	1.43	1.50	1.57	1.54	1.46	1.44	1.55	1.40	1.46	1.41	1.57	1.34	1.48	1.60	1.37	1.54					
sig. test for means:																										
Q13D the courtesy of the officers	1.22	1.18	1.22	1.41	1.19	1.23	1.22	1.30	1.37	1.35	1.23	1.20	1.13	1.41	1.07	1.19	1.07	1.34	1.22	1.12	1.17					
mean for these data:	1.22	1.18	1.22	1.41	1.19	1.23	1.22	1.30	1.37	1.35	1.23	1.20	1.13	1.41	1.07	1.19	1.07	1.34	1.22	1.12	1.17					
sig. test for means:														*												
Q13E the fairness of the service process	1.29	1.32	1.28	1.34	1.14	1.38	1.32	1.37	1.21	1.42	1.20	1.05	1.19	1.22	1.29	1.41	1.24	1.16	1.49	1.33	1.29					
mean for these data:	1.29	1.32	1.28	1.34	1.14	1.38	1.32	1.37	1.21	1.42	1.20	1.05	1.19	1.22	1.29	1.41	1.24	1.16	1.49	1.33	1.29					
sig. test for means:										*																
Q13F keeping information confidential	1.47	1.38	1.48	1.57	1.66	1.32	1.44	1.40	1.52	1.33	1.61	1.17	1.62	1.60	1.61	1.49	1.27	1.54	1.50	1.48	1.22					
mean for these data:	1.47	1.38	1.48	1.57	1.66	1.32	1.44	1.40	1.52	1.33	1.61	1.17	1.62	1.60	1.61	1.49	1.27	1.54	1.50	1.48	1.22					
sig. test for means:					*																					
Q13G making corrections if there is a problem	1.37	1.29	1.38	1.31	1.34	1.34	1.43	1.35	1.38	1.56	1.33	1.23	1.32	1.38	1.25	1.48	1.36	1.35	1.48	1.27	1.52					
mean for these data:	1.37	1.29	1.38	1.31	1.34	1.34	1.43	1.35	1.38	1.56	1.33	1.23	1.32	1.38	1.25	1.48	1.36	1.35	1.48	1.27	1.52					
sig. test for means:										*																
Q13H the guidance provided by officers	1.36	1.35	1.36	1.68	1.26	1.35	1.41	1.23	1.33	1.43	1.27	1.42	1.32	1.47	1.27	1.39	1.19	1.38	1.48	1.34	1.17					
mean for these data:	1.36	1.35	1.36	1.68	1.26	1.35	1.41	1.23	1.33	1.43	1.27	1.42	1.32	1.47	1.27	1.39	1.19	1.38	1.48	1.34	1.17					
sig. test for means:																										
Q13I the identification of services offered by other organizations	1.07	1.26	1.04	1.78	1.16	0.97	1.01	0.99	1.04	1.21	1.17	0.67	1.15	1.41	0.84	0.89	0.81	1.15	1.38	0.85	0.99					
mean for these data:	1.07	1.26	1.04	1.78	1.16	0.97	1.01	0.99	1.04	1.21	1.17	0.67	1.15	1.41	0.84	0.89	0.81	1.15	1.38	0.85	0.99					
sig. test for means:				***										***					*	*						
Q13J the follow-through to see if you got what you needed	1.29	1.13	1.33	1.11	1.43	1.28	1.25	1.25	1.29	1.43	1.25	1.24	1.24	1.40	1.25	1.37	1.00	1.42	1.32	1.23	1.14					
mean for these data:	1.29	1.13	1.33	1.11	1.43	1.28	1.25	1.25	1.29	1.43	1.25	1.24	1.24	1.40	1.25	1.37	1.00	1.42	1.32	1.23	1.14					
sig. test for means:																										

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q13A delivering on promises made	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)	0%	.	.	3%	.	.	2%	6%	.	.	1%	.	.	.	2%
Neutral (0)	3%	3%	1%	.	10%	3%	2%	3%	1%	.	10%	.	.	.	11%	9%	3%	.	4%	.	2%
Important (1)	30%	43%	24%	23%	19%	32%	22%	43%	27%	32%	10%	43%	11%	16%	22%	35%	37%	23%	32%	33%	22%
Very important (2)	64%	53%	68%	71%	71%	63%	69%	54%	65%	68%	80%	50%	82%	73%	67%	56%	54%	74%	59%	64%	74%
DK/NR	3%	1%	7%	3%	.	2%	5%	.	7%	.	.	7%	7%	6%	.	.	6%	2%	4%	3%	.
chi ² :		(*)														(*)					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.62	1.51	1.72	1.67	1.61	1.61	1.67	1.51	1.69	1.68	1.69	1.54	1.88	1.65	1.56	1.47	1.54	1.73	1.57	1.66	1.68
standard error:	0.04	0.08	0.07	0.11	0.12	0.05	0.09	0.09	0.08	0.12	0.15	0.20	0.09	0.19	0.24	0.12	0.08	0.06	0.07	0.08	0.10
sig. test for means:																		*			

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q13A delivering on promises made	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)
Unimportant (-1)	0%	.	1%	.	.	1%	.	.	2%	2%	.	.	.	3%	.	.	.
Neutral (0)	3%	5%	2%	12%	.	1%	5%	9%	+	1%	.	.	3%	7%	.	.	5%	4%	.	3%	4%	
Important (1)	30%	25%	31%	36%	29%	38%	22%	++	35%	30%	28%	40%	48%	33%	27%	30%	27%	34%	11%	36%	24%	
Very important (2)	64%	63%	64%	51%	68%	57%	69%	57%	66%	63%	60%	52%	61%	59%	72%	65%	69%	60%	86%	55%	72%	
DK/NR	3%	7%	2%	.	3%	2%	4%	.	2%	8%	.	.	.	1%	.	5%	.	2%	.	7%	.	
chi ² :								(*)	+++											+		
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.62	1.62	1.62	1.39	1.70	1.55	1.66	1.48	1.62	1.68	1.60	1.52	1.59	1.53	1.68	1.69	1.64	1.57	1.81	1.56	1.68	
standard error:	0.04	0.09	0.05	0.25	0.08	0.09	0.08	0.12	0.10	0.07	0.08	0.11	0.08	0.10	0.09	0.08	0.14	0.07	0.12	0.08	0.11	
sig. test for means:																						

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q13B the business knowledge of the officers	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	1%	3%	.	.	.	1%	.	3%	5%	.	.	2%	.	.
Unimportant (-1)	2%	.	5%	.	3%	3%	.	.	6%	.	5%	1%	4%	1%	3%	3%
Neutral (0)	6%	5%	6%	.	13%	7%	4%	6%	6%	.	15%	.	7%	.	11%	3%	8%	6%	6%	5%	7%
Important (1)	28%	24%	30%	33%	29%	28%	29%	26%	29%	38%	21%	14%	33%	28%	44%	32%	30%	26%	31%	21%	28%
Very important (2)	61%	68%	54%	67%	51%	60%	62%	65%	56%	62%	59%	86%	49%	72%	33%	59%	59%	63%	58%	68%	63%
DK/NR	2%	.	5%	.	3%	1%	5%	.	3%	.	.	.	11%	.	11%	1%	2%	2%	2%	2%	.
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.49	1.56	1.41	1.67	1.33	1.45	1.61	1.49	1.39	1.62	1.35	1.86	1.46	1.72	1.25	1.43	1.49	1.50	1.45	1.58	1.50
standard error:	0.06	0.12	0.11	0.08	0.15	0.08	0.08	0.14	0.14	0.13	0.21	0.13	0.19	0.11	0.25	0.18	0.09	0.09	0.09	0.12	0.12
sig. test for means:				*																	

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q13B the business knowledge of the officers	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)	1%	.	1%	.	.	.	3%	3%	4%	3%	.	
Unimportant (-1)	2%	.	2%	.	.	2%	4%	3%	.	3%	.	7%	2%	.	2%	6%	.	.	5%	2%	4%	
Neutral (0)	6%	11%	5%	.	9%	8%	3%	6%	3%	10%	4%	8%	4%	2%	5%	8%	9%	4%	.	10%	8%	
Important (1)	28%	28%	28%	9%	21%	27%	35%	22%	23%	24%	20%	29%	35%	23%	24%	27%	54%	23%	17%	27%	56%	
Very important (2)	61%	56%	62%	91%	69%	61%	51%	67%	75%	58%	76%	56%	56%	71%	68%	54%	36%	73%	78%	54%	30%	
DK/NR	2%	5%	2%	.	.	2%	4%	3%	.	6%	5%	.	1%	.	4%	2%	
chi ² :																		(*)				
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.49	1.47	1.49	1.91	1.60	1.49	1.35	1.57	1.72	1.45	1.73	1.33	1.41	1.58	1.59	1.36	1.27	1.69	1.69	1.32	1.16	
standard error:	0.06	0.11	0.07	0.10	0.11	0.11	0.12	0.13	0.08	0.12	0.09	0.20	0.12	0.13	0.11	0.15	0.15	0.07	0.15	0.14	0.15	
sig. test for means:				**					*		*							**			*	

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q13C the competence of the officers																						
weightd # of participants:	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43	
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41	
Very unimportant (-2)
Unimportant (-1)
Neutral (0)	4%	8%	4%	.	.	5%	.	9%	5%	6%	3%	4%	6%	1%	4%	.	
Important (1)	44%	44%	46%	41%	42%	45%	41%	43%	47%	38%	50%	50%	41%	44%	22%	46%	46%	44%	42%	59%	35%	
Very important (2)	50%	45%	48%	56%	58%	49%	52%	48%	48%	62%	50%	36%	52%	50%	78%	48%	49%	50%	51%	40%	59%	
DK/NR	2%	3%	2%	3%	.	.	7%	14%	7%	6%	.	.	2%	2%	2%	.	2%	
chi ² :						(**)																
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16	
mean for these data:	1.47	1.39	1.45	1.57	1.58	1.44	1.56	1.38	1.43	1.62	1.50	1.42	1.56	1.53	1.78	1.42	1.47	1.47	1.46	1.39	1.57	
standard error:	0.05	0.10	0.08	0.09	0.09	0.06	0.07	0.11	0.09	0.13	0.12	0.20	0.14	0.13	0.15	0.11	0.07	0.07	0.07	0.08	0.09	
sig. test for means:																						

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q13C the competence of the officers	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)	
Unimportant (-1)	
Neutral (0)	4%	3%	4%	.	6%	2%	5%	.	.	8%	7%	5%	3%	6%	3%	.	8%	2%	.	10%	.	
Important (1)	44%	49%	43%	47%	38%	53%	39%	43%	46%	38%	40%	35%	53%	43%	52%	40%	51%	49%	40%	41%	45%	
Very important (2)	50%	45%	51%	53%	52%	44%	54%	57%	54%	53%	50%	60%	42%	52%	44%	54%	42%	49%	60%	45%	52%	
DK/NR	2%	3%	2%	.	3%	2%	1%	.	.	2%	4%	.	1%	.	.	5%	.	1%	.	3%	3%	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.47	1.43	1.48	1.53	1.48	1.43	1.50	1.57	1.54	1.46	1.44	1.55	1.40	1.46	1.41	1.57	1.34	1.48	1.60	1.37	1.54	
standard error:	0.05	0.09	0.05	0.18	0.10	0.08	0.08	0.09	0.08	0.09	0.11	0.13	0.08	0.09	0.09	0.08	0.15	0.07	0.10	0.09	0.10	
sig. test for means:																						

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q13D the courtesy of the officers	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43	
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%	
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41	
Very unimportant (-2)	
Unimportant (-1)	3%	5%	2%	.	.	4%	.	6%	3%	5%	.	4%	2%	4%	3%		
Neutral (0)	6%	3%	10%	3%	7%	7%	2%	3%	13%	.	10%	.	.	5%	1%	4%	9%	4%	11%	4%		
Important (1)	59%	58%	60%	54%	61%	57%	60%	52%	62%	63%	55%	86%	52%	45%	67%	60%	65%	51%	55%	66%	60%	
Very important (2)	32%	34%	26%	41%	32%	32%	34%	38%	22%	37%	35%	14%	41%	44%	33%	34%	30%	34%	39%	19%	32%	
DK/NR	1%	.	2%	3%	.	.	4%	7%	6%	.	.	.	2%	.	.	2%	
chi ² :																						
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16	
mean for these data:	1.22	1.21	1.11	1.40	1.25	1.18	1.34	1.23	1.03	1.37	1.24	1.14	1.44	1.42	1.33	1.23	1.26	1.18	1.31	1.01	1.23	
standard error:	0.05	0.11	0.09	0.10	0.10	0.07	0.07	0.13	0.11	0.13	0.14	0.13	0.14	0.15	0.17	0.13	0.07	0.09	0.07	0.11	0.11	
sig. test for means:																				*		

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q13D the courtesy of the officers	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)
Unimportant (-1)	3%	.	3%	.	7%	.	2%	.	.	.	4%	4%	3%	4%	3%	3%	.	3%	.	5%	.
Neutral (0)	6%	12%	4%	.	5%	9%	5%	1%	3%	2%	8%	8%	9%	2%	8%	6%	13%	3%	9%	6%	10%
Important (1)	59%	55%	59%	59%	51%	59%	61%	67%	57%	60%	51%	50%	59%	44%	68%	58%	67%	52%	59%	62%	61%
Very important (2)	32%	29%	33%	41%	37%	31%	30%	31%	40%	36%	37%	37%	28%	50%	22%	31%	20%	42%	32%	27%	26%
DK/NR	1%	3%	1%	.	.	2%	1%	.	.	2%	.	.	1%	++	.	2%	.	1%	.	1%	3%
chi ² :																					
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.22	1.18	1.22	1.41	1.19	1.23	1.22	1.30	1.37	1.35	1.23	1.20	1.13	1.41	1.07	1.19	1.07	1.34	1.22	1.12	1.17
standard error:	0.05	0.10	0.06	0.18	0.13	0.08	0.08	0.09	0.09	0.08	0.12	0.17	0.10	0.11	0.10	0.11	0.14	0.09	0.12	0.10	0.12
sig. test for means:														*							

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q13E the fairness of the service process	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	1%	3%	.	.	.	1%	.	3%	2%	4%
Unimportant (-1)	1%	.	2%	.	.	1%	.	.	3%	2%	.	.	.	3%
Neutral (0)	7%	4%	8%	9%	10%	7%	5%	3%	10%	13%	10%	7%	.	6%	11%	1%	6%	10%	5%	13%	5%
Important (1)	50%	63%	39%	53%	39%	51%	47%	63%	36%	62%	46%	64%	48%	45%	22%	62%	50%	46%	52%	51%	43%
Very important (2)	39%	28%	47%	38%	48%	37%	44%	28%	48%	25%	45%	29%	45%	49%	56%	32%	39%	41%	40%	34%	45%
DK/NR	3%	3%	4%	.	3%	2%	4%	3%	3%	.	.	.	7%	.	11%	5%	2%	2%	3%	2%	.
chi ² :	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
± ... at 50%:	1.29	1.17	1.36	1.29	1.40	1.24	1.40	1.16	1.33	1.12	1.35	1.22	1.48	1.43	1.50	1.32	1.26	1.27	1.36	1.21	1.22
standard error:	0.06	0.11	0.10	0.11	0.12	0.07	0.09	0.13	0.13	0.16	0.15	0.21	0.15	0.15	0.27	0.09	0.11	0.08	0.06	0.11	0.15
sig. test for means:																					

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---		---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q13E the fairness of the service process	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	1%	.	1%	.	3%	4%	.	3%	4%	.	.	.	3%	.	.	.
Unimportant (-1)	1%	.	1%	.	.	.	2%	4%	.	.	.	3%	.	.	.	2%	.
Neutral (0)	7%	9%	6%	.	9%	7%	6%	7%	11%	7%	5%	13%	5%	5%	4%	3%	12%	7%	.	8%	9%
Important (1)	50%	48%	50%	66%	55%	48%	46%	47%	56%	40%	56%	56%	57%	50%	63%	41%	52%	59%	51%	40%	52%
Very important (2)	39%	40%	39%	34%	33%	44%	40%	43%	33%	48%	36%	27%	32%	38%	33%	48%	36%	31%	49%	43%	39%
DK/NR	3%	3%	3%	.	.	2%	6%	3%	.	5%	.	.	3%	4%	.	5%	.	1%	.	7%	.
chi ² :							+														+
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.29	1.32	1.28	1.34	1.14	1.38	1.32	1.37	1.21	1.42	1.20	1.05	1.19	1.22	1.29	1.41	1.24	1.16	1.49	1.33	1.29
standard error:	0.06	0.10	0.07	0.17	0.14	0.09	0.09	0.11	0.10	0.09	0.14	0.16	0.11	0.13	0.08	0.12	0.16	0.10	0.10	0.11	0.13
sig. test for means:										*											

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q13F keeping information confidential	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)	3%	.	8%	.	3%	3%	4%	.	6%	.	5%	.	15%	.	.	3%	1%	5%	1%	6%	4%
Neutral (0)	7%	.	15%	6%	10%	7%	9%	.	13%	7%	10%	.	18%	6%	11%	5%	9%	7%	5%	10%	10%
Important (1)	27%	36%	16%	32%	26%	27%	23%	40%	12%	42%	20%	14%	33%	23%	22%	31%	29%	25%	24%	35%	25%
Very important (2)	59%	62%	54%	62%	58%	61%	57%	60%	63%	51%	65%	71%	26%	72%	56%	61%	57%	59%	67%	46%	57%
DK/NR	3%	3%	6%	.	3%	2%	7%	.	6%	.	.	14%	7%	.	11%	.	5%	4%	3%	2%	3%
chi ² :		(*)						(*)													
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.47	1.64	1.25	1.56	1.43	1.49	1.43	1.60	1.40	1.45	1.44	1.83	0.76	1.66	1.50	1.50	1.48	1.43	1.62	1.24	1.40
standard error:	0.06	0.07	0.14	0.11	0.15	0.07	0.12	0.08	0.15	0.16	0.20	0.15	0.30	0.14	0.27	0.14	0.09	0.10	0.07	0.14	0.13
sig. test for means:		*	*									*	*						*		

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q13F keeping information confidential	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)
Unimportant (-1)	3%	5%	3%	.	.	7%	3%	3%	.	7%	3%	4%	2%	.	3%	2%	2%	2%	5%	2%	7%
Neutral (0)	7%	10%	7%	12%	3%	6%	11%	9%	7%	9%	.	13%	3%	5%	4%	3%	27%	4%	6%	7%	20%
Important (1)	27%	26%	27%	18%	27%	33%	23%	31%	33%	25%	29%	39%	24%	29%	22%	33%	13%	33%	23%	27%	16%
Very important (2)	59%	56%	59%	70%	66%	50%	59%	54%	59%	54%	65%	39%	70%	65%	71%	50%	58%	61%	66%	55%	57%
DK/NR	3%	3%	4%	.	3%	4%	4%	3%	.	5%	4%	4%	.	.	.	12%	.	1%	.	9%	.
chi ² :														(**)		+++				++	
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.47	1.38	1.48	1.57	1.66	1.32	1.44	1.40	1.52	1.33	1.61	1.17	1.62	1.60	1.61	1.49	1.27	1.54	1.50	1.48	1.22
standard error:	0.06	0.13	0.07	0.25	0.09	0.13	0.11	0.14	0.10	0.14	0.11	0.19	0.09	0.09	0.11	0.12	0.23	0.08	0.17	0.11	0.21
sig. test for means:					*																

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q13G making corrections if there is a problem	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)
Neutral (0)	6%	4%	6%	6%	10%	7%	5%	5%	7%	7%	11%	.	4%	6%	11%	5%	7%	6%	7%	3%	7%
Important (1)	47%	60%	35%	44%	48%	49%	42%	59%	34%	50%	54%	64%	33%	39%	33%	48%	52%	43%	44%	59%	44%
Very important (2)	40%	30%	52%	47%	32%	39%	47%	29%	52%	43%	30%	36%	56%	50%	44%	37%	36%	45%	41%	35%	45%
DK/NR	7%	6%	7%	3%	10%	6%	6%	8%	7%	.	5%	.	7%	6%	11%	9%	5%	6%	8%	3%	3%
chi ² :	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
± ... at 50%:	1.37	1.28	1.49	1.42	1.25	1.34	1.45	1.27	1.48	1.37	1.20	1.36	1.56	1.47	1.37	1.35	1.31	1.42	1.38	1.33	1.39
standard error:	0.05	0.08	0.09	0.11	0.12	0.06	0.09	0.09	0.10	0.16	0.15	0.18	0.17	0.15	0.27	0.11	0.08	0.07	0.07	0.09	0.10
sig. test for means:																					

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q13G making corrections if there is a problem	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)	
Unimportant (-1)	
Neutral (0)	6%	13%	5%	22%	6%	5%	6%	6%	5%	5%	8%	5%	2%	5%	7%	.	17%	6%	8%	5%	8%	
Important (1)	47%	40%	48%	17%	52%	53%	42%	49%	51%	32%	49%	59%	60%	47%	59%	47%	29%	50%	37%	54%	32%	
Very important (2)	40%	40%	40%	51%	39%	36%	45%	39%	42%	57%	41%	26%	32%	40%	30%	43%	54%	40%	55%	28%	60%	
DK/NR	7%	7%	6%	10%	3%	6%	7%	6%	2%	6%	2%	10%	7%	9%	3%	10%	.	4%	.	13%	.	
chi ² :																		(*)				
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.37	1.29	1.38	1.31	1.34	1.34	1.43	1.35	1.38	1.56	1.33	1.23	1.32	1.38	1.25	1.48	1.36	1.35	1.48	1.27	1.52	
standard error:	0.05	0.11	0.05	0.32	0.10	0.08	0.08	0.11	0.10	0.09	0.11	0.12	0.07	0.10	0.09	0.09	0.18	0.08	0.13	0.08	0.13	
sig. test for means:										*												

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q13H the guidance provided by officers	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)	2%	3%	.	3%	6%	2%	4%	3%	.	.	5%	.	.	6%	11%	.	4%	2%	1%	6%	2%
Neutral (0)	8%	13%	4%	6%	7%	8%	8%	12%	4%	7%	5%	14%	4%	6%	11%	13%	6%	7%	9%	.	13%
Important (1)	39%	43%	28%	45%	46%	41%	35%	43%	29%	59%	50%	43%	22%	34%	44%	38%	39%	40%	39%	47%	32%
Very important (2)	47%	39%	61%	46%	35%	46%	48%	38%	61%	35%	39%	43%	63%	55%	22%	43%	49%	46%	47%	41%	53%
DK/NR	4%	3%	7%	.	6%	3%	5%	3%	6%	.	.	.	11%	.	11%	6%	2%	5%	4%	5%	.
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.36	1.22	1.61	1.33	1.17	1.36	1.34	1.21	1.60	1.28	1.24	1.29	1.67	1.38	0.88	1.33	1.36	1.35	1.37	1.32	1.37
standard error:	0.06	0.12	0.08	0.13	0.16	0.07	0.12	0.13	0.09	0.15	0.18	0.26	0.17	0.20	0.35	0.13	0.10	0.09	0.08	0.13	0.12
sig. test for means:			***						**												

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q13H the guidance provided by officers	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)
Unimportant (-1)	2%	.	3%	.	2%	4%	1%	6%	2%	.	.	3%	4%	4%	6%	.	.	4%	3%	.	4%
Neutral (0)	8%	7%	8%	.	14%	4%	8%	3%	5%	8%	11%	10%	4%	5%	9%	5%	17%	6%	5%	10%	11%
Important (1)	39%	49%	37%	32%	40%	42%	34%	50%	50%	38%	50%	29%	45%	31%	36%	47%	46%	37%	30%	41%	48%
Very important (2)	47%	40%	48%	68%	44%	46%	50%	36%	43%	49%	37%	58%	44%	57%	46%	42%	36%	52%	57%	42%	36%
DK/NR	4%	5%	4%	.	.	4%	7%	6%	.	6%	3%	.	3%	4%	3%	5%	.	1%	5%	7%	2%
chi ² :																					
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.36	1.35	1.36	1.68	1.26	1.35	1.41	1.23	1.33	1.43	1.27	1.42	1.32	1.47	1.27	1.39	1.19	1.38	1.48	1.34	1.17
standard error:	0.06	0.10	0.07	0.17	0.13	0.11	0.09	0.14	0.11	0.10	0.11	0.17	0.11	0.12	0.14	0.10	0.17	0.10	0.16	0.10	0.16
sig. test for means:																					

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q13I the identification of services offered by other organizations																						
weightd # of participants:	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43	
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41	
Very unimportant (-2)	1%	3%	.	3%	.	2%	.	3%	.	7%	2%	1%	.	.	.	5%	
Unimportant (-1)	5%	5%	2%	6%	6%	3%	9%	6%	.	.	5%	.	11%	11%	11%	9%	.	6%	2%	4%	11%	
Neutral (0)	11%	11%	13%	9%	10%	12%	12%	14%	11%	13%	5%	.	22%	6%	22%	19%	6%	13%	10%	5%	21%	
Important (1)	45%	51%	38%	41%	49%	48%	36%	54%	39%	51%	50%	36%	33%	33%	44%	38%	50%	44%	49%	57%	27%	
Very important (2)	31%	27%	36%	34%	29%	30%	37%	18%	38%	29%	39%	64%	26%	39%	11%	26%	33%	32%	32%	28%	35%	
DK/NR	7%	4%	10%	6%	6%	6%	7%	5%	11%	.	.	.	7%	11%	11%	7%	8%	5%	8%	6%	.	
chi ² :																			(**)			
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16	
mean for these data:	1.07	0.97	1.20	1.04	1.07	1.06	1.09	0.82	1.31	0.97	1.24	1.64	0.80	1.12	0.63	0.86	1.21	1.03	1.20	1.16	0.77	
standard error:	0.07	0.14	0.11	0.18	0.16	0.08	0.14	0.16	0.11	0.26	0.18	0.18	0.29	0.26	0.33	0.18	0.11	0.11	0.08	0.12	0.19	
sig. test for means:								*	*			**									*	

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q13I the identification of services offered by other organizations																						
weightd # of participants:	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
real # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
Very unimportant (-2)	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
	1%	.	2%	.	2%	3%	.	.	2%	.	.	5%	.	.	2%	4%	.	1%	.	3%	.	
Unimportant (-1)	5%	.	5%	.	.	6%	8%	8%	7%	2%	2%	5%	5%	.	10%	5%	5%	7%	3%	4%	4%	
Neutral (0)	11%	14%	11%	.	9%	10%	15%	12%	8%	15%	16%	21%	11%	8%	11%	9%	31%	7%	6%	15%	21%	
Important (1)	45%	39%	46%	22%	54%	49%	37%	47%	44%	39%	43%	42%	43%	41%	50%	51%	35%	41%	41%	48%	48%	
Very important (2)	31%	38%	30%	78%	30%	27%	31%	27%	34%	38%	37%	17%	35%	48%	22%	21%	22%	39%	50%	17%	27%	
DK/NR	7%	9%	6%	.	5%	6%	8%	6%	5%	6%	2%	10%	6%	3%	5%	10%	7%	5%	.	13%	.	
																					++	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.07	1.26	1.04	1.78	1.16	0.97	1.01	0.99	1.04	1.21	1.17	0.67	1.15	1.41	0.84	0.89	0.81	1.15	1.38	0.85	0.99	
standard error:	0.07	0.11	0.09	0.15	0.12	0.14	0.12	0.16	0.17	0.12	0.13	0.23	0.12	0.10	0.16	0.17	0.21	0.13	0.15	0.13	0.16	
sig. test for means:				***										***					*	*		

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q13J the follow-through to see if you got what you needed	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	0%	.	1%	.	.	0%	.	.	1%	1%	.	.	1%	.	.
Unimportant (-1)	2%	3%	2%	3%	.	2%	2%	3%	3%	6%	.	5%	.	3%	3%	.	2%
Neutral (0)	7%	6%	7%	3%	13%	8%	5%	8%	8%	7%	11%	.	4%	.	22%	8%	8%	7%	5%	4%	14%
Important (1)	46%	47%	38%	53%	52%	43%	49%	42%	31%	62%	65%	71%	59%	45%	11%	28%	53%	46%	45%	50%	42%
Very important (2)	40%	37%	48%	41%	32%	41%	40%	38%	54%	32%	24%	29%	30%	49%	56%	51%	34%	42%	39%	44%	42%
DK/NR	4%	8%	4%	.	3%	5%	4%	9%	3%	.	.	.	7%	.	11%	9%	5%	2%	7%	2%	.
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.29	1.27	1.35	1.32	1.19	1.29	1.33	1.27	1.38	1.25	1.14	1.29	1.28	1.38	1.37	1.37	1.26	1.30	1.27	1.40	1.24
standard error:	0.06	0.11	0.11	0.12	0.12	0.07	0.10	0.13	0.13	0.15	0.13	0.17	0.15	0.19	0.33	0.16	0.09	0.09	0.09	0.09	0.12
sig. test for means:																					

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS						GROSS REVENUES				EMPLOYMENT			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q13J the follow-through to see if you got what you needed	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	0%	2%	.	.	1%	1%	.	.	1%	.	.	.	1%	.
Unimportant (-1)	2%	.	3%	.	.	4%	3%	.	2%	.	4%	5%	2%	.	5%	.	8%	.	3%	2%	6%
Neutral (0)	7%	14%	6%	22%	2%	9%	8%	9%	2%	3%	8%	10%	4%	4%	7%	7%	17%	8%	5%	7%	10%
Important (1)	46%	49%	45%	45%	48%	42%	44%	55%	59%	49%	48%	37%	51%	49%	44%	42%	34%	43%	50%	45%	42%
Very important (2)	40%	32%	42%	33%	46%	44%	36%	33%	36%	44%	40%	43%	34%	43%	41%	45%	33%	49%	42%	35%	35%
DK/NR	4%	3%	5%	.	3%	2%	9%	3%	.	5%	.	5%	8%	4%	3%	5%	8%	1%	.	10%	6%
chi ² :																					
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.29	1.13	1.33	1.11	1.43	1.28	1.25	1.25	1.29	1.43	1.25	1.24	1.24	1.40	1.25	1.37	1.00	1.42	1.32	1.23	1.14
standard error:	0.06	0.12	0.07	0.26	0.10	0.11	0.10	0.11	0.10	0.08	0.13	0.19	0.11	0.09	0.13	0.12	0.23	0.08	0.14	0.11	0.18
sig. test for means:																					

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the reliability of WD service?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q14																					
weightd # of participants:	639	210	209	93	127	487	142	186	170	51	80	24	37	40	41	99	231	303	342	126	163
real # of participants:	100%	33%	33%	15%	20%	76%	22%	29%	27%	8%	12%	4%	6%	6%	6%	15%	36%	47%	53%	20%	25%
DISSATISFIED (very and smwhat)	635	158	213	122	142	472	150	140	174	69	89	18	35	51	46	91	229	308	339	131	158
	14%	17%	16%	11%	10%	16%	8%	17%	17%	13%	13%	13%	8%	9%	4%	26%	16%	9%	15%	20%	9%
SATISFIED (very and smwhat)	76%	73%	73%	81%	83%	72%	88%	72%	68%	76%	76%	74%	92%	87%	93%	62%	70%	85%	74%	75%	81%
Very dissatisfied (-2)	4%	5%	3%	3%	5%	5%	2%	6%	4%	3%	7%	-	-	4%	2%	11%	4%	3%	4%	6%	4%
Dissatisfied (-1)	10%	11%	12%	8%	5%	11%	7%	11%	13%	10%	7%	13%	8%	6%	2%	16%	12%	6%	11%	13%	6%
Neutral (0)	10%	11%	12%	8%	7%	12%	4%	10%	14%	11%	10%	13%	-	4%	2%	12%	14%	6%	11%	6%	10%
Satisfied (1)	43%	40%	41%	47%	49%	42%	48%	42%	40%	44%	44%	19%	47%	53%	61%	46%	42%	42%	43%	43%	42%
Very satisfied (2)	33%	33%	32%	33%	34%	30%	40%	30%	28%	31%	33%	55%	45%	34%	33%	15%	28%	43%	31%	31%	39%
DK/NR	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	+	-	-	-	-
chi ² :						***										(***)					
± ... at 50%:	4	8	7	9	9	5	9	9	8	13	11	25	18	15	15	11	7	6	6	9	8
mean for these data:	0.90	0.83	0.86	1.00	1.02	0.81	1.18	0.79	0.75	0.91	0.89	1.16	1.28	1.07	1.19	0.40	0.80	1.17	0.86	0.80	1.07
standard error:	0.04	0.09	0.08	0.09	0.09	0.05	0.07	0.10	0.09	0.13	0.12	0.26	0.14	0.14	0.12	0.13	0.07	0.06	0.06	0.11	0.08
sig. test for means:						***	***									***	*	***			*

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the reliability of WD service?

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q14																						
weightd # of participants:	639	122	517	63	146	204	216	127	124	179	170	116	179	207	142	118	62	269	109	169	72	
real # of participants:	100%	19%	81%	10%	23%	32%	34%	20%	19%	28%	27%	18%	28%	32%	22%	19%	10%	42%	17%	26%	11%	
DISSATISFIED (very and smwhat)	635	193	442	70	140	200	213	138	143	178	145	104	174	209	143	109	61	274	101	166	74	
	14%	11%	15%	18%	19%	12%	13%	11%	15%	17%	15%	15%	20%	15%	22%	12%	10%	19%	11%	9%	12%	
SATISFIED (very and smwhat)	76%	78%	75%	74%	66%	78%	80%	81%	76%	73%	76%	79%	68%	74%	72%	77%	81%	70%	77%	84%	82%	
Very dissatisfied (-2)	4%	4%	4%	3%	6%	5%	3%	4%	4%	3%	3%	5%	9%	7%	5%	2%	.	8%	1%	1%	2%	
Dissatisfied (-1)	10%	8%	10%	14%	13%	7%	9%	7%	11%	13%	11%	11%	12%	8%	16%	10%	10%	11%	9%	8%	10%	
Neutral (0)	10%	10%	10%	8%	14%	10%	7%	8%	9%	11%	10%	6%	11%	11%	6%	11%	9%	11%	12%	8%	5%	
Satisfied (1)	43%	39%	44%	38%	40%	41%	49%	45%	42%	38%	43%	33%	38%	43%	43%	37%	52%	41%	39%	48%	47%	
Very satisfied (2)	33%	39%	31%	36%	26%	38%	32%	36%	34%	35%	33%	46%	30%	30%	29%	39%	29%	29%	38%	35%	35%	
DK/NR
chi ² :																						
± ... at 50%:	4	8	5	13	9	7	7	9	9	8	9	10	8	7	9	10	13	(**)	6	10	8	12
mean for these data:	0.90	1.02	0.88	0.89	0.67	1.00	0.96	1.02	0.91	0.87	0.90	1.05	0.69	0.81	0.75	1.01	1.01	0.73	1.03	1.10	1.03	
standard error:	0.04	0.08	0.05	0.14	0.10	0.08	0.07	0.09	0.09	0.08	0.09	0.12	0.10	0.08	0.10	0.10	0.11	0.07	0.10	0.07	0.12	
sig. test for means:					**								*					***		**		

In general, if only one area of the reliability of WD service could be improved, which one should be focussed on?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to years ago	2 than 2 years ago	
Q15																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
DK/NR	60%	61%	53%	63%	66%	58%	62%	60%	52%	65%	60%	64%	52%	58%	74%	57%	61%	59%	63%	57%	52%	
follow-up if got what needed	10%	7%	14%	9%	9%	11%	8%	7%	15%	10%	10%	.	13%	8%	7%	12%	8%	10%	+	10%	12%	
business knowledge of officers	7%	7%	10%	6%	3%	7%	7%	7%	10%	3%	5%	10%	11%	10%	.	6%	8%	7%	7%	11%	6%	
competence of the officers	3%	4%	2%	5%	3%	4%	2%	5%	1%	8%	4%	.	5%	2%	2%	5%	4%	3%	3%	5%	4%	
guidance provided by officers	3%	1%	3%	5%	5%	4%	1%	2%	4%	6%	6%	.	.	4%	.	6%	3%	2%	4%	3%	3%	
others	3%	3%	3%	3%	3%	3%	4%	2%	4%	.	4%	13%	.	6%	2%	4%	4%	2%	3%	1%	5%	
delivering on promises made	2%	2%	2%	1%	2%	2%	1%	3%	3%	.	2%	.	1%	2%	2%	2%	2%	2%	1%	3%	3%	
case leads	1%	2%	2%	.	1%	1%	3%	1%	2%	.	.	6%	4%	.	2%	1%	.	2%	1%	1%	3%	
keeping info confidential	1%	2%	1%	.	1%	1%	1%	2%	1%	.	1%	.	.	.	2%	1%	2%	1%	1%	1%	2%	
making corrections if problem	1%	1%	1%	2%	1%	1%	1%	1%	2%	.	1%	.	.	4%	.	.	1%	1%	1%	1%	0%	
fairness of the process	1%	1%	.	2%	1%	1%	1%	2%	.	1%	1%	.	.	2%	.	3%	1%	.	1%	.	1%	
courtesy of the officers	1%	1%	1%	1%	.	1%	.	1%	1%	1%	+	1%	0%	1%	.	1%	
id of services from other orgs	
chi ² : ± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

In general, if only one area of the reliability of WD service could be improved, which one should be focussed on?

	---DEPTH OF RELATIONSHIP---							-----YEARS OF EXISTENCE-----						-----CLIENT LOCATIONS-----						-----GROSS REVENUES-----				-----EMPLOYMENT-----			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+						
Q15																											
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76						
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%						
DK/NR	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78						
	60%	71%	57%	61%	60%	61%	58%	71%	60%	57%	62%	58%	57%	60%	54%	59%	62%	59%	59%	58%	65%						
follow-up if got what needed	10%	8%	10%	9%	10%	10%	9%	6%	11%	12%	6%	13%	12%	12%	9%	13%	3%	11%	10%	9%	3%						
business knowledge of officers	7%	2%	8%	3%	6%	7%	9%	3%	7%	9%	7%	5%	7%	3%	13%	12%	8%	4%	9%	11%	8%						
competence of the officers	3%	7%	3%	6%	4%	2%	4%	3%	3%	3%	4%	5%	1%	3%	4%	3%	4%	4%	0%	6%	1%						
guidance provided by officers	3%	3%	3%	3%	4%	3%	3%	3%	4%	4%	1%	2%	3%	3%	5%	1%	4%	4%	3%	3%	3%						
others	3%	2%	3%	3%	3%	1%	5%	3%	4%	2%	4%	3%	3%	3%	4%	2%	6%	4%	3%	3%	.						
delivering on promises made	2%	2%	2%	2%	1%	3%	1%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	4%	1%	2%						
case leads	1%	1%	1%	1%	2%	1%	1%	2%	.	1%	3%	1%	1%	1%	2%	2%	.	1%	4%	1%	2%						
keeping info confidential	1%	1%	1%	.	1%	3%	0%	1%	.	1%	2%	2%	2%	1%	1%	.	1%	3%	1%	0%	.						
making corrections if problem	1%	.	1%	.	1%	1%	1%	1%	1%	.	.	1%	3%	1%	1%	.	3%	0%	.	1%	4%						
fairness of the process	1%	.	1%	.	2%	1%	1%	.	1%	1%	1%	1%	1%	1%	1%	1%	.	1%	1%	.	2%						
courtesy of the officers	1%	.	1%	.	1%	1%	.	.	2%	1%	2%	.	.	1%	.	.	.	1%	.	0%	.						
id of services from other orgs						
chi ² :		(*)																(*)									
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12						

In the context of the most recent contact, did WD officers make any referrals to other sources of information or people who might be of assistance to your organization?

	--WD PROVINCE--								--TYPE--				--WD PROVINCE--				--WD PROVINCE--			--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago				
Q16																									
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166				
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162				
Yes	53%	60%	49%	54%	50%	56%	46%	63%	48%	61%	50%	35%	49%	49%	46%	42%	50%	61%	55%	62%	48%				
No	41%	36%	47%	37%	42%	40%	45%	34%	47%	31%	46%	52%	48%	46%	39%	53%	44%	34%	41%	34%	46%				
DK/NR	6%	4%	4%	9%	9%	4%	9%	3%	5%	8%	4%	13%	2%	6%	15%	5%	7%	5%	4%	4%	6%				
chi ² :						*	+								**										
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8				

	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--					--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+				
Q16																									
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76				
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78				
Yes	53%	60%	52%	62%	62%	54%	46%	51%	56%	51%	59%	64%	56%	54%	51%	49%	55%	55%	53%	53%	53%				
No	41%	34%	42%	34%	35%	42%	46%	41%	38%	43%	36%	33%	41%	41%	46%	46%	42%	40%	40%	41%	42%				
DK/NR	6%	6%	6%	4%	3%	4%	8%	8%	6%	6%	5%	3%	3%	5%	3%	4%	3%	4%	7%	6%	5%				
chi ² :				(*)			++																		
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12				

Did you follow-up with these referrals?
BASE: received referrals

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	2 to 3 years ago	
Q17																						
weightd # of participants:	357	131	105	54	66	284	65	123	85	33	43	8	19	20	19	44	121	188	198	78	79	
real # of participants:	356	99	111	72	74	276	71	92	91	45	48	7	18	25	21	39	124	190	197	81	76	
Yes	77%	76%	82%	78%	70%	77%	80%	76%	83%	76%	65%	64%	76%	85%	85%	67%	75%	80%	73%	78%	86%	
No	20%	22%	14%	19%	27%	21%	15%	21%	16%	22%	31%	36%	9%	11%	15%	29%	24%	16%	25%	19%	8%	
DK/NR	3%	2%	4%	3%	3%	2%	5%	2%	2%	2%	4%	.	14%	4%	.	3%	1%	4%	2%	3%	6%	
chi ² :																			(*)			
± ... at 50%:	6	11	10	12	12	6	12	11	11	16	15	40	25	21	23	17	9	8	7	12	12	
	--DEPTH OF RELATIONSHIP--					--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--				--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani- toba	Sask.	Alber- ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+	
Q17																						
weightd # of participants:	357	79	278	41	95	112	104	67	72	95	105	76	106	120	74	60	35	154	62	91	40	
real # of participants:	356	123	233	45	88	113	105	72	84	95	90	67	105	121	78	55	36	155	59	93	41	
Yes	77%	78%	77%	73%	81%	76%	78%	73%	77%	81%	75%	77%	82%	76%	78%	79%	89%	77%	81%	73%	76%	
No	20%	21%	20%	27%	17%	20%	19%	25%	20%	17%	22%	18%	14%	22%	17%	16%	11%	22%	15%	21%	21%	
DK/NR	3%	1%	3%	.	2%	4%	3%	3%	2%	3%	3%	5%	4%	2%	4%	4%	.	2%	3%	5%	2%	
chi ² :																						
± ... at 50%:	6	9	7	16	11	10	10	12	11	11	11	13	10	10	12	14	17	8	14	11	16	

How would you rate the value of these referrals? Were they...
BASE: followed-up on referrals

	WD PROVINCE				-TYPE-		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q18																					
weightd # of participants:	275	99	86	43	47	217	52	94	70	25	28	5	14	17	16	30	91	152	145	60	68
real # of participants:	100%	36%	31%	16%	17%	79%	19%	34%	26%	9%	10%	2%	5%	6%	6%	11%	33%	55%	53%	22%	25%
Not at all valuable (0)	276	76	92	56	52	213	57	72	76	34	31	4	14	21	18	24	96	154	145	64	66
	8%	8%	6%	7%	13%	10%	2%	9%	7%	12%	19%	.	.	.	6%	10%	6%	8%	7%	16%	4%
Not very valuable (1)	10%	11%	13%	2%	10%	11%	6%	11%	14%	.	13%	.	9%	5%	6%	5%	16%	7%	10%	9%	11%
Somewhat valuable (2)	41%	36%	41%	55%	38%	40%	46%	38%	41%	52%	32%	.	47%	56%	50%	59%	36%	41%	40%	34%	48%
Very valuable (3)	38%	42%	37%	36%	33%	36%	45%	38%	35%	36%	29%	100%	44%	39%	33%	16%	39%	41%	38%	41%	36%
DK/NR	3%	3%	3%	.	6%	3%	2%	3%	4%	.	7%	.	.	.	6%	10%	2%	2%	5%	.	1%
chi ² :																(*)					
± ... at 50%:	6	12	11	14	15	7	14	12	12	18	19	52	28	23	25	21	11	8	9	13	13
mean for these data:	2.12	2.14	2.14	2.21	1.97	2.05	2.36	2.09	2.08	2.12	1.77	3.00	2.34	2.34	2.18	1.90	2.10	2.18	2.14	2.01	2.18
standard error:	0.06	0.11	0.09	0.11	0.15	0.07	0.09	0.11	0.10	0.16	0.21	0.00	0.18	0.13	0.20	0.18	0.09	0.07	0.08	0.13	0.10
sig. test for means:						**	**					***									

How would you rate the value of these referrals? Were they...
BASE: followed-up on referrals

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q18																						
weightd # of participants:	275	61	213	30	77	85	81	49	56	76	78	59	86	92	58	47	31	118	50	67	31	
real # of participants:	100%	22%	78%	11%	28%	31%	30%	18%	20%	28%	29%	21%	31%	33%	21%	17%	11%	43%	18%	24%	11%	
Not at all valuable (0)	276	97	179	34	71	89	80	51	64	77	68	53	87	94	61	45	32	121	47	69	32	
	8%	6%	9%	12%	12%	3%	8%	11%	12%	8%	10%	14%	15%	11%	12%	3%	5%	11%	7%	2%	3%	
Not very valuable (1)	10%	4%	11%	7%	12%	11%	8%	10%	5%	10%	9%	15%	11%	7%	5%	15%	13%	10%	11%	5%	15%	
Somewhat valuable (2)	41%	54%	37%	36%	34%	41%	49%	41%	40%	36%	36%	34%	34%	37%	54%	27%	54%	37%	40%	49%	44%	
Very valuable (3)	38%	34%	39%	46%	34%	43%	35%	33%	41%	43%	44%	33%	36%	42%	23%	54%	28%	37%	36%	42%	39%	
DK/NR	3%	2%	4%	.	9%	1%	1%	6%	2%	3%	1%	3%	3%	3%	--	+	.	4%	6%	1%	.	
chi ² :					+++									(*)								
± ... at 50%:	6	11	8	18	12	11	12	15	13	12	13	14	11	11	13	16	18	10	15	13	18	
mean for these data:	2.12	2.17	2.11	2.16	1.98	2.25	2.11	2.01	2.12	2.18	2.16	1.89	1.95	2.13	1.94	2.34	2.05	2.05	2.11	2.33	2.18	
standard error:	0.06	0.08	0.07	0.17	0.12	0.08	0.10	0.14	0.12	0.11	0.12	0.15	0.12	0.10	0.12	0.13	0.14	0.09	0.13	0.08	0.14	
sig. test for means:																				*		

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q19A the convenience of the office location																						
mean for these data:	0.91	0.82	0.87	1.05	0.95	0.85	1.13	0.78	0.79	1.14	0.91	1.80	1.35	0.95	1.06	0.72	0.83	1.01	0.85	0.95	1.01	
sig. test for means:						*	*			*	*							*				
Q19B the variety of methods to access the service																						
mean for these data:	1.10	1.05	1.02	1.10	1.29	1.07	1.19	1.04	0.99	1.14	1.23	1.12	1.10	1.04	1.39	0.86	0.99	1.24	1.05	1.16	1.17	
sig. test for means:					***						*				*	**	*	***				
Q19C the hours of service																						
mean for these data:	1.10	1.07	1.08	1.15	1.13	1.06	1.22	1.04	1.04	1.17	1.06	1.30	1.24	1.12	1.25	0.98	1.11	1.14	1.08	1.03	1.21	
sig. test for means:						*	*				*										*	
Q19D the comfort of the waiting areas																						
mean for these data:	1.10	1.23	0.85	1.28	1.11	1.07	1.28	1.18	0.82	1.31	1.09	1.86	1.06	1.33	1.16	1.00	1.09	1.15	1.17	0.91	1.12	
sig. test for means:			**	*					**	*		*										
Q19E the signage to find the office																						
mean for these data:	0.84	0.94	0.60	1.11	0.85	0.79	1.07	0.89	0.51	1.19	0.81	1.80	1.21	1.00	0.90	0.71	0.86	0.87	0.99	0.60	0.71	
sig. test for means:			**	*					**	**									**			
Q19F the ease of making appointments with officers																						
mean for these data:	0.94	0.89	0.78	0.96	1.21	0.89	1.14	0.88	0.71	1.00	1.14	1.07	1.09	0.94	1.35	0.75	0.85	1.04	0.97	0.86	0.98	
sig. test for means:			*		**	*	*		*		*								*			
Q19G the ease of reaching officers																						
mean for these data:	0.91	0.87	0.85	0.92	1.07	0.88	1.03	0.85	0.81	0.90	1.04	1.12	0.94	0.93	1.14	0.66	0.93	0.99	0.95	0.78	0.94	
sig. test for means:					*											*						
Q19H the timeliness of responses to telephone or e-mail messages																						
mean for these data:	1.00	0.94	0.93	1.05	1.16	0.97	1.08	0.92	0.91	1.05	1.14	1.18	0.96	1.02	1.16	0.72	1.00	1.09	1.03	0.93	1.00	
sig. test for means:																*						
Q19I the waiting time at the office																						
mean for these data:	1.16	1.19	1.01	1.15	1.30	1.15	1.23	1.20	0.98	1.17	1.29	1.00	1.20	1.12	1.38	0.92	1.10	1.26	1.18	1.02	1.24	
sig. test for means:									*			*						*				

	---DEPTH OF RELATIONSHIP---							-----YEARS OF EXISTENCE-----						-----CLIENT LOCATIONS-----					-----GROSS REVENUES-----				-----EMPLOYMENT-----			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q19A the convenience of the office location																										
mean for these data:	0.91	1.02	0.87	0.91	0.93	0.85	0.96	1.07	0.96	1.07	1.03	1.07	0.85	0.79	1.18	0.63	0.94	0.89	0.92	1.06	0.89					
sig. test for means:															***											
Q19B the variety of methods to access the service																										
mean for these data:	1.10	1.13	1.09	1.14	1.00	1.20	1.05	1.23	1.03	0.99	1.06	1.26	1.10	1.11	1.12	1.08	1.17	1.09	1.27	1.08	1.13					
sig. test for means:						*						*							*							
Q19C the hours of service																										
mean for these data:	1.10	1.17	1.08	1.03	1.07	1.20	1.04	1.23	1.09	1.15	1.14	1.23	1.02	1.11	1.15	1.08	1.00	1.11	1.17	1.10	1.07					
sig. test for means:						*																				
Q19D the comfort of the waiting areas																										
mean for these data:	1.10	1.29	1.03	1.23	1.01	1.16	1.06	1.12	1.16	1.07	1.23	1.10	1.07	1.02	1.20	0.94	1.12	1.11	1.32	1.05	0.87					
sig. test for means:		**	**																							
Q19E the signage to find the office																										
mean for these data:	0.84	1.07	0.76	1.08	0.84	0.86	0.67	0.82	0.86	0.77	0.84	0.81	0.83	0.86	0.90	0.57	0.59	0.87	1.13	0.78	0.32					
sig. test for means:		**	**	*															*							
Q19F the ease of making appointments with officers																										
mean for these data:	0.94	0.99	0.93	0.89	0.82	1.08	0.92	1.12	0.92	0.95	0.93	0.99	0.89	0.96	1.03	0.78	1.06	0.95	1.03	0.91	1.11					
sig. test for means:						*																				
Q19G the ease of reaching officers																										
mean for these data:	0.91	0.94	0.91	0.79	0.76	1.11	0.88	1.17	0.87	0.90	0.89	0.99	0.88	0.96	0.93	0.80	0.90	0.87	1.17	0.90	0.94					
sig. test for means:						**		**											**							
Q19H the timeliness of responses to telephone or e-mail messages																										
mean for these data:	1.00	0.98	1.01	1.01	0.89	1.12	0.97	1.09	0.94	0.95	1.02	1.08	0.91	0.99	1.08	0.98	1.01	0.96	1.21	0.99	1.08					
sig. test for means:																			*							
Q19I the waiting time at the office																										
mean for these data:	1.16	1.23	1.13	1.21	1.17	1.26	1.00	1.33	1.05	1.10	1.23	1.20	1.09	1.18	1.20	1.03	0.78	1.19	1.29	1.06	0.97					
sig. test for means:								*																		

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q19A the convenience of the office location	254	82	70	44	58	203	45	79	61	26	38	4	8	17	17	30	85	136	142	53	59
weightd # of participants:	100%	32%	27%	17%	23%	80%	18%	31%	24%	10%	15%	1%	3%	7%	7%	12%	33%	54%	56%	21%	23%
real # of participants:	264	62	79	59	64	207	50	59	70	36	42	3	7	21	19	30	89	142	148	55	60
DISSATISFIED (very and smwhat)	8%	12%	6%	3%	8%	9%	4%	13%	7%	3%	10%	.	.	5%	5%	10%	6%	8%	10%	5%	6%
SATISFIED (very and smwhat)	76%	68%	74%	87%	83%	74%	87%	67%	73%	90%	81%	100%	77%	85%	90%	72%	71%	81%	73%	79%	84%
Very dissatisfied (-2)	1%	.	2%	.	2%	1%	.	.	2%	.	3%	2%	.	1%	3%	.
Dissatisfied (-1)	7%	12%	4%	3%	6%	8%	4%	13%	5%	3%	7%	.	.	5%	5%	10%	6%	6%	9%	3%	6%
Neutral (0)	16%	19%	20%	10%	9%	16%	9%	20%	20%	8%	9%	.	23%	10%	5%	18%	23%	11%	17%	16%	10%
Satisfied (1)	53%	43%	53%	65%	61%	53%	57%	44%	58%	62%	59%	20%	18%	71%	69%	61%	54%	51%	50%	55%	61%
Very satisfied (2)	23%	26%	21%	22%	22%	21%	30%	23%	15%	27%	22%	80%	59%	15%	21%	11%	17%	30%	23%	24%	23%
N/A
DK/NR
chi ² :	6	13	12	14	13	7	15	14	13	17	16	60	40	23	24	19	11	9	9	14	14
± ... at 50%:	0.91	0.82	0.87	1.05	0.95	0.85	1.13	0.78	0.79	1.14	0.91	1.80	1.35	0.95	1.06	0.72	0.83	1.01	0.85	0.95	1.01
standard error:	0.05	0.12	0.10	0.09	0.11	0.06	0.10	0.12	0.10	0.11	0.14	0.27	0.34	0.15	0.16	0.15	0.08	0.08	0.07	0.12	0.10
sig. test for means:						*	*			*								*			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q19A the convenience of the office location	254	66	189	40	66	78	69	56	59	61	66	44	69	107	47	33	23	133	39	50	21	
weightd # of participants:	100%	26%	74%	16%	26%	31%	27%	22%	23%	24%	26%	17%	27%	42%	19%	13%	9%	52%	15%	20%	8%	
real # of participants:	264	101	163	42	67	81	72	61	71	68	60	43	71	110	53	34	25	133	41	57	23	
DISSATISFIED (very and smwhat)	8%	6%	9%	16%	8%	7%	4%	7%	10%	5%	6%	6%	11%	12%	-	12%	9%	10%	3%	6%	10%	
SATISFIED (very and smwhat)	76%	82%	75%	83%	82%	67%	78%	88%	82%	80%	81%	79%	71%	72%	87%	66%	79%	77%	79%	82%	71%	
Very dissatisfied (-2)	1%	1%	1%	2%	.	2%	2%	.	.	4%	.	1%	3%	.	.	
Dissatisfied (-1)	7%	4%	8%	13%	8%	6%	4%	7%	10%	5%	6%	6%	9%	12%	.	8%	9%	9%	.	6%	10%	
Neutral (0)	16%	13%	17%	1%	10%	25%	18%	5%	8%	15%	13%	15%	17%	16%	13%	23%	12%	13%	17%	12%	19%	
Satisfied (1)	53%	54%	53%	57%	63%	41%	57%	62%	57%	47%	52%	45%	44%	53%	57%	52%	55%	54%	60%	53%	42%	
Very satisfied (2)	23%	27%	22%	26%	19%	27%	21%	25%	25%	33%	29%	34%	27%	19%	30%	14%	25%	23%	19%	29%	29%	
N/A
DK/NR
chi ² :	6	10	8	16	13	12	12	13	12	13	14	16	12	10	14	18	21	9	16	14	22	
± ... at 50%:	0.91	1.02	0.87	0.91	0.93	0.85	0.96	1.07	0.96	1.07	1.03	1.07	0.85	0.79	1.18	0.63	0.94	0.89	0.92	1.06	0.89	
standard error:	0.05	0.08	0.07	0.16	0.10	0.10	0.09	0.10	0.10	0.10	0.11	0.13	0.12	0.08	0.09	0.17	0.18	0.08	0.13	0.11	0.20	
sig. test for means:															***							

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q19B the variety of methods to access the service	422	137	135	59	91	328	87	124	110	36	57	13	23	21	29	52	149	218	232	78	109	
weightd # of participants:	100%	33%	32%	14%	22%	78%	21%	29%	26%	8%	14%	3%	5%	5%	7%	12%	35%	52%	55%	18%	26%	
real # of participants:	423	103	140	78	102	324	90	93	118	49	64	10	20	27	33	48	152	220	233	82	105	
DISSATISFIED (very and smwhat)	5%	10%	5%	4%	--	5%	5%	9%	4%	4%	--	18%	6%	4%	7%	6%	4%	6%	6%	4%		
SATISFIED (very and smwhat)	88%	85%	86%	90%	94%	87%	91%	85%	86%	90%	92%	82%	88%	89%	97%	82%	84%	92%	86%	89%	92%	
Very dissatisfied (-2)	0%	.	1%	.	.	0%	.	.	1%	1%	1%	
Dissatisfied (-1)	5%	10%	4%	4%	.	5%	5%	9%	3%	4%	.	18%	6%	4%	7%	5%	4%	6%	6%	3%		
Neutral (0)	7%	5%	9%	6%	6%	8%	4%	6%	10%	6%	8%	.	6%	7%	3%	11%	10%	4%	8%	5%	4%	
Satisfied (1)	61%	55%	65%	66%	59%	62%	58%	57%	67%	62%	61%	35%	62%	70%	55%	72%	61%	57%	63%	56%	60%	
Very satisfied (2)	27%	30%	21%	24%	35%	26%	33%	28%	19%	28%	31%	47%	27%	19%	42%	10%	23%	35%	24%	33%	32%	
N/A	
DK/NR	
chi ² :		(*)														(*)						
± ... at 50%:	5	10	9	12	10	6	11	11	10	15	13	33	23	20	18	15	8	7	7	12	10	
mean for these data:	1.10	1.05	1.02	1.10	1.29	1.07	1.19	1.04	0.99	1.14	1.23	1.12	1.10	1.04	1.39	0.86	0.99	1.24	1.05	1.16	1.17	
standard error:	0.04	0.09	0.06	0.08	0.06	0.04	0.08	0.09	0.07	0.10	0.07	0.35	0.17	0.13	0.10	0.10	0.06	0.05	0.05	0.09	0.07	
sig. test for means:					***						*					**	*	***				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	-DEPTH OF RELATIONSHIP-							-YEARS OF EXISTENCE-						-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q19B the variety of methods to access the service	422	89	334	51	95	138	133	91	82	118	122	75	114	160	85	66	40	199	66	97	47					
weightd # of participants:	100%	21%	79%	12%	22%	33%	32%	22%	19%	28%	29%	18%	27%	38%	20%	16%	9%	47%	16%	23%	11%					
real # of participants:	423	139	284	57	95	134	131	99	95	119	105	71	114	161	91	60	41	201	62	102	46					
DISSATISFIED (very and smwhat)	5%	3%	6%	4%	7%	3%	7%	4%	8%	8%	8%	3%	5%	6%	3%	5%	3%	5%	.	6%	6%					
SATISFIED (very and smwhat)	88%	87%	88%	89%	83%	92%	87%	93%	87%	84%	86%	95%	87%	88%	89%	87%	92%	87%	96%	88%	88%					
Very dissatisfied (-2)	0%	.	0%	.	.	.	1%	1%	2%	1%	1%	2%					
Dissatisfied (-1)	5%	3%	5%	4%	7%	3%	6%	2%	7%	7%	7%	1%	5%	6%	3%	5%	3%	5%	.	6%	6%					
Neutral (0)	7%	10%	6%	7%	11%	5%	6%	3%	4%	8%	5%	2%	8%	6%	8%	8%	5%	8%	4%	6%	6%					
Satisfied (1)	61%	57%	62%	59%	59%	60%	62%	57%	62%	61%	57%	59%	58%	60%	63%	61%	62%	60%	65%	62%	58%					
Very satisfied (2)	27%	30%	27%	30%	24%	32%	25%	35%	25%	24%	29%	36%	29%	28%	26%	26%	29%	27%	31%	26%	31%					
N/A					
DK/NR					
chi ² :																										
± ... at 50%:	5	9	6	14	11	9	9	11	11	10	10	12	10	8	11	14	16	7	13	10	15					
mean for these data:	1.10	1.13	1.09	1.14	1.00	1.20	1.05	1.23	1.03	0.99	1.06	1.26	1.10	1.11	1.12	1.08	1.17	1.09	1.27	1.08	1.13					
standard error:	0.04	0.06	0.04	0.10	0.08	0.06	0.07	0.08	0.09	0.08	0.08	0.09	0.07	0.06	0.07	0.10	0.11	0.05	0.07	0.07	0.11					
sig. test for means:						*						*							*							

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q19C the hours of service	418	134	130	60	93	326	83	121	108	37	60	13	20	21	28	57	142	214	233	76	107
weightd # of participants:	100%	32%	31%	14%	22%	78%	20%	29%	26%	9%	14%	3%	5%	5%	7%	14%	34%	51%	56%	18%	26%
real # of participants:	420	101	135	80	104	324	87	91	116	50	67	10	18	27	32	52	147	217	233	81	104
DISSATISFIED (very and smwhat)	3%	3%	2%	1%	4%	3%	2%	4%	1%	2%	6%	.	7%	.	.	2%	.	5%	2%	8%	1%
SATISFIED (very and smwhat)	90%	89%	89%	95%	88%	89%	91%	90%	88%	96%	86%	82%	93%	93%	91%	88%	91%	90%	88%	90%	94%
Very dissatisfied (-2)	1%	.	1%	1%	.	1%	.	.	1%	2%	1%	.	.	3%	.
Dissatisfied (-1)	2%	3%	1%	.	4%	3%	2%	4%	.	.	6%	.	7%	.	.	2%	.	4%	2%	5%	1%
Neutral (0)	7%	7%	9%	4%	8%	7%	8%	6%	11%	2%	7%	18%	.	7%	9%	10%	9%	5%	10%	2%	5%
Satisfied (1)	67%	68%	67%	73%	60%	69%	58%	72%	70%	70%	61%	35%	57%	74%	57%	76%	72%	61%	67%	65%	66%
Very satisfied (2)	23%	21%	22%	22%	29%	21%	33%	18%	19%	25%	26%	47%	37%	19%	34%	12%	20%	29%	21%	24%	28%
N/A
DK/NR
chi ² :																(*)			(**)		
± ... at 50%:	5	10	9	12	10	6	11	11	10	15	13	33	25	20	18	15	9	7	7	12	10
mean for these data:	1.10	1.07	1.08	1.15	1.13	1.06	1.22	1.04	1.04	1.17	1.06	1.30	1.24	1.12	1.25	0.98	1.11	1.14	1.08	1.03	1.21
standard error:	0.03	0.06	0.06	0.07	0.07	0.04	0.07	0.07	0.06	0.10	0.09	0.25	0.18	0.10	0.11	0.08	0.04	0.05	0.04	0.10	0.06
sig. test for means:						*	*														*

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	-DEPTH OF RELATIONSHIP-		-YEARS OF EXISTENCE-					-CLIENT LOCATIONS-						-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q19C the hours of service	418	90	327	53	98	138	124	92	84	114	119	74	112	155	87	63	39	195	72	92	44	
weightd # of participants:	100%	22%	78%	13%	24%	33%	30%	22%	20%	27%	28%	18%	27%	37%	21%	15%	9%	47%	17%	22%	11%	
real # of participants:	420	140	280	58	98	136	122	99	97	115	102	71	112	158	91	58	40	199	67	97	44	
DISSATISFIED (very and smwhat)	3%	3%	3%	8%	.	2%	4%	1%	4%	2%	2%	1%	3%	3%	.	2%	6%	3%	3%	2%	3%	
SATISFIED (very and smwhat)	90%	93%	89%	85%	91%	93%	87%	91%	89%	90%	92%	95%	86%	91%	96%	89%	82%	92%	97%	87%	86%	
Very dissatisfied (-2)	1%	.	1%	.	.	1%	1%	.	1%	1%	1%	.	1%	1%	.	2%	.	0%	2%	.	.	
Dissatisfied (-1)	2%	3%	2%	8%	.	1%	4%	1%	3%	1%	1%	1%	1%	2%	.	.	6%	2%	1%	2%	3%	
Neutral (0)	7%	4%	8%	8%	9%	6%	8%	8%	7%	8%	6%	4%	11%	6%	4%	9%	12%	6%	.	11%	11%	
Satisfied (1)	67%	64%	67%	59%	75%	63%	66%	57%	64%	64%	67%	67%	67%	68%	76%	65%	59%	69%	72%	63%	61%	
Very satisfied (2)	23%	28%	22%	25%	16%	30%	21%	33%	25%	27%	24%	29%	20%	23%	19%	24%	23%	23%	25%	25%	24%	
N/A
DK/NR
chi ² :				(*)																		
± ... at 50%:	5	9	6	14	11	9	9	11	11	10	10	12	10	8	11	14	17	7	13	11	16	
mean for these data:	1.10	1.17	1.08	1.03	1.07	1.20	1.04	1.23	1.09	1.15	1.14	1.23	1.02	1.11	1.15	1.08	1.00	1.11	1.17	1.10	1.07	
standard error:	0.03	0.06	0.04	0.11	0.05	0.06	0.06	0.06	0.07	0.06	0.06	0.07	0.06	0.05	0.05	0.10	0.12	0.04	0.08	0.07	0.10	
sig. test for means:						*																

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q19D the comfort of the waiting areas	232	75	65	37	54	186	42	70	58	23	34	5	7	12	17	25	79	126	130	48	53
weightd # of participants:	100%	33%	28%	16%	23%	80%	18%	30%	25%	10%	15%	2%	3%	5%	7%	11%	34%	54%	56%	21%	23%
real # of participants:	241	58	74	49	60	192	44	54	68	32	38	4	6	15	19	24	84	131	136	50	54
DISSATISFIED (very and smwhat)	4%	2%	6%	.	7%	4%	2%	2%	7%	.	8%	.	.	.	5%	.	2%	6%	2%	10%	4%
SATISFIED (very and smwhat)	82%	87%	71%	92%	84%	82%	87%	86%	72%	94%	82%	100%	62%	93%	90%	81%	78%	86%	84%	74%	87%
Very dissatisfied (-2)	1%	.	.	.	3%	0%	2%	.	.	.	3%	.	.	.	5%	.	.	1%	.	2%	2%
Dissatisfied (-1)	3%	2%	6%	.	3%	4%	.	2%	7%	.	5%	2%	5%	2%	8%	3%
Neutral (0)	14%	11%	23%	8%	10%	14%	10%	12%	21%	6%	10%	.	38%	7%	5%	19%	20%	8%	14%	16%	9%
Satisfied (1)	50%	48%	51%	56%	47%	52%	42%	51%	54%	58%	44%	14%	19%	53%	53%	61%	46%	50%	49%	45%	56%
Very satisfied (2)	33%	38%	20%	36%	37%	30%	45%	35%	17%	37%	37%	86%	44%	40%	36%	19%	32%	36%	35%	29%	31%
N/A
DK/NR
chi ² :	7	14	12	15	14	8	16	14	13	18	17	52	43	27	24	21	11	9	9	15	14
± ... at 50%:	1.10	1.23	0.85	1.28	1.11	1.07	1.28	1.18	0.82	1.31	1.09	1.86	1.06	1.33	1.16	1.00	1.09	1.15	1.17	0.91	1.12
standard error:	0.05	0.10	0.09	0.09	0.12	0.06	0.12	0.10	0.10	0.10	0.16	0.19	0.40	0.16	0.22	0.13	0.08	0.08	0.06	0.14	0.11
sig. test for means:			**	*					**	*		*									

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--DEPTH OF RELATIONSHIP		--YEARS OF EXISTENCE--					--CLIENT LOCATIONS--						--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q19D the comfort of the waiting areas	232	61	170	39	59	73	59	51	49	56	60	41	65	96	43	33	19	119	39	49	16	
weightd # of participants:	100%	26%	74%	17%	26%	32%	25%	22%	21%	24%	26%	18%	28%	41%	19%	14%	8%	52%	17%	21%	7%	
real # of participants:	241	94	147	41	61	76	61	57	60	63	56	40	66	101	48	33	20	122	39	55	17	
DISSATISFIED (very and smwhat)	4%	2%	5%	4%	10%	1%	1%	5%	5%	2%	.	10%	3%	7%	3%	3%	.	4%	.	6%	5%	
SATISFIED (very and smwhat)	82%	91%	79%	90%	85%	80%	79%	84%	87%	79%	87%	85%	79%	80%	86%	79%	80%	83%	88%	85%	66%	
Very dissatisfied (-2)	1%	.	1%	.	1%	.	1%	3%	1%	.	3%	.	1%	.	.	5%	
Dissatisfied (-1)	3%	2%	4%	4%	8%	1%	.	2%	5%	2%	.	10%	3%	6%	3%	.	.	4%	.	6%	.	
Neutral (0)	14%	8%	16%	6%	6%	19%	20%	11%	8%	19%	13%	5%	18%	13%	11%	19%	20%	12%	12%	10%	28%	
Satisfied (1)	50%	51%	50%	53%	58%	43%	48%	46%	52%	48%	50%	50%	47%	49%	49%	58%	49%	50%	43%	58%	35%	
Very satisfied (2)	33%	40%	30%	37%	27%	37%	31%	37%	35%	31%	36%	35%	32%	31%	37%	20%	32%	33%	44%	26%	31%	
N/A
DK/NR
chi ² :	7	11	9	16	13	12	13	14	14	13	14	17	13	10	15	18	23	9	17	14	25	
± ... at 50%:	1.10	1.29	1.03	1.23	1.01	1.16	1.06	1.12	1.16	1.07	1.23	1.10	1.07	1.02	1.20	0.94	1.12	1.11	1.32	1.05	0.87	
standard error:	0.05	0.07	0.07	0.12	0.11	0.09	0.10	0.12	0.10	0.10	0.09	0.14	0.10	0.09	0.11	0.14	0.16	0.07	0.11	0.10	0.26	
sig. test for means:		**	**																			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q19E the signage to find the office	240	77	71	37	56	194	42	73	62	22	36	4	8	14	16	25	86	127	133	49	57
weightd # of participants:	100%	32%	29%	15%	23%	81%	17%	30%	26%	9%	15%	2%	3%	6%	7%	10%	36%	53%	55%	21%	24%
real # of participants:	249	59	79	49	62	198	45	56	71	31	40	3	7	17	18	24	90	133	139	51	58
DISSATISFIED (very and smwhat)	11%	10%	16%	2%	11%	12%	7%	10%	16%	-	15%	-	16%	6%	5%	17%	6%	13%	5%	19%	18%
SATISFIED (very and smwhat)	75%	75%	66%	84%	78%	72%	83%	74%	64%	87%	75%	100%	84%	76%	84%	72%	72%	77%	77%	66%	74%
Very dissatisfied (-2)	2%	-	4%	-	5%	2%	2%	-	4%	-	5%	-	-	-	5%	-	2%	3%	-	4%	6%
Dissatisfied (-1)	9%	10%	12%	2%	6%	10%	5%	10%	12%	-	10%	-	16%	6%	-	17%	5%	10%	5%	15%	12%
Neutral (0)	15%	15%	17%	14%	11%	16%	10%	16%	20%	13%	10%	-	-	18%	11%	11%	22%	10%	18%	15%	7%
Satisfied (1)	52%	47%	53%	53%	55%	52%	49%	48%	56%	56%	50%	20%	32%	47%	67%	56%	52%	51%	51%	51%	53%
Very satisfied (2)	23%	29%	13%	30%	23%	21%	34%	26%	8%	31%	25%	80%	53%	30%	17%	16%	21%	26%	26%	16%	22%
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NR	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
chi ² :																			(**)		
± ... at 50%:	7	14	12	15	13	7	16	14	12	19	17	60	40	25	25	21	11	9	9	15	14
mean for these data:	0.84	0.94	0.60	1.11	0.85	0.79	1.07	0.89	0.51	1.19	0.81	1.80	1.21	1.00	0.90	0.71	0.86	0.87	0.99	0.60	0.71
standard error:	0.06	0.12	0.11	0.10	0.13	0.07	0.14	0.12	0.11	0.12	0.17	0.27	0.43	0.21	0.21	0.19	0.09	0.09	0.07	0.15	0.15
sig. test for means:			**	*					**	**									**		

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	-DEPTH OF RELATIONSHIP-				-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q19E the signage to find the office	240	63	177	40	63	73	62	57	51	58	62	46	69	101	46	33	18	126	41	49	15	
weightd # of participants:	100%	26%	74%	17%	26%	31%	26%	24%	21%	24%	26%	19%	29%	42%	19%	14%	7%	53%	17%	20%	6%	
real # of participants:	249	97	152	44	65	76	62	62	61	64	57	43	69	106	50	34	18	128	41	55	15	
DISSATISFIED (very and smwhat)	11%	5%	13%	5%	11%	8%	18%	13%	12%	14%	11%	15%	12%	10%	13%	15%	16%	10%	4%	13%	25%	
SATISFIED (very and smwhat)	75%	82%	72%	85%	79%	69%	69%	75%	72%	72%	73%	75%	70%	75%	79%	66%	66%	76%	84%	74%	50%	
Very dissatisfied (-2)	2%	.	3%	.	3%	1%	4%	5%	3%	2%	2%	8%	2%	2%	.	5%	.	2%	.	2%	6%	
Dissatisfied (-1)	9%	5%	10%	5%	8%	7%	14%	8%	9%	11%	8%	8%	10%	7%	13%	9%	16%	8%	4%	11%	19%	
Neutral (0)	15%	13%	15%	10%	10%	23%	12%	12%	17%	14%	16%	10%	18%	16%	7%	20%	18%	14%	12%	13%	25%	
Satisfied (1)	52%	52%	51%	57%	59%	42%	50%	50%	44%	51%	50%	46%	43%	52%	55%	54%	57%	52%	50%	55%	37%	
Very satisfied (2)	23%	30%	20%	28%	19%	26%	20%	25%	28%	21%	23%	29%	27%	23%	24%	12%	9%	23%	34%	19%	13%	
N/A
DK/NR
chi ² :	7	11	8	16	13	12	13	13	13	13	14	16	13	10	15	18	25	9	16	14	27	
± ... at 50%:	0.84	1.07	0.76	1.08	0.84	0.86	0.67	0.82	0.86	0.77	0.84	0.81	0.83	0.86	0.90	0.57	0.59	0.87	1.13	0.78	0.32	
standard error:	0.06	0.08	0.08	0.12	0.12	0.11	0.14	0.14	0.13	0.12	0.13	0.18	0.12	0.09	0.13	0.17	0.21	0.08	0.12	0.13	0.29	
sig. test for means:		**	**	*															*			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q19F the ease of making appointments with officers																						
weightd # of participants:	356	122	101	53	80	277	72	111	84	32	49	11	14	20	28	41	111	199	187	68	95	
real # of participants:	100%	34%	28%	15%	22%	78%	20%	31%	24%	9%	14%	3%	4%	6%	8%	12%	31%	56%	53%	19%	27%	
DISSATISFIED (very and smwhat)	36%	9%	11%	7%	8%	27%	7%	8%	9%	4%	5%	8%	12%	25%	31%	39%	117%	201%	193%	72%	92%	
SATISFIED (very and smwhat)	76%	72%	68%	81%	89%	74%	82%	73%	65%	85%	85%	64%	78%	77%	93%	72%	73%	78%	77%	70%	79%	
Very dissatisfied (-2)	1%	-	3%	-	-	1%	2%	-	2%	-	-	-	9%	-	3%	1%	0%	1%	-	1%	-	
Dissatisfied (-1)	9%	11%	10%	7%	6%	11%	2%	12%	12%	9%	7%	-	-	3%	3%	5%	11%	8%	6%	14%	8%	
Neutral (0)	15%	18%	20%	13%	6%	15%	14%	16%	21%	6%	7%	36%	12%	20%	3%	20%	14%	14%	16%	15%	11%	
Satisfied (1)	47%	44%	41%	58%	51%	47%	43%	46%	44%	60%	49%	21%	28%	56%	49%	58%	48%	44%	48%	40%	48%	
Very satisfied (2)	29%	28%	26%	22%	38%	27%	39%	27%	21%	25%	36%	43%	50%	20%	45%	14%	25%	35%	28%	30%	30%	
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DK/NR	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
chi ² :																						
± ... at 50%:	6	11	10	13	11	6	12	11	11	16	14	37	30	21	19	17	10	7	8	12	11	
mean for these data:	0.94	0.89	0.78	0.96	1.21	0.89	1.14	0.88	0.71	1.00	1.14	1.07	1.09	0.94	1.35	0.75	0.85	1.04	0.97	0.86	0.98	
standard error:	0.05	0.10	0.10	0.09	0.08	0.06	0.10	0.10	0.10	0.13	0.11	0.33	0.36	0.15	0.13	0.14	0.09	0.06	0.06	0.12	0.10	
sig. test for means:			*		**	*	*		*		*						*	*				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--						--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q19F the ease of making appointments with officers																						
weightd # of participants:	356	80	276	47	76	119	110	79	75	92	105	73	98	134	77	52	32	166	63	79	34	
real # of participants:	100%	22%	78%	13%	22%	34%	31%	22%	21%	26%	29%	20%	28%	38%	22%	15%	9%	47%	18%	22%	10%	
DISSATISFIED (very and smwhat)	361	125	236	52	80	118	108	86	88	97	92	68	98	138	85	47	32	171	60	85	33	
	10%	10%	9%	13%	14%	5%	10%	10%	13%	11%	12%	11%	11%	8%	5%	11%	10%	10%	5%	9%	8%	
SATISFIED (very and smwhat)	76%	78%	75%	74%	71%	78%	78%	85%	80%	78%	74%	77%	74%	77%	80%	66%	88%	78%	77%	70%	85%	
Very dissatisfied (-2)	1%	1%	1%	.	1%	.	2%	2%	2%	3%	1%	2%	.	0%	.	.	4%	0%	.	.	4%	
Dissatisfied (-1)	9%	9%	9%	13%	14%	5%	7%	9%	11%	8%	11%	9%	11%	8%	5%	11%	6%	10%	5%	9%	4%	
Neutral (0)	15%	12%	15%	13%	14%	18%	12%	5%	7%	11%	14%	12%	16%	15%	15%	23%	1%	12%	18%	21%	7%	
Satisfied (1)	47%	46%	47%	47%	46%	43%	52%	46%	55%	45%	41%	43%	48%	48%	51%	44%	56%	51%	46%	39%	48%	
Very satisfied (2)	29%	32%	28%	28%	26%	35%	26%	39%	26%	32%	33%	34%	25%	29%	28%	22%	33%	27%	31%	31%	38%	
N/A	
DK/NR	
chi ² :																						
± ... at 50%:	6	9	7	15	12	10	10	11	11	11	11	13	11	9	11	15	18	8	14	11	18	
mean for these data:	0.94	0.99	0.93	0.89	0.82	1.08	0.92	1.12	0.92	0.95	0.93	0.99	0.89	0.96	1.03	0.78	1.06	0.95	1.03	0.91	1.11	
standard error:	0.05	0.08	0.06	0.13	0.11	0.08	0.09	0.10	0.10	0.10	0.11	0.12	0.09	0.08	0.09	0.13	0.18	0.07	0.11	0.10	0.17	
sig. test for means:						*																

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q19G the ease of reaching officers	458	147	144	68	98	356	92	134	118	40	63	13	23	25	31	60	165	228	254	82	116
weightd # of participants:	100%	32%	31%	15%	22%	78%	20%	29%	26%	9%	14%	3%	5%	6%	7%	13%	36%	50%	56%	18%	25%
real # of participants:	459	111	148	90	110	351	97	101	125	55	70	10	20	32	35	55	170	230	255	87	112
DISSATISFIED (very and smwhat)	10%	12%	9%	10%	7%	11%	7%	12%	10%	11%	9%	12%	8%	8%	3%	14%	8%	9%	9%	18%	7%
SATISFIED (very and smwhat)	78%	72%	78%	82%	85%	76%	85%	71%	78%	77%	84%	82%	77%	88%	89%	72%	79%	80%	79%	73%	80%
Very dissatisfied (-2)	2%	3%	3%	2%	·	2%	4%	2%	3%	2%	·	12%	6%	3%	·	2%	1%	3%	1%	4%	3%
Dissatisfied (-1)	8%	9%	6%	8%	7%	9%	3%	10%	7%	9%	9%	·	2%	6%	3%	12%	7%	6%	8%	14%	4%
Neutral (0)	12%	16%	12%	8%	7%	13%	8%	16%	12%	12%	7%	6%	15%	3%	8%	14%	13%	10%	12%	9%	13%
Satisfied (1)	53%	42%	59%	60%	57%	52%	56%	43%	62%	50%	56%	29%	46%	72%	60%	62%	55%	49%	54%	45%	55%
Very satisfied (2)	25%	30%	19%	22%	29%	24%	29%	28%	16%	26%	29%	53%	31%	16%	28%	10%	24%	31%	25%	28%	24%
N/A	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·
DK/NR	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·	·
chi ² :																					
± ... at 50%:	5	10	9	11	10	6	11	10	9	14	13	33	23	18	18	14	8	7	7	11	10
mean for these data:	0.91	0.87	0.85	0.92	1.07	0.88	1.03	0.85	0.81	0.90	1.04	1.12	0.94	0.93	1.14	0.66	0.93	0.99	0.95	0.78	0.94
standard error:	0.04	0.10	0.08	0.09	0.08	0.05	0.09	0.10	0.08	0.13	0.10	0.42	0.23	0.15	0.12	0.12	0.07	0.06	0.06	0.12	0.09
sig. test for means:					*											*					

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--DEPTH OF RELATIONSHIP--			--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--						--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q19G the ease of reaching officers	458	95	363	55	103	149	145	95	90	123	125	82	125	166	97	72	41	210	79	102	49
weightd # of participants:	100%	21%	79%	12%	23%	33%	32%	21%	20%	27%	27%	18%	27%	36%	21%	16%	9%	46%	17%	22%	11%
real # of participants:	459	148	311	60	103	145	144	103	105	123	108	78	125	168	102	66	43	212	75	107	50
DISSATISFIED (very and smwhat)	10%	12%	9%	21%	13%	3%	11%	5%	11%	10%	11%	13%	11%	7%	11%	10%	13%	12%	3%	8%	11%
SATISFIED (very and smwhat)	78%	76%	79%	72%	72%	84%	79%	91%	81%	80%	74%	81%	76%	79%	82%	78%	78%	76%	89%	77%	80%
Very dissatisfied (-2)	2%	2%	3%	.	3%	1%	4%	1%	3%	4%	3%	3%	2%	2%	0%	6%	3%	2%	2%	3%	3%
Dissatisfied (-1)	8%	10%	7%	21%	10%	2%	7%	3%	7%	6%	8%	10%	9%	5%	11%	4%	9%	11%	2%	5%	8%
Neutral (0)	12%	12%	12%	+++	7%	15%	13%	4%	9%	11%	15%	6%	13%	14%	7%	12%	10%	11%	7%	14%	9%
Satisfied (1)	53%	45%	55%	+++	45%	52%	53%	59%	61%	56%	45%	47%	51%	52%	59%	59%	49%	52%	57%	53%	52%
Very satisfied (2)	25%	31%	24%	+	27%	20%	31%	32%	20%	23%	29%	34%	25%	26%	23%	19%	28%	24%	32%	24%	28%
N/A
DK/NR
chi ² :				(***)																	
± ... at 50%:	5	9	6	14	10	9	9	10	10	9	10	12	9	8	10	13	16	7	12	10	15
mean for these data:	0.91	0.94	0.91	0.79	0.76	1.11	0.88	1.17	0.87	0.90	0.89	0.99	0.88	0.96	0.93	0.80	0.90	0.87	1.17	0.90	0.94
standard error:	0.04	0.08	0.05	0.14	0.10	0.06	0.08	0.08	0.09	0.09	0.10	0.12	0.09	0.07	0.09	0.12	0.16	0.07	0.09	0.09	0.14
sig. test for means:				**		**		**											**		

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q19H the timeliness of responses to telephone or e-mail messages																						
weightd # of participants:	456	145	146	68	98	354	93	132	120	40	62	13	24	25	31	58	164	230	255	79	117	
real # of participants:	100%	32%	32%	15%	21%	78%	20%	29%	26%	9%	14%	3%	5%	5%	7%	13%	36%	50%	56%	17%	26%	
DISSATISFIED (very and smwhat)	9%	13%	8%	6%	7%	9%	9%	13%	8%	5%	7%	18%	7%	9%	6%	14%	7%	9%	8%	12%	11%	
SATISFIED (very and smwhat)	81%	76%	80%	86%	87%	81%	81%	76%	80%	89%	87%	77%	80%	78%	85%	76%	80%	83%	84%	75%	80%	
Very dissatisfied (-2)	2%	1%	3%	1%	4%	2%	2%	1%	3%	2%	4%	.	5%	.	3%	5%	1%	2%	2%	5%	2%	
Dissatisfied (-1)	7%	12%	5%	5%	3%	7%	6%	12%	6%	3%	3%	18%	2%	9%	3%	10%	5%	7%	6%	6%	9%	
Neutral (0)	10%	11%	12%	8%	6%	10%	10%	11%	12%	5%	6%	6%	13%	13%	9%	10%	13%	8%	9%	13%	9%	
Satisfied (1)	51%	44%	56%	58%	48%	53%	43%	47%	58%	66%	48%	18%	51%	45%	46%	62%	53%	46%	55%	41%	48%	
Very satisfied (2)	30%	32%	24%	27%	39%	28%	38%	29%	22%	23%	39%	59%	29%	33%	40%	15%	27%	37%	29%	34%	32%	
N/A	
DK/NR	
chi ² :																						
± ... at 50%:	5	10	8	11	10	6	11	11	9	14	13	33	23	19	18	14	8	7	7	11	10	
mean for these data:	1.00	0.94	0.93	1.05	1.16	0.97	1.08	0.92	0.91	1.05	1.14	1.18	0.96	1.02	1.16	0.72	1.00	1.09	1.03	0.93	1.00	
standard error:	0.04	0.10	0.07	0.09	0.09	0.05	0.10	0.10	0.08	0.11	0.12	0.38	0.22	0.16	0.16	0.14	0.07	0.06	0.05	0.12	0.09	
sig. test for means:																*						

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--						--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q19H the timeliness of responses to telephone or e-mail messages																						
weightd # of participants:	456	95	361	55	98	148	148	93	87	126	123	80	125	163	95	74	43	203	80	105	51	
real # of participants:	100%	21%	79%	12%	22%	32%	33%	20%	19%	28%	27%	18%	27%	36%	21%	16%	9%	44%	18%	23%	11%	
DISSATISFIED (very and smwhat)	9%	11%	8%	11%	7%	6%	12%	8%	11%	10%	10%	12%	12%	7%	8%	9%	10%	10%	3%	9%	9%	
SATISFIED (very and smwhat)	81%	80%	82%	84%	74%	85%	81%	84%	79%	78%	79%	85%	77%	82%	86%	83%	79%	80%	91%	79%	84%	
Very dissatisfied (-2)	2%	2%	2%	.	3%	1%	4%	5%	4%	3%	2%	3%	4%	3%	1%	2%	3%	3%	.	2%	3%	
Dissatisfied (-1)	7%	9%	6%	11%	4%	5%	8%	3%	7%	7%	8%	8%	8%	4%	7%	8%	7%	7%	3%	7%	6%	
Neutral (0)	10%	9%	10%	5%	19%	9%	7%	8%	10%	12%	11%	3%	11%	11%	7%	8%	11%	11%	6%	11%	7%	
Satisfied (1)	51%	47%	52%	56%	50%	50%	50%	45%	51%	49%	44%	48%	48%	54%	55%	56%	43%	51%	58%	48%	49%	
Very satisfied (2)	30%	32%	30%	28%	24%	35%	31%	38%	29%	29%	35%	38%	29%	28%	31%	27%	35%	29%	33%	32%	35%	
N/A	
DK/NR	
chi ² :																						
± ... at 50%:	5	9	6	14	11	9	9	10	10	9	10	12	9	8	10	13	16	7	12	10	15	
mean for these data:	1.00	0.98	1.01	1.01	0.89	1.12	0.97	1.09	0.94	0.95	1.02	1.08	0.91	0.99	1.08	0.98	1.01	0.96	1.21	0.99	1.08	
standard error:	0.04	0.08	0.05	0.12	0.09	0.07	0.08	0.10	0.10	0.09	0.09	0.12	0.09	0.07	0.09	0.11	0.15	0.07	0.08	0.09	0.13	
sig. test for means:																			*			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q19I the waiting time at the office	240	77	66	40	57	193	42	73	57	25	38	4	9	14	16	28	81	128	137	49	54
weightd # of participants:	100%	32%	28%	17%	24%	81%	18%	31%	24%	10%	16%	2%	4%	6%	7%	12%	34%	53%	57%	20%	22%
real # of participants:	251	59	76	53	63	200	46	56	68	34	42	3	8	17	18	28	86	135	143	51	56
DISSATISFIED (very and smwhat)	2%	3%	2%	2%	2%	2%	2%	3%	2%	.	3%	.	.	6%	.	3%	2%	3%	1%	3%	4%
SATISFIED (very and smwhat)	85%	85%	75%	91%	94%	84%	90%	84%	75%	92%	93%	100%	70%	88%	100%	77%	80%	91%	85%	77%	94%
Very dissatisfied (-2)	1%	.	2%	.	.	1%	.	.	2%	2%	2%
Dissatisfied (-1)	2%	3%	.	2%	2%	2%	2%	3%	.	.	3%	.	.	6%	.	3%	.	3%	1%	3%	2%
Neutral (0)	13%	12%	23%	7%	5%	13%	8%	13%	22%	8%	5%	.	30%	6%	.	20%	18%	7%	14%	19%	2%
Satisfied (1)	52%	49%	44%	65%	55%	51%	55%	46%	48%	67%	54%	100%	20%	58%	62%	59%	47%	53%	50%	50%	57%
Very satisfied (2)	33%	37%	30%	26%	38%	33%	35%	38%	27%	25%	38%	.	50%	30%	38%	18%	33%	38%	34%	27%	37%
N/A
DK/NR
chi ² :	7	14	12	14	13	7	15	14	13	18	16	60	37	25	25	20	11	9	9	15	14
± ... at 50%:	1.16	1.19	1.01	1.15	1.30	1.15	1.23	1.20	0.98	1.17	1.29	1.00	1.20	1.12	1.38	0.92	1.10	1.26	1.18	1.02	1.24
standard error:	0.05	0.10	0.10	0.09	0.08	0.05	0.10	0.10	0.10	0.10	0.11	0.00	0.33	0.19	0.12	0.13	0.09	0.06	0.06	0.11	0.11
sig. test for means:									*			*					*				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

	---DEPTH OF RELATIONSHIP---							---YEARS OF EXISTENCE---						---CLIENT LOCATIONS---					---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q19I the waiting time at the office	240	64	175	40	64	71	63	55	54	59	62	39	67	103	46	33	18	128	36	51	15					
weightd # of participants:	100%	27%	73%	17%	27%	30%	26%	23%	22%	25%	26%	16%	28%	43%	19%	14%	8%	54%	15%	21%	6%					
real # of participants:	251	99	152	43	67	75	64	61	65	67	58	39	68	108	50	33	20	131	37	57	17					
DISSATISFIED (very and smwhat)	2%	3%	2%	6%	.	1%	3%	.	6%	.	.	3%	3%	2%	.	4%	4%	1%	2%	6%	.					
SATISFIED (very and smwhat)	85%	89%	84%	89%	87%	85%	80%	92%	83%	79%	86%	90%	77%	87%	85%	85%	59%	88%	89%	81%	70%					
Very dissatisfied (-2)	1%	.	1%	.	.	.	2%	3%	2%	.	.	4%	.	.	.	3%	.					
Dissatisfied (-1)	2%	3%	1%	6%	.	1%	1%	.	6%	.	.	.	1%	2%	.	4%	4%	1%	2%	3%	.					
Neutral (0)	13%	8%	14%	5%	13%	14%	16%	8%	11%	21%	14%	7%	20%	10%	15%	11%	36%	11%	9%	13%	30%					
Satisfied (1)	52%	53%	52%	53%	57%	43%	55%	50%	55%	47%	50%	52%	41%	54%	51%	60%	36%	55%	48%	48%	43%					
Very satisfied (2)	33%	37%	32%	37%	30%	42%	25%	41%	28%	32%	36%	37%	37%	33%	35%	25%	23%	33%	42%	33%	27%					
N/A				
DK/NR				
chi ² :	7	11	8	16	13	12	13	13	13	13	14	17	13	10	15	18	23	9	17	14	25					
± ... at 50%:	1.16	1.23	1.13	1.21	1.17	1.26	1.00	1.33	1.05	1.10	1.23	1.20	1.09	1.18	1.20	1.03	0.78	1.19	1.29	1.06	0.97					
standard error:	0.05	0.07	0.06	0.12	0.08	0.09	0.10	0.08	0.10	0.09	0.09	0.14	0.11	0.07	0.10	0.15	0.20	0.06	0.12	0.12	0.19					
sig. test for means:								*																		

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q20A the convenience of the office location																					
mean for these data:	0.55	0.76	0.25	0.39	0.73	0.57	0.52	0.77	0.31	0.33	0.70	0.71	0.04	0.45	1.00	0.69	0.73	0.29	0.69	0.54	0.27
sig. test for means:			*														*				
Q20B the variety of methods to access the service																					
mean for these data:	1.17	1.19	1.07	1.29	1.25	1.07	1.48	1.13	1.00	1.12	1.05	1.43	1.32	1.48	1.86	1.16	1.08	1.25	1.18	1.10	1.24
sig. test for means:						***	***								*						
Q20C the hours of service																					
mean for these data:	0.90	0.87	0.80	0.99	1.07	0.85	1.04	0.86	0.73	0.90	1.05	0.92	1.04	1.07	1.14	0.95	0.90	0.84	0.95	0.80	0.88
sig. test for means:																					
Q20D the comfort of the waiting areas																					
mean for these data:	0.30	0.49	-0.06	0.43	0.43	0.28	0.38	0.41	0.03	0.43	0.36	0.79	-0.32	0.44	0.63	0.52	0.47	0.02	0.53	0.13	0.04
sig. test for means:			**									*	*				*		*		
Q20E the signage to find the office																					
mean for these data:	0.44	0.70	-0.06	0.52	0.69	0.41	0.50	0.63	0.05	0.47	0.55	0.93	-0.42	0.57	1.00	0.75	0.51	0.18	0.68	0.24	0.12
sig. test for means:		*	***						*				**					*	**		
Q20F the ease of making appointments with officers																					
mean for these data:	1.11	1.14	0.94	1.18	1.33	1.06	1.22	1.14	0.92	1.05	1.20	1.14	1.00	1.30	1.57	1.14	1.10	1.12	1.21	0.93	1.09
sig. test for means:			*		*																
Q20G the ease of reaching officers																					
mean for these data:	1.31	1.30	1.22	1.46	1.38	1.24	1.50	1.27	1.15	1.37	1.30	1.43	1.48	1.55	1.57	1.34	1.19	1.39	1.36	1.25	1.29
sig. test for means:						**	**														
Q20H the timeliness of responses to telephone or e-mail messages																					
mean for these data:	1.35	1.19	1.40	1.54	1.43	1.28	1.57	1.16	1.34	1.49	1.35	1.36	1.64	1.59	1.75	1.28	1.33	1.38	1.39	1.31	1.34
sig. test for means:				*		**	**														
Q20I the waiting time at the office																					
mean for these data:	0.88	1.03	0.61	0.96	0.95	0.86	0.93	0.98	0.77	0.90	0.73	1.25	0.04	1.01	1.57	1.10	0.73	0.86	0.91	0.99	0.71
sig. test for means:			*										*		*						

	---DEPTH OF RELATIONSHIP---							-----YEARS OF EXISTENCE-----						-----CLIENT LOCATIONS-----					-----GROSS REVENUES-----				-----EMPLOYMENT-----			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q20A the convenience of the office location																										
mean for these data:	0.55	0.71	0.52	1.34	0.89	0.09	0.55	0.75	0.47	0.31	0.79	0.21	0.56	1.06	0.43	0.24	0.53	0.92	0.36	0.32	0.41					
sig. test for means:				*		**								***		*		***								
Q20B the variety of methods to access the service																										
mean for these data:	1.17	1.13	1.18	1.49	1.33	1.10	1.06	1.22	1.22	1.15	1.26	0.88	1.10	1.44	1.20	0.91	1.28	1.43	1.15	0.93	1.21					
sig. test for means:														*		*		***		**						
Q20C the hours of service																										
mean for these data:	0.90	1.01	0.88	1.43	1.01	0.80	0.83	1.07	1.02	0.83	1.06	0.72	0.88	1.06	0.81	0.84	0.71	1.06	1.02	0.71	0.82					
sig. test for means:				*																*						
Q20D the comfort of the waiting areas																										
mean for these data:	0.30	0.71	0.22	1.09	0.51	-0.10	0.36	0.65	0.40	0.09	0.56	-0.13	0.22	0.65	0.15	0.04	0.29	0.47	0.43	0.07	0.25					
sig. test for means:		*		*		**								*												
Q20E the signage to find the office																										
mean for these data:	0.44	0.80	0.36	1.14	0.58	0.14	0.43	0.67	0.34	0.07	0.58	0.21	0.34	0.74	0.36	0.14	0.48	0.65	0.35	0.30	0.27					
sig. test for means:		*		***										*												
Q20F the ease of making appointments with officers																										
mean for these data:	1.11	1.16	1.10	1.56	1.22	0.96	1.09	1.22	1.08	1.04	1.26	0.87	1.07	1.34	1.00	0.90	1.04	1.26	1.06	0.94	1.17					
sig. test for means:				*										**				*		*						
Q20G the ease of reaching officers																										
mean for these data:	1.31	1.35	1.30	1.51	1.40	1.20	1.29	1.33	1.37	1.32	1.33	1.03	1.33	1.33	1.43	1.10	1.22	1.38	1.35	1.19	1.39					
sig. test for means:															*											
Q20H the timeliness of responses to telephone or e-mail messages																										
mean for these data:	1.35	1.35	1.36	1.36	1.40	1.32	1.35	1.33	1.45	1.34	1.32	1.30	1.31	1.48	1.37	1.15	1.36	1.49	1.48	1.13	1.45					
sig. test for means:																				*						
Q20I the waiting time at the office																										
mean for these data:	0.88	0.88	0.88	0.55	1.12	0.48	1.04	0.87	0.85	0.75	1.06	0.67	0.79	1.01	0.94	0.66	1.32	0.94	0.99	0.73	0.95					
sig. test for means:					*	**																				

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					-TYPE-		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q20A the convenience of the office location	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	2%	.	6%	.	.	1%	3%	.	4%	.	.	.	11%	.	.	1%	4%	1%	.	6%	+
Unimportant (-1)	15%	11%	13%	21%	19%	15%	13%	14%	13%	18%	20%	.	15%	23%	11%	13%	14%	17%	18%	10%	15%
Neutral (0)	17%	14%	22%	21%	10%	17%	18%	9%	24%	33%	10%	36%	15%	11%	11%	13%	18%	18%	13%	24%	19%
Important (1)	37%	50%	22%	32%	45%	35%	42%	48%	17%	25%	50%	57%	41%	38%	33%	52%	31%	33%	35%	37%	39%
Very important (2)	14%	15%	10%	11%	22%	15%	11%	17%	13%	11%	20%	7%	.	11%	33%	11%	25%	6%	22%	7%	5%
DK/NR	15%	10%	27%	15%	3%	16%	12%	12%	28%	13%	.	.	18%	17%	11%	11%	10%	22%	11%	22%	15%
chi ² :		(*)	++		-			(*)	++									+	(*)		
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	0.55	0.76	0.25	0.39	0.73	0.57	0.52	0.77	0.31	0.33	0.70	0.71	0.04	0.45	1.00	0.69	0.73	0.29	0.69	0.54	0.27
standard error:	0.09	0.14	0.18	0.19	0.19	0.11	0.16	0.17	0.21	0.27	0.23	0.22	0.34	0.28	0.38	0.17	0.15	0.13	0.12	0.15	0.18
sig. test for means:			*															*			

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q20A the convenience of the office location	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	2%	2%	2%	.	4%	2%	.	.	.	6%	.	.	1%	3%	.	1%	.	.	.	3%	6%
Unimportant (-1)	15%	12%	15%	.	2%	25%	18%	14%	19%	15%	7%	26%	13%	2%	21%	26%	8%	8%	16%	22%	9%
Neutral (0)	17%	18%	17%	20%	16%	21%	15%	13%	21%	21%	23%	8%	16%	13%	22%	17%	20%	17%	34%	10%	16%
Important (1)	37%	36%	37%	9%	44%	24%	45%	50%	40%	33%	39%	18%	46%	41%	40%	31%	36%	41%	39%	29%	47%
Very important (2)	14%	21%	13%	44%	22%	6%	11%	18%	11%	9%	19%	10%	8%	31%	10%	8%	4%	26%	6%	11%	3%
DK/NR	15%	12%	16%	27%	12%	21%	12%	6%	10%	16%	12%	37%	16%	9%	8%	16%	33%	9%	6%	24%	20%
chi ² :				(**)										(**)				(**)			
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	0.55	0.71	0.52	1.34	0.89	0.09	0.55	0.75	0.47	0.31	0.79	0.21	0.56	1.06	0.43	0.24	0.53	0.92	0.36	0.32	0.41
standard error:	0.09	0.17	0.10	0.36	0.16	0.16	0.13	0.17	0.17	0.17	0.16	0.32	0.14	0.15	0.16	0.19	0.22	0.12	0.18	0.18	0.22
sig. test for means:				*	**									***	*			***			

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q20B the variety of methods to access the service	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)	2%	3%	3%	.	3%	3%	.	3%	4%	.	5%	2%	4%	3%	4%	.	
Neutral (0)	10%	14%	9%	6%	3%	13%	1%	17%	11%	13%	5%	.	4%	.	9%	14%	6%	7%	14%	11%	
Important (1)	50%	42%	58%	52%	52%	52%	44%	38%	60%	62%	65%	57%	55%	43%	11%	63%	51%	44%	52%	50%	47%
Very important (2)	31%	37%	22%	33%	32%	26%	44%	35%	19%	25%	20%	43%	34%	40%	67%	24%	26%	37%	30%	30%	33%
DK/NR	7%	5%	7%	9%	10%	5%	11%	6%	6%	.	5%	.	7%	17%	22%	5%	7%	8%	8%	2%	9%
chi ² :						(*)															
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.17	1.19	1.07	1.29	1.25	1.07	1.48	1.13	1.00	1.12	1.05	1.43	1.32	1.48	1.86	1.16	1.08	1.25	1.18	1.10	1.24
standard error:	0.06	0.12	0.10	0.11	0.13	0.07	0.08	0.14	0.11	0.16	0.16	0.18	0.16	0.13	0.14	0.11	0.10	0.09	0.08	0.12	0.11
sig. test for means:						***	***								*						

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q20B the variety of methods to access the service	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)
Unimportant (-1)	2%	2%	3%	.	1%	.	6%	3%	.	.	4%	7%	2%	.	2%	8%	.	.	.	6%	4%	
Neutral (0)	10%	11%	9%	.	.	20%	9%	5%	9%	11%	10%	15%	14%	7%	10%	14%	4%	2%	17%	11%	12%	
Important (1)	50%	56%	49%	51%	59%	41%	52%	52%	55%	61%	41%	38%	51%	37%	49%	49%	61%	46%	49%	58%	42%	
Very important (2)	31%	27%	31%	49%	33%	30%	27%	31%	31%	25%	42%	20%	29%	46%	33%	21%	31%	42%	31%	16%	40%	
DK/NR	7%	5%	8%	.	7%	9%	6%	9%	5%	3%	4%	19%	3%	10%	5%	8%	4%	9%	3%	9%	2%	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.17	1.13	1.18	1.49	1.33	1.10	1.06	1.22	1.22	1.15	1.26	0.88	1.10	1.44	1.20	0.91	1.28	1.43	1.15	0.93	1.21	
standard error:	0.06	0.10	0.07	0.18	0.09	0.11	0.11	0.13	0.10	0.09	0.14	0.21	0.10	0.10	0.12	0.14	0.13	0.07	0.15	0.11	0.17	
sig. test for means:														*		*		***		**		

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q20C the hours of service	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	1%	.	2%	.	.	1%	.	.	3%	2%	.	.	.	3%
Unimportant (-1)	5%	5%	6%	3%	6%	6%	4%	6%	8%	.	5%	.	.	6%	11%	10%	5%	4%	6%	4%	6%
Neutral (0)	13%	14%	13%	18%	6%	13%	12%	15%	11%	26%	5%	7%	18%	10%	11%	5%	16%	14%	11%	17%	14%
Important (1)	52%	57%	53%	42%	52%	55%	47%	52%	53%	45%	71%	79%	52%	40%	11%	54%	55%	50%	54%	58%	48%
Very important (2)	17%	13%	14%	23%	25%	15%	23%	15%	12%	17%	19%	.	22%	27%	44%	21%	16%	14%	18%	8%	23%
DK/NR	12%	11%	12%	15%	10%	10%	15%	11%	12%	12%	.	14%	7%	17%	22%	9%	9%	15%	12%	13%	7%
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	0.90	0.87	0.80	0.99	1.07	0.85	1.04	0.86	0.73	0.90	1.05	0.92	1.04	1.07	1.14	0.95	0.90	0.84	0.95	0.80	0.88
standard error:	0.07	0.11	0.13	0.15	0.15	0.08	0.12	0.14	0.16	0.20	0.15	0.11	0.19	0.23	0.46	0.16	0.10	0.11	0.09	0.11	0.16
sig. test for means:																					

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q20C the hours of service	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	1%	.	1%	.	3%	3%	.	.	.	3%	2%	.
Unimportant (-1)	5%	3%	6%	.	3%	7%	7%	6%	2%	6%	.	8%	6%	4%	7%	7%	.	4%	9%	5%	4%
Neutral (0)	13%	11%	13%	.	7%	11%	20%	7%	16%	13%	13%	5%	12%	7%	17%	7%	38%	11%	3%	16%	24%
Important (1)	52%	57%	52%	47%	54%	56%	48%	50%	50%	54%	54%	63%	60%	46%	55%	66%	35%	51%	56%	56%	42%
Very important (2)	17%	18%	17%	35%	24%	9%	18%	25%	22%	17%	19%	.	13%	29%	14%	7%	13%	24%	23%	8%	16%
DK/NR	12%	10%	12%	17%	9%	17%	7%	11%	9%	7%	14%	24%	8%	11%	7%	14%	15%	10%	8%	13%	14%
chi ² :														(*)							
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	0.90	1.01	0.88	1.43	1.01	0.80	0.83	1.07	1.02	0.83	1.06	0.72	0.88	1.06	0.81	0.84	0.71	1.06	1.02	0.71	0.82
standard error:	0.07	0.11	0.08	0.19	0.15	0.11	0.11	0.15	0.13	0.14	0.11	0.16	0.11	0.16	0.12	0.12	0.18	0.10	0.18	0.12	0.17
sig. test for means:				*																*	

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q20D the comfort of the waiting areas	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	3%	.	7%	.	3%	3%	3%	.	6%	.	5%	.	11%	7%	3%	.	6%
Unimportant (-1)	17%	18%	16%	12%	22%	18%	16%	22%	13%	7%	25%	.	26%	17%	22%	18%	13%	21%	14%	19%	21%
Neutral (0)	21%	16%	28%	27%	10%	23%	16%	15%	29%	39%	15%	21%	22%	17%	.	20%	26%	17%	15%	35%	19%
Important (1)	30%	34%	20%	29%	42%	26%	43%	25%	19%	30%	40%	79%	22%	27%	56%	24%	35%	27%	34%	19%	33%
Very important (2)	8%	11%	3%	8%	13%	10%	5%	14%	4%	5%	15%	.	.	10%	11%	18%	9%	4%	14%	5%	2%
DK/NR	21%	20%	27%	24%	10%	22%	16%	25%	28%	18%	.	.	18%	28%	11%	20%	18%	25%	20%	22%	19%
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	0.30	0.49	-0.06	0.43	0.43	0.28	0.38	0.41	0.03	0.43	0.36	0.79	-0.32	0.44	0.63	0.52	0.47	0.02	0.53	0.13	0.04
standard error:	0.09	0.17	0.16	0.18	0.21	0.11	0.16	0.21	0.18	0.21	0.26	0.15	0.31	0.29	0.38	0.22	0.13	0.15	0.13	0.16	0.18
sig. test for means:			**									*	*					*	*		

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q20D the comfort of the waiting areas	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	3%	.	3%	.	3%	5%	1%	3%	3%	8%	2%	.	4%	3%	3%	6%	6%
Unimportant (-1)	17%	12%	18%	10%	10%	24%	18%	14%	12%	17%	14%	26%	15%	11%	23%	23%	12%	18%	20%	19%	7%
Neutral (0)	21%	19%	21%	.	26%	23%	17%	11%	25%	25%	13%	19%	26%	15%	23%	30%	26%	20%	19%	20%	27%
Important (1)	30%	37%	28%	46%	34%	20%	33%	43%	31%	24%	38%	18%	27%	41%	21%	27%	24%	34%	34%	24%	31%
Very important (2)	8%	18%	7%	27%	12%	3%	8%	17%	9%	7%	12%	.	7%	17%	10%	.	4%	12%	11%	6%	3%
DK/NR	21%	14%	23%	17%	15%	25%	22%	11%	21%	19%	20%	38%	20%	12%	20%	20%	34%	16%	16%	25%	26%
chi ² :																					
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	0.30	0.71	0.22	1.09	0.51	-0.10	0.36	0.65	0.40	0.09	0.56	-0.13	0.22	0.65	0.15	0.04	0.29	0.47	0.43	0.07	0.25
standard error:	0.09	0.16	0.11	0.34	0.17	0.17	0.14	0.20	0.18	0.18	0.19	0.23	0.16	0.17	0.19	0.15	0.24	0.14	0.23	0.18	0.22
sig. test for means:		*	*	*		**								*							

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q20E the signage to find the office	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	3%	.	7%	.	7%	3%	6%	.	3%	.	10%	.	22%	.	3%	.	7%	2%	.	9%	+
Unimportant (-1)	14%	13%	19%	9%	13%	15%	11%	15%	20%	.	15%	.	15%	17%	11%	8%	14%	18%	11%	23%	13%
Neutral (0)	16%	14%	21%	24%	3%	18%	12%	12%	22%	52%	.	21%	18%	.	11%	9%	25%	13%	12%	18%	22%
Important (1)	35%	38%	23%	37%	52%	33%	42%	32%	22%	30%	61%	64%	26%	43%	33%	46%	34%	31%	43%	28%	26%
Very important (2)	10%	15%	3%	6%	19%	10%	11%	15%	4%	5%	15%	14%	.	6%	33%	14%	11%	7%	14%	7%	7%
DK/NR	21%	20%	27%	24%	6%	21%	18%	25%	28%	12%	.	.	18%	34%	11%	20%	16%	25%	18%	24%	22%
chi ² :		(*)						(**)													
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	0.44	0.70	-0.06	0.52	0.69	0.41	0.50	0.63	0.05	0.47	0.55	0.93	-0.42	0.57	1.00	0.75	0.51	0.18	0.68	0.24	0.12
standard error:	0.09	0.16	0.16	0.16	0.22	0.11	0.18	0.20	0.18	0.17	0.28	0.22	0.36	0.29	0.38	0.20	0.13	0.15	0.12	0.18	0.20
sig. test for means:		*	***					*					**				*		**		

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q20E the signage to find the office	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	3%	3%	3%	.	5%	5%	1%	6%	5%	10%	4%	3%	4%	3%	3%	2%	.	2%	.	5%	6%
Unimportant (-1)	14%	5%	16%	.	11%	21%	13%	9%	10%	14%	11%	16%	14%	10%	19%	21%	5%	15%	22%	13%	7%
Neutral (0)	16%	12%	17%	.	15%	19%	17%	8%	19%	21%	11%	10%	24%	12%	15%	21%	25%	12%	24%	11%	30%
Important (1)	35%	51%	32%	86%	39%	19%	37%	52%	43%	37%	40%	23%	31%	45%	38%	25%	25%	42%	33%	30%	34%
Very important (2)	10%	15%	9%	14%	17%	11%	5%	14%	2%	1%	12%	5%	9%	19%	9%	6%	4%	17%	10%	7%	3%
DK/NR	21%	14%	22%	.	13%	25%	26%	11%	21%	18%	22%	43%	18%	10%	16%	25%	41%	12%	10%	34%	20%
chi ² :																					
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	0.44	0.80	0.36	1.14	0.58	0.14	0.43	0.67	0.34	0.07	0.58	0.21	0.34	0.74	0.36	0.14	0.48	0.65	0.35	0.30	0.27
standard error:	0.09	0.15	0.11	0.13	0.19	0.19	0.14	0.21	0.18	0.17	0.21	0.32	0.16	0.17	0.18	0.19	0.22	0.15	0.22	0.20	0.21
sig. test for means:		*	*	***										*							

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q20F the ease of making appointments with officers																						
weightd # of participants:	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43	
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41	
Very unimportant (-2)	
Unimportant (-1)	2%	.	5%	.	.	2%	.	.	6%	4%	2%	3%	.		
Neutral (0)	10%	14%	11%	9%	3%	12%	8%	12%	11%	20%	5%	21%	11%	.	11%	14%	7%	7%	9%	20%		
Important (1)	54%	48%	58%	59%	52%	54%	56%	49%	55%	50%	66%	43%	71%	66%	33%	56%	49%	56%	52%	65%	47%	
Very important (2)	23%	26%	15%	26%	32%	21%	28%	24%	16%	24%	24%	36%	11%	28%	44%	24%	22%	25%	29%	9%	28%	
DK/NR	11%	11%	12%	6%	13%	11%	8%	14%	12%	7%	5%	.	7%	6%	22%	9%	15%	8%	11%	14%	5%	
chi ² :																						
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16	
mean for these data:	1.11	1.14	0.94	1.18	1.33	1.06	1.22	1.14	0.92	1.05	1.20	1.14	1.00	1.30	1.57	1.14	1.10	1.12	1.21	0.93	1.09	
standard error:	0.05	0.11	0.10	0.11	0.11	0.07	0.09	0.11	0.13	0.18	0.12	0.28	0.14	0.12	0.20	0.12	0.09	0.09	0.08	0.10	0.11	
sig. test for means:			*		*																	

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---		---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q20F the ease of making appointments with officers																						
weightd # of participants:	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
real # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
Very unimportant (-2)	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Unimportant (-1)	2%	.	2%	.	.	5%	.	.	.	3%	.	.	2%	.	3%	3%	.	.	5%	2%	.	
Neutral (0)	10%	15%	10%	.	5%	12%	15%	9%	16%	10%	10%	20%	9%	5%	6%	20%	18%	5%	10%	15%	14%	
Important (1)	54%	47%	55%	40%	63%	50%	52%	48%	57%	57%	47%	51%	55%	51%	72%	49%	39%	59%	56%	58%	33%	
Very important (2)	23%	30%	22%	51%	27%	18%	23%	28%	23%	20%	33%	10%	20%	36%	12%	17%	21%	29%	25%	14%	26%	
DK/NR	11%	7%	12%	10%	5%	15%	10%	14%	5%	10%	10%	19%	14%	8%	6%	10%	23%	7%	5%	11%	26%	
chi ² :														(*)								
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.11	1.16	1.10	1.56	1.22	0.96	1.09	1.22	1.08	1.04	1.26	0.87	1.07	1.34	1.00	0.90	1.04	1.26	1.06	0.94	1.17	
standard error:	0.05	0.11	0.06	0.19	0.09	0.12	0.09	0.12	0.11	0.10	0.11	0.14	0.10	0.09	0.09	0.13	0.19	0.07	0.16	0.10	0.17	
sig. test for means:				*										**				*		*		

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q20G the ease of reaching officers	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)	2%	.	5%	.	.	2%	.	.	6%	4%	.	3%	3%	
Neutral (0)	3%	5%	2%	6%	.	4%	2%	6%	3%	7%	.	.	.	6%	.	3%	4%	3%	2%	3%	7%
Important (1)	54%	55%	56%	41%	58%	58%	43%	54%	59%	50%	70%	57%	48%	34%	33%	58%	69%	40%	57%	58%	42%
Very important (2)	36%	33%	32%	53%	35%	31%	49%	31%	29%	43%	30%	43%	45%	60%	44%	35%	22%	47%	36%	34%	40%
DK/NR	5%	8%	5%	.	6%	5%	6%	9%	3%	.	.	.	7%	.	22%	5%	4%	6%	5%	2%	8%
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.31	1.30	1.22	1.46	1.38	1.24	1.50	1.27	1.15	1.37	1.30	1.43	1.48	1.55	1.57	1.34	1.19	1.39	1.36	1.25	1.29
standard error:	0.05	0.09	0.10	0.11	0.09	0.06	0.08	0.10	0.12	0.16	0.11	0.18	0.15	0.15	0.20	0.10	0.07	0.09	0.06	0.11	0.12
sig. test for means:						**	**														

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q20G the ease of reaching officers	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)
Unimportant (-1)	2%	.	2%	.	.	2%	2%	.	.	3%	.	4%	.	.	.	6%	.	.	5%	2%	.
Neutral (0)	3%	5%	3%	.	1%	4%	6%	3%	5%	3%	5%	10%	2%	1%	1%	6%	12%	2%	.	7%	3%
Important (1)	54%	52%	54%	49%	56%	58%	50%	58%	54%	53%	56%	53%	58%	61%	53%	54%	48%	56%	51%	55%	49%
Very important (2)	36%	38%	36%	51%	40%	27%	38%	34%	42%	39%	39%	22%	31%	32%	43%	28%	33%	37%	44%	29%	40%
DK/NR	5%	5%	5%	.	3%	9%	4%	6%	.	3%	.	10%	9%	6%	3%	5%	8%	5%	.	7%	8%
chi ² :																					
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.31	1.35	1.30	1.51	1.40	1.20	1.29	1.33	1.37	1.32	1.33	1.03	1.33	1.33	1.43	1.10	1.22	1.38	1.35	1.19	1.39
standard error:	0.05	0.09	0.06	0.18	0.08	0.09	0.09	0.10	0.09	0.10	0.10	0.17	0.07	0.08	0.08	0.13	0.16	0.07	0.15	0.10	0.12
sig. test for means:															*						

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q20H the timeliness of responses to telephone or e-mail messages																						
weightd # of participants:	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43	
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41	
Very unimportant (-2)	1%	3%	.	.	.	1%	.	3%	5%	.	.	2%	.	.	
Unimportant (-1)	2%	3%	2%	.	.	2%	.	3%	3%	4%	.	.	7%	.	
Neutral (0)	2%	3%	4%	.	.	3%	.	3%	5%	1%	2%	2%	1%	.	7%	.	
Important (1)	49%	56%	42%	44%	55%	52%	40%	54%	44%	51%	65%	64%	33%	39%	22%	47%	60%	43%	49%	48%	50%	
Very important (2)	42%	34%	47%	53%	42%	39%	54%	34%	44%	49%	35%	36%	60%	56%	67%	43%	35%	47%	43%	45%	39%	
DK/NR	4%	3%	5%	3%	3%	3%	6%	3%	4%	.	.	.	7%	6%	11%	5%	2%	4%	4%	.	4%	
chi ² :																						
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16	
mean for these data:	1.35	1.19	1.40	1.54	1.43	1.28	1.57	1.16	1.34	1.49	1.35	1.36	1.64	1.59	1.75	1.28	1.33	1.38	1.39	1.31	1.34	
standard error:	0.06	0.13	0.10	0.09	0.09	0.07	0.07	0.15	0.12	0.13	0.11	0.18	0.14	0.12	0.17	0.17	0.07	0.09	0.08	0.13	0.10	
sig. test for means:				*		**	**															

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q20H the timeliness of responses to telephone or e-mail messages																						
weightd # of participants:	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)	1%	.	1%	.	.	.	3%	3%	4%	3%	.	
Unimportant (-1)	2%	.	2%	.	3%	2%	.	.	.	3%	4%	.	.	.	3%	3%	.	.	5%	3%	.	
Neutral (0)	2%	3%	2%	.	1%	4%	2%	1%	1%	2%	1%	10%	.	1%	.	7%	.	1%	.	6%	.	
Important (1)	49%	55%	48%	64%	45%	48%	51%	62%	53%	52%	56%	44%	55%	33%	50%	59%	64%	47%	38%	52%	54%	
Very important (2)	42%	36%	44%	36%	47%	39%	44%	34%	46%	41%	40%	36%	38%	58%	43%	27%	36%	48%	57%	31%	44%	
DK/NR	4%	6%	3%	.	4%	7%	.	3%	.	3%	.	10%	4%	4%	3%	4%	.	4%	.	6%	2%	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.35	1.35	1.36	1.36	1.40	1.32	1.35	1.33	1.45	1.34	1.32	1.30	1.31	1.48	1.37	1.15	1.36	1.49	1.48	1.13	1.45	
standard error:	0.06	0.09	0.07	0.17	0.12	0.10	0.10	0.09	0.09	0.10	0.11	0.15	0.11	0.14	0.11	0.11	0.12	0.07	0.15	0.12	0.10	
sig. test for means:																				*		

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q20I the waiting time at the office	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	1%	.	2%	.	3%	1%	3%	.	.	.	5%	.	11%	.	.	2%	2%	1%	.	3%	
Unimportant (-1)	4%	3%	8%	3%	3%	4%	5%	3%	7%	.	5%	.	11%	6%	.	4%	5%	4%	6%	2%	4%
Neutral (0)	16%	18%	16%	15%	13%	19%	10%	20%	16%	26%	15%	7%	18%	5%	11%	17%	20%	13%	12%	18%	23%
Important (1)	36%	34%	31%	44%	42%	36%	36%	31%	32%	45%	55%	50%	30%	44%	11%	34%	38%	35%	39%	39%	31%
Very important (2)	20%	25%	12%	17%	26%	19%	23%	25%	14%	17%	15%	29%	4%	17%	56%	34%	14%	17%	20%	21%	17%
DK/NR	22%	20%	30%	21%	13%	21%	23%	22%	30%	12%	5%	14%	26%	28%	22%	11%	20%	30%	22%	20%	22%
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	0.88	1.03	0.61	0.96	0.95	0.86	0.93	0.98	0.77	0.90	0.73	1.25	0.04	1.01	1.57	1.10	0.73	0.86	0.91	0.99	0.71
standard error:	0.08	0.14	0.16	0.15	0.19	0.09	0.17	0.16	0.16	0.20	0.23	0.24	0.39	0.23	0.30	0.17	0.13	0.13	0.11	0.14	0.18
sig. test for means:			*										*		*						

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q20I the waiting time at the office	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	1%	3%	1%	12%	.	2%	.	3%	.	3%	.	.	.	2%	.	.	.	2%	.	.	6%
Unimportant (-1)	4%	2%	5%	.	.	8%	6%	6%	5%	9%	4%	5%	5%	.	6%	8%	.	2%	5%	8%	.
Neutral (0)	16%	21%	15%	10%	14%	24%	12%	11%	14%	6%	11%	18%	29%	15%	20%	20%	13%	21%	14%	14%	14%
Important (1)	36%	34%	37%	36%	45%	27%	36%	50%	52%	48%	39%	24%	23%	41%	36%	41%	9%	32%	48%	39%	23%
Very important (2)	20%	24%	19%	14%	25%	10%	26%	20%	11%	13%	23%	10%	22%	23%	26%	10%	30%	26%	23%	10%	28%
DK/NR	22%	16%	24%	27%	16%	28%	20%	11%	18%	21%	24%	42%	21%	18%	12%	20%	48%	17%	10%	30%	30%
chi ² :														(*)							
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	0.88	0.88	0.88	0.55	1.12	0.48	1.04	0.87	0.85	0.75	1.06	0.67	0.79	1.01	0.94	0.66	1.32	0.94	0.99	0.73	0.95
standard error:	0.08	0.16	0.09	0.54	0.12	0.16	0.12	0.18	0.13	0.16	0.15	0.25	0.14	0.15	0.15	0.15	0.27	0.13	0.18	0.14	0.28
sig. test for means:					*	**															

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with access to WD services?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q21																						
weightd # of participants:	636	211	204	96	125	486	139	188	165	53	80	24	37	40	39	100	232	298	345	124	159	
real # of participants:	100%	33%	32%	15%	20%	76%	22%	29%	26%	8%	13%	4%	6%	6%	6%	16%	36%	47%	54%	19%	25%	
DISSATISFIED (very and smwhat)	633	159	209	125	140	472	147	141	171	71	89	18	35	50	44	91	232	304	344	128	154	
	10%	15%	9%	6%	4%	11%	7%	15%	10%	4%	6%	16%	5%	8%	2%	17%	10%	7%	9%	14%	8%	
SATISFIED (very and smwhat)	80%	75%	78%	85%	89%	77%	88%	74%	74%	88%	86%	84%	92%	82%	93%	68%	79%	85%	80%	76%	83%	
Very dissatisfied (-2)	3%	4%	3%	.	2%	3%	1%	4%	3%	.	3%	.	4%	.	.	10%	1%	2%	2%	3%	3%	
Dissatisfied (-1)	7%	11%	6%	6%	2%	7%	6%	11%	7%	4%	2%	16%	1%	8%	2%	7%	9%	6%	7%	11%	4%	
Neutral (0)	10%	10%	13%	8%	6%	12%	5%	11%	16%	8%	8%	.	4%	10%	4%	16%	11%	8%	10%	10%	9%	
Satisfied (1)	47%	40%	48%	53%	54%	46%	52%	40%	47%	52%	53%	39%	54%	54%	57%	49%	47%	46%	49%	43%	47%	
Very satisfied (2)	33%	35%	29%	33%	35%	32%	36%	34%	27%	36%	34%	45%	37%	28%	36%	18%	33%	38%	32%	33%	37%	
DK/NR	
chi ² :		(**)														(***)						
± ... at 50%:	4	8	7	9	9	5	9	9	8	12	11	25	18	15	16	11	7	6	6	9	8	
mean for these data:	1.00	0.90	0.94	1.11	1.18	0.95	1.16	0.88	0.87	1.20	1.11	1.13	1.20	1.02	1.27	0.59	1.01	1.14	1.00	0.92	1.09	
standard error:	0.04	0.09	0.07	0.07	0.07	0.05	0.07	0.09	0.08	0.09	0.10	0.25	0.15	0.12	0.10	0.12	0.06	0.05	0.05	0.09	0.08	
sig. test for means:					**	*	*			**						***		**				

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with access to WD services?

	DEPTH OF RELATIONSHIP							YEARS OF EXISTENCE						CLIENT LOCATIONS						GROSS REVENUES				EMPLOYMENT			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+						
Q21																											
weightd # of participants:	636	124	512	62	146	203	215	126	126	176	173	114	182	212	141	118	63	268	110	166	72						
real # of participants:	100%	20%	80%	10%	23%	32%	34%	20%	20%	28%	27%	18%	29%	33%	22%	19%	10%	42%	17%	26%	11%						
DISSATISFIED (very and smwhat)	633	196	437	69	141	198	213	136	146	177	149	103	177	214	141	108	63	275	100	164	75						
	10%	7%	11%	11%	11%	9%	10%	8%	10%	10%	11%	7%	15%	11%	11%	10%	8%	12%	7%	7%	6%						
SATISFIED (very and smwhat)	80%	84%	79%	84%	76%	80%	81%	85%	82%	80%	80%	82%	74%	82%	78%	80%	82%	79%	83%	83%	80%						
Very dissatisfied (-2)	3%	2%	3%	.	4%	3%	3%	3%	2%	3%	3%	3%	5%	3%	3%	2%	2%	4%	1%	.	4%						
Dissatisfied (-1)	7%	5%	8%	11%	7%	6%	6%	6%	8%	7%	8%	4%	10%	8%	8%	8%	6%	8%	6%	7%	2%						
Neutral (0)	10%	9%	10%	5%	13%	11%	9%	7%	8%	10%	10%	11%	11%	7%	11%	10%	10%	9%	10%	10%	14%						
Satisfied (1)	47%	49%	47%	41%	45%	43%	53%	47%	50%	48%	43%	48%	43%	48%	45%	44%	56%	44%	47%	51%	53%						
Very satisfied (2)	33%	36%	32%	43%	31%	37%	28%	38%	32%	31%	36%	34%	31%	33%	33%	36%	25%	35%	35%	32%	26%						
DK/NR						
chi ² :	4	7	5	13	9	7	7	9	9	8	9	10	8	7	9	10	13	6	10	8	12						
± ... at 50%:	1.00	1.11	0.98	1.15	0.93	1.05	0.97	1.12	1.02	0.98	1.03	1.07	0.84	1.00	0.97	1.03	0.97	0.97	1.10	1.08	0.96						
standard error:	0.04	0.06	0.05	0.11	0.09	0.07	0.07	0.08	0.08	0.07	0.08	0.09	0.09	0.07	0.09	0.10	0.11	0.06	0.09	0.07	0.11						
sig. test for means:													*														

In general, if only one area of access to WD services could be improved, which one should be focussed on?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q22																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	100%	33%	32%	15%	20%	77%	21%	29%	26%	8%	13%	4%	6%	6%	6%	16%	37%	46%	54%	19%	25%	
DK/NR	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
	63%	61%	62%	69%	67%	64%	60%	61%	65%	67%	67%	61%	45%	67%	68%	64%	69%	59%	68%	61%	54%	
timeliness of resp. to mess.	9%	9%	12%	5%	4%	8%	11%	9%	11%	4%	2%	10%	21%	6%	9%	6%	5%	12%	5%	14%	12%	
ease of reaching officers	5%	6%	5%	1%	5%	4%	7%	5%	3%	1%	5%	10%	15%	2%	2%	4%	4%	6%	4%	2%	8%	
office location	4%	7%	1%	6%	5%	4%	5%	7%	0%	6%	5%	6%	4%	6%	4%	6%	4%	5%	5%	5%	4%	
others	4%	4%	3%	9%	2%	4%	3%	4%	3%	10%	3%	6%	.	8%	.	5%	5%	3%	4%	5%	3%	
methods to access the service	3%	3%	6%	2%	2%	4%	3%	3%	5%	1%	2%	.	7%	2%	2%	8%	3%	2%	4%	3%	3%	
Web access	3%	5%	2%	2%	4%	3%	5%	4%	0%	3%	3%	6%	7%	2%	4%	1%	4%	3%	2%	2%	6%	
signage to find the office	2%	2%	2%	2%	1%	3%	1%	3%	3%	1%	2%	.	.	4%	.	.	1%	4%	1%	2%	5%	
ease of making app. with off.	2%	2%	1%	1%	4%	2%	1%	2%	1%	.	5%	.	1%	2%	.	1%	2%	3%	2%	2%	0%	
servicing a wider market	2%	1%	3%	2%	2%	2%	1%	1%	4%	1%	2%	.	.	2%	2%	2%	2%	2%	2%	2%	3%	
hours of service	1%	0%	2%	1%	3%	2%	1%	0%	2%	3%	2%	.	.	.	4%	2%	1%	1%	1%	2%	2%	
waiting time at the office	0%	1%	.	1%	1%	0%	1%	1%	.	1%	2%	.	1%	0%	1%	1%	.	
comfort of the waiting areas	0%	.	1%	.	1%	0%	1%	.	1%	2%	.	1%	0%	0%	.	1%	
automated phone system	0%	.	1%	.	1%	0%	.	.	1%	.	1%	1%	.	0%	.	.	1%	
chi ² :		(*)														(*)			(*)			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

In general, if only one area of access to WD services could be improved, which one should be focused on?

	---DEPTH OF RELATIONSHIP---							---YEARS OF EXISTENCE---						---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+						
Q22																											
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76						
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%						
DK/NR	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78						
	63%	68%	62%	62%	64%	63%	64%	71%	70%	65%	62%	66%	58%	66%	62%	60%	54%	66%	67%	56%	61%						
timeliness of resp. to mess.	9%	5%	9%	6%	5%	11%	10%	6%	7%	10%	9%	7%	10%	7%	8%	13%	11%	5%	14%	11%	9%						
	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-						
ease of reaching officers	5%	5%	5%	4%	4%	3%	6%	1%	1%	7%	4%	4%	4%	4%	4%	5%	6%	5%	4%	5%	6%						
	-	-	+	-	-	-	-	-	-	++	-	-	-	-	-	-	-	-	-	-	-						
office location	4%	6%	4%	5%	5%	5%	3%	4%	5%	2%	7%	5%	3%	7%	4%	4%	2%	6%	4%	3%	3%						
others	4%	6%	3%	5%	5%	2%	3%	3%	6%	1%	5%	2%	5%	4%	4%	3%	5%	5%	1%	3%	3%						
methods to access the service	3%	1%	4%	6%	3%	3%	3%	.	1%	4%	1%	2%	6%	2%	6%	3%	6%	4%	1%	3%	6%						
	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-						
Web access	3%	3%	3%	4%	3%	3%	3%	5%	2%	2%	5%	2%	3%	4%	4%	1%	5%	3%	2%	4%	3%						
	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-						
signage to find the office	2%	2%	2%	5%	2%	2%	1%	2%	3%	2%	4%	2%	3%	2%	3%	3%	4%	2%	1%	3%	2%						
ease of making app. with off.	2%	2%	2%	1%	4%	2%	1%	2%	1%	1%	1%	2%	2%	2%	2%	2%	1%	1%	2%	3%	1%						
	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-						
servicing a wider market	2%	0%	2%	.	1%	4%	1%	2%	1%	3%	0%	3%	2%	2%	1%	5%	1%	1%	1%	4%	1%						
	-	-	-	-	-	++	-	-	-	-	-	-	-	-	-	+	-	-	-	++	-						
hours of service	1%	1%	2%	3%	1%	0%	2%	1%	1%	1%	0%	1%	2%	1%	1%	1%	3%	1%	4%	2%	1%						
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+	-	-						
waiting time at the office	0%	.	1%	.	1%	0%	0%	1%	.	0%	.	1%	1%	0%	.	.	1%	0%	.	1%	1%						
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-						
comfort of the waiting areas	0%	.	0%	.	1%	.	0%	1%	.	1%	.	1%	.	1%	.	1%	.	.	.	1%	1%						
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-						
automated phone system	0%	.	0%	.	.	.	1%	1%	2%	1%	1%	1%	2%	0%	.	.	2%						
	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	+	-	-	-	+	-						
chi ² :	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12						
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12						

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q23A the clarity of the information provided																					
mean for these data:	1.14	1.08	1.09	1.26	1.23	1.10	1.26	1.06	1.05	1.28	1.20	1.35	1.24	1.23	1.27	1.04	1.14	1.19	1.17	1.03	1.17
sig. test for means:						*	*			*											
Q23B the availability of the information you needed																					
mean for these data:	0.76	0.77	0.66	0.88	0.79	0.71	0.92	0.79	0.56	0.95	0.66	0.59	1.10	0.85	0.97	0.36	0.67	0.96	0.80	0.62	0.77
sig. test for means:										*						**		***			
Q23C the consistency of the information provided																					
mean for these data:	0.81	0.83	0.75	0.81	0.86	0.75	0.97	0.81	0.70	0.72	0.73	1.00	0.94	0.96	1.00	0.54	0.78	0.92	0.86	0.65	0.83
sig. test for means:						*	*									*		*			
Q23D communications in the official language of your choice																					
mean for these data:	0.98	0.86	0.96	1.09	1.14	0.96	1.05	0.88	0.92	1.17	1.10	0.65	1.17	0.97	1.18	0.78	0.96	1.06	1.00	0.94	1.02
sig. test for means:		*			*					*						*		*			
Q23E the ease of understanding of the information provided																					
mean for these data:	1.00	0.93	0.97	1.00	1.16	0.97	1.10	0.93	0.91	1.06	1.16	1.00	1.23	0.97	1.14	0.83	0.94	1.10	1.02	0.87	1.12
sig. test for means:					*						*								**		
Q23F the information provided on the requirements to get the service																					
mean for these data:	0.86	0.86	0.79	0.86	0.95	0.80	1.05	0.84	0.74	0.80	0.84	1.06	0.98	0.97	1.15	0.59	0.74	1.03	0.84	0.79	0.97
sig. test for means:						*	*									*	*	***			

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q23A the clarity of the information provided																					
mean for these data:	1.14	1.23	1.12	1.11	1.07	1.24*	1.10	1.21	1.20	1.15	1.12	1.24	1.11	1.21	1.16	1.05	1.07	1.18	1.24	1.13	1.10
sig. test for means:																					
Q23B the availability of the information you needed																					
mean for these data:	0.76	0.96**	0.70**	0.83	0.57*	0.90*	0.72	0.84	0.76	0.76	0.74	0.76	0.70	0.80	0.70	0.65	0.79	0.73	0.73	0.89	0.86
sig. test for means:																					
Q23C the consistency of the information provided																					
mean for these data:	0.81	0.96	0.77	0.78	0.70	0.91	0.78	0.86	0.75	0.82	0.79	0.92	0.70	0.76	0.84	0.80	0.92	0.72*	0.87	1.00*	0.90
sig. test for means:																					
Q23D communications in the official language of your choice																					
mean for these data:	0.98	1.03	0.97	0.94	0.91	1.03	1.01	1.10	0.97	0.96	0.81**	1.12	1.02	0.97	0.94	1.08	0.75	1.01	0.99	1.02	0.82
sig. test for means:																					
Q23E the ease of understanding of the information provided																					
mean for these data:	1.00	1.12*	0.97*	0.99	0.93	1.01	1.05	1.10	1.02	1.05	0.96	1.11	1.00	0.94	0.95	1.02	1.16	0.92*	1.04	1.16*	1.11
sig. test for means:																					
Q23F the information provided on the requirements to get the service																					
mean for these data:	0.86	1.03*	0.81*	0.78	0.71	0.91	0.93	0.93	0.83	0.81	0.79	1.02	0.81	0.81	0.82	0.99	0.91	0.77*	0.94	1.01	0.97
sig. test for means:																					

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q23A the clarity of the information provided	471	154	150	66	101	368	95	141	124	40	64	13	24	25	33	68	168	231	269	81	115	
weightd # of participants:	100%	33%	32%	14%	21%	78%	20%	30%	26%	8%	14%	3%	5%	5%	7%	14%	36%	49%	57%	17%	24%	
real # of participants:	470	116	154	87	113	362	99	106	131	54	71	10	21	31	37	61	172	233	267	87	111	
DISSATISFIED (very and smwhat)	5%	6%	6%	1%	3%	6%	1%	7%	6%	2%	5%	.	5%	.	.	2%	4%	5%	4%	10%	4%	
SATISFIED (very and smwhat)	90%	86%	88%	95%	95%	88%	95%	85%	87%	95%	95%	100%	95%	94%	95%	87%	91%	90%	92%	83%	91%	
Very dissatisfied (-2)	0%	.	0%	.	2%	1%	.	.	0%	.	3%	1%	1%	0%	.	2%	0%	
Dissatisfied (-1)	4%	6%	5%	1%	2%	5%	1%	7%	5%	2%	3%	.	5%	.	.	1%	3%	5%	4%	7%	4%	
Neutral (0)	5%	8%	6%	4%	2%	6%	3%	9%	7%	3%	.	.	.	6%	5%	11%	5%	4%	5%	7%	5%	
Satisfied (1)	61%	58%	63%	63%	61%	60%	63%	57%	64%	60%	61%	65%	60%	64%	62%	67%	65%	56%	63%	52%	60%	
Very satisfied (2)	29%	28%	26%	32%	34%	28%	33%	28%	24%	35%	34%	35%	35%	29%	32%	19%	27%	34%	28%	31%	31%	
N/A
DK/NR
chi ² :	5	10	8	11	10	5	11	10	9	14	12	33	23	19	17	13	8	7	6	11	10	
± ... at 50%:	1.14	1.08	1.09	1.26	1.23	1.10	1.26	1.06	1.05	1.28	1.20	1.35	1.24	1.23	1.27	1.04	1.14	1.19	1.17	1.03	1.17	
mean for these data:	0.03	0.07	0.06	0.06	0.07	0.04	0.06	0.08	0.07	0.08	0.10	0.16	0.16	0.10	0.09	0.08	0.05	0.05	0.04	0.10	0.07	
standard error:																						
sig. test for means:						*	*			*	*											

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	-DEPTH OF RELATIONSHIP-		-YEARS OF EXISTENCE-					-CLIENT LOCATIONS-						-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q23A the clarity of the information provided	471	97	373	56	104	149	157	97	91	130	130	83	127	173	101	76	41	217	82	109	46	
weightd # of participants:	100%	21%	79%	12%	22%	32%	33%	21%	19%	28%	28%	18%	27%	37%	21%	16%	9%	46%	17%	23%	10%	
real # of participants:	470	152	318	61	103	147	153	106	106	130	113	80	127	173	104	71	42	218	77	114	47	
DISSATISFIED (very and smwhat)	5%	1%	6%	7%	6%	3%	5%	5%	3%	5%	2%	5%	7%	4%	2%	6%	5%	3%	.	8%	2%	
SATISFIED (very and smwhat)	90%	94%	89%	90%	86%	93%	89%	93%	92%	92%	88%	92%	87%	91%	94%	87%	84%	91%	95%	90%	92%	
Very dissatisfied (-2)	0%	0%	0%	.	.	1%	1%	2%	.	0%	0%	.	0%	.	0%	.	2%	0%	.	0%	2%	
Dissatisfied (-1)	4%	1%	5%	7%	6%	2%	5%	3%	3%	5%	2%	5%	7%	4%	2%	6%	3%	3%	.	7%	.	
Neutral (0)	5%	4%	6%	3%	8%	5%	5%	2%	5%	2%	9%	3%	5%	5%	3%	8%	11%	6%	5%	3%	6%	
Satisfied (1)	61%	64%	60%	63%	59%	59%	62%	58%	61%	64%	62%	54%	56%	59%	69%	63%	53%	60%	66%	58%	70%	
Very satisfied (2)	29%	30%	29%	27%	27%	34%	27%	35%	31%	28%	27%	37%	32%	33%	25%	24%	31%	31%	29%	32%	22%	
N/A
DK/NR
chi ² :	5	8	6	13	10	9	8	10	10	9	10	12	9	8	10	12	16	7	12	10	15	
± ... at 50%:	1.14	1.23	1.12	1.11	1.07	1.24	1.10	1.21	1.20	1.15	1.12	1.24	1.11	1.21	1.16	1.05	1.07	1.18	1.24	1.13	1.10	
standard error:	0.03	0.05	0.04	0.10	0.07	0.06	0.06	0.08	0.06	0.06	0.06	0.08	0.07	0.05	0.06	0.09	0.13	0.05	0.06	0.08	0.10	
sig. test for means:						*																

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q23B the availability of the information you needed																					
weightd # of participants:	460	152	146	64	97	363	89	140	122	39	63	13	22	24	30	64	168	224	263	82	111
real # of participants:	460	115	151	85	109	357	93	105	129	53	70	10	19	30	34	58	172	226	261	88	107
DISSATISFIED (very and smwhat)	17%	16%	22%	8%	16%	18%	12%	16%	24%	4%	20%	18%	12%	12%	9%	25%	17%	13%	15%	25%	16%
SATISFIED (very and smwhat)	73%	73%	69%	79%	75%	70%	82%	72%	66%	80%	69%	77%	82%	81%	85%	60%	69%	80%	74%	67%	75%
Very dissatisfied (-2)	3%	3%	5%	3%	2%	3%	3%	2%	5%	2%	3%	12%	6%	.	.	10%	3%	1%	2%	4%	5%
Dissatisfied (-1)	13%	13%	16%	6%	14%	15%	9%	14%	18%	2%	17%	6%	6%	12%	9%	15%	14%	12%	12%	21%	11%
Neutral (0)	10%	11%	9%	12%	9%	12%	6%	12%	10%	16%	11%	6%	6%	7%	6%	16%	14%	7%	11%	8%	9%
Satisfied (1)	50%	49%	44%	60%	54%	48%	57%	48%	46%	58%	49%	65%	35%	64%	65%	49%	50%	51%	51%	44%	52%
Very satisfied (2)	23%	23%	25%	19%	21%	22%	25%	25%	20%	22%	20%	12%	47%	17%	21%	11%	19%	30%	23%	23%	23%
N/A
DK/NR
chi ² :																(***)					
± ... at 50%:	5	10	9	11	10	6	11	10	9	14	13	33	24	19	18	14	8	7	6	11	10
mean for these data:	0.76	0.77	0.66	0.88	0.79	0.71	0.92	0.79	0.56	0.95	0.66	0.59	1.10	0.85	0.97	0.36	0.67	0.96	0.80	0.62	0.77
standard error:	0.05	0.10	0.10	0.10	0.09	0.06	0.10	0.10	0.10	0.11	0.13	0.38	0.27	0.16	0.14	0.15	0.08	0.06	0.06	0.12	0.10
sig. test for means:										*						**		***			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q23B the availability of the information you needed																						
weightd # of participants:	460	96	364	56	102	148	149	94	89	127	131	83	124	170	98	76	41	212	81	106	46	
real # of participants:	100%	21%	79%	12%	22%	32%	32%	20%	19%	28%	29%	18%	27%	37%	21%	16%	9%	46%	18%	23%	10%	
DISSATISFIED (very and smwhat)	17%	9%	19%	17%	22%	12%	18%	16%	15%	18%	14%	19%	20%	17%	19%	16%	12%	18%	19%	10%	15%	
SATISFIED (very and smwhat)	73%	76%	72%	76%	62%	79%	73%	73%	73%	70%	71%	74%	69%	74%	70%	70%	74%	71%	72%	77%	78%	
Very dissatisfied (-2)	3%	-	4%	3%	2%	2%	5%	2%	2%	4%	4%	5%	3%	4%	3%	4%	3%	5%	4%	-	3%	
Dissatisfied (-1)	13%	9%	14%	14%	20%	10%	13%	13%	13%	14%	10%	14%	17%	14%	16%	13%	9%	13%	15%	10%	12%	
Neutral (0)	10%	15%	9%	8%	16%	9%	9%	11%	12%	12%	15%	8%	10%	9%	11%	14%	13%	11%	10%	13%	8%	
Satisfied (1)	50%	47%	51%	49%	44%	54%	51%	44%	53%	42%	50%	48%	45%	48%	47%	56%	53%	48%	48%	55%	53%	
Very satisfied (2)	23%	29%	21%	27%	19%	25%	22%	29%	20%	28%	21%	26%	24%	26%	22%	15%	21%	23%	24%	22%	25%	
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DK/NR	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
chi ² :		(*)																				
± ... at 50%:	5	9	6	14	10	9	9	10	10	9	10	12	9	8	10	12	16	7	12	10	15	
mean for these data:	0.76	0.96	0.70	0.83	0.57	0.90	0.72	0.84	0.76	0.76	0.74	0.76	0.70	0.80	0.70	0.65	0.79	0.73	0.73	0.89	0.86	
standard error:	0.05	0.07	0.06	0.14	0.11	0.08	0.09	0.11	0.10	0.10	0.10	0.13	0.10	0.08	0.11	0.12	0.15	0.08	0.13	0.08	0.15	
sig. test for means:		**	**		*	*																

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q23C the consistency of the information provided	452	148	146	63	96	355	89	136	120	39	59	11	24	21	32	63	160	226	253	81	112
weightd # of participants:	100%	33%	32%	14%	21%	78%	20%	30%	27%	9%	13%	3%	5%	5%	7%	14%	35%	50%	56%	18%	25%
real # of participants:	451	112	149	83	107	349	92	103	127	53	66	9	20	27	36	56	163	228	251	87	108
DISSATISFIED (very and smwhat)	14%	14%	15%	12%	13%	15%	10%	13%	16%	16%	17%	20%	11%	6%	8%	13%	16%	12%	12%	20%	14%
SATISFIED (very and smwhat)	74%	71%	73%	76%	79%	71%	83%	70%	72%	70%	74%	80%	76%	86%	86%	60%	73%	79%	76%	69%	74%
Very dissatisfied (-2)	3%	-	3%	5%	6%	4%	1%	-	4%	6%	10%	-	-	3%	-	4%	2%	3%	2%	5%	4%
Dissatisfied (-1)	11%	14%	12%	7%	7%	11%	9%	13%	12%	10%	6%	20%	11%	3%	8%	9%	14%	8%	10%	15%	10%
Neutral (0)	12%	15%	12%	13%	8%	14%	7%	17%	12%	14%	9%	-	13%	8%	5%	27%	11%	10%	12%	11%	12%
Satisfied (1)	50%	44%	52%	53%	53%	49%	57%	45%	54%	47%	48%	40%	46%	67%	64%	49%	50%	50%	52%	48%	48%
Very satisfied (2)	24%	26%	21%	22%	26%	23%	26%	25%	18%	23%	26%	40%	30%	19%	22%	11%	23%	29%	24%	21%	27%
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NR	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
chi ² :																(**)					
± ... at 50%:	5	10	9	11	10	6	11	10	9	14	13	35	23	20	17	14	8	7	7	11	10
mean for these data:	0.81	0.83	0.75	0.81	0.86	0.75	0.97	0.81	0.70	0.72	0.73	1.00	0.94	0.96	1.00	0.54	0.78	0.92	0.86	0.65	0.83
standard error:	0.05	0.09	0.08	0.11	0.10	0.06	0.09	0.09	0.09	0.15	0.15	0.38	0.21	0.16	0.13	0.13	0.08	0.07	0.06	0.12	0.10
sig. test for means:						*	*									*	*	*			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	-DEPTH OF RELATIONSHIP-				-YEARS OF EXISTENCE-				-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q23C the consistency of the information provided	452	94	359	55	101	143	147	93	87	128	126	82	121	168	95	71	40	211	77	105	44	
weightd # of participants:	100%	21%	79%	12%	22%	32%	33%	21%	19%	28%	28%	18%	27%	37%	21%	16%	9%	47%	17%	23%	10%	
real # of participants:	451	146	305	59	101	141	143	101	101	128	110	78	122	168	99	66	40	212	72	110	44	
DISSATISFIED (very and smwhat)	14%	11%	14%	19%	16%	11%	14%	16%	18%	15%	15%	12%	17%	13%	16%	15%	6%	16%	15%	7%	12%	
SATISFIED (very and smwhat)	74%	76%	73%	69%	67%	79%	75%	78%	72%	73%	72%	74%	66%	71%	79%	75%	73%	70%	76%	83%	77%	
Very dissatisfied (-2)	3%	2%	3%	3%	3%	3%	4%	3%	3%	1%	1%	3%	6%	4%	3%	2%	.	5%	3%	0%	.	
Dissatisfied (-1)	11%	9%	11%	16%	13%	8%	10%	14%	15%	14%	14%	9%	11%	9%	12%	13%	6%	11%	12%	7%	12%	
Neutral (0)	12%	14%	12%	11%	17%	10%	12%	6%	10%	12%	12%	14%	17%	16%	6%	10%	22%	14%	9%	10%	12%	
Satisfied (1)	50%	42%	52%	39%	45%	53%	54%	50%	48%	47%	50%	42%	39%	49%	55%	54%	48%	47%	48%	58%	52%	
Very satisfied (2)	24%	34%	21%	30%	22%	26%	21%	28%	24%	26%	23%	32%	27%	23%	23%	22%	24%	23%	28%	24%	25%	
N/A
DK/NR
chi ² :	5	9	6	14	10	9	9	10	10	9	10	12	9	8	11	13	17	7	12	10	16	
± ... at 50%:	0.81	0.96	0.77	0.78	0.70	0.91	0.78	0.86	0.75	0.82	0.79	0.92	0.70	0.76	0.84	0.80	0.92	0.72	0.87	1.00	0.90	
standard error:	0.05	0.08	0.06	0.15	0.10	0.08	0.08	0.11	0.11	0.09	0.09	0.12	0.11	0.08	0.10	0.12	0.13	0.07	0.12	0.08	0.14	
sig. test for means:																		*		*		

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q23D communications in the official language of your choice																						
weightd # of participants:	399	126	132	57	83	318	75	115	111	37	55	11	21	19	24	55	153	186	221	72	101	
real # of participants:	100%	32%	33%	14%	21%	80%	19%	29%	28%	9%	14%	3%	5%	5%	6%	14%	38%	47%	55%	18%	25%	
DISSATISFIED (very and smwhat)	2%	5%	-	1%	1%	2%	4%	4%	-	-	2%	21%	-	4%	-	3%	3%	1%	2%	2%	3%	
SATISFIED (very and smwhat)	79%	73%	77%	86%	88%	79%	80%	74%	76%	90%	88%	64%	81%	79%	85%	73%	78%	82%	82%	75%	79%	
Very dissatisfied (-2)	0%	1%	-	-	-	-	1%	-	-	-	-	7%	-	-	-	1%	-	-	0%	-	-	
Dissatisfied (-1)	2%	5%	-	1%	1%	2%	3%	4%	-	-	2%	14%	-	4%	-	2%	3%	1%	1%	2%	3%	
Neutral (0)	19%	22%	23%	13%	11%	19%	17%	22%	24%	10%	10%	14%	19%	17%	15%	24%	19%	17%	16%	23%	18%	
Satisfied (1)	58%	53%	58%	61%	61%	60%	49%	55%	61%	64%	66%	36%	45%	58%	52%	64%	58%	56%	62%	55%	52%	
Very satisfied (2)	21%	19%	19%	24%	27%	19%	30%	18%	15%	27%	23%	29%	36%	21%	33%	9%	21%	26%	20%	20%	26%	
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
DK/NR	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
chi ² :		(*)																				
± ... at 50%:	5	11	9	12	11	6	12	11	10	15	13	37	25	21	20	15	8	8	7	12	11	
mean for these data:	0.98	0.86	0.96	1.09	1.14	0.96	1.05	0.88	0.92	1.17	1.10	0.65	1.17	0.97	1.18	0.78	0.96	1.06	1.00	0.94	1.02	
standard error:	0.04	0.08	0.06	0.07	0.07	0.04	0.09	0.08	0.06	0.08	0.08	0.46	0.18	0.15	0.13	0.10	0.06	0.05	0.05	0.08	0.08	
sig. test for means:		*			*				*	*						*	*	*				

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--						--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q23D communications in the official language of your choice																						
weightd # of participants:	399	85	314	48	94	128	124	83	79	113	110	70	105	154	89	58	31	192	69	91	34	
real # of participants:	100%	21%	79%	12%	24%	32%	31%	21%	20%	28%	28%	17%	26%	39%	22%	15%	8%	48%	17%	23%	9%	
DISSATISFIED (very and smwhat)	2%	2%	2%	3%	2%	2%	2%	2%	5%	1%	3%	1%	3%	3%	2%	.	.	2%	2%	2%	.	
SATISFIED (very and smwhat)	79%	79%	79%	81%	79%	79%	79%	85%	81%	76%	71%	80%	81%	80%	78%	83%	58%	83%	84%	77%	61%	
Very dissatisfied (-2)	0%	1%	.	.	1%	1%	0%	.	.	.	
Dissatisfied (-1)	2%	1%	2%	3%	2%	2%	2%	2%	5%	1%	3%	1%	3%	3%	2%	.	.	2%	2%	2%	.	
Neutral (0)	19%	19%	19%	15%	19%	19%	19%	14%	14%	23%	25%	19%	16%	16%	20%	17%	42%	15%	14%	21%	39%	
Satisfied (1)	58%	52%	59%	65%	63%	53%	56%	57%	60%	54%	58%	47%	57%	60%	60%	59%	41%	63%	66%	50%	39%	
Very satisfied (2)	21%	27%	20%	16%	16%	26%	23%	27%	21%	22%	14%	33%	24%	21%	18%	25%	17%	20%	18%	27%	21%	
N/A	
DK/NR	
chi ² :																						
± ... at 50%:	5	9	6	14	11	9	10	11	11	10	11	13	10	8	11	14	18	8	13	11	18	
mean for these data:	0.98	1.03	0.97	0.94	0.91	1.03	1.01	1.10	0.97	0.96	0.81	1.12	1.02	0.97	0.94	1.08	0.75	1.01	0.99	1.02	0.82	
standard error:	0.04	0.07	0.04	0.09	0.07	0.07	0.06	0.07	0.08	0.07	0.07	0.09	0.07	0.06	0.07	0.09	0.13	0.05	0.08	0.08	0.13	
sig. test for means:																						

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q23E the ease of understanding of the information provided																						
weightd # of participants:	438	146	139	61	91	345	85	135	115	38	56	11	21	22	31	58	153	223	246	80	107	
real # of participants:	439	111	145	81	102	341	89	102	124	52	63	9	18	27	35	52	158	225	246	86	103	
DISSATISFIED (very and smwhat)	5%	7%	6%	5%	2%	5%	4%	7%	6%	4%	2%	7%	6%	4%	3%	5%	7%	4%	4%	9%	2%	
SATISFIED (very and smwhat)	83%	81%	80%	84%	88%	82%	85%	81%	79%	85%	88%	80%	81%	86%	89%	76%	81%	86%	86%	73%	85%	
Very dissatisfied (-2)	1%	1%	1%	.	.	1%	.	1%	2%	2%	1%	0%	1%	2%	.	.	
Dissatisfied (-1)	4%	6%	4%	5%	2%	4%	4%	6%	4%	4%	2%	7%	6%	4%	3%	3%	6%	3%	4%	7%	2%	
Neutral (0)	12%	12%	14%	11%	10%	13%	11%	12%	15%	11%	11%	13%	13%	11%	8%	19%	12%	10%	10%	17%	12%	
Satisfied (1)	59%	60%	56%	64%	59%	60%	55%	61%	60%	60%	57%	53%	33%	71%	60%	61%	60%	58%	64%	49%	57%	
Very satisfied (2)	24%	20%	24%	21%	29%	22%	30%	20%	19%	25%	30%	27%	48%	15%	28%	15%	21%	28%	21%	25%	29%	
N/A	
DK/NR	
chi ² :																						
± ... at 50%:	5	10	9	12	10	6	11	10	9	15	13	35	25	20	18	15	8	7	7	11	10	
mean for these data:	1.00	0.93	0.97	1.00	1.16	0.97	1.10	0.93	0.91	1.06	1.16	1.00	1.23	0.97	1.14	0.83	0.94	1.10	1.02	0.87	1.12	
standard error:	0.04	0.08	0.07	0.08	0.07	0.04	0.08	0.08	0.07	0.10	0.09	0.28	0.22	0.13	0.12	0.11	0.06	0.05	0.05	0.10	0.07	
sig. test for means:					*						*						**					

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	-DEPTH OF RELATIONSHIP-							-YEARS OF EXISTENCE-						-CLIENT LOCATIONS-					-GROSS REVENUES-				-EMPLOYMENT-			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q23E the ease of understanding of the information provided	438	91	347	53	98	141	142	89	88	116	124	79	123	165	91	72	38	204	73	101	46					
weightd # of participants:	100%	21%	79%	12%	22%	32%	33%	20%	20%	27%	28%	18%	28%	38%	21%	16%	9%	46%	17%	23%	10%					
real # of participants:	439	144	295	58	98	140	139	97	102	118	108	76	123	166	95	68	38	205	69	107	46					
DISSATISFIED (very and smwhat)	5%	3%	6%	9%	6%	4%	4%	4%	6%	6%	5%	5%	5%	6%	4%	7%	.	7%	.	4%	.					
SATISFIED (very and smwhat)	83%	86%	82%	84%	79%	81%	87%	86%	83%	82%	81%	86%	83%	80%	80%	85%	86%	80%	82%	89%	90%					
Very dissatisfied (-2)	1%	0%	1%	.	2%	1%	.	.	.	0%	.	2%	1%	2%	.	.	.	2%	.	.	.					
Dissatisfied (-1)	4%	2%	5%	9%	4%	3%	4%	4%	6%	5%	5%	3%	4%	4%	4%	7%	.	6%	.	4%	.					
Neutral (0)	12%	11%	12%	8%	16%	15%	9%	10%	11%	12%	14%	8%	12%	13%	17%	8%	14%	13%	18%	7%	10%					
Satisfied (1)	59%	55%	60%	60%	56%	55%	64%	58%	59%	54%	60%	54%	60%	59%	60%	62%	55%	58%	60%	57%	68%					
Very satisfied (2)	24%	30%	22%	24%	22%	26%	22%	28%	25%	29%	21%	32%	23%	22%	19%	23%	30%	21%	22%	32%	22%					
N/A					
DK/NR					
chi ² :																										
± ... at 50%:	5	9	6	14	11	9	9	11	10	10	10	12	9	8	11	13	17	7	13	10	15					
mean for these data:	1.00	1.12	0.97	0.99	0.93	1.01	1.05	1.10	1.02	1.05	0.96	1.11	1.00	0.94	0.95	1.02	1.16	0.92	1.04	1.16	1.11					
standard error:	0.04	0.06	0.05	0.11	0.09	0.07	0.06	0.07	0.08	0.07	0.07	0.10	0.07	0.06	0.07	0.09	0.11	0.06	0.08	0.07	0.08					
sig. test for means:		*	*															*		*						

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q23F the information provided on the requirements to get the service	441	146	142	60	92	350	84	133	119	38	59	13	21	21	29	59	156	223	249	82	106
weightd # of participants:	100%	33%	32%	14%	21%	79%	19%	30%	27%	9%	13%	3%	5%	5%	7%	13%	35%	50%	56%	18%	24%
real # of participants:	441	111	147	80	103	346	87	101	127	52	66	10	18	26	33	54	160	223	247	87	103
DISSATISFIED (very and smwhat)	14%	13%	15%	12%	14%	15%	8%	13%	16%	17%	18%	12%	13%	3%	6%	15%	16%	11%	14%	17%	11%
SATISFIED (very and smwhat)	77%	77%	74%	80%	81%	75%	86%	76%	72%	77%	74%	82%	81%	85%	91%	66%	73%	84%	76%	75%	82%
Very dissatisfied (-2)	2%	-	3%	6%	3%	3%	-	-	4%	10%	4%	-	-	-	-	5%	2%	2%	2%	4%	2%
Dissatisfied (-1)	11%	13%	12%	6%	11%	12%	8%	13%	12%	7%	14%	12%	13%	3%	6%	10%	14%	9%	12%	13%	9%
Neutral (0)	9%	10%	11%	8%	6%	10%	6%	11%	12%	6%	8%	6%	6%	12%	3%	19%	12%	5%	10%	8%	6%
Satisfied (1)	52%	54%	50%	56%	49%	50%	59%	54%	51%	47%	42%	47%	52%	69%	61%	53%	54%	50%	52%	50%	54%
Very satisfied (2)	25%	23%	24%	24%	31%	24%	27%	22%	22%	30%	32%	35%	29%	16%	30%	13%	18%	33%	24%	25%	28%
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NR	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
chi ² :																(**)					
± ... at 50%:	5	10	9	12	10	6	11	10	9	15	13	33	25	21	18	14	8	7	7	11	10
mean for these data:	0.86	0.86	0.79	0.86	0.95	0.80	1.05	0.84	0.74	0.80	0.84	1.06	0.98	0.97	1.15	0.59	0.74	1.03	0.84	0.79	0.97
standard error:	0.05	0.09	0.09	0.12	0.10	0.06	0.09	0.09	0.09	0.17	0.14	0.31	0.22	0.13	0.13	0.14	0.08	0.06	0.06	0.12	0.10
sig. test for means:						*	*									*	*	***			

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q23F the information provided on to get the service	the requirements																				
weightd # of participants:	441	93	348	54	99	141	143	89	85	126	127	79	121	167	96	69	39	207	74	100	46
real # of participants:	100%	21%	79%	12%	22%	32%	32%	20%	19%	29%	29%	18%	27%	38%	22%	16%	9%	47%	17%	23%	10%
DISSATISFIED (very and smwhat)	441	146	295	60	98	138	140	97	98	126	111	76	121	168	99	65	40	207	69	105	46
	14%	11%	14%	22%	19%	10%	11%	16%	16%	16%	14%	12%	17%	14%	19%	11%	6%	16%	13%	9%	11%
SATISFIED (very and smwhat)	77%	82%	76%	74%	70%	77%	83%	78%	76%	75%	74%	81%	73%	75%	78%	84%	73%	74%	79%	83%	79%
Very dissatisfied (-2)	2%	2%	3%	3%	3%	2%	2%	3%	3%	3%	2%	2%	5%	3%	3%	.	.	4%	.	0%	.
Dissatisfied (-1)	11%	9%	12%	19%	16%	8%	9%	14%	13%	14%	13%	10%	12%	10%	16%	11%	6%	11%	13%	8%	11%
Neutral (0)	9%	7%	10%	4%	11%	14%	6%	5%	8%	9%	12%	7%	9%	12%	3%	6%	22%	10%	8%	9%	10%
Satisfied (1)	52%	49%	53%	46%	48%	50%	58%	45%	50%	49%	53%	45%	43%	52%	53%	58%	48%	51%	51%	55%	50%
Very satisfied (2)	25%	33%	23%	28%	22%	27%	24%	34%	26%	25%	21%	35%	30%	23%	26%	26%	24%	23%	28%	28%	29%
N/A
DK/NR
chi ² :																					
± ... at 50%:	5	9	6	14	11	9	9	11	11	9	10	12	10	8	11	13	17	7	13	10	15
mean for these data:	0.86	1.03	0.81	0.78	0.71	0.91	0.93	0.93	0.83	0.81	0.79	1.02	0.81	0.81	0.82	0.99	0.91	0.77	0.94	1.01	0.97
standard error:	0.05	0.08	0.06	0.15	0.11	0.08	0.08	0.11	0.11	0.09	0.09	0.12	0.10	0.08	0.11	0.11	0.13	0.07	0.11	0.08	0.14
sig. test for means:		*	*															*			

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q24A the clarity of the information provided																						
mean for these data:	1.23	1.27	1.13	1.38	1.20	1.18	1.36	1.29	1.07	1.24	1.10	1.14	1.36	1.50	1.37	1.23	1.17	1.27	1.27	1.07	1.32	
sig. test for means:																						
Q24B the availability of the information you needed																						
mean for these data:	1.30	1.31	1.22	1.58	1.17	1.28	1.38	1.33	1.21	1.61	1.04	1.21	1.24	1.55	1.50	1.19	1.20	1.42	1.26	1.26	1.41	
sig. test for means:				**						*	*							*				
Q24C the consistency of the information provided																						
mean for these data:	1.38	1.39	1.42	1.43	1.20	1.35	1.47	1.41	1.37	1.29	1.19	1.33	1.60	1.56	1.25	1.36	1.27	1.46	1.45	1.29	1.33	
sig. test for means:					*																	
Q24D communications in the official language of your choice																						
mean for these data:	0.13	0.25	-0.14	-0.14	0.71	0.14	0.11	0.11	0.00	0.18	0.51	1.00	-0.71	-0.46	1.11	0.72	0.15	-0.18	0.30	-0.01	-0.04	
sig. test for means:			*		**							**	**	*	*	***		**				
Q24E the ease of understanding of the information provided																						
mean for these data:	1.25	1.26	1.13	1.36	1.39	1.20	1.39	1.26	1.06	1.37	1.25	1.21	1.42	1.36	1.71	1.29	1.10	1.35	1.24	1.06	1.44	
sig. test for means:																					*	
Q24F the information provided on the requirements to get the service																						
mean for these data:	1.32	1.43	1.30	1.29	1.18	1.34	1.27	1.43	1.36	1.25	1.11	1.43	1.03	1.33	1.25	1.34	1.24	1.38	1.34	1.43	1.20	
sig. test for means:																						

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q24A the clarity of the information provided																					
mean for these data:	1.23	1.17	1.24	1.32	1.34	1.16	1.20	1.19	1.31	1.26	1.22	1.15	1.25	1.46**	1.16	1.07	1.16	1.32	1.12	1.21	1.18
sig. test for means:																					
Q24B the availability of the information you needed																					
mean for these data:	1.30	1.22	1.32	1.28	1.12	1.40	1.34	1.16	1.41	1.17	1.29	1.29	1.32	1.35	1.25	1.31	1.50	1.32	1.32	1.24	1.38
sig. test for means:																					
Q24C the consistency of the information provided																					
mean for these data:	1.38	1.38	1.38	1.78*	1.28	1.37	1.39	1.19	1.30	1.39	1.35	1.48	1.36	1.34	1.32	1.42	1.43	1.35	1.42	1.34	1.49
sig. test for means:																					
Q24D communications in the official language of your choice																					
mean for these data:	0.13	0.16	0.13	0.97*	0.11	-0.12	0.24	0.77**	0.26	0.08	0.20	0.13	0.15	0.22	0.13	-0.01	0.18	0.15	0.07	0.11	0.18
sig. test for means:																					
Q24E the ease of understanding of the information provided																					
mean for these data:	1.25	1.26	1.25	1.59	1.29	1.19	1.23	1.26	1.24	1.27	1.21	1.19	1.25	1.45**	1.11	1.18	1.14	1.34	1.32	1.13	1.23
sig. test for means:																					
Q24F the information provided on the requirements to get the service																					
mean for these data:	1.32	1.28	1.33	0.74	1.46	1.33	1.29	1.08	1.19	1.34	1.41	1.26	1.22	1.38	1.25	1.33	1.41	1.22	1.46	1.28	1.47
sig. test for means:																					

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q24A the clarity of the information provided	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)	2%	.	6%	.	.	2%	.	.	7%	1%	4%	1%	6%	.	
Neutral (0)	2%	1%	5%	.	3%	3%	2%	2%	6%	11%	1%	2%	4%	2%	1%	5%	
Important (1)	64%	71%	56%	62%	68%	67%	58%	68%	55%	76%	90%	86%	59%	50%	33%	71%	75%	53%	66%	70%	58%
Very important (2)	28%	28%	28%	38%	22%	25%	36%	31%	26%	24%	10%	14%	34%	50%	44%	24%	20%	37%	29%	20%	37%
DK/NR	3%	.	6%	.	6%	2%	4%	.	6%	.	.	.	7%	.	11%	4%	2%	3%	3%	2%	.
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.23	1.27	1.13	1.38	1.20	1.18	1.36	1.29	1.07	1.24	1.10	1.14	1.36	1.50	1.37	1.23	1.17	1.27	1.27	1.07	1.32
standard error:	0.05	0.07	0.10	0.08	0.09	0.06	0.08	0.08	0.13	0.11	0.07	0.13	0.14	0.12	0.27	0.09	0.06	0.08	0.06	0.11	0.09
sig. test for means:																					

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q24A the clarity of the information provided	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)
Unimportant (-1)	2%	2%	2%	.	.	5%	1%	.	.	3%	3%	.	1%	.	3%	3%	.	.	9%	.	.
Neutral (0)	2%	7%	2%	.	1%	5%	2%	4%	1%	3%	1%	4%	1%	2%	2%	5%	.	3%	.	4%	.
Important (1)	64%	61%	65%	68%	62%	59%	70%	68%	67%	54%	66%	76%	70%	50%	71%	69%	84%	61%	55%	67%	82%
Very important (2)	28%	27%	29%	32%	34%	30%	23%	22%	32%	33%	30%	19%	28%	48%	24%	18%	16%	35%	30%	24%	18%
DK/NR	3%	3%	3%	.	3%	2%	4%	6%	.	7%	.	.	.	+++	.	5%	.	1%	5%	4%	.
chi ² :										++								(*)			
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.23	1.17	1.24	1.32	1.34	1.16	1.20	1.19	1.31	1.26	1.22	1.15	1.25	1.46	1.16	1.07	1.16	1.32	1.12	1.21	1.18
standard error:	0.05	0.10	0.05	0.17	0.08	0.10	0.07	0.09	0.08	0.10	0.10	0.10	0.07	0.08	0.09	0.10	0.09	0.07	0.18	0.07	0.08
sig. test for means:														**							

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q24B the availability of the information you needed																						
weightd # of participants:	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43	
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41	
Very unimportant (-2)	1%	.	2%	.	.	1%	.	.	3%	2%	.	.	2%	.	.	
Unimportant (-1)	0%	.	1%	.	.	0%	.	.	1%	1%	.	.	1%	.	.	
Neutral (0)	4%	3%	5%	.	7%	5%	.	3%	6%	.	10%	.	.	.	6%	2%	4%	4%	6%	.		
Important (1)	57%	62%	54%	42%	65%	56%	60%	59%	49%	39%	75%	79%	70%	45%	44%	65%	63%	49%	57%	57%	59%	
Very important (2)	35%	33%	34%	58%	22%	36%	36%	35%	37%	61%	15%	21%	22%	55%	44%	24%	30%	45%	35%	31%	41%	
DK/NR	3%	3%	4%	.	6%	2%	4%	3%	3%	.	.	.	7%	.	11%	5%	2%	3%	2%	6%	.	
chi ² :																						
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16	
mean for these data:	1.30	1.31	1.22	1.58	1.17	1.28	1.38	1.33	1.21	1.61	1.04	1.21	1.24	1.55	1.50	1.19	1.20	1.42	1.26	1.26	1.41	
standard error:	0.05	0.08	0.11	0.09	0.10	0.06	0.07	0.09	0.14	0.13	0.11	0.15	0.12	0.12	0.19	0.10	0.10	0.07	0.08	0.09	0.08	
sig. test for means:				**					*		*							*				

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---		---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q24B the availability of the information you needed																						
weightd # of participants:	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)	1%	.	1%	.	3%	3%	2%	.	
Unimportant (-1)	0%	2%	.	.	1%	1%	.	.	1%	.	.	.	1%	.	
Neutral (0)	4%	8%	3%	12%	4%	4%	1%	7%	4%	3%	4%	.	3%	8%	3%	.	5%	6%	5%	1%	4%	
Important (1)	57%	54%	57%	47%	61%	51%	61%	65%	51%	62%	63%	67%	60%	49%	67%	63%	41%	54%	59%	60%	55%	
Very important (2)	35%	33%	36%	41%	27%	44%	34%	22%	45%	28%	33%	28%	36%	43%	27%	31%	54%	37%	36%	32%	42%	
DK/NR	3%	3%	3%	.	3%	2%	4%	6%	.	5%	.	5%	.	.	3%	5%	.	3%	.	4%	.	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.30	1.22	1.32	1.28	1.12	1.40	1.34	1.16	1.41	1.17	1.29	1.29	1.32	1.35	1.25	1.31	1.50	1.32	1.32	1.24	1.38	
standard error:	0.05	0.10	0.06	0.24	0.13	0.08	0.07	0.10	0.09	0.11	0.09	0.10	0.08	0.10	0.08	0.09	0.14	0.08	0.12	0.10	0.11	
sig. test for means:																						

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					-TYPE-		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT		
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q24C the consistency of the information provided	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)
Neutral (0)	3%	.	7%	3%	3%	4%	2%	.	9%	7%	11%	1%	6%	2%	2%	5%	3%
Important (1)	52%	55%	42%	50%	68%	54%	46%	54%	43%	58%	81%	57%	37%	44%	44%	52%	59%	48%	46%	56%	60%
Very important (2)	39%	35%	47%	46%	22%	37%	45%	37%	45%	36%	19%	28%	56%	56%	33%	33%	31%	47%	44%	32%	37%
DK/NR	6%	10%	4%	.	6%	5%	7%	9%	3%	.	.	14%	7%	.	11%	14%	5%	3%	7%	6%	.
chi ² :																+					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.38	1.39	1.42	1.43	1.20	1.35	1.47	1.41	1.37	1.29	1.19	1.33	1.60	1.56	1.25	1.36	1.27	1.46	1.45	1.29	1.33
standard error:	0.04	0.08	0.09	0.10	0.09	0.05	0.08	0.09	0.10	0.15	0.09	0.19	0.14	0.12	0.25	0.10	0.08	0.06	0.06	0.09	0.08
sig. test for means:					*																

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q24C the consistency of the information provided	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)	
Unimportant (-1)	
Neutral (0)	3%	5%	3%	.	2%	7%	1%	4%	4%	4%	4%	.	3%	3%	5%	1%	7%	2%	5%	5%	.	
Important (1)	52%	51%	52%	22%	61%	47%	55%	68%	62%	51%	52%	44%	56%	60%	53%	51%	39%	58%	49%	50%	47%	
Very important (2)	39%	41%	38%	78%	27%	44%	38%	22%	34%	41%	37%	41%	38%	37%	35%	40%	46%	36%	46%	36%	46%	
DK/NR	6%	3%	6%	.	10%	2%	6%	6%	.	5%	7%	15%	3%	.	7%	9%	8%	3%	.	10%	6%	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.38	1.38	1.38	1.78	1.28	1.37	1.39	1.19	1.30	1.39	1.35	1.48	1.36	1.34	1.32	1.42	1.43	1.35	1.42	1.34	1.49	
standard error:	0.04	0.09	0.05	0.15	0.08	0.09	0.07	0.09	0.09	0.08	0.10	0.12	0.08	0.08	0.09	0.09	0.16	0.07	0.12	0.09	0.10	
sig. test for means:				*																		

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q24D communications in the official language of your choice	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	7%	5%	10%	9%	3%	7%	8%	6%	9%	7%	5%	.	15%	11%	.	7%	11%	3%	7%	14%	+
Unimportant (-1)	29%	28%	33%	32%	20%	29%	29%	34%	31%	17%	20%	.	41%	44%	22%	12%	28%	38%	26%	32%	32%
Neutral (0)	19%	20%	20%	27%	6%	20%	17%	20%	18%	39%	10%	21%	26%	17%	.	24%	19%	18%	22%	22%	11%
Important (1)	24%	27%	21%	15%	35%	26%	18%	23%	25%	25%	40%	43%	7%	6%	22%	42%	22%	16%	24%	25%	26%
Very important (2)	16%	18%	10%	11%	29%	15%	18%	17%	12%	12%	20%	21%	.	10%	56%	22%	17%	13%	19%	10%	15%
DK/NR	5%	3%	5%	6%	6%	2%	10%	.	4%	.	5%	14%	11%	11%	.	7%	5%	5%	2%	2%	
chi ² :						-	+					(*)				(*)					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	0.13	0.25	-0.14	-0.14	0.71	0.14	0.11	0.11	0.00	0.18	0.51	1.00	-0.71	-0.46	1.11	0.72	0.15	-0.18	0.30	-0.01	-0.04
standard error:	0.10	0.18	0.17	0.21	0.23	0.12	0.20	0.20	0.20	0.28	0.28	0.28	0.25	0.30	0.43	0.17	0.17	0.15	0.13	0.19	0.21
sig. test for means:			*		**							**	**	*	*	***	**	**			

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---					---GROSS REVENUES---				---EMPLOYMENT---					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q24D communications in the official language of your choice																						
weightd # of participants:	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
real # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
Very unimportant (-2)	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
	7%	5%	8%	.	14%	7%	3%	.	7%	7%	7%	10%	9%	11%	6%	4%	11%	7%	8%	6%	11%	
Unimportant (-1)	29%	29%	29%	10%	21%	35%	32%	17%	26%	28%	26%	34%	23%	19%	34%	41%	14%	25%	32%	39%	11%	
Neutral (0)	19%	19%	19%	10%	19%	22%	18%	15%	25%	23%	22%	8%	30%	20%	20%	12%	40%	23%	20%	9%	36%	
Important (1)	24%	27%	24%	54%	25%	21%	23%	35%	17%	24%	22%	31%	19%	29%	21%	22%	15%	29%	27%	19%	22%	
Very important (2)	16%	14%	16%	26%	17%	9%	19%	28%	25%	12%	19%	18%	18%	16%	19%	13%	20%	12%	13%	21%	14%	
DK/NR	5%	6%	4%	.	3%	6%	4%	6%	.	6%	4%	.	1%	5%	.	8%	.	5%	.	6%	5%	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	0.13	0.16	0.13	0.97	0.11	-0.12	0.24	0.77	0.26	0.08	0.20	0.13	0.15	0.22	0.13	-0.01	0.18	0.15	0.07	0.11	0.18	
standard error:	0.10	0.19	0.12	0.31	0.22	0.17	0.16	0.20	0.21	0.18	0.21	0.29	0.17	0.20	0.19	0.20	0.30	0.15	0.25	0.19	0.25	
sig. test for means:				*				**														

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q24E the ease of understanding of the information provided	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	1%	.	2%	.	.	1%	.	.	3%	2%	.	.	.	3%	.
Unimportant (-1)	1%	.	3%	.	.	1%	.	.	4%	1%	2%	1%	3%	.	.
Neutral (0)	6%	3%	10%	9%	3%	7%	3%	3%	13%	7%	5%	.	.	10%	.	1%	9%	6%	7%	5%	6%
Important (1)	52%	65%	43%	44%	49%	54%	49%	62%	40%	50%	65%	79%	52%	40%	22%	61%	55%	46%	56%	56%	43%
Very important (2)	34%	26%	36%	44%	38%	33%	39%	28%	36%	43%	30%	21%	37%	44%	56%	28%	27%	43%	31%	26%	50%
DK/NR	6%	6%	5%	3%	10%	4%	9%	8%	3%	.	.	.	11%	6%	22%	9%	6%	4%	6%	7%	.
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.25	1.26	1.13	1.36	1.39	1.20	1.39	1.26	1.06	1.37	1.25	1.21	1.42	1.36	1.71	1.29	1.10	1.35	1.24	1.06	1.44
standard error:	0.06	0.08	0.13	0.11	0.11	0.07	0.09	0.09	0.16	0.16	0.12	0.15	0.15	0.17	0.19	0.09	0.11	0.08	0.07	0.15	0.10
sig. test for means:																					

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q24E the ease of understanding of the information provided	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	1%	.	1%	.	.	2%	2%	.	.	3%	2%
Unimportant (-1)	1%	2%	1%	.	1%	2%	3%	.	1%	.	3%	1%	.	.	5%	1%	.
Neutral (0)	6%	9%	6%	.	6%	5%	8%	4%	11%	6%	1%	4%	6%	2%	5%	3%	19%	6%	.	7%	10%
Important (1)	52%	46%	53%	41%	52%	50%	56%	59%	52%	58%	68%	64%	49%	49%	64%	53%	48%	51%	54%	53%	56%
Very important (2)	34%	36%	34%	59%	34%	36%	30%	28%	34%	31%	28%	22%	38%	47%	21%	31%	33%	38%	41%	27%	32%
DK/NR	6%	7%	5%	.	7%	5%	6%	9%	2%	6%	.	10%	4%	2%	7%	9%	.	5%	.	10%	2%
chi ² :																					
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.25	1.26	1.25	1.59	1.29	1.19	1.23	1.26	1.24	1.27	1.21	1.19	1.25	1.45	1.11	1.18	1.14	1.34	1.32	1.13	1.23
standard error:	0.06	0.11	0.07	0.18	0.10	0.12	0.08	0.10	0.11	0.08	0.10	0.11	0.12	0.08	0.10	0.14	0.17	0.08	0.15	0.12	0.13
sig. test for means:														**							

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE					TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT		
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q24F the information provided on the requirements to get the service	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)	1%	.	2%	.	3%	1%	3%	.	.	.	5%	.	11%	3%	1%	.	3%
Unimportant (-1)	0%	.	1%	.	.	0%	.	.	1%	1%	.	.	1%	.	.
Neutral (0)	5%	1%	9%	6%	7%	7%	2%	2%	12%	12%	5%	.	.	.	11%	8%	9%	1%	7%	1%	6%
Important (1)	48%	53%	37%	60%	48%	47%	55%	52%	35%	51%	55%	57%	45%	67%	44%	47%	53%	45%	44%	50%	55%
Very important (2)	41%	43%	47%	35%	32%	43%	36%	43%	49%	37%	30%	43%	37%	33%	33%	40%	34%	47%	45%	41%	35%
DK/NR	4%	3%	4%	.	10%	3%	4%	3%	3%	.	5%	.	7%	.	11%	5%	2%	4%	2%	8%	.
chi ² :																					
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.32	1.43	1.30	1.29	1.18	1.34	1.27	1.43	1.36	1.25	1.11	1.43	1.03	1.33	1.25	1.34	1.24	1.38	1.34	1.43	1.20
standard error:	0.06	0.08	0.12	0.10	0.16	0.07	0.12	0.09	0.12	0.17	0.21	0.18	0.35	0.11	0.25	0.12	0.09	0.09	0.08	0.09	0.13
sig. test for means:																					

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q24F the information provided on the requirements to get the service	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)	1%	.	2%	.	.	2%	1%	3%	3%	2%	2%	.	4%	.	3%	.	.	2%	.	1%	.
Unimportant (-1)	0%	2%	.	.	1%	1%	.	.	1%	.	.	.	1%	.
Neutral (0)	5%	13%	4%	49%	3%	3%	4%	6%	2%	8%	2%	.	4%	6%	6%	2%	7%	10%	.	4%	3%
Important (1)	48%	39%	50%	28%	43%	49%	54%	60%	63%	39%	47%	70%	53%	50%	49%	56%	46%	45%	54%	51%	46%
Very important (2)	41%	43%	41%	23%	50%	42%	36%	22%	29%	46%	49%	24%	39%	44%	39%	34%	48%	39%	46%	37%	51%
DK/NR	4%	3%	4%	.	3%	3%	4%	9%	3%	5%	.	5%	.	.	3%	7%	.	3%	.	6%	.
chi ² :				(**)				+													
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.32	1.28	1.33	0.74	1.46	1.33	1.29	1.08	1.19	1.34	1.41	1.26	1.22	1.38	1.25	1.33	1.41	1.22	1.46	1.28	1.47
standard error:	0.06	0.12	0.07	0.29	0.10	0.11	0.09	0.15	0.12	0.12	0.12	0.10	0.12	0.09	0.13	0.10	0.15	0.11	0.10	0.11	0.12
sig. test for means:																					

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD communications?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q25																					
weightd # of participants:	647	211	210	98	128	493	142	188	171	54	81	24	37	40	41	98	235	306	349	126	162
real # of participants:	100%	33%	32%	15%	20%	76%	22%	29%	26%	8%	12%	4%	6%	6%	6%	15%	36%	47%	54%	19%	25%
DISSATISFIED (very and smwhat)	11%	13%	11%	9%	8%	11%	8%	12%	12%	9%	11%	16%	7%	7%	4%	16%	10%	9%	11%	11%	10%
SATISFIED (very and smwhat)	79%	75%	81%	82%	83%	78%	84%	74%	80%	84%	79%	81%	84%	79%	91%	73%	77%	84%	79%	75%	84%
Very dissatisfied (-2)	2%	2%	2%	2%	3%	2%	1%	2%	1%	3%	4%	.	4%	2%	.	6%	1%	2%	2%	2%	2%
Dissatisfied (-1)	8%	11%	9%	6%	6%	9%	7%	10%	10%	6%	7%	16%	4%	6%	4%	9%	9%	7%	8%	9%	8%
Neutral (0)	10%	12%	9%	10%	8%	11%	8%	13%	9%	8%	10%	3%	8%	14%	4%	11%	13%	7%	10%	14%	6%
Satisfied (1)	48%	43%	54%	48%	47%	48%	50%	44%	54%	48%	45%	35%	58%	51%	52%	57%	47%	46%	50%	41%	49%
Very satisfied (2)	31%	32%	27%	34%	36%	30%	34%	30%	26%	36%	34%	45%	26%	28%	39%	16%	30%	38%	29%	34%	35%
DK/NR
chi ² :																(***)					
± ... at 50%:	4	8	7	9	9	5	9	9	8	12	11	25	18	15	15	11	7	6	6	9	8
mean for these data:	0.98	0.92	0.95	1.04	1.08	0.94	1.08	0.90	0.92	1.08	0.98	1.10	1.00	0.98	1.26	0.67	0.95	1.12	0.95	0.96	1.08
standard error:	0.04	0.08	0.06	0.08	0.08	0.05	0.07	0.09	0.07	0.11	0.11	0.25	0.16	0.13	0.11	0.11	0.06	0.05	0.05	0.09	0.07
sig. test for means:																**		**			

In general, if only one area of WD communications could be improved, which one should be focussed on?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q26																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
DK/NR	67%	68%	65%	65%	72%	69%	61%	68%	68%	65%	74%	64%	53%	63%	65%	78%	67%	64%	72%	61%	63%	
info. on the requirements	7%	6%	11%	6%	5%	8%	5%	7%	11%	6%	6%	.	12%	6%	2%	4%	9%	7%	4%	8%	10%	
availability of the info.	4%	4%	6%	5%	3%	4%	5%	4%	6%	3%	3%	.	7%	6%	4%	8%	2%	5%	3%	6%	6%	
clarity of the information	4%	4%	3%	6%	3%	4%	4%	5%	2%	10%	3%	.	7%	2%	4%	2%	3%	5%	4%	5%	3%	
ease of understanding	4%	4%	3%	4%	4%	3%	7%	4%	3%	3%	2%	6%	7%	6%	9%	1%	3%	5%	2%	6%	6%	
consistency of the information	3%	2%	3%	3%	4%	4%	2%	3%	3%	4%	5%	.	5%	2%	2%	4%	3%	3%	4%	5%	1%	
other	3%	2%	4%	5%	1%	2%	7%	2%	3%	1%	1%	6%	9%	10%	2%	1%	3%	4%	3%	4%	2%	
more tech.-based comm.	3%	4%	1%	5%	2%	3%	3%	4%	2%	4%	3%	6%	.	6%	.	.	5%	2%	3%	3%	2%	
client updates, proactively	2%	2%	2%	1%	3%	2%	2%	2%	2%	1%	2%	6%	.	.	4%	1%	4%	1%	2%	1%	3%	
official languages	1%	2%	.	1%	3%	0%	3%	1%	.	1%	.	10%	.	.	6%	2%	2%	2%	0%	2%	2%	
single contact person	1%	2%	0%	.	.	1%	1%	2%	0%	1%	0%	1%	.	1%	
chi ² :						(**)										(**)						
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

What is the main method you use to access business information?

	--WD PROVINCE--					--TYPE--		* COMMERCIAL CLIENTS *				* NOT-FOR-PROFIT CLIENTS *				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q27																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
Internet	52%	61%	53%	42%	45%	53%	51%	61%	52%	42%	43%	58%	61%	42%	48%	47%	53%	53%	53%	52%	53%	
Telephone	15%	11%	16%	19%	16%	15%	14%	11%	16%	21%	19%	10%	18%	16%	11%	16%	16%	14%	15%	14%	16%	
Networking	9%	8%	11%	11%	7%	10%	8%	9%	14%	8%	5%	3%	1%	13%	13%	13%	8%	9%	9%	11%	8%	
Discussions with WD officers	8%	7%	7%	10%	12%	9%	7%	7%	6%	16%	14%	6%	9%	3%	9%	14%	5%	9%	9%	9%	6%	
Other	8%	8%	6%	8%	10%	8%	6%	9%	5%	8%	10%		4%	8%	11%	4%	9%	7%	7%	9%	6%	
Literature	5%	3%	6%	9%	7%	4%	8%	2%	6%	3%	8%	10%	3%	16%	4%	6%	5%	5%	5%	5%	7%	
DK/NR	2%	3%	1%	2%	3%	1%	5%	2%	1%	1%	2%	13%	4%	2%	4%	1%	3%	3%	2%		4%	
chi ² :						--	++	(*)													+	
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

What is the main method you use to access business information?

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q27																						
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76	
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78	
Internet	52%	46%	54%	48%	57%	55%	49%	43%	40%	52%	54%	56%	54%	50%	55%	55%	50%	48%	56%	60%	50%	
Telephone	15%	14%	15%	18%	14%	15%	15%	14%	19%	19%	16%	15%	12%	12%	15%	15%	20%	14%	14%	14%	17%	
Networking	9%	9%	10%	16%	6%	9%	10%	7%	12%	9%	6%	9%	8%	11%	6%	12%	9%	10%	7%	13%	5%	
Discussions with WD officers	8%	16% +++	6% ---	12%	10%	6%	8%	12%	11%	7%	8%	9%	11%	9%	11%	8%	6%	11%	7%	5%	10%	
Other	8%	10%	7%	2%	8%	6%	9%	12%	12%	9%	10%	6%	8%	10%	6%	2%	9%	9%	6%	4%	10%	
Literature	5%	4%	6%	4%	4%	6%	7%	6%	6%	4%	3%	4%	4%	6%	6%	4%	5%	8%	5%	2%	7%	
DK/NR	2%	1%	3%	.	1%	3%	2%	5%	1%	1%	3%	2%	2%	2%	1%	5%	1%	1%	4%	3%	2%	
chi ² :		(**)						+								+						
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12	

Has Internet access for work
CALCULATION: Q27=Internet or Q28=Yes

	--WD PROVINCE--					--TYPE--		* COMMERCIAL CLIENTS *				* NOT-FOR-PROFIT CLIENTS *				--CONTACTS WITH WD--			--FIRST WD CONTACT--						
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago				
Q28B																									
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166				
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162				
Yes	95%	95%	96%	96%	95%	95%	97%	95%	96%	93%	96%	97%	96%	100%	93%	89%	96%	97%	95%	96%	95%				
No	4%	5%	3%	4%	5%	5%	2%	5%	4%	7%	4%	3%	.	.	7%	11%	4%	3%	5%	4%	4%				
DK/NR				
chi ² :																(**)									
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8				

	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--					--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+				
Q28B																									
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76				
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78				
Yes	95%	91%	96%	89%	96%	97%	95%	95%	97%	96%	95%	96%	94%	93%	96%	99%	95%	94%	95%	98%	96%				
No	4%	9%	3%	11%	4%	3%	5%	5%	3%	3%	5%	4%	6%	6%	4%	1%	5%	6%	3%	2%	4%				
DK/NR	.	++	--	++				
chi ² :		**		(*)																					
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12				

Have you ever USED the Internet to access business information?
BASE: has Internet access but Internet is not the main method of access to business information

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q29																						
weightd # of participants:	296	77	96	55	69	223	65	68	80	28	47	9	13	24	19	44	108	140	159	58	70	
real # of participants:	306	57	101	71	77	223	72	50	84	37	52	7	14	30	21	42	107	152	163	61	72	
Yes	92%	94%	97%	92%	83%	93%	92%	94%	96%	92%	85%	92%	100%	97%	81%	90%	93%	92%	92%	94%	92%	
No	8%	6%	3%	8%	17%	7%	8%	6%	4%	8%	15%	8%	.	3%	19%	10%	7%	8%	8%	6%	8%	
DK/NR
chi ² :		(*)																				
± ... at 50%:	6	14	10	12	12	7	12	15	11	17	15	40	28	19	23	16	10	8	8	13	12	

	--DEPTH OF RELATIONSHIP--			--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q29																						
weightd # of participants:	296	59	237	29	61	92	105	69	73	84	76	47	79	97	61	57	29	134	48	68	36	
real # of participants:	306	95	211	32	61	96	105	74	84	87	66	46	81	102	63	56	30	140	45	72	38	
Yes	92%	90%	92%	89%	96%	91%	93%	84%	95%	95%	92%	95%	93%	93%	94%	93%	100%	91%	95%	93%	94%	
No	8%	10%	8%	11%	4%	9%	7%	16%	5%	5%	8%	5%	7%	7%	6%	7%	.	9%	5%	7%	6%	
DK/NR
chi ² :																						
± ... at 50%:	6	11	7	18	13	11	10	12	11	11	13	15	12	10	13	14	19	9	16	12	17	

Has used the Internet to access business information
BASE: has Internet access

	--WD PROVINCE--					--TYPE--		* COMMERCIAL CLIENTS *				* NOT-FOR-PROFIT CLIENTS *				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago		
Q29B																							
weightd # of participants:	637	207	207	96	127	486	138	185	168	51	83	23	36	40	38	93	236	298	344	121	158		
real # of participants:	100%	33%	32%	15%	20%	76%	22%	29%	26%	8%	13%	4%	6%	6%	6%	15%	37%	47%	54%	19%	25%		
Yes	633	155	211	125	142	469	147	138	171	68	92	17	36	51	43	85	233	305	340	124	154		
	96%	98%	99%	95%	91%	97%	96%	98%	98%	95%	91%	97%	100%	98%	91%	95%	97%	96%	96%	97%	97%		
No																							
	4%	2%	1%	5%	9%	3%	4%	2%	2%	5%	9%	3%	.	2%	9%	5%	3%	4%	4%	3%	3%		
DK/NR	+++	++		
chi ² :		(**)						(*)															
± ... at 50%:	4	8	7	9	9	5	9	9	8	13	11	25	17	15	16	11	7	6	6	9	8		

	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--				--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani- toba	Sask.	Alber- ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+		
Q29B																							
weightd # of participants:	637	119	518	58	147	203	217	125	125	179	170	113	176	206	140	120	61	264	111	168	73		
real # of participants:	100%	19%	81%	9%	23%	32%	34%	20%	20%	28%	27%	18%	28%	32%	22%	19%	10%	41%	17%	26%	11%		
Yes	633	189	444	62	142	199	214	136	146	180	146	102	172	208	141	110	61	268	103	167	75		
	96%	95%	97%	95%	98%	96%	97%	91%	97%	98%	96%	98%	97%	96%	97%	97%	100%	96%	98%	97%	97%		
No																							
	4%	5%	3%	5%	2%	4%	3%	9%	3%	2%	4%	2%	3%	4%	3%	3%	.	4%	2%	3%	3%		
DK/NR	+++		
chi ² :								(*)															
± ... at 50%:	4	8	5	13	9	7	7	9	9	8	9	10	8	7	9	10	13	6	10	8	12		

Have you ever used the Internet to access information about government programs?
BASE: have an Internet access

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q30																						
weightd # of participants:	637	207	207	96	127	486	138	185	168	51	83	23	36	40	38	93	236	298	344	121	158	
	100%	33%	32%	15%	20%	76%	22%	29%	26%	8%	13%	4%	6%	6%	6%	15%	37%	47%	54%	19%	25%	
real # of participants:	633	155	211	125	142	469	147	138	171	68	92	17	36	51	43	85	233	305	340	124	154	
Yes	91%	94%	91%	88%	89%	89%	98%	93%	90%	81%	86%	100%	98%	98%	97%	81%	91%	95%	90%	93%	94%	
No	9%	6%	9%	12%	11%	11%	2%	7%	10%	19%	14%	.	2%	2%	3%	19%	9%	5%	10%	7%	6%	
DK/NR	---	+++	.	.	+	---	---	---	.	.	.	
chi ² :						**									***							
± ... at 50%:	4	8	7	9	9	5	9	9	8	13	11	25	17	15	16	11	7	6	6	9	8	

	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani- toba	Sask.	Alber- ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+	
Q30																						
weightd # of participants:	637	119	518	58	147	203	217	125	125	179	170	113	176	206	140	120	61	264	111	168	73	
	100%	19%	81%	9%	23%	32%	34%	20%	20%	28%	27%	18%	28%	32%	22%	19%	10%	41%	17%	26%	11%	
real # of participants:	633	189	444	62	142	199	214	136	146	180	146	102	172	208	141	110	61	268	103	167	75	
Yes	91%	87%	92%	90%	90%	92%	92%	89%	89%	90%	92%	90%	94%	91%	92%	91%	95%	90%	94%	93%	89%	
No	9%	13%	8%	10%	10%	8%	8%	11%	11%	10%	8%	10%	6%	9%	8%	9%	5%	10%	6%	7%	11%	
DK/NR	.	+	-	
chi ² :																						
± ... at 50%:	4	8	5	13	9	7	7	9	9	8	9	10	8	7	9	10	13	6	10	8	12	

Have you ever visited the WD Web site?
BASE: have used the Internet to access government information

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--						
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago				
Q31																									
weightd # of participants:	583	195	190	85	113	435	136	172	151	41	71	23	37	40	37	76	214	286	310	113	150				
	100%	33%	33%	15%	19%	75%	23%	29%	26%	7%	12%	4%	6%	7%	6%	13%	37%	49%	53%	19%	26%				
real # of participants:	576	145	194	110	127	417	144	128	155	55	79	17	35	50	42	68	210	290	305	114	145				
Yes	78%	82%	81%	74%	70%	78%	79%	83%	77%	68%	73%	77%	95%	80%	65%	70%	70%	86%	75%	83%	81%				
No	21%	16%	19%	23%	29%	21%	20%	15%	23%	32%	25%	23%	5%	16%	35%	30%	28%	13%	24%	15%	18%				
DK/NR	1%	2%	.	3%	1%	1%	1%	2%	.	.	1%	.	.	4%	.	2%	1%	1%	1%	1%	1%				
chi ² :		(*)										(*)		+	(***)										
± ... at 50%:	4	9	8	10	9	5	9	9	8	14	12	25	18	15	16	13	7	6	6	10	9				
	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--					--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani- toba	Sask.	Alber- ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+				
Q31																									
weightd # of participants:	583	103	480	52	132	188	199	111	111	163	156	101	166	189	129	109	58	238	105	157	65				
	100%	18%	82%	9%	23%	32%	34%	19%	19%	28%	27%	17%	28%	32%	22%	19%	10%	41%	18%	27%	11%				
real # of participants:	576	166	410	55	127	184	196	120	128	162	132	92	162	188	130	101	58	239	97	156	67				
Yes	78%	82%	77%	86%	82%	79%	72%	73%	73%	80%	82%	84%	76%	80%	78%	77%	72%	78%	81%	79%	71%				
No	21%	18%	21%	14%	17%	19%	28%	27%	25%	20%	17%	14%	23%	18%	21%	22%	28%	21%	18%	19%	29%				
DK/NR	1%	1%	1%	.	1%	2%	0%	.	1%	.	1%	2%	1%	1%	2%	1%	.	1%	1%	2%	.				
chi ² :																									
± ... at 50%:	4	8	5	14	9	8	7	10	9	8	9	11	8	8	9	10	14	7	11	8	13				

If you knew that WD offered access to its information and services through its Web site, how likely would you be to use it? Would you be...
BASE: have never used the Internet to access government information or have never accessed the WD Web site

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q32																					
weightd # of participants:	183	48	55	33	47	148	31	43	52	23	31	5	3	9	14	40	87	53	112	28	38
real # of participants:	100%	26%	30%	18%	26%	81%	17%	23%	28%	12%	17%	3%	1%	5%	8%	22%	48%	29%	61%	15%	21%
Not at all likely (0)	7%	10%	7%	7%	4%	7%	6%	11%	6%	7%	3%	.	33%	.	6%	8%	1%	15%	4%	8%	13%
Not very likely (1)	10%	21%	7%	2%	7%	9%	13%	21%	8%	.	3%	14%	.	8%	19%	14%	6%	14%	5%	20%	18%
Somewhat likely (2)	28%	19%	28%	45%	24%	27%	28%	18%	29%	40%	29%	29%	16%	55%	12%	21%	32%	27%	30%	21%	23%
Very likely (3)	53%	48%	55%	44%	63%	54%	51%	46%	55%	53%	63%	57%	51%	28%	63%	53%	58%	45%	57%	51%	46%
DK/NR	2%	3%	2%	2%	2%	3%	3%	4%	3%	.	3%	.	.	9%	.	3%	3%	.	3%	.	.
chi ² :																(*)					
± ... at 50%:	8	18	14	16	14	9	18	19	14	19	18	52	52	32	26	17	11	14	10	19	16
mean for these data:	2.30	2.08	2.34	2.28	2.49	2.31	2.27	2.04	2.36	2.39	2.56	2.43	1.85	2.22	2.32	2.24	2.52	2.02	2.45	2.15	2.03
standard error:	0.07	0.18	0.12	0.13	0.11	0.08	0.16	0.20	0.12	0.15	0.12	0.40	0.85	0.20	0.25	0.16	0.07	0.14	0.08	0.19	0.17
sig. test for means:											*						**	*	*		

If you knew that WD offered access to its information and services through its Web site, how likely would you be to use it? Would you be...
BASE: have never used the Internet to access government information or have never accessed the WD Web site

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q32																						
weightd # of participants:	183	35	149	13	38	56	74	44	44	49	43	27	50	56	40	35	19	78	27	44	27	
real # of participants:	100%	19%	81%	7%	21%	30%	40%	24%	24%	27%	23%	15%	27%	31%	22%	19%	11%	42%	15%	24%	15%	
Not at all likely (0)	189	55	134	15	38	57	76	48	52	51	39	24	52	59	40	33	22	81	26	45	30	
	7%	4%	8%	12%	4%	3%	10%	.	2%	8%	7%	9%	10%	3%	9%	4%	7%	4%	8%	.	21%	
Not very likely (1)	10%	8%	10%	.	2%	18%	8%	12%	7%	8%	16%	11%	14%	6%	8%	24%	.	8%	8%	16%	3%	
						++										++					++	
Somewhat likely (2)	28%	18%	30%	38%	35%	20%	30%	23%	51%	39%	29%	9%	22%	27%	25%	29%	32%	32%	24%	30%	23%	
									+++													
Very likely (3)	53%	70%	49%	51%	59%	54%	51%	63%	38%	45%	44%	71%	51%	62%	51%	43%	61%	55%	55%	51%	53%	
		++	--																			
DK/NR	2%	.	3%	.	.	4%	2%	2%	2%	.	4%	.	3%	2%	7%	.	.	1%	5%	3%	.	
															+							
chi ² :																						
± ... at 50%:	8	14	9	27	17	14	12	15	15	15	17	21	15	14	17	18	22	12	21	16	19	
mean for these data:	2.30	2.55	2.24	2.27	2.50	2.31	2.24	2.53	2.28	2.22	2.15	2.43	2.18	2.52	2.28	2.10	2.48	2.41	2.33	2.37	2.07	
standard error:	0.07	0.11	0.08	0.26	0.12	0.12	0.11	0.10	0.10	0.13	0.16	0.21	0.14	0.10	0.16	0.16	0.18	0.09	0.19	0.11	0.22	
sig. test for means:		*	*					*														

If WD offered access to on-line application of its programs through its Web site, how likely would you be to use it? Would you be...
BASE: have an Internet access

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q33																						
weightd # of participants:	637	207	207	96	127	486	138	185	168	51	83	23	36	40	38	93	236	298	344	121	158	
real # of participants:	100%	33%	32%	15%	20%	76%	22%	29%	26%	8%	13%	4%	6%	6%	6%	15%	37%	47%	54%	19%	25%	
Not at all likely (0)	633	155	211	125	142	469	147	138	171	68	92	17	36	51	43	85	233	305	340	124	154	
	7%	7%	7%	8%	6%	7%	8%	7%	6%	9%	6%	7%	12%	8%	5%	7%	6%	8%	8%	7%	4%	
Not very likely (1)	8%	4%	8%	8%	15%	7%	11%	3%	8%	6%	14%	10%	6%	8%	19%	6%	9%	8%	7%	9%	10%	
		-			++			-			++											
Somewhat likely (2)	26%	26%	26%	23%	27%	25%	29%	24%	25%	27%	26%	43%	32%	16%	32%	35%	27%	23%	27%	24%	26%	
															+							
Very likely (3)	56%	60%	57%	56%	46%	59%	46%	62%	61%	56%	49%	40%	42%	59%	40%	50%	57%	57%	57%	59%	54%	
					-	++	--				-				+							
DK/NR	3%	2%	2%	5%	6%	2%	6%	2%	0%	1%	4%		9%	10%	5%	1%	2%	5%	2%	1%	6%	
					+	--	++														+	
chi ² :		(*)				(*)																
± ... at 50%:	4	8	7	9	9	5	9	9	8	13	11	25	17	15	16	11	7	6	6	9	8	
mean for these data:	2.35	2.42	2.35	2.33	2.22	2.39	2.21	2.45	2.41	2.33	2.23	2.17	2.12	2.40	2.12	2.30	2.38	2.35	2.35	2.38	2.38	
standard error:	0.04	0.07	0.06	0.09	0.08	0.04	0.08	0.08	0.07	0.12	0.10	0.21	0.18	0.14	0.14	0.10	0.06	0.06	0.05	0.08	0.07	
sig. test for means:																						

If WD offered access to on-line application of its programs through its Web site, how likely would you be to use it? Would you be...
BASE: have an Internet access

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+	
Q33																						
weightd # of participants:	637	119	518	58	147	203	217	125	125	179	170	113	176	206	140	120	61	264	111	168	73	
real # of participants:	100%	19%	81%	9%	23%	32%	34%	20%	20%	28%	27%	18%	28%	32%	22%	19%	10%	41%	17%	26%	11%	
Not at all likely (0)	7%	7%	7%	5%	5%	7%	8%	3%	6%	10%	8%	7%	7%	3%	7%	7%	5%	6%	8%	7%	10%	
Not very likely (1)	8%	8%	8%	8%	6%	8%	8%	16%	11%	11%	6%	4%	8%	7%	6%	9%	16%	5%	5%	9%	17%	
Somewhat likely (2)	26%	22%	27%	24%	24%	25%	29%	++	26%	30%	30%	26%	21%	23%	29%	28%	28%	24%	32%	27%	24%	
Very likely (3)	56%	60%	55%	59%	64%	58%	49%	43%	53%	46%	54%	60%	60%	63%	56%	55%	49%	62%	54%	55%	42%	
DK/NR	3%	4%	3%	4%	.	2%	5%	-	8%	4%	3%	2%	4%	4%	2%	1%	1%	+	3%	1%	2%	
chi ² :							++	++										(*)				+
± ... at 50%:	4	8	5	13	9	7	7	9	9	8	9	10	8	7	9	10	13	6	10	8	12	
mean for these data:	2.35	2.40	2.33	2.43	2.47	2.36	2.26	2.23	2.32	2.16	2.33	2.42	2.40	2.52	2.36	2.33	2.22	2.45	2.33	2.33	2.07	
standard error:	0.04	0.07	0.04	0.11	0.07	0.07	0.07	0.08	0.08	0.07	0.08	0.09	0.07	0.05	0.08	0.09	0.12	0.05	0.09	0.07	0.12	
sig. test for means:								*		*				**				*		*	*	*

On the whole, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with your most recent contact with WD?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q34																						
weightd # of participants:	659	219	213	97	130	505	141	195	174	53	83	24	37	40	41	105	239	308	360	126	164	
real # of participants:	100%	33%	32%	15%	20%	77%	21%	30%	26%	8%	13%	4%	6%	6%	6%	16%	36%	47%	55%	19%	25%	
DISSATISFIED (very and smwhat)	657	165	219	127	146	491	149	147	180	71	93	18	35	50	46	97	239	313	358	131	159	
	14%	17%	14%	11%	10%	15%	7%	18%	15%	11%	14%	13%	7%	10%	2%	20%	15%	9%	14%	17%	11%	
SATISFIED (very and smwhat)	78%	73%	75%	83%	84%	74%	89%	73%	71%	82%	77%	81%	92%	84%	96%	63%	73%	86%	77%	73%	83%	
Very dissatisfied (-2)	5%	6%	4%	6%	5%	6%	2%	6%	4%	8%	8%	.	4%	4%	.	11%	5%	3%	5%	8%	4%	
Dissatisfied (-1)	9%	11%	10%	5%	4%	9%	5%	11%	11%	3%	5%	13%	4%	6%	2%	10%	11%	6%	9%	9%	7%	
Neutral (0)	9%	9%	11%	6%	6%	11%	4%	10%	13%	7%	9%	6%	1%	6%	2%	16%	12%	4%	10%	10%	6%	
Satisfied (1)	41%	40%	41%	43%	44%	42%	43%	41%	41%	44%	42%	26%	43%	44%	50%	44%	41%	41%	42%	39%	42%	
Very satisfied (2)	36%	34%	34%	40%	40%	32%	46%	31%	30%	38%	36%	55%	48%	40%	46%	19%	31%	45%	35%	33%	41%	
DK/NR	
chi ² :						***										***						
± ... at 50%:	4	8	7	9	9	5	9	9	8	12	11	25	18	15	15	11	7	6	6	9	8	
mean for these data:	0.95	0.85	0.92	1.06	1.10	0.85	1.26	0.80	0.83	1.00	0.91	1.23	1.29	1.11	1.39	0.51	0.84	1.19	0.93	0.81	1.10	
standard error:	0.04	0.09	0.07	0.10	0.09	0.05	0.07	0.10	0.08	0.14	0.12	0.25	0.16	0.14	0.10	0.12	0.07	0.06	0.06	0.11	0.08	
sig. test for means:						***	***									***	*	***			*	

On the whole, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with your most recent contact with WD?

	---DEPTH OF RELATIONSHIP---							---YEARS OF EXISTENCE---						---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+						
Q34																											
weightd # of participants:	659	129	531	65	151	206	224	130	128	184	178	116	186	219	145	120	64	277	113	171	76						
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%						
DISSATISFIED (very and smwhat)	657	204	453	73	146	202	221	141	149	185	154	104	182	222	145	110	64	284	104	169	78						
	14%	11%	14%	17%	19%	11%	12%	10%	14%	14%	15%	13%	20%	15%	17%	13%	9%	19%	9%	8%	11%						
SATISFIED (very and smwhat)	78%	81%	77%	74%	71%	80%	82%	83%	77%	75%	74%	78%	72%	76%	74%	80%	81%	75%	77%	85%	82%						
Very dissatisfied (-2)	5%	3%	5%	2%	8%	4%	5%	5%	5%	5%	4%	5%	8%	8%	4%	2%	4%	9%	1%	1%	6%						
Dissatisfied (-1)	9%	7%	9%	15%	11%	6%	7%	5%	9%	9%	10%	8%	12%	7%	13%	11%	5%	9%	8%	8%	5%						
Neutral (0)	9%	9%	9%	9%	10%	10%	6%	7%	9%	11%	11%	9%	8%	9%	9%	7%	10%	6%	14%	7%	8%						
Satisfied (1)	41%	40%	42%	34%	40%	40%	46%	42%	39%	39%	38%	40%	39%	36%	43%	44%	48%	40%	39%	47%	45%						
Very satisfied (2)	36%	41%	35%	41%	31%	39%	36%	41%	38%	36%	36%	38%	34%	39%	31%	36%	33%	35%	39%	38%	36%						
DK/NR						
chi ² :																		(**)									
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12						
mean for these data:	0.95	1.09	0.92	0.95	0.75	1.04	1.01	1.09	0.96	0.93	0.91	0.97	0.79	0.92	0.83	1.00	1.00	0.82	1.06	1.15	1.01						
standard error:	0.04	0.07	0.05	0.13	0.10	0.07	0.07	0.09	0.09	0.08	0.09	0.11	0.09	0.08	0.09	0.10	0.13	0.07	0.09	0.07	0.12						
sig. test for means:																		**									

Thinking of your most recent contact with WD, did you get what you needed?

	--WD PROVINCE--												--TYPE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago					
Q35																										
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166					
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162					
Yes	66%	60%	66%	76%	70%	63%	79%	57%	64%	77%	63%	81%	77%	77%	80%	53%	62%	76%	66%	64%	71%					
In part	9%	11%	10%	6%	9%	11%	5%	12%	11%	6%	12%	-	5%	8%	4%	15%	10%	8%	10%	9%	10%					
No	20%	25%	20%	15%	18%	23%	13%	25%	22%	16%	22%	19%	8%	13%	13%	26%	25%	14%	21%	26%	16%					
DK/NR	4%	5%	4%	2%	3%	4%	4%	5%	3%	1%	3%	-	11%	2%	2%	6%	4%	3%	4%	1%	3%					
chi ² :																										
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8					

	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--						--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani- toba	Sask.	Alber- ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+					
Q35																										
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76					
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78					
Yes	66%	64%	67%	61%	55%	70%	73%	70%	72%	64%	63%	66%	60%	65%	61%	71%	77%	60%	67%	77%	76%					
In part	9%	11%	9%	11%	12%	9%	8%	9%	9%	11%	12%	6%	10%	9%	14%	6%	10%	11%	9%	6%	7%					
No	20%	22%	20%	22%	30%	18%	15%	19%	18%	20%	20%	22%	27%	22%	21%	21%	12%	27%	15%	15%	14%					
DK/NR	4%	3%	4%	6%	3%	3%	4%	2%	1%	5%	5%	6%	3%	4%	4%	2%	1%	2%	9%	2%	3%					
chi ² :																										
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12					

As far as you can tell, was the service provided without error?

	--WD PROVINCE--								--TYPE--				--WD PROVINCE--				--WD PROVINCE--			--CONTACTS WITH WD--			--FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago				
Q37																									
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166				
real # of participants:	100%	33%	32%	15%	20%	77%	21%	29%	26%	8%	13%	4%	6%	6%	6%	16%	37%	46%	54%	19%	25%				
Yes	84%	83%	82%	86%	87%	82%	88%	82%	81%	85%	83%	84%	84%	88%	96%	74%	81%	90%	84%	80%	87%				
No	7%	6%	5%	9%	9%	8%	6%	7%	5%	10%	14%	3%	7%	10%	2%	--	9%	6%	7%	9%	6%				
DK/NR	9%	11%	13%	5%	3%	10%	6%	11%	14%	5%	3%	13%	9%	2%	2%	17%	11%	4%	8%	11%	7%				
chi ² :		*	+		--			(*)	+	-						++	---								
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8				

	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--					--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani- toba	Sask.	Alber- ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+				
Q37																									
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76				
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%				
Yes	84%	84%	84%	84%	84%	85%	83%	88%	87%	82%	85%	83%	83%	81%	83%	87%	87%	83%	84%	86%	87%				
No	7%	10%	6%	9%	6%	7%	8%	9%	9%	8%	5%	6%	7%	10%	5%	6%	4%	9%	5%	5%	8%				
DK/NR	9%	7%	10%	7%	10%	8%	9%	3%	4%	10%	9%	11%	10%	9%	12%	6%	9%	8%	11%	9%	5%				
chi ² :								-	-					+											
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12				

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT--		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q38A sensitivity to needs																					
mean for these data:	1.39	1.44	1.42	1.33	1.30	1.38	1.43	1.43	1.41	1.05	1.41	1.50	1.44	1.56	1.11	1.45	1.35	1.39	1.44	1.29	1.40
sig. test for means:																					
Q38B reliability of the service																					
mean for these data:	1.48	1.44	1.61	1.48	1.33	1.48	1.53	1.48	1.56	1.32	1.40	1.29	1.80	1.61	1.33	1.50	1.48	1.47	1.47	1.41	1.59
sig. test for means:			*										*								
Q38C communications																					
mean for these data:	1.51	1.43	1.64	1.48	1.45	1.50	1.53	1.41	1.60	1.46	1.54	1.50	1.80	1.50	1.22	1.49	1.56	1.47	1.56	1.32	1.60
sig. test for means:			*										*								
Q38D access to the service																					
mean for these data:	1.41	1.44	1.53	1.28	1.22	1.38	1.52	1.43	1.46	1.08	1.25	1.50	1.84	1.44	1.22	1.58	1.38	1.36	1.41	1.33	1.51
sig. test for means:													**								

	---DEPTH OF RELATIONSHIP---							-----YEARS OF EXISTENCE-----						-----CLIENT LOCATIONS-----					-----GROSS REVENUES-----				-----EMPLOYMENT-----			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Manitoba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+					
Q38A sensitivity to needs mean for these data: sig. test for means:	1.39	1.48	1.38	1.62	1.41	1.41	1.33	1.25	1.32	1.38	1.31	1.24	1.61 ***	1.47	1.35	1.46	1.34	1.42	1.49	1.36	1.37					
Q38B reliability of the service mean for these data: sig. test for means:	1.48	1.53	1.47	1.84 *	1.40	1.51	1.51	1.30	1.44	1.56	1.44	1.38	1.57	1.53	1.46	1.53	1.39	1.55	1.51	1.43	1.52					
Q38C communications mean for these data: sig. test for means:	1.51	1.48	1.51	1.69	1.43	1.47	1.61	1.39	1.46	1.58	1.40	1.46	1.66 *	1.48	1.37	1.56	1.64	1.53	1.60	1.37	1.69					
Q38D access to the service mean for these data: sig. test for means:	1.41	1.35	1.42	1.70	1.41	1.41	1.40	1.19	1.20	1.49	1.45	1.28	1.50	1.46	1.41	1.49	1.35	1.42	1.52	1.35	1.43					

	--WD PROVINCE--					--TYPE--		* --WD PROVINCE-- * * COMMERCIAL CLIENTS *				* --WD PROVINCE-- * * NOT-FOR-PROFIT CLIENTS *				--CONTACTS WITH WD-- OVER THE PAST YEAR			--FIRST WD CONTACT-- Less than 1 year ago		
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	1 to 2 years ago	More than 2 years ago	
Q38A sensitivity to needs weightd # of participants:	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
real # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
Very unimportant (-2)	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Unimportant (-1)
Neutral (0)	1%	.	2%	.	3%	1%	2%	.	3%	11%	.	.	3%	.	5%	++
Important (1)	6%	5%	6%	9%	6%	8%	2%	6%	7%	20%	5%	.	.	.	11%	5%	10%	4%	7%	5%	6%
Very important (2)	44%	46%	38%	47%	48%	42%	46%	45%	34%	51%	50%	50%	52%	44%	33%	45%	45%	44%	41%	45%	48%
DK/NR	47%	49%	51%	41%	42%	47%	48%	49%	53%	24%	46%	50%	41%	56%	44%	48%	43%	49%	50%	45%	46%
chi ² :	2%	.	4%	3%	.	2%	2%	.	3%	5%	.	.	7%	.	.	2%	2%	1%	2%	.	.
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.39	1.44	1.42	1.33	1.30	1.38	1.43	1.43	1.41	1.05	1.41	1.50	1.44	1.56	1.11	1.45	1.35	1.39	1.44	1.29	1.40
standard error:	0.05	0.09	0.10	0.11	0.13	0.06	0.09	0.10	0.12	0.18	0.13	0.19	0.14	0.12	0.35	0.11	0.09	0.08	0.07	0.13	0.10
sig. test for means:																					

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---				---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term		Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q38A sensitivity to needs	170	27	143		8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%		4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122		9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)
Unimportant (-1)	1%	.	2%		.	.	2%	1%	3%	.	.	3%	.	.	.	3%	2%	.	.	5%	1%	.
Neutral (0)	6%	2%	7%		.	4%	2%	12%	6%	7%	5%	7%	10%	.	5%	7%	7%	12%	5%	.	8%	10%
Important (1)	44%	46%	43%		35%	52%	46%	37%	55%	54%	48%	46%	57%	38%	42%	43%	33%	41%	47%	37%	41%	44%
Very important (2)	47%	47%	47%		56%	45%	47%	48%	36%	39%	42%	44%	33%	61%	52%	47%	55%	47%	46%	58%	46%	47%
DK/NR	2%	6%	1%		9%	.	2%	2%	.	.	5%	.	.	1%	2%	.	3%	.	2%	.	3%	.
chi ² :																						
± ... at 50%:	8	16	9		35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
mean for these data:	1.39	1.48	1.38		1.62	1.41	1.41	1.33	1.25	1.32	1.38	1.31	1.24	1.61	1.47	1.35	1.46	1.34	1.42	1.49	1.36	1.37
standard error:	0.05	0.08	0.06		0.19	0.09	0.09	0.10	0.12	0.10	0.09	0.12	0.13	0.07	0.09	0.12	0.12	0.17	0.08	0.15	0.10	0.13
sig. test for means:														***								

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q38B reliability of the service weightd # of participants:	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43	
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41	
Very unimportant (-2)
Unimportant (-1)	1%	.	.	.	3%	.	2%	11%	.	.	1%	.	2%	.	
Neutral (0)	2%	.	.	3%	6%	1%	2%	.	.	7%	11%	.	3%	1%	2%	.	.	
Important (1)	46%	56%	38%	44%	45%	50%	36%	52%	42%	51%	60%	71%	18%	39%	11%	49%	45%	47%	47%	52%	41%	
Very important (2)	50%	44%	58%	50%	45%	48%	58%	48%	55%	37%	40%	29%	75%	61%	67%	49%	50%	50%	48%	46%	59%	
DK/NR	2%	.	4%	3%	.	2%	2%	.	3%	5%	.	.	7%	.	.	2%	2%	1%	2%	.	.	
chi ² :	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16	
± ... at 50%:	1.48	1.44	1.61	1.48	1.33	1.48	1.53	1.48	1.56	1.32	1.40	1.29	1.80	1.61	1.33	1.50	1.48	1.47	1.47	1.41	1.59	
standard error:	0.04	0.07	0.07	0.10	0.13	0.05	0.09	0.08	0.08	0.16	0.11	0.17	0.12	0.12	0.38	0.09	0.07	0.07	0.06	0.10	0.08	
sig. test for means:			*										*									

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q38B reliability of the service	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)
Unimportant (-1)	1%	.	1%	.	.	.	1%	3%	2%	.	.	.	1%	.	
Neutral (0)	2%	.	2%	.	.	2%	1%	6%	2%	2%	.	.	4%	2%	.	.	3%	
Important (1)	46%	44%	47%	14%	60%	45%	41%	49%	52%	42%	56%	62%	42%	42%	54%	39%	53%	41%	49%	51%	42%	
Very important (2)	50%	50%	50%	77%	40%	51%	54%	42%	46%	53%	44%	38%	57%	54%	46%	56%	43%	55%	51%	45%	55%	
DK/NR	2%	6%	1%	9%	.	2%	2%	.	.	5%	.	.	1%	2%	.	3%	.	2%	.	3%	.	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.48	1.53	1.47	1.84	1.40	1.51	1.51	1.30	1.44	1.56	1.44	1.38	1.57	1.53	1.46	1.53	1.39	1.55	1.51	1.43	1.52	
standard error:	0.04	0.08	0.05	0.14	0.08	0.08	0.08	0.13	0.09	0.07	0.08	0.11	0.07	0.08	0.08	0.10	0.14	0.07	0.10	0.08	0.12	
sig. test for means:				*																		

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q38C communications																					
weightd # of participants:	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
real # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
Very unimportant (-2)	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Unimportant (-1)	1%	3%	.	.	.	1%	.	3%	2%	.	.	4%	.
Neutral (0)
Important (1)	1%	.	.	3%	3%	1%	2%	.	.	7%	11%	.	3%	.	2%	.	.
Very important (2)	43%	47%	34%	44%	49%	43%	43%	46%	39%	38%	46%	50%	18%	50%	56%	50%	38%	44%	39%	54%	40%
DK/NR	54%	51%	62%	50%	48%	54%	54%	51%	58%	50%	54%	50%	75%	50%	33%	48%	57%	53%	57%	43%	60%
chi ² :	2%	.	4%	3%	.	2%	2%	.	3%	5%	.	.	7%	.	.	2%	2%	1%	2%	.	.
± ... at 50%:	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
mean for these data:	1.51	1.43	1.64	1.48	1.45	1.50	1.53	1.41	1.60	1.46	1.54	1.50	1.80	1.50	1.22	1.49	1.56	1.47	1.56	1.32	1.60
standard error:	0.05	0.11	0.07	0.10	0.10	0.06	0.08	0.13	0.08	0.17	0.11	0.19	0.12	0.12	0.22	0.09	0.07	0.08	0.06	0.13	0.08
sig. test for means:			*										*								

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q38C communications																						
weightd # of participants:	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24	
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25	
Very unimportant (-2)	1%	.	1%	.	3%	4%	.	.	.	3%	3%	.	
Unimportant (-1)	+	
Neutral (0)	1%	.	1%	.	.	2%	1%	3%	2%	2%	.	.	4%	2%	.	.	3%	
Important (1)	43%	49%	42%	28%	43%	49%	36%	55%	49%	40%	46%	54%	33%	47%	49%	43%	28%	43%	40%	50%	24%	
Very important (2)	54%	46%	55%	63%	53%	48%	61%	42%	49%	55%	51%	46%	66%	49%	47%	54%	68%	53%	60%	44%	73%	
DK/NR	2%	6%	1%	9%	.	2%	2%	.	.	5%	.	.	1%	2%	.	3%	.	2%	.	3%	.	
chi ² :																						
± ... at 50%:	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21	
mean for these data:	1.51	1.48	1.51	1.69	1.43	1.47	1.61	1.39	1.46	1.58	1.40	1.46	1.66	1.48	1.37	1.56	1.64	1.53	1.60	1.37	1.69	
standard error:	0.05	0.08	0.06	0.18	0.13	0.08	0.07	0.10	0.09	0.07	0.14	0.11	0.07	0.08	0.13	0.08	0.14	0.07	0.10	0.11	0.11	
sig. test for means:													*									

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago
Q38D access to the service	170	60	56	27	28	124	45	50	44	12	18	11	12	14	8	32	62	73	84	42	43
weightd # of participants:	100%	35%	33%	16%	16%	73%	26%	29%	26%	7%	11%	6%	7%	8%	5%	19%	36%	43%	49%	24%	25%
real # of participants:	167	45	57	34	31	114	50	37	41	16	20	8	15	18	9	30	58	76	83	40	41
Very unimportant (-2)
Unimportant (-1)	1%	.	.	3%	3%	1%	2%	.	.	5%	11%	.	.	2%	1%	2%	.
Neutral (0)	5%	3%	5%	3%	13%	5%	2%	3%	6%	7%	10%	.	.	.	11%	.	7%	5%	6%	2%	3%
Important (1)	45%	49%	35%	57%	43%	48%	37%	49%	40%	58%	56%	50%	14%	56%	22%	41%	45%	47%	41%	56%	42%
Very important (2)	47%	45%	56%	35%	42%	43%	57%	44%	51%	25%	35%	50%	78%	44%	56%	57%	43%	45%	47%	40%	55%
DK/NR	3%	3%	4%	3%	.	3%	2%	3%	3%	5%	.	.	7%	.	.	2%	5%	1%	4%	.	.
chi ² :	8	16	14	18	19	10	15	17	16	26	23	37	27	25	35	19	14	12	11	17	16
± ... at 50%:	1.41	1.44	1.53	1.28	1.22	1.38	1.52	1.43	1.46	1.08	1.25	1.50	1.84	1.44	1.22	1.58	1.38	1.36	1.41	1.33	1.51
standard error:	0.05	0.08	0.08	0.12	0.14	0.06	0.09	0.09	0.10	0.20	0.14	0.19	0.11	0.12	0.37	0.09	0.08	0.08	0.07	0.10	0.09
sig. test for means:													**								

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

	---DEPTH OF RELATIONSHIP---			---YEARS OF EXISTENCE---				---CLIENT LOCATIONS---						---GROSS REVENUES---				---EMPLOYMENT---			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q38D access to the service	170	27	143	8	44	54	61	30	33	47	43	30	57	42	44	43	19	56	28	59	24
weightd # of participants:	100%	16%	84%	4%	26%	32%	36%	18%	20%	28%	25%	17%	33%	24%	26%	25%	11%	33%	17%	35%	14%
real # of participants:	167	45	122	9	39	52	62	32	38	49	36	22	51	43	41	38	18	62	24	52	25
Very unimportant (-2)
Unimportant (-1)	1%	2%	1%	.	.	1%	1%	3%	2%	2%	.	2%	.	1%	.	1%	.
Neutral (0)	5%	.	6%	.	3%	2%	9%	12%	8%	5%	2%	4%	4%	2%	.	3%	17%	2%	.	6%	14%
Important (1)	45%	54%	43%	27%	51%	51%	36%	50%	59%	40%	49%	59%	41%	43%	59%	37%	32%	48%	48%	47%	30%
Very important (2)	47%	38%	48%	64%	42%	44%	51%	36%	32%	51%	45%	31%	53%	48%	41%	55%	52%	44%	52%	43%	57%
DK/NR	3%	6%	2%	9%	3%	2%	2%	.	.	5%	4%	5%	1%	5%	.	3%	.	5%	.	3%	.
chi ² :	8	16	9	35	17	15	13	18	17	15	17	22	15	16	16	17	25	13	21	15	21
± ... at 50%:	1.41	1.35	1.42	1.70	1.41	1.41	1.40	1.19	1.20	1.49	1.45	1.28	1.50	1.46	1.41	1.49	1.35	1.42	1.52	1.35	1.43
mean for these data:	0.05	0.10	0.06	0.17	0.09	0.08	0.09	0.13	0.11	0.09	0.09	0.12	0.08	0.10	0.08	0.11	0.18	0.08	0.10	0.09	0.15
standard error:																					
sig. test for means:																					

If only one general area of the WD service could be improved, which one should be focussed on?

	WD PROVINCE				TYPE		* COMMERCIAL CLIENTS *				* NOT-FOR-PROFIT CLIENTS *				CONTACTS WITH WD OVER THE PAST YEAR			FIRST WD CONTACT				
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q39																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
DK/NR	30%	27%	25%	34%	39%	28%	36%	23%	26%	30%	40%	55%	25%	33%	37%	31%	32%	27%	32%	21%	28%	
sensitivity to needs	25%	29%	24%	17%	28%	27%	22%	32%	25%	16%	27%	9%	20%	19%	33%	25%	24%	27%	26%	25%	26%	
access to the service	17%	17%	19%	16%	17%	18%	14%	17%	20%	17%	17%	13%	11%	16%	17%	21%	14%	19%	18%	18%	15%	
communications	17%	15%	19%	19%	13%	16%	19%	17%	16%	19%	13%	3%	34%	22%	11%	14%	18%	17%	15%	22%	18%	
reliability of the service	7%	9%	8%	9%	1%	7%	6%	8%	9%	11%	1%	13%	7%	4%	2%	4%	7%	8%	5%	9%	10%	
others	3%	2%	3%	5%	1%	2%	3%	2%	3%	4%	1%	6%	.	6%	.	3%	3%	2%	3%	5%	1%	
Internet-based service	1%	1%	2%	1%	1%	1%	1%	1%	2%	3%	1%	.	4%	.	.	2%	1%	1%	2%	.	1%	
chi ² :												(*)	+	.								
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

If only one general area of the WD service could be improved, which one should be focussed on?

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q39																						
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76	
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78	
DK/NR	30%	37%	28%	31%	26%	26%	34%	45%	34%	31%	31%	30%	26%	33%	18%	25%	28%	29%	28%	27%	35%	
sensitivity to needs	25%	27%	25%	31%	29%	28%	20%	27%	19%	23%	25%	24%	32%	25%	31%	28%	21%	30%	24%	20%	26%	
access to the service	17%	14%	18%	18%	19%	18%	16%	9%	15%	14%	18%	15%	17%	19%	18%	21%	14%	17%	15%	21%	12%	
communications	17%	17%	17%	11%	15%	19%	18%	14%	18%	20%	14%	14%	15%	15%	20%	12%	25%	14%	20%	19%	19%	
reliability of the service	7%	3%	8%	7%	5%	7%	9%	2%	8%	6%	7%	10%	7%	4%	8%	10%	6%	5%	12%	7%	7%	
others	3%	2%	3%	2%	4%	3%	2%	2%	4%	4%	4%	4%	3%	3%	3%	2%	3%	3%	1%	2%	2%	
Internet-based service	1%	1%	1%	.	2%	.	2%	1%	1%	3%	1%	4%	.	1%	2%	1%	2%	1%	.	3%	.	
chi ² :																		(*)				
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12	

Overall, would you say that the services provided by WD have made your organization much more successful, somewhat more successful, a little more successful or that they have had no impact on your organization's success?

	WD PROVINCE					TYPE		* COMMERCIAL CLIENTS *				* NOT-FOR-PROFIT CLIENTS *				CONTACTS WITH WD OVER THE PAST YEAR			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q40																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
MORE SUCCESSFUL (much & smwht)	38%	39%	36%	40%	38%	33%	57%	34%	29%	35%	34%	81%	64%	47%	48%	15%	30%	53%	32%	35%	57%	
Much more successful (3)	16%	15%	15%	16%	18%	11%	31%	14%	9%	8%	15%	29%	41%	28%	26%	5%	7%	27%	9%	17%	30%	
Somewhat more successful (2)	22%	24%	21%	24%	20%	21%	26%	20%	21%	26%	20%	52%	22%	20%	22%	10%	23%	26%	22%	18%	27%	
A little more successful (1)	17%	16%	14%	19%	21%	17%	18%	18%	14%	15%	24%	6%	12%	28%	20%	9%	14%	22%	14%	30%	13%	
No impact on success (0)	35%	35%	42%	29%	27%	40%	17%	38%	47%	37%	31%	13%	19%	19%	17%	63%	46%	15%	42%	29%	23%	
DK/NR	11%	10%	9%	12%	13%	11%	8%	11%	9%	14%	10%		6%	6%	15%	13%	10%	10%	12%	5%	6%	
chi ² :						***										***			***			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	
mean for these data:	1.21	1.21	1.10	1.31	1.33	1.05	1.77	1.11	0.90	1.07	1.20	1.97	1.91	1.60	1.66	0.50	0.89	1.72	0.99	1.24	1.68	
standard error:	0.05	0.09	0.08	0.10	0.10	0.05	0.09	0.10	0.08	0.13	0.12	0.22	0.20	0.16	0.18	0.10	0.07	0.06	0.06	0.10	0.09	
sig. test for means:						***	***		*							***	***	***	***		***	

Overall, would you say that the services provided by WD have made your organization much more successful, somewhat more successful, a little more successful or that they have had no impact on your organization's success?

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+
Q40																					
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78
MORE SUCCESSFUL (much & smwht)	38%	38%	38%	46%	31%	42%	38%	40%	42%	39%	41%	41%	31%	36%	42%	42%	33%	35%	46%	44%	32%
Much more successful (3)	16%	11%	17%	13%	9%	20%	18%	17%	15%	17%	16%	20%	13%	11%	20%	18%	19%	12%	18%	22%	14%
Somewhat more successful (2)	22%	27%	21%	33%	22%	22%	20%	23%	26%	22%	25%	21%	18%	25%	22%	24%	13%	23%	28%	22%	18%
A little more successful (1)	17%	16%	17%	11%	14%	18%	19%	19%	14%	15%	14%	25%	19%	13%	15%	24%	25%	12%	12%	26%	26%
No impact on success (0)	35%	33%	35%	37%	48%	28%	32%	30%	35%	37%	36%	29%	39%	41%	37%	28%	35%	42%	29%	24%	34%
DK/NR	11%	12%	10%	6%	7%	12%	11%	10%	10%	9%	8%	5%	11%	10%	5%	6%	6%	11%	13%	6%	9%
chi ² :				**										(*)				***			
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12
mean for these data:	1.21	1.18	1.22	1.23	0.92	1.37	1.28	1.30	1.25	1.21	1.23	1.33	1.06	1.07	1.26	1.34	1.18	1.06	1.40	1.45	1.13
standard error:	0.05	0.08	0.06	0.14	0.09	0.09	0.08	0.10	0.10	0.09	0.10	0.11	0.09	0.08	0.10	0.11	0.15	0.07	0.12	0.09	0.13
sig. test for means:				***	***	*							*	*				**		**	

Over the coming 12 months, do you intend to consult with WD...

	-WD PROVINCE-					-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q41																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	100%	33%	32%	15%	20%	77%	21%	29%	26%	8%	13%	4%	6%	6%	6%	16%	37%	46%	54%	19%	25%	
LESS (considerably & smwhat)	19%	24%	18%	14%	14%	21%	11%	23%	21%	18%	18%	26%	4%	11%	9%	33%	20%	12%	23%	19%	10%	
MORE (considerably & smwhat)	37%	32%	41%	33%	43%	38%	36%	34%	41%	31%	44%	19%	42%	36%	41%	35%	36%	40%	40%	37%	34%	
Considerably less (-2)	12%	14%	14%	9%	9%	14%	6%	14%	16%	10%	11%	10%	4%	7%	6%	24%	15%	6%	14%	14%	7%	
Somewhat less (-1)	6%	10%	4%	6%	5%	7%	4%	9%	5%	7%	6%	16%		4%	2%	9%	6%	6%	9%	5%	3%	
The same (0)	38%	37%	35%	47%	36%	34%	50%	35%	31%	43%	33%	52%	52%	51%	48%	20%	37%	44%	31%	39%	51%	
Somewhat more (1)	22%	16%	26%	17%	26%	23%	18%	18%	27%	20%	26%	6%	21%	12%	26%	28%	21%	20%	22%	21%	21%	
Considerably more (2)	16%	16%	15%	15%	17%	15%	19%	16%	14%	11%	18%	13%	21%	24%	15%	7%	16%	20%	17%	16%	14%	
DK/NR	6%	7%	6%	6%	6%	7%	2%	8%	7%	8%	5%	3%	2%	2%	2%	12%	6%	4%	7%	5%	4%	
chi ² :						***	-									***	-		**			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	
mean for these data:	0.24	0.12	0.26	0.27	0.40	0.19	0.39	0.13	0.19	0.15	0.34	-0.03	0.58	0.41	0.42	-0.17	0.18	0.42	0.22	0.21	0.31	
standard error:	0.05	0.10	0.08	0.10	0.10	0.06	0.09	0.11	0.10	0.14	0.13	0.27	0.16	0.16	0.15	0.15	0.08	0.06	0.07	0.11	0.08	
sig. test for means:																**	***					

Over the past 12 months, approximately how many times have you been in contact with WD?
UPPER LIMIT: the averages are truncated at 98 contacts

	WD PROVINCE				TYPE		WD PROVINCE				WD PROVINCE				CONTACTS WITH WD			FIRST WD CONTACT				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q43																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
Once	16%	21%	16%	10%	12%	18%	10%	22%	16%	12%	16%	16%	16%	5%	6%	100%	.	.	24%	4%	7%	
2-5 times	37%	35%	42%	38%	30%	41%	22%	35%	48%	49%	34%	36%	14%	28%	17%	.	100%	.	44%	30%	27%	
6-10 times	23%	25%	21%	16%	28%	25%	16%	28%	24%	16%	28%	6%	8%	16%	30%	.	.	50%	18%	37%	24%	
More than 10 times	23%	18%	21%	31%	29%	16%	48%	15%	12%	20%	22%	42%	60%	45%	44%	.	.	50%	14%	27%	41%	
DK/NR	1%	1%	1%	5%	1%	1%	3%	1%	1%	1%	.	.	1%	6%	2%	.	.	.	1%	2%	1%	
chi ² :		(**)		++		(***)										***			(***)			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	
mean for these data:	9.89	6.98	9.90	13.72	11.90	6.81	20.41	6.48	5.65	8.43	8.88	11.08	29.64	20.64	17.15	0.96	3.30	18.18	6.45	9.99	17.56	
standard error:	0.63	0.81	1.16	1.85	1.47	0.43	2.19	0.75	0.40	1.60	1.37	4.16	5.58	3.79	3.21	0.02	0.07	1.17	0.61	1.03	1.88	
sig. test for means:		***		*		***	***		*			*	*			***	***	***	***		***	

Over the past 12 months, approximately how many times have you been in contact with WD?
UPPER LIMIT: the averages are truncated at 98 contacts

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS						GROSS REVENUES				EMPLOYMENT				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q43																						
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76	
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%	
Once	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78	
	16%	14%	16%	12%	17%	10%	22%	12%	13%	17%	15%	18%	18%	14%	24%	11%	22%	16%	17%	13%	19%	
2-5 times	37%	36%	37%	32%	48%	36%	32%	33%	37%	40%	39%	40%	35%	41%	30%	43%	34%	39%	32%	39%	30%	
6-10 times	23%	26%	22%	24%	19%	30%	20%	24%	20%	18%	21%	25%	28%	25%	21%	26%	16%	24%	22%	25%	16%	
More than 10 times	23%	24%	23%	28%	15%	23%	26%	31%	27%	24%	24%	17%	18%	20%	24%	20%	28%	20%	26%	22%	34%	
DK/NR	1%	1%	2%	4%	1%	1%	0%	1%	3%	1%	0%	.	2%	1%	1%	.	.	1%	3%	1%	.	
chi ² :				(***)										(*)								
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12	
mean for these data:	9.89	9.76	9.92	9.22	5.86	10.14	12.23	12.55	12.38	11.59	9.13	6.94	8.41	7.69	9.13	10.40	9.96	7.88	11.30	10.80	12.53	
standard error:	0.63	1.04	0.78	1.50	0.59	1.13	1.37	1.61	1.58	1.49	1.22	0.80	0.93	0.71	1.20	1.70	1.95	0.69	1.87	1.39	2.14	
sig. test for means:				***			*					***						**				

How long ago did you first contact WD for services? Is it...
NOTE: averages are approximated from the category mid-points

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q44																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	100%	33%	32%	15%	20%	77%	21%	29%	26%	8%	13%	4%	6%	6%	6%	16%	37%	46%	54%	19%	25%	
Less than 1 year ago	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
1 to 2 years ago	54%	62%	52%	52%	46%	60%	33%	64%	59%	63%	53%	45%	21%	43%	28%	81%	64%	38%	100%	.	.	
3 to 5 years ago	19%	14%	19%	20%	25%	19%	18%	14%	21%	21%	26%	13%	9%	22%	24%	5%	15%	26%	.	100%	.	
More than 5 years ago	13%	14%	14%	10%	14%	12%	19%	13%	11%	6%	16%	19%	28%	15%	13%	4%	11%	19%	.	.	54%	
DK/NR	12%	9%	12%	14%	13%	7%	27%	7%	8%	8%	5%	23%	32%	18%	33%	6%	8%	16%	.	.	46%	
	2%	1%	2%	3%	2%	1%	4%	1%	1%	1%	.	.	9%	2%	2%	4%	2%	1%	.	.	.	
chi ² :						(***)	.						+			(***)			***			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	
mean for these data:	1.88	1.68	1.94	1.95	2.06	1.56	3.02	1.56	1.58	1.42	1.62	2.66	3.80	2.36	3.21	1.09	1.51	2.41	0.50	1.50	5.16	
standard error:	0.08	0.15	0.14	0.19	0.17	0.08	0.21	0.15	0.13	0.21	0.17	0.59	0.42	0.33	0.39	0.17	0.12	0.12	0.00	0.00	0.10	
sig. test for means:						***	***						*	*		***	***	***	***	***	***	

Is your organization commercial or not for profit?

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q45																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	100%	33%	32%	15%	20%	77%	21%	29%	26%	8%	13%	4%	6%	6%	6%	16%	37%	46%	54%	19%	25%	
Commercial	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
Not for profit	77%	89%	81%	55%	64%	100%	-	100%	100%	100%	100%	-	-	-	-	85%	85%	68%	85%	78%	59%	
DK/NR	21%	11%	17%	41%	30%	-	100%	-	-	-	-	100%	100%	100%	100%	14%	13%	30%	13%	20%	39%	
chi ² :		(***)				(***)										(***)			(***)			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

	--DEPTH OF RELATIONSHIP--							--YEARS OF EXISTENCE--					--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--			
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+				
Q45																									
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76				
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%				
Commercial	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78				
Not for profit	77%	83%	75%	93%	94%	78%	62%	64%	68%	77%	86%	96%	91%	83%	76%	82%	72%	83%	67%	78%	68%				
DK/NR	21%	14%	23%	5%	6%	20%	37%	33%	30%	22%	14%	4%	6%	17%	23%	18%	24%	16%	32%	20%	27%				
chi ² :				(***)				(***)						(*)				(**)							
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12				

For how many years has your organization been in existence?

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q46																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
Zero	3%	4%	1%	5%	1%	3%	1%	5%	1%	9%	++	3%	.	.	2%	2%	3%	3%	4%	1%	0%	
Less than one year	7%	10%	4%	5%	10%	9%	1%	11%	4%	9%	12%	.	.	.	4%	6%	6%	8%	11%	6%	.	
1 to 3 years	23%	25%	25%	18%	19%	28%	6%	26%	30%	29%	27%	16%	2%	6%	4%	25%	30%	17%	26%	27%	14%	
4 to 10 years	31%	26%	38%	24%	33%	32%	29%	28%	40%	20%	32%	13%	31%	30%	37%	20%	31%	36%	29%	37%	34%	
11 years and more	34%	34%	30%	41%	36%	28%	58%	30%	23%	32%	29%	65%	62%	57%	52%	47%	29%	34%	29%	27%	49%	
DK/NR	2%	0%	2%	7%	2%	0%	4%	.	1%	1%	.	3%	5%	8%	.	1%	1%	2%	1%	2%	2%	
chi ² :		(***)		+++		(***)	+++	(*)							(**)				(***)			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	
mean for these data:	14.36	13.09	12.92	19.70	15.01	11.27	25.92	12.24	8.92	13.79	12.27	20.38	32.59	28.72	20.62	18.77	11.82	15.07	12.81	11.69	18.37	
standard error:	0.87	1.54	1.44	2.63	1.79	0.81	2.57	1.53	1.10	2.67	2.00	6.59	5.79	5.10	3.70	2.47	1.20	1.37	1.20	1.76	1.61	
sig. test for means:				*		***	***		*							*					**	

For how many years has your organization been in existence?

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS						GROSS REVENUES				EMPLOYMENT				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q46																						
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76	
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78	
Zero	3%	9%	1%	28%	.	.	.	1%	3%	1%	4%	2%	4%	3%	1%	.	2%	5%	1%	0%	.	
Less than one year	7%	17%	5%	72%	.	.	.	8%	6%	5%	8%	3%	9%	14%	3%	1%	.	13%	5%	2%	.	
1 to 3 years	23%	24%	22%	.	100%	.	.	21%	19%	25%	25%	26%	23%	36%	27%	12%	.	34%	18%	17%	2%	
4 to 10 years	31%	23%	33%	.	.	100%	.	31%	28%	31%	27%	40%	31%	28%	31%	49%	16%	27%	42%	40%	16%	
11 years and more	34%	23%	37%	.	.	.	100%	37%	42%	36%	36%	28%	32%	19%	37%	37%	79%	19%	32%	40%	78%	
DK/NR	2%	3%	2%	1%	2%	3%	0%	1%	2%	0%	.	.	2%	0%	2%	1%	4%	
chi ² :		(***)		(***)										(***)				(***)				
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12	
mean for these data:	14.36	9.66	15.49	0.36	2.11	6.62	33.77	14.25	18.72	15.50	14.52	12.69	11.62	7.96	11.13	15.02	39.63	7.44	11.19	16.11	40.87	
standard error:	0.87	1.25	1.08	0.03	0.06	0.14	1.92	1.76	2.30	1.83	1.84	1.67	1.23	1.04	1.12	1.86	4.44	0.86	1.51	1.63	3.95	
sig. test for means:		***	***	***	***	***	***		*	1.83	1.84	1.67	*	***	*	1.86	***	***	*	1.63	***	

In which region are most of your organization's clients located?
NOTE: multiple responses allowed

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q48																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
Manitoba	20%	7%	5%	8%	73%	17%	30%	7%	5%	8%	68%	13%	4%	6%	89%	16%	18%	23%	16%	26%	23%	
Saskatchewan	19%	7%	10%	79%	9%	17%	27%	7%	13%	75%	15%	13%	-	88%	-	16%	20%	20%	19%	23%	18%	
Alberta	28%	13%	63%	15%	5%	28%	29%	13%	57%	21%	8%	13%	92%	8%	-	30%	31%	25%	27%	29%	27%	
British Columbia	27%	60%	15%	8%	5%	30%	18%	57%	17%	11%	6%	84%	7%	6%	2%	26%	28%	26%	29%	27%	23%	
USA	18%	25%	18%	9%	11%	22%	3%	27%	22%	14%	16%	6%	4%	2%	2%	20%	19%	16%	14%	21%	24%	
Other	28%	34%	31%	17%	22%	33%	8%	36%	35%	24%	30%	19%	8%	6%	4%	31%	26%	28%	30%	27%	26%	
DK/NR	3%	3%	2%	4%	4%	3%	3%	2%	3%	4%	3%	10%	-	2%	2%	3%	4%	2%	5%	1%	1%	
chi ² :		(***)				(***)		(***)				(***)							(*)			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

In which region are most of your organization's clients located?
NOTE: multiple responses allowed

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS						GROSS REVENUES				EMPLOYMENT					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+		
Q48																							
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76		
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%		
Manitoba	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78		
	20%	24%	19%	19%	18%	20%	21%	100%	33%	22%	19%	17%	14%	24%	18%	16%	12%	22%	21%	17%	16%		
Saskatchewan								+++	---	---	---	---	---	+									
	19%	22%	19%	17%	16%	17%	24%	32%	100%	31%	26%	18%	14%	23%	20%	15%	17%	22%	23%	16%	17%		
Alberta								+	+++	---	---	---	---	---									
	28%	25%	28%	17%	30%	27%	30%	30%	44%	100%	39%	27%	16%	23%	32%	33%	26%	24%	31%	34%	29%		
British Columbia								---	+++	---	---	---	---	-									
	27%	26%	27%	33%	29%	23%	28%	26%	36%	38%	100%	29%	15%	30%	28%	29%	23%	30%	29%	23%	26%		
USA								---	---	---	+++	---	---	---									
	18%	15%	18%	8%	20%	22%	15%	15%	16%	17%	19%	100%	22%	11%	17%	32%	21%	13%	13%	30%	19%		
Other								---	---	---	---	+++	---	---	+++	---	---	---	---	---	---		
	28%	28%	28%	35%	28%	28%	26%	20%	20%	16%	16%	35%	100%	29%	26%	28%	39%	28%	28%	24%	39%		
DK/NR								---	---	---	---	---	+++	---									
	3%	5%	3%	7%	3%	2%	2%	3%	.	1%	.	3%	3%	1%	.		
chi ² :				+				***						+									
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	(**)	7	9	10	13	(**)	6	10	8	12

In which of the following categories does your organization's gross revenues belong?
NOTE: averages are estimated based on the category mid-points

	WD PROVINCE					TYPE		* COMMERCIAL CLIENTS *				* NOT-FOR-PROFIT CLIENTS *				CONTACTS WITH WD OVER THE PAST YEAR			FIRST WD CONTACT			
	TOTAL	BC	Alta	Sask.	Man.	Com-mer-cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q49 (averages in million dollars)																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
Less than \$100,000	22%	27%	17%	21%	24%	25%	16%	29%	18%	29%	25%	13%	11%	12%	26%	22%	24%	21%	27%	21%	13%	
\$100,000 to less than \$250,000	11%	10%	7%	15%	15%	11%	10%	10%	8%	14%	19%	6%	4%	18%	11%	7%	13%	11%	11%	10%	11%	
\$250,000 to less than \$1,000,000	22%	22%	24%	24%	18%	22%	24%	21%	25%	24%	17%	29%	22%	27%	19%	34%	18%	22%	21%	25%	24%	
\$1,000,000 to less than \$5,000,000	18%	19%	25%	9%	13%	19%	15%	17%	28%	7%	15%	36%	12%	12%	11%	12%	21%	18%	15%	22%	24%	
\$5,000,000 or more	10%	8%	10%	12%	11%	9%	11%	9%	8%	12%	10%	16%	12%	11%	13%	9%	9%	8%	9%	12%		
DK/NR	17%	14%	17%	20%	19%	14%	24%	14%	13%	14%	15%	16%	35%	20%	22%	12%	15%	19%	18%	13%	16%	
chi ² :		*				--	++	(*)								*			*			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	
mean for these data:	1.48	1.35	1.76	1.34	1.36	1.43	1.60	1.33	1.66	1.23	1.34	1.51	2.14	1.50	1.35	1.49	1.49	1.49	1.28	1.53	1.81	
standard error:	0.08	0.14	0.13	0.18	0.17	0.08	0.18	0.16	0.13	0.24	0.20	0.36	0.47	0.30	0.32	0.21	0.12	0.11	0.10	0.16	0.16	
sig. test for means:			*						*										**		*	

In which of the following categories does your organization's gross revenues belong?
NOTE: averages are estimated based on the category mid-points

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS					GROSS REVENUES				EMPLOYMENT					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q49 (averages in million dollars)																						
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76	
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78	
Less than \$100,000	22%	35%	19%	53%	38%	16%	10%	31%	23%	20%	26%	17%	24%	67%	.	.	.	44%	13%	5%	1%	
\$100,000 to less than \$250,000	11%	9%	11%	4%	15%	13%	8%	10%	17%	8%	11%	3%	11%	33%	.	.	.	20%	10%	3%	.	
\$250,000 to less than \$1,000,000	22%	18%	23%	10%	26%	22%	24%	20%	23%	25%	23%	22%	20%	.	100%	.	.	20%	42%	22%	4%	
\$1,000,000 to less than \$5,000,000	18%	12%	20%	3%	10%	28%	20%	14%	14%	22%	20%	33%	18%	.	.	100%	.	3%	19%	46%	13%	
\$5,000,000 or more	10%	7%	10%	2%	.	5%	22%	6%	8%	9%	8%	11%	13%	.	.	.	100%	0%	2%	9%	59%	
DK/NR	17%	19%	17%	28%	12%	15%	15%	19%	16%	17%	12%	14%	13%	12%	14%	14%	22%	
chi ² :		**		++				**						***				***			+	
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12	
mean for these data:	1.48	1.07	1.58	0.39	0.57	1.52	2.33	1.13	1.25	1.57	1.37	2.03	1.64	0.09	0.63	3.00	5.38	0.35	1.13	2.36	4.63	
standard error:	0.08	0.13	0.09	0.14	0.08	0.12	0.15	0.15	0.15	0.14	0.15	0.19	0.15	0.00	0.00	0.00	0.00	0.04	0.13	0.13	0.19	
sig. test for means:		**	**	***	***		***	**				**		***	***	***	***	***	**	**	***	***

Including yourself, how many people are employed full-time by your organization? Is it...
NOTE: averages are estimated using category mid-points

	-WD PROVINCE-				-TYPE-		-WD PROVINCE-				-WD PROVINCE-				-CONTACTS WITH WD-			-FIRST WD CONTACT-				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
Q50																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
Less than 5	42%	46%	32%	45%	49%	45%	32%	50%	34%	52%	55%	16%	21%	41%	41%	42%	45%	40%	48%	41%	32%	
5 to 9	17%	17%	22%	16%	13%	15%	27%	13%	21%	8%	14%	52%	26%	26%	13%	19%	15%	18%	16%	16%	23%	
10 to less than 25	17%	15%	23%	13%	15%	18%	17%	15%	23%	15%	13%	13%	26%	10%	17%	15%	17%	18%	17%	19%	17%	
25 to less than 50	8%	8%	9%	10%	7%	9%	8%	7%	11%	11%	5%	10%	2%	8%	11%	6%	10%	8%	7%	9%	12%	
50 to less than 100	3%	2%	2%	2%	3%	3%	2%	3%	2%	3%	4%	.	4%	2%	2%	2%	2%	3%	3%	2%	1%	
100 or more	9%	8%	8%	11%	9%	7%	12%	9%	5%	10%	8%	6%	21%	12%	9%	12%	7%	10%	6%	11%	12%	
DK/NR	4%	3%	4%	3%	4%	3%	3%	4%	5%	1%	.	3%	.	2%	6%	4%	3%	3%	3%	3%	3%	
chi ² :						(**)		(*)											(*)			
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	
mean for these data:	21.01	19.77	21.77	23.18	20.18	19.38	24.76	20.02	17.88	22.39	18.99	17.75	34.09	22.89	21.73	23.01	19.06	22.23	18.14	22.83	24.91	
standard error:	1.28	2.54	2.14	3.15	2.73	1.39	3.00	2.73	1.94	4.06	3.31	6.75	7.12	5.15	5.00	3.73	1.93	1.92	1.58	3.06	2.81	
sig. test for means:																			*			

Including yourself, how many people are employed full-time by your organization? Is it...
NOTE: averages are estimated using category mid-points

	DEPTH OF RELATIONSHIP			YEARS OF EXISTENCE				CLIENT LOCATIONS						GROSS REVENUES				EMPLOYMENT				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani-toba	Sask.	Alber-ta	BC	USA	Other	<\$250k	\$250k-<\$1M	\$1M-<\$5M	\$5M+	<5	5-9	10-49	50+	
Q50																						
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76	
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%	
Less than 5	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78	
	42%	57%	38%	78%	63%	37%	24%	46%	47%	36%	47%	30%	41%	80%	39%	8%	2%	100%	.	.	.	
		+++	---	+++	+++	-	---							+++	---	---	---	+++	---	---	---	
5 to 9	17%	12%	19%	12%	14%	23%	16%	19%	20%	19%	19%	13%	17%	12%	33%	18%	4%	.	100%	.	.	
		-	+			++								---	+++	---	---	---	+++	---	---	
10 to less than 25	17%	16%	18%	5%	17%	22%	18%	17%	12%	24%	15%	25%	13%	6%	24%	35%	10%	.	.	67%	.	
				--						++		+		---	+	+++		---	---	+++	---	
25 to less than 50	8%	4%	9%	1%	2%	11%	12%	6%	9%	7%	7%	18%	9%	1%	2%	31%	14%	.	.	33%	.	
		-	+	-	--		+					+++		---	---	+++		---	---	+++	---	
50 to less than 100	3%	2%	3%	.	.	3%	5%	2%	.	2%	0%	5%	5%	.	1%	3%	11%	.	.	.	22%	
						-	+					++		---	---	+++		---	---	---	+++	
100 or more	9%	6%	9%	.	1%	3%	21%	7%	10%	10%	11%	7%	11%	0%	2%	5%	59%	.	.	.	78%	
				--	---	---	+++							---	---	+++		---	---	---	+++	
DK/NR	4%	3%	4%	3%	3%	1%	4%	4%	2%	1%	1%	1%	4%	1%	
chi ² :		(*)		(***)				(***)						(***)				(***)				
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12	
mean for these data:	21.01	16.08	22.23	4.27	7.72	16.38	38.47	17.84	19.58	21.90	20.19	24.98	24.49	4.64	10.39	27.31	81.92	2.50	7.00	24.02	104.12	
standard error:	1.28	2.05	1.58	0.62	1.09	1.62	2.93	2.56	2.69	2.41	2.73	2.96	2.69	0.55	1.30	2.39	5.04	0.00	0.00	0.72	1.78	
sig. test for means:		*	*	***	***	**	***							***	***	**	***	***	***	***	*	***

Province

	--WD PROVINCE--				--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--				
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
PROV																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	668	165	223	130	150	498	152	147	182	73	96	18	37	51	46	98	245	314	360	131	162	
British Columbia	33%	100%	.	.	.	38%	17%	100%	.	.	.	100%	.	.	.	44%	31%	31%	37%	25%	30%	
Alberta	32%	.	100%	.	.	34%	26%	.	100%	.	.	.	100%	.	.	32%	37%	29%	31%	33%	34%	
Saskatchewan	15%	.	+++	100%	.	11%	28%	.	.	100%	.	.	.	100%	.	9%	16%	15%	14%	16%	14%	
Manitoba	20%	.	.	.	100%	17%	29%	.	.	.	100%	.	.	.	100%	15%	16%	25%	17%	26%	22%	
chi ² :		***			+++	***		***				(***)			*							
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	
	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--				--GROSS REVENUES--				--EMPLOYMENT--					
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani- toba	Sask.	Alber- ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+	
PROV																						
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76	
real # of participants:	668	208	460	73	147	206	225	143	151	189	154	106	183	226	147	111	64	288	108	170	78	
British Columbia	33%	24%	35%	48%	36%	28%	33%	12%	12%	15%	74%	47%	40%	37%	32%	35%	26%	36%	31%	29%	31%	
Alberta	32%	29%	33%	16%	36%	40%	28%	8%	17%	73%	18%	34%	36%	23%	35%	44%	34%	24%	40%	41%	30%	
Saskatchewan	15%	21%	14%	15%	12%	12%	18%	6%	61%	8%	5%	7%	9%	16%	16%	7%	18%	16%	13%	13%	18%	
Manitoba	20%	25%	19%	21%	17%	21%	21%	74%	10%	4%	4%	12%	16%	24%	16%	14%	22%	24%	15%	17%	21%	
chi ² :		+	-	**				+++	-	-	-			+				+				
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12	

Type of client

	--WD PROVINCE--					--TYPE--		--WD PROVINCE--				--WD PROVINCE--				--CONTACTS WITH WD--			--FIRST WD CONTACT--			
	TOTAL	BC	Alta	Sask.	Man.	Com- mer- cial	Not for profit	BC	Alta	Sask.	Man.	BC	Alta	Sask.	Man.	Once	2-5 times	6 and more	Less than 1 year ago	1 to 2 years ago	More than 2 years ago	
LGSH																						
weightd # of participants:	668	219	215	100	134	511	142	195	175	54	86	24	37	40	41	105	245	308	362	126	166	
real # of participants:	100%	33%	32%	15%	20%	77%	21%	29%	26%	8%	13%	4%	6%	6%	6%	16%	37%	46%	54%	19%	25%	
Long term relationship	20%	15%	18%	27%	25%	21%	13%	15%	18%	42%	30%	16%	15%	8%	14%	17%	19%	21%	22%	21%	15%	
Short term relationship	80%	85%	82%	73%	75%	79%	87%	85%	82%	58%	70%	84%	85%	92%	86%	83%	81%	79%	78%	79%	85%	
chi ² :		*				*		***		---	-											
± ... at 50%:	4	8	7	9	9	5	8	9	8	12	11	25	17	15	15	11	7	6	6	9	8	

	--DEPTH OF RELATIONSHIP--				--YEARS OF EXISTENCE--				--CLIENT LOCATIONS--					--GROSS REVENUES--				--EMPLOYMENT--				
	TOTAL	Long term	Short term	Less than 1 year	1 to 3 years	4 to 10 years	11 years and more	Mani- toba	Sask.	Alber- ta	BC	USA	Other	<\$250k	\$250k- <\$1M	\$1M- <\$5M	\$5M+	<5	5-9	10-49	50+	
LGSH																						
weightd # of participants:	668	131	537	65	152	209	227	132	129	186	178	118	187	222	147	121	64	280	117	172	76	
real # of participants:	100%	20%	80%	10%	23%	31%	34%	20%	19%	28%	27%	18%	28%	33%	22%	18%	10%	42%	17%	26%	11%	
Long term relationship	20%	100%	-	52%	21%	15%	13%	23%	22%	18%	19%	16%	20%	26%	16%	12%	14%	27%	14%	15%	15%	
Short term relationship	80%	+	100%	48%	79%	85%	87%	77%	78%	82%	81%	84%	80%	74%	84%	88%	86%	73%	86%	85%	85%	
chi ² :		---	---	---	+	+	++							---	---	+	---	---				
± ... at 50%:	4	7	5	12	9	7	7	9	9	8	8	10	8	7	9	10	13	6	10	8	12	