



An Roinn Gnóthaí Fostaíochta
agus Coimirce Sóisialaí
Department of Employment Affairs
and Social Protection

Jobseeker Satisfaction Study

Jan-Feb 2020

Prepared by
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RESEARCH
& INSIGHT





Jobseeker Findings

Research Background & Objectives

- Following on from the Jobseekers 2018 survey, the Department of Employment Affairs and Social Protection wished to update and benchmark the continuous tracking study as follows:
 - ❖ Overall satisfaction with Intreo centre / Branch office
 - ❖ Satisfaction with Intreo / Branch offices
 - ❖ Satisfaction with Intreo / Branch Staff
 - ❖ Satisfaction with Intreo / Branch services
 - ❖ Satisfaction with Intreo / Branch processes
 - ❖ Rating of Intreo/Branch office compared to main bank
 - ❖ Suggested improvements to overall experience
 - ❖ Reasons for dissatisfaction



Research Methodology

All Jobseeker Participants N - 1,004

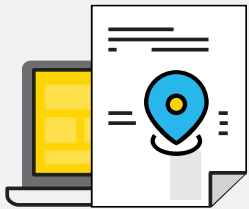


The research was conducted through a Quantitative survey via the use of CATI interviewing (Computer Assisted Telephone Interviewing).

A structured questionnaire was administered to the sample of 1,004 Jobseeker survey respondents.

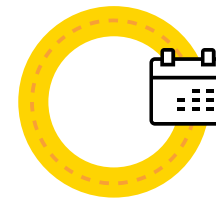


A representative sample of Jobseekers in terms of DEASP region, Jobseeker type, gender and office type (Intreo or branch) was surveyed.



All interviewing was conducted by fully trained and experienced members of the Behaviour & Attitudes field-force, who work under direct supervision and are subject to rigorous quality controls. All aspects of our CATI survey operate to the guideline standards established by the company's membership of the MRS and ESOMAR (the international industry representative body).

All data was anonymised in line with Data Protection regulations and B&A ISO 27001 Information Security Management system.



	Sample Size	Fieldwork dates
2020	1004	29/01/2020 – 10/02/2020
2018	1007	23/10/2018 - 07/11/2018
2017	1014	17/10/2017 - 02/11/2017
2016	1171	03/10/2016 - 01/11/2016
2015	1010	14/10/2015 - 23/10/2015

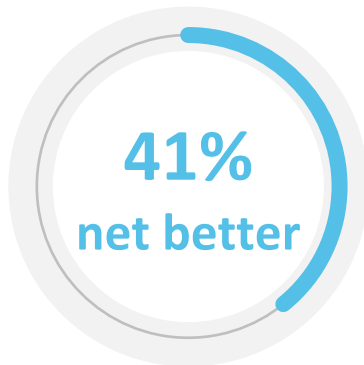


Executive Summary

Executive Summary - Jobseeker



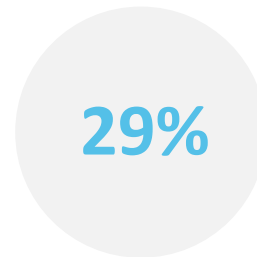
Almost **Three in four** participants (**74%**) say they are satisfied with the Intreo centre/Branch office and services – with 2 in 5 (41%) ‘very’ satisfied.



A greater proportion rate the Intreo/Branch service as better than their main bank, by a ratio of 3:1.



Overall, levels of **satisfaction** with factors relating to offices, staff, services and processes far outweigh dissatisfaction.



Almost **3 in 10 clients (29%)** would not change anything about their experience with the Intreo centre/Branch office.



Highest scores are registered for **convenient opening hours** and **being directed to the right place to go** – while the Jobs Ireland service, and improving Job prospects registered the lowest scores.



Those who suggest customer service improvements highlight staff issues, communication, available services and accessibility/premises as the main areas for potential refinement.

Executive Summary

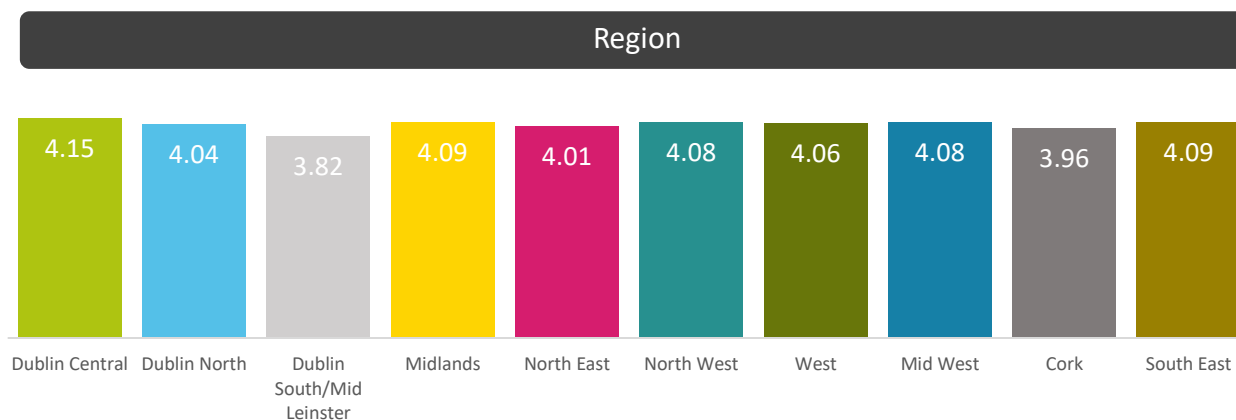
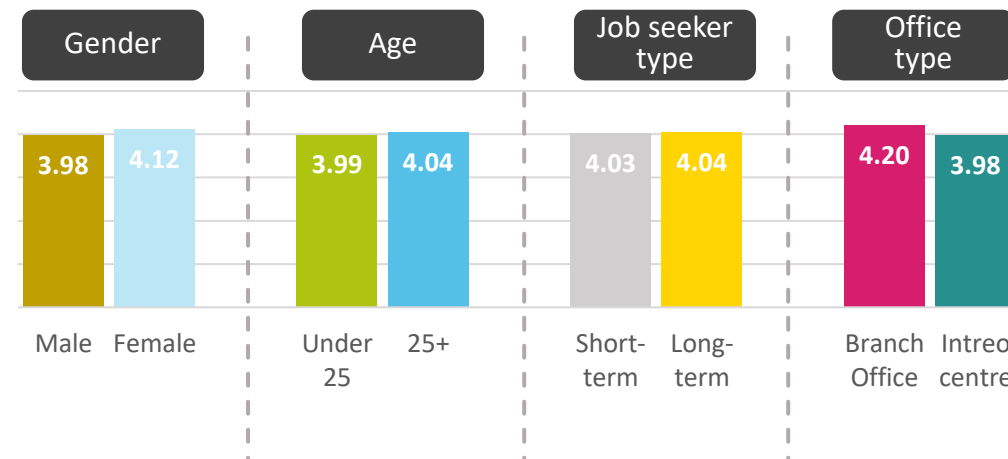
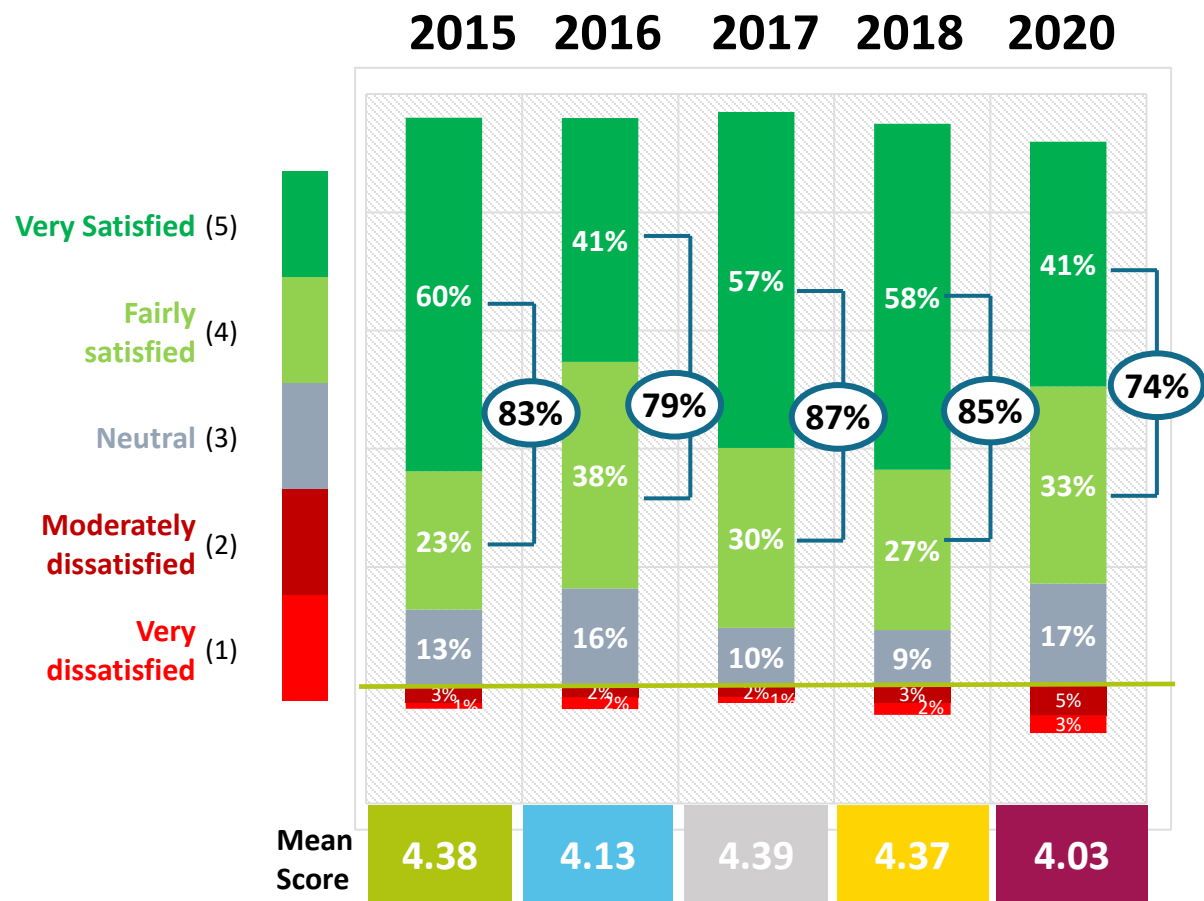


At an overall level satisfaction scores are lower than those registered in previous years – more so amongst Jobpath respondents than Jobseeker survey participants. A significant proportion of this decline in overall satisfaction since 2018 is accounted for by an 8 to 10 percentage point increase in those rating their experiences as neutral – suggesting a ‘softening’ of satisfaction rather than a precipitous decline.

In addition to this dynamic, it might be noted that some differences between the 2020 and 2018 surveys could be accounted for by a switch in fieldwork period from October/November to January/February 2020. Regardless of such historical differences in satisfaction levels, we recommend that the management team focuses on leveraging the positives and tackling the negatives identified in this year’s study, with like-for-like comparisons between 2020 and 2021 then made based hopefully on similar field periods.

Overall Satisfaction

Overall Satisfaction scores are lower than October 2018



Q.1 Considering all your experiences with the Intreo centre/Branch office (as appropriate) and services how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

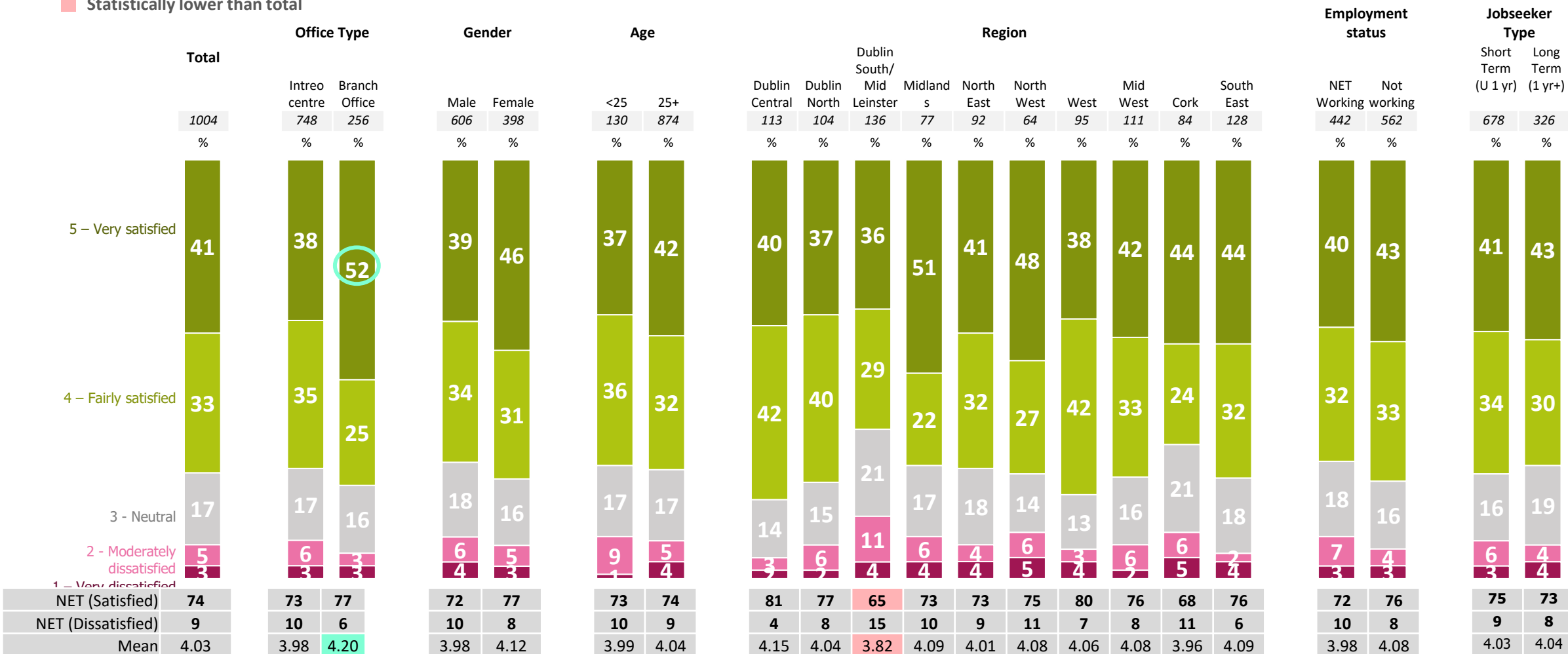


Overall Satisfaction - Jan-Feb 2020



Base: All Jobseeker Participants N – 1,004

- Statistically higher than total
- Statistically lower than total



Overall satisfaction with the branch office channel is significantly higher than it is for the Intreo centre channel. Overall satisfaction in the Dublin South/Mid Leinster region is lower than it is for all other regions.

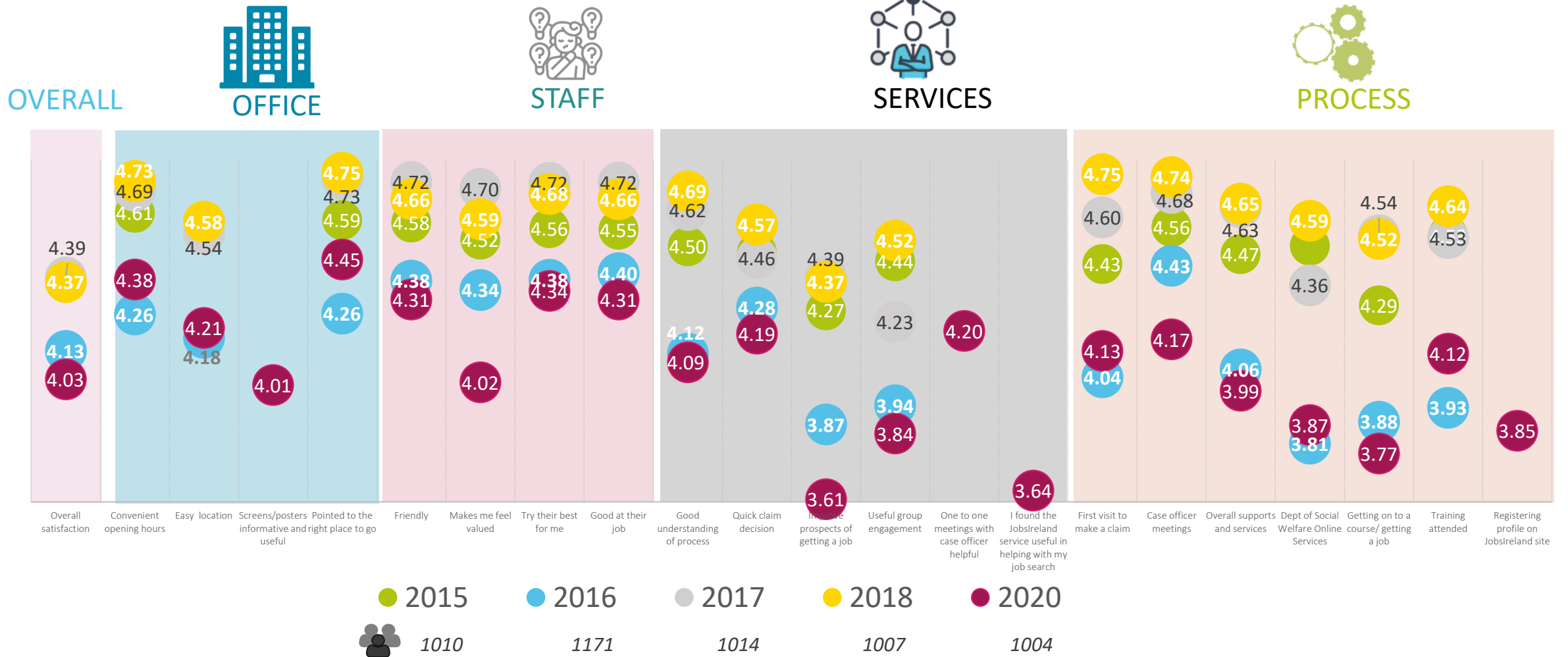


Q.1 Considering all your experiences with the Intreo centre/Branch office (as appropriate) and services how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Overview of performance



Base: All Jobseeker Participants



Highest satisfaction scores are registered for convenient opening hours and being directed to the right place to go. Lowest satisfaction is for the Jobs Ireland service, and improving Job prospects.

Q.2 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.

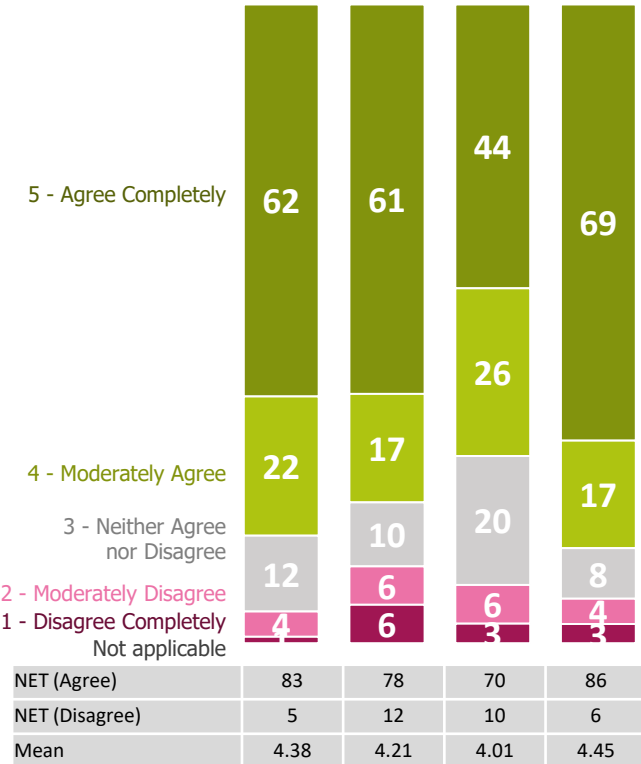
Overview of performance - 2020

Base: All Jobseeker Participants N - 1004



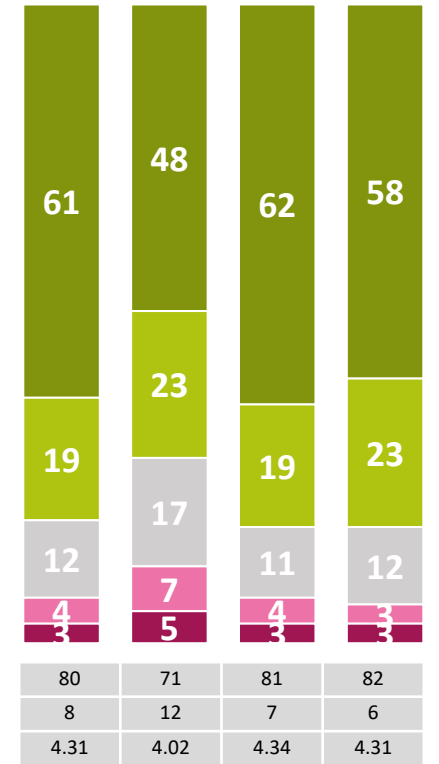
OFFICE

Convenient opening hours %
Easy location %
Screens/posters/informative and useful %
Pointed to the right place to go %



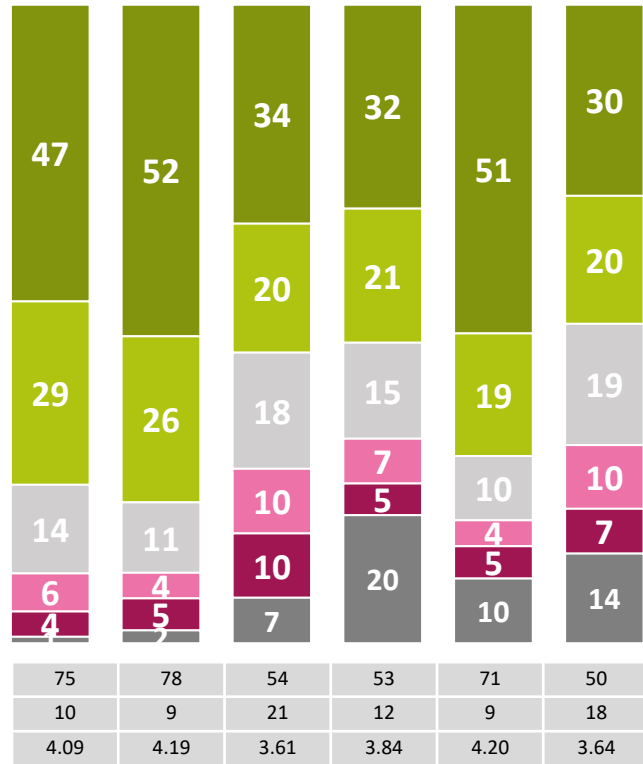
STAFF

Friendly %
Makes me feel valued %
Try their best for me %
Good at their job %



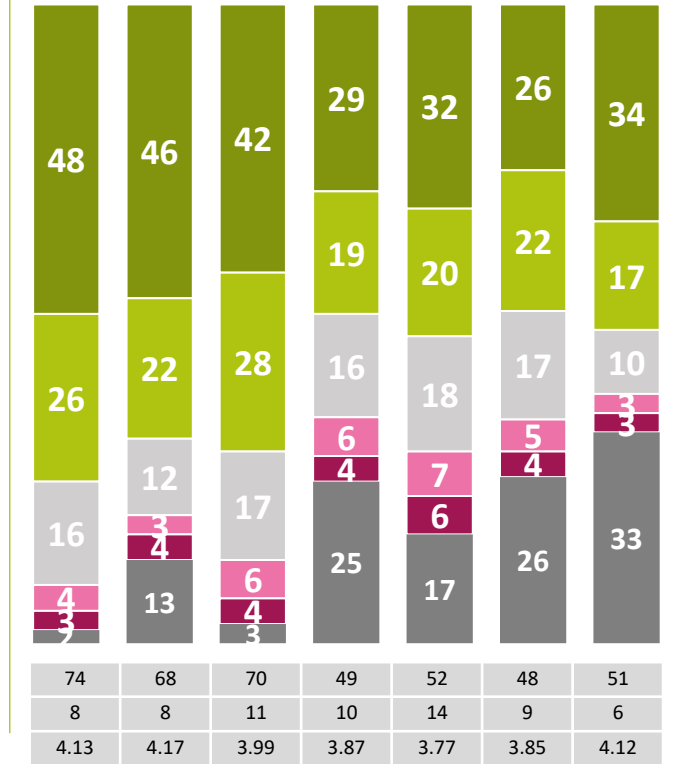
SERVICES

Good understanding of process %
Quick claim decision %
Improve prospects of getting a job %
Useful group engagement %
One to one meetings with case officer helpful %
Jobs Ireland service useful in helping my job search %



PROCESS

First visit to make a claim %
Case officer meetings %
Overall supports and services %
Online Services %
Getting on to a course/getting a job %
Registering on Jobs Ireland %
Training attended %



Very positive satisfaction scores are also registered for staff friendliness, willingness to do their best for the service users, staff job proficiency, helpfulness of one to one case officer meetings, and the processes around case officer meetings and first visits to make a claim.

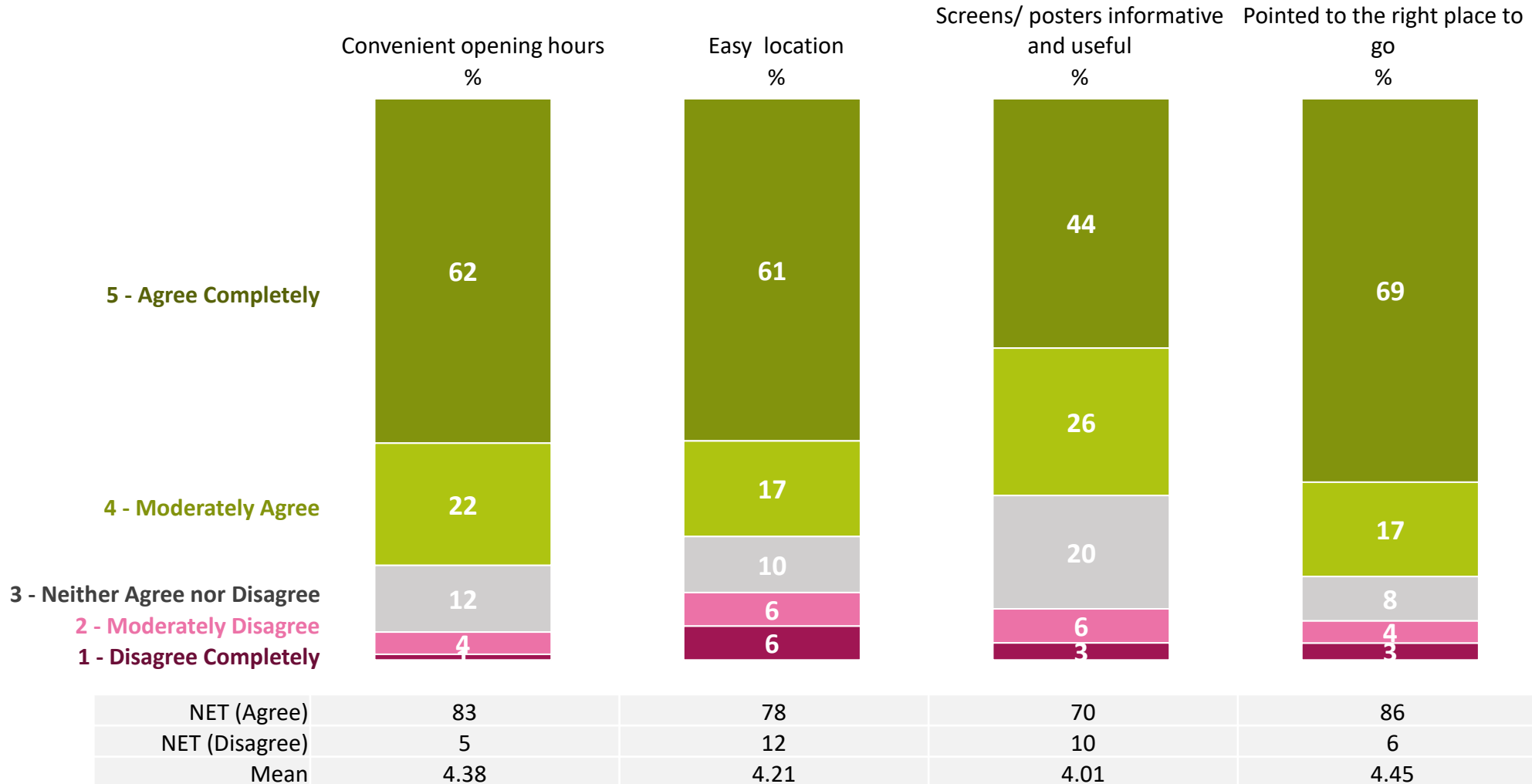
Q.2 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.



Performance

Overview of office performance - Jan-Feb 2020

Base: All Jobseeker Participants N - 1004



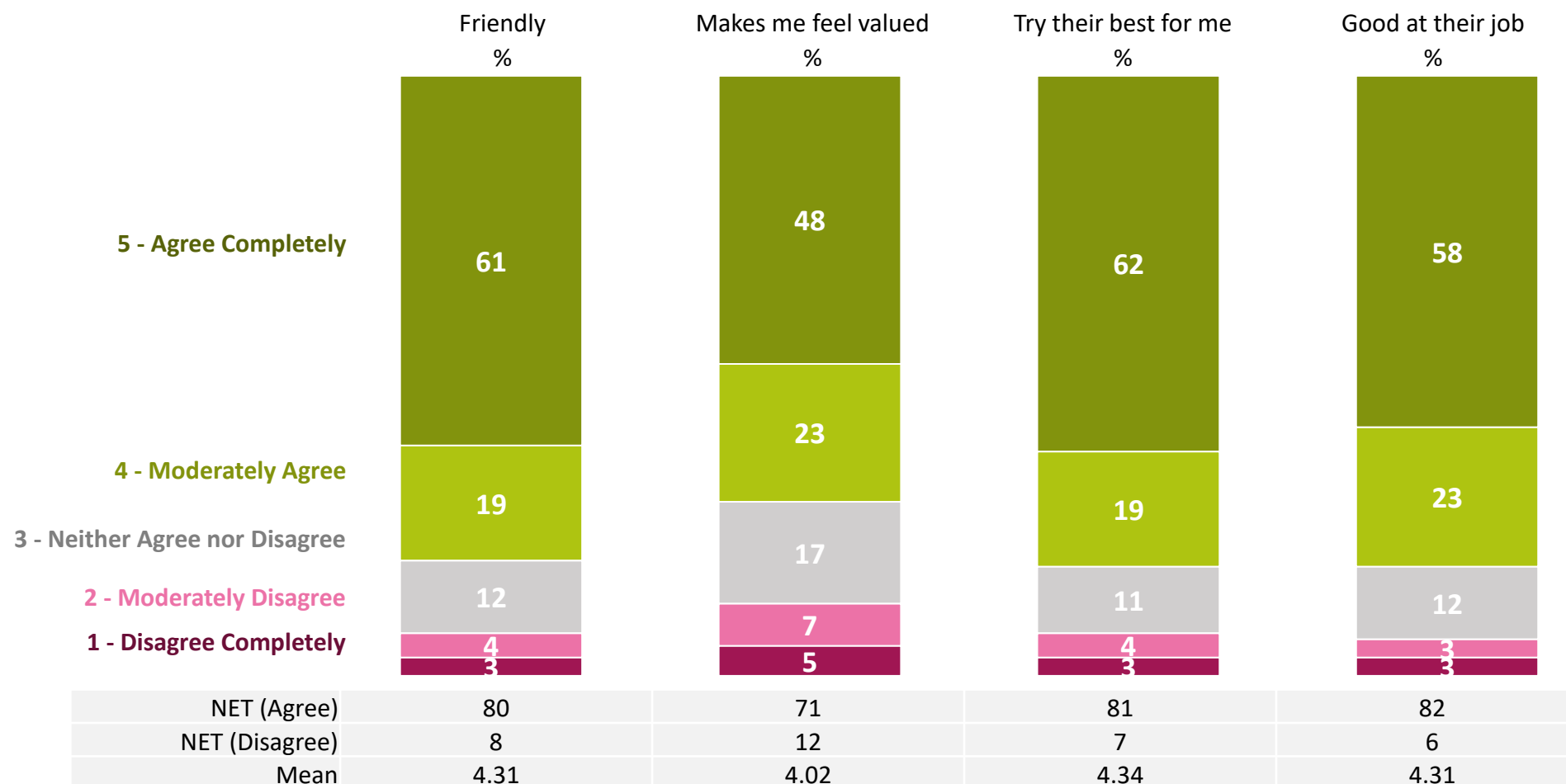
Q.2 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.



Staff

Overview of staff performance - Jan-Feb 2020

Base: All Jobseeker Participants N - 1004



Q.2 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.



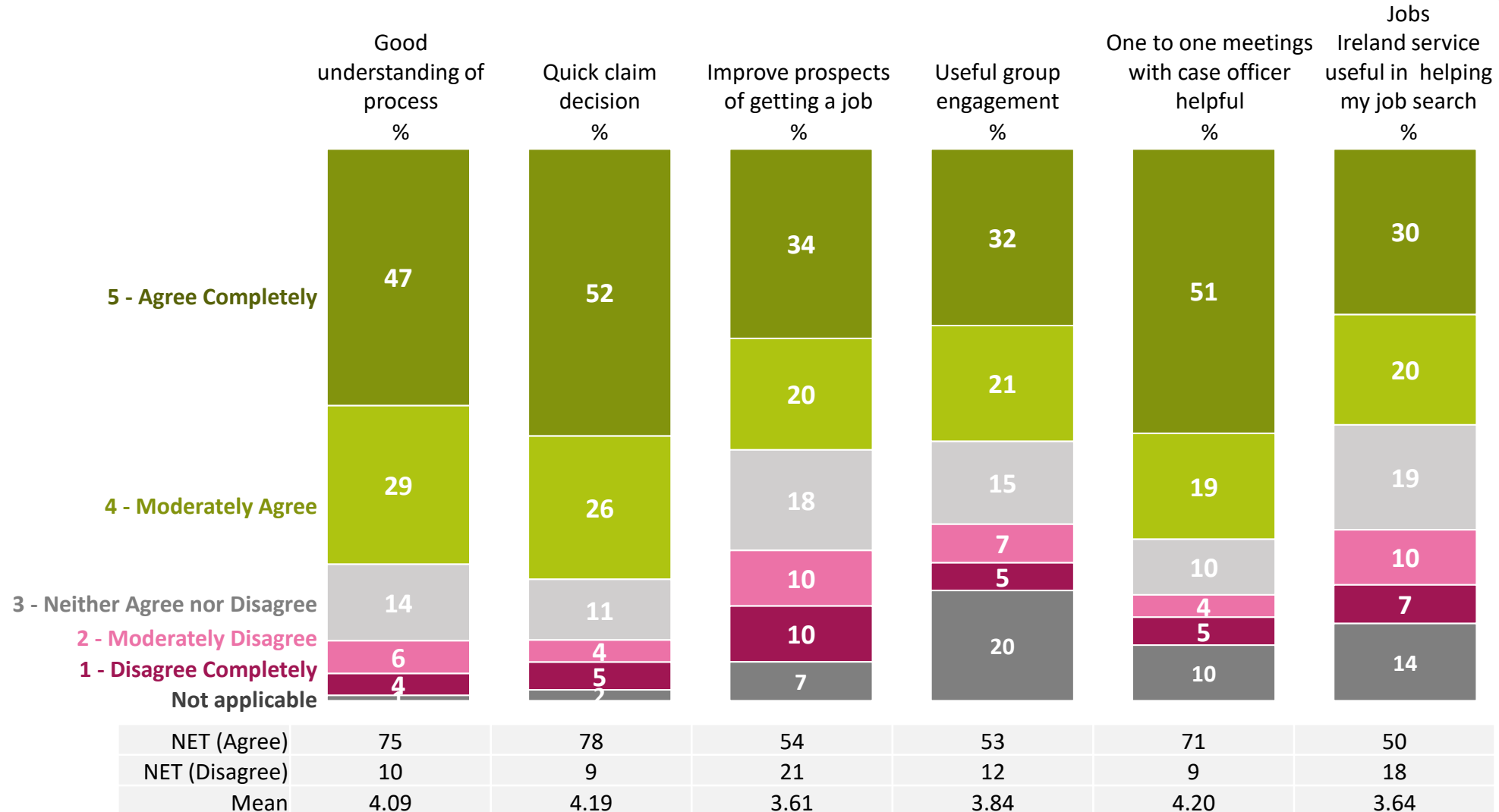
Services

Overview of services performance - Jan-Feb 2020

Base: All Jobseeker Participants N - 1004



SERVICES



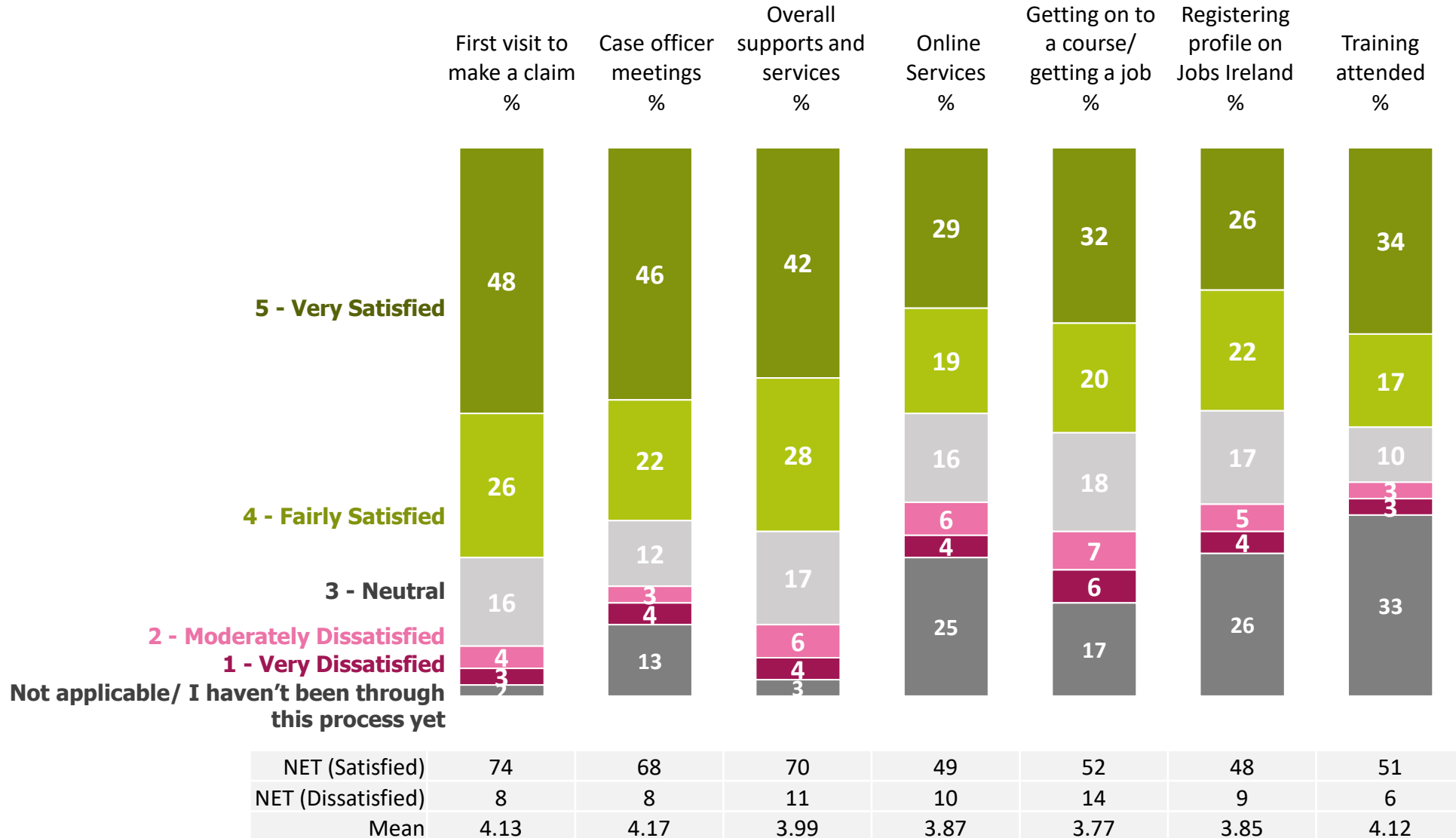
Q.2 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.



Process

Overview of process performance - Jan-Feb 2020

Base: All Jobseeker Participants N - 1004

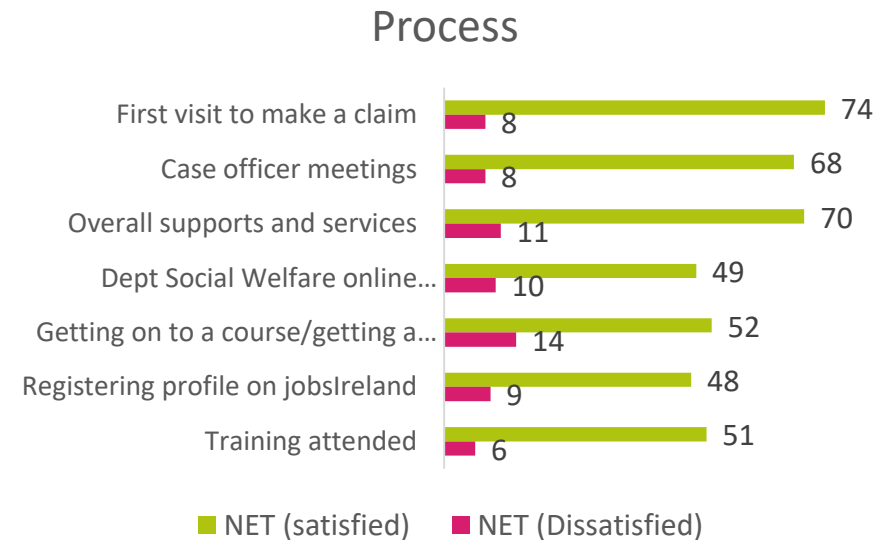
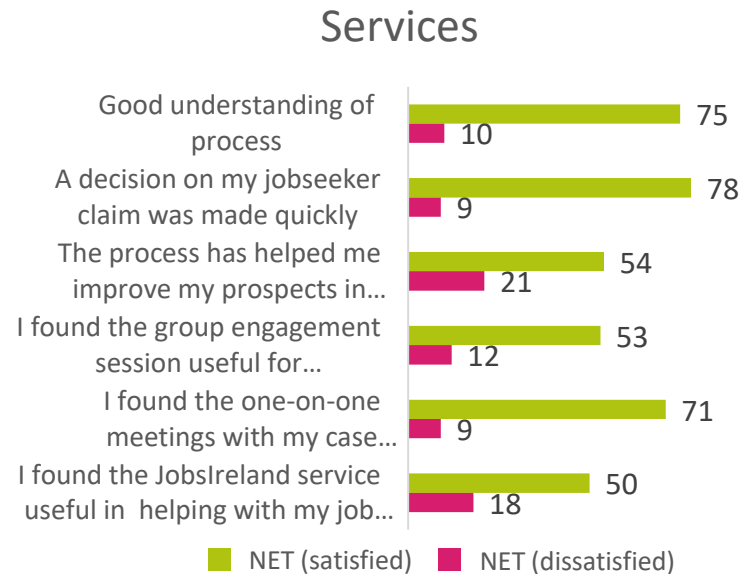
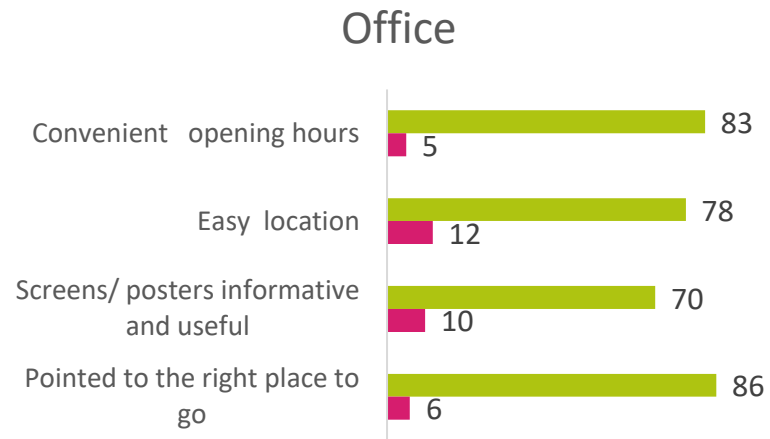


Q.5 Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua using a scale from 1 to 5, where 1 is 'Completely Dissatisfied' and 5 is 'Completely Satisfied'

Net Positive/Negative Rating of Jobseekers Service



Base: All Jobseeker Participants N - 1004

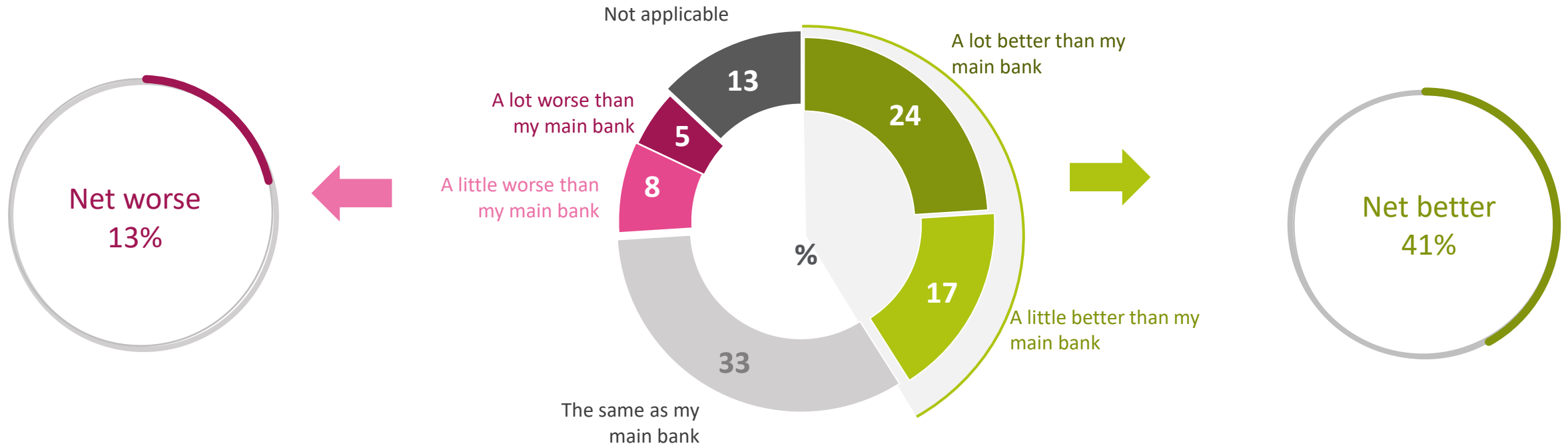


The summary above illustrates the fact that levels of satisfaction with the Jobseekers service on all factors measured far outweighs dissatisfaction.

Rating of Intreo/Branch Office compared to main bank

Base: All Participants N - 1004

A greater proportion rate the Intreo/Branch service as better than their main bank, by a ratio of 3:1.

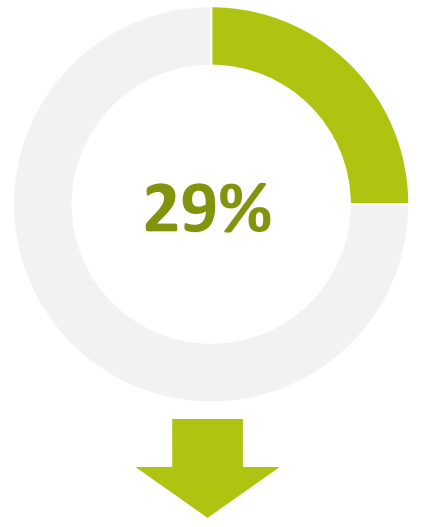


Q. 6 In general terms, how would you rate the Intreo centre/Branch office (as appropriate) services as compared to those offered by your main bank? Would you say the Intreo centre/Branch office (as appropriate) service is

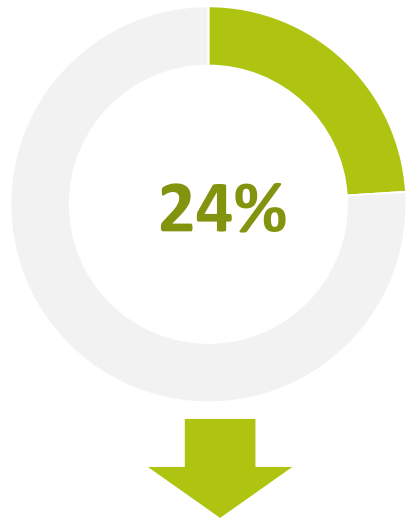
Suggested improvements to overall experience

Base: All Participants N - 1004

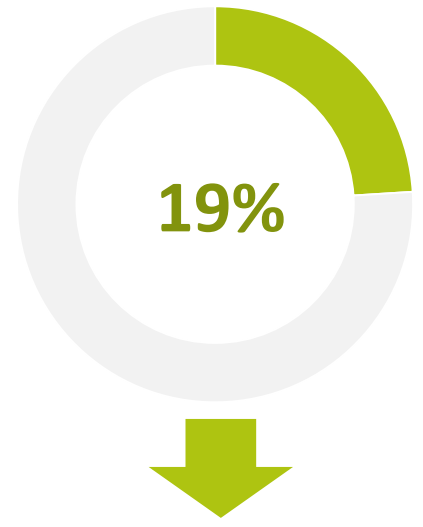
No Improvements Needed



Staff Issues



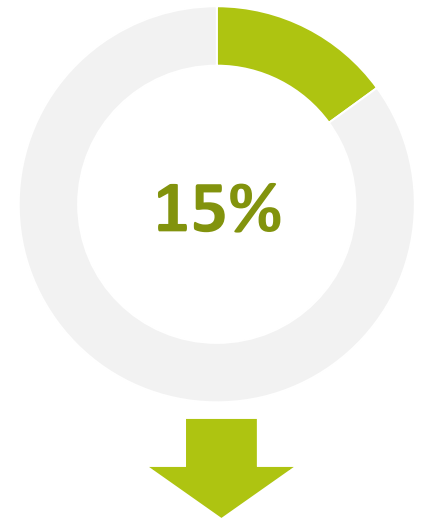
Improve Communication/Clarity of Information



Improve Services



Accessibility/Premises



- 29% of Jobseekers report no improvements needed, they are happy with service
- Higher for Male 33%
- Lower for female 23%
- 24% short-term JS 3 months
- 53% Higher satisfaction for longer term 4-5 yrs
- 37% long term jobseekers

- Dissatisfaction is highest for females at 31% compared to males at 20%.
- Also lower at 17% for longer term JS (over 1 year).

- Respondents cite improvements around more communication, direct line to case officer, tailor to individual needs and clarity around entitlements.
- Broadly consistent across the demographics (lower for longer term Jobseekers).

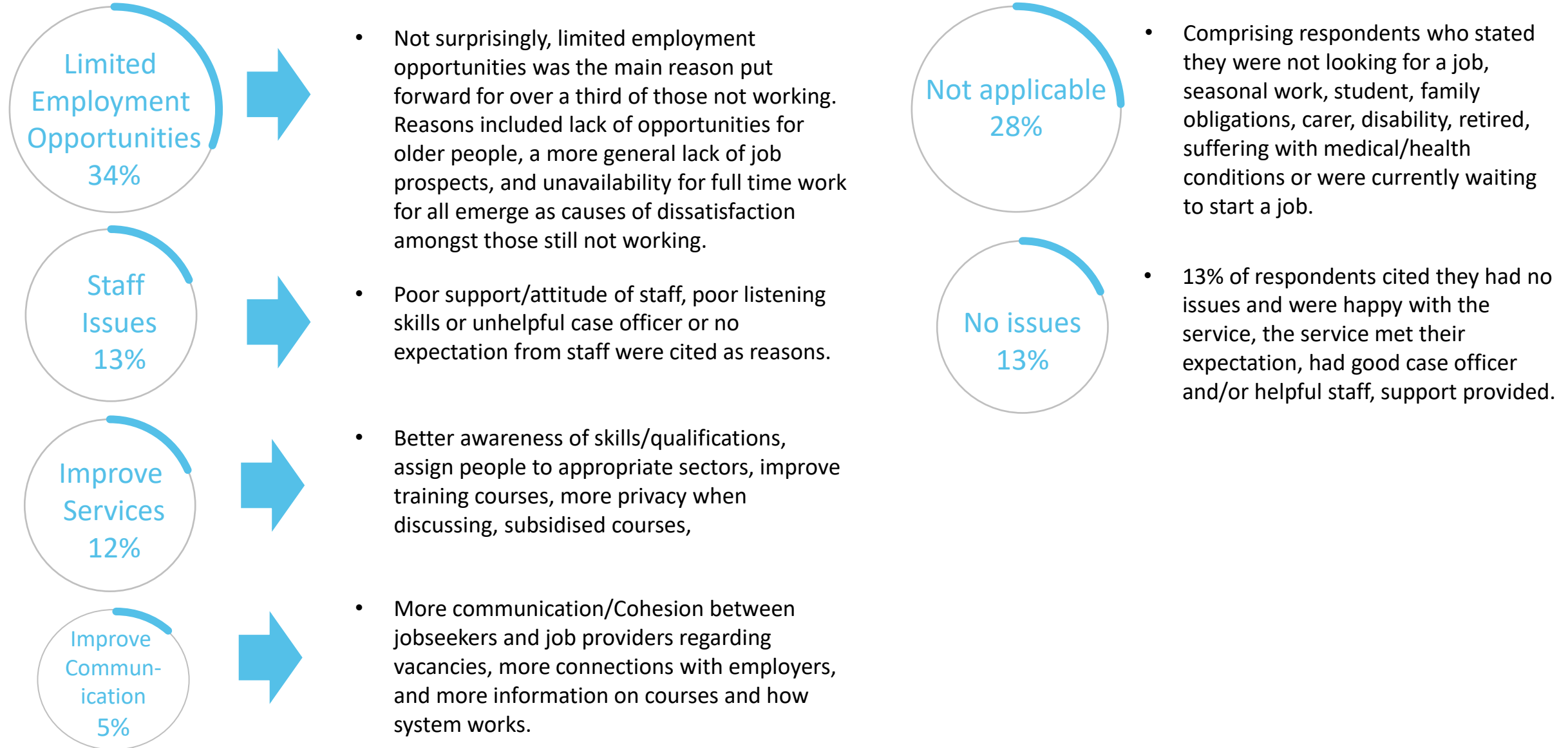
- Provide more jobs, interact with companies and businesses, more online services, improve courses, less administration, more services for older people and support for people in rural isolated areas were all mentioned at lower level.

- Reduce waiting time for appointments, extend opening hours, accessible extra locations, upgrade building, better facilities and bigger premises/ office space.

Q.7 What one improvement do you feel the Intreo centre/Branch office (as appropriate) could make to improve your overall experience as a client? Please include as much detail as possible.

Reasons for dissatisfaction

Base: All Participants Not Working N - 562



Q.9 We appreciate that you are disappointed that Intreo centre / Branch office (as appropriate) process has not yet succeeded in helping you to find employment. What exactly made this experience fall short of your expectations? Please provide as much detail as possible.

Thank you.



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Delve Deeper