



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

Jobpath Satisfaction Study Jan-Feb 2020

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J.1262



RESEARCH
& INSIGHT





JobPath findings

Research Background & Objectives

- Following on from the JobPath 2018 survey, the Department of Employment Affairs and Social Protection wished to update and benchmark the continuous tracking study as follows:
 - ❖ Overall satisfaction with Turas Nua/Seetec
 - ❖ Satisfaction with Turas Nua/Seetec office
 - ❖ Satisfaction with Turas Nua/Seetec staff
 - ❖ Satisfaction with Turas Nua/Seetec services
 - ❖ Satisfaction with Turas Nua/Seetec processes
 - ❖ Rating of employment services provided by Turas Nua/Seetec compared to Intreo/Branch office.
 - ❖ Rating of satisfaction with personal advisor
 - ❖ Suggested improvements to overall experience
 - ❖ Reasons for dissatisfaction among those not working
- This report contains the combined results from the JobPath survey of 2,039 participants.



Research Methodology

Base: All JobPath Participants N – 2,039

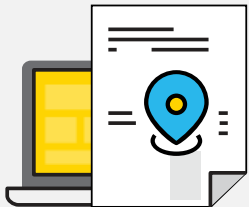


The research was conducted through a quantitative survey via CATI interviewing (Computer Assisted Telephone Interviewing).

A structured questionnaire was administered to the sample of 2,039 JobPath survey respondents.

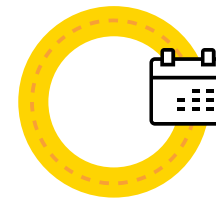


A representative sample of JobPath participants in terms of DEASP region, JobPath (Turas Nua and Seetec) was surveyed.



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	2039	30/01/2020 – 14/02/2020
2018	2005	26/10/2018 - 20/11/2018
2017	2019	24/10/2017 - 04/11/2017
2016	2003	11/10/2016 - 21/10/2016



Executive Summary

Executive Summary - Jobpath



Almost **six in ten** participants (**58%**) say they are satisfied with their experiences with Turas Nua/Seetec in overall terms – with a third (32%) 'very' satisfied.



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

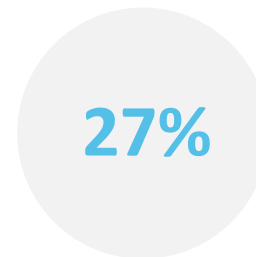


Highest satisfaction scores are registered for **convenient opening hours, friendly greeting, being seen within a reasonable time**, and the timeliness of the client's first meeting.

Lowest levels of satisfaction relate to improved job prospects.



The majority rate the Turas Nua/Seetec employment services as better than the Intreo Office service, by a ratio of 4 : 1.



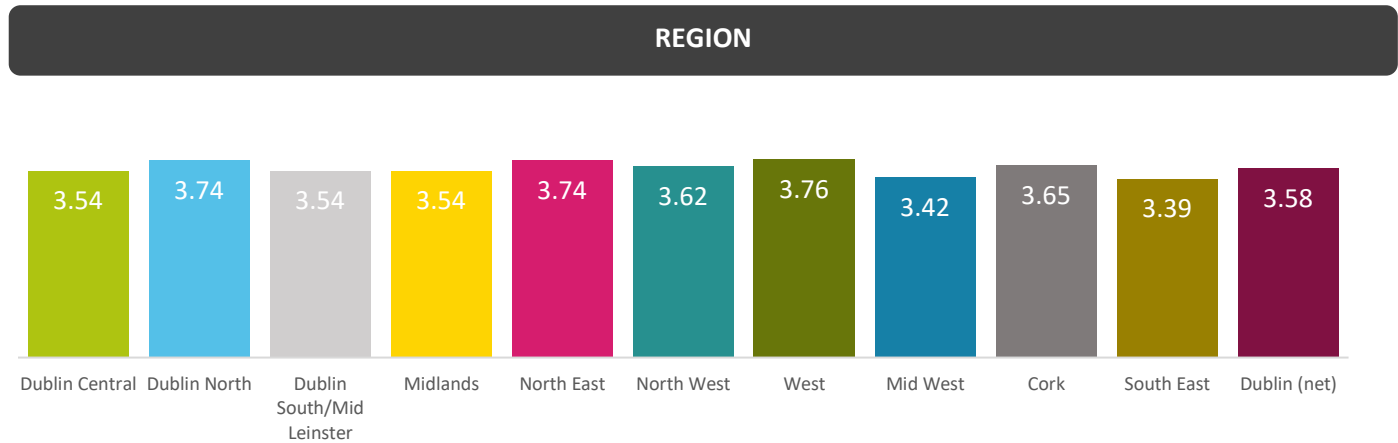
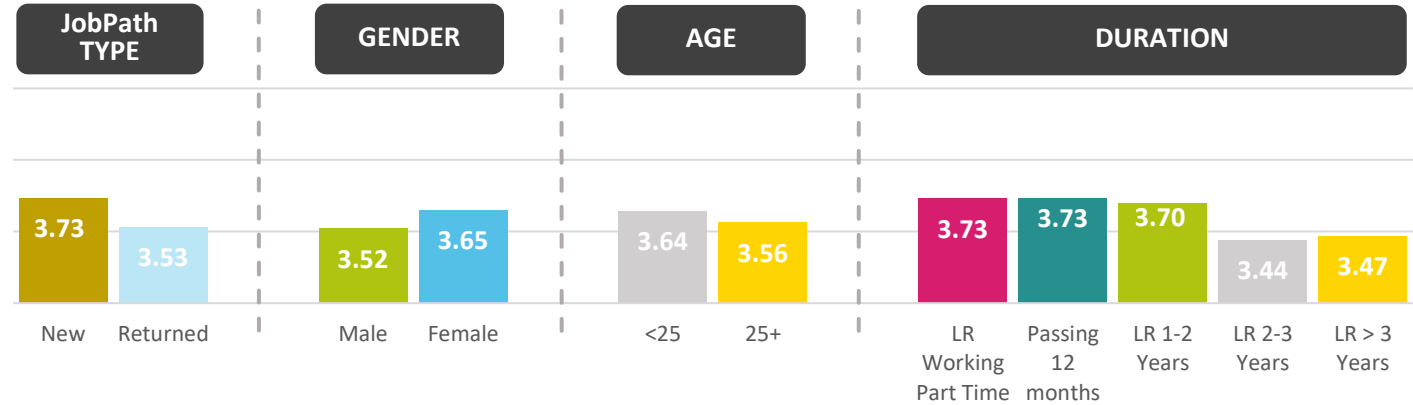
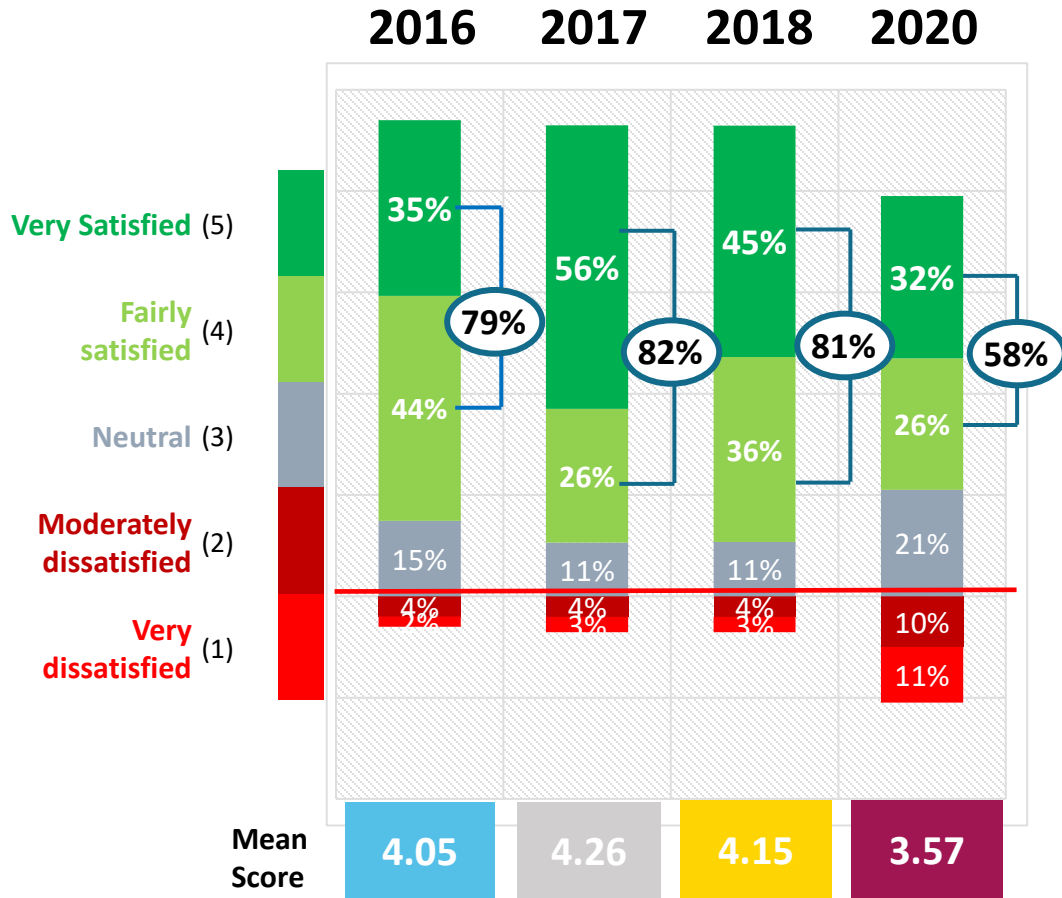
More than a quarter of clients (27%) **would not change anything** about their overall experience as a Turas Nua/Seetec Client.



Those who suggest customer experience improvements highlight the need for **more supportive, helpful advice, more opportunities suited to their personal qualifications and skills, and more regular interaction and meetings with Turas Nua/Seetec staff** as the main areas for potential refinement.

Overall Satisfaction

Overall Satisfaction scores have declined in comparison with October 2018



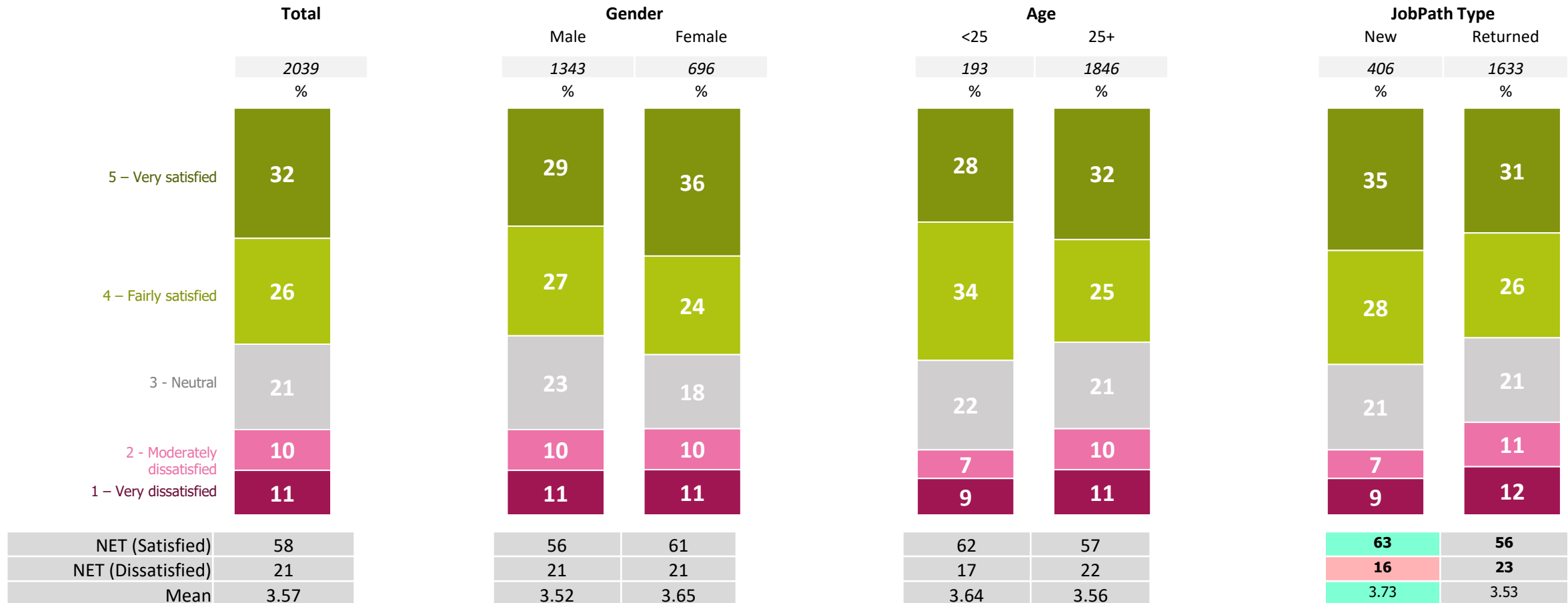
Q.1 Considering all your experiences with Turas Nua /Seetec how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Overall Satisfaction - 2020

Base: All JobPath Participants N – 2,039



■ Statistically higher than total
■ Statistically lower than total



Overall satisfaction is highest amongst those newly referred, compared to all other participant types.



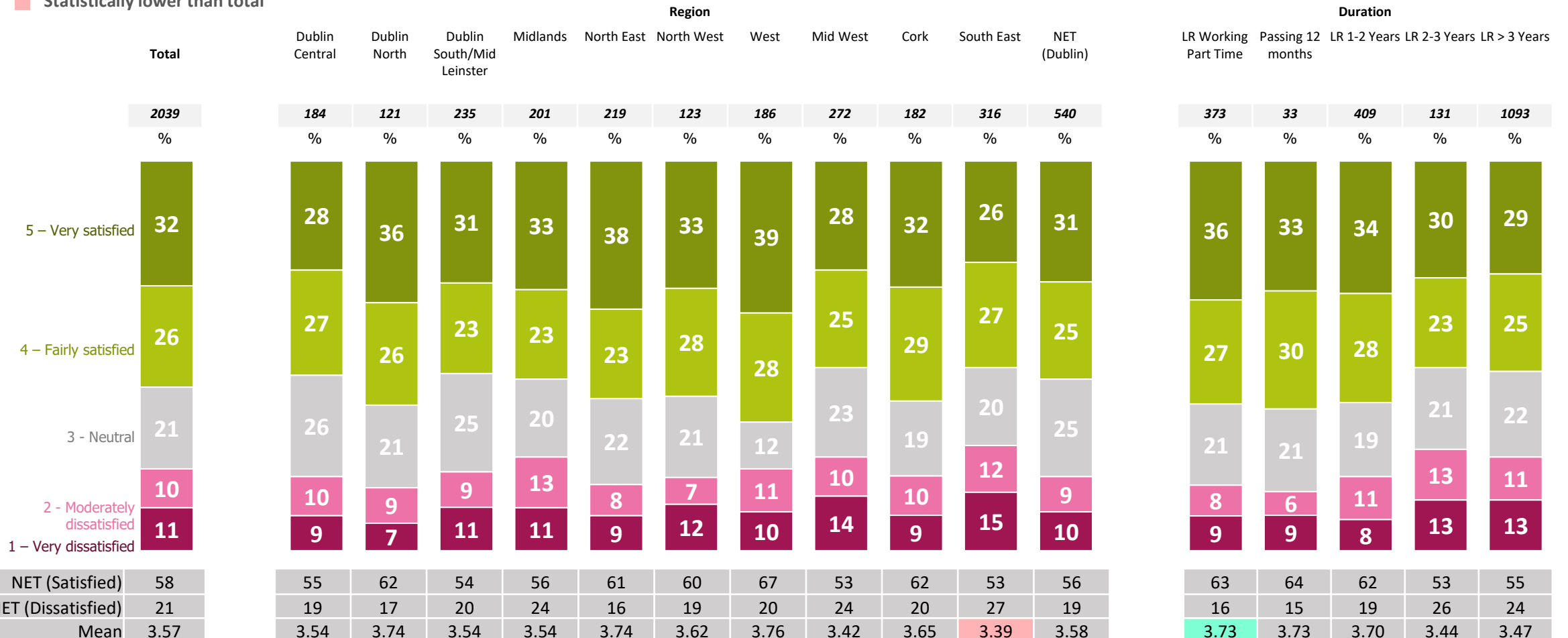
Q.1 Considering all your experiences with Turas Nua /Seetec (as appropriate) how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Overall Satisfaction - 2020

Base: All JobPath Participants N – 2,039



■ Statistically higher than total
■ Statistically lower than total

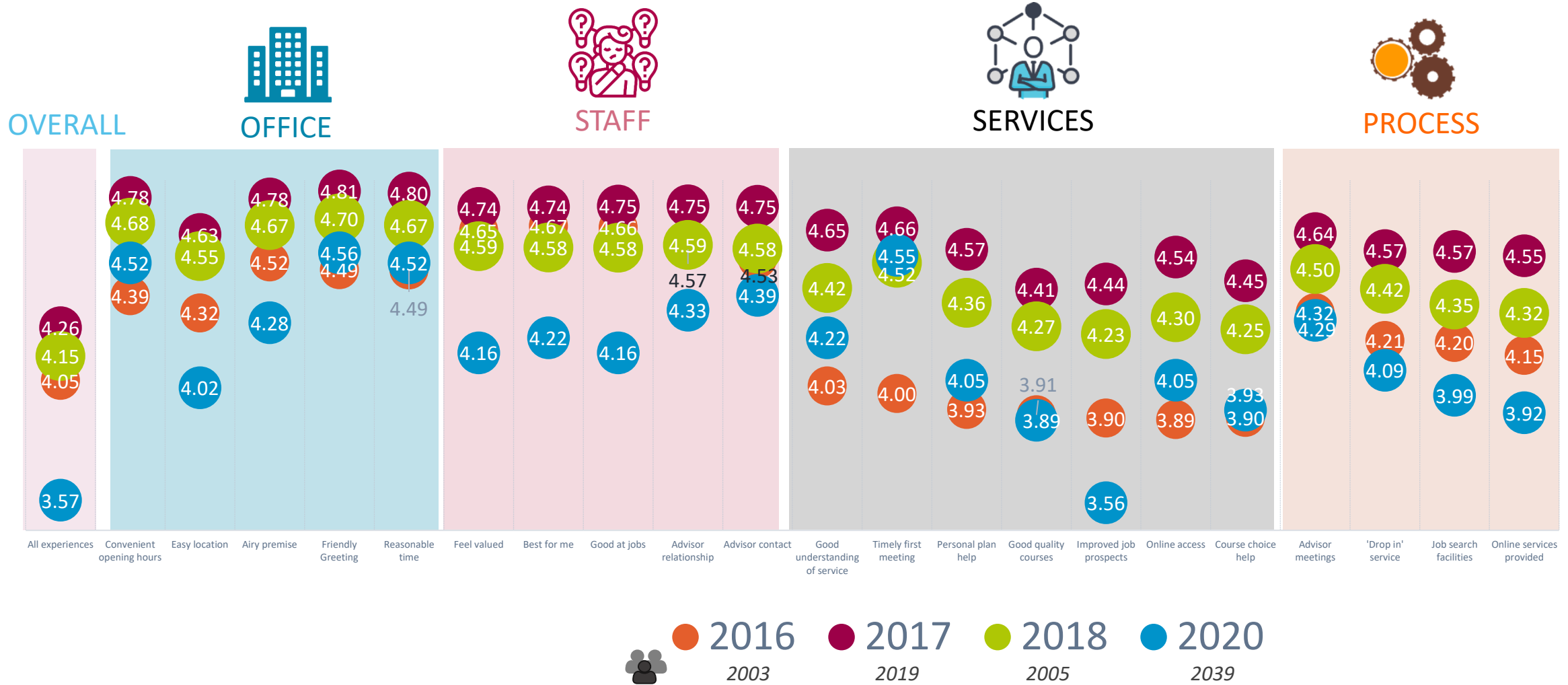


Those working part-time also allocate a significantly higher overall satisfaction rating to the JobPath experience compared to the average.



Q.1 Considering all your experiences with Turas Nua /Seetec (as appropriate) how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

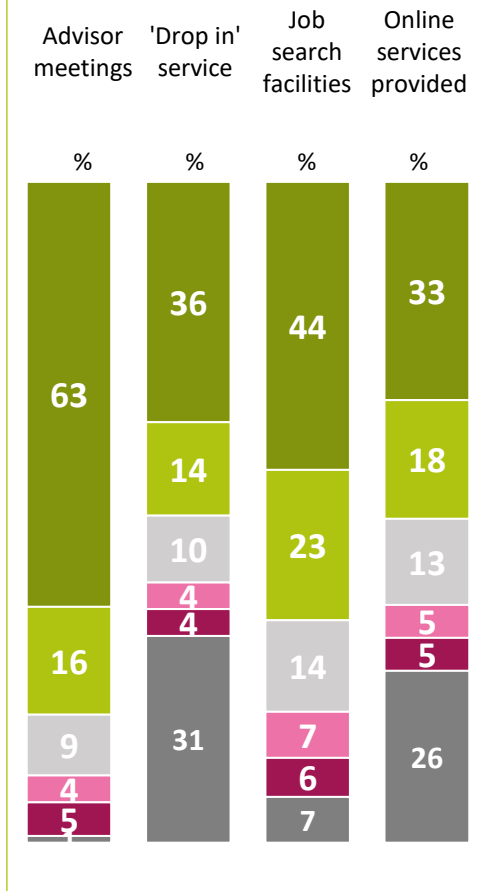
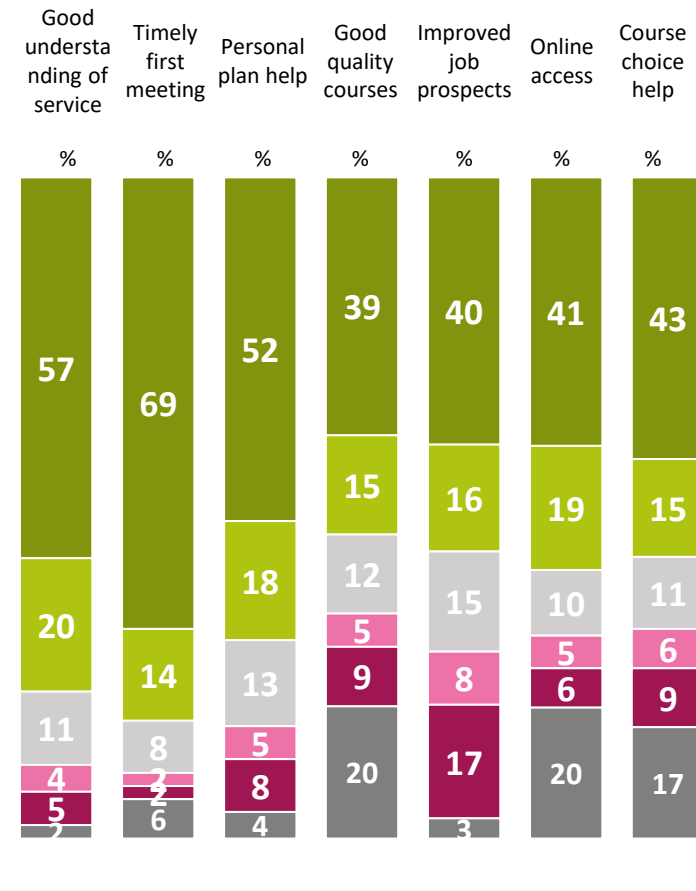
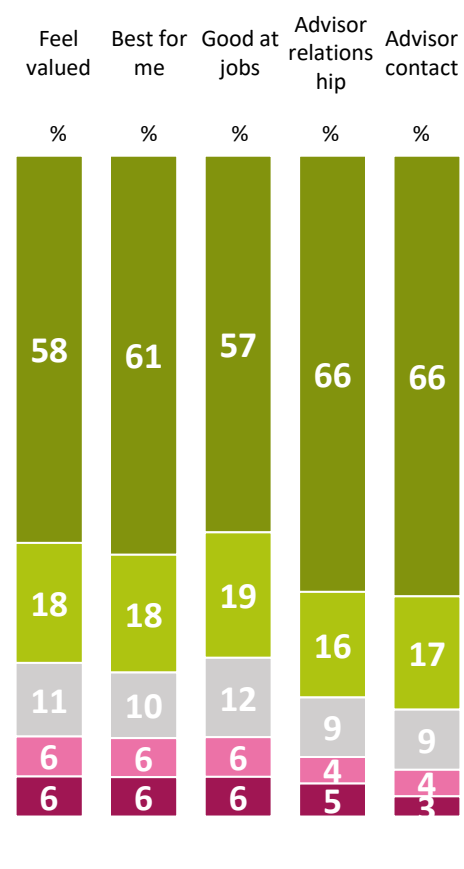
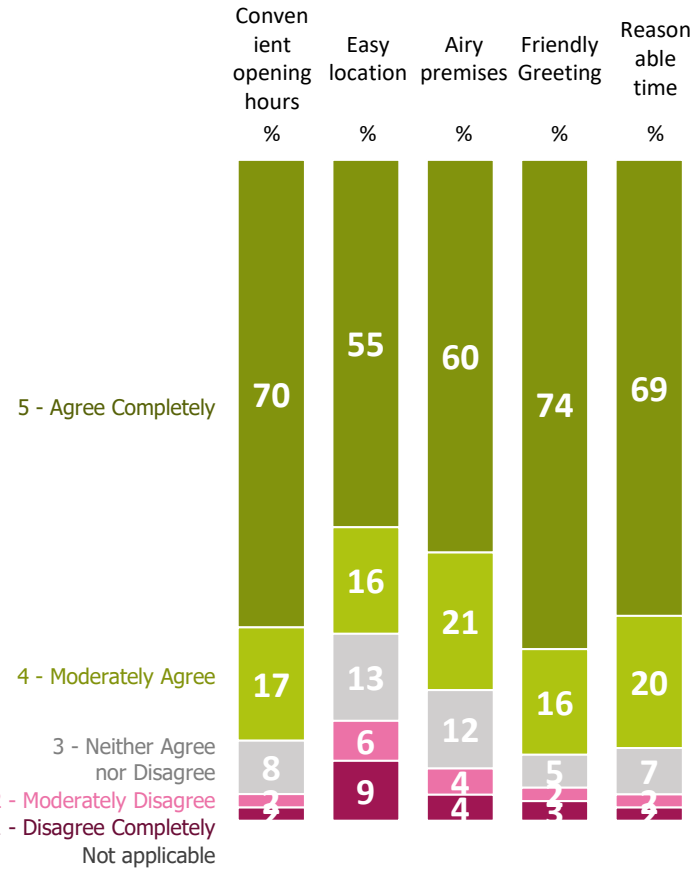
Overview of performance



Highest levels of satisfaction are registered for office-related factors including convenient opening hours, friendly greeting and being seen within a reasonable time. Overall, satisfaction with the timeliness of their first meeting was also rated above average in terms of satisfaction.

Overview of performance - 2020

Base: All JobPath Participants N – 2,039



	NET (Agree)	NET (Disagree)	Mean
OFFICE	88	4	4.52
STAFF	77	12	4.16
SERVICES	77	10	4.22
PROCESS	80	10	4.29

	NET (Agree)	NET (Disagree)	Mean
OFFICE	72	16	4.02
STAFF	78	12	4.22
SERVICES	83	4	4.55
PROCESS	51	8	4.09

	NET (Agree)	NET (Disagree)	Mean
OFFICE	80	8	4.28
STAFF	76	12	4.16
SERVICES	70	13	4.05
PROCESS	67	12	3.99

	NET (Agree)	NET (Disagree)	Mean
OFFICE	90	5	4.56
STAFF	82	9	4.33
SERVICES	54	14	3.89
PROCESS	51	10	3.92

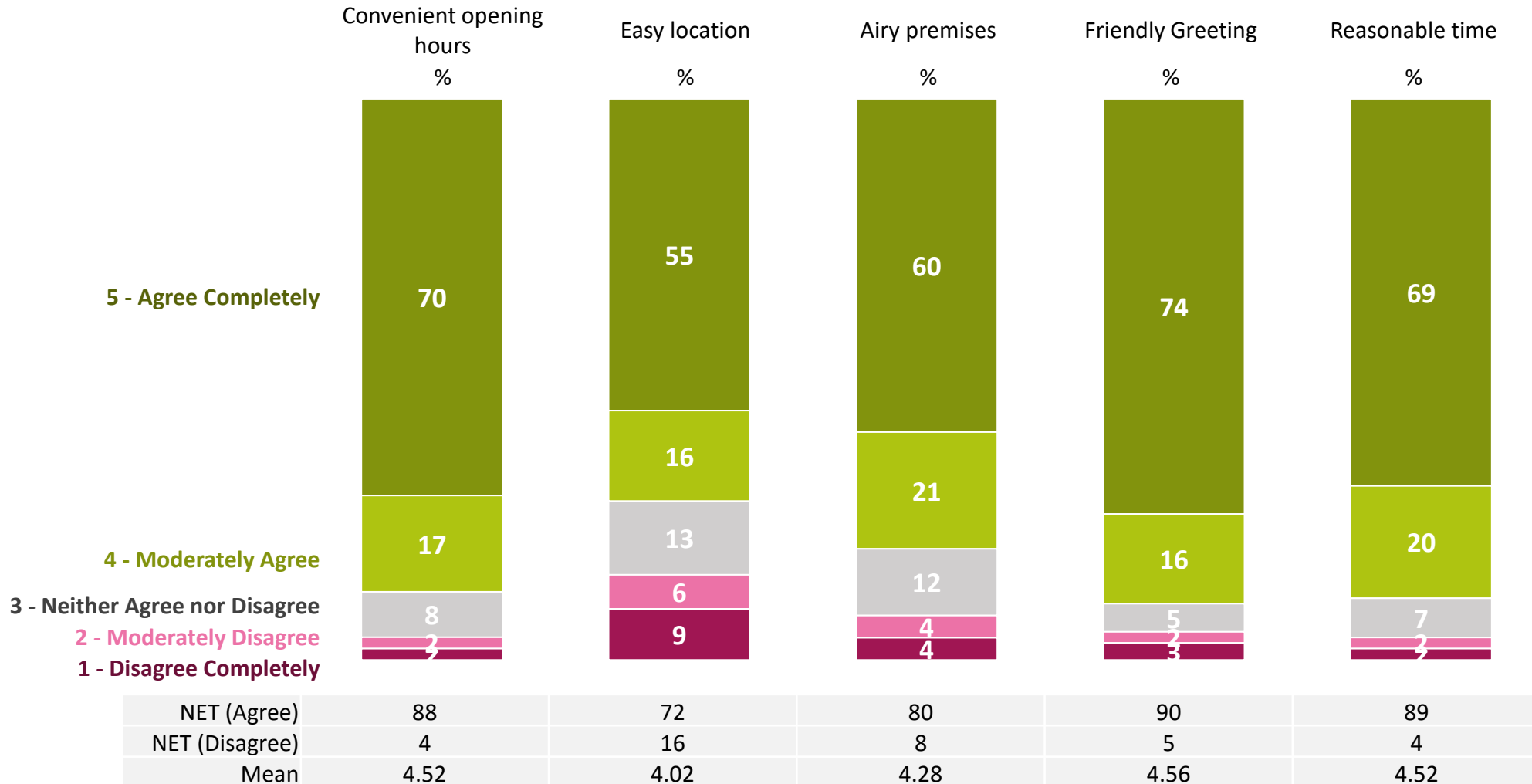
Q.2 Please indicate your level of agreement with the following statements...



Performance

Overview of office performance - 2020

Base: All Jobpath Participants N – 2,039



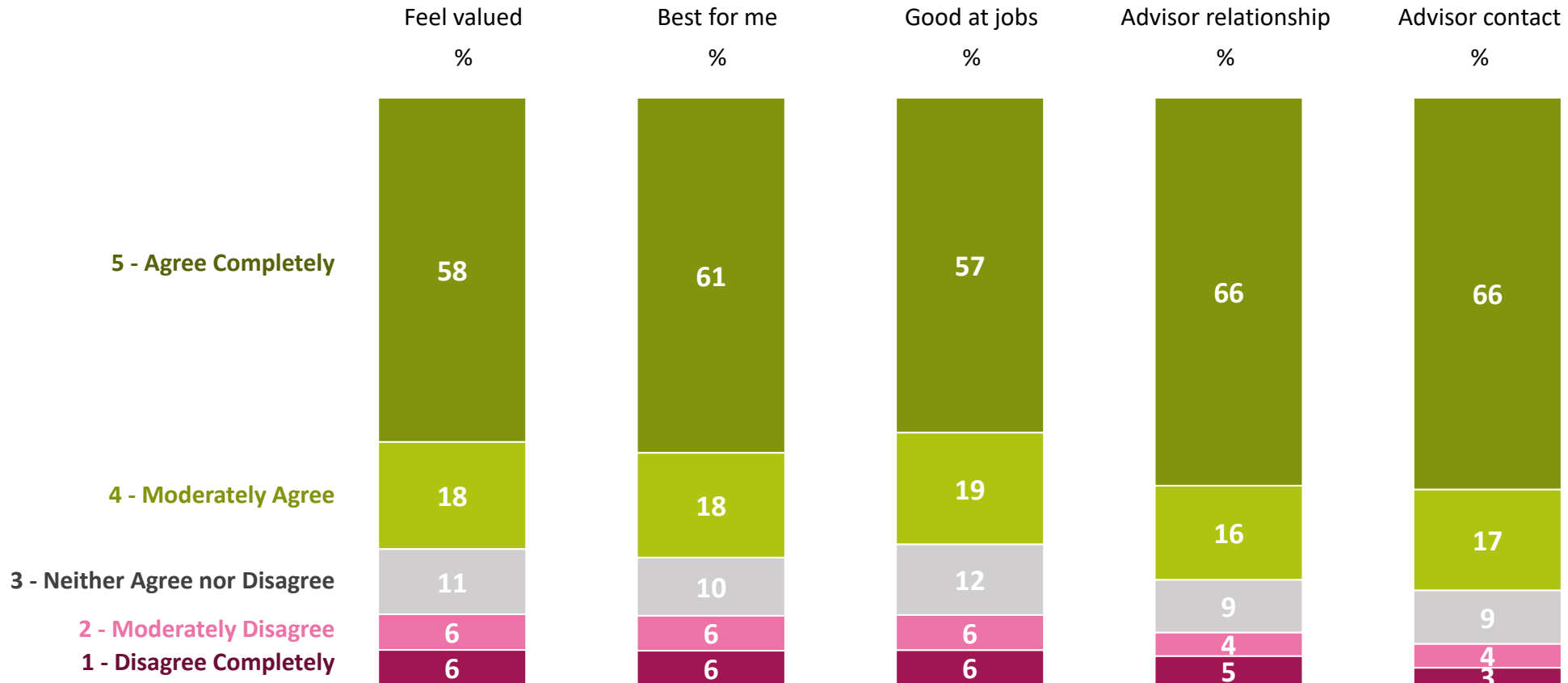
Q.2 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'



Staff

Overview of staff performance - 2020

Base: All JobPath Participants N – 2,039



NET (Agree)	77	78	76	82	83
NET (Disagree)	12	12	12	9	7
Mean	4.16	4.22	4.16	4.33	4.39

Q.3 Now thinking about the Turas Nua/ Seetec 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 - 2020

Base: All JobPath Participants N – 2,039



SERVICES



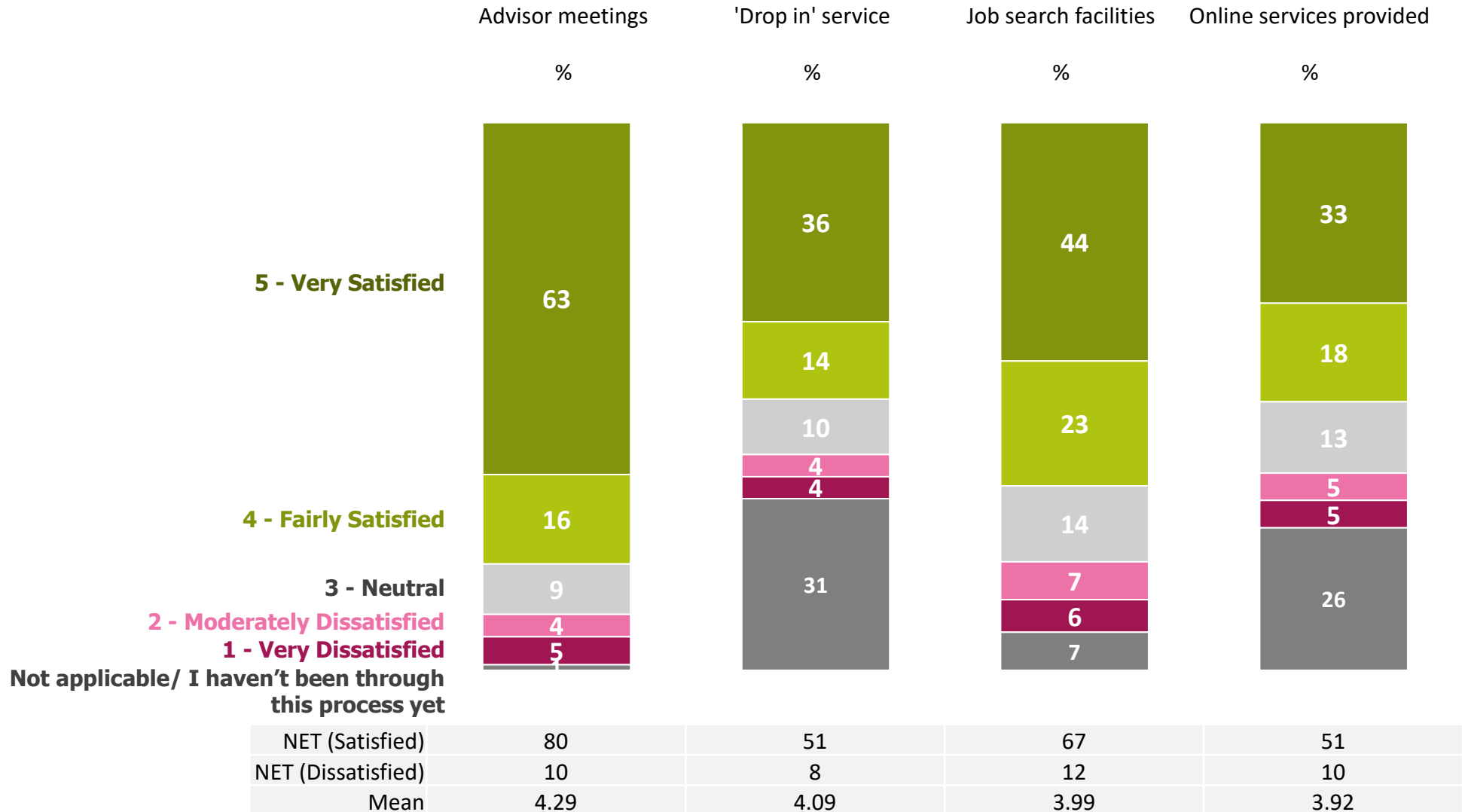
Q.4 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'



Process

Overview of process performance - 2020

Base: All JobPath Participants N – 2,039



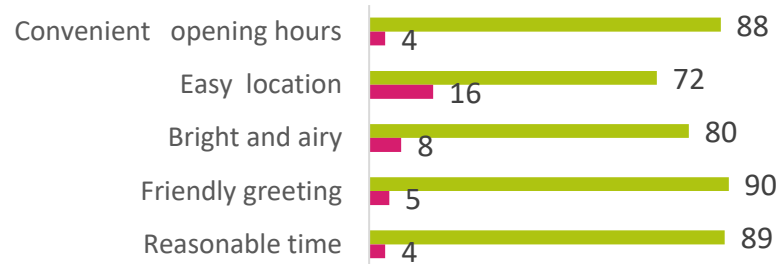
Q.5 Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua / Seetec

office (as appropriate). using a scale from 1 to 5, where 1 is 'Completely Dissatisfied' and 5 is 'Completely Satisfied' J.1262 | Department of Employment Affairs and Social Protection | Jobpath Satisfaction Study | February 2020

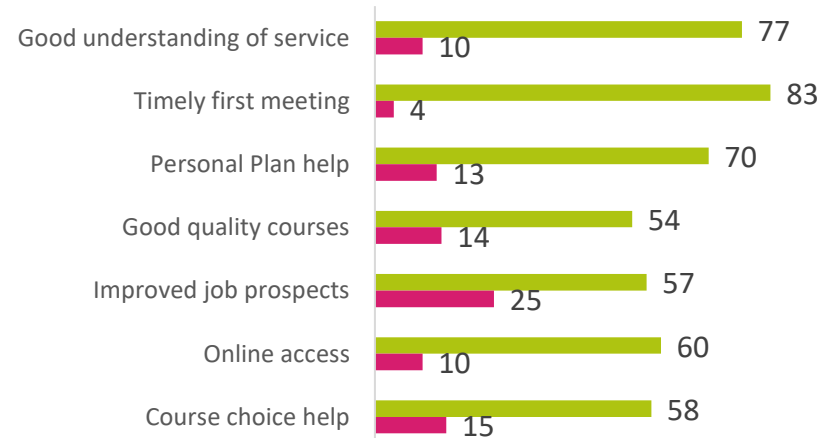
Net Positive/Negative Rating of JobPath Service

Base: All JobPath Participants N - 2039

Office

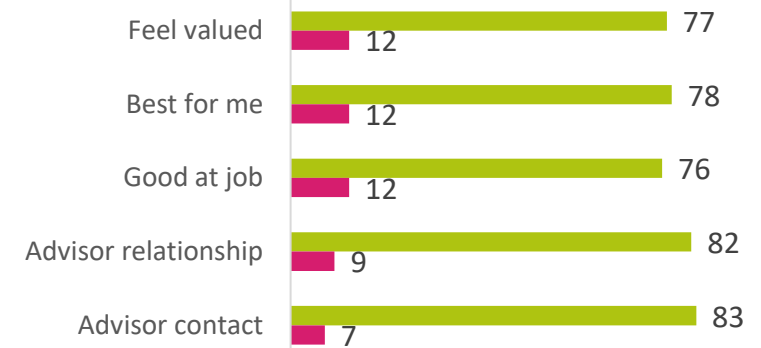


Services

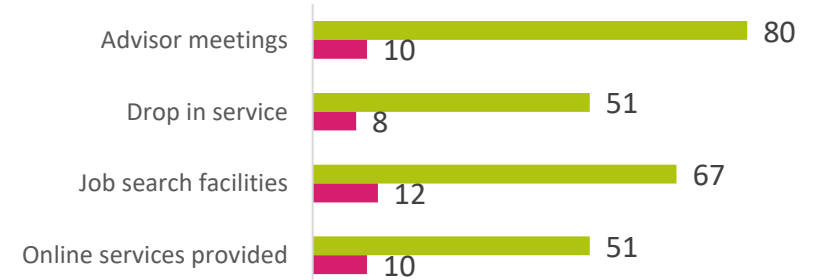


■ NET (Satisfied) ■ NET (Dissatisfied)

Staff



Process

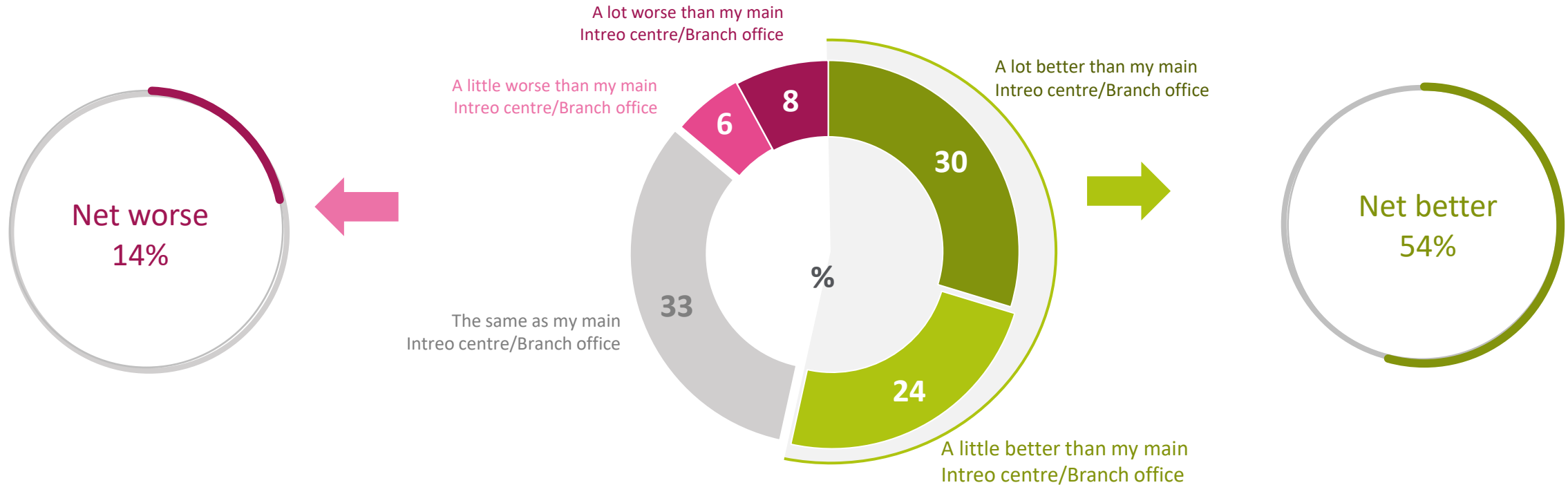


■ NET (Satisfied) ■ NET (Dissatisfied)

The proportion of JobPath participants expressing satisfaction with the various aspects of its service far outweighs those who are dissatisfied.

Rating of Turas Nua/Seetec Employment services compared to Intreo/Branch Office

Base: All JobPath Participants N - 2039



The majority rate the Turas Nua/Seetec employment services as better than the Intreo Office service, by a ratio of four to one.

Q. 6 How would you rate the employment services provided by Turas Nua/Seetec (as appropriate) as compared to that provided directly by the Intreo centre/branch office? Would you say the Turas Nua/Seetec (as appropriate) service is

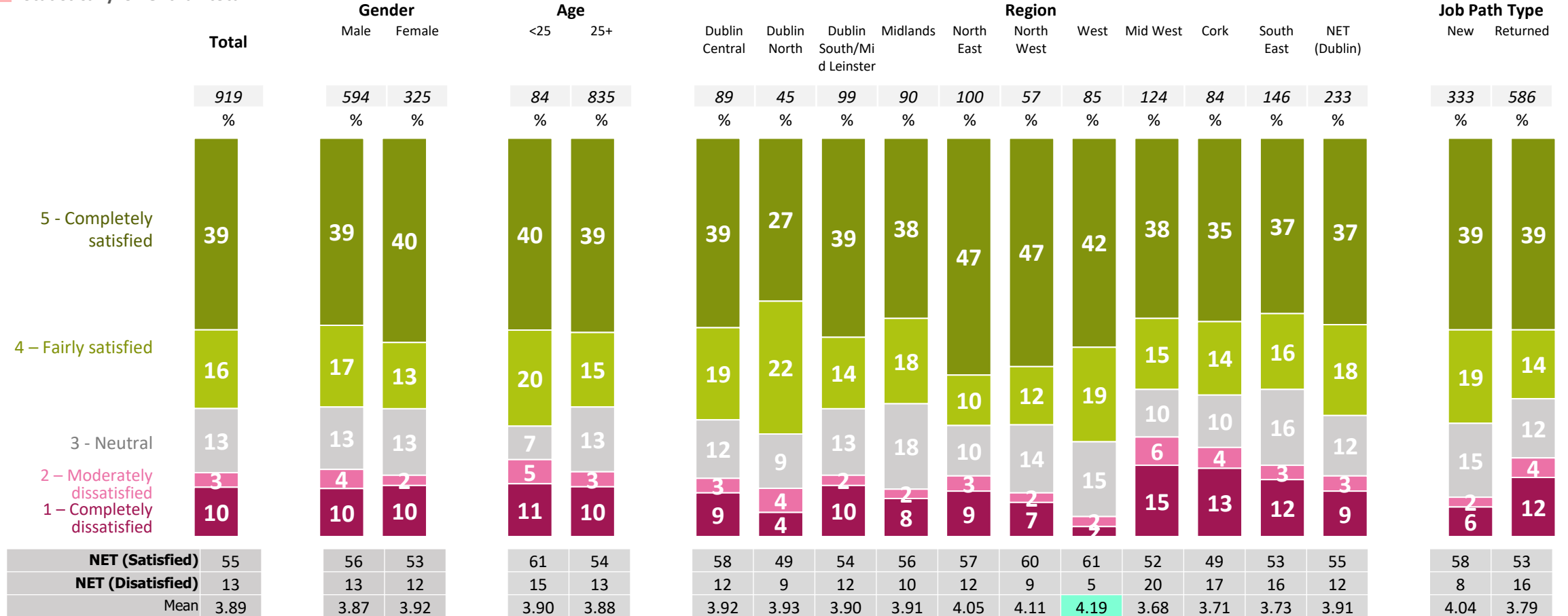


Level of satisfaction with continuing contact with personal advisor



Base: All JobPath Participants Working N - 919

- Statistically higher than total
- Statistically lower than total

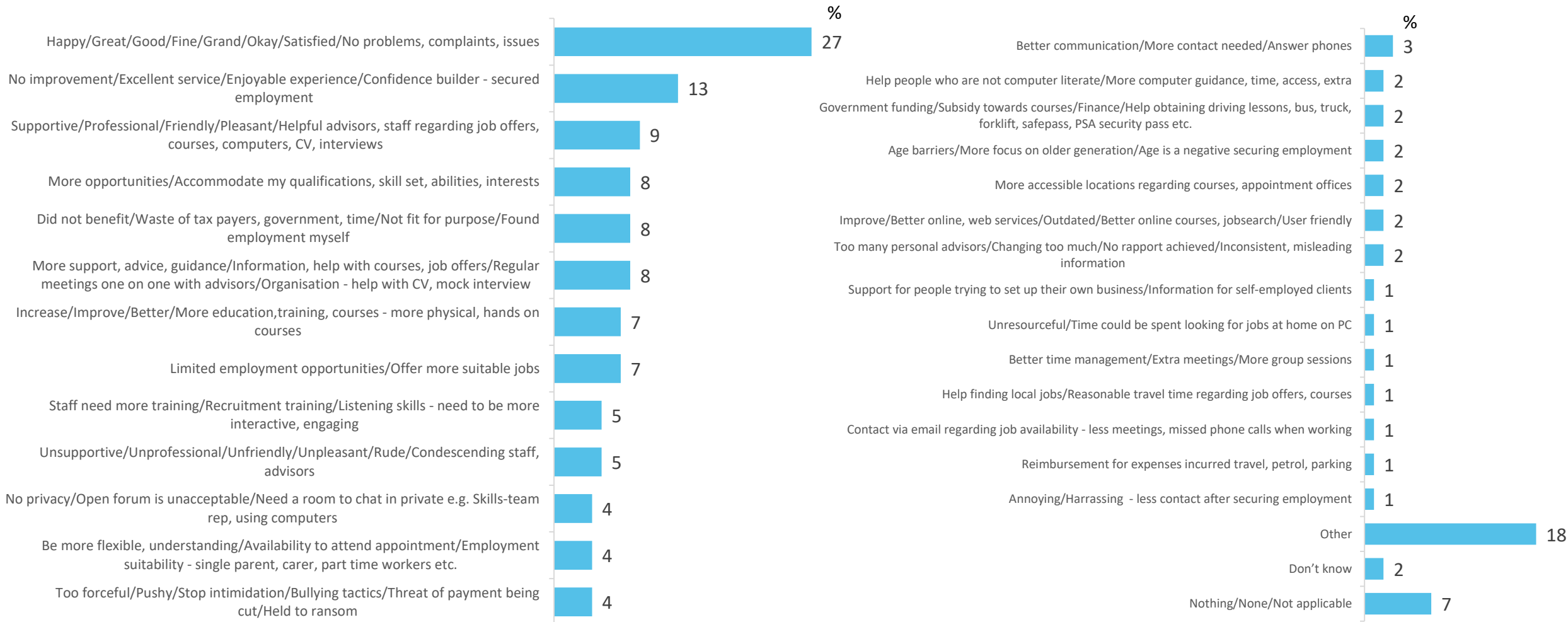


Of those who are currently working, the majority are satisfied with the continuing contact they have with their personal advisor, and this is particularly so for those living in the West.

Suggested improvements to overall experience



Base: All JobPath Participants N - 2039



When asked to identify the one change that could be made to render their overall experience as a JobPath client more satisfactory, a significant proportion say they feel there are no improvements required. A range of proposed improvements are suggested by the remaining respondents, ranging from more supportive/helpful advice to more opportunities suited to their personal qualifications and skills, more regular interaction and meetings with Turas Nua/Seetec staff, etc.



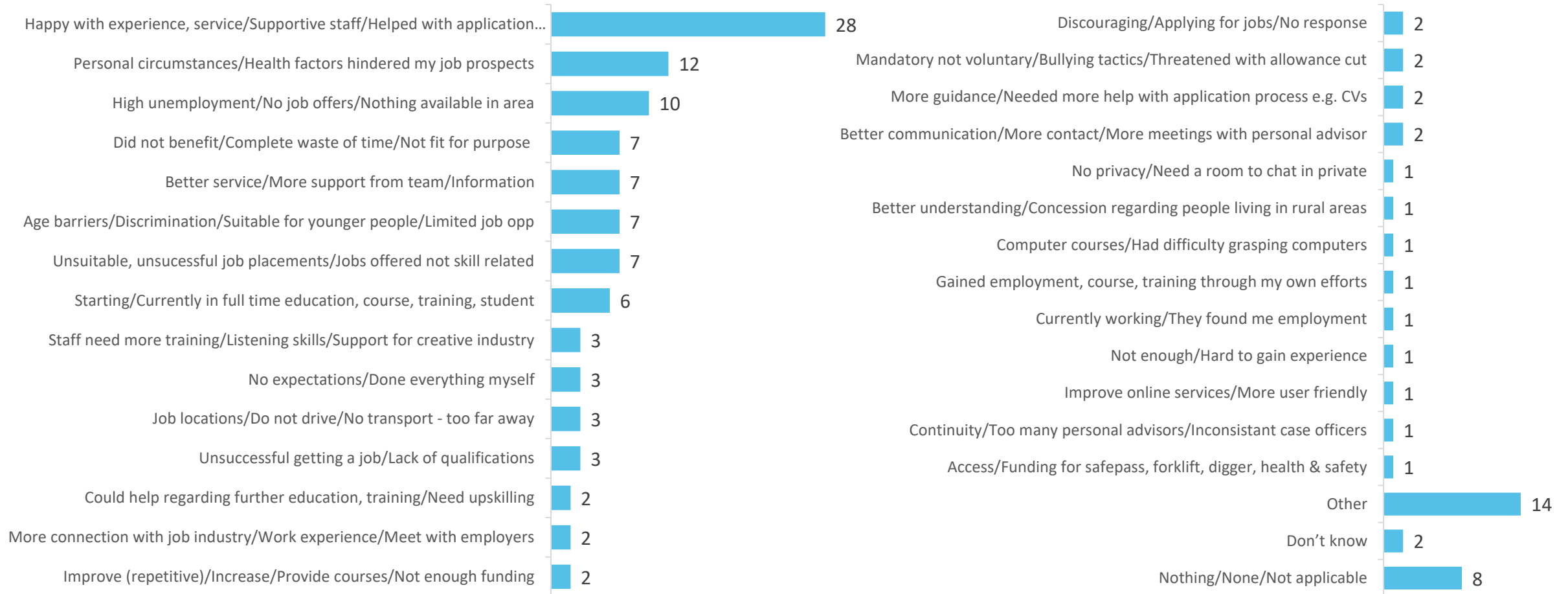
Q.11 What one improvement do you feel could make to improve your overall experience as a client?

Reasons for dissatisfaction



Base: All JobPath Participants not working N – 1069

%



Of those not working, a notable proportion say they are happy with their experience as a JobPath client, or acknowledged that there were factors outside the service provider's control that had mitigated against their finding a job.

Thank you.



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Delve Deeper