



An Roinn Coimirce Sóisialaí
Department of Social Protection



Satisfaction Study

Nov-Dec 2020

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RESEARCH
& INSIGHT





JobPath Findings

Research Background & Objectives

- Following on from the JobPath Feb 2020 survey, the Department of 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 2,051 participants.



Research Methodology

All JobPath Participants N – 2,051

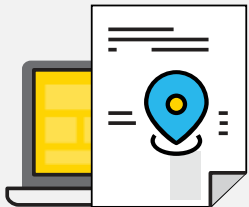


The research was conducted through a quantitative survey via CATI interviewing (Computer Assisted Telephone Interviewing).

A structured questionnaire was administered to the sample of 2,051 JobPath survey respondents.

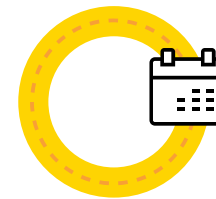


A representative sample of JobPath participants in terms of DSP region, JobPath type, gender and office type (Turas Nua and Seetec) was surveyed.



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	2051	12/11/20 – 14/12/2020
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

Touchpoints Assessed



OFFICE

- Convenient opening hours
- Easy location
- Airy premises
- Friendly Greeting
- Reasonable time



OFFICE (Remote)

- Info re remote connection easy to understand
- Ability to connect with Turas Nua/Seetec online or phone
- Ability to connect with Turas Nua/Seetec at the agreed times
- Info re remote connection easy to find



STAFF

- Feel valued
- Try their best for me
- Good at jobs
- Advisor relationships
- Advisor contact



SERVICES

- Personal plan help
- Good quality courses
- Improved job prospects
- Online access
- Course choice help



PROCESS

- Advisor meetings
- Job search facilities
- Online services provided

NB: A number of options were dropped this wave ('good understanding of the service' and first meeting in timely manner' were removed from Q.4 Service and 'drop in service was removed from Q.5 Process).



Executive Summary

Executive Summary - JobPath



Almost **three-quarters of JobPath clients (74%)** say they are satisfied with their experiences with Turas Nua/Seetec in overall terms – this is up **+16%** vs Feb 20.



Strong levels of **satisfaction** with factors relating to offices, remote facilities, staff, services and process are evident and all scores have improved significantly since Feb 20.



Highest satisfaction scores are registered for **friendly greeting, being seen within a reasonable time, advisor relationship** and **convenient opening hours**



Strong improvements are noted in all **staff metrics**, and **new remote facilities** also score above the average.



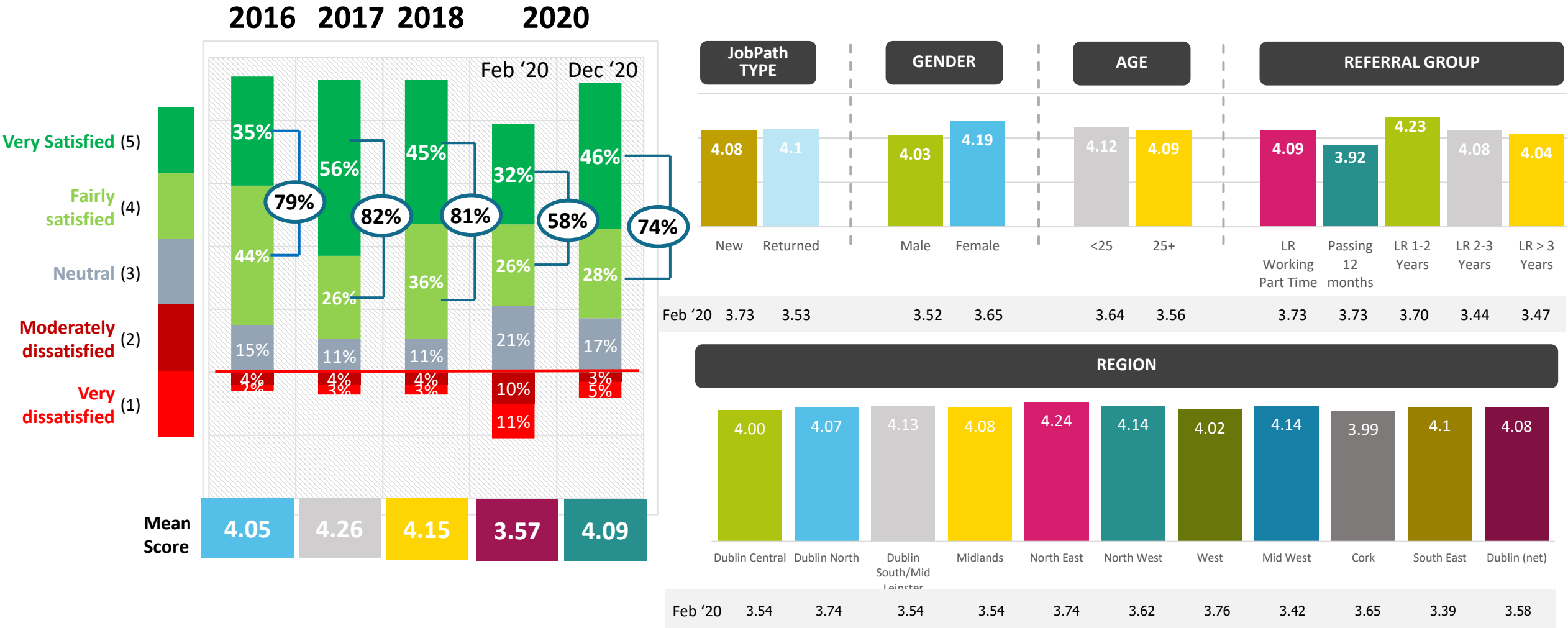
The majority rate the Turas Nua/Seetec employment services as better than the Intreo Office service, (up 5% points vs Feb 20)



A significant proportion (44%) are satisfied with the current service and feel there are no improvements required. A number of proposed improvements are suggested by the remaining respondents, ranging from more supportive/helpful advice to better training/more suitable courses as the main areas for potential refinement.

Overall Satisfaction

Overall Satisfaction scores have improved significantly in comparison with February 2020



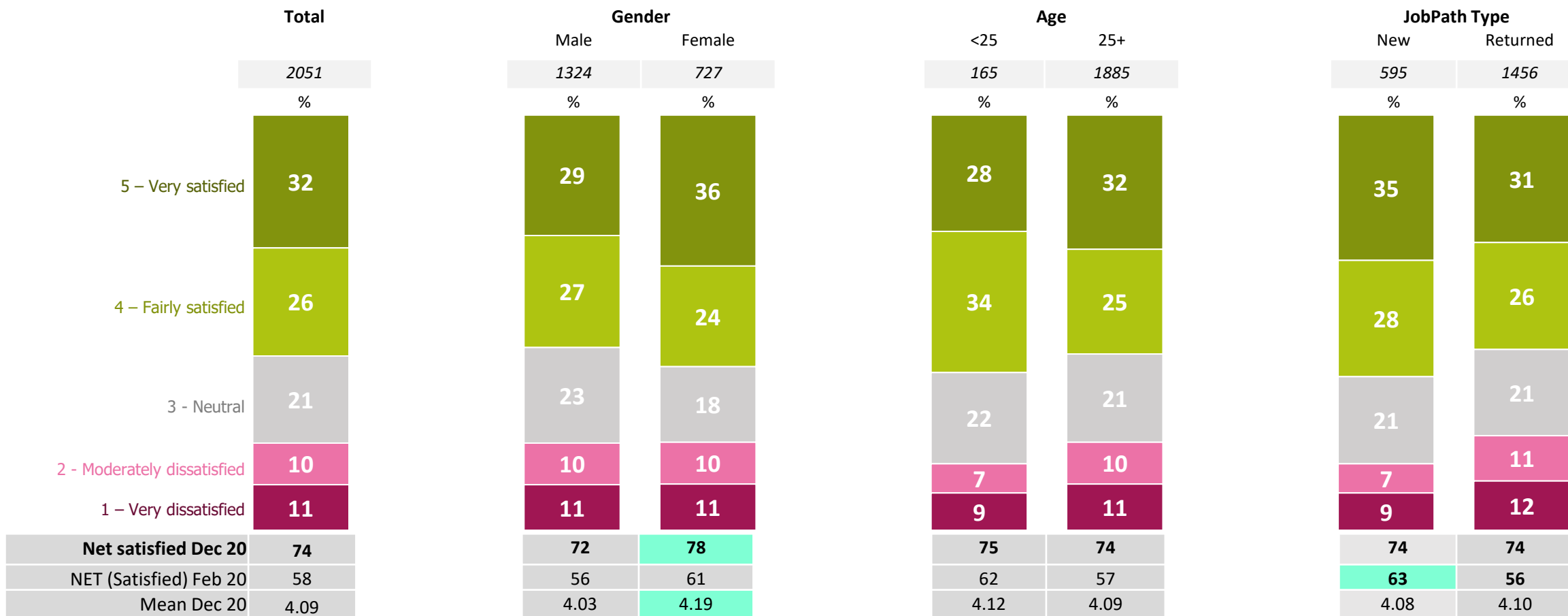
Q.1 Considering all your experiences with Turas Nua /Seetec how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Overall Satisfaction - November-December 2020



Base: All JobPath Participants N – 2,051

■ Statistically higher than total
■ Statistically lower than total



Overall satisfaction is highest amongst female participants.



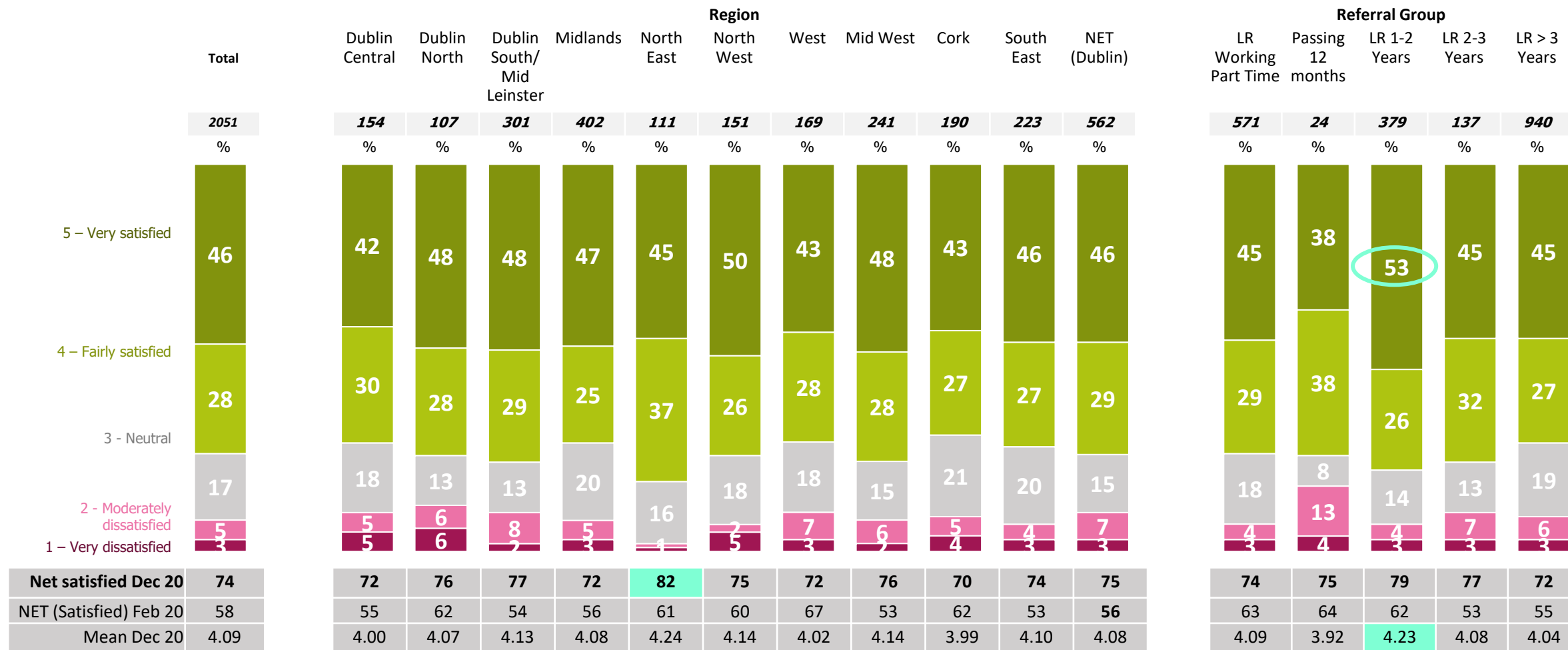
Q.1 Considering all your experiences with Turas Nua /Seetec (as appropriate) how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Overall Satisfaction - November-December 2020



Base: All JobPath Participants N – 2,051

- Statistically higher than total
- Statistically lower than total



Those in the North East and 1-2 year referral group also allocate a significantly higher overall satisfaction rating to the JobPath experience compared to the average.

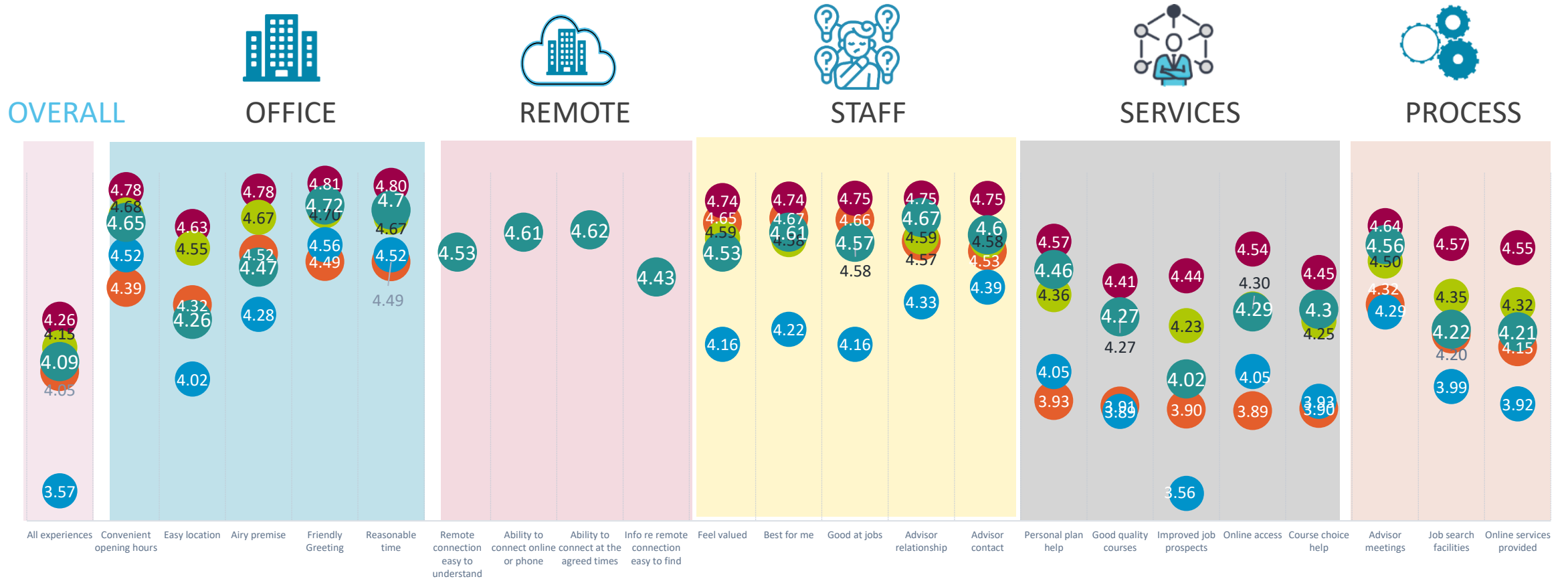


Q.1 Considering all your experiences with Turas Nua /Seetec (as appropriate) how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Overview of performance



Base: All JobPath Participants N – 2,051



Highest levels of satisfaction are registered for convenient opening hours, friendly greeting and being seen at a reasonable time. Staff-related factors are all up on February 20 ratings. These include feel valued, staff try their best for me, good at their jobs and in particular, advisor relationship and ability to contact their personal advisor. The new remote facilities also score above the average.



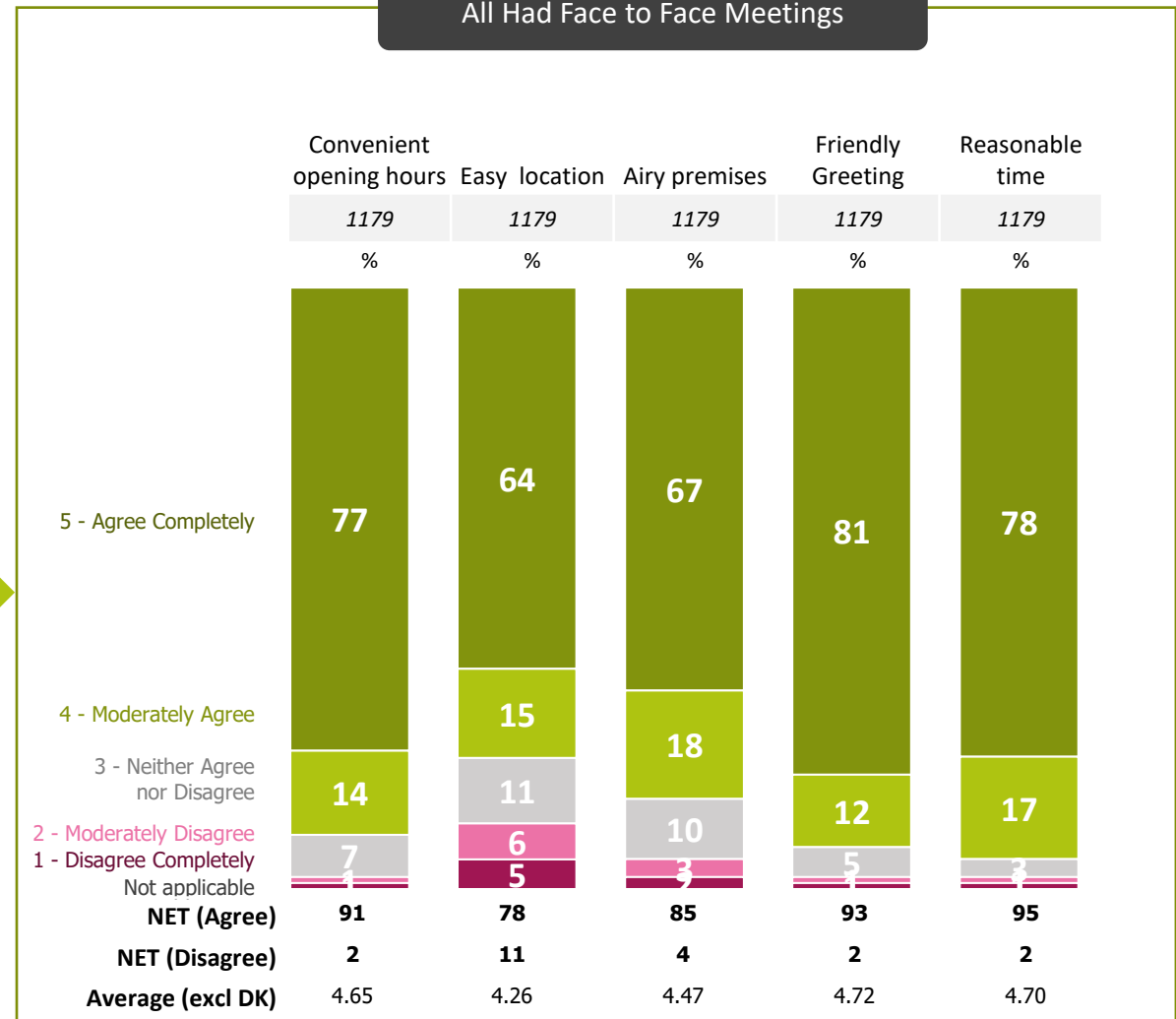
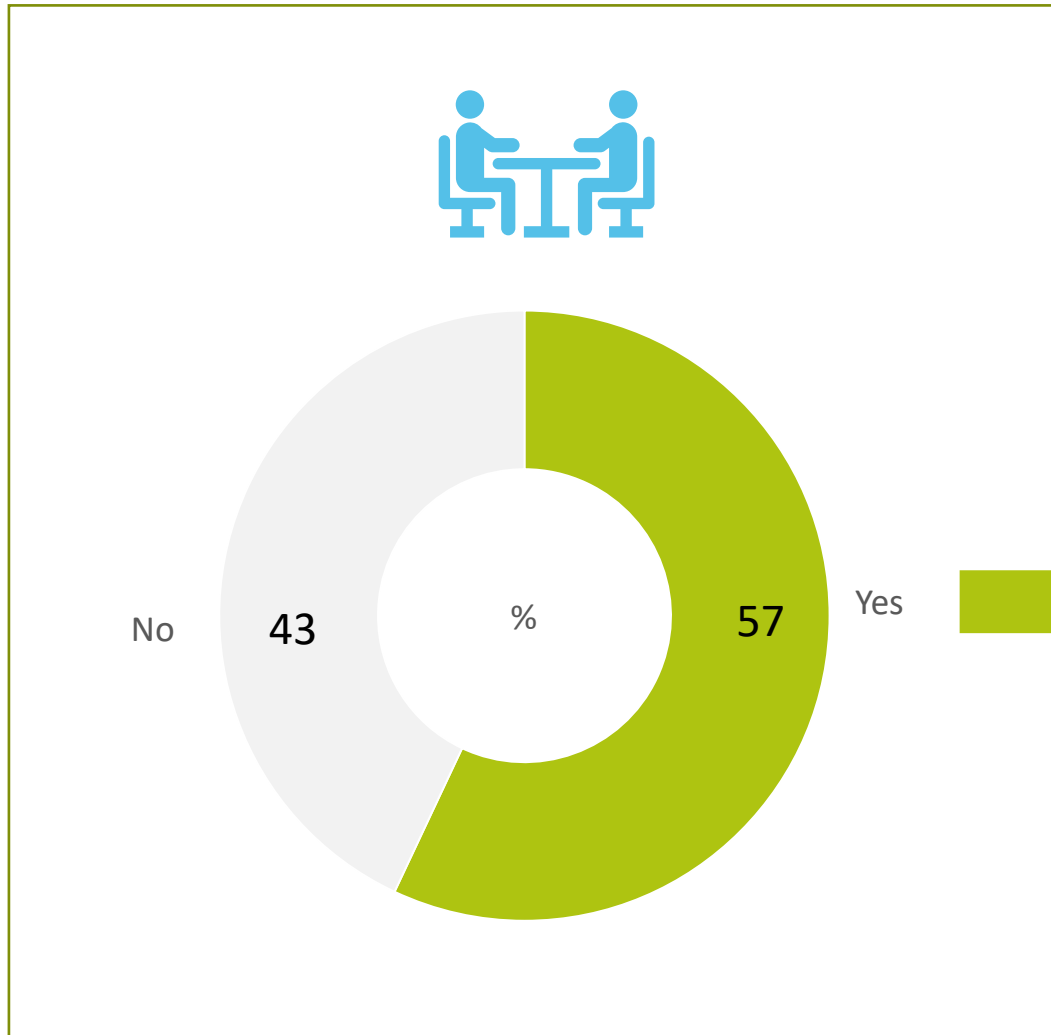
Performance



Face to Face Meetings

Overview of Performance - Face to Face Meetings

Base: All JobPath Participants N – 2,051



A majority (57%) of JobPath participants had at least one face-to-face meeting with their local office during 2020. Of these individuals, satisfaction with being seen within a reasonable time, friendly staff greeting and convenient opening hours was particularly high.



Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2020)?

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

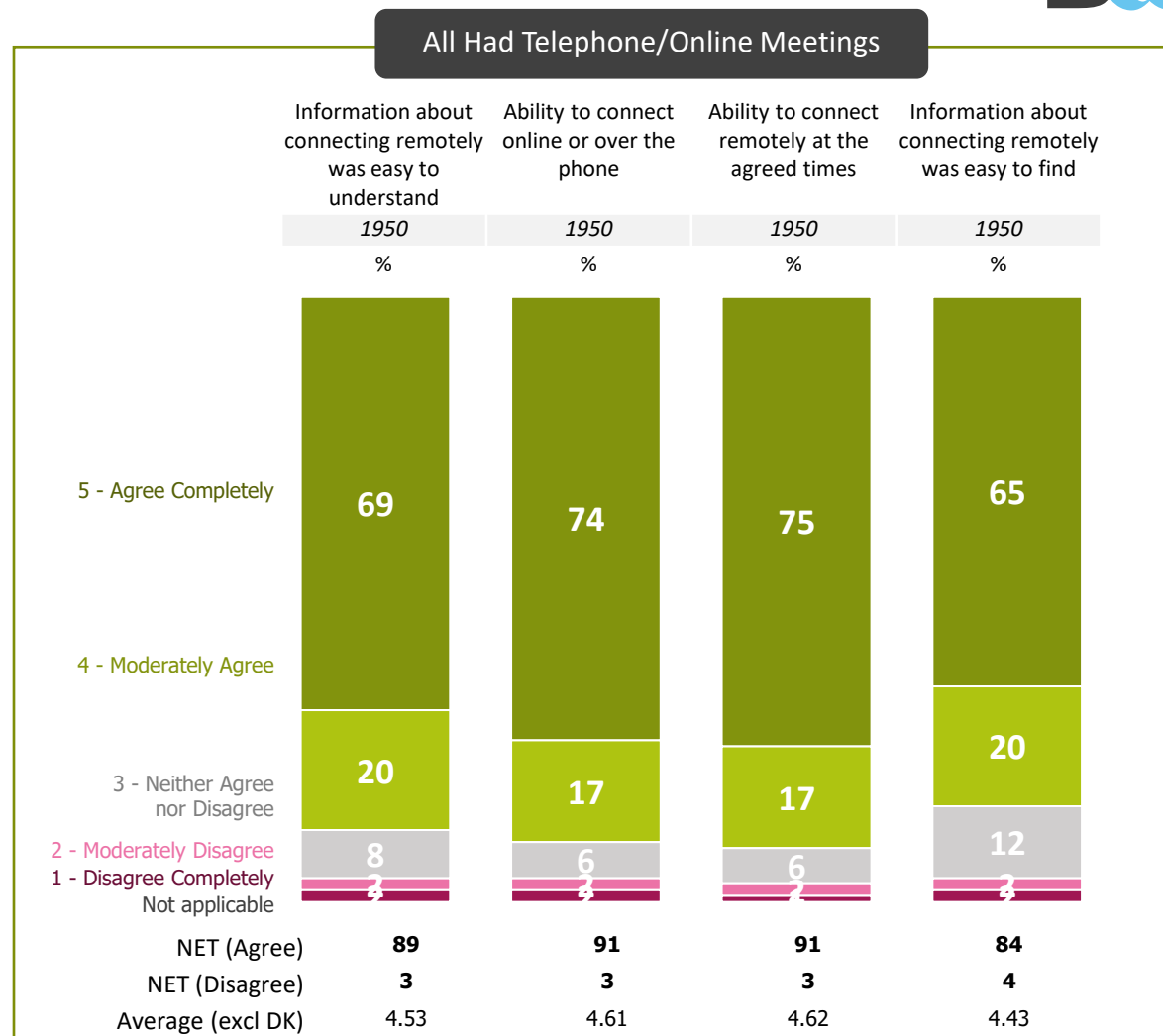
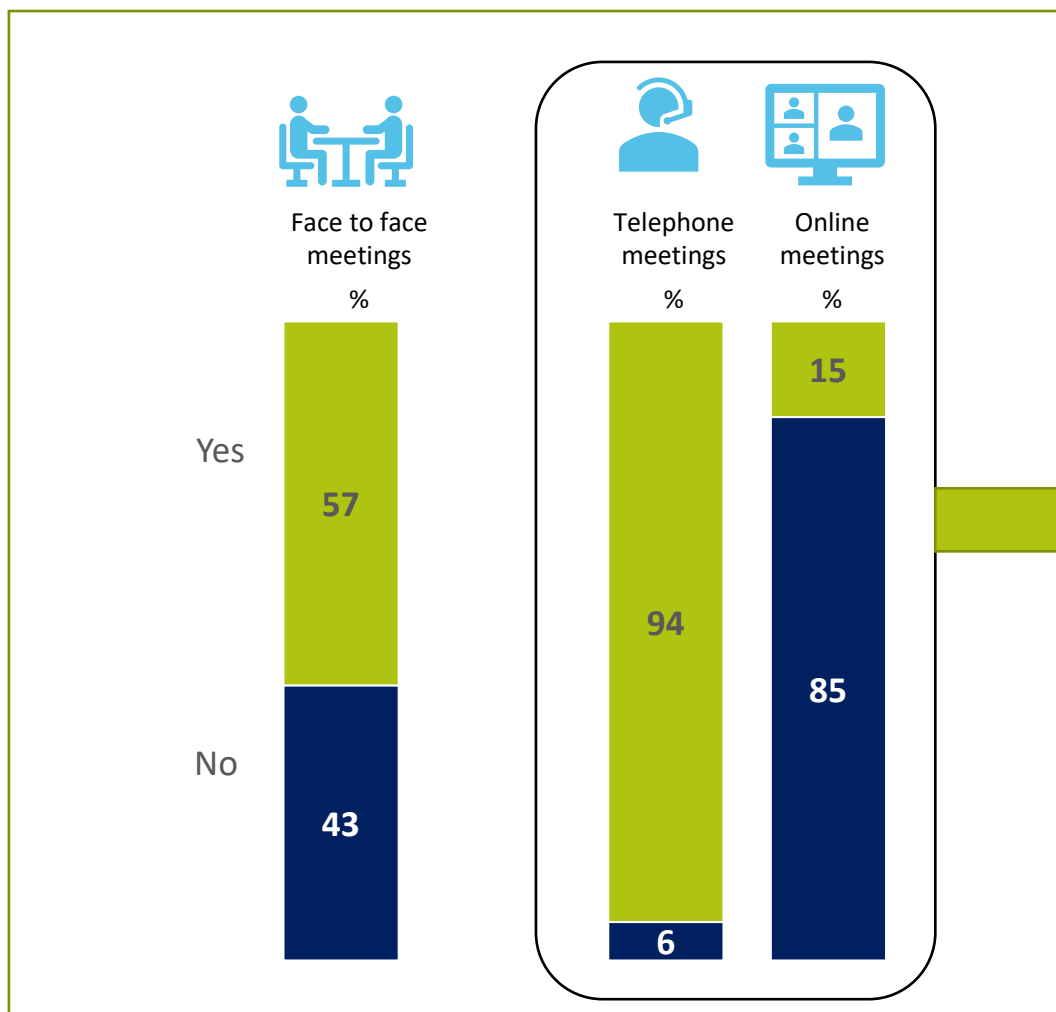


Office (Remote)

Overview of Performance - Remote Capabilities



Base: All JobPath Participants N – 2,051



The vast majority of JobPath participants had a telephone interaction with their local office during 2020, with a more modest 15% also engaging in online meetings. Nine in ten of those who had either a telephone or online meeting registered satisfaction with their experience regarding ease of understanding information about connecting remotely, the ability to connect online or over the phone, and the ability to connect remotely at the agreed times.

Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2020)?

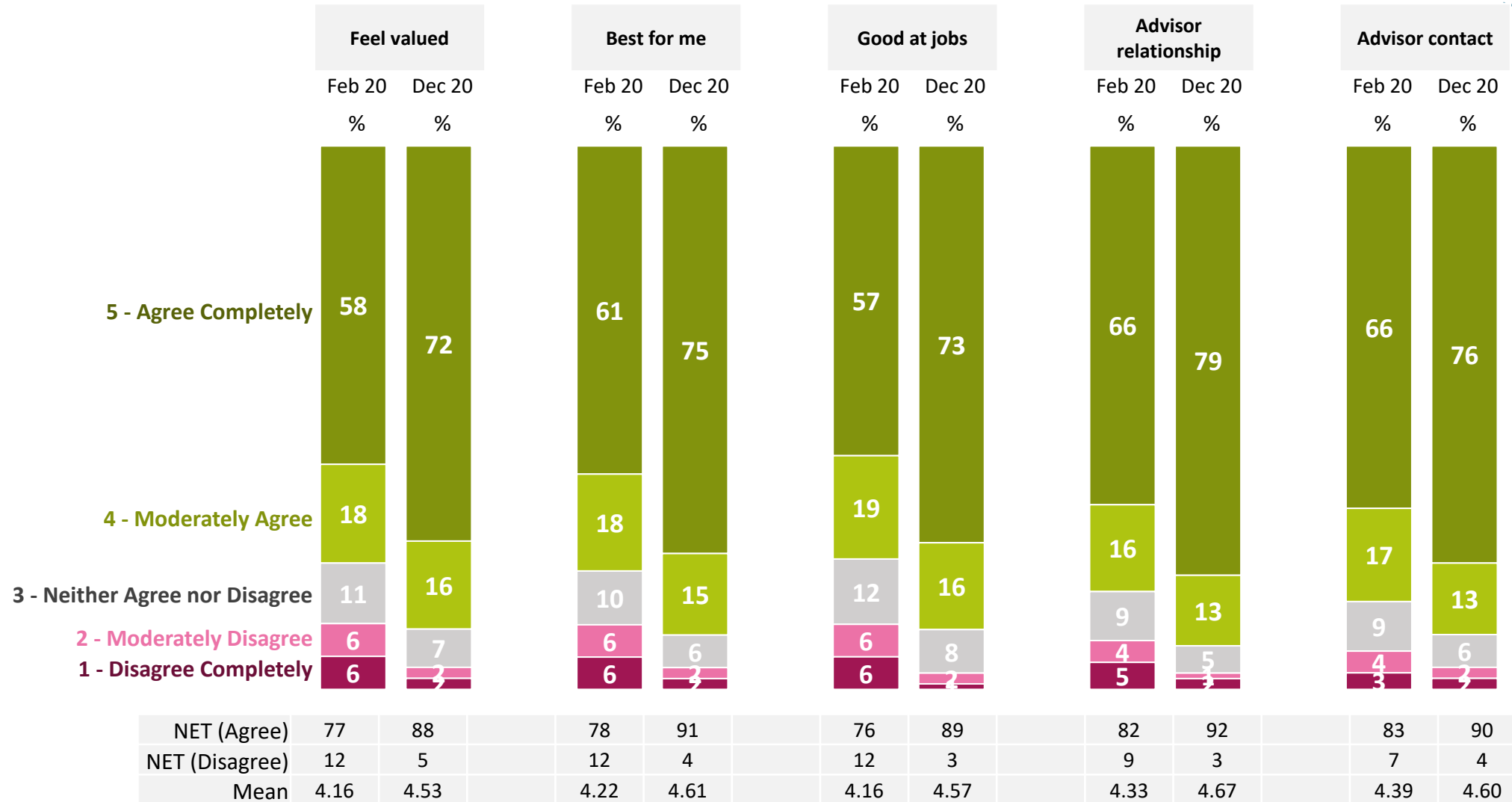
Q.2c Please indicate your level of agreement with the following statements..



Staff

Overview of staff performance - November-December 2020

Base: All JobPath Participants N – 2,051



Satisfaction with all aspects of staff performance has increased significantly between the beginning and end of 2020.

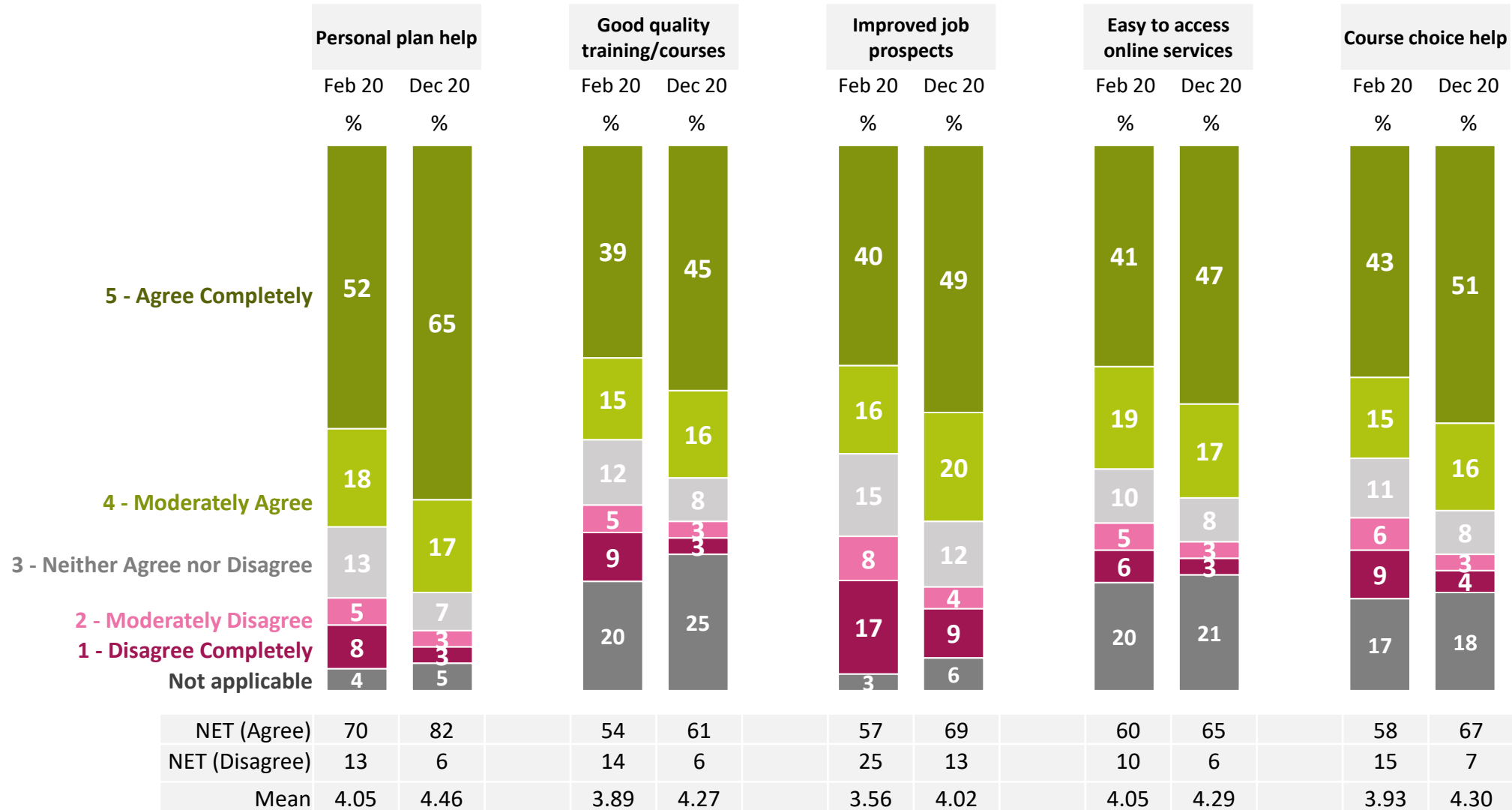
Q.3 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'



Services

Overview of services performance - November-December 2020

Base: All JobPath Participants N – 2,051



Participants were particularly happy with the personal plan help provided.

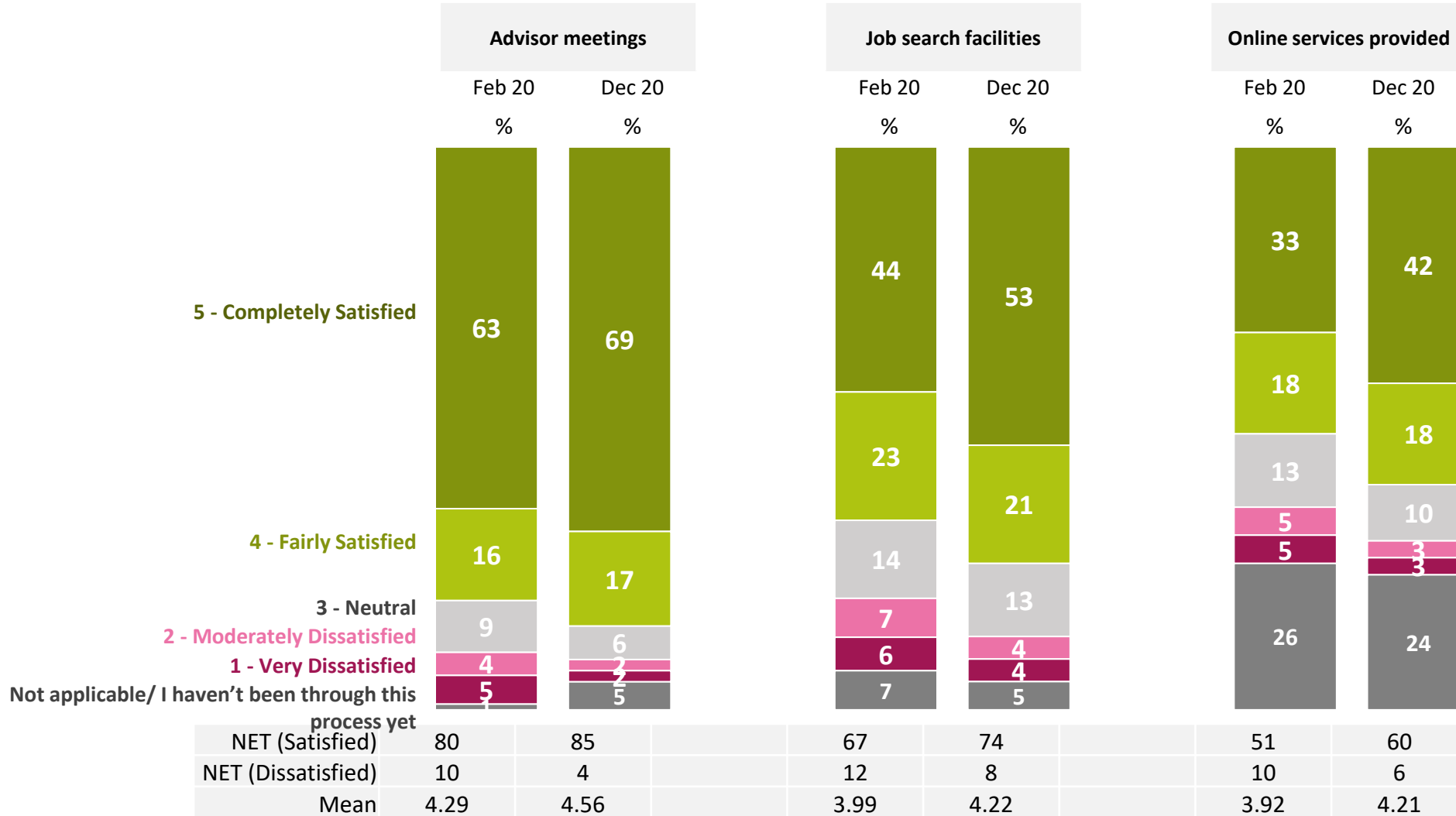
Q.4 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'



Process

Overview of process performance - November-December 2020

Base: All JobPath Participants N – 2,051



Satisfaction with all aspects of the process is also high across the board, and improved upon the January-February 2020 survey.

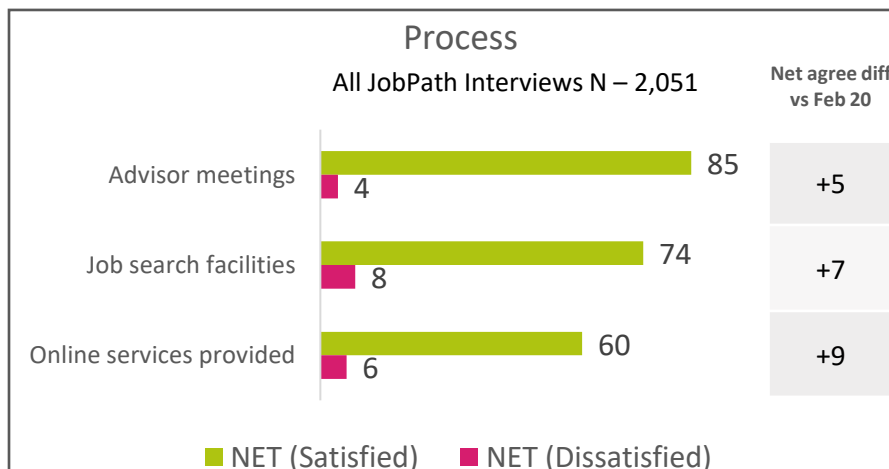
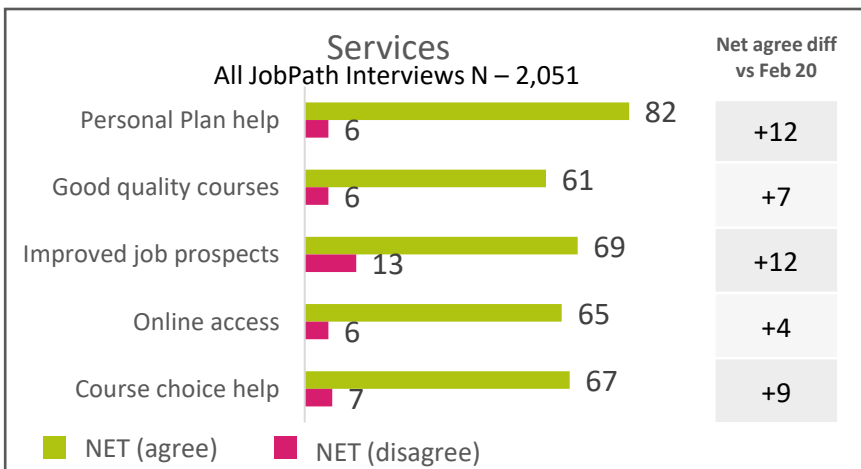
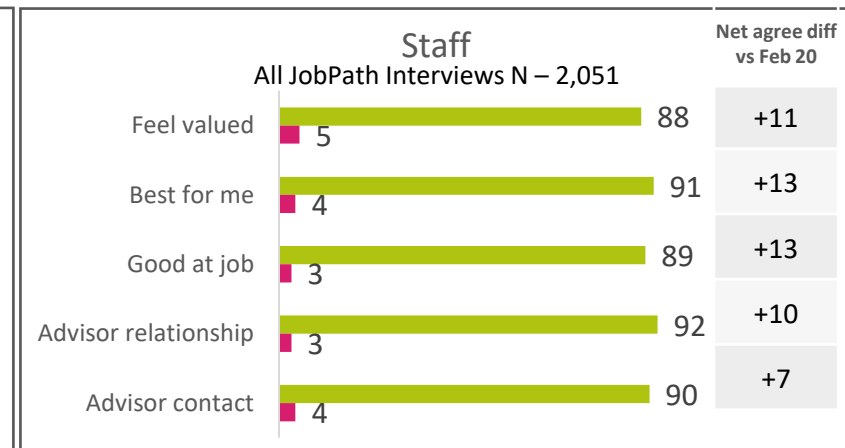
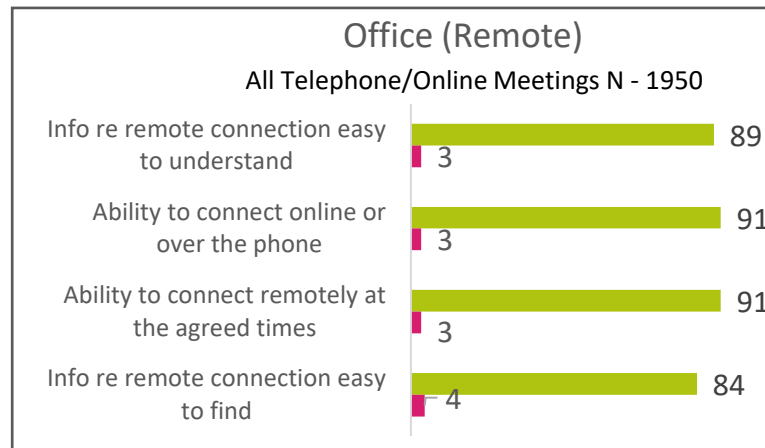
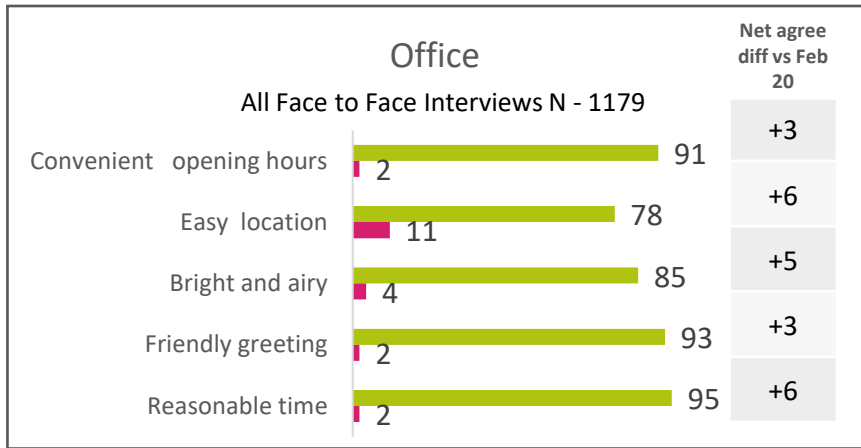
Q.5 Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua/Seetec (as appropriate) using a scale from 1 to 5, where 1 is 'Completely Dissatisfied' and 5 is 'Completely Satisfied'

Net Positive/Negative Rating of JobPath Service Summary



Base: All JobPath Participants N - 2051

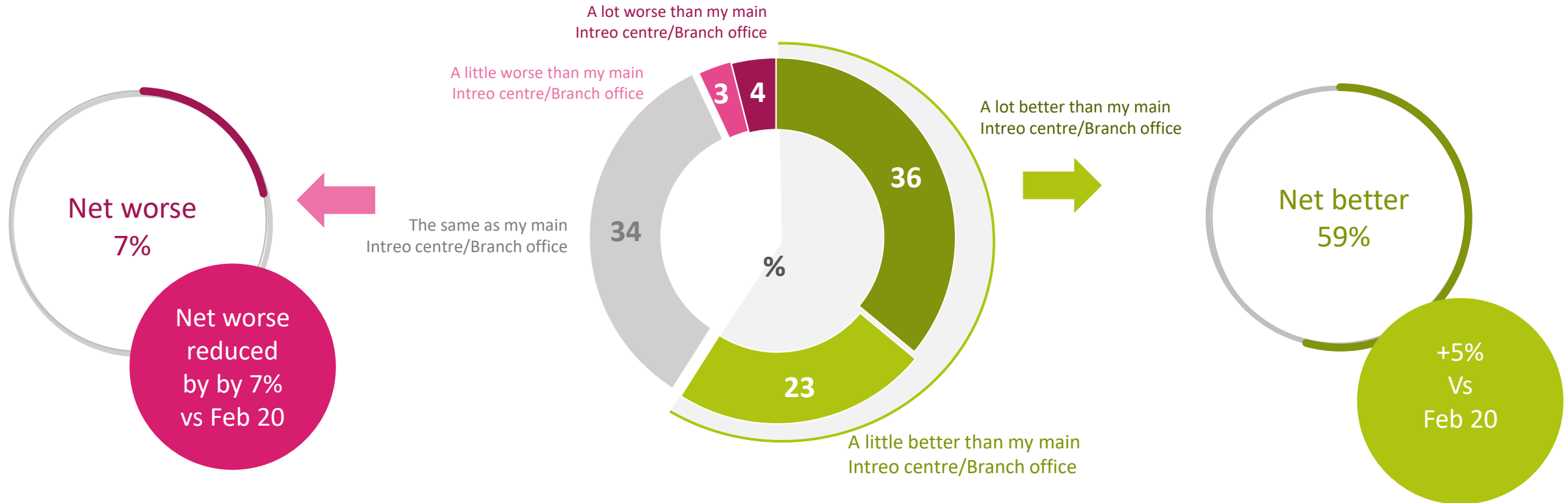
■ NET (agree) ■ NET (disagree)



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 - 2051



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

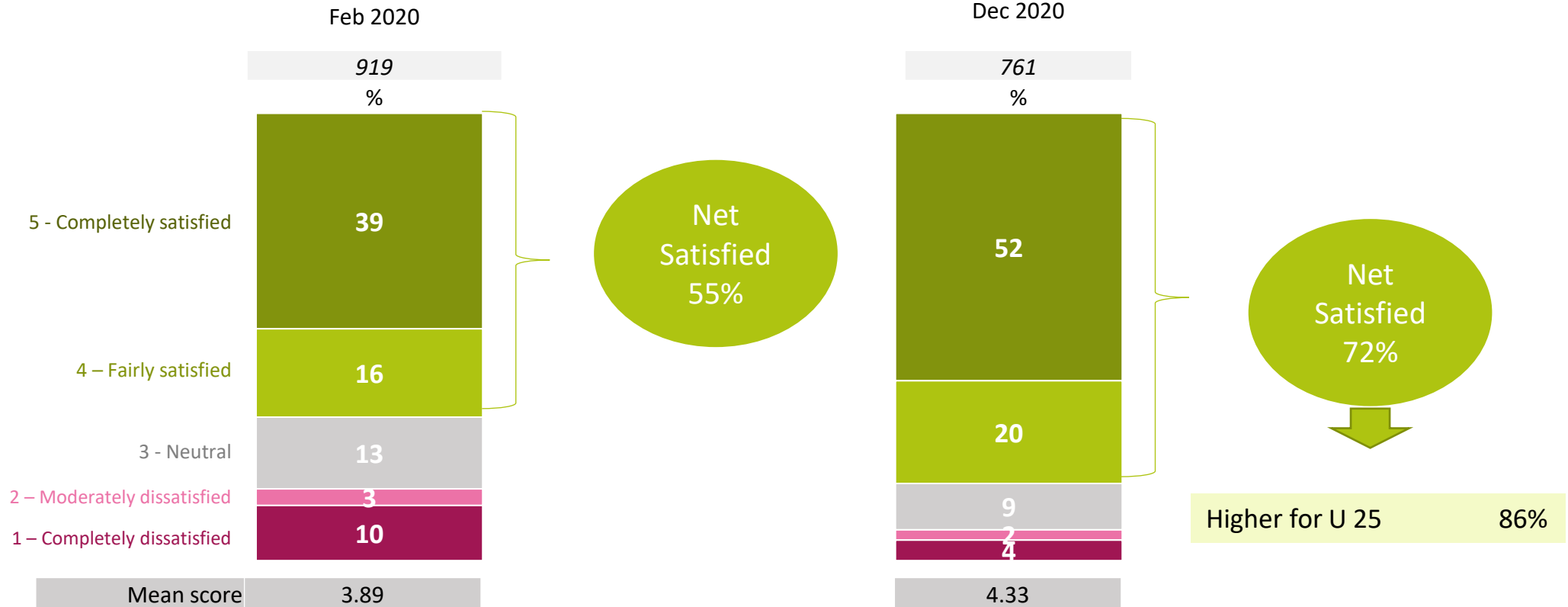


Level of satisfaction with continuing contact with personal advisor



Base: All JobPath Participants Working N - 761

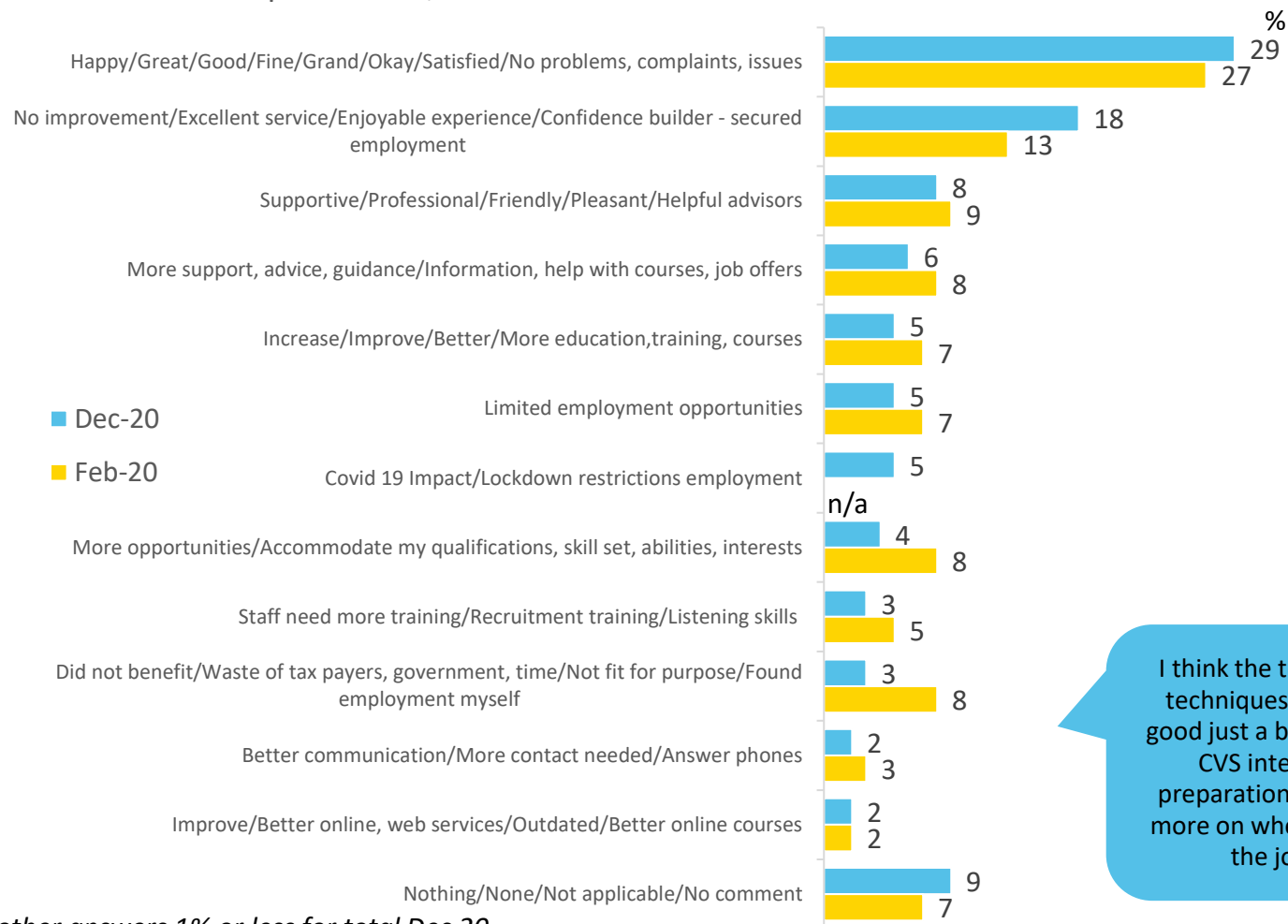
- Statistically higher than total
- Statistically lower than total



The level of satisfaction with continuing contact with their personal advisor has risen substantially in the latest wave; with under 25s most satisfied.

Suggested improvements to overall experience

Base: All JobPath Participants N – 2,051



All other answers 1% or less for total Dec 20

I think they are brilliant and they are doing their best in the circumstances

They could help people to become more self-employed especially in rural areas because there is no job

As a client, I would like them to make it more private in their offices for people coming in to discuss personal situations and so other clients won't hear

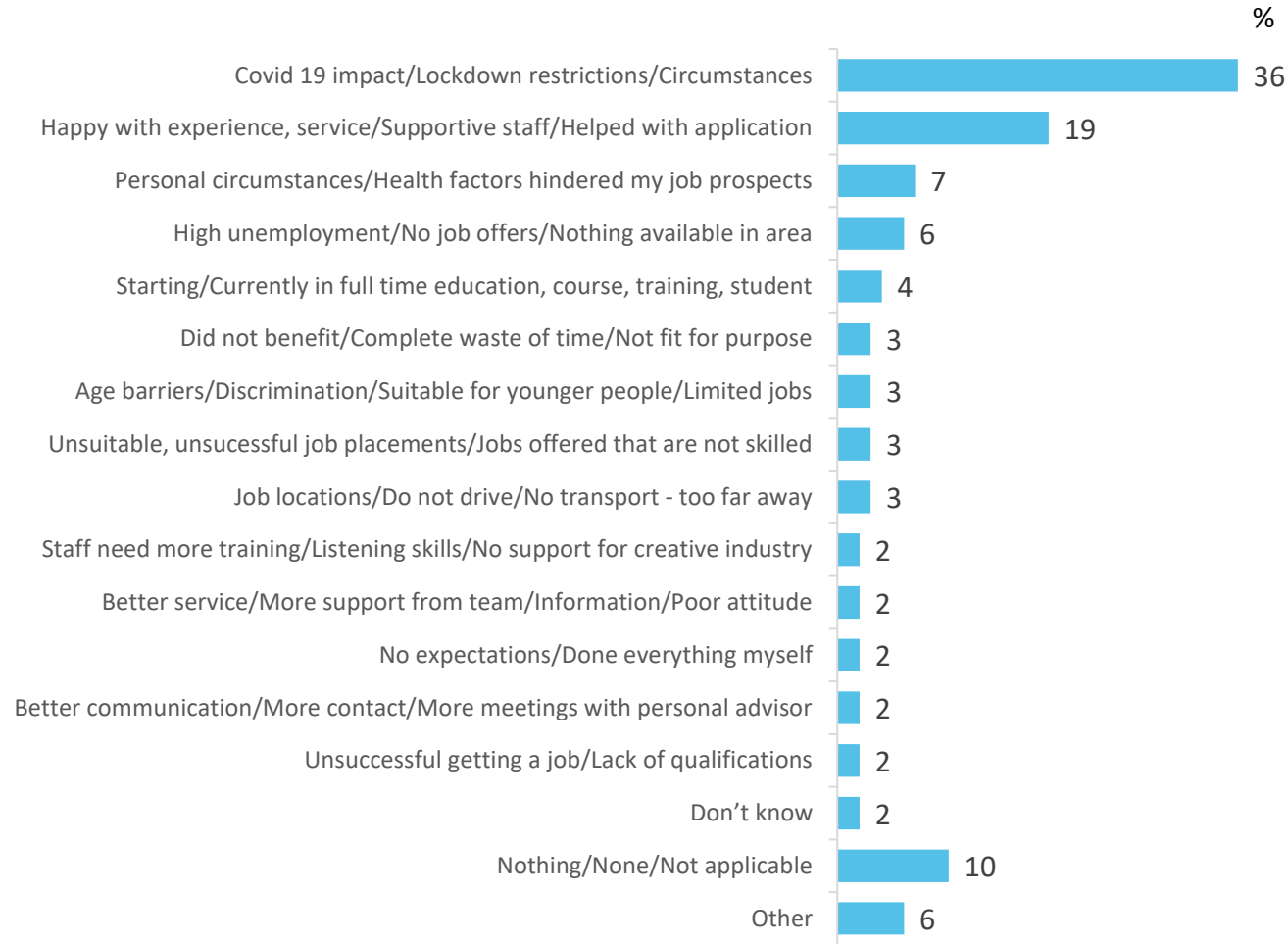
I think the telephone techniques are very good just a bit more on CVS interview preparation and a bit more on where to find the jobs

I think they should start with focus groups and different elements and I feel pressured to go into Seetec/Turas Nua and people who are unemployed and I think they should start on different areas in our population. I think they should do community or charity work under a Government organisation. I think the skills aren't suiting what the people need. To lessen the gap to the opportunities out there. In order to make change to help the people.

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 Seetec/Turas Nua staff, etc.

Reasons for dissatisfaction - November-December 20

Base: All JobPath Participants not working N – 1,290



I am not disappointed with the programme just disappointed that the lockdown came in and I won't get to finish my course until next year

This experience did not fall short of my expectations, Covid is here and everybody is getting laid off.

I think the covid has had an impact and this is my second time doing Seetec/Tursa Nua and I have sent 20 applications and I get nothing back I think it is because of my age.

I had to change degree and change jobs and qualifications, I think Seetec/Tursa Nua has put me in a position which I will be much better and stronger, I do digital marketing to office administration and I am still looking for a job.

All other answers 1% or less for total Dec 20

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 most notably, Covid restrictions that had mitigated against their finding a job.

Q.12 We appreciate that you are disappointed that has not yet succeeded in helping you to find employment. What exactly made this experience fall short of your expectations?

Thank you.



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Delve Deeper