



An Roinn Coimirce Sóisialaí

Department of Social Protection

Helping you build a better life

Jobseeker satisfaction with public offices research



Powering customer experience

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Introduction

Dept. of Social Protection want to assess satisfaction with Intreo office services across Republic of Ireland from the point of view of jobseekers.

Research Objectives

Specifically we needed to find out :

- Overall satisfaction with Intreo centre /branch
- Satisfaction with Intreo offices
- Satisfaction with Intreo Staff
- Satisfaction with Intreo services
- Satisfaction with Intreo processes

The Sample:

A representative sample of 1010 jobseekers in terms of DSP region, jobseeker type, age, gender, office type and office type (branch or Intreo). All interviews were undertaken over the telephone

Fieldwork dates: 14/10/2015 - 23/10/2015

Executive summary I

- Job seekers overall review of Intreo centres and branch offices is **very positive**. **Overall satisfaction was scored at 4.38 on a scale of 1 – 5**. On the key aspects of premises, staff, services and processes reaction is almost **uniformly positive**.
- **Best rated aspects are office premises and staff**. Almost three quarters of all jobseekers completely agree that opening hours are convenient, offices are easy to get to and premises are in general a nice place to be. Similarly strong validation is given for Intreo and branch office staff. Staff score very highly in terms of being friendly and welcoming, good at their jobs and doing their best for clients while making jobseekers feel valued. That mean scores average 4.5/4.6 on a five point scale for staff related metrics shows the level satisfaction with this part of the Intreo offer.
- Jobseekers are also **very satisfied with the services offered by Intreo offices** and the processes they need to engage with in the welfare process *but...*
- ...it is worth noting that a significant minority of jobseekers **failed to rate their satisfaction** with: group engagement sessions, case officer meetings, Department of Social Service Welfare online service, getting on to a course, training or job and /or satisfaction with a course or training attended **indicating usage of these services is not universal**.
- Compared to other aspects of services and processes jobseekers were slightly less convinced that the Intreo centre/brand office process helped them improve their prospects for getting a job. **Nevertheless, 59% completely agreed that the process has helped improve their prospects in getting a job and more than three quarters either completely or moderately agreed that the process helped them get a job**. Satisfaction with getting on a course/training or getting a job – mean score 4.29 vs 4.38 overall.

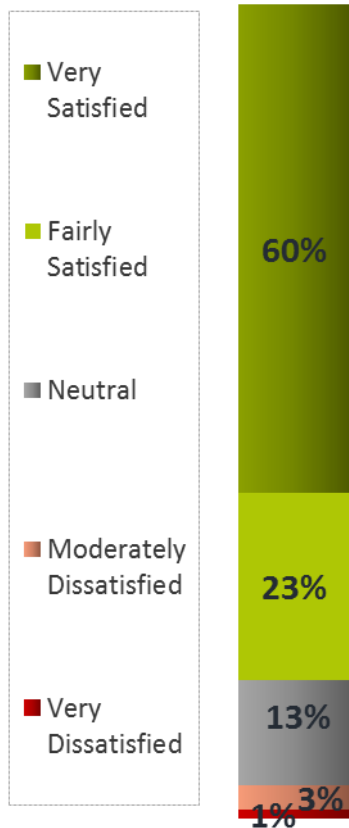
Executive summary II

- **Strong scores are evident** across the total jobseeker population. Older, longer term jobseekers and users of branch offices (generally smaller offices) tend to be marginally more satisfied albeit differences are not statistically significant at branch level. **Jobseekers in rural areas and smaller towns tend to be marginally more satisfied than those in the Cork and Dublin metropolitan areas.** Mid Leinster and South West with some exceptions, tend to be rated better than other regions.
- Given **such positive results across the board it is perhaps not surprising that many jobseekers had no suggestions for improvements** (two in five jobseekers were unable to come up with any suggestions). Jobseekers who suggested improvements called for shorter queues, better privacy as well as a more personal approach tailored to their needs and qualifications. Other suggestions are for better internal processes and fragmented calls for staff to be more helpful and for refreshments to be available.
- In overview this research shows a strongly satisfied jobseeker population. **Nine in ten jobseekers rate the service provided by their Intreo centre as the same or better than their main bank** shows that Intreo centres are meeting the standards of today .

Results

Overall Satisfaction with Intreo Office

On average Intreo users are very satisfied. Less than one in twenty claim they are dissatisfied.



Mean – 4.38

Lowest mean scores

Highest mean scores

Gender



Age



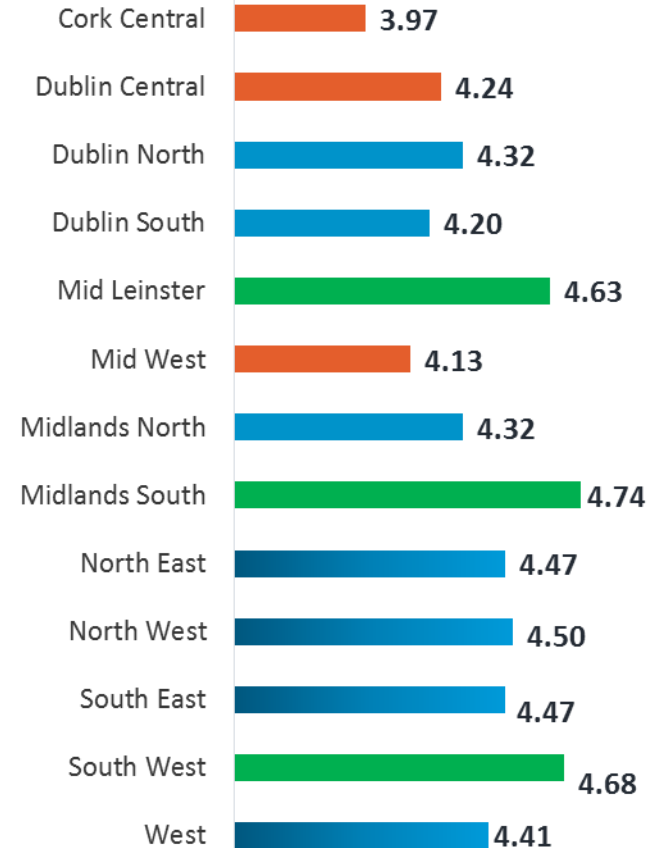
Jobseeker Type



Office Type



Region



Q1. Considering all your experiences with the Intreo centre/Branch office (as appropriate) and services how would you rate your overall satisfaction?

All Jobseekers
Base = 1010

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Overview of results – Public offices best rated on staff and office premises

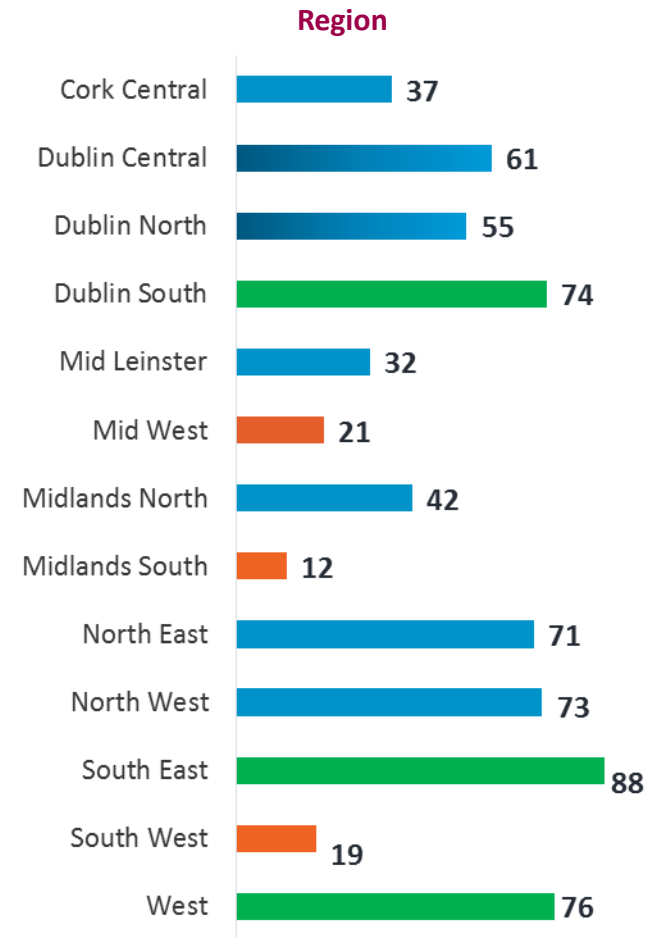
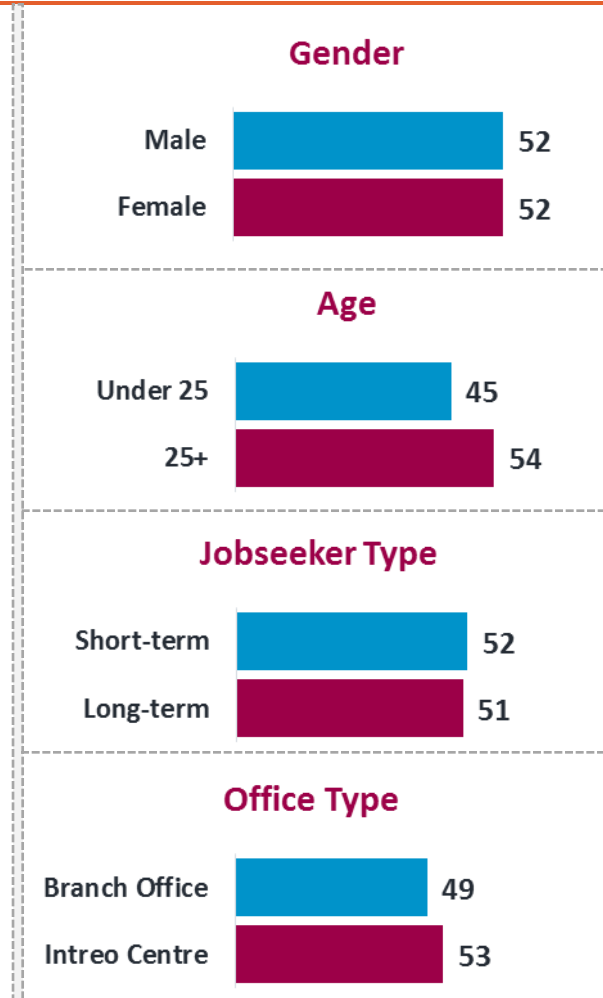
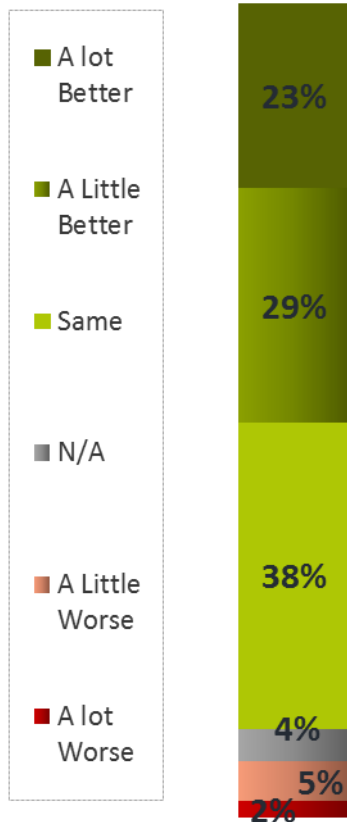
Overall satisfaction with Intreo centre/ branch office 4.38							
Mean Score –Offices Agreement		Mean score -Staff Agreement		Mean Score -Services Agreement		Mean Score – Processes Satisfaction	
Convenient opening hours	4.61	Friendly	4.58	Good understanding of process on first visit	4.50	First Visit	4.43
Easy location	4.58	Make me feel valued	4.52	Quick claim decision	4.47	Case officer meetings	4.56
Airy premises	4.57	Try best for me	4.56	Improve prospects of getting a job	4.27	Overall supports and services	4.47
		Good at their job	4.55	Group engagement useful	4.44	Dept of Social Welfare Online services	4.50
						Getting on to a course /getting a job	4.29
						Training attended	4.53
Mean score on 1-5 scale for all questions							

 Lowest rated aspects

 Highest rated aspects

Intreo centre/Branch office services compared to those offered by main bank – top two box

Nine in ten rate the service provided as the same or better than their main bank



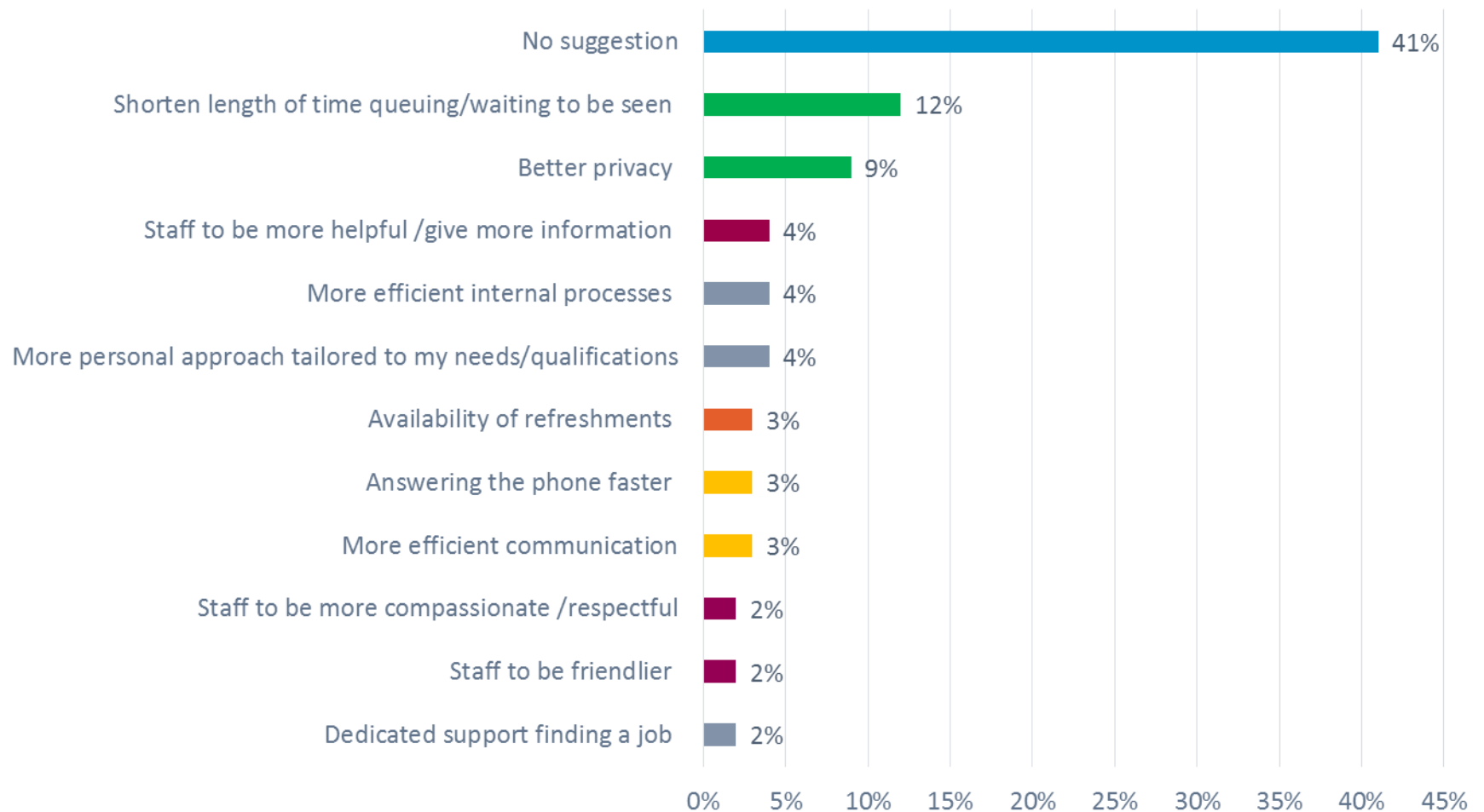
Q6. In general terms, how would you rate the Intreo centre/Branch office (as appropriate) services as compared to those offered by your main bank?

All Jobseekers
Base = 1010

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Suggestions for Improvement

Waiting times, privacy and more personalised approaches are key areas for improvement (note: 41% had no improvement to suggest)



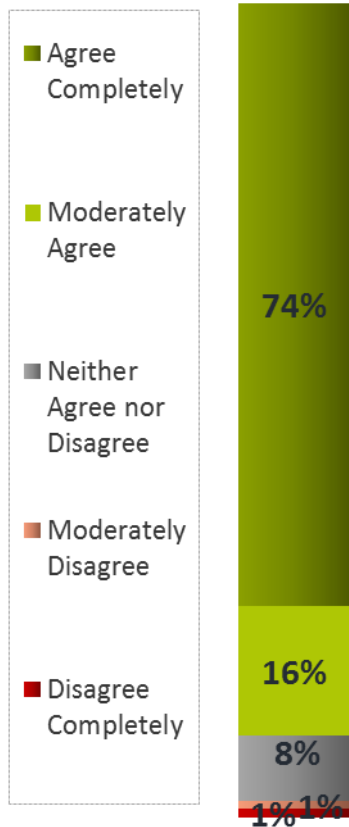
Summary

- 1) **Continue to invest in Intreo service** model as jobseekers rate it very highly.
- 2) The observed (not statistically significant) differences in **Branch office user scores probably reflect the fact that employment services are not delivered from these offices**. Repeated rounds of the survey, will investigate this further.
- 3) Effort to locate **strong premises with good staff** is paying dividends as these aspects are best rated.
- 4) Jobseekers are very satisfied with the **services** offered by Intreo offices and the **processes** they need to engage with in the welfare process but **scores are slightly lower**.
- 5) Although challenging, convincing jobseekers that the **Intreo centre/branch office process helped them improve their prospects for getting a job** is an area identified for attention
- 6) Focus should be on **Younger, shorter term jobseekers as these tend to be slightly less positive**.
- 7) Users of **Cork and Dublin** are marginally less satisfied than those using these rural facilities and services here should be addressed here.
- 8) **Mid Leinster and South West** with some exceptions, tend to be rated better than other regions. It is worth identifying what these regions are doing better
- 9) Suggestion for improvement are very fragmented but most mentioned suggestions are : **shorter queues, better privacy as well as a more personal approach tailored to jobseeker needs and qualifications**.

Appendix

Level of agreement with opening hours convenience

Nine in ten agree that the opening hours are convenient



Mean – 4.61

Lowest mean scores

Highest mean scores

Gender



Age



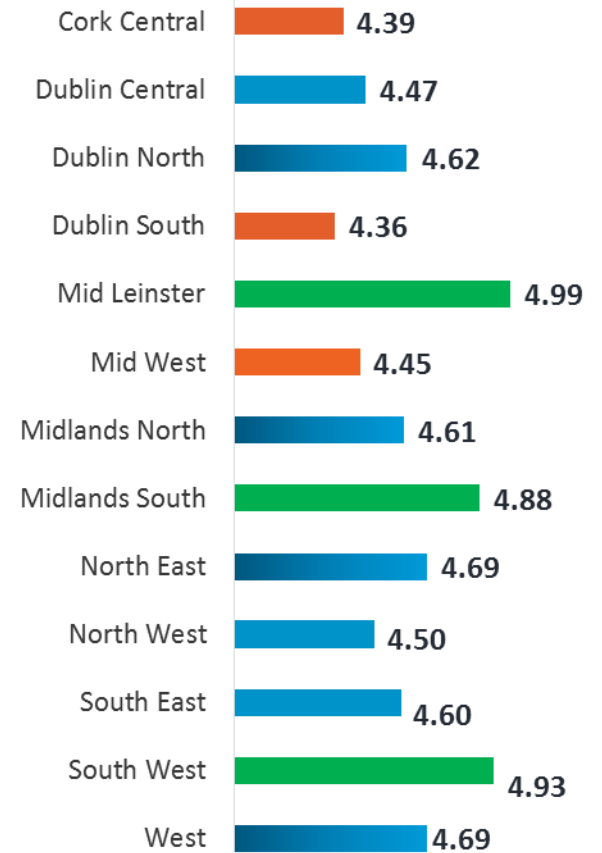
Jobseeker Type



Office Type



Region



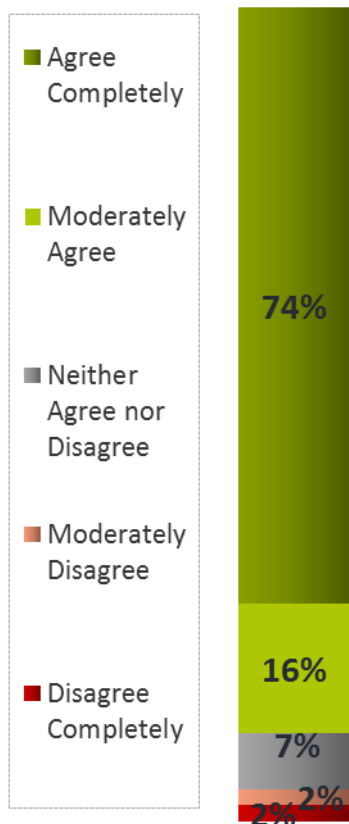
Q2. Please indicate your level of agreement with the following statements - The opening hours of the Intreo centre/Branch office (as appropriate) are convenient for me

All Jobseekers
Base = 1010

2015 © W5

Level of agreement with - Travelling to the Intreo centre/Branch office is easy

Nine in ten also agree that travel to the Intreo office is convenient



Mean – 4.58

Lowest mean scores

Highest mean scores

Gender



Age



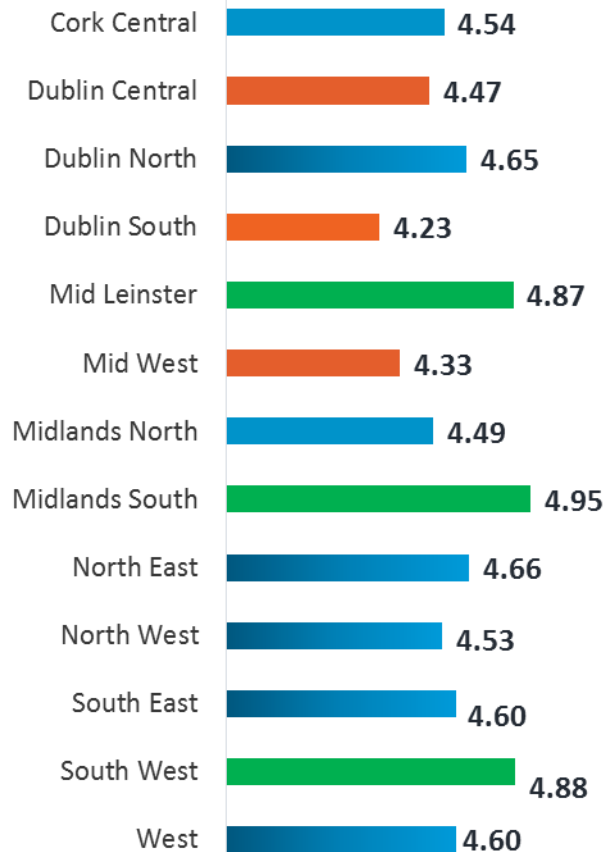
Jobseeker Type



Office Type



Region



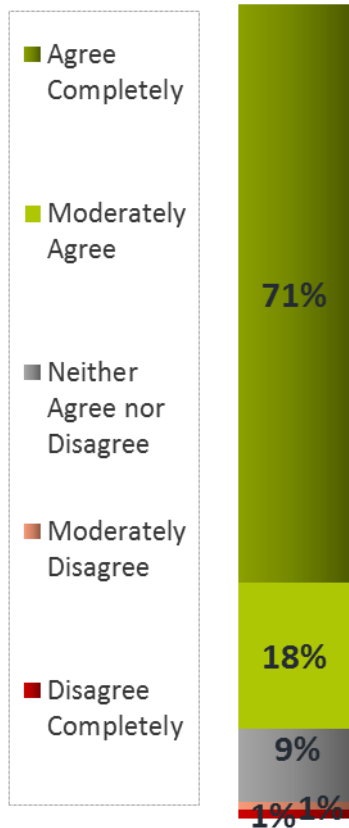
Q2. Please indicate your level of agreement with the following statements - Travelling to the Intreo centre/Branch office (as appropriate) is easy for me

All Jobseekers
Base = 1010

2015 © W5

Level of agreement with - The Intreo centre/Branch office is bright and airy and a nice place to be

There is overwhelming agreement that the Intreo centres are nice places to be



Mean – 4.57

Lowest mean scores

Highest mean scores

Gender



Age



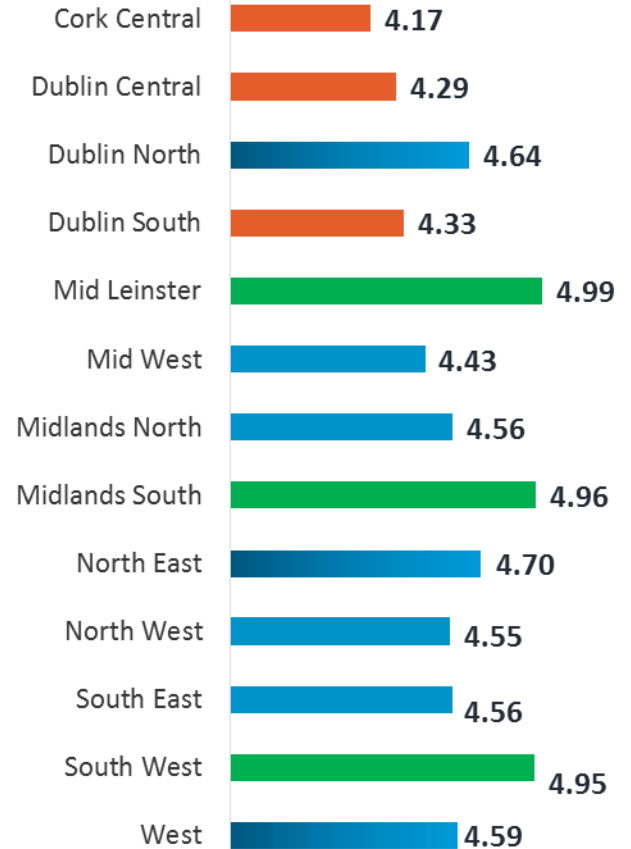
Jobseeker Type



Office Type



Region



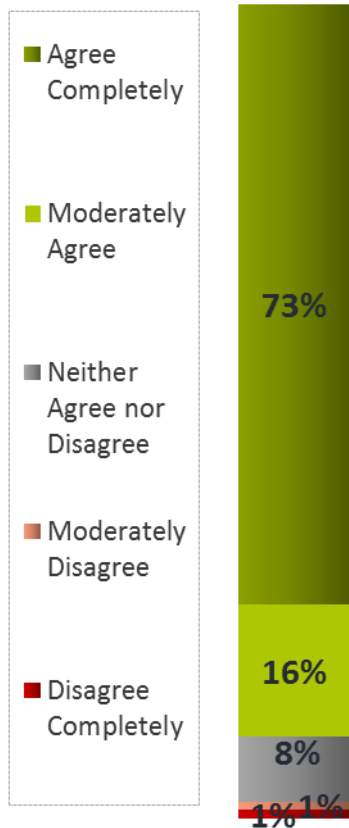
Q2. Please indicate your level of agreement with the following statements - The Intreo centre/Branch office (as appropriate) is bright and airy and a nice place to be

All Jobseekers
Base = 1010

2015 © W5

Level of agreement with - Staff are friendly and made me feel welcome on my first visit

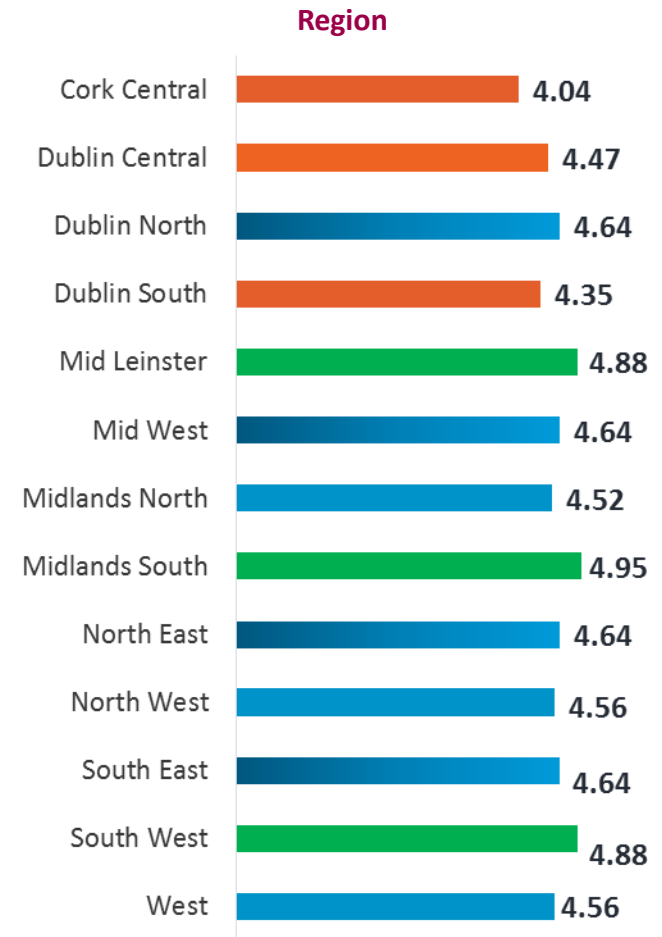
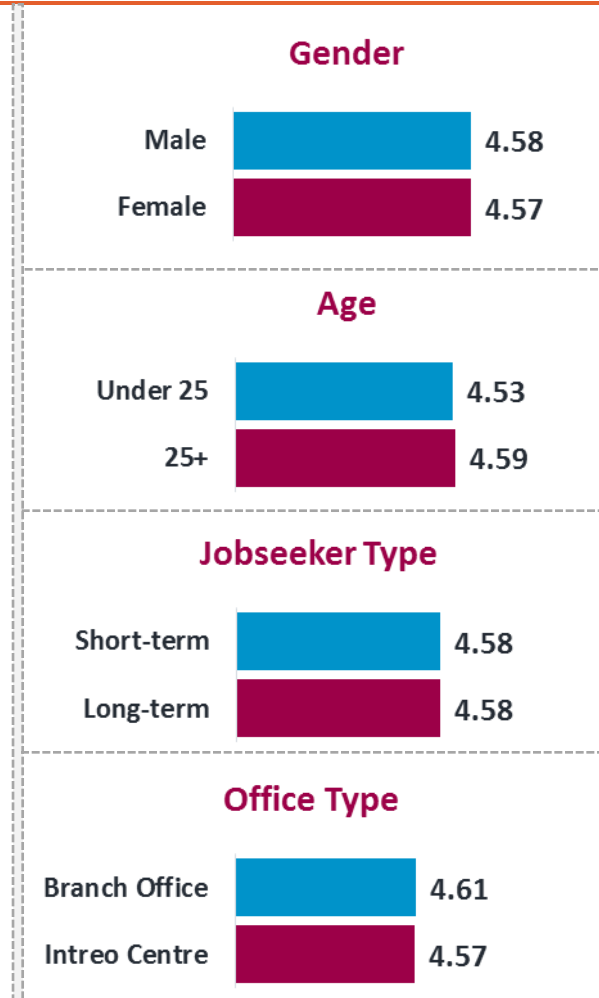
Staff are seen as friendly and welcoming



Mean – 4.58

Lowest mean scores

Highest mean scores



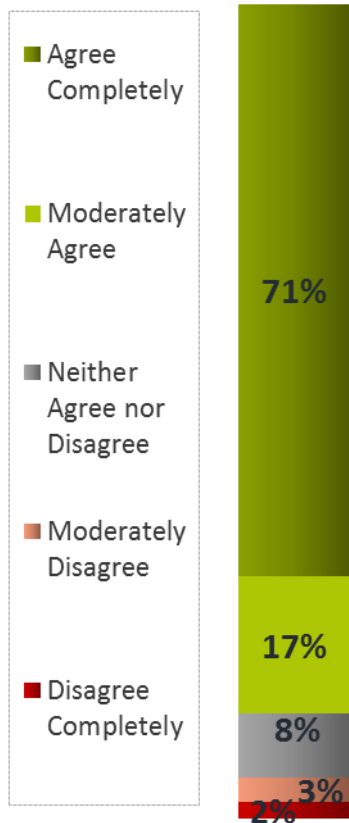
Q3. Please indicate your level of agreement with the following statements - Staff are friendly and made me feel welcome on my first visit

All Jobseekers
Base = 1010

2015 © W5

Level of agreement with - Staff make me feel valued

Most also agree that staff make them feel valued



Mean – 4.52

Lowest mean scores

Highest mean scores

Gender



Age



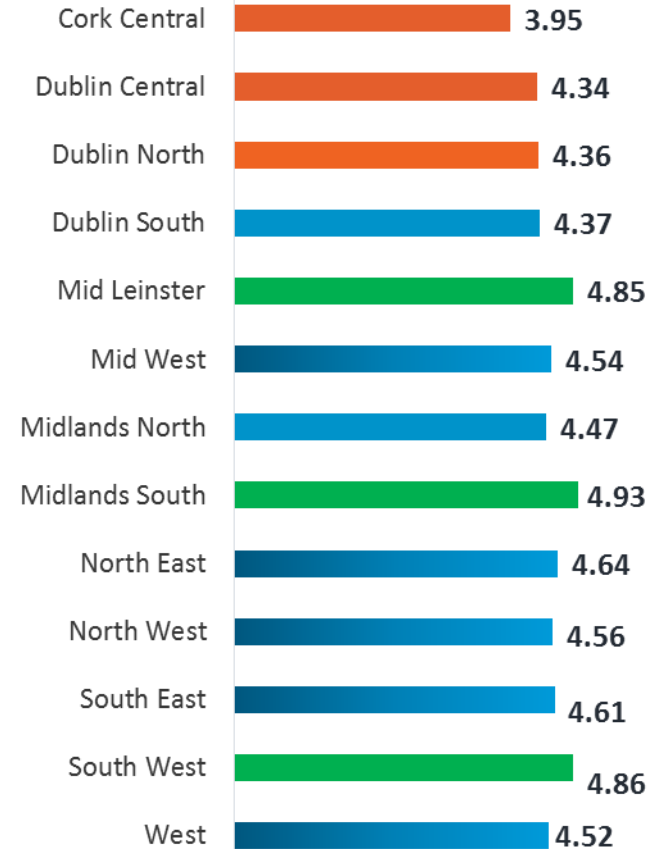
Jobseeker Type



Office Type



Region



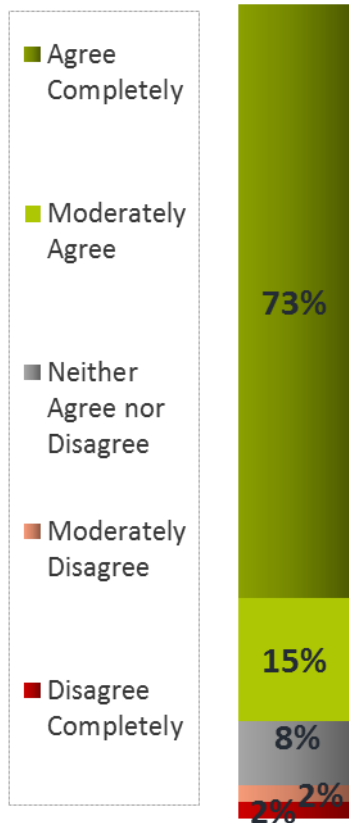
Q3. Please indicate your level of agreement with the following statements - Staff make me feel valued

All Jobseekers
Base = 1010

2015 © W5

Level of agreement with - Staff try their best for me

Staff are overwhelmingly rated as doing their best for candidates



Mean – 4.56

Lowest mean scores

Highest mean scores

Gender



Age



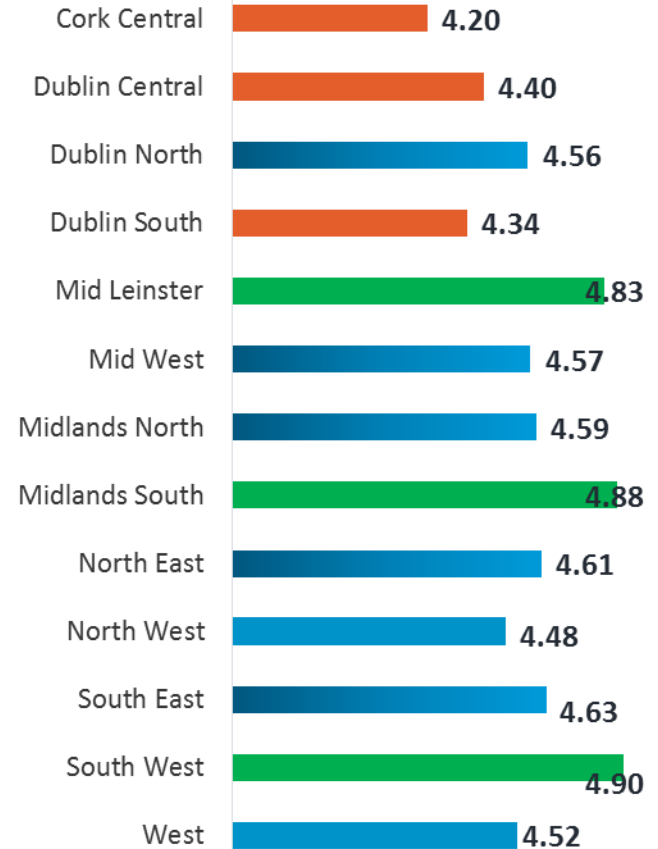
Jobseeker Type



Office Type



Region



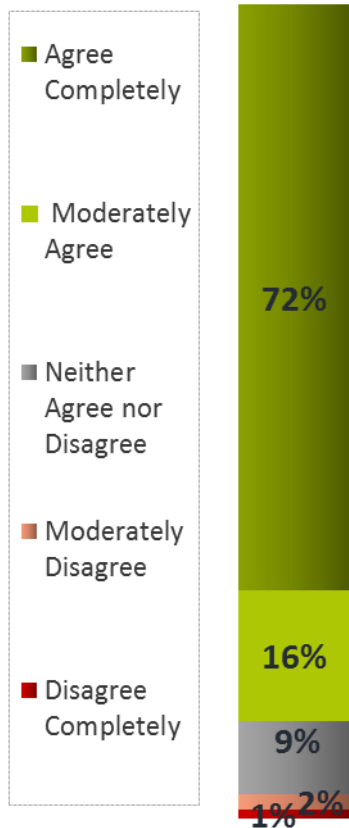
Q3. Please indicate your level of agreement with the following statements - Staff try their best for me

All Jobseekers
Base = 1010

2015 © W5

Level of agreement with - Staff are very good at their jobs

Majority agree staff are good at their jobs



Mean – 4.55

Lowest mean scores

Highest mean scores

Gender



Age



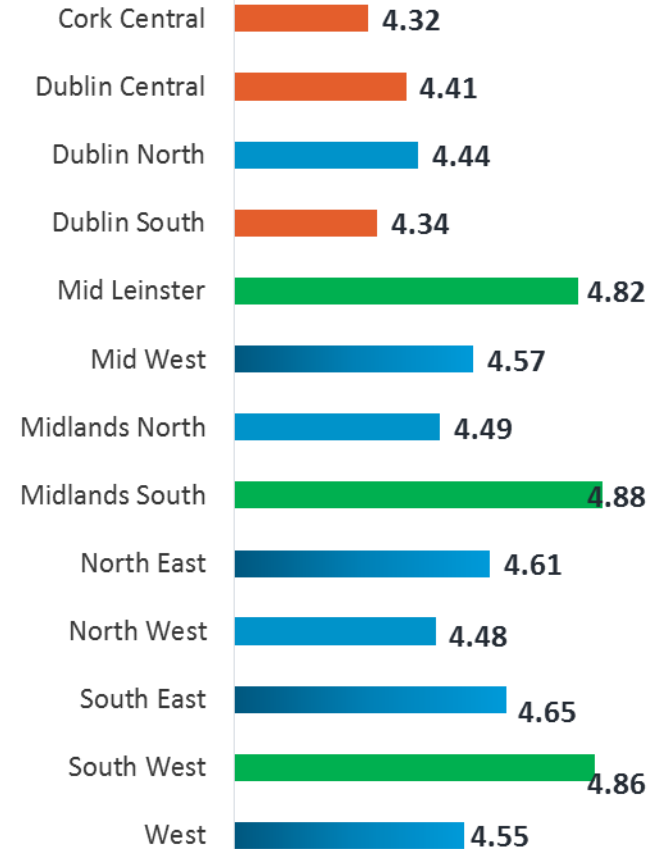
Jobseeker Type



Office Type



Region



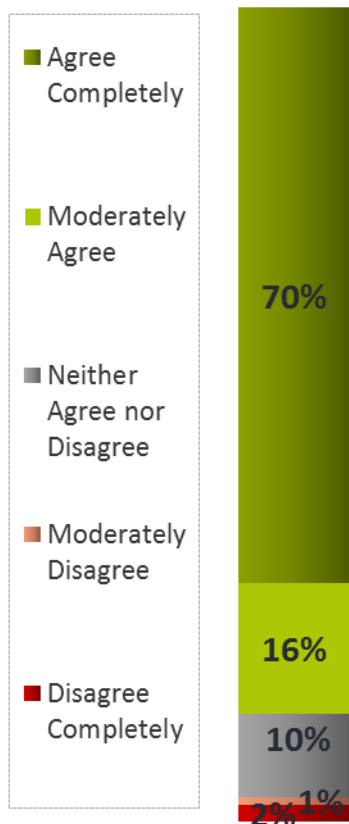
Q3. Please indicate your level of agreement with the following statements - Staff are very good at their jobs

All Jobseekers
Base = 1010

2015 © W5

Level of agreement with - After my first visit to the Intreo centre /Branch, I had a good understanding of the office process that I needed to follow

Processes are seen as easy to follow



Mean – 4.50

Lowest mean scores

Highest mean scores

Gender



Age



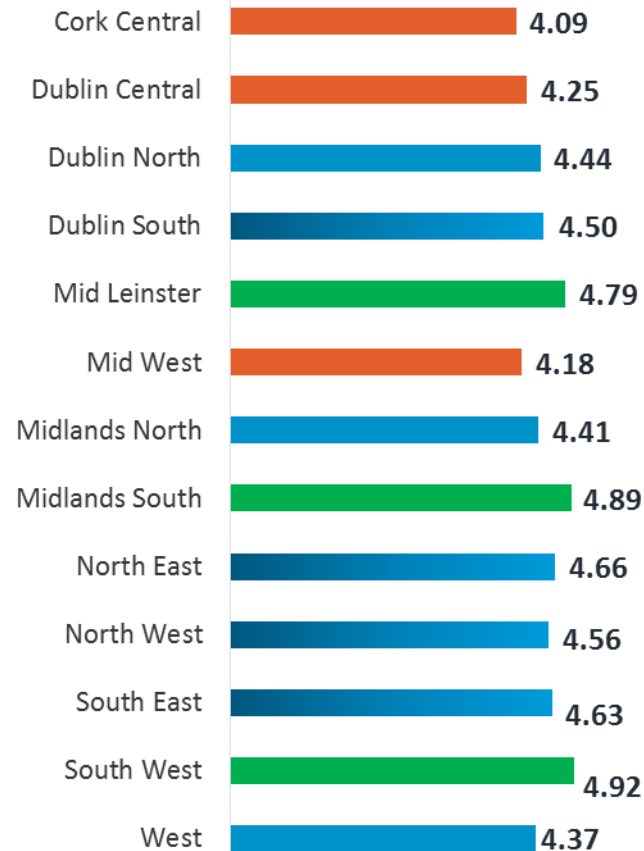
Jobseeker Type



Office Type



Region



Q4. Please indicate your level of agreement with the following statements - After my first visit to the Intreo centre/Branch office (as appropriate) I had a good understanding of the Intreo centre/Branch office (as appropriate) process that I needed to follow

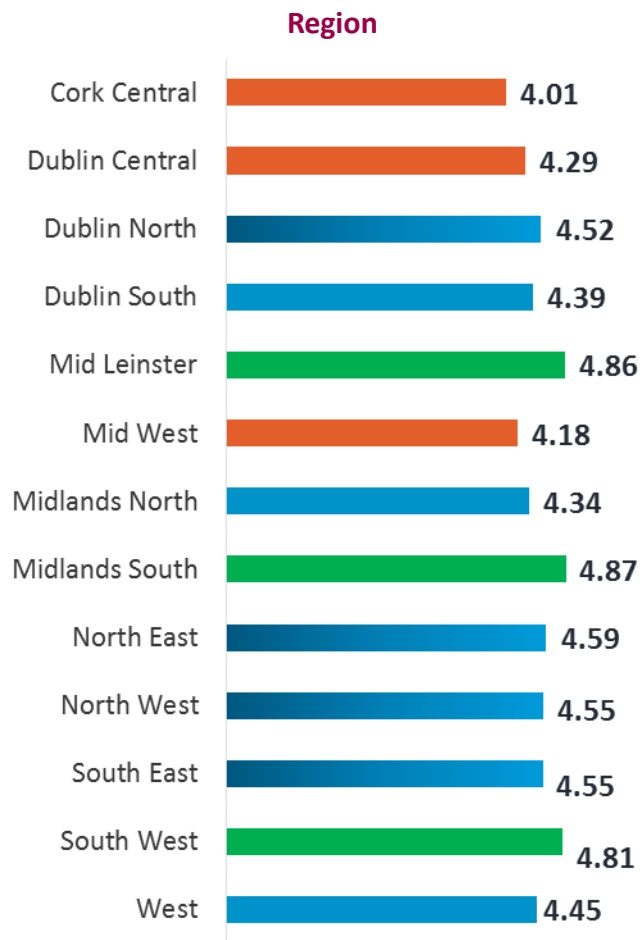
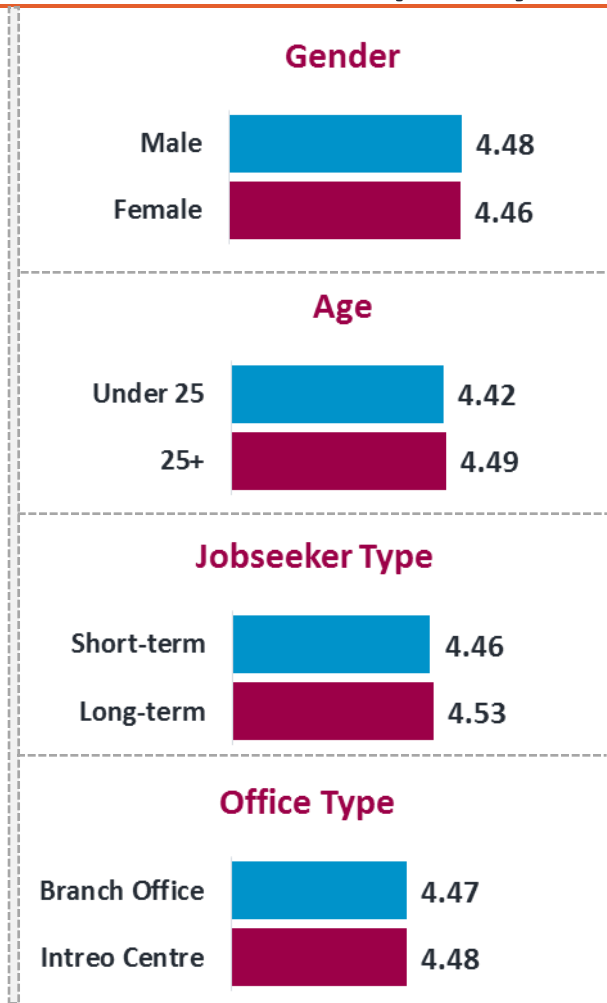
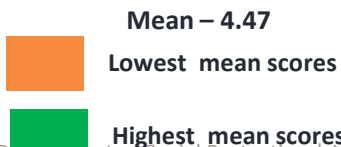
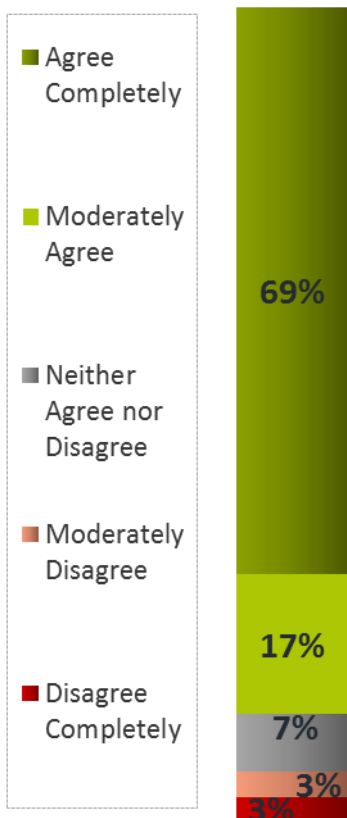
All Jobseekers

2015 © W5

Base = 1010

Level of agreement with - A decision on my jobseeker claim was made quickly

About one in eight disagreed or were not completely convinced that the decision on jobseeker claim was made quickly



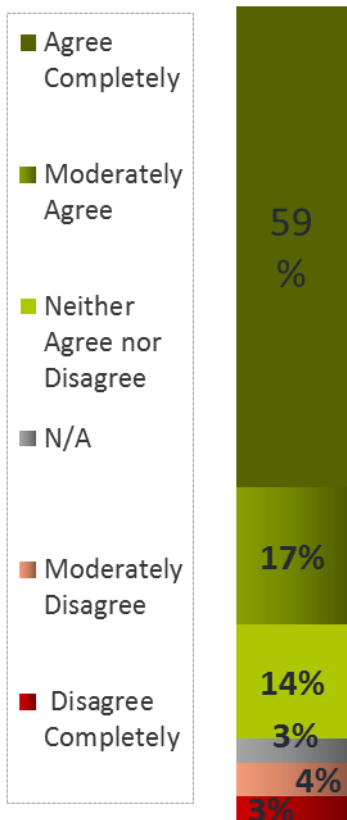
Q4. Please indicate your level of agreement with the following statements - A decision on my jobseeker claim was made quickly

All Jobseekers
Base = 1010

2015 © W5

Level of agreement with - The Intreo centre/Branch office process has helped me improve my prospects in getting a job

Strong agreement that the Intreo centre helped improve their prospects to get a job



Mean – 4.27

Lowest mean scores

Highest mean scores

Gender



Age



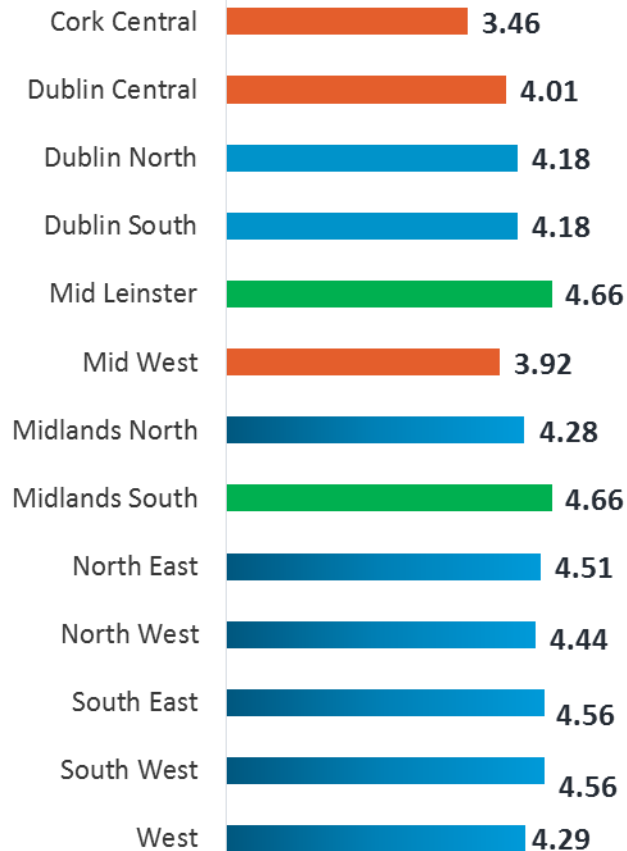
Jobseeker Type



Office Type



Region



Q4. Please indicate your level of agreement with the following statements - The Intreo centre/Branch office (as appropriate) process has helped me improve my prospects in getting a job

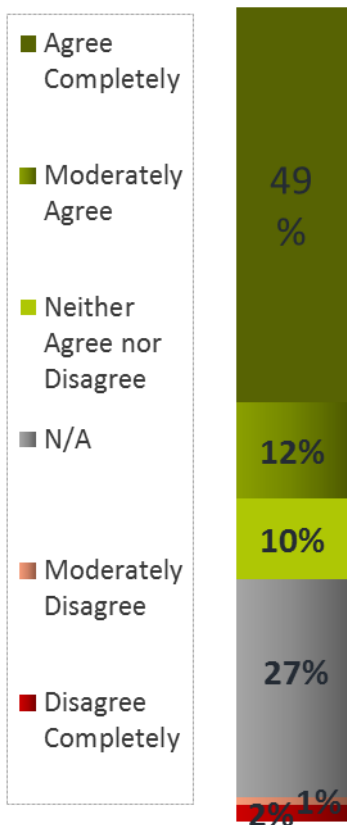
All Jobseekers

2015 © W5

Base = 1010

Level of agreement with - I found the group engagement session useful for understanding my options

One quarter said they hadn't had a group engagement session but of those who did have it there was strong agreement that it was useful



Mean – 4.44

Lowest mean scores

Highest mean scores

Gender



Age



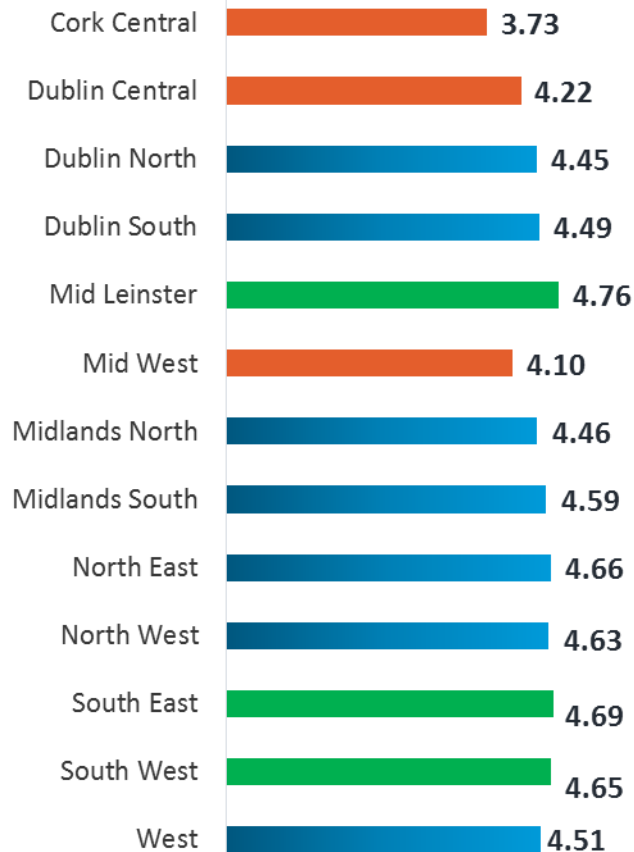
Jobseeker Type



Office Type



Region



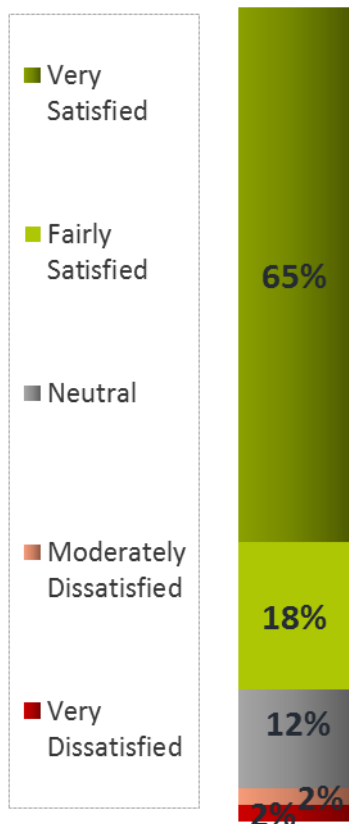
Q4. Please indicate your level of agreement with the following statements - I found the group engagement session useful for understanding my options

All Jobseekers
Base = 1010

2015 © W5

Level of satisfaction with - First visit to Intreo centre/Branch office to make a claim

Over eight in ten were satisfied with their first visit to make a claim



Mean – 4.43

Lowest mean scores

Highest mean scores

Gender



Age



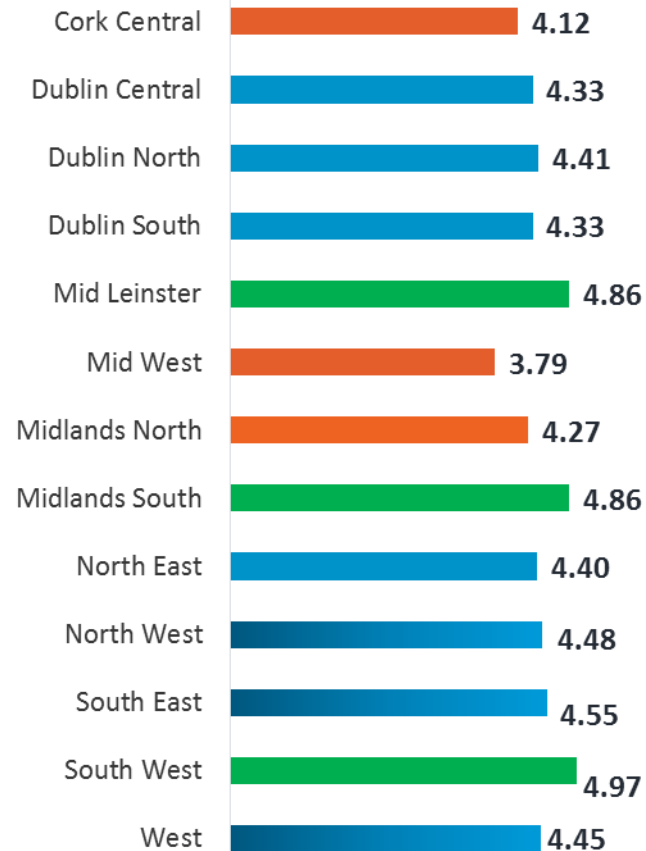
Jobseeker Type



Office Type



Region



Q5. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office (as appropriate) - First visit to Intreo centre/Branch office (as appropriate) to make a claim

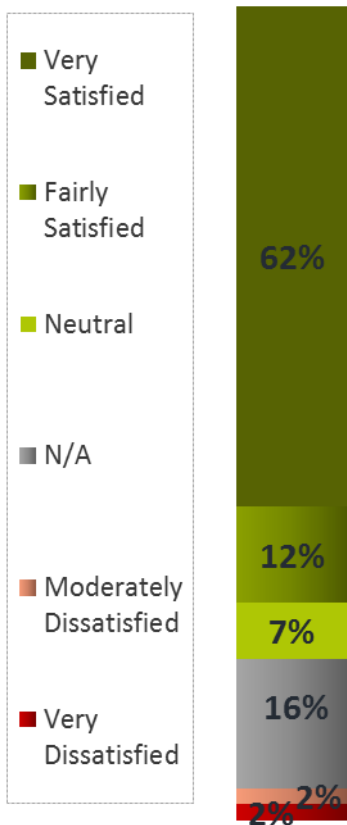
All Jobseekers

2015 © W5

Base = 1010

Level of satisfaction with - Meetings with my case officer

Strong satisfaction also with meetings with case officer although 16% didn't rate this aspect



Mean – 4.56



Lower than average mean score

Gender



Age



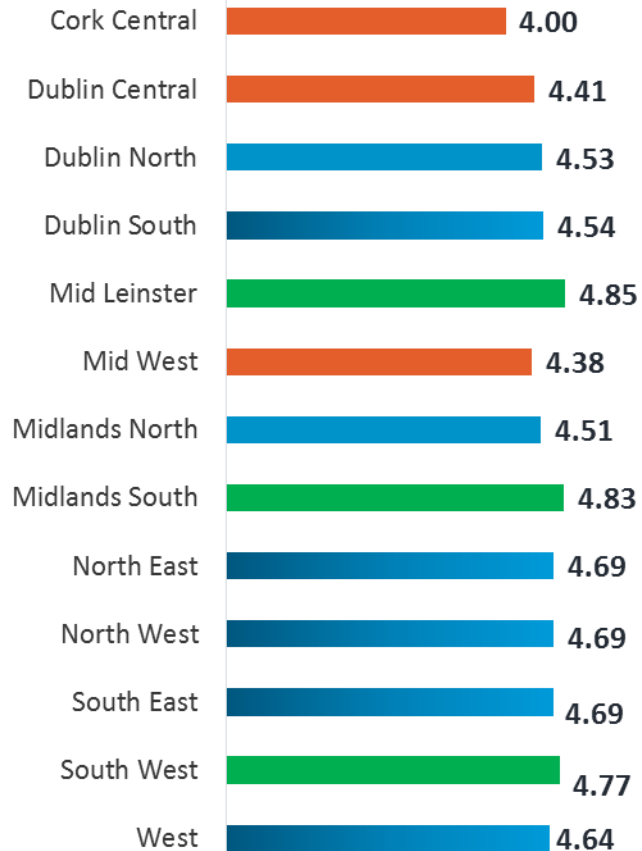
Jobseeker Type



Office Type



Region



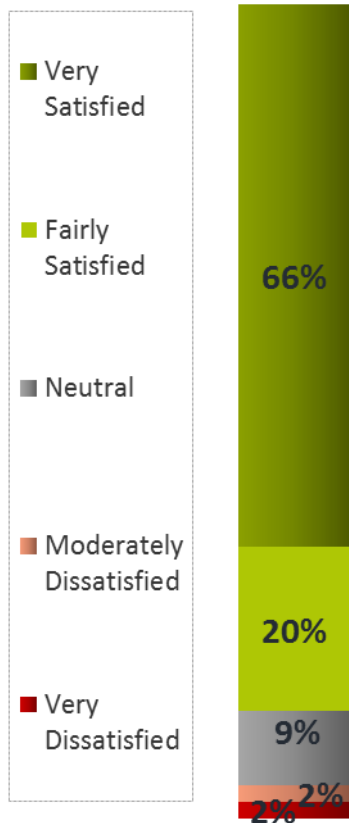
Q5. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office (as appropriate) - Meetings with my case officer

All Jobseekers
Base = 1010

2015 © W5

Level of satisfaction with - The overall supports and services that the Intreo centre/Branch office offered

Strong satisfaction with overall supports and services offered



Mean – 4.47

Lowest mean scores

Highest mean scores

Gender



Age



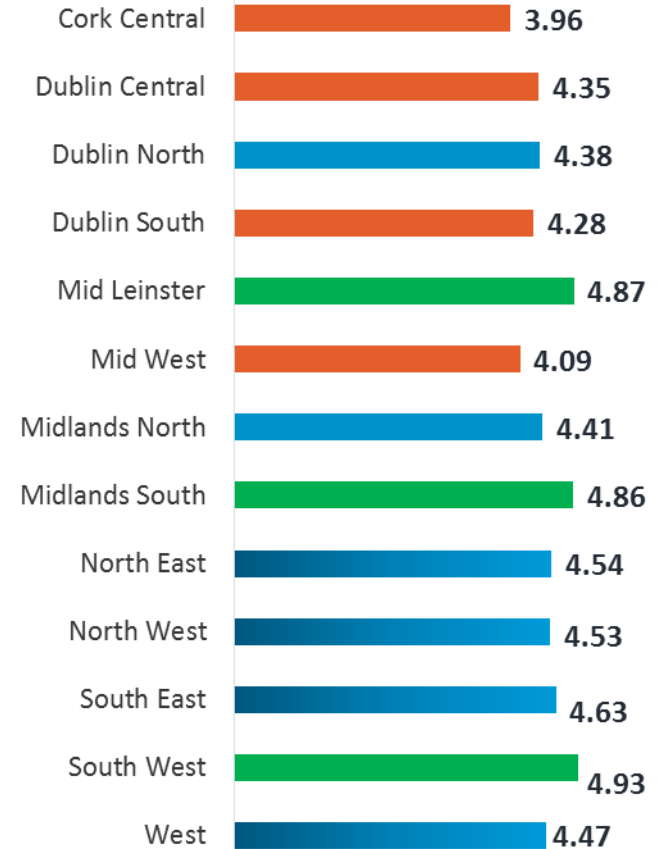
Jobseeker Type



Office Type



Region



Q5. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office (as appropriate) - The overall supports and services that the Intreo centre/Branch office (as appropriate) offered

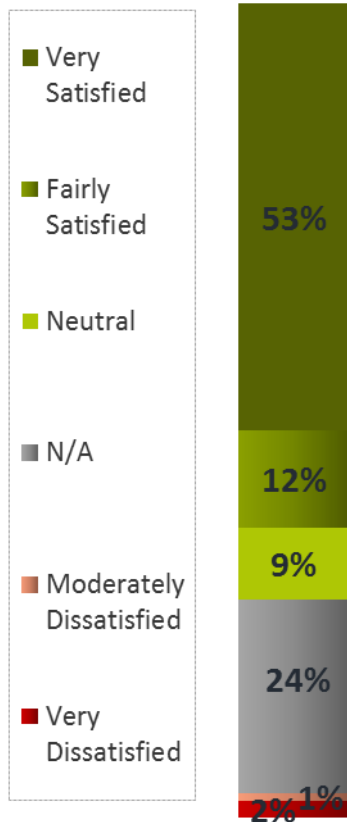
All Jobseekers

2015 © W5

Base = 1010

Level of satisfaction with - Access to/use of Dept. of Social Welfare services online

About one quarter did not answer about their level of satisfaction with online services, likely they do not use but amongst those who replied satisfaction was high



Mean – 4.50

Lowest mean scores

Highest mean scores

Gender



Age



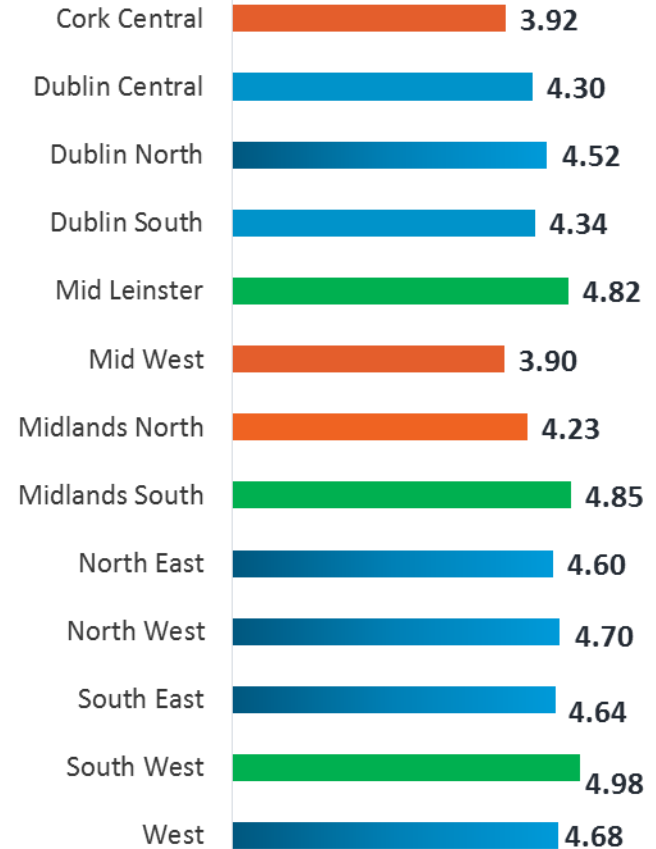
Jobseeker Type



Office Type



Region



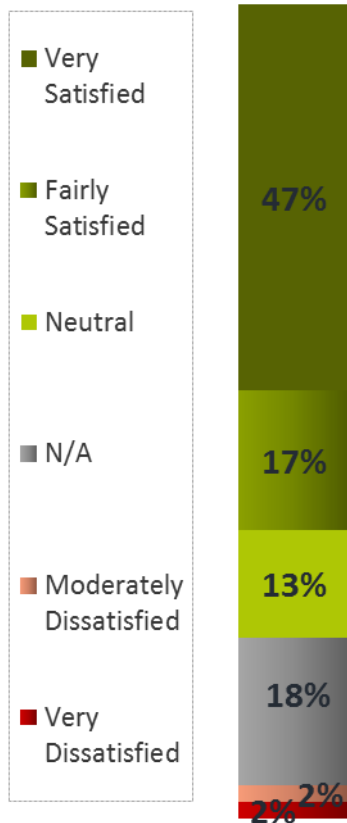
Q5. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office (as appropriate) - Access to/use of Department of Social Welfare services online

All Jobseekers
Base = 1010

2015 © W5

Level of satisfaction with - Getting on to a course, training or getting a job

About one in five refused to answer here, likely they didn't access a course, training or get a job but of those who did answer satisfaction was high



Mean – 4.29

Lowest mean scores

Highest mean scores

Gender



Age



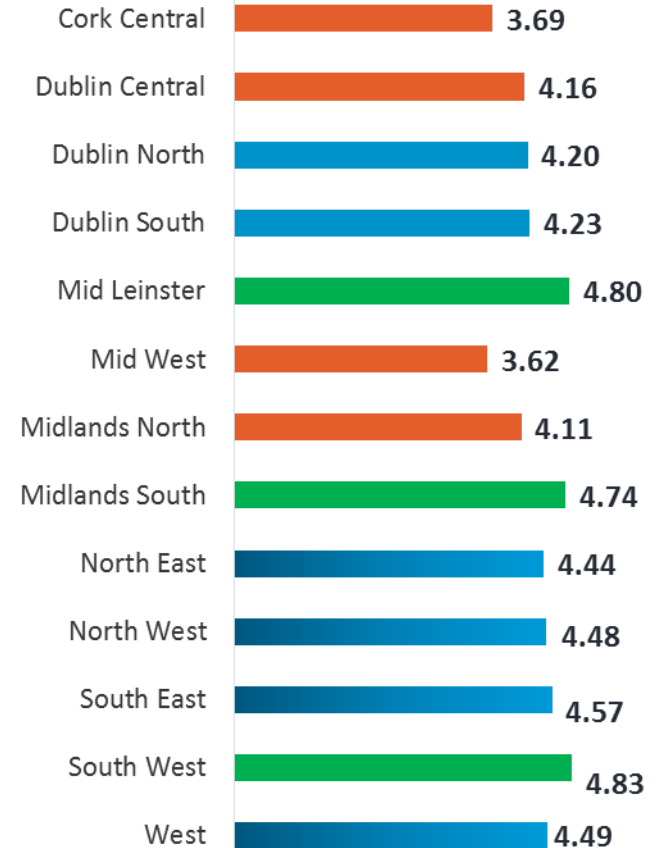
Jobseeker Type



Office Type



Region



Q5. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office (as appropriate) - Getting on to a course, training or getting a job

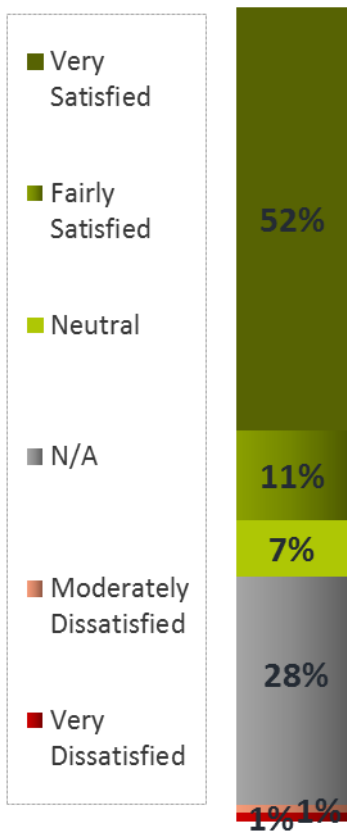
All Jobseekers

2015 © W5

Base = 1010

Level of satisfaction with - The course or training that you may have attended

Strong satisfaction with training and /or courses amongst those who have answered this question



Mean – 4.53

Lowest mean scores

Highest mean scores

Gender



Age



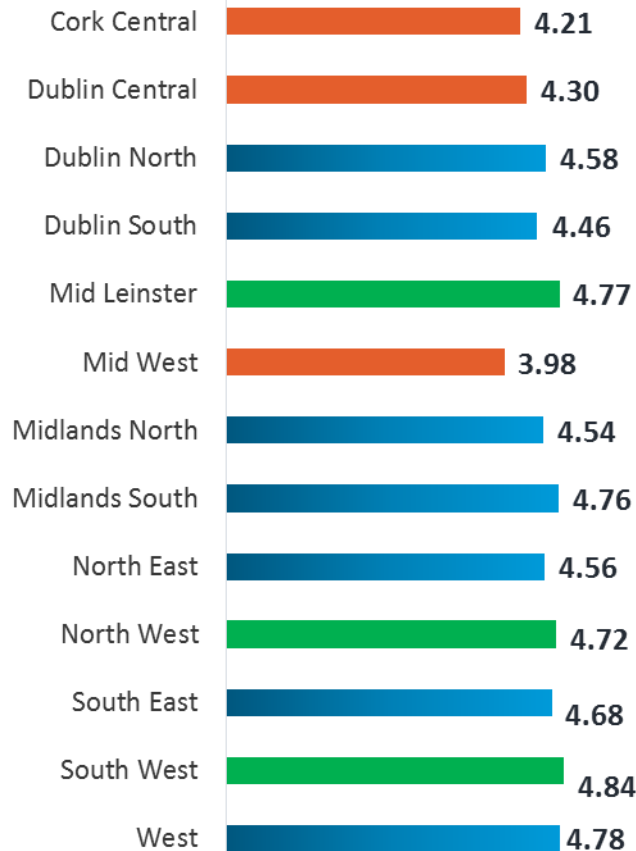
Jobseeker Type



Office Type



Region



Q5. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office (as appropriate) - The course or training that you may have attended

All Jobseekers
Base = 1010

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The Sample

	Number of respondents
Gender	
Male	603 (60%)
Female	407 (40%)
Age	
Under 25	187 (18%)
25+	828 (82%)
Jobseeker Type	
Short term	769 (76%)
Long term	241 (24%)
Office Type	
Branch Office	233 (23%)
Intreo Office	777 (77%)

Region	Number of respondents
Cork Central	76 (8%)
Dublin Central	116 (11%)
Dublin North	66 (7%)
Dublin South	103 (10%)
Mid Leinster	78 (8%)
Mid West	67 (7%)
Midlands North	90 (9%)
Midlands South	73 (7%)
North East	70 (7%)
North West	62 (6%)
South East	75 (7%)
South West	59 (6%)
West	75 (7%)