



An Roinn Coimirce Sóisialaí

Department of Social Protection

Helping you build a better life

Jobseeker satisfaction with public offices research

9th December, 2016



Powering customer experience

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Introduction

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

Research Objectives

Specifically we need to find out over time:

- 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 jobseekers in terms of DSP region, jobseeker type, gender, office type and office type (branch or Intreo) are interviewed over the telephone

	Sample Size	Fieldwork dates
2016	1171	03/10/2016 - 01/11/2016
2015	1010	14/10/2015 - 23/10/2015

Weighted Sample -2016

	Number of respondents
Gender	
Male	719 (61%)
Female	452 (39%)
Age	
Under 25	220 (19%)
25+	951 (81%)
Jobseeker Type	
Short term	890 (76%)
Long term	281 (24%)
Office Type	
Branch Office	278 (24%)
Intreo Office	893 (76%)

Region	Number of respondents
Cork Central	94 (8%)
Dublin Central	129 (11%)
Dublin North	82 (7%)
Dublin South	117 (10%)
Mid Leinster	94 (8%)
Mid West	82 (7%)
Midlands North	105 (9%)
Midlands South	82 (7%)
North East	82 (7%)
North West	70 (6%)
South East	82 (7%)
South West	70 (6%)
West	82 (7%)

Sample weighted to reflect known population proportions and matches 2015 sample

Executive summary – Key messages

- Jobseekers give a very favourable assessment of Intreo and branch offices in 2016
- On the key aspects of premises, staff, services and processes job seekers review of Intreo centres and branch offices is uniformly strong with average scores of 4 out of 5 most likely.
- Scores have moderated somewhat since 2015. Although levels of dissatisfaction are still low, jobseekers are less emphatic in their praise in 2016 as compared with 2015. The average overall satisfaction rating has fallen from 4.38 to 4.13
- Jobseekers are most satisfied with Staff and give strongest scores for Friendliness, Try their best for me, Good at their job and Case officer meetings.
- Jobseekers are least convinced that Intreo/branch offices improve their prospects of getting a job, and are least satisfied with the Social Welfare on-line services and the processes leading to getting on to a course, training or getting a job.
- Males, those aged 25+, and clients of branch offices tend to give marginally stronger scores but strong scores are common throughout the client base. Midlands North, Mid West tend to be best rated offices .
- Most frequently made suggestions were for reduced queues in branches,(albeit at a lower level than in 2015) and more efficient communication. Notwithstanding the strong scores for staff calls were also made for staff to be even more helpful, compassionate and friendlier as well as for more suitable courses and a better variety of jobs to be offered.

Results

Overview of results

Public offices remain best rated on staff

Statistical Significant Differences since 2015 ()

Overall satisfaction with Intreo centre / branch office 4.13 (-0.25)

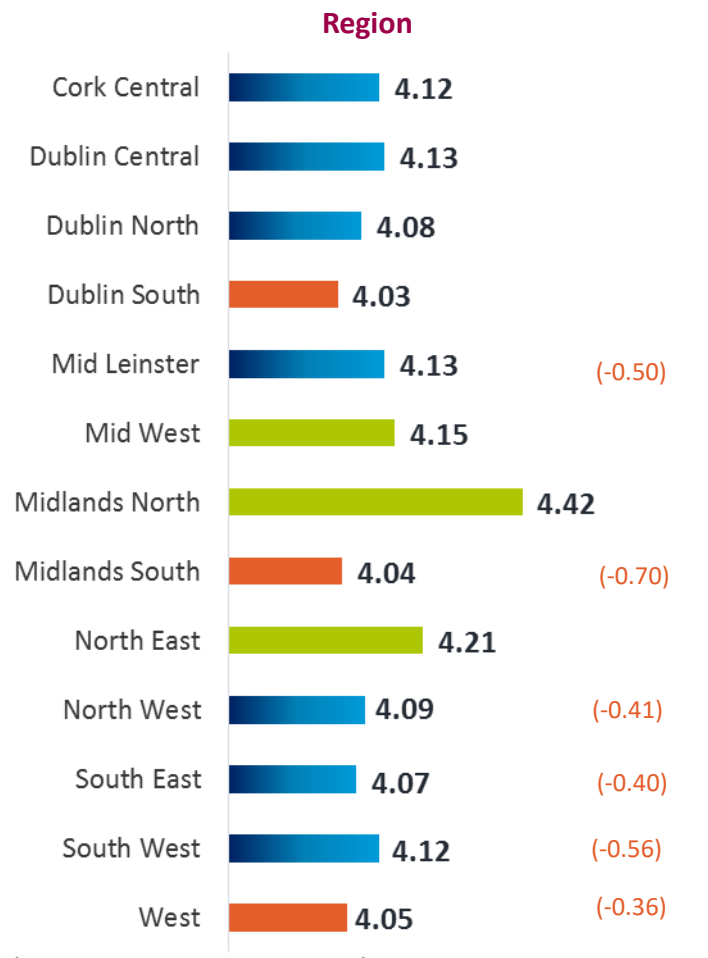
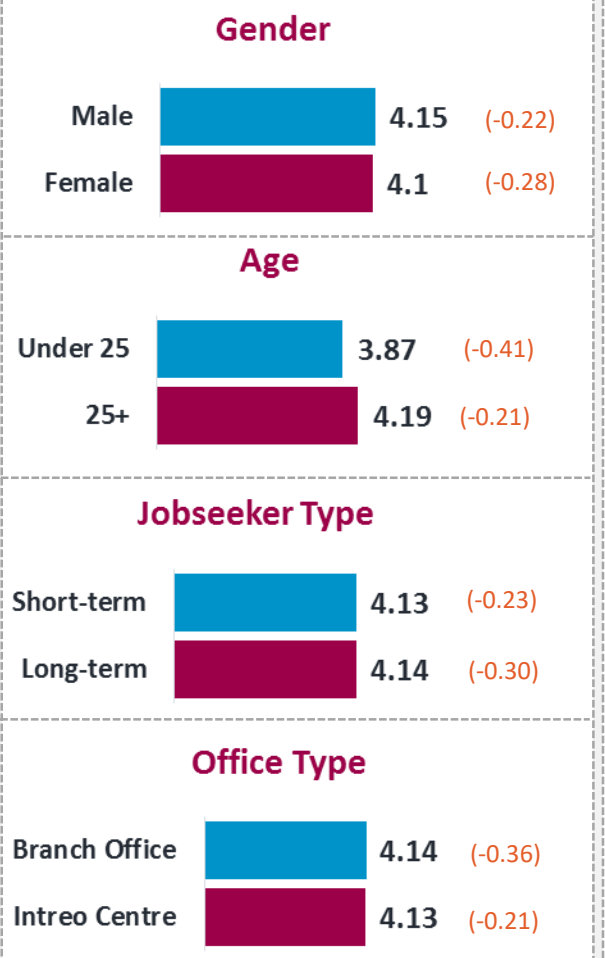
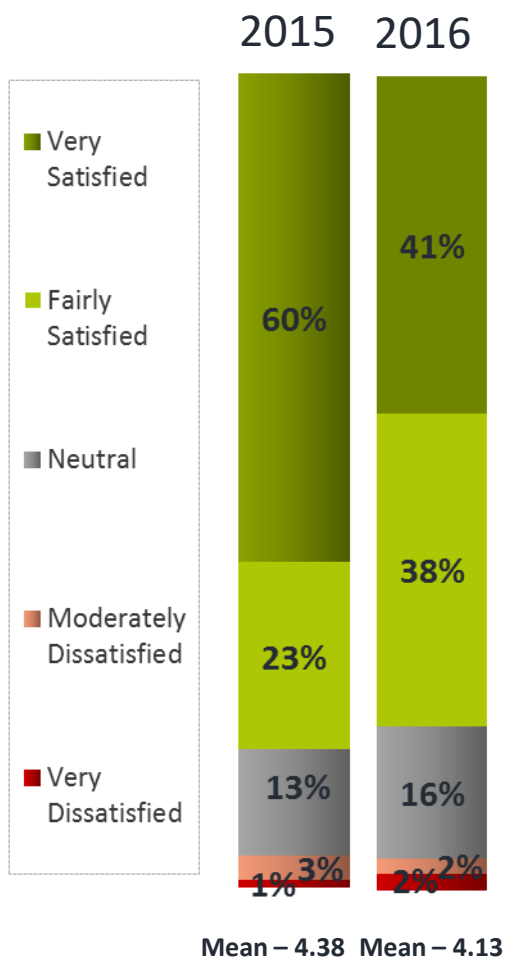
Offices Agreement		Staff Agreement		Services Agreement		Processes Satisfaction	
Convenient opening hours	4.26 (-0.36)	Friendly	4.38 (-0.20)	Good understanding of process after first visit	4.12 (-0.38)	First Visit to make a claim	4.04 (-0.40)
Easy location	4.18 (-0.41)	Make me feel valued	4.34 (-0.18)	Quick claim decision	4.28 (-0.19)	Case officer meetings	4.43 (-0.14)
Airy premises	4.18 (-0.39)	Try best for me	4.38 (-0.18)	Improve prospects of getting a job	3.87 (-0.40)	Overall supports and services	4.06 (-0.40)
Pointed to the right place to go	4.26 (-0.33)	Good at their job	4.40 (-0.15)	Group engagement useful	3.94 (-0.50)	Dept of Social Welfare Online services	3.81 (-0.69)
Mean score on 1-5 scale for all questions						Getting on to a course / getting a job	3.88 (-0.41)
						Training attended	3.93 (-0.60)

Highest rated aspects
 Lowest rated aspects

Overall Satisfaction with Intreo Office

On average Intreo users are very satisfied. One in twenty five claim they are dissatisfied.

Statistical Significant Differences since 2015 ()



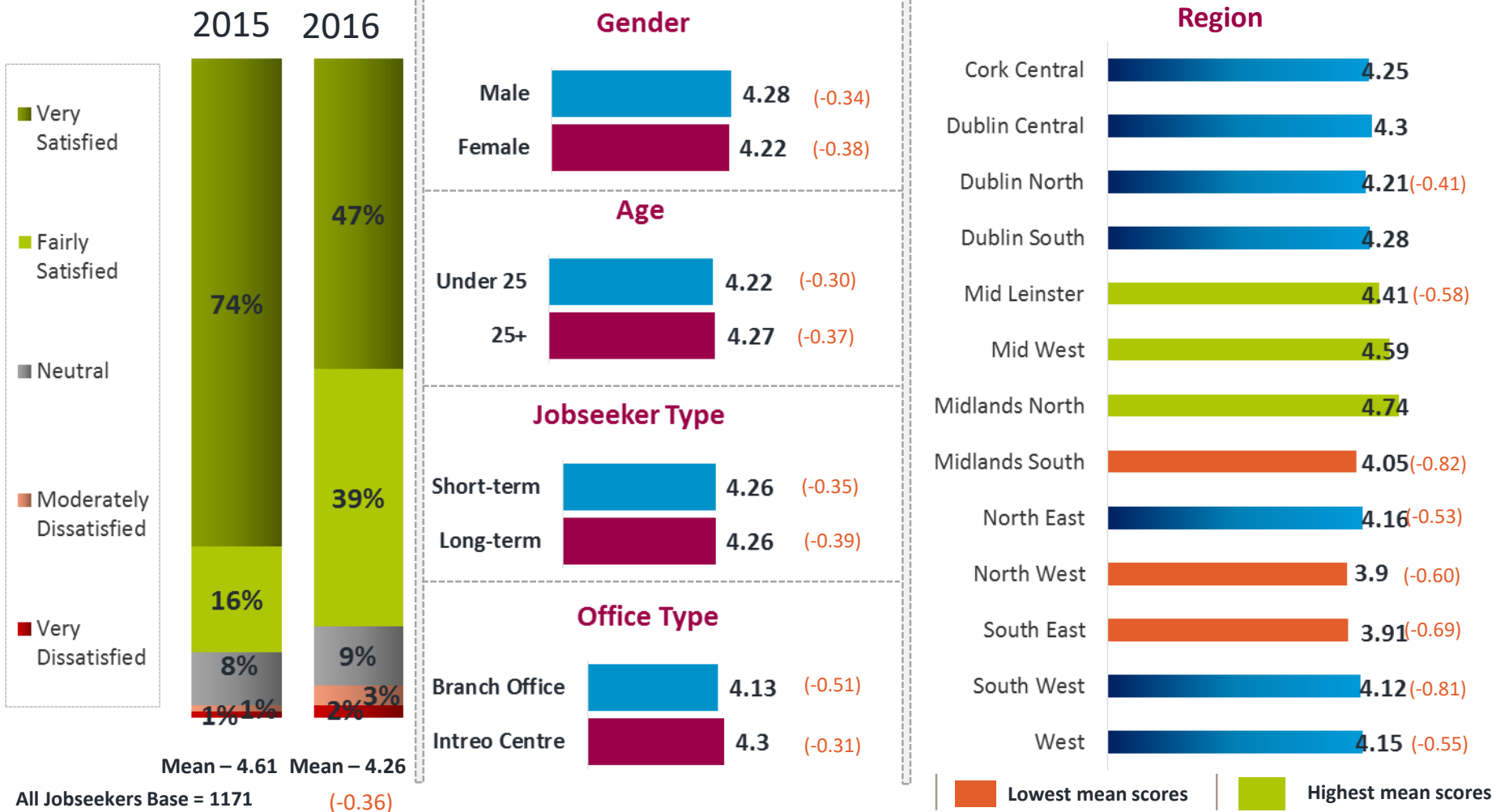
Lowest mean scores Highest mean scores

Premises

Level of agreement with opening hours convenience

Nearly nine in ten agree that the opening hours are convenient

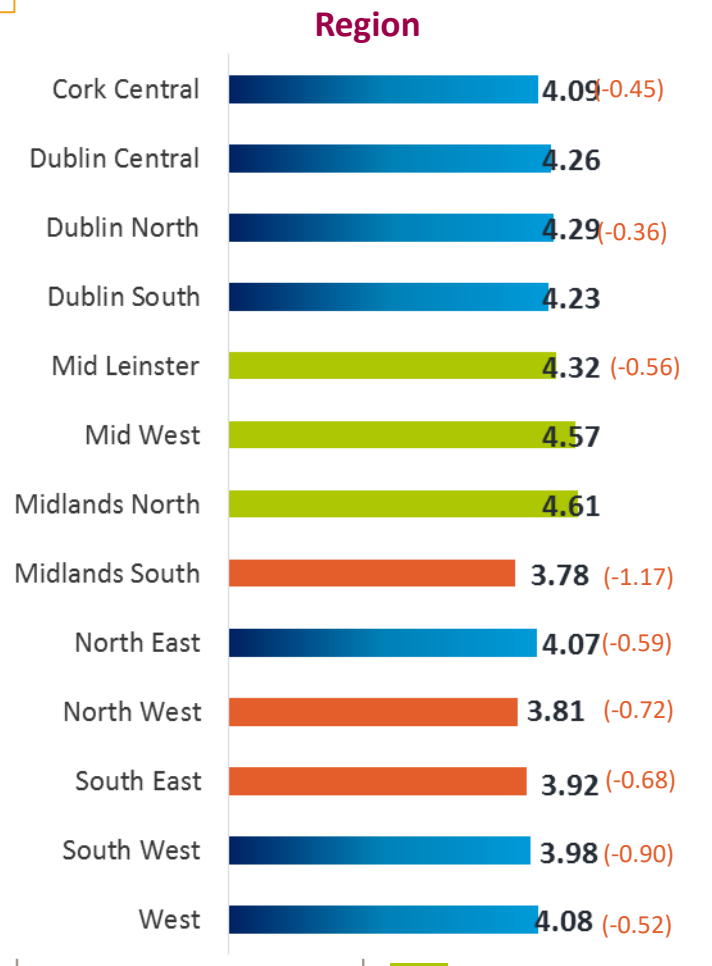
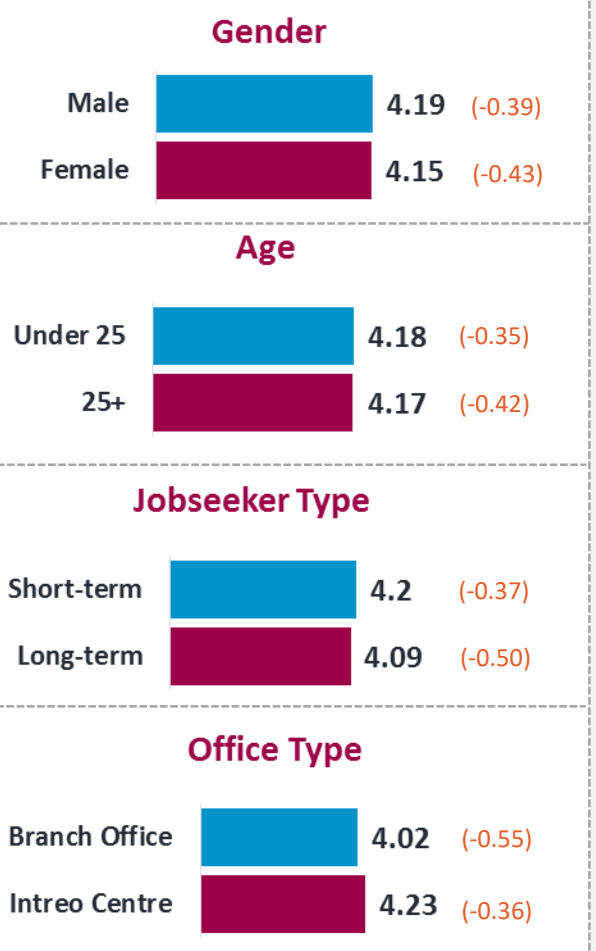
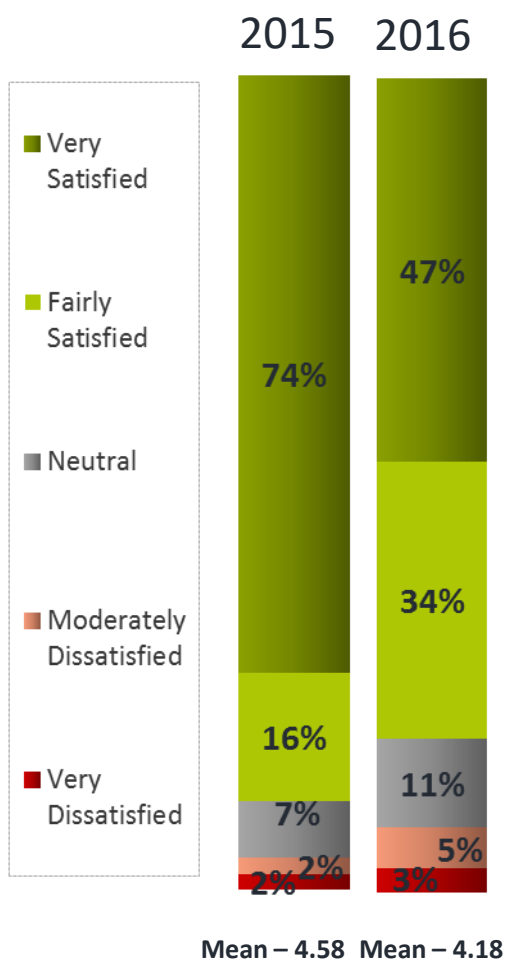
Statistical Significant Differences since 2015 ()



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

Eight in ten agree that travel to the Intreo office is convenient

Statistical Significant Differences since 2015 ()



All Jobseekers Base = 1171 (-0.41)

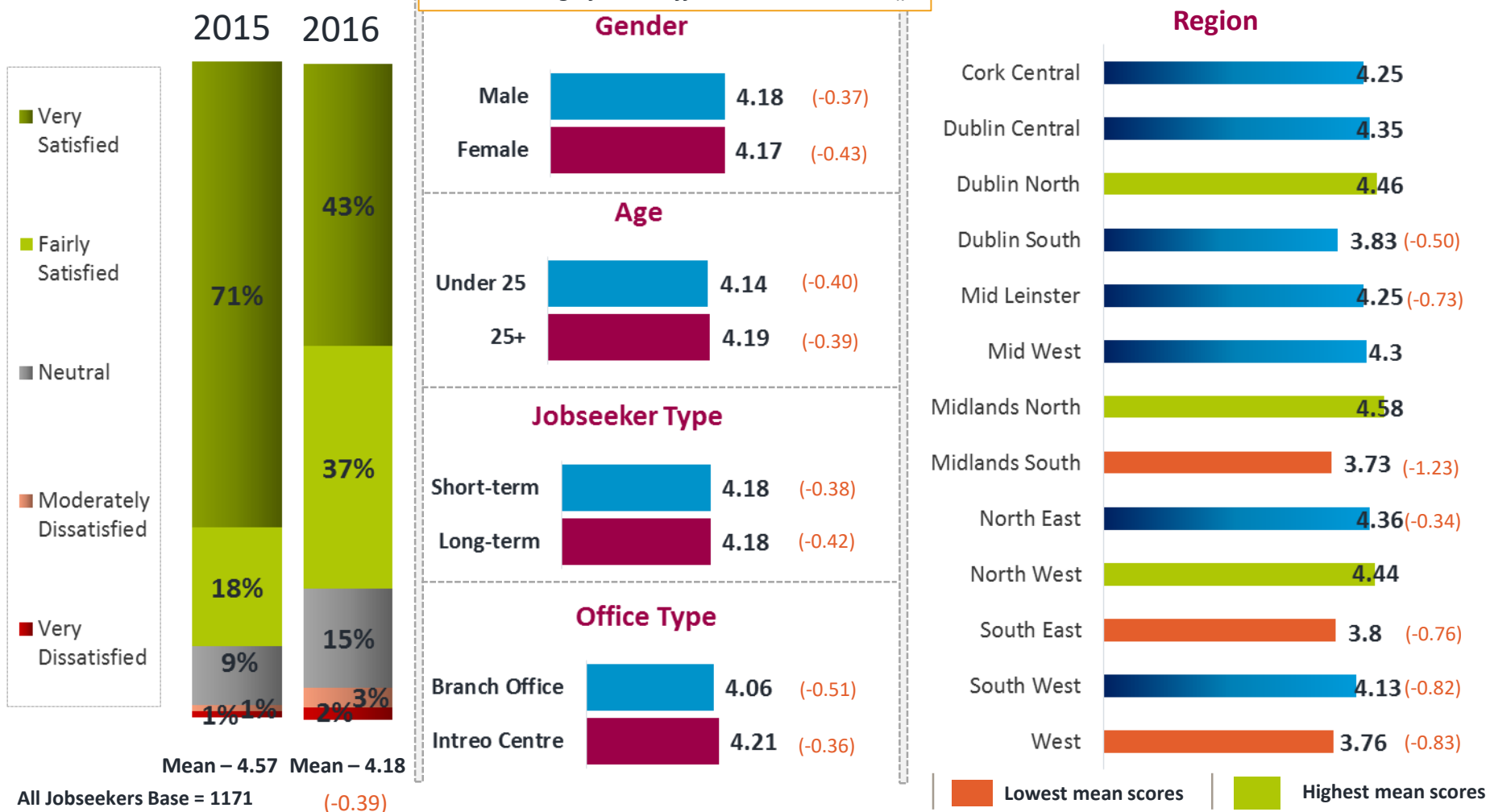
Lowest mean scores | Highest mean scores

Q3. Now thinking about the Intreo centre/Branch office. Please indicate your level of agreement with the following statements – Travelling to the Intreo centre/Branch office is easy for me

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

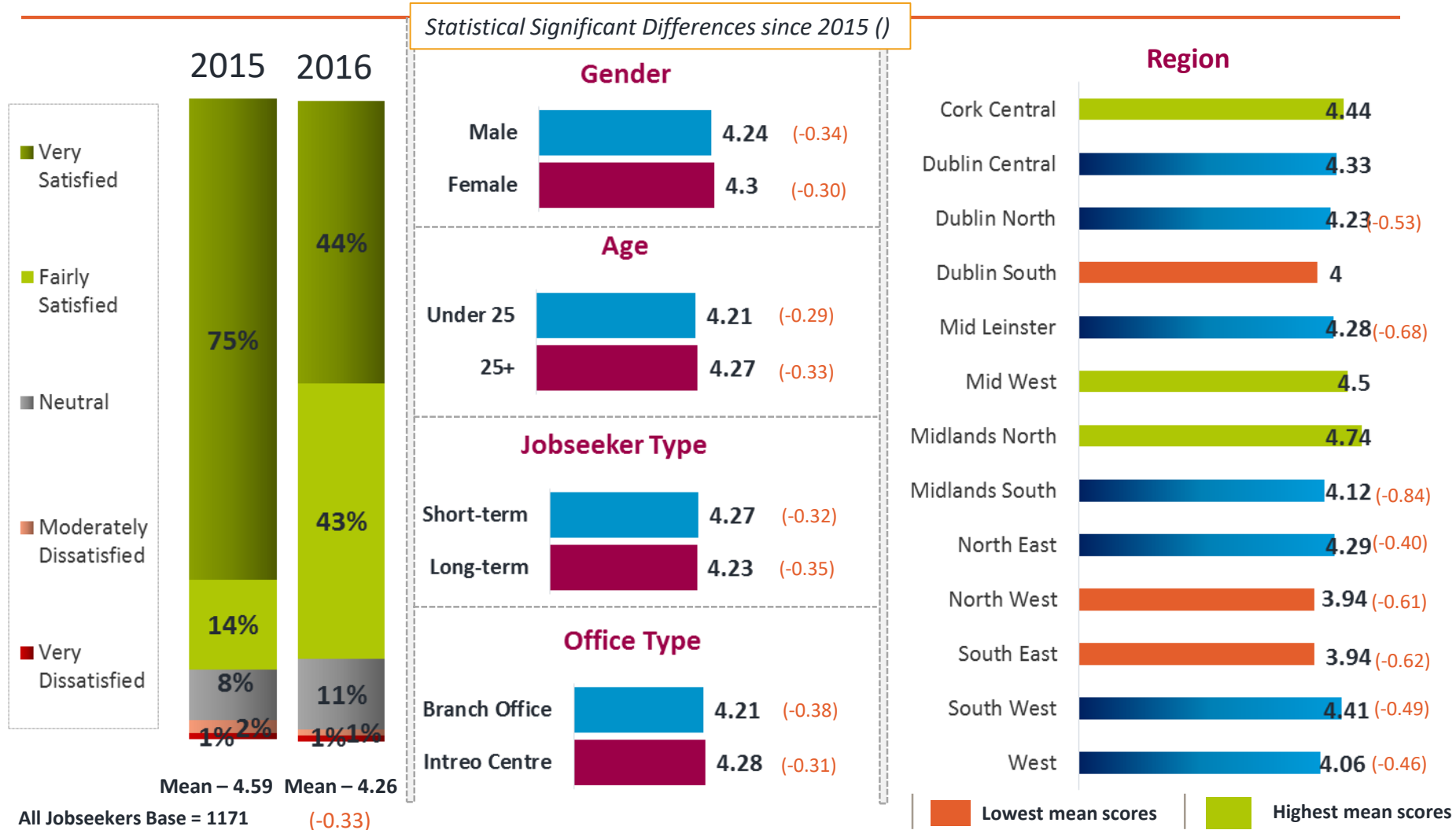
Majority (80%) agree that the Intreo centres/Branch offices are nice places to be

Statistical Significant Differences since 2015 ()



Level of agreement with – Pointed to the right place to go

Most also agree that they were quickly pointed to the right place to go, on entering the Intreo centre/Branch office

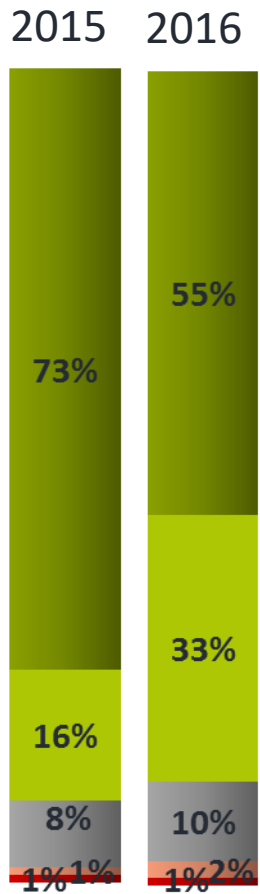


Staff

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

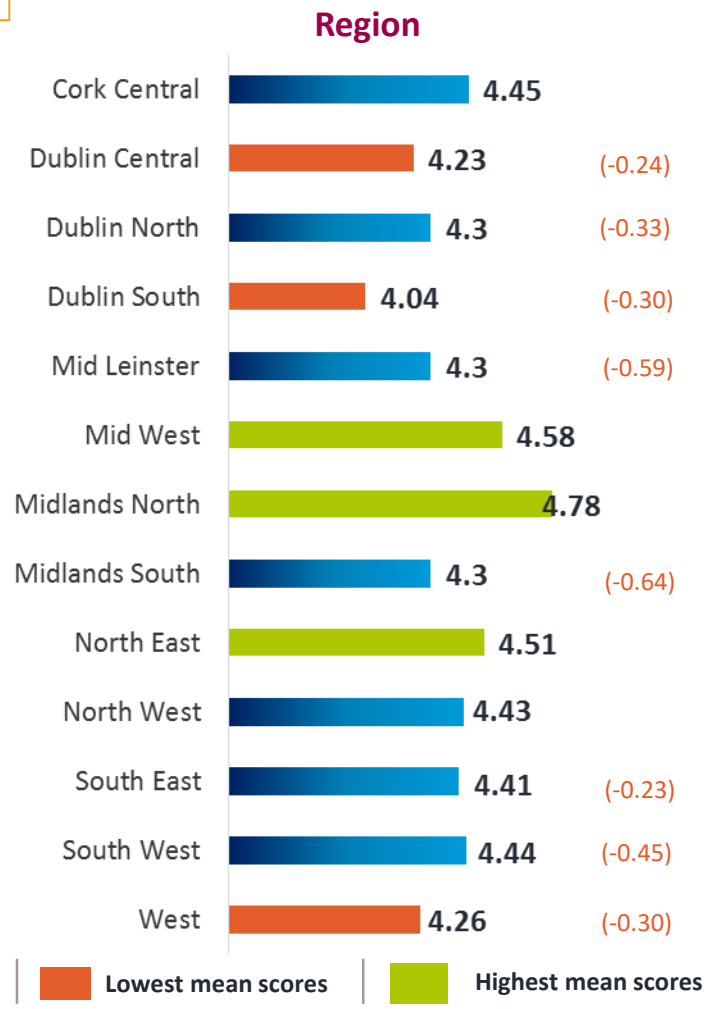
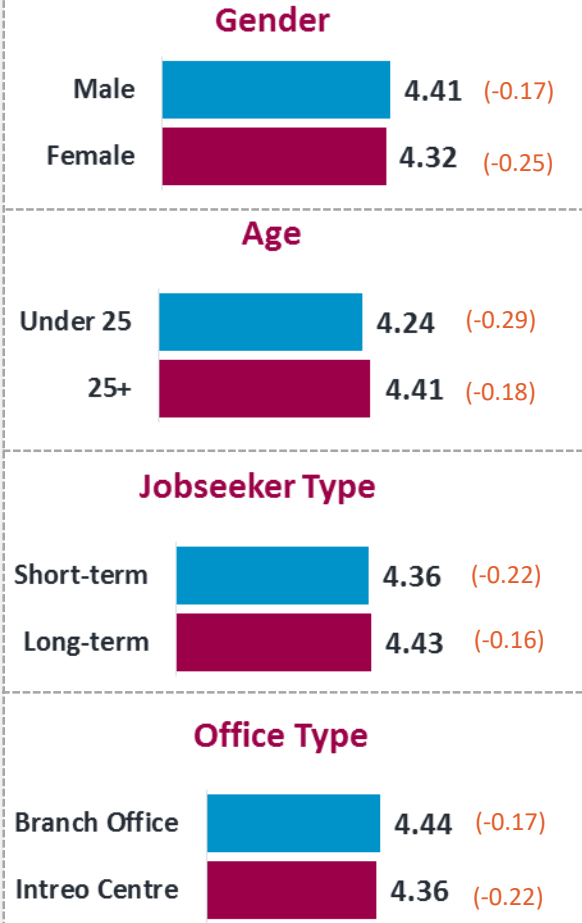
Staff are seen as friendly and welcoming

Statistical Significant Differences since 2015 ()



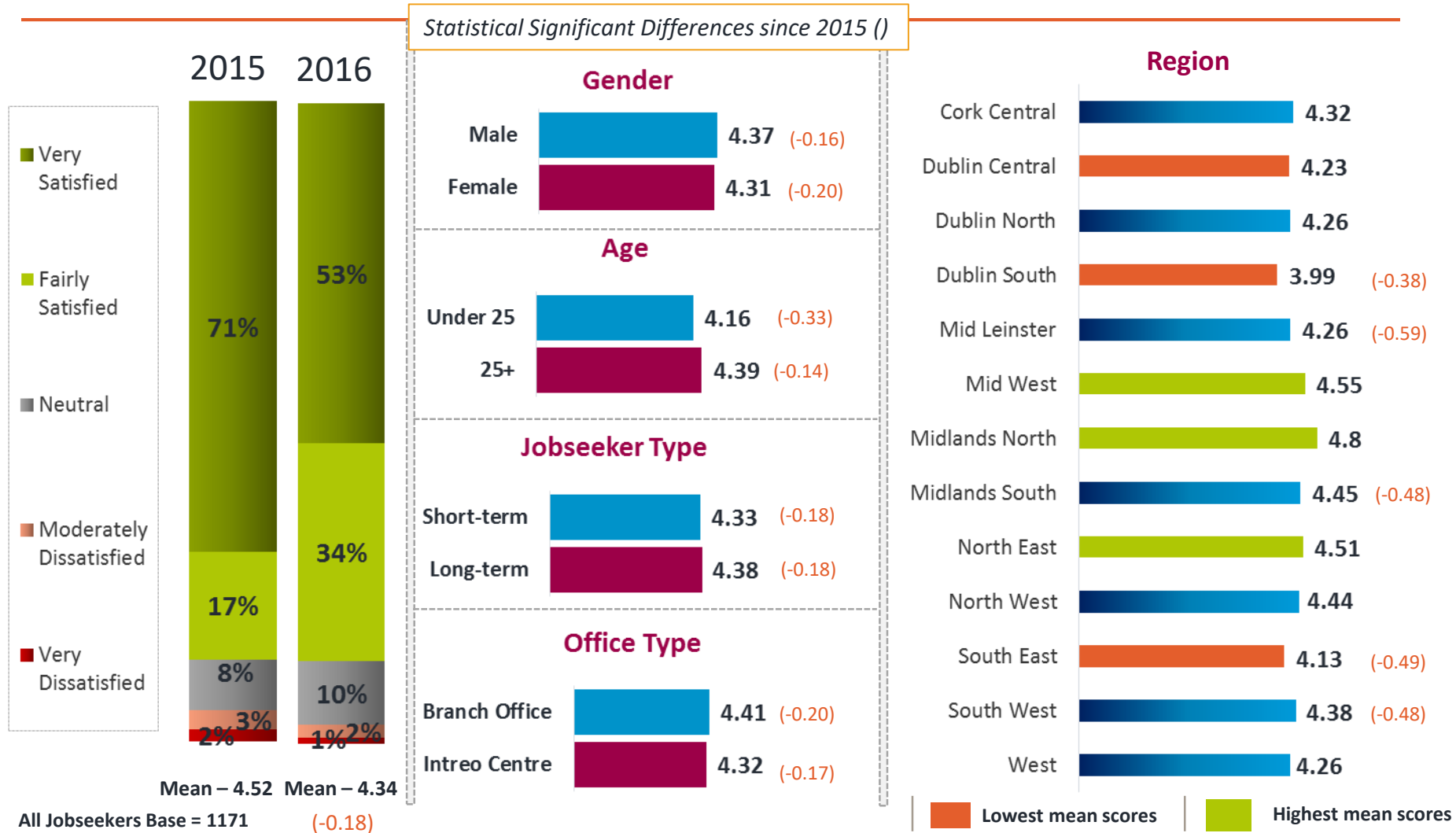
Mean – 4.58 Mean – 4.38

All Jobseekers Base = 1171 (-0.20)



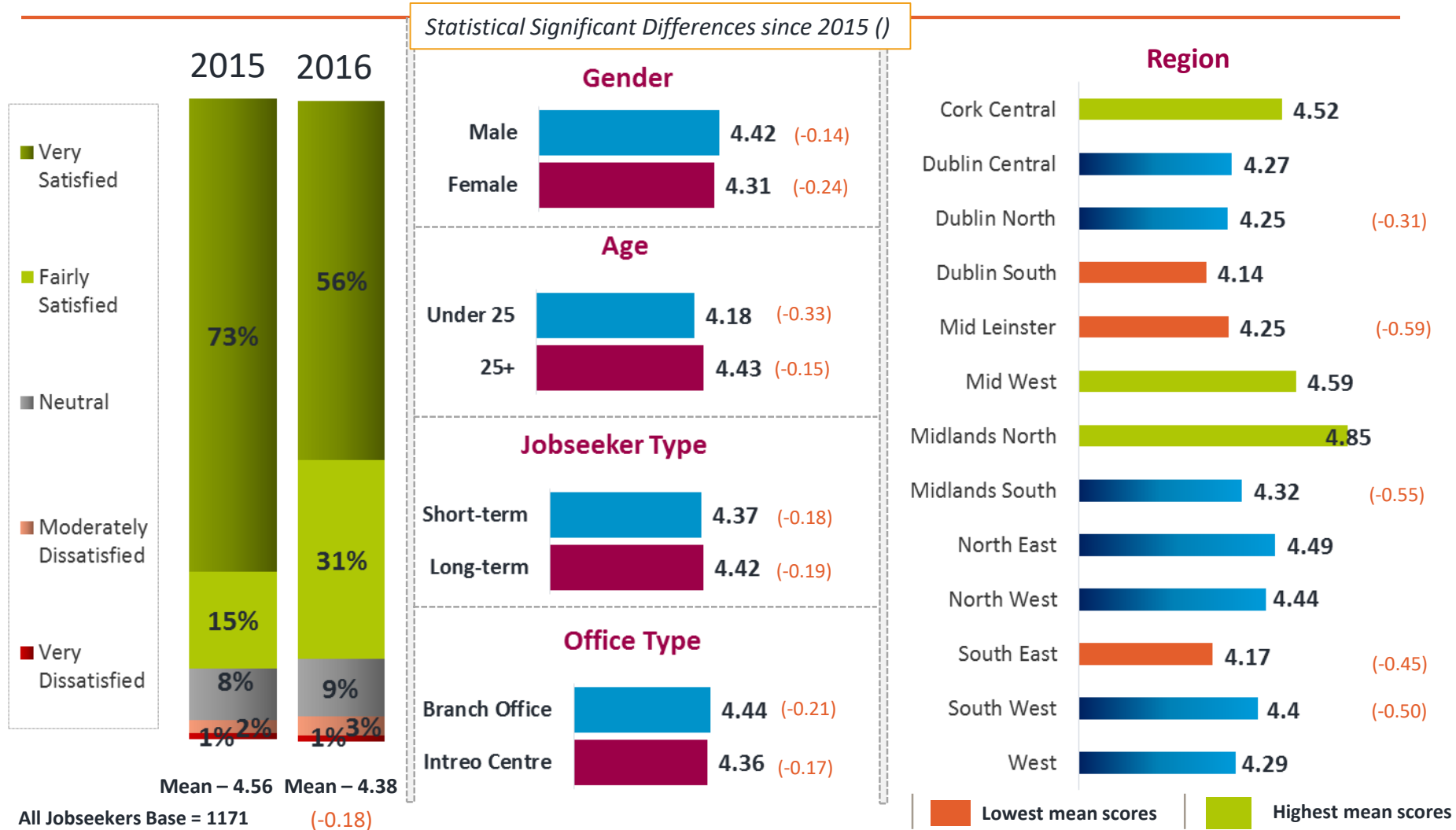
Level of agreement with - Staff make me feel valued

Most (87%) also agree that staff make them feel valued



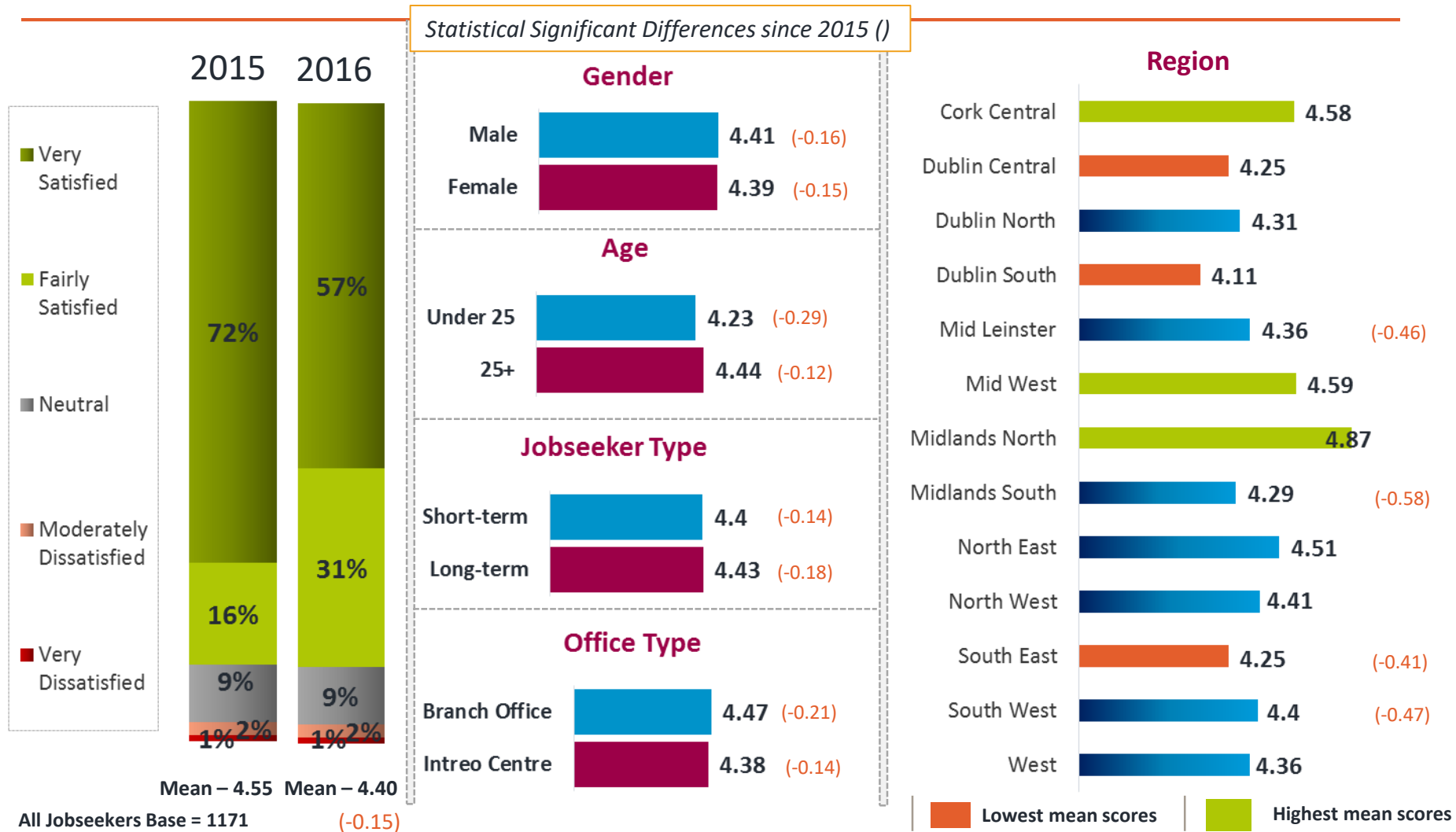
Level of agreement with - Staff try their best for me

Staff are rated strongly as doing their best for candidates



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

Majority agree staff are good at their jobs

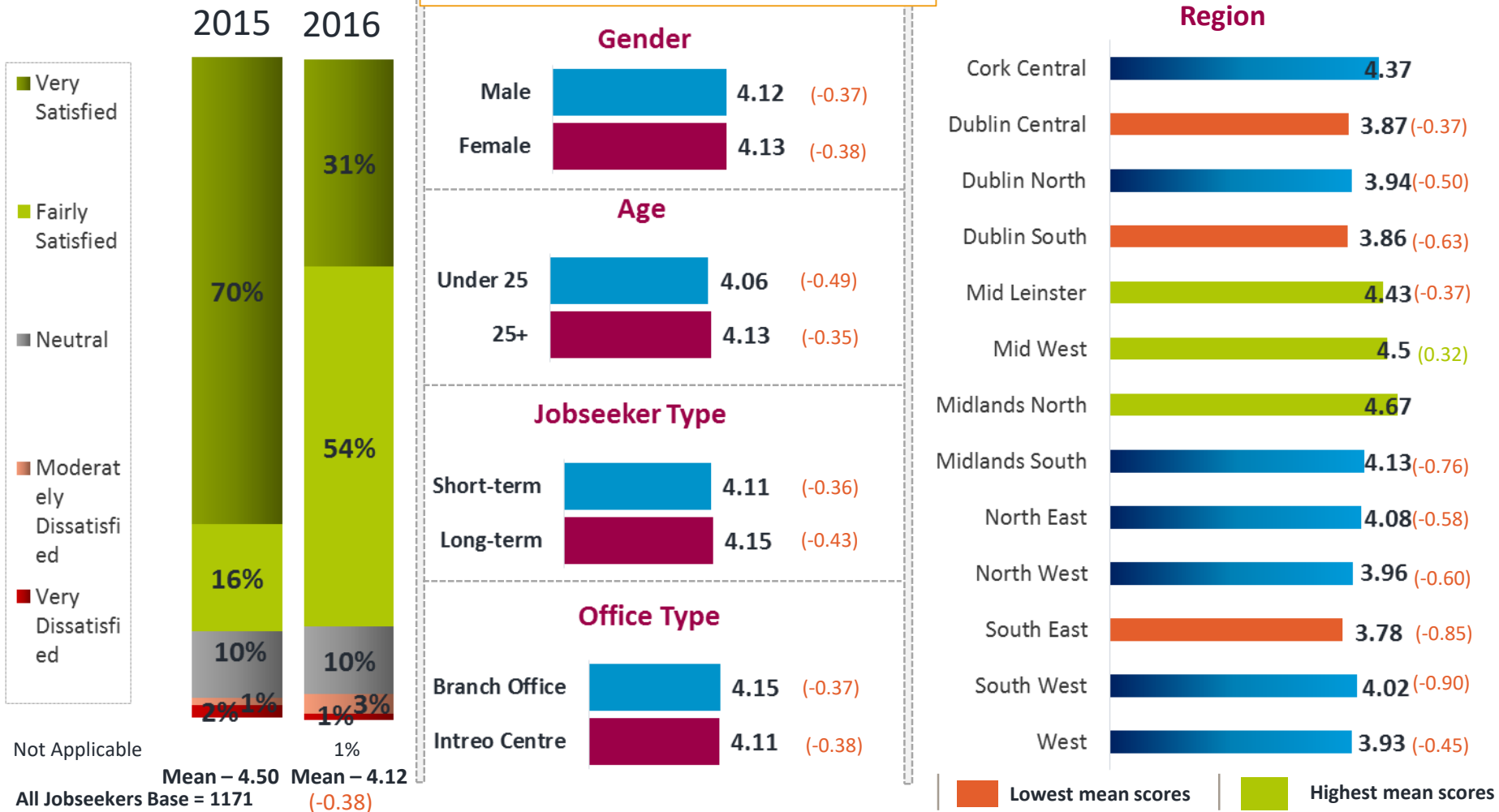


Services

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

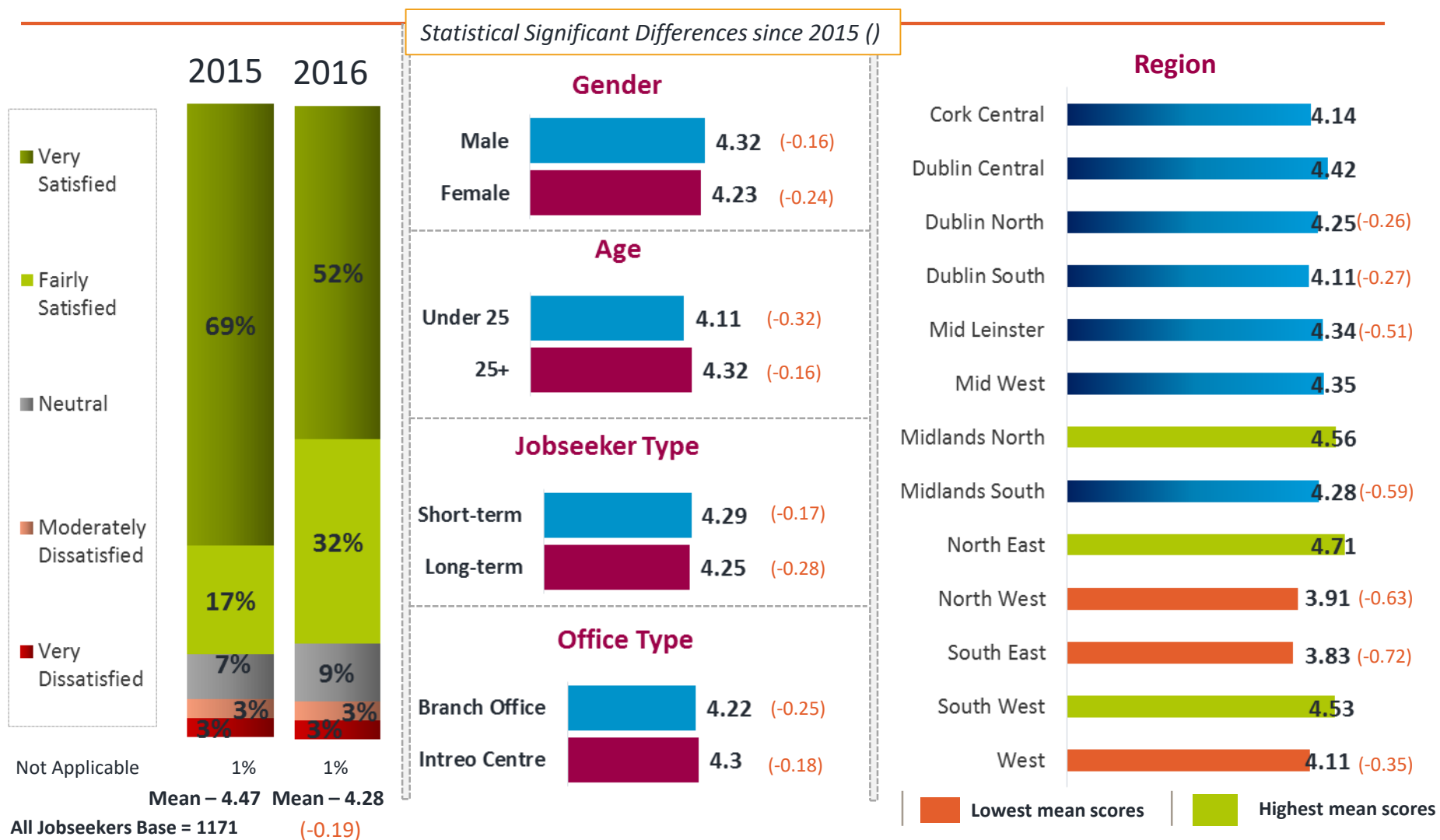
Processes are seen as easy to follow by most jobseekers

Statistical Significant Differences since 2015 ()



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

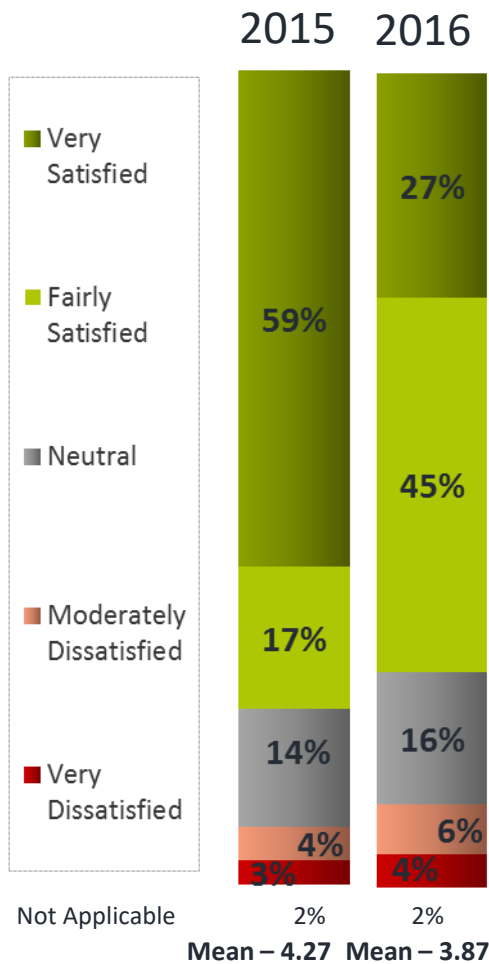
More than eight in ten agreed that the decision on their claim was made quickly



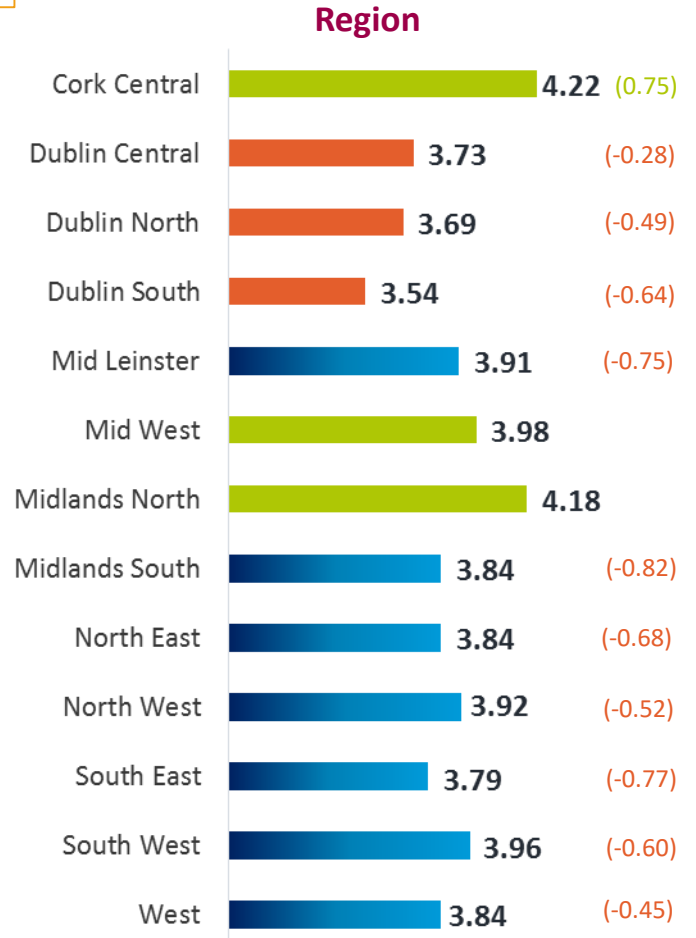
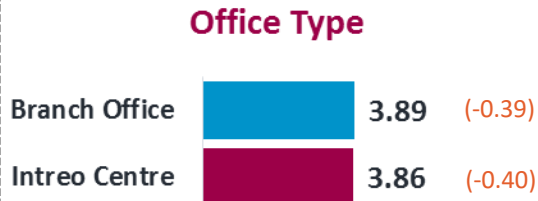
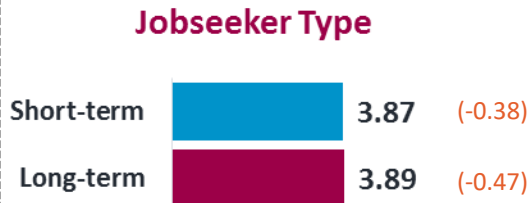
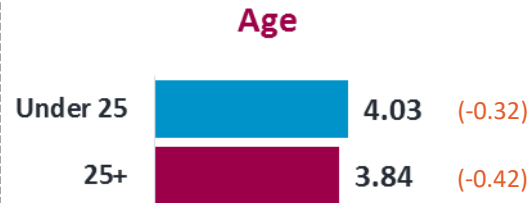
Level of agreement with - The Intreo centre/Branch office process has helped me improve my prospects in getting a job

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

Statistical Significant Differences since 2015 ()



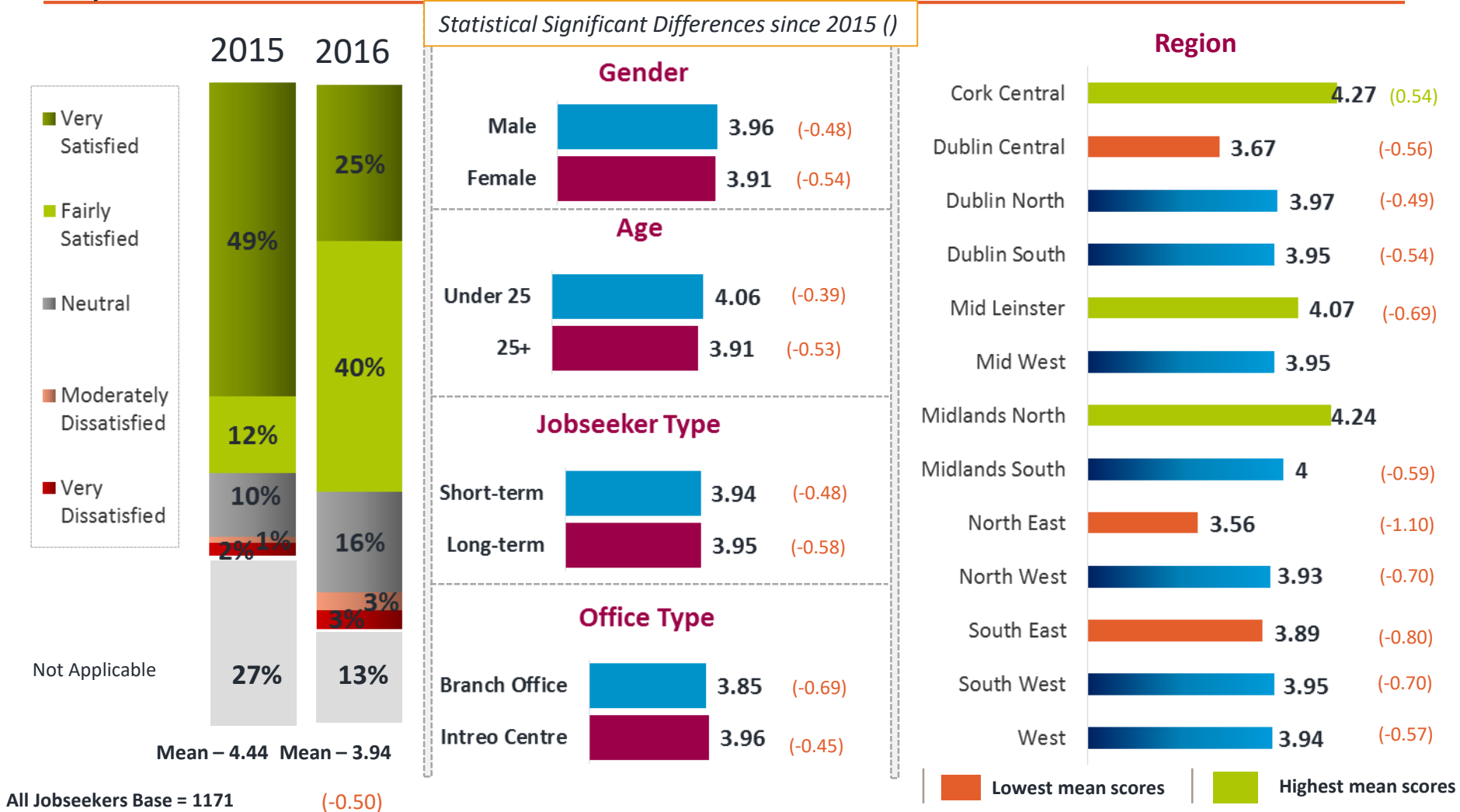
All Jobseekers Base = 1171 (-0.40)



Lowest mean scores Highest mean scores

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

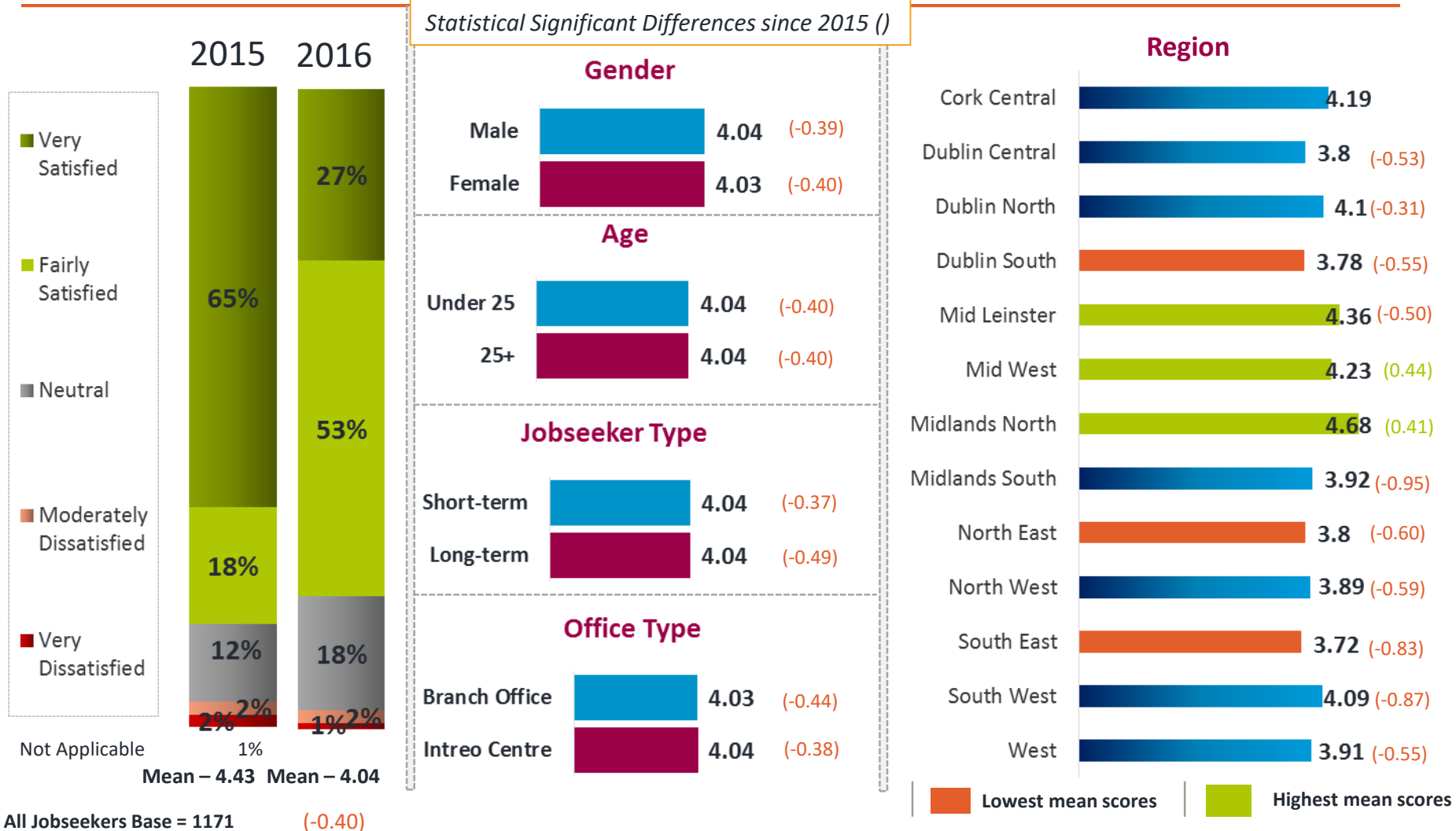
Nearly one in ten said they hadn't had a group engagement session but those who did, have found it useful



Processes

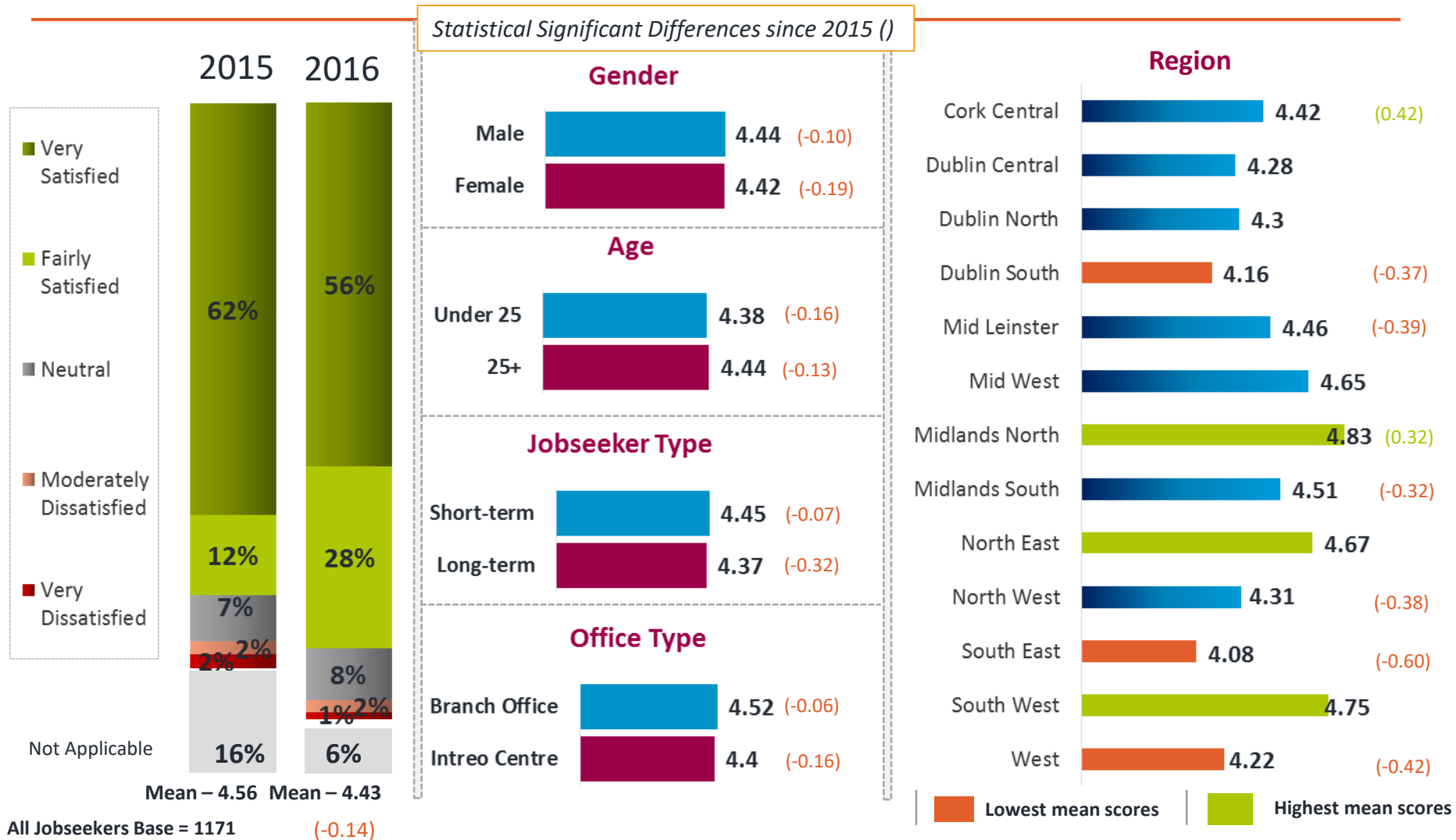
Level of satisfaction with - First visit to Intreo centre/Branch office to make a claim

Most (80%) were satisfied with their first visit to make a claim



Level of satisfaction with - Meetings with my case officer

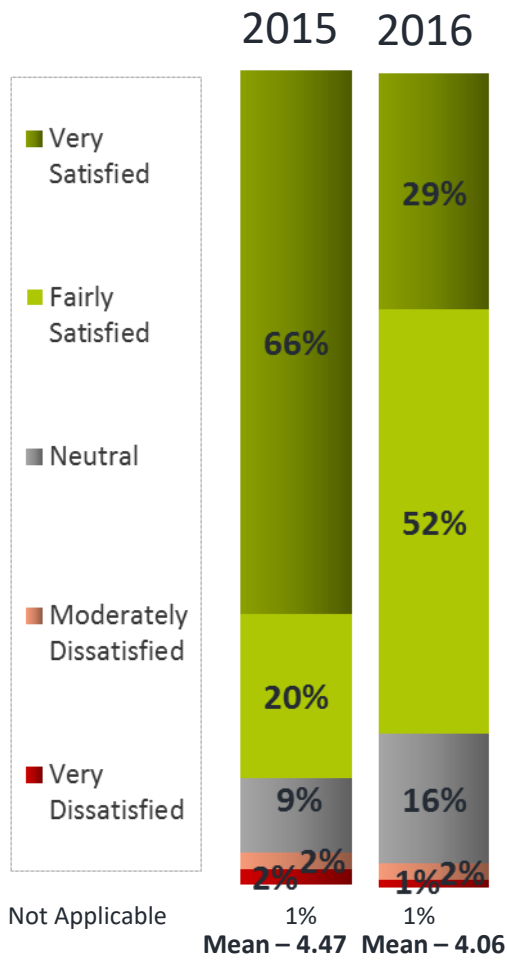
Strong satisfaction with meetings with case officer



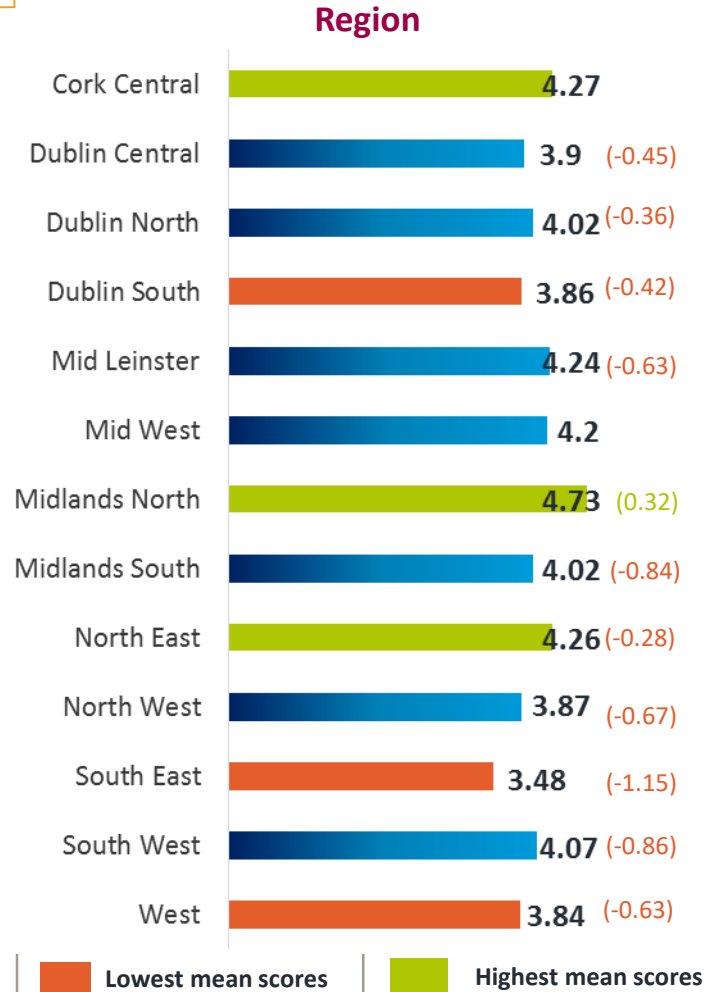
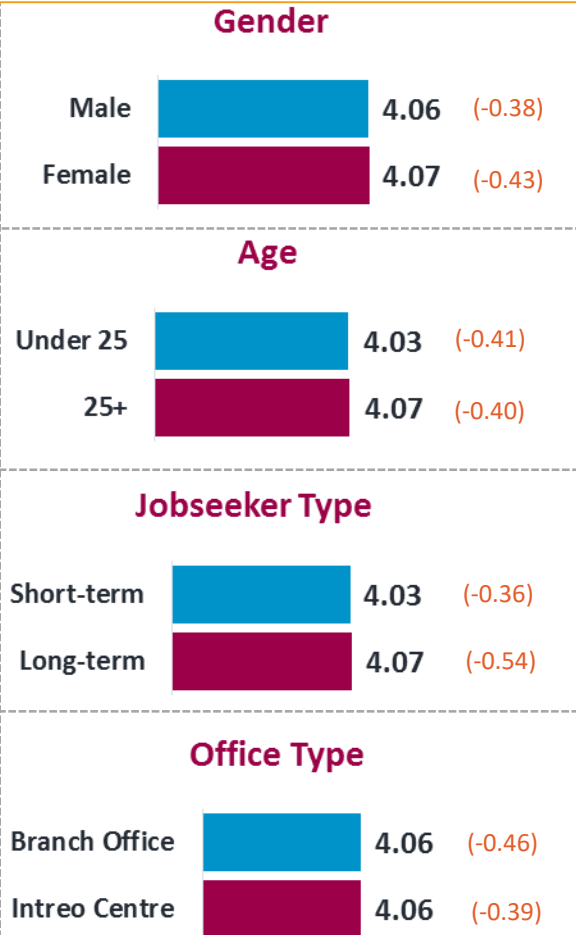
Level of satisfaction with - The overall supports and services that the Intreo centre/Branch office offered

Four in five were satisfied with overall supports and services offered

Statistical Significant Differences since 2015 ()

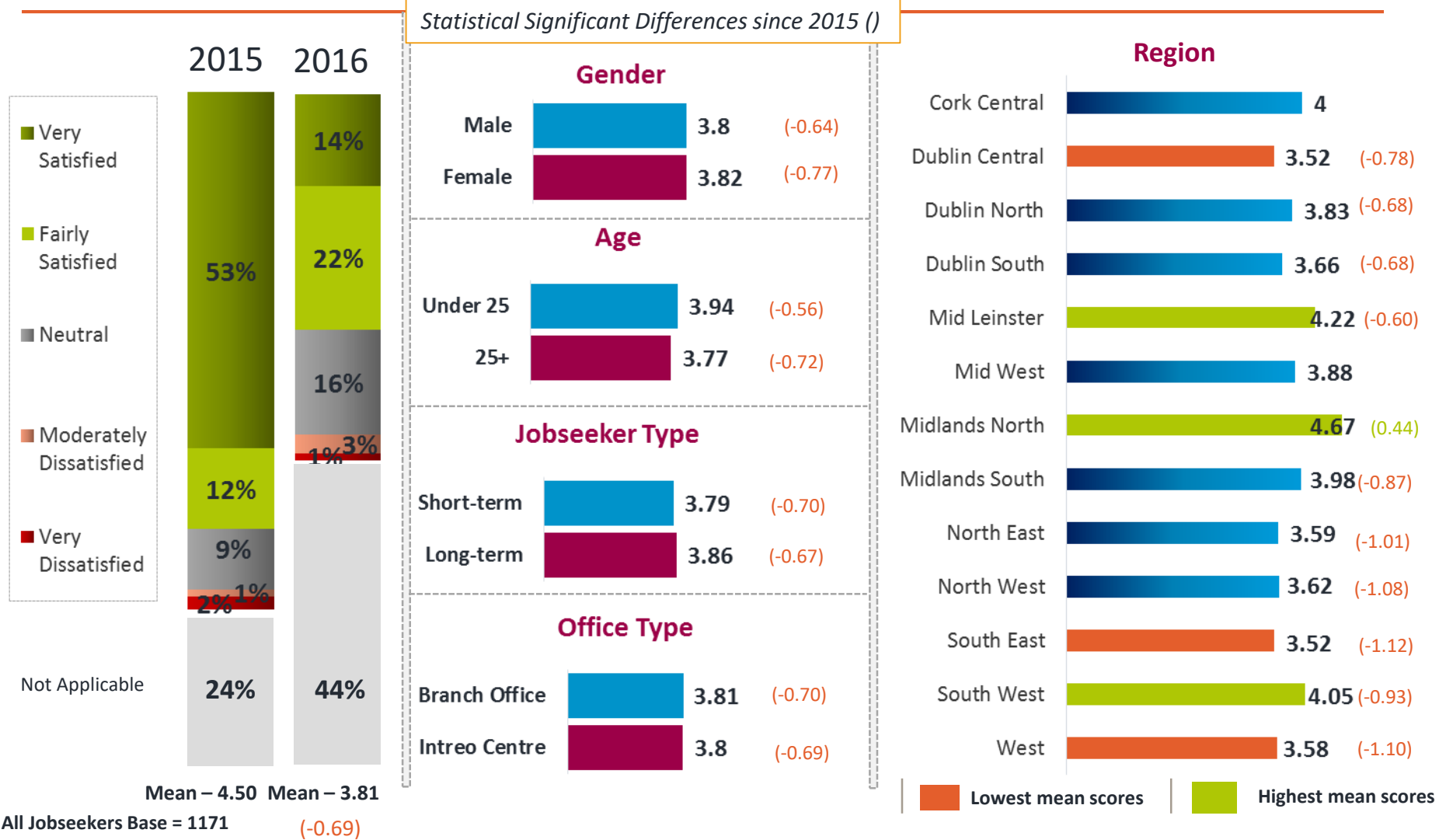


All Jobseekers Base = 1171 (-0.40)



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

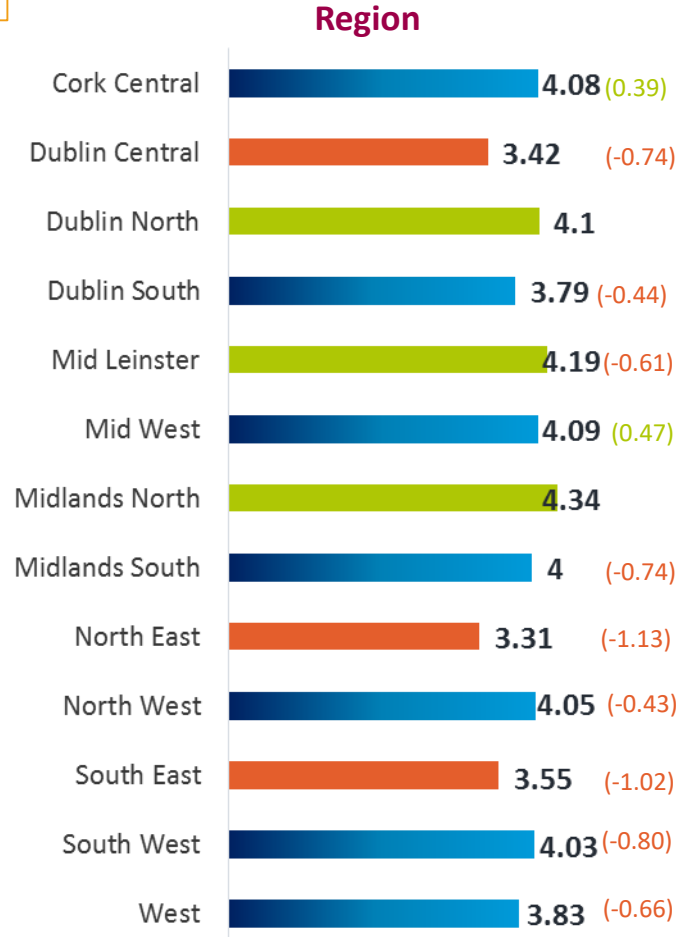
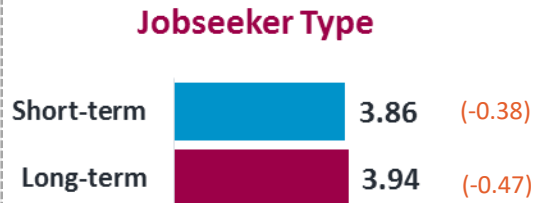
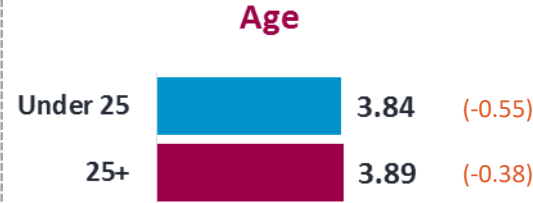
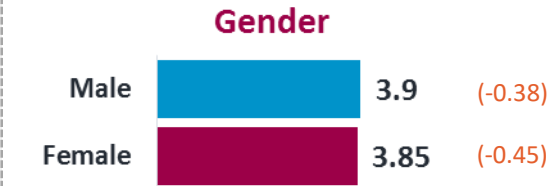
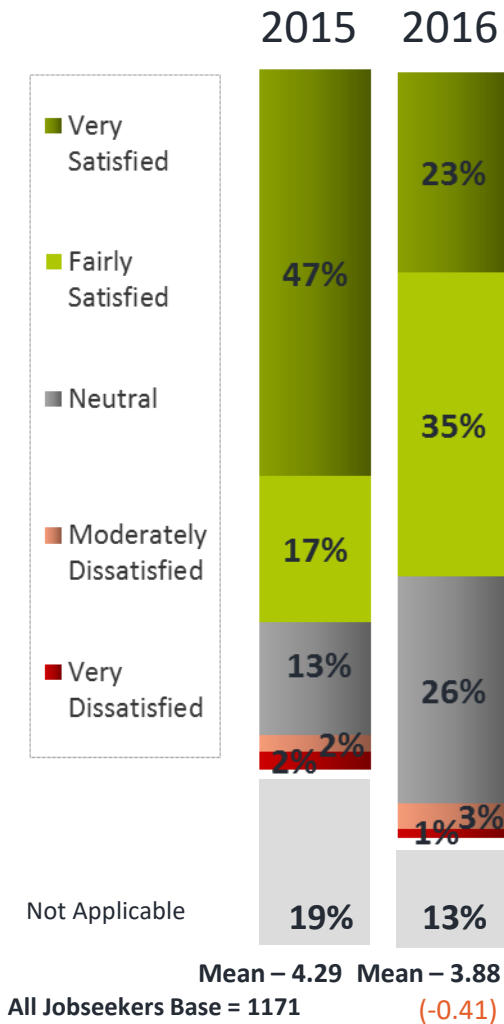
Nearly half (44%) did not answer this question. It's likely they do not use services online



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

More than half (58%) were satisfied with getting on to a course, training or getting a job. One in eight didn't answer this question

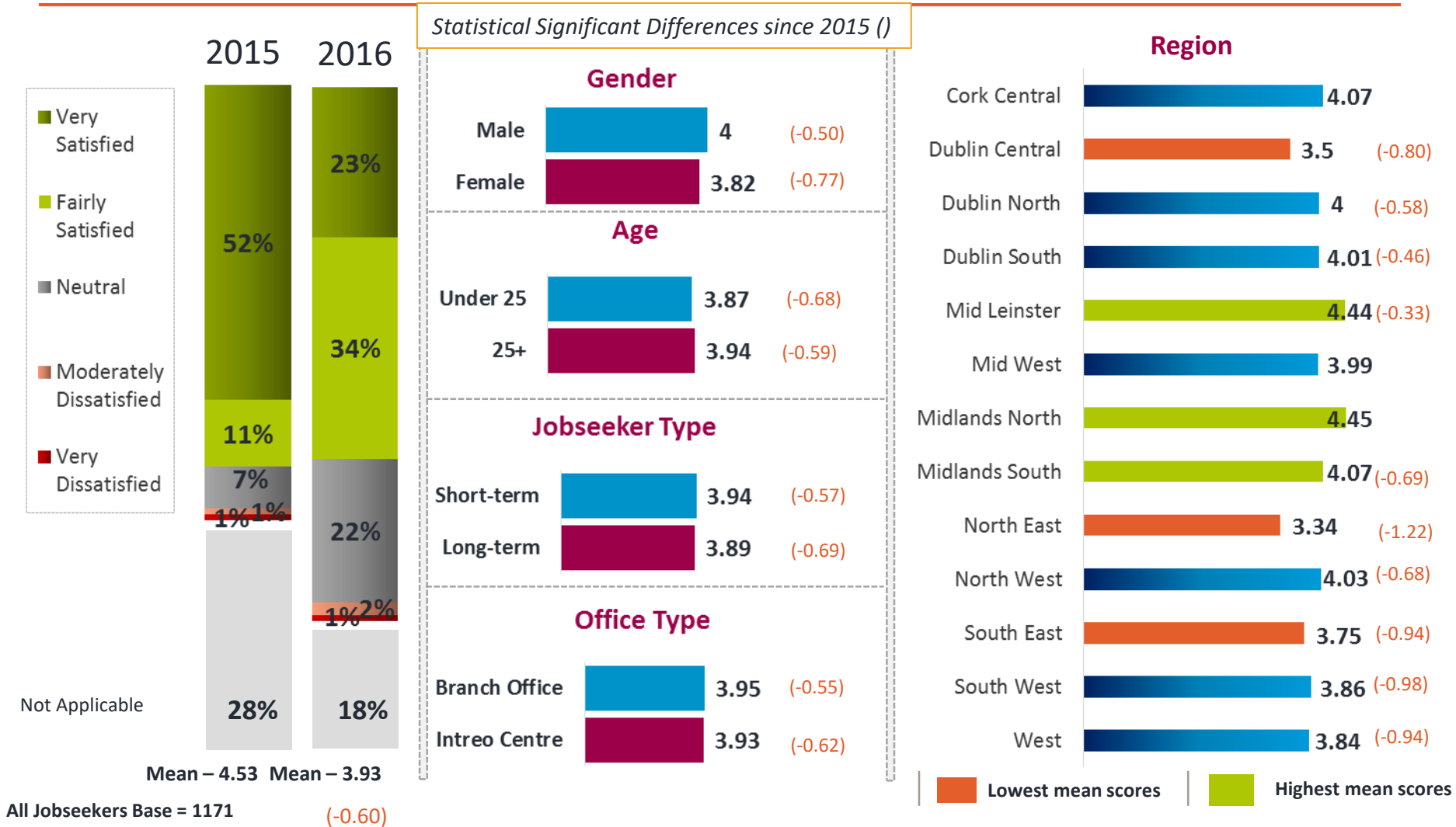
Statistical Significant Differences since 2015 ()



Lowest mean scores | Highest mean scores

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

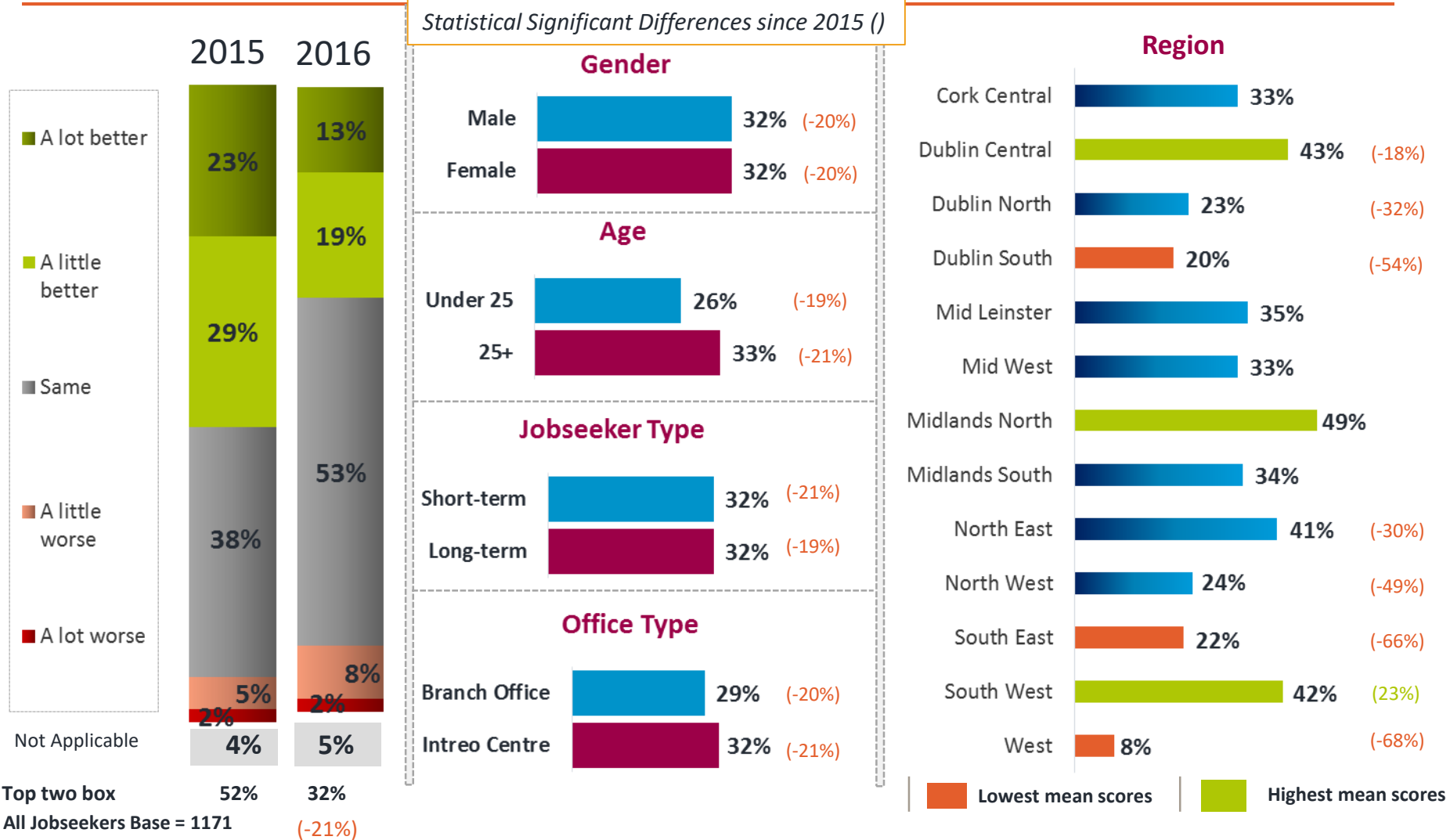
More than half (57%) were satisfied with the course they might have attended. One in five (18%) didn't answer this question



Comparison to main bank

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

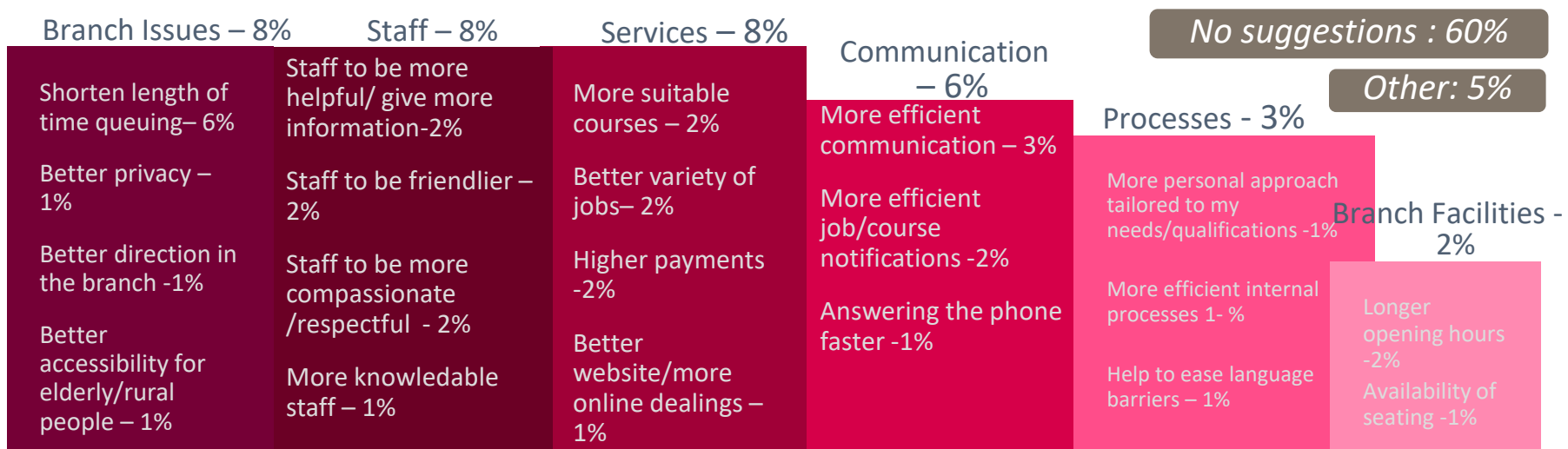
One in three rate the service provided as better than their main bank. Half rated Intreo centre/Branch office services same as their main bank



Verbatims

Suggestions for improvement

2016



2015

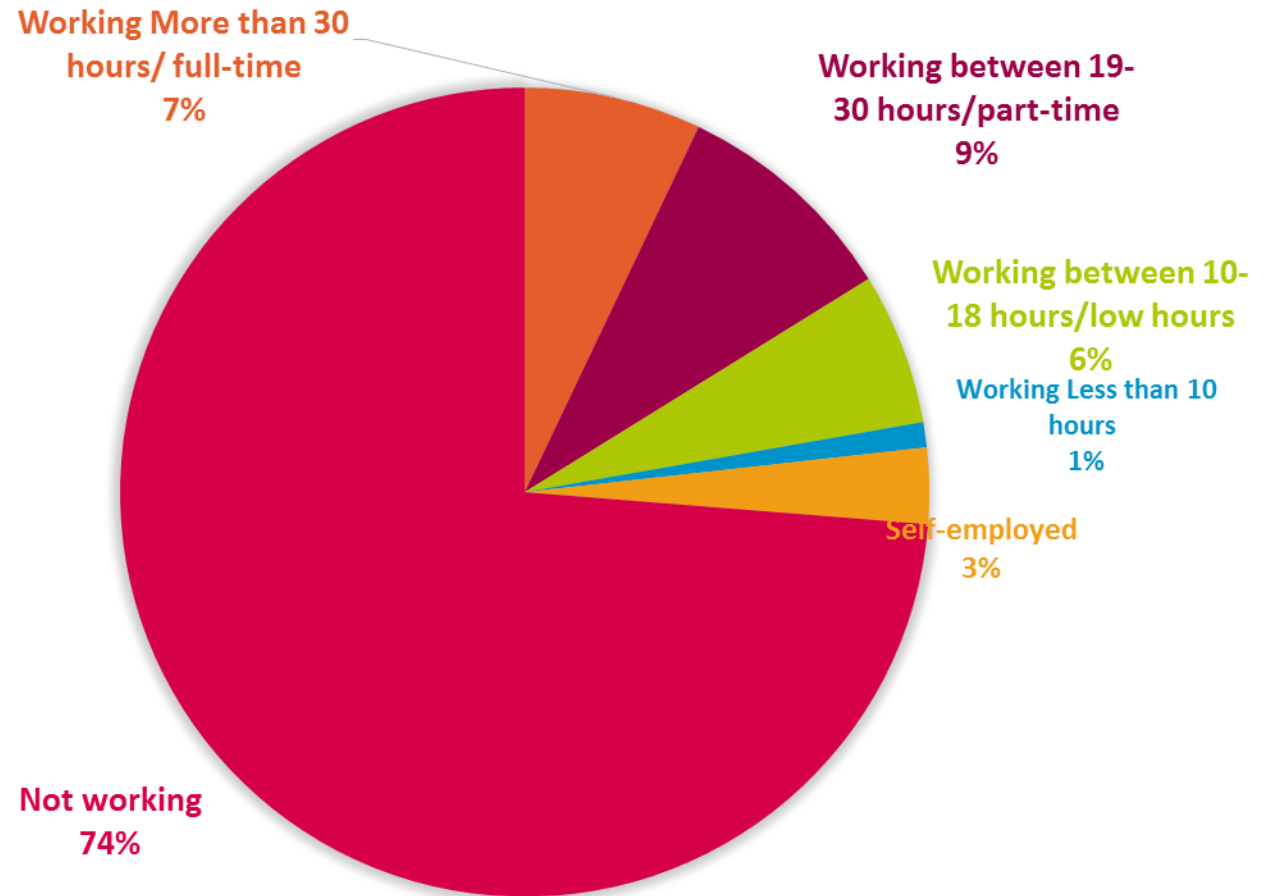


Illustrative Verbatims: Suggestions for improvement

Branch Issues	Staff	Services	Communication	Processes	Branch Facilities
<p>“Queues are too long”</p> <p>“No confidential spaces to talk/no privacy”</p> <p>“Keep office in central locations”</p> <p>“A bit confusing to find necessary forms / different counters etc.”</p>	<p>“Staff are not very helpful on the phone”</p> <p>“Staff could be a lot more friendly and approachable”</p> <p>“Staff require more training in customer service and better knowledge of the system”</p> <p>“Some of the staff are judgemental”</p>	<p>“The services are more based towards non professionals, services not great for me. Very orientated to the working class”</p> <p>“Matching people with work they are interested in / suitable for”</p> <p>“More opportunities for over 60s”</p> <p>“Website could be easier to navigate”</p>	<p>“Not enough communication between staff”</p> <p>“Should be more information given about which courses are available and courses that will be available in the near future”</p> <p>“It is hard to access information or speak to anybody on the online service. Advertised jobs should state what the salary is.”</p>	<p>“Claim processed very slowly”</p> <p>“Application process for work could be faster”</p> <p>“Meetings with case officer are a waste of time and time could be better spent on job training”</p> <p>“Sometimes the documentation required seems unfair”</p>	<p>“Longer opening times don’t close during lunch”</p> <p>“Lack of seating”</p> <p>“More toilet facilities available”</p> <p>“It would be nice to have a tea/coffee/beverage machine in the waiting area for people who have to wait long periods of time.”</p>

Employment status

The majority (74%) of jobseekers are not working





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