



JobPath satisfaction Study

2 Feb, 2017

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Introduction

Dept. of Social Protection want to assess satisfaction with the JobPath service across Republic of Ireland from the point of view of jobseekers.

Research Objectives

Specifically we needed to find out:

- Overall satisfaction with the JobPath service
- Satisfaction with offices of JobPath service providers
- Satisfaction with Staff of JobPath service providers
- Satisfaction with services of JobPath service providers
- Satisfaction with processes of JobPath service providers

The Sample:

A representative sample of 2003 JobPath candidates were interviewed. All interviews were undertaken over the telephone

Fieldwork dates: 11/10/2016 - 21/10/2016

Executive summary – Key messages

- Strong overall performance for JobPath service providers.
- Scores across the key areas of Premises, Staff, and Processes are routinely in the top quartile. JobPath clients reserve their highest scores for staff, with strong endorsement of their work in making them feel valued, trying their best for them and being good at their job.
- Scores are a little more circumspect re: services. Scores are lowest for both providers re: online services, belief that the work done is improving their prospects of getting a job and that training courses are of good quality.
- Just slightly more than half feel that the JobPath service is better than those provided by the Intreo centre/Branch office.
- Of the small minority who gave suggestions for improvement, the initiatives suggested tended to concentrate on provision of better variety of jobs, more suitable courses and better service for older people.

The Sample

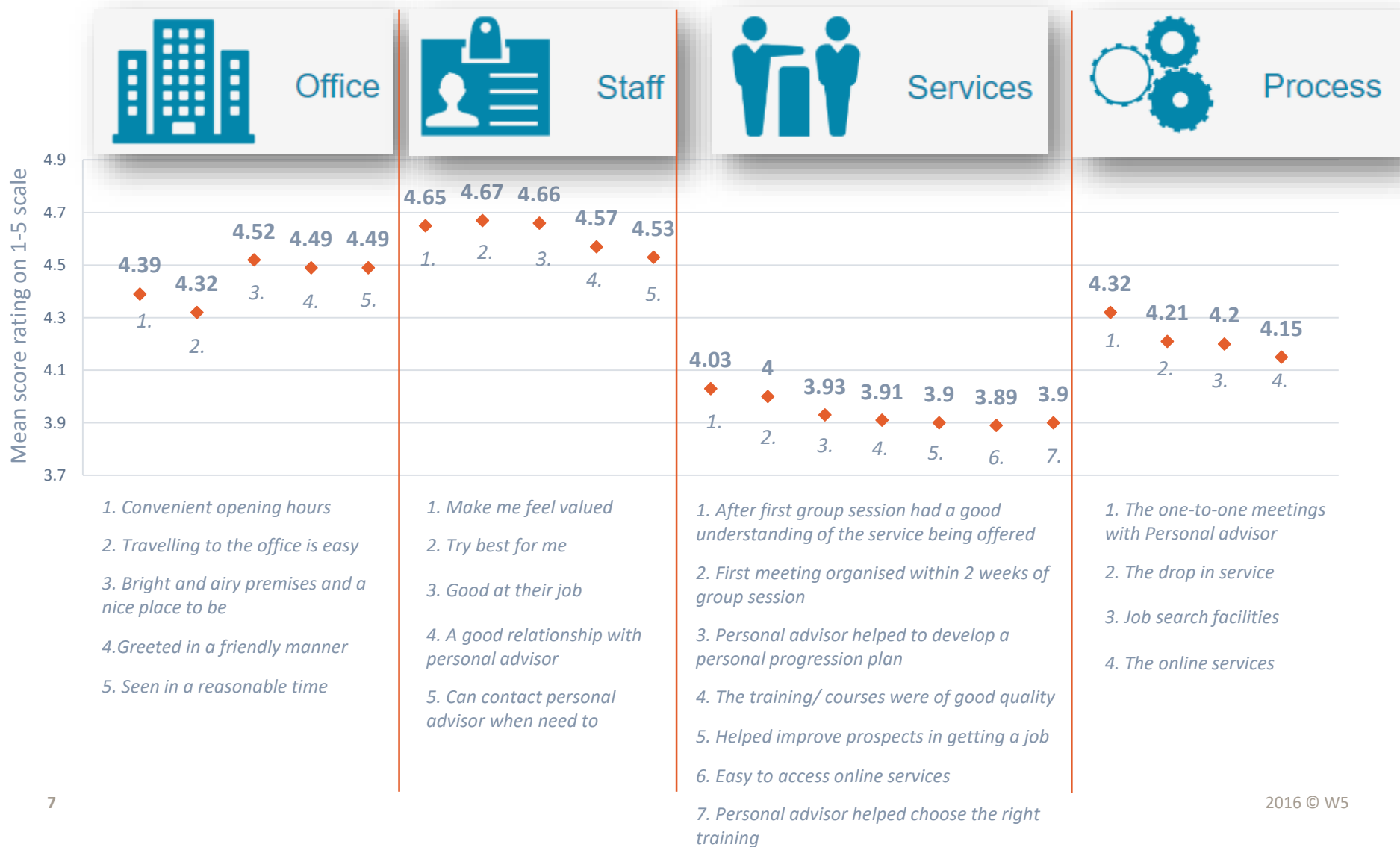
Number of respondents	N=2,003
Gender	
Male	1357 (68%)
Female	571 (29%)
Unknown	75 (4%)
Age	
Under 25	92 (5%)
25+	1836 (92%)
Unknown	75 (4%)
Nationality	
Irish	1650 (82%)
Non-Irish	353 (18%)
Jobseeker Type	
Under 12 months	1 (0%)
1-2 years	490 (24%)
2-3 years	359 (18%)
3+	1153 (58%)

Number of respondents	N=2,003
Regions	
Dublin Central	125 (6%)
Dublin North	69 (3%)
Dublin South	59 (3%)
Midlands North	234 (12%)
North East	200 (10%)
North West	122 (6%)
West	194 (10%)
Cork Central	220 (11%)
Mid Leinster	168 (8%)
Mid West	198 (10%)
Midlands South	136 (7%)
South East	210 (10%)
South West	68 (3%)

Results

Overview of Results (I)

Overall ratings are the highest on staff, the lowest on services



Overview of results (II)

Overall ratings are very strong especially on staff

Overall satisfaction with JobPath providers – 4.05			
Offices – Agreement		Staff- Agreement	
Convenient opening hours	4.39	Make me feel valued	4.65
Travelling to the office is easy	4.32	Try best for me	4.67
Bright and airy premises and a nice place to be	4.52	Good at their job	4.66
Greeted in a friendly manner, when entered the office	4.49	A good working relationship with personal advisor	4.57
Seen in a reasonable time for pre-arranged appointments	4.49	Can contact personal advisor when need to	4.53
Mean score on 1-5 scale for all questions			

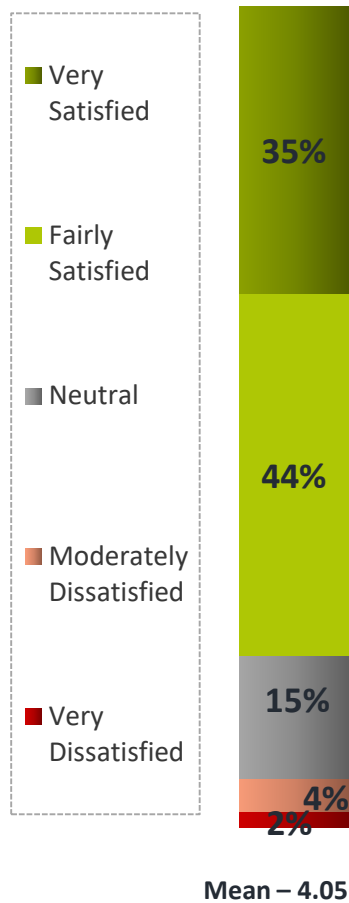
Overview of results (III)

Relatively speaking ratings on Services are slightly weaker

Services- Agreement		Processes – Satisfied	
After first group session had a good understanding of the service being offered and how it would help	4.03	The one-to-one meetings with Personal advisor	4.32
First meeting organised within 2 weeks of group session	4.00	The drop in service	4.21
Personal advisor helped to develop a personal progression plan to set goals and focus on finding a job	3.93	Job search facilities (online, local ads, support from personal advisor)	4.20
The training/ courses were of good quality	3.91	The online services	4.15
Helped improve prospects in getting a job	3.90		
Easy to access online services	3.89		
Personal advisor helped choose the right training	3.90		
Mean score on 1-5 scale for all questions			

Overall Satisfaction

More than three quarters claim to be very or fairly satisfied with JobPath service providers



Base = 2003

Gender



Age



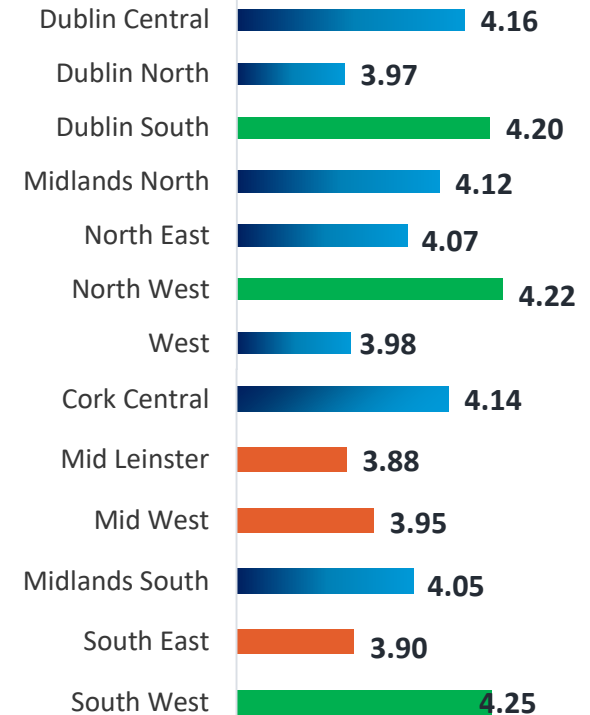
Nationality



Duration



Regions

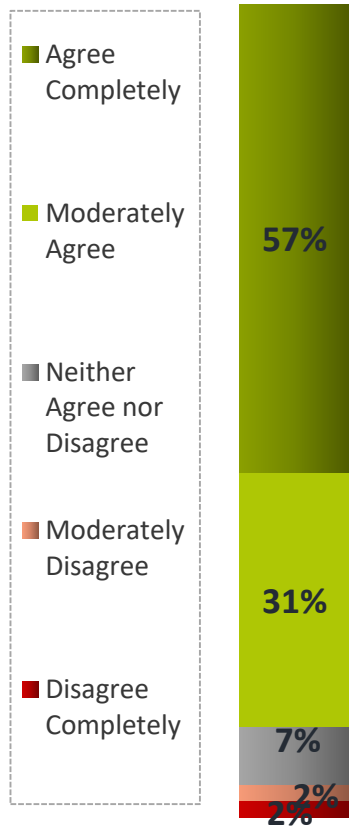


Orange: Lowest mean scores
Green: Highest mean scores

Premises

Level of agreement with opening hours convenience

Nearly nine in ten agree that the opening hours are convenient



Mean – 4.39

Base = 2003

Gender



Age



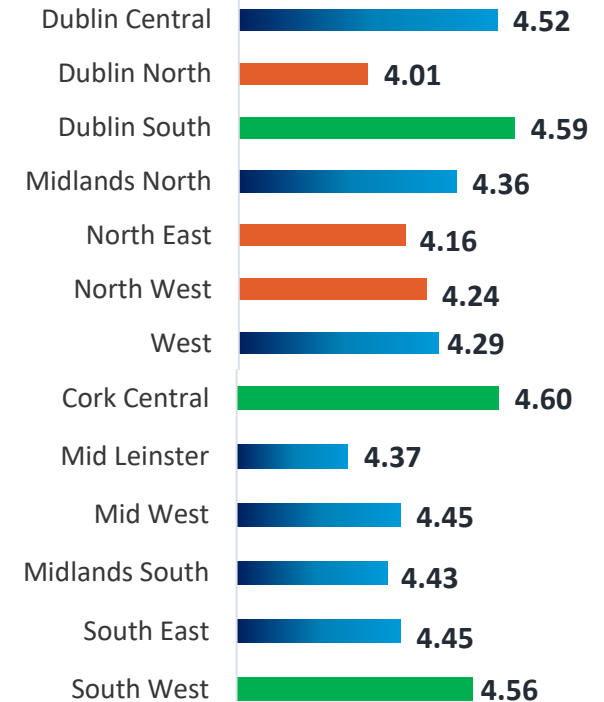
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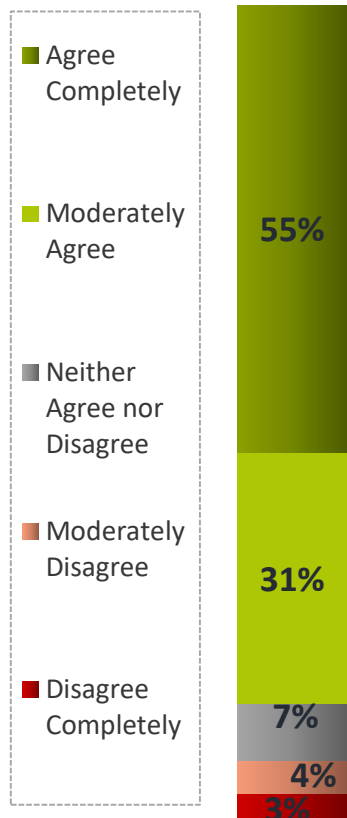
Regions



Orange: Lowest mean scores
Green: Highest mean scores

Level of agreement with - Travelling to the office of the JobPath service provider is easy

Nearly nine in ten agree that travel to the office is easy



Mean – 4.32

Base = 2003

Gender



Age



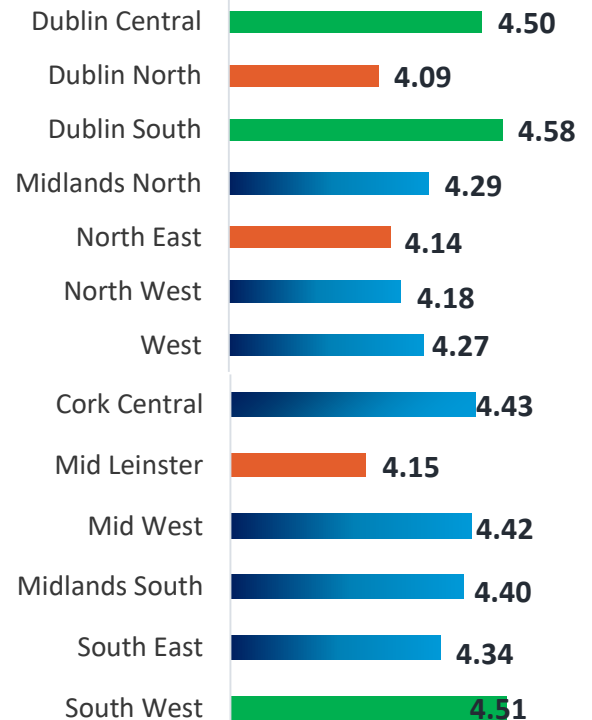
Nationality



Duration



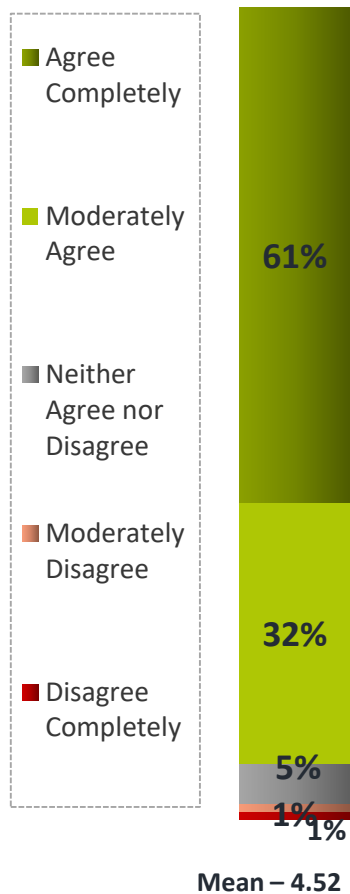
Regions



■ Lowest mean scores
■ Highest mean scores

Level of agreement with - The office of the JobPath service provider is bright and airy and a nice place to be

Majority (over 90%) agree that the offices are nice places to be



Base = 2003

Gender



Age



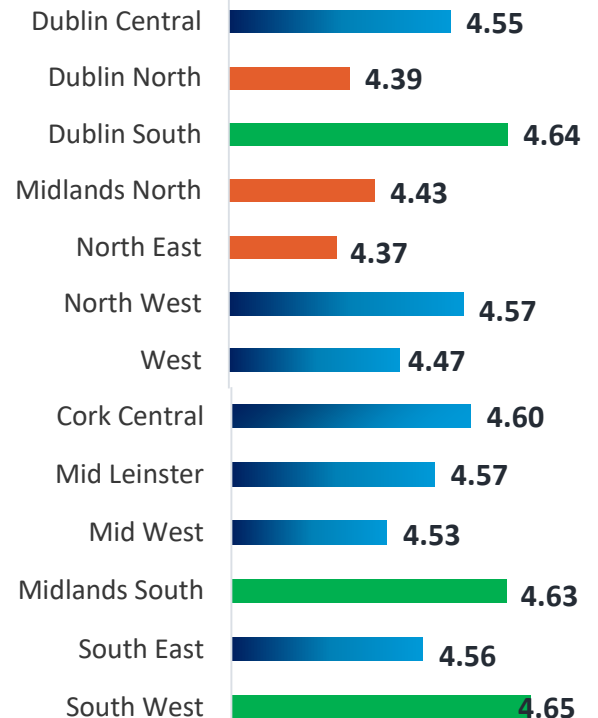
Nationality



Duration



Regions

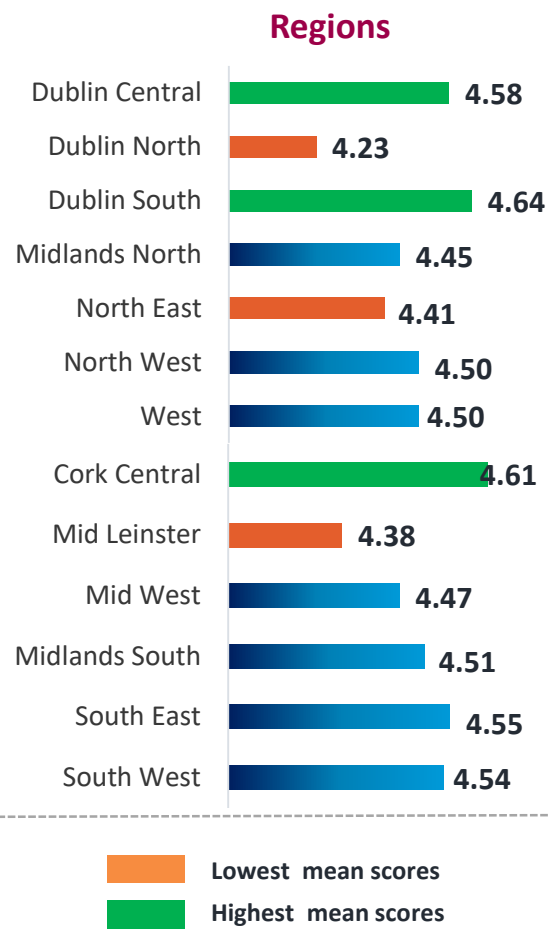
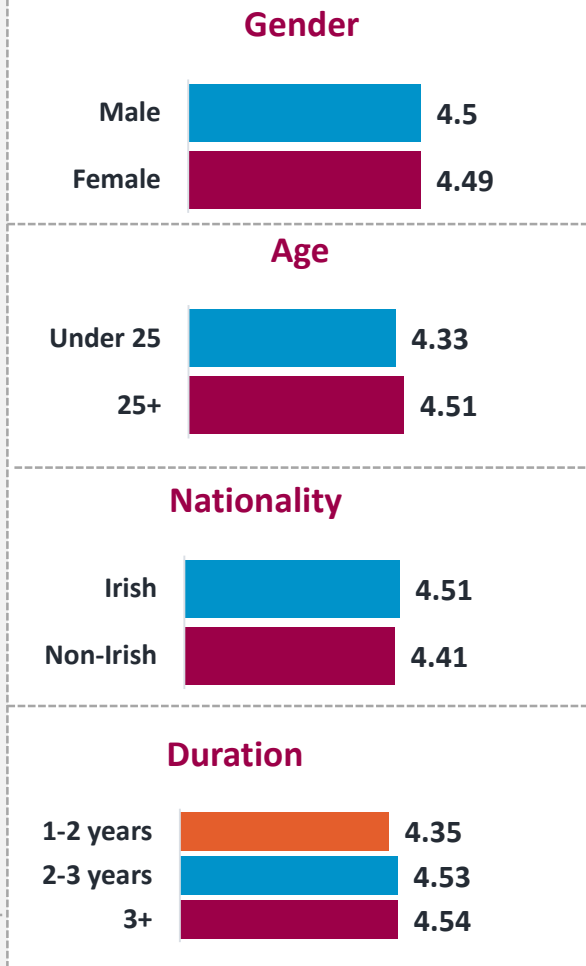
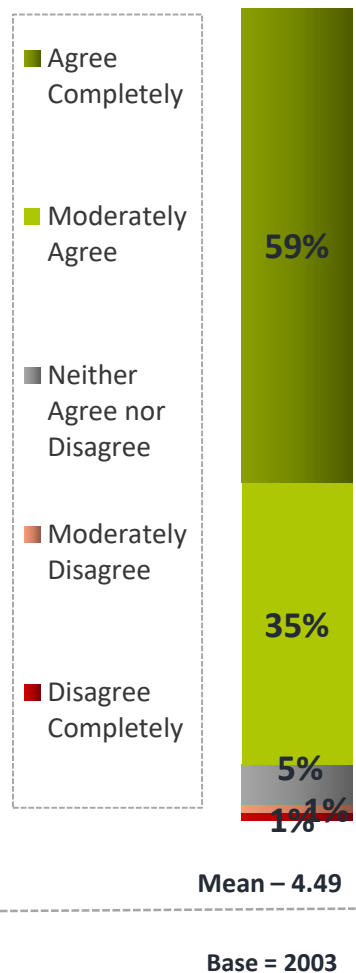


Orange: Lowest mean scores
Green: Highest mean scores

Staff

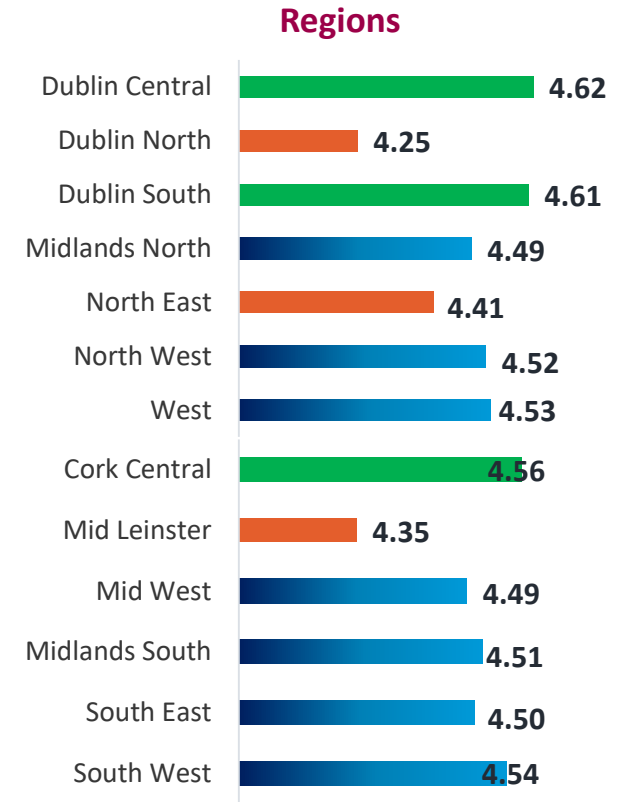
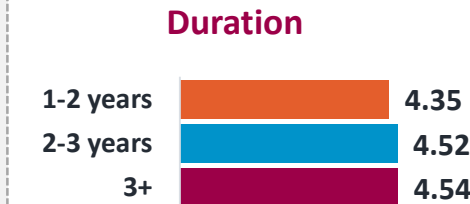
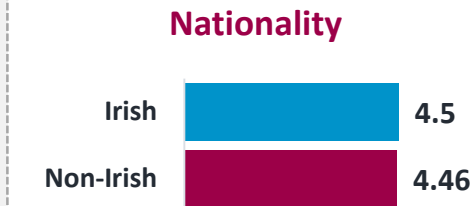
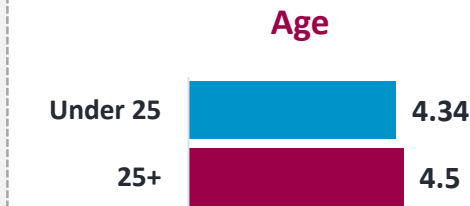
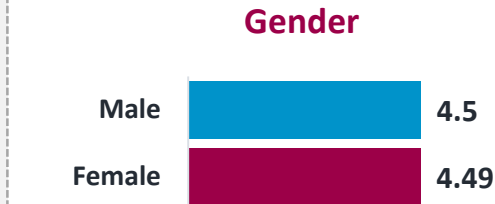
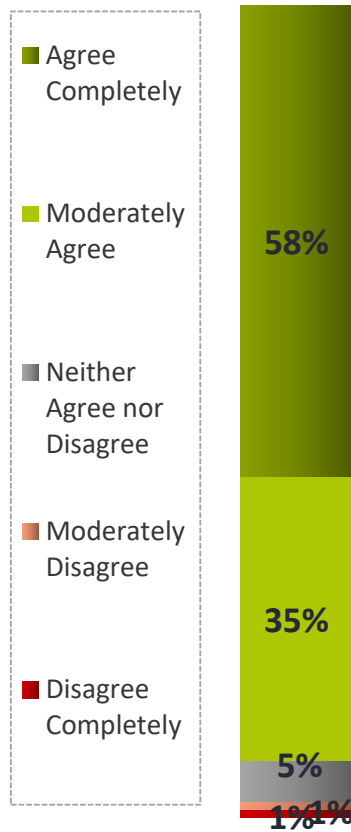
Level of agreement with – Greeted in a friendly manner

Over 90% of JobPath clients agree that they were greeted in a friendly manner



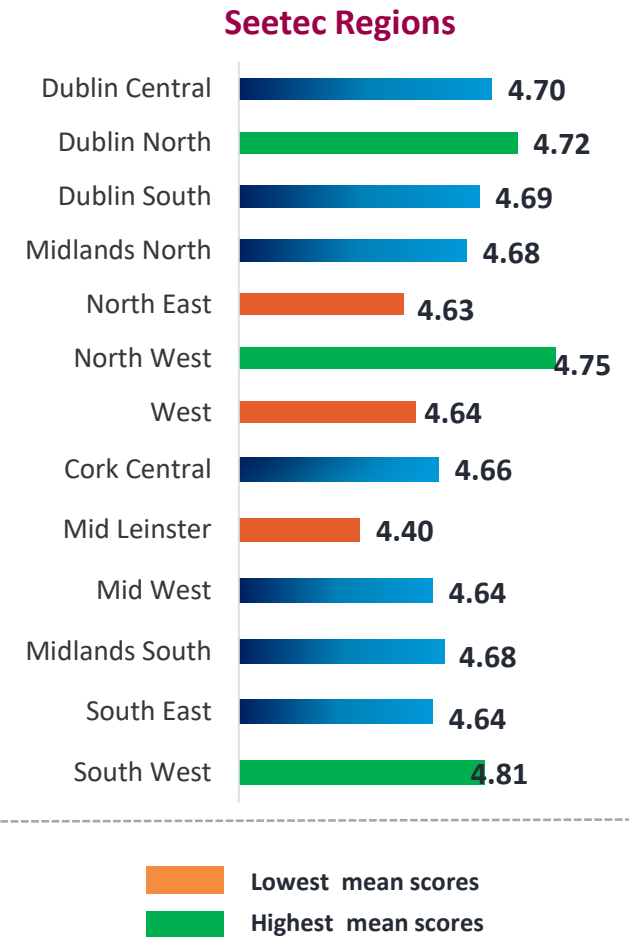
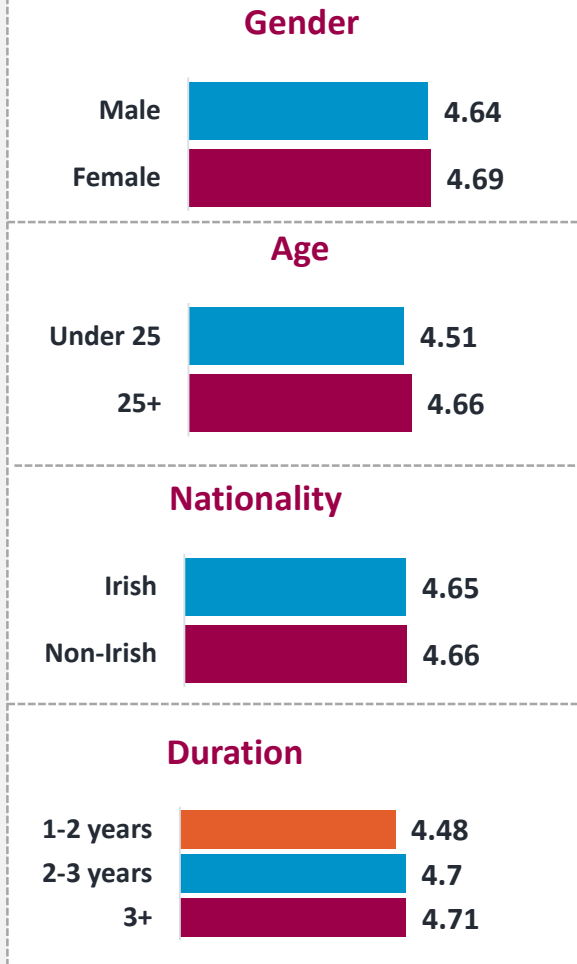
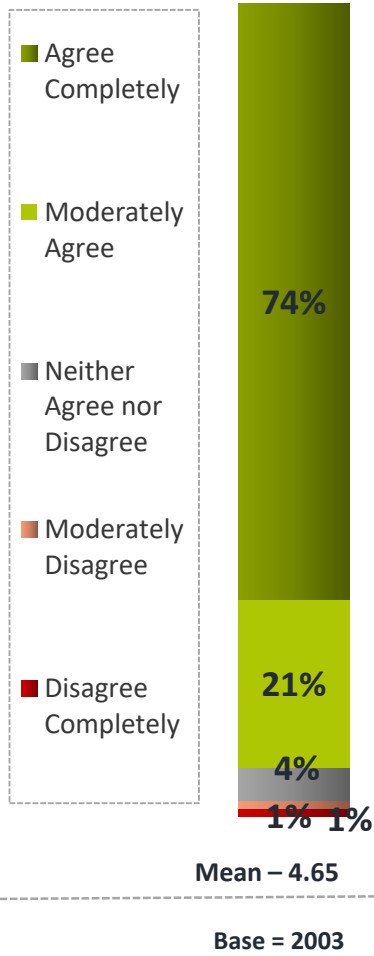
Level of agreement with – Seen in a reasonable time for pre-arranged meeting

Majority agree that they were seen in a reasonable time for the meeting



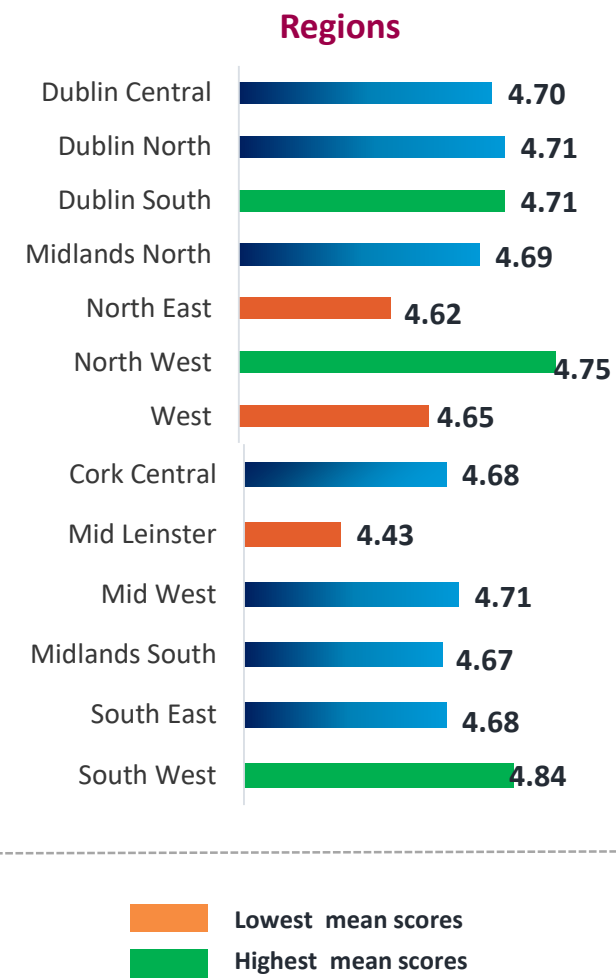
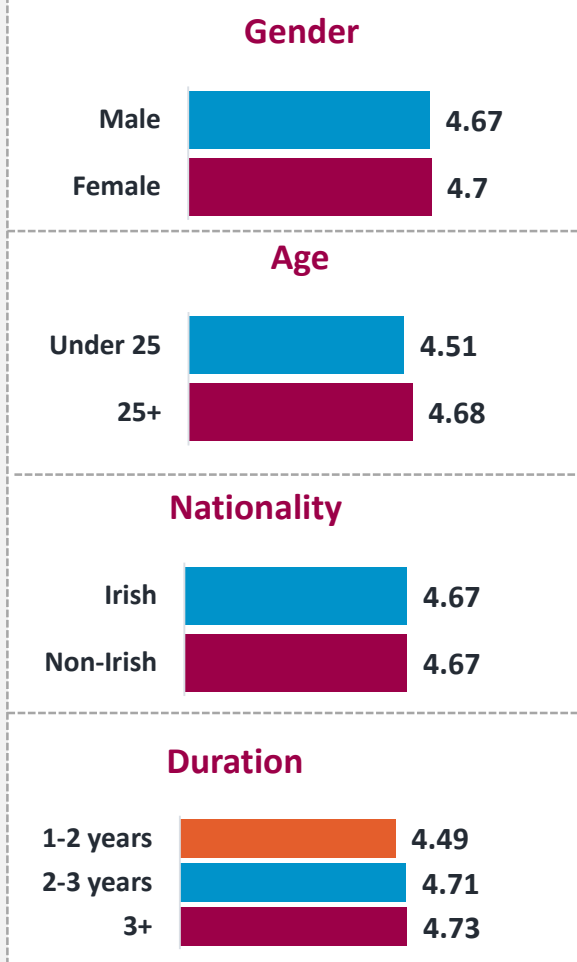
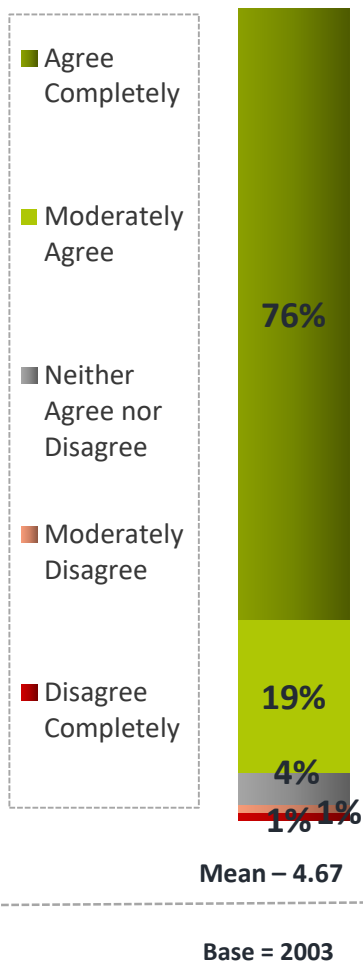
Level of agreement with – Staff make me feel valued

Most (95%) agree that staff make them feel valued



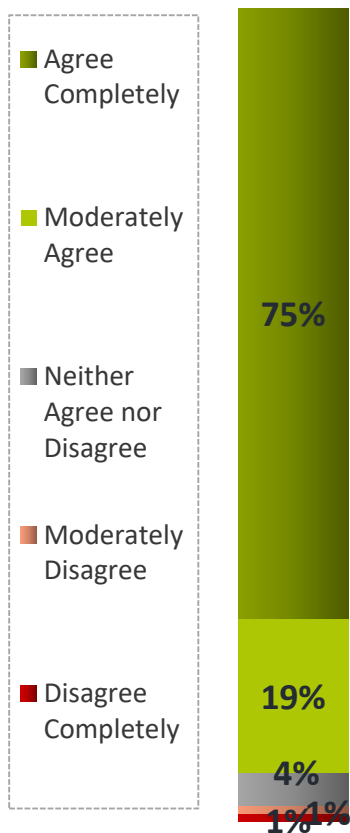
Level of agreement with – Staff try their best for me

Staff are rated very strongly as doing their best for JobPath clients



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

Overall majority agree that staff are good at their jobs



Mean – 4.66

Base = 2003

Gender



Age



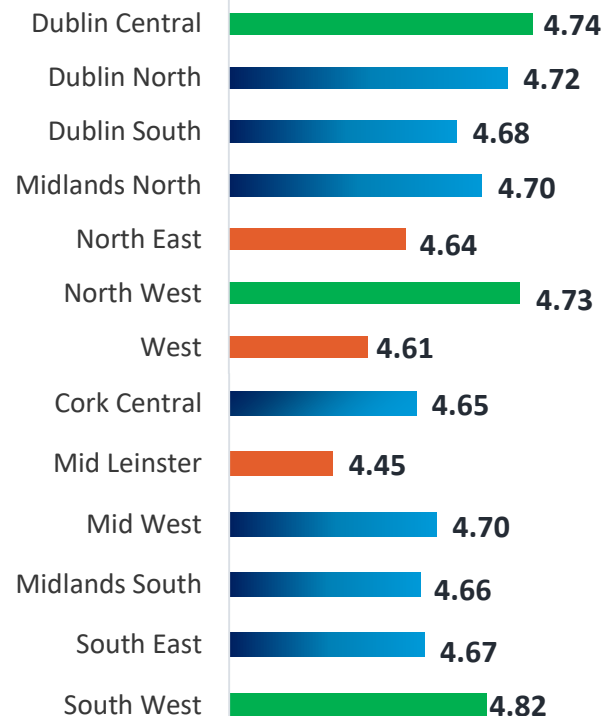
Nationality



Duration



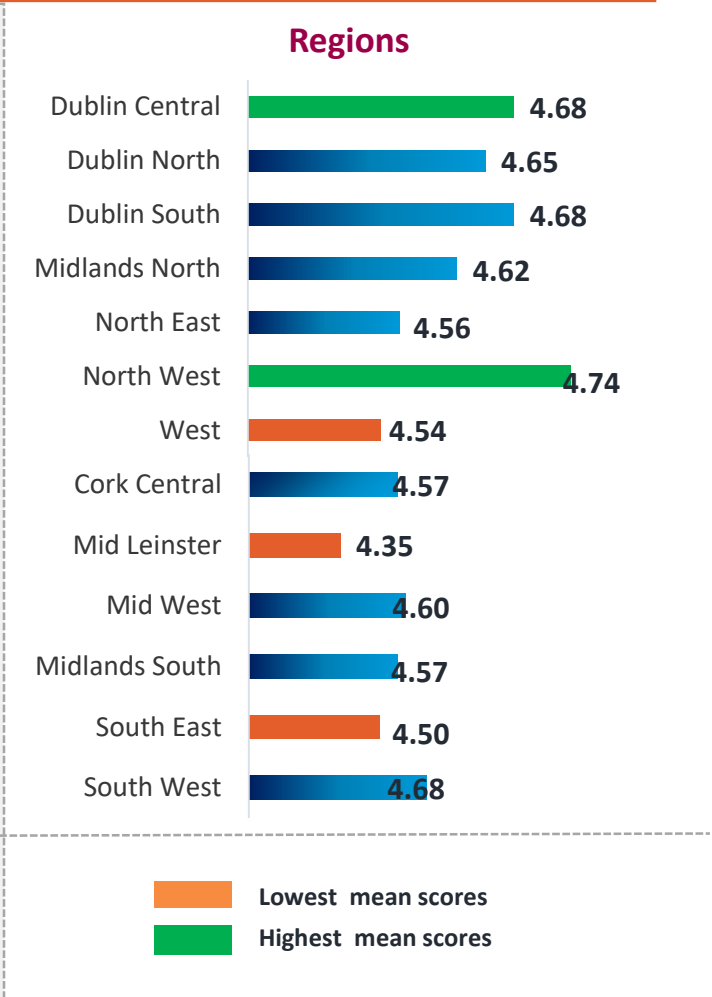
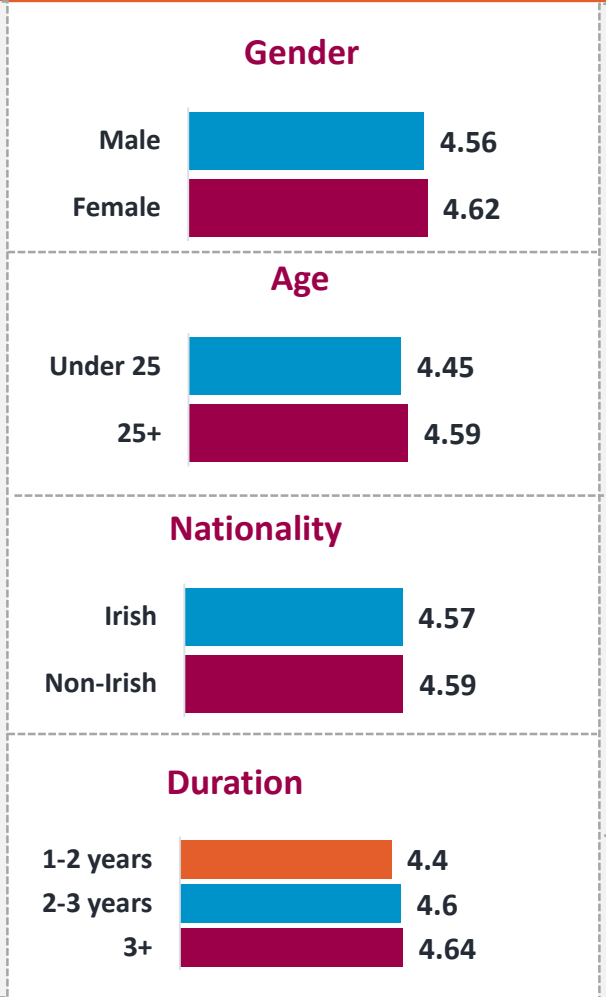
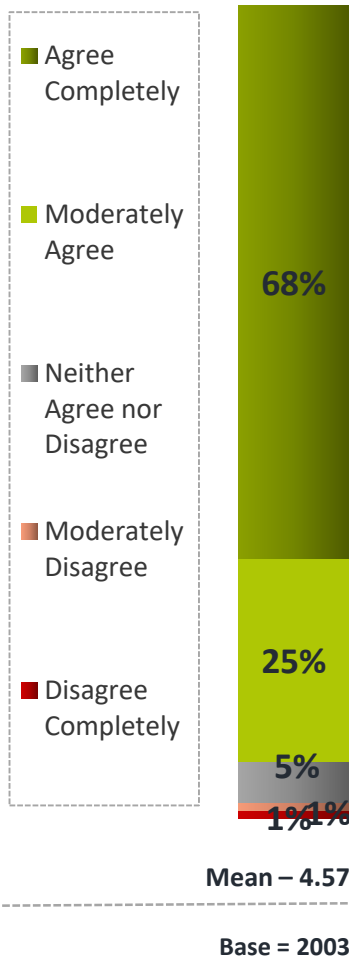
Regions



Orange: Lowest mean scores
Green: Highest mean scores

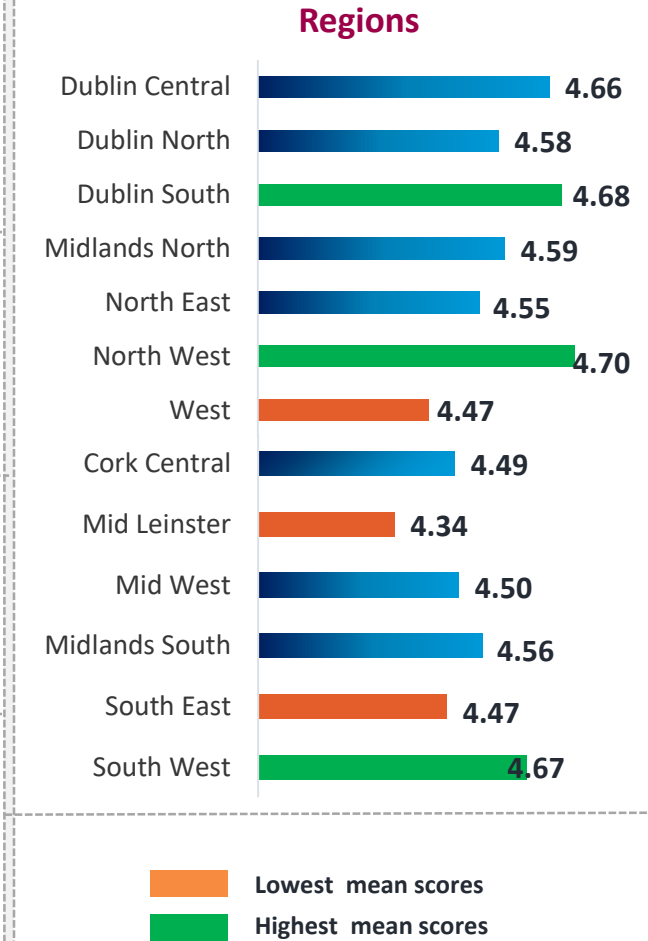
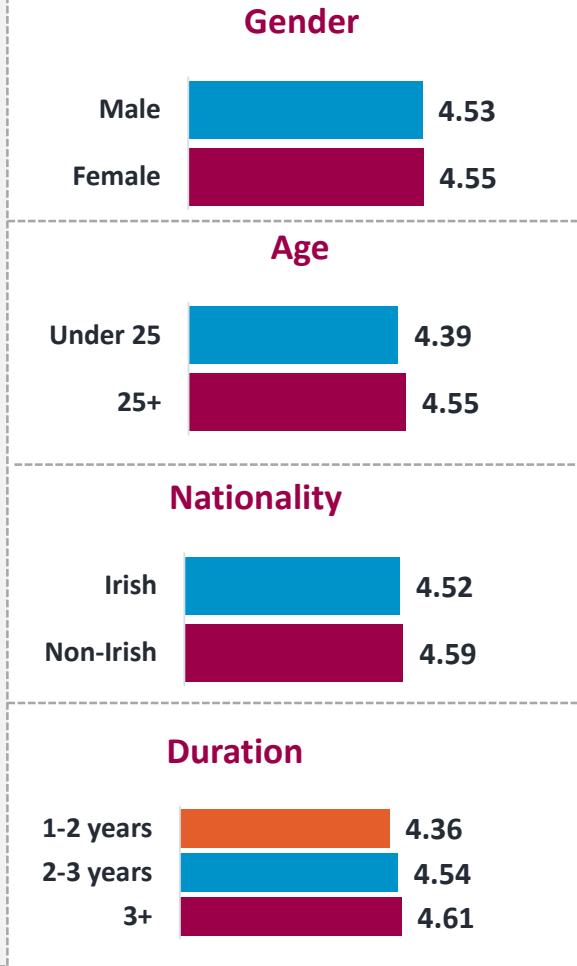
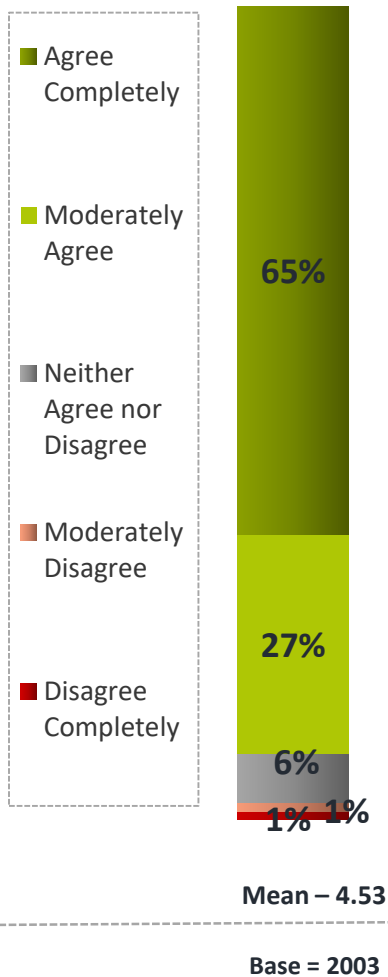
Level of agreement with – Have a good working relationship with my personal advisor

JobPath clients have a good working relationship with their personal advisors



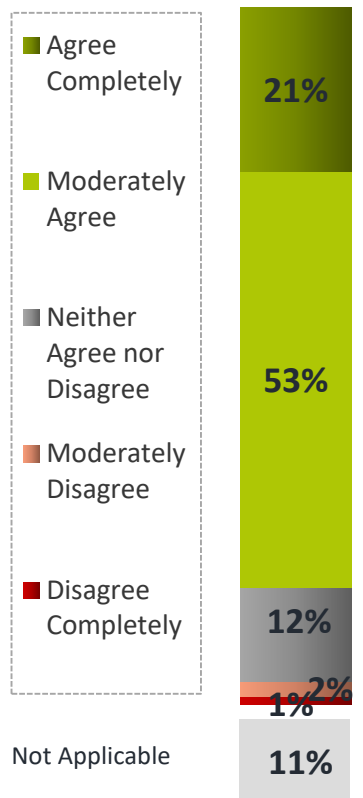
Level of agreement with – Can contact my personal advisor when need to

Most JobPath clients agree that they can contact their personal advisors when need to



Services

Level of agreement with – Had a good understanding of the service being offered after the first group session *Slightly more considered scores re: Understanding imparted by first group session*



Mean – 4.03

Base = 2003

Gender



Age



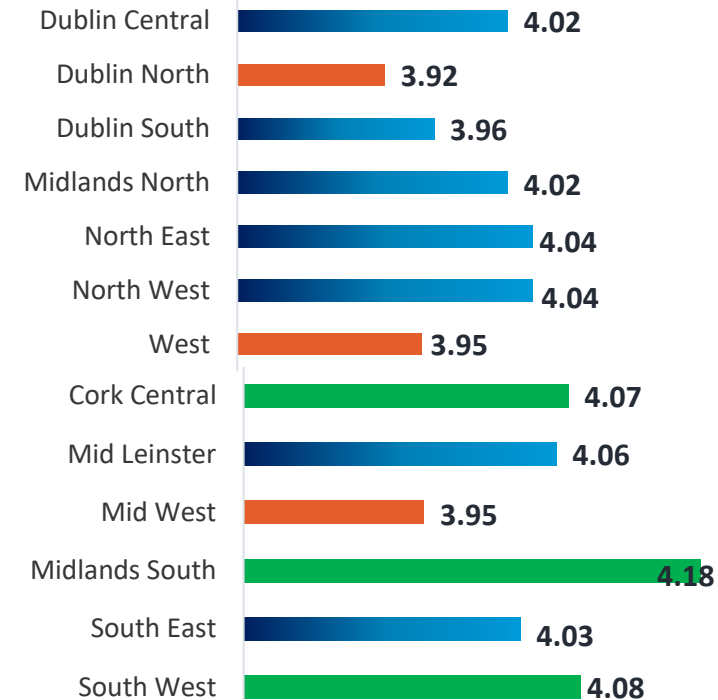
Nationality



Duration



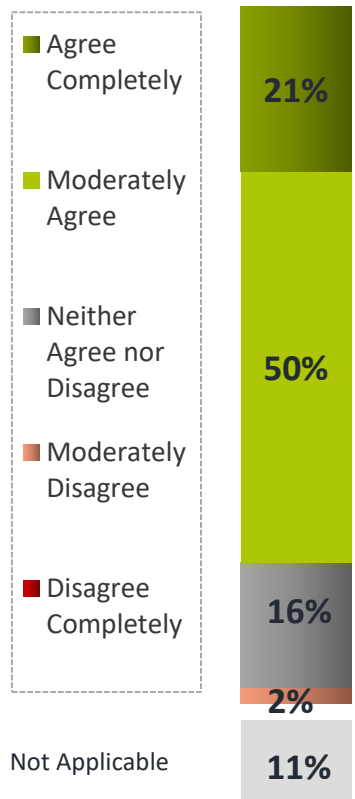
Regions



Orange bar: Lowest mean scores
Green bar: Highest mean scores

Level of agreement with – The first meeting with personal advisor was organised within two weeks of the group session

71% of JobPath clients agreed that the first meeting with personal advisor was organised within two weeks of the group session



Mean – 4.00

Base = 2003

Gender



Age



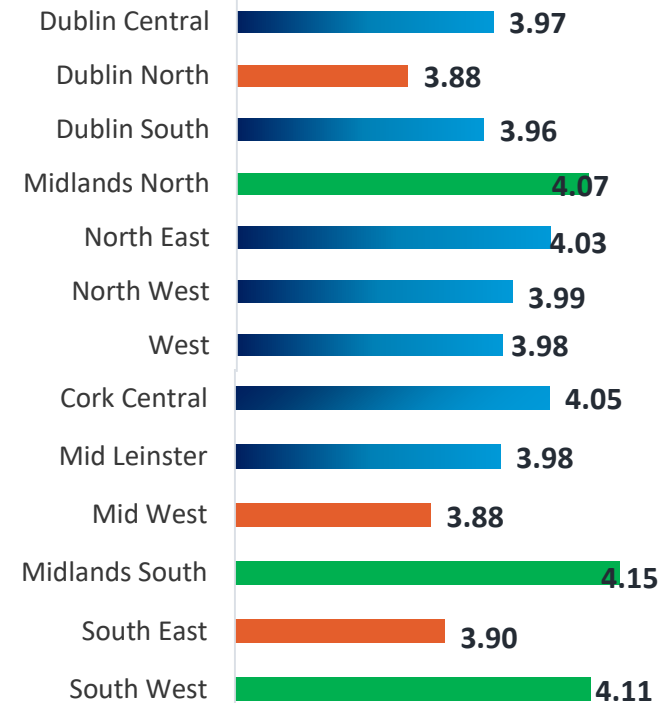
Nationality



Duration



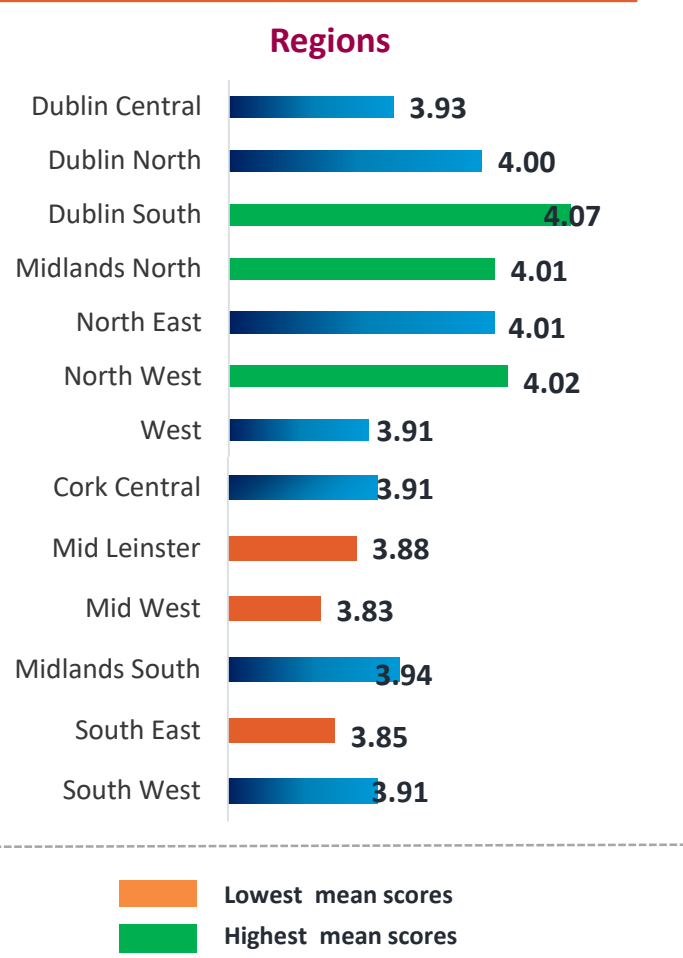
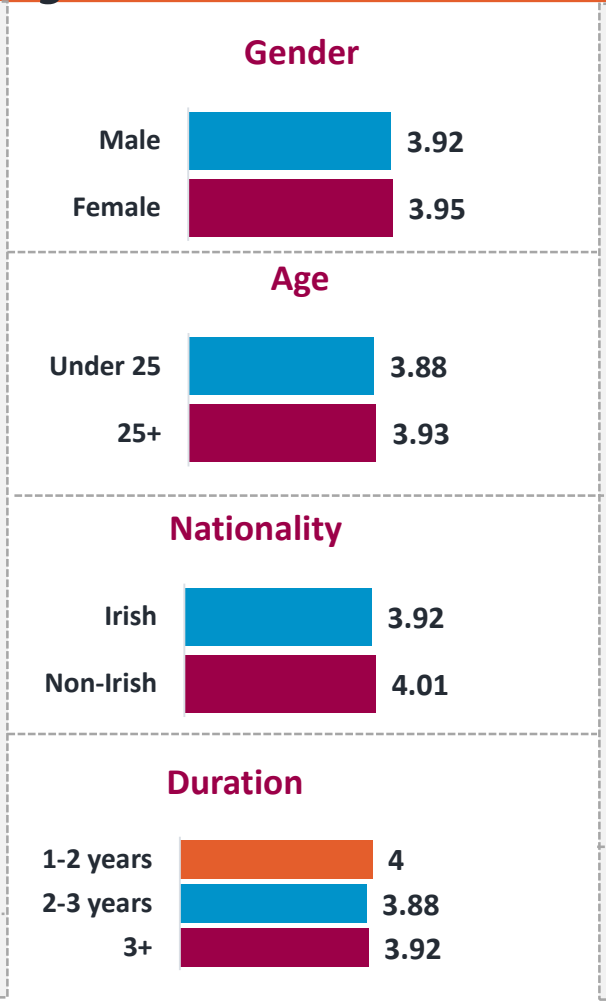
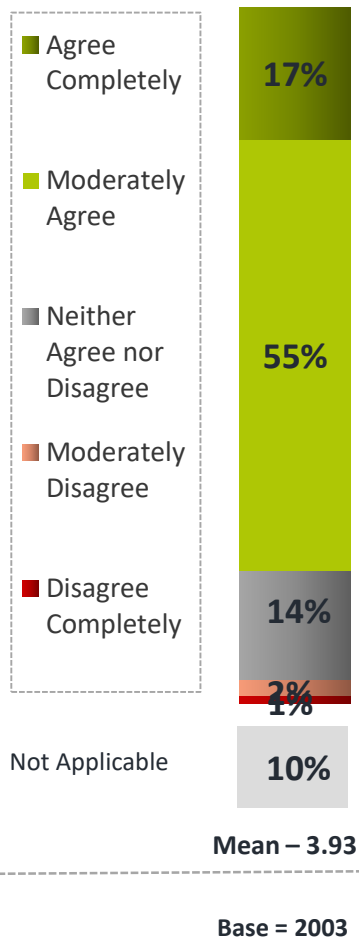
Regions



■ Lowest mean scores
■ Highest mean scores

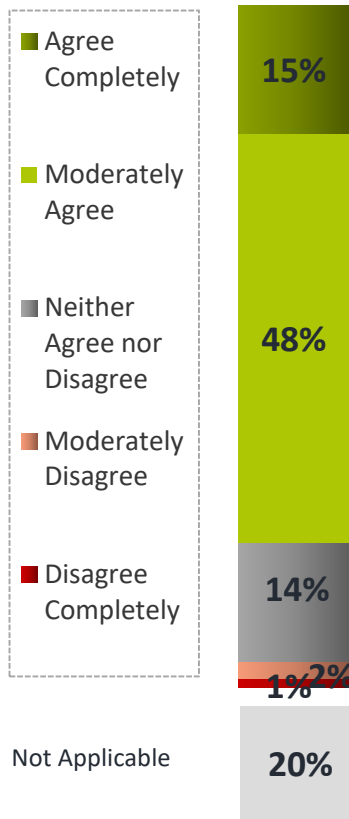
Level of agreement with – Personal advisor helped to develop a personal progression plan to set goals and focus on finding a job

Most agree that their personal advisor helped them develop a personal progression plan and set goals



Level of agreement with – The training/courses were of good quality

Of those who attended training course the majority rated them quite well. One in five claimed not to attend



Mean – 3.91

Base = 2003

Gender



Age



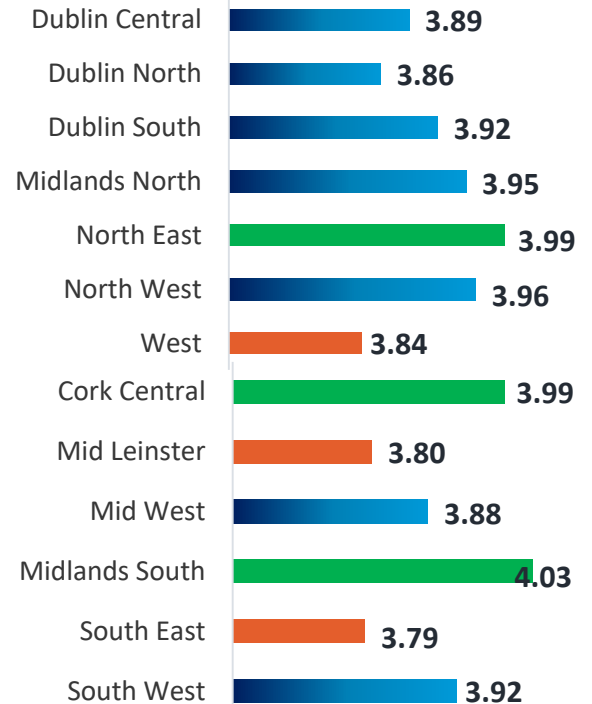
Nationality



Duration



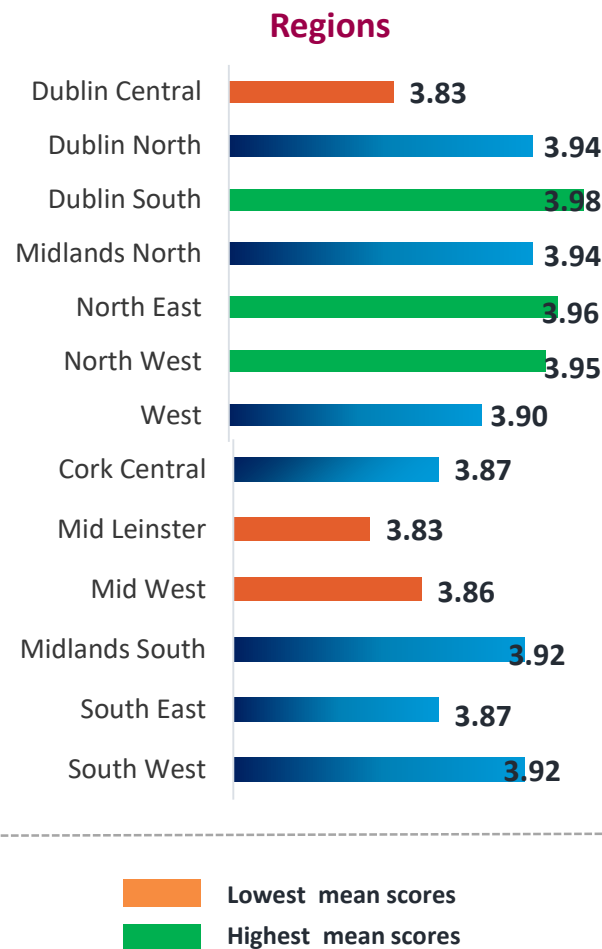
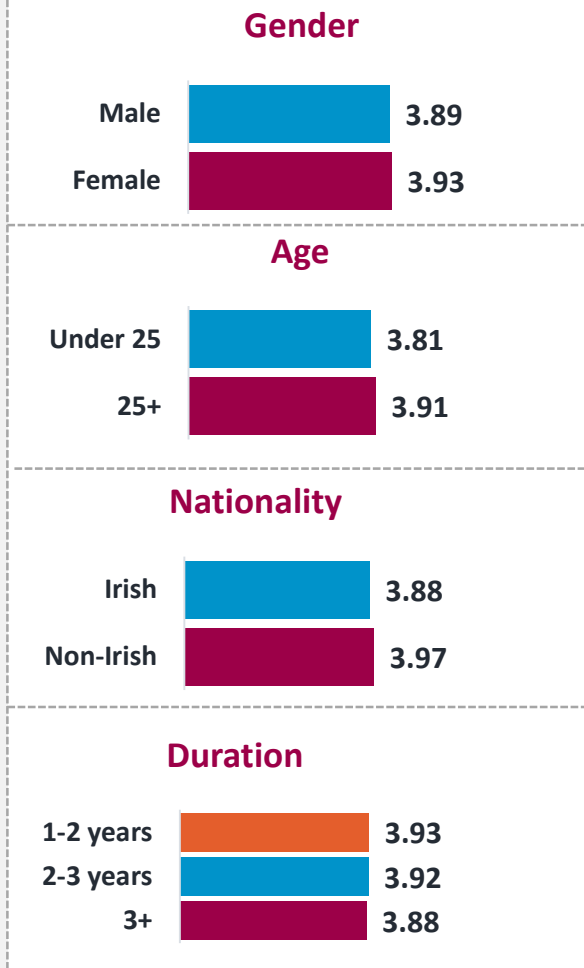
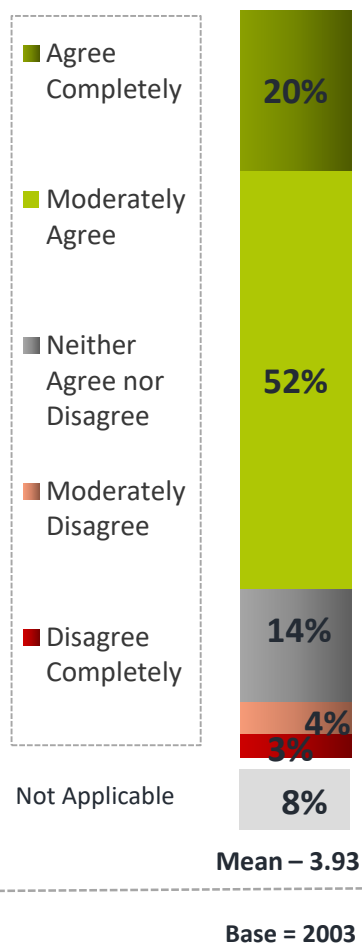
Regions



Orange: Lowest mean scores
Green: Highest mean scores

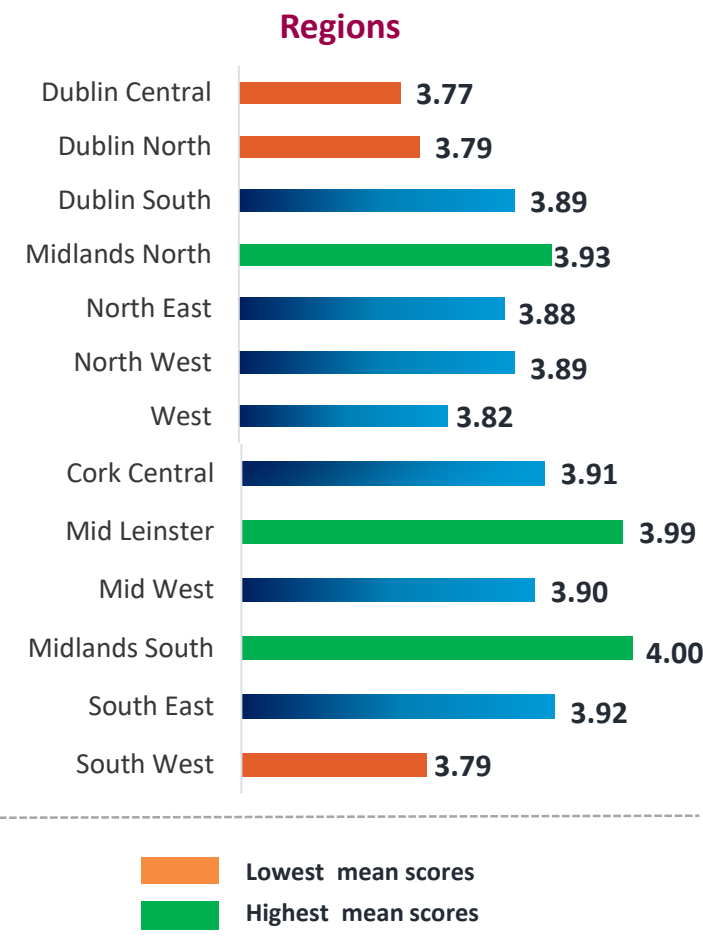
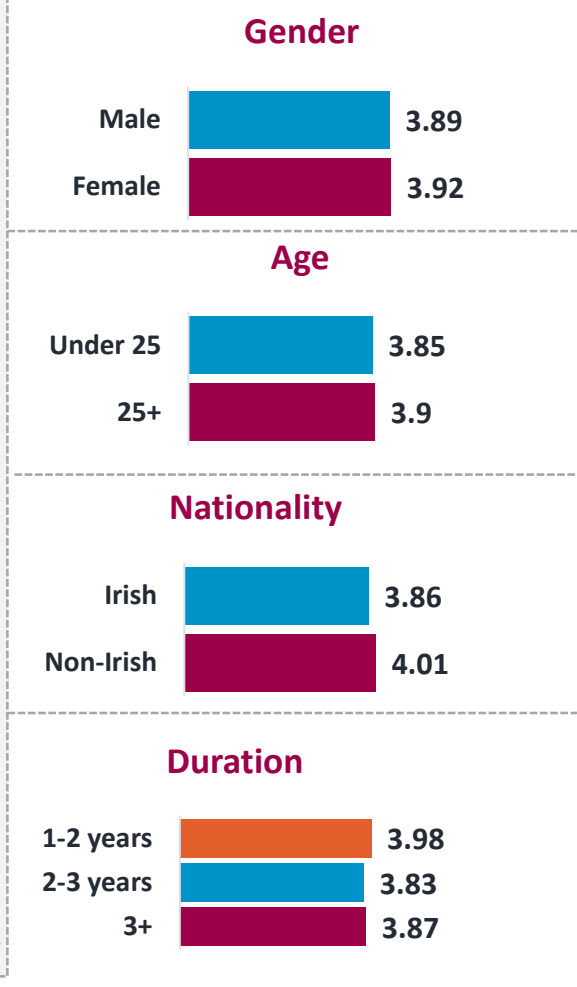
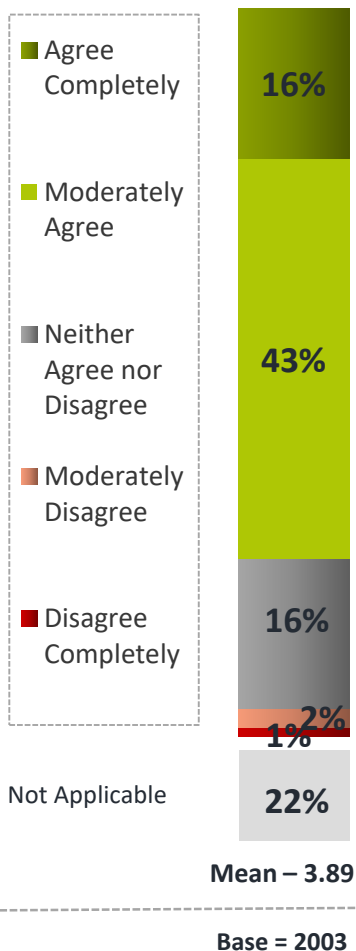
Level of agreement with – Helped me improve my prospects in getting a job

Most (72%) agree that JobPath providers have improved their prospects in getting a job



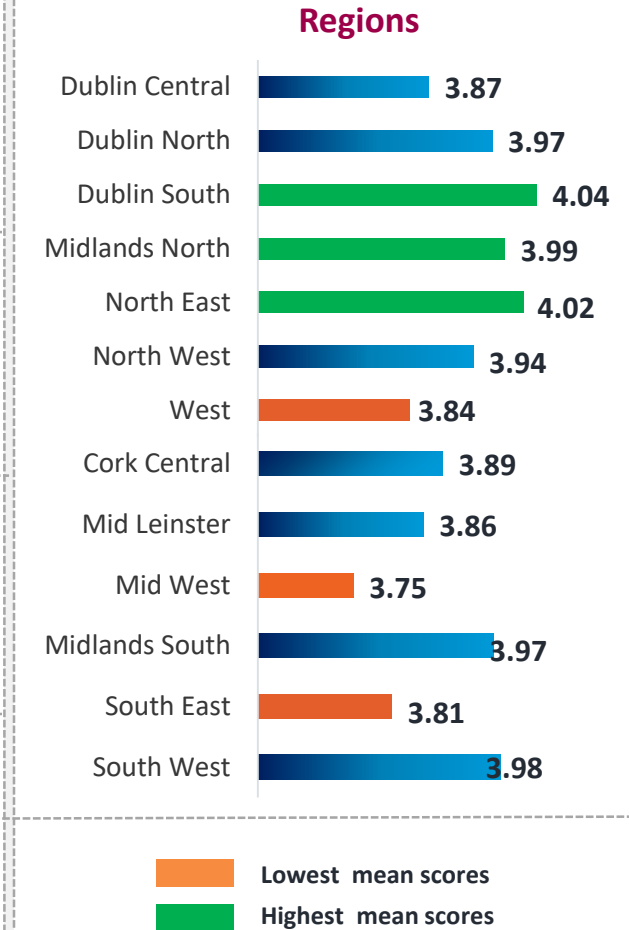
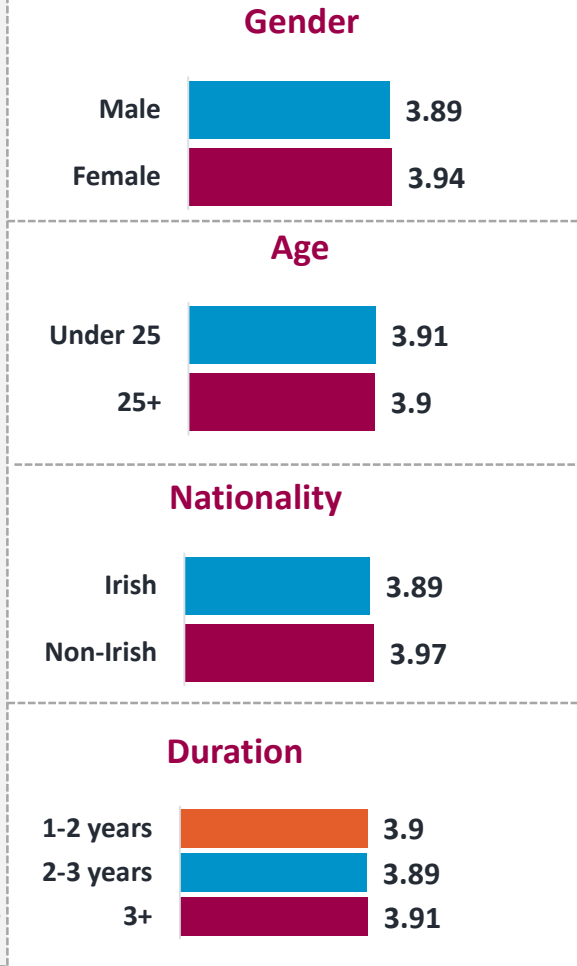
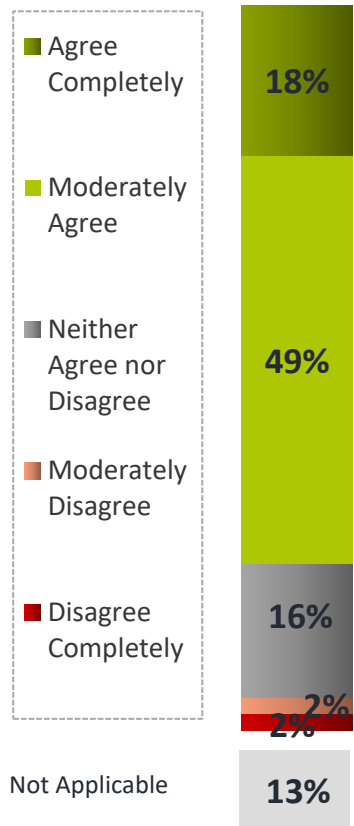
Level of agreement with – Easy to access online services

More than half (59%) JobPath clients agreed that it's easy to access online services



Level of agreement with – Personal advisor helped choose the right training

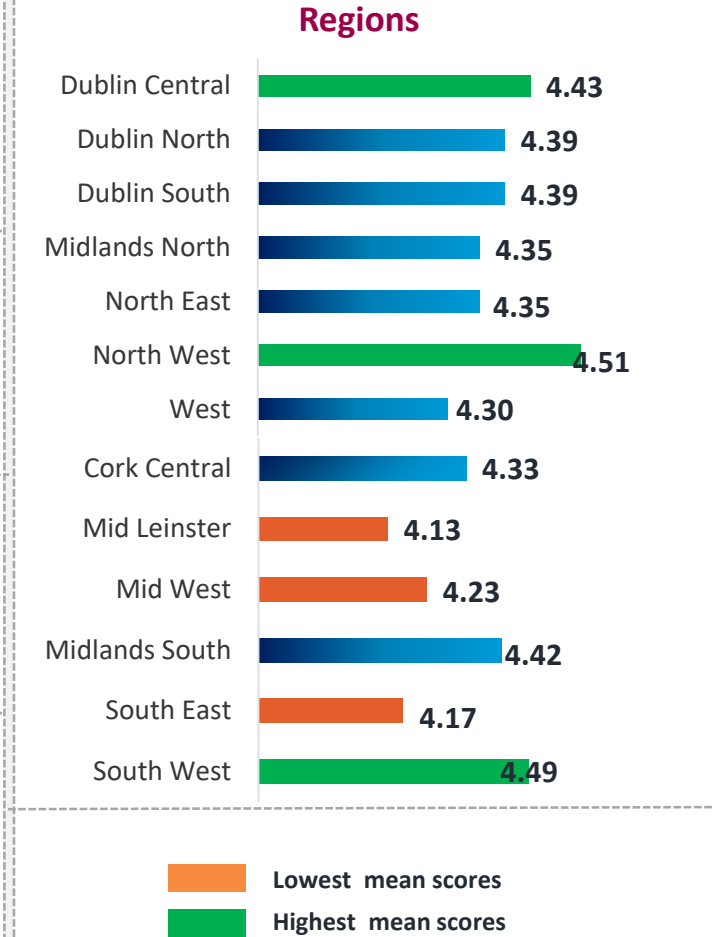
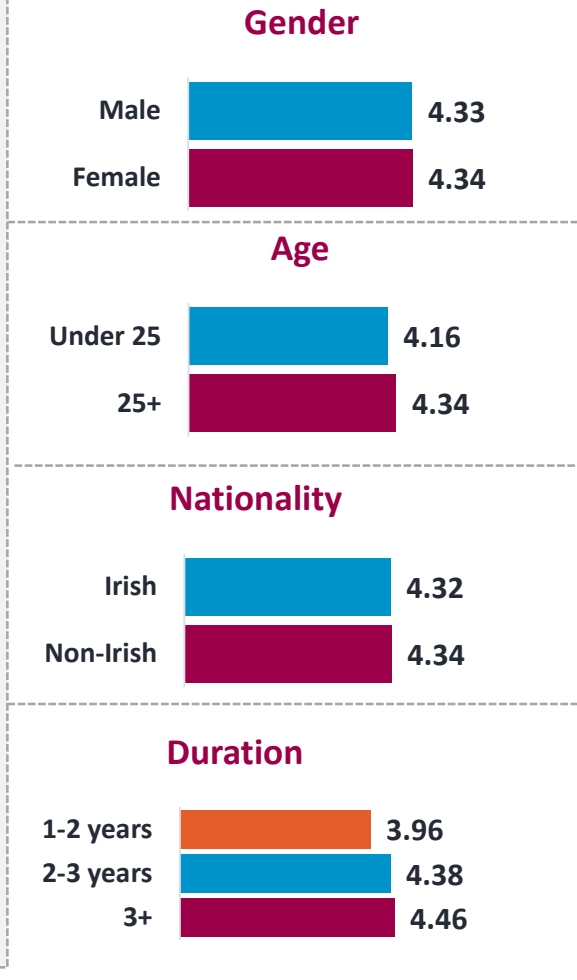
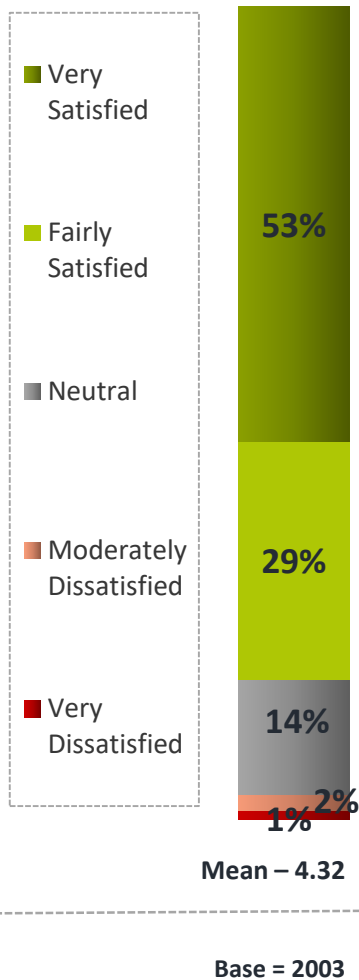
Nearly seven in ten agree that personal advisor helped them choose the right training



Processes

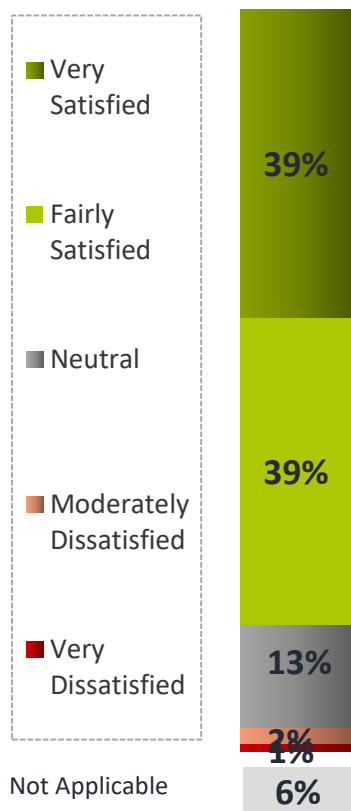
Level of satisfaction with – The one-to-one meetings with personal advisor

Eight in ten were satisfied with the one-to-one meeting with personal advisor



Level of satisfaction with – The drop in service

Almost eight in ten across providers were satisfied with the drop in service



Mean – 4.21

Base = 2003

Gender



Age



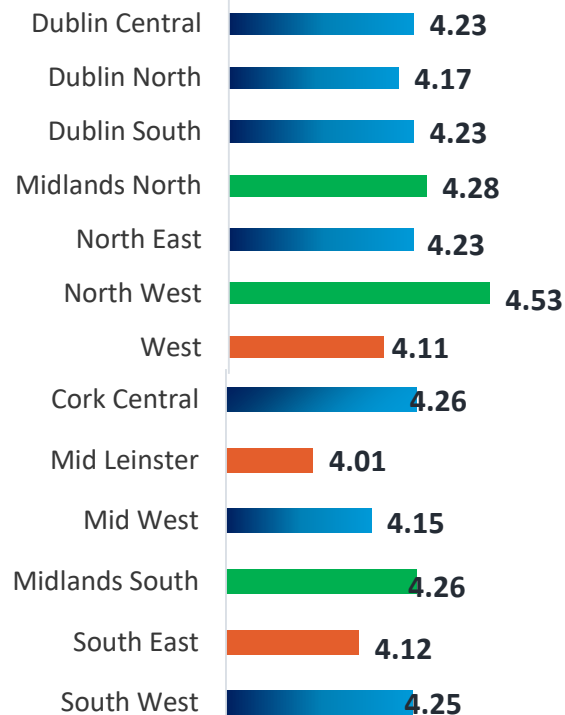
Nationality



Duration



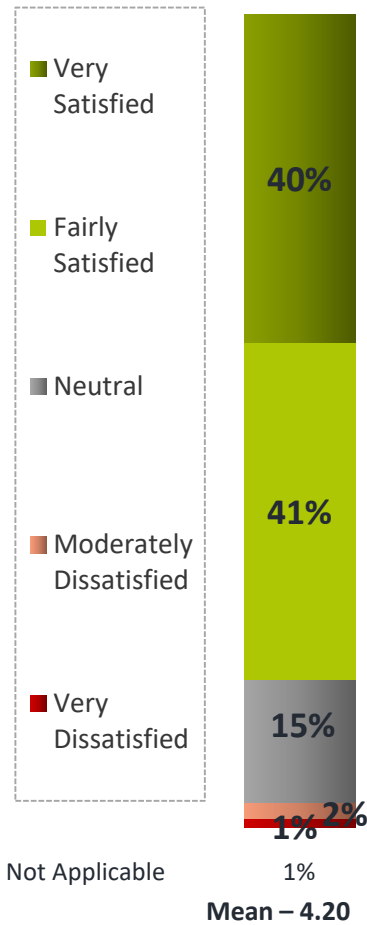
Regions



■ Lowest mean scores
■ Highest mean scores

Level of satisfaction with – The job search facilities (online, local ads, support from personal advisor)

Most clients were satisfied with the job search facilities



Base = 2003

Gender



Age



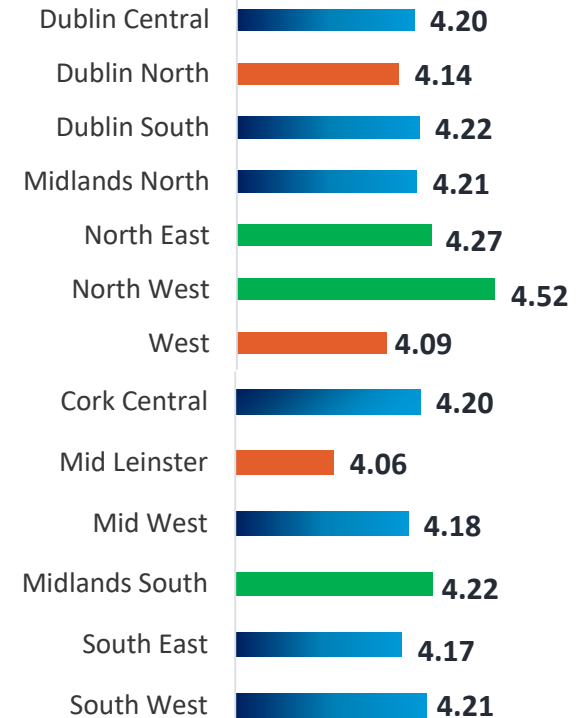
Nationality



Duration



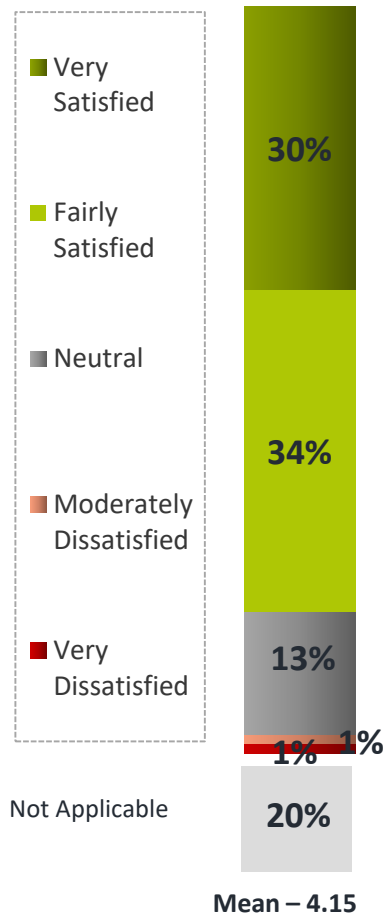
Regions



Orange: Lowest mean scores
Green: Highest mean scores

Level of satisfaction with – The online services provided by JobPath service providers

64% were satisfied with the online services



Base = 2003

Gender



Age



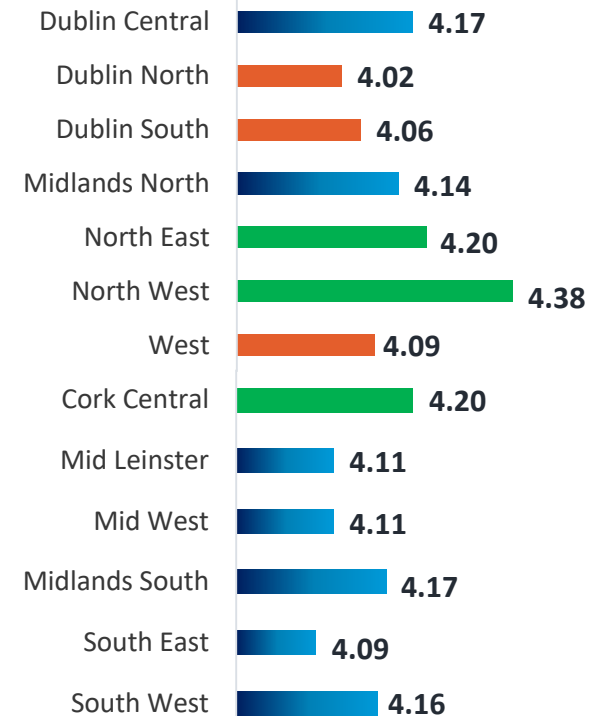
Nationality



Duration



Regions

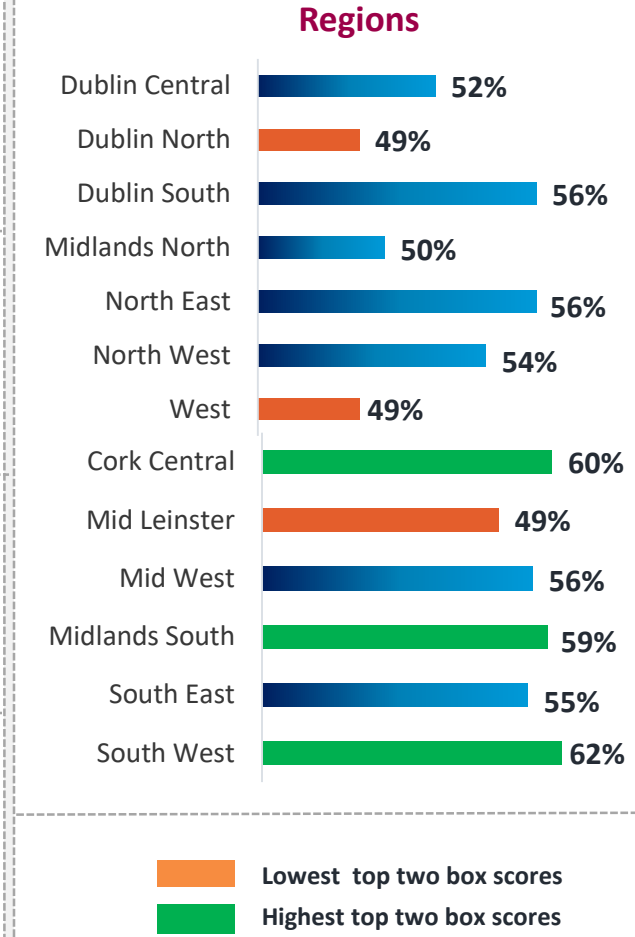
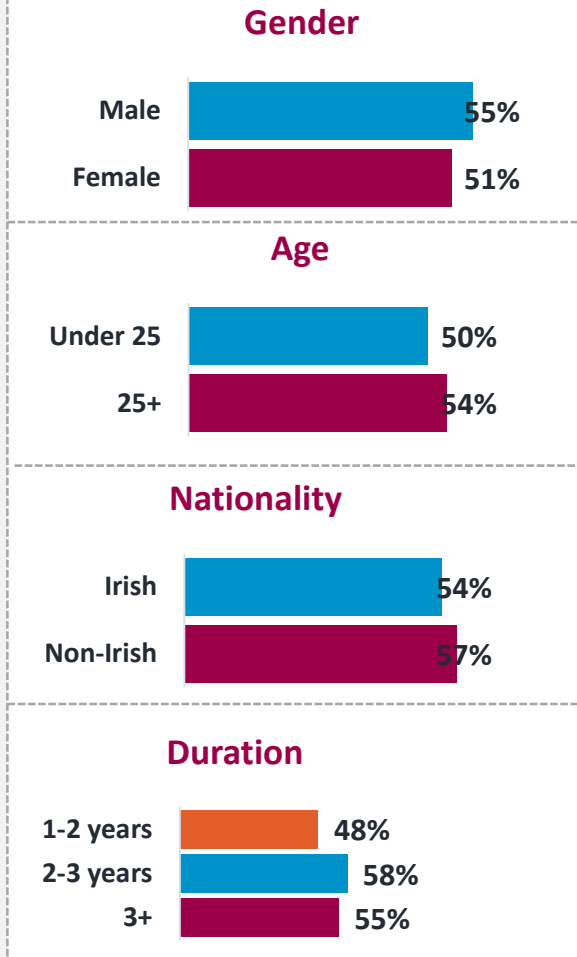
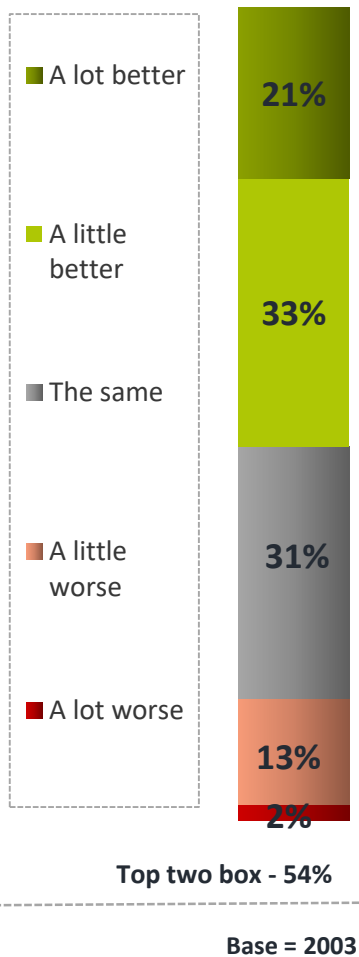


Lowest mean scores (Orange)
Highest mean scores (Green)

Comparison to Intreo

JobPath employment services compared to those provided directly by Intreo centre/Branch office– top two box

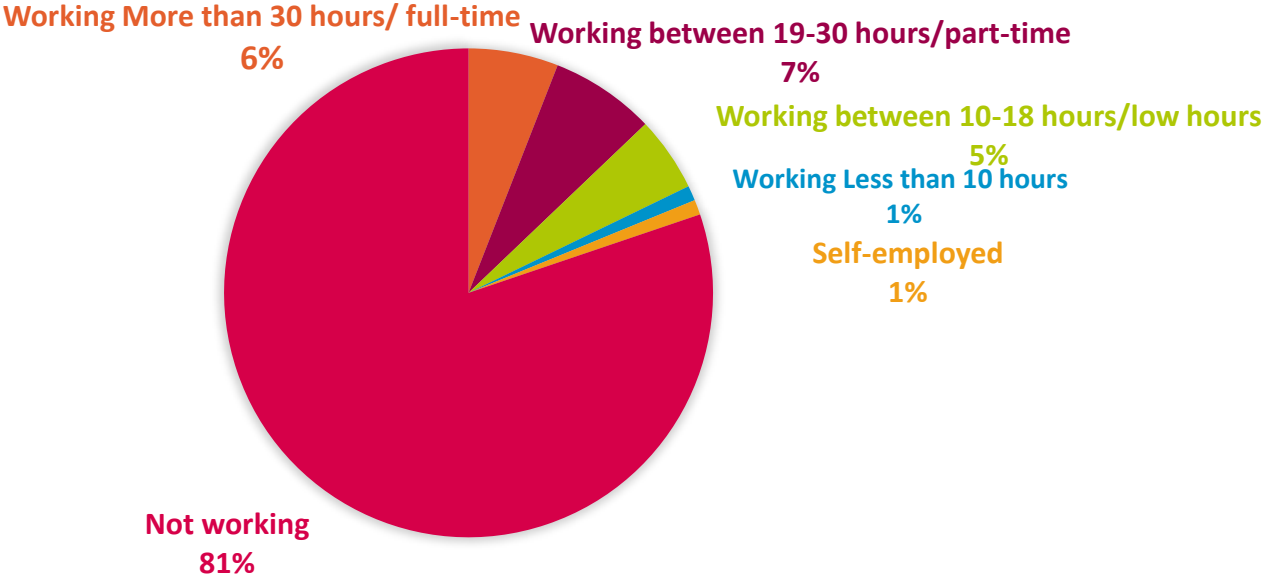
Slightly more than half claim that JobPath employment services are better as compared to those provided directly by Intreo centre/Branch office



Performance re: continuing contact

Employment status

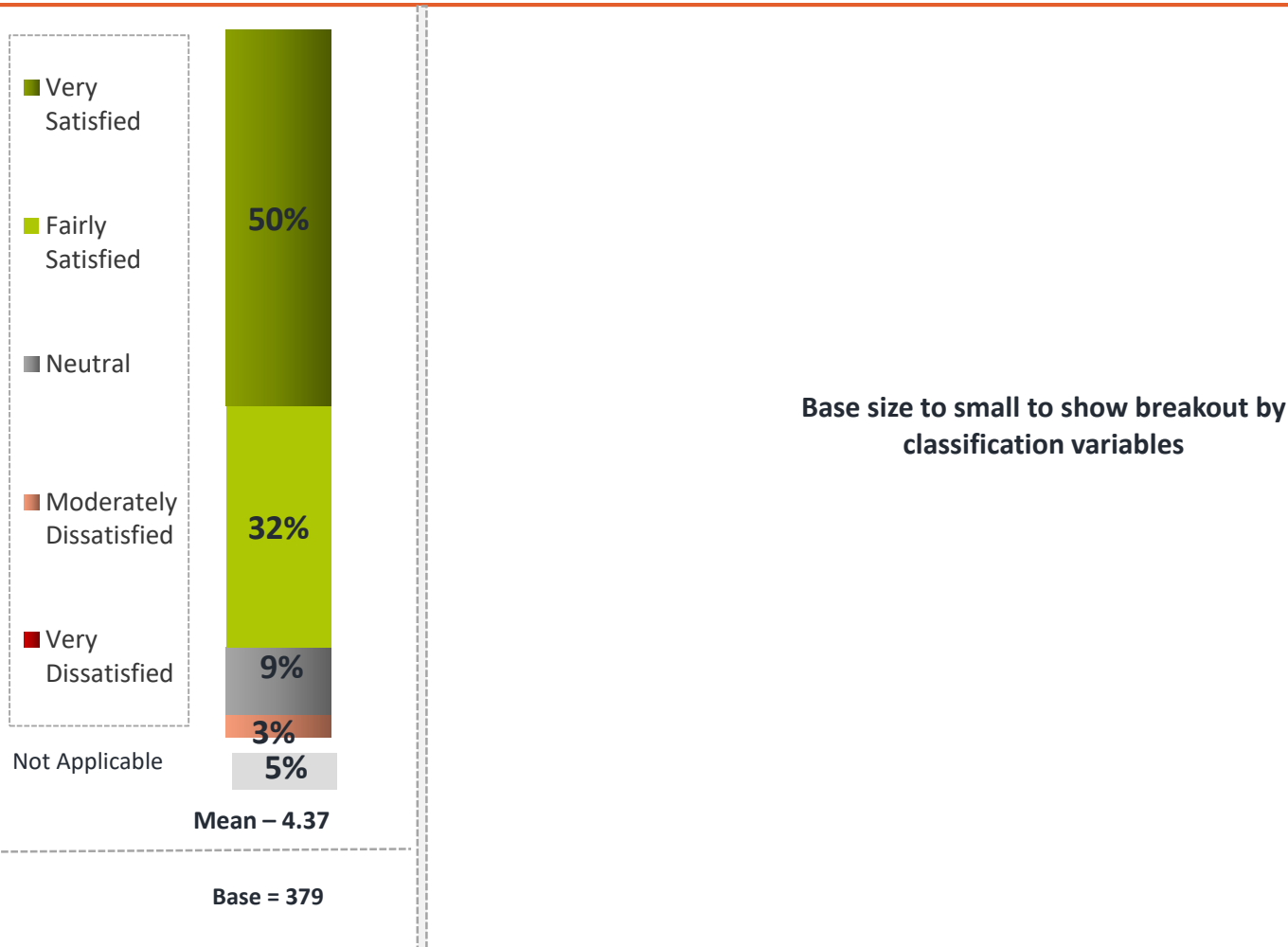
The majority of JobPath clients are not working



Employment Status	Percentage
Working more than 30 hours/full-time	6%
Working between 19-30 hours/part-time	7%
Working between 10-18 hours/low hours	5%
Working Less than 10 hours	1%
Self-employed	1%
Not working	81%

Level of satisfaction with – Continuing contact with personal advisor

Majority clients were satisfied with the continuing contact with their personal advisor (Base: all those in work)



Verbatims

Suggestions for improvement



Illustrative Verbatims: Suggestions for improvement

Services	Processes	Office Issues	Staff	Communication
<p>More courses for professionals and feels they could partner bigger companies</p> <p>Need a child minder/ can't afford to pay</p> <p>More variety courses</p> <p>More work with companies for internships</p> <p>The services were a waste of time at my age as I felt uncomfortable</p> <p>Should be more job opportunities and more various types of training</p> <p>More help with English</p>	<p>Not happy with the services. I did not have enough one to one meetings, and could not get through to my case officer when I tried</p> <p>Target people that are out of work long term</p> <p>There are too many people in the meetings. I am further behind with technology than others in the meeting</p> <p>They push you onto any old job/ not in your best interest</p> <p>Found it hard to claim back petrol money</p> <p>Advisor has 140 people!!! No time for each person.</p>	<p>Faster internet required in office</p> <p>Privacy is important</p> <p>More accessible to remote areas</p> <p>Better location. Not in town. Carpark is a problem</p> <p>Very happy with the services. The only the issue was that there should be centres locally as I have a far distance to travel to get to the centre</p> <p>Bigger office, more computers</p>	<p>Staff should be more approachable</p> <p>Staff could not have been more nice and helpful</p> <p>Very unhappy with the services experienced. The man leading the group was very intimidating</p> <p>Should have staff who look after clients who want to be self employed business owners</p> <p>Had a couple of bad experiences with the service. A lot of the staff were not understanding of certain circumstances</p> <p>Staff should be better trained</p>	<p>Appointments seem threatening according to letters. Should be phrased better</p> <p>More communication between staff and clients</p> <p>A lot of advertised jobs have already been taken but they continue to be advertised</p> <p>More communication between social welfare and CMD</p> <p>If people are sick/ don't call or send letters</p> <p>Better communication</p>

