



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

Jobseeker satisfaction with public offices research *(October 2017, Phone)*

08/12/2017



Powering customer experience

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Introduction

Dept. of Employment Affairs and Social Protection want to track satisfaction with Intreo centre / Branch 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 office
- Satisfaction with Intreo / Branch offices
- Satisfaction with Intreo / Branch Staff
- Satisfaction with Intreo / Branch services
- Satisfaction with Intreo / Branch processes

The Sample:

A representative sample of jobseekers in terms of DEASP region, jobseeker type, gender, office type and office type (Intreo or Branch) are interviewed **over the telephone**

	Sample Size	Fieldwork dates
2017	1014	17/10/2017 – 02/11/2017
2016	1171	03/10/2016 - 01/11/2016
2015	1010	14/10/2015 - 23/10/2015

Sample Breakdown

	2015	2016	2017
Gender			
Male	603 (60%)	719 (61%)	621 (61%)
Female	407 (40%)	452 (39%)	393 (39%)
Age			
Under 25	187 (19%)	220 (19%)	140 (14%)
25+	823 (81%)	951 (81%)	874 (86%)
Jobseeker Type			
Short term	769 (76%)	890 (76%)	704 (69%)
Long term	241 (24%)	281 (24%)	310 (31%)
Office Type			
Branch Office	233 (23%)	281 (24%)	268 (26%)
Intreo Office	777 (77%)	890 (76%)	746 (74%)

	2015	2016	2017
Region			
CORK CENTRAL	81 (8%)	132 (11%)	69 (7%)
DUBLIN CENTRAL	117 (12%)	211 (18%)	131 (13%)
DUBLIN SOUTH-MID LEINSTER	131 (13%)	159 (14%)	125 (12%)
DUBLIN NORTH	99 (10%)	142 (12%)	114 (11%)
MIDLANDS	76 (8%)	60 (5%)	62 (6%)
MID-WEST	93 (9%)	100 (9%)	96 (9%)
NORTH-EAST	94 (9%)	78 (7%)	90 (9%)
NORTH-WEST	62 (6%)	58 (5%)	50 (5%)
SOUTH-EAST	112 (11%)	97 (8%)	101 (10%)
SOUTH-WEST	59 (6%)	76 (6%)	40 (4%)
WEST	86 (9%)	56 (5%)	136 (13%)

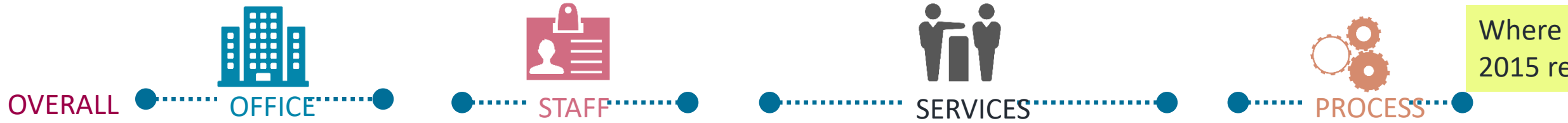
2016 Sample weighted to reflect known population proportions and matches 2015 sample.

Executive summary – Key messages

- Jobseekers give a **very positive** assessment of Intreo and branch offices in 2017.
- Scores have bounced back from a dip in 2016 and in most cases now **exceed scores given in 2015**, the inaugural year of the survey.
- At an average score of 4.39 out a possible top rating of 5.0 the **overall satisfaction scores is very high**.
- Jobseekers are especially more positive in their **rating of staff** with average ratings at 4.72 vs 4.38 in 2016. Staff are rated as friendlier, more welcoming, communicating that they value jobseekers and most importantly are more likely to be rated as good at their jobs and doing the best for job seekers.
- Good news also is that one of the key improvements this year is jobseekers belief that the interaction with the Intreo/branch office has **improved their prospects of getting job**. The average rating has increased from 3.87 in 2016 to 4.39.
- There has also been a very strong **increase in satisfaction with the first visit** with higher numbers claiming they had a good understanding of the process following the first visit and that overall they were more satisfied with this part of the journey.
- Just half of all jobseekers gave a suggestion for improvement , perhaps not surprising given the high level of satisfaction and indeed many complemented staff especially, at this juncture in the survey. **Suggestions given are very fragmented** with less than one in twenty agreeing on key theme for improvement. Most likely mentions are around **reducing queues, improving information flow to jobseekers as well as phone answering**. Interestingly a small minority also call for more helpful staff indicating staff performance can be a polarising aspect.

Results

Overview of performance

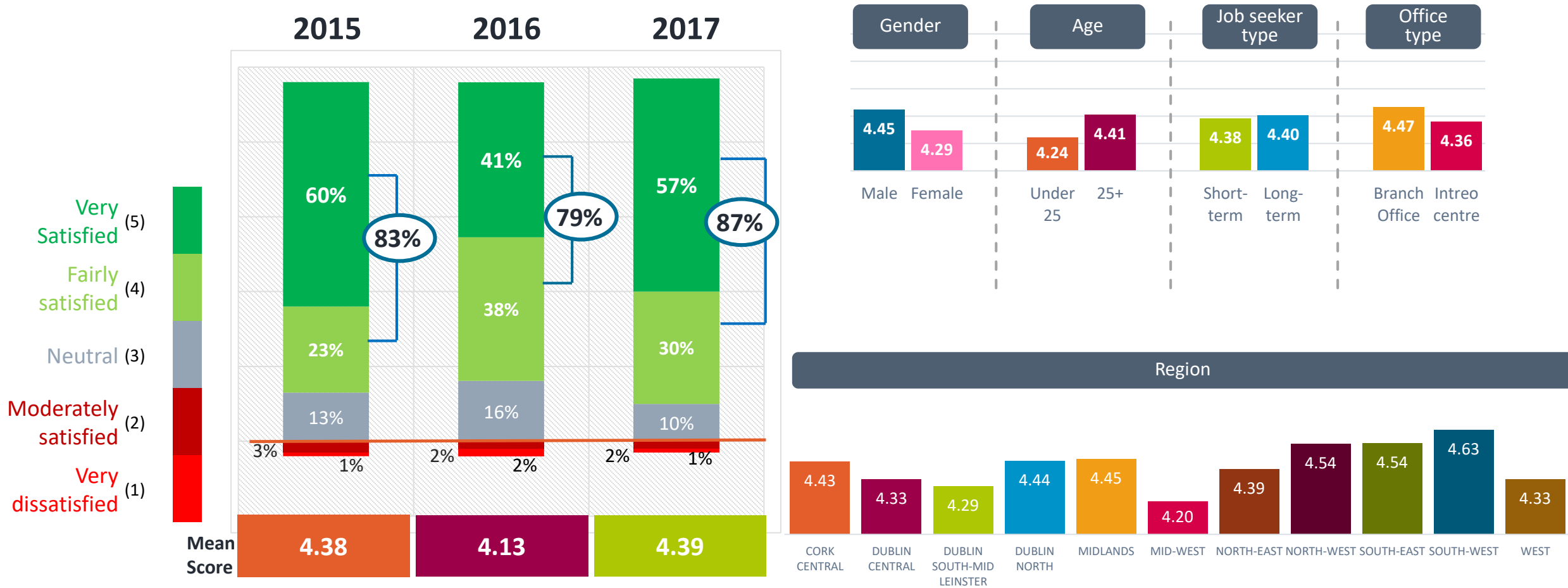


● 2015 ● 2016 ● 2017



Overall Satisfaction

Overall satisfaction has bounced back in 2017 to 2015 levels.

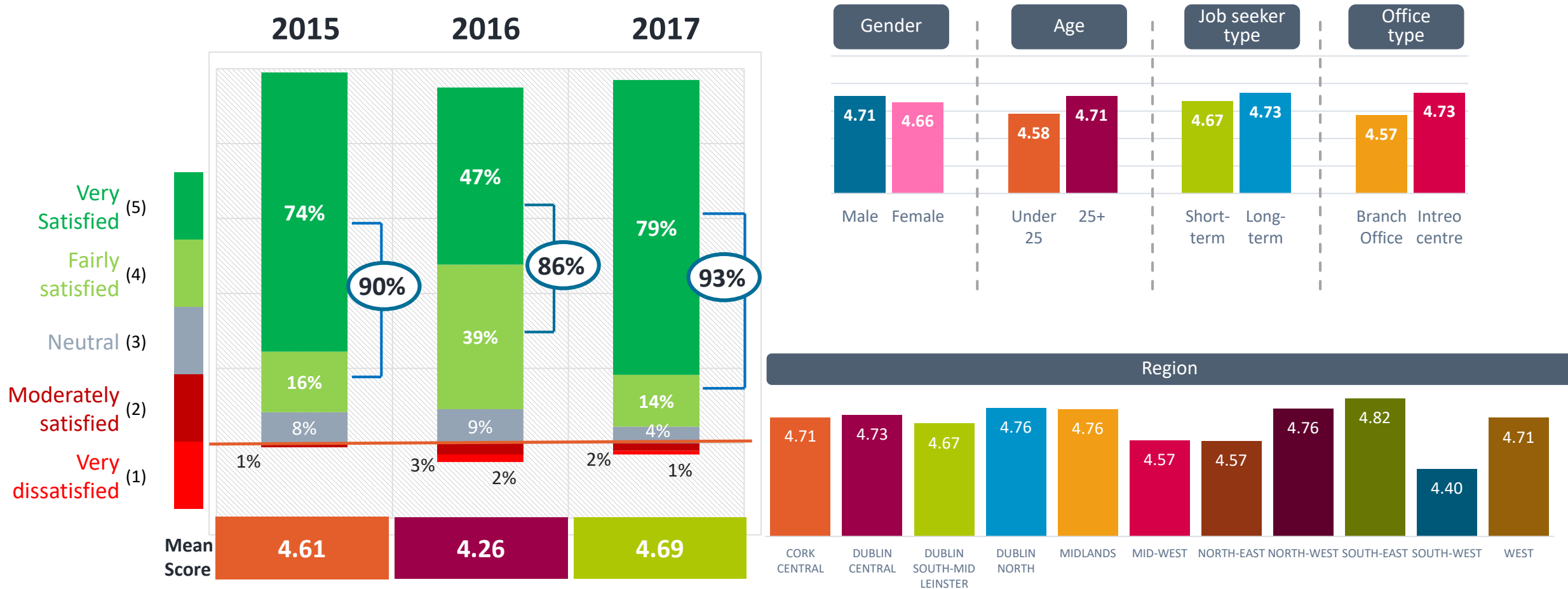


Q. Considering all your experiences with the Intreo centre/Branch office (as appropriate) and services how would you rate your overall satisfaction?

Offices

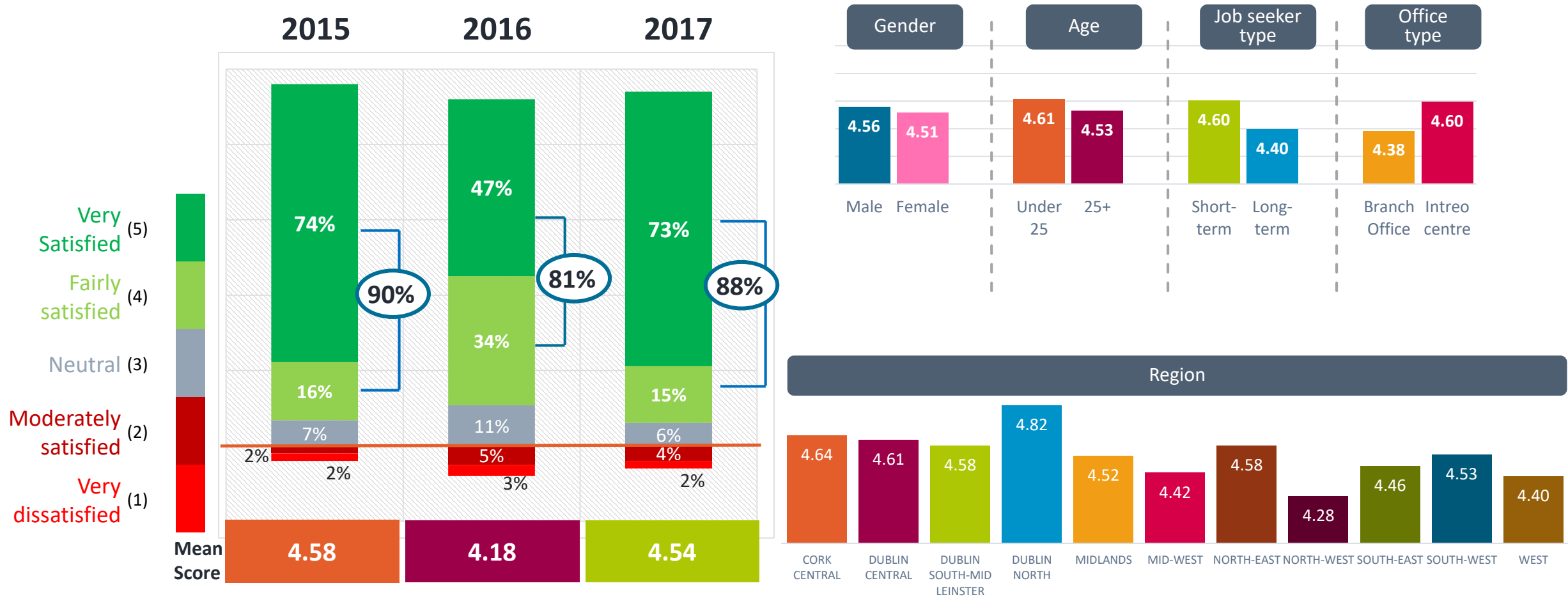
Level of agreement with opening hours convenience

Nine out of ten agree that the opening hours are convenient



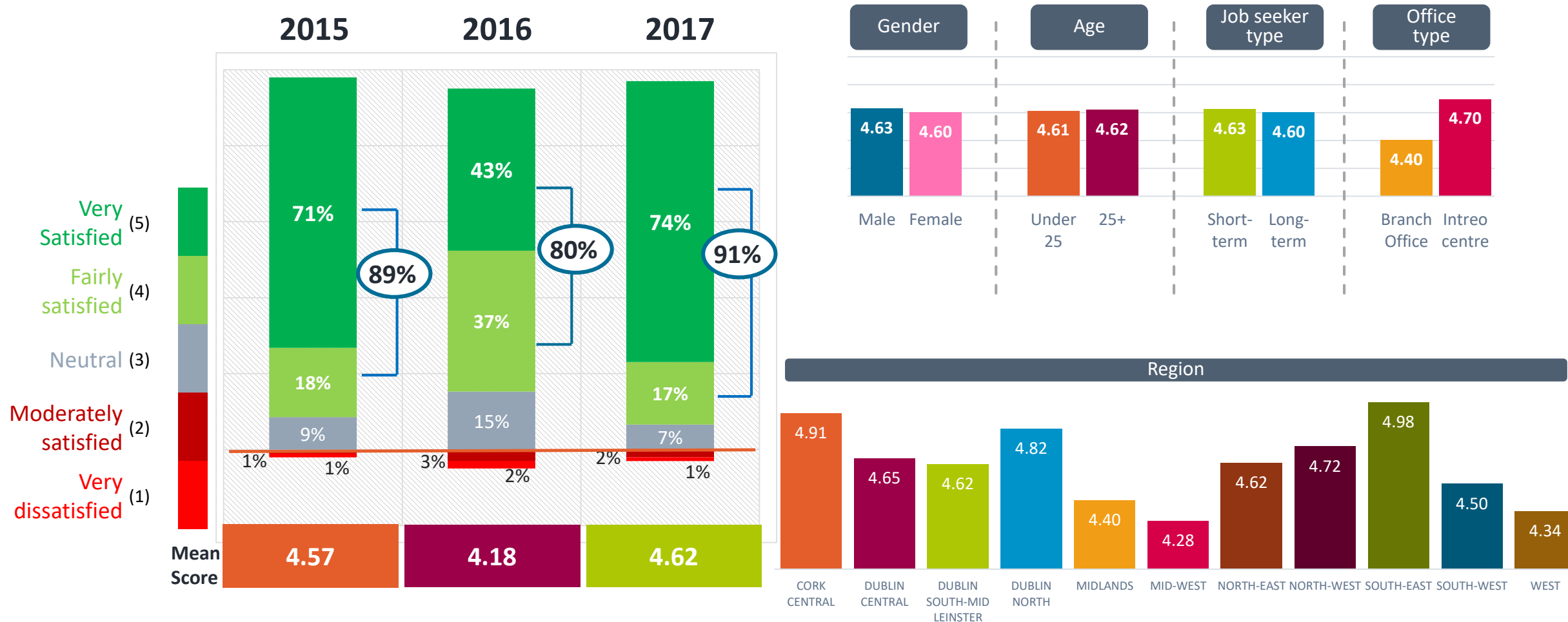
Level of agreement with - Travelling to the Intreo centre/Branch office is easy

Majority agree that travelling to the Intreo office/Branch office is easy



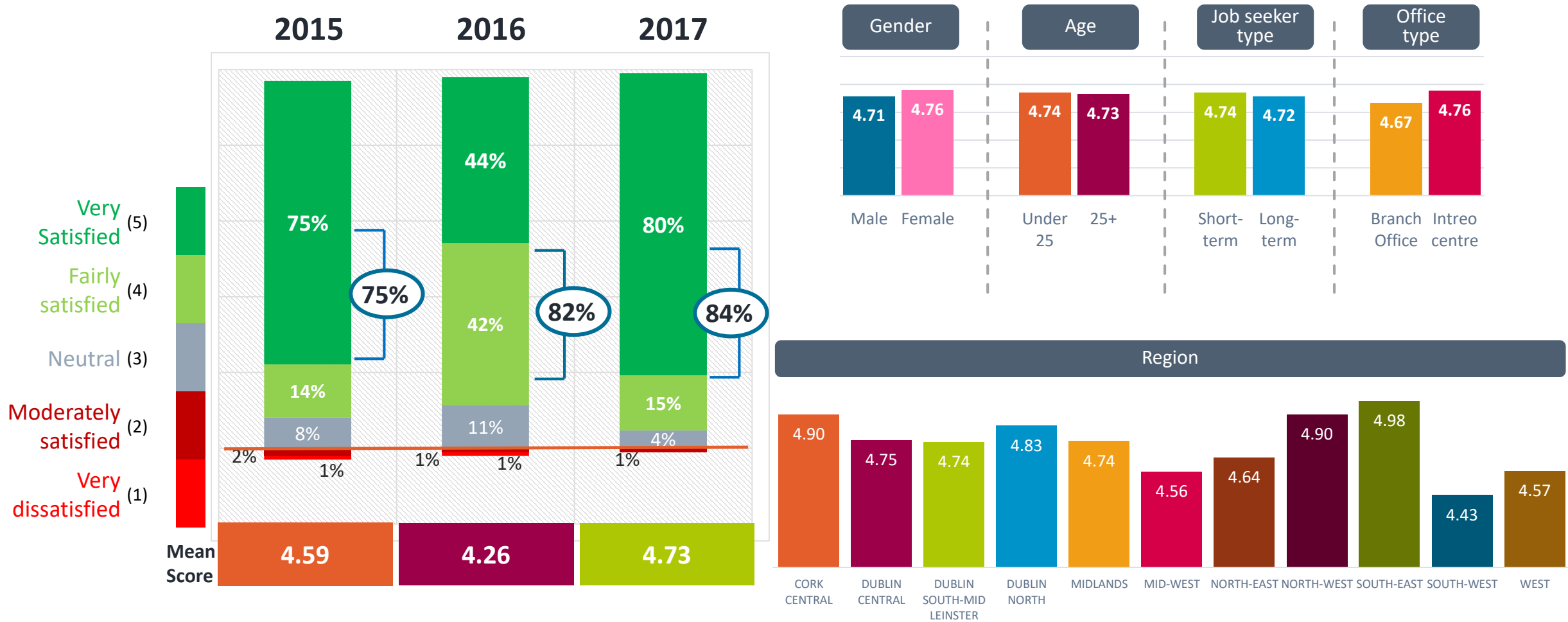
Level of agreement with - The Intreo centre/Branch office is bright and airy and a nice place to be

91% agree that the Intreo centre/Branch office is nice place to be



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

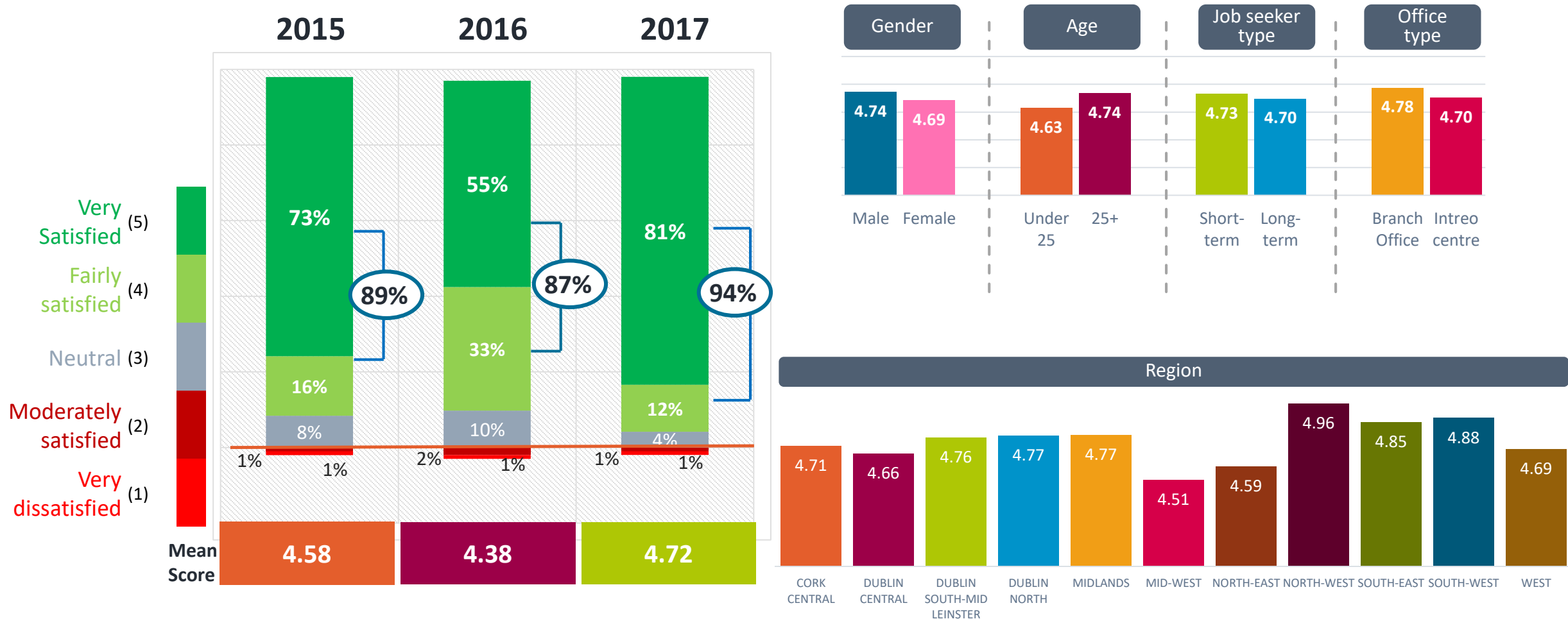
Way finding continues to improve



Staff

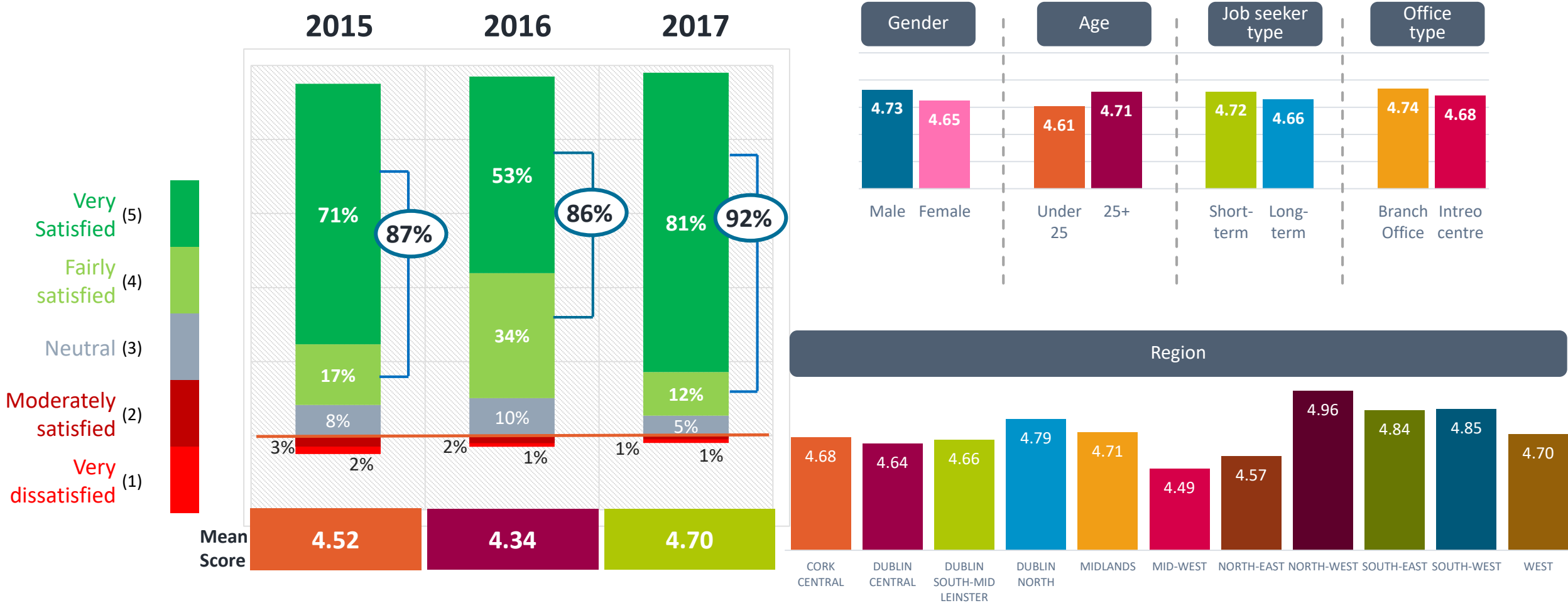
Level of agreement with - Staff are friendly and made me feel welcome on my first visit

Rating of staff friendliness is best ever



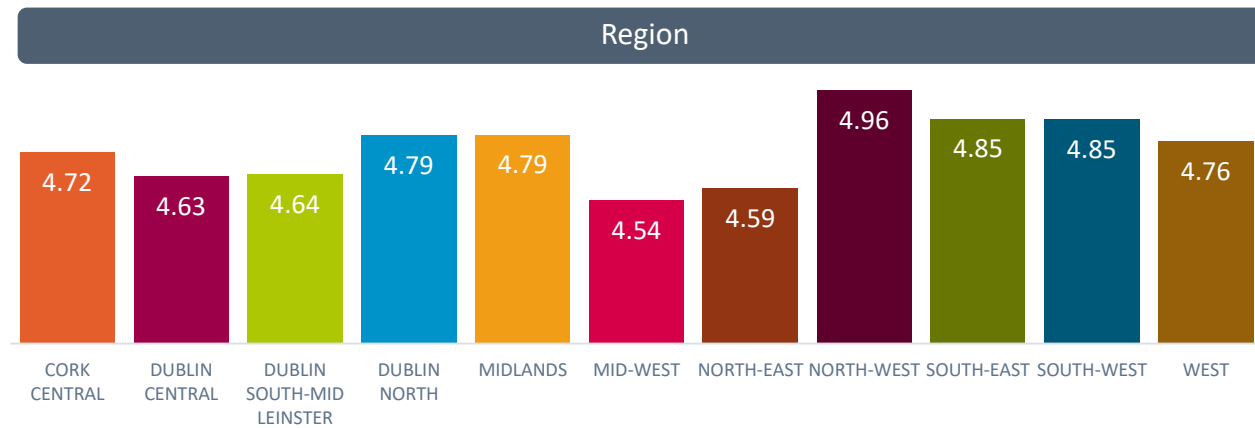
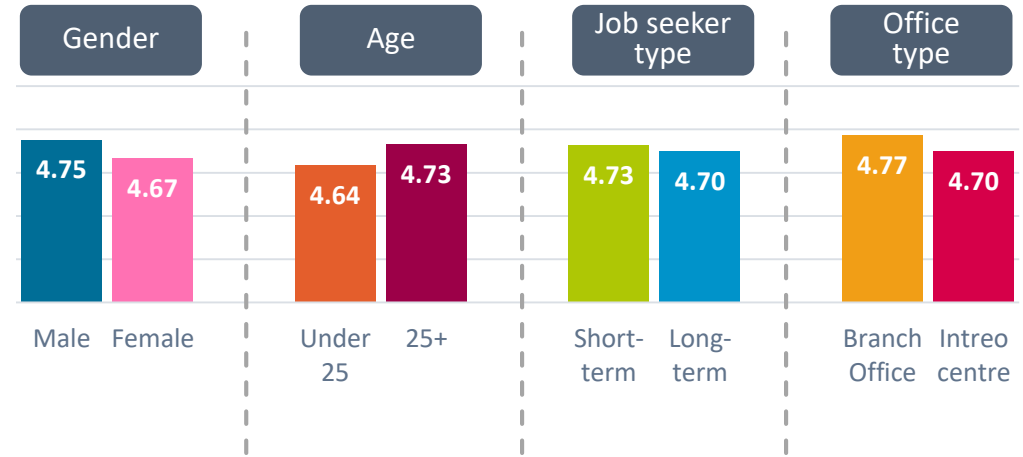
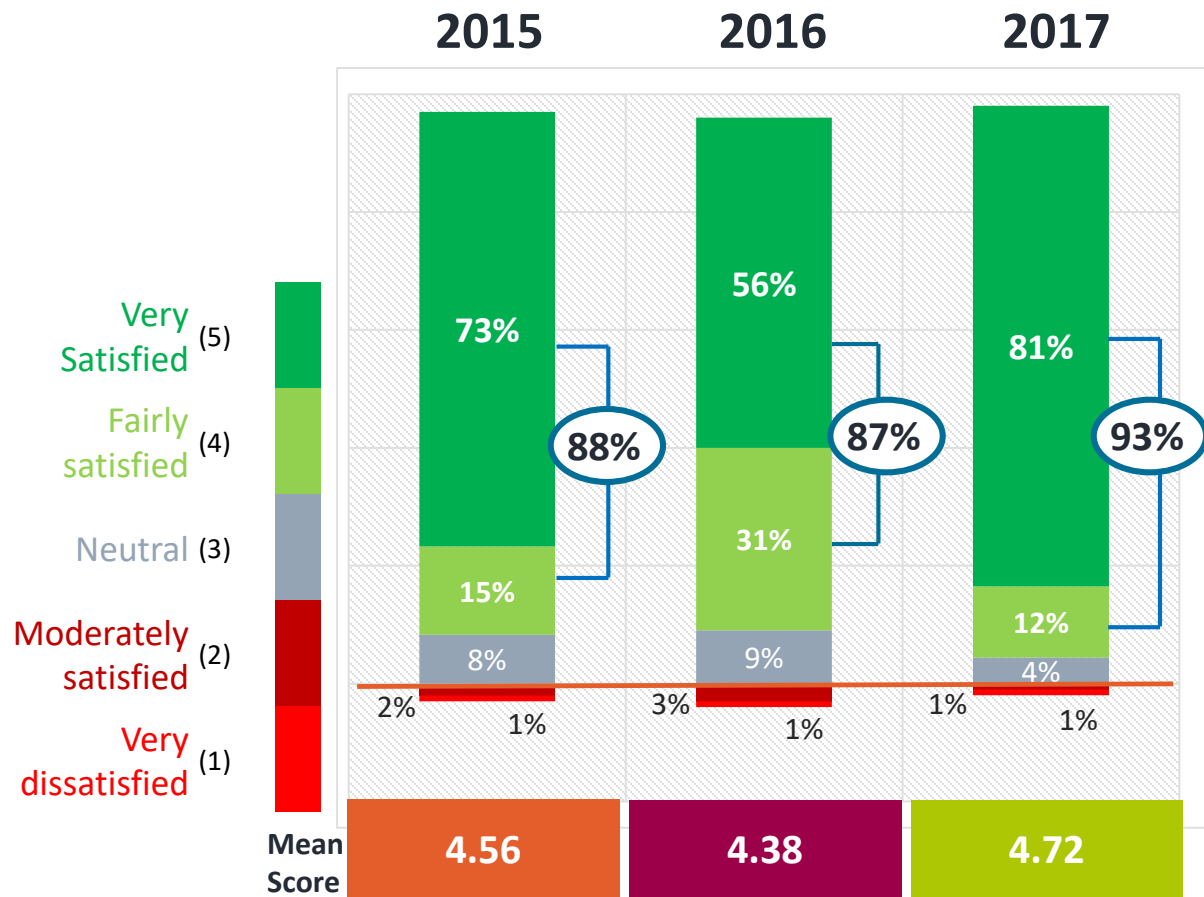
Level of agreement with - Staff make me feel valued

Rating of staff making clients feel valued is best ever



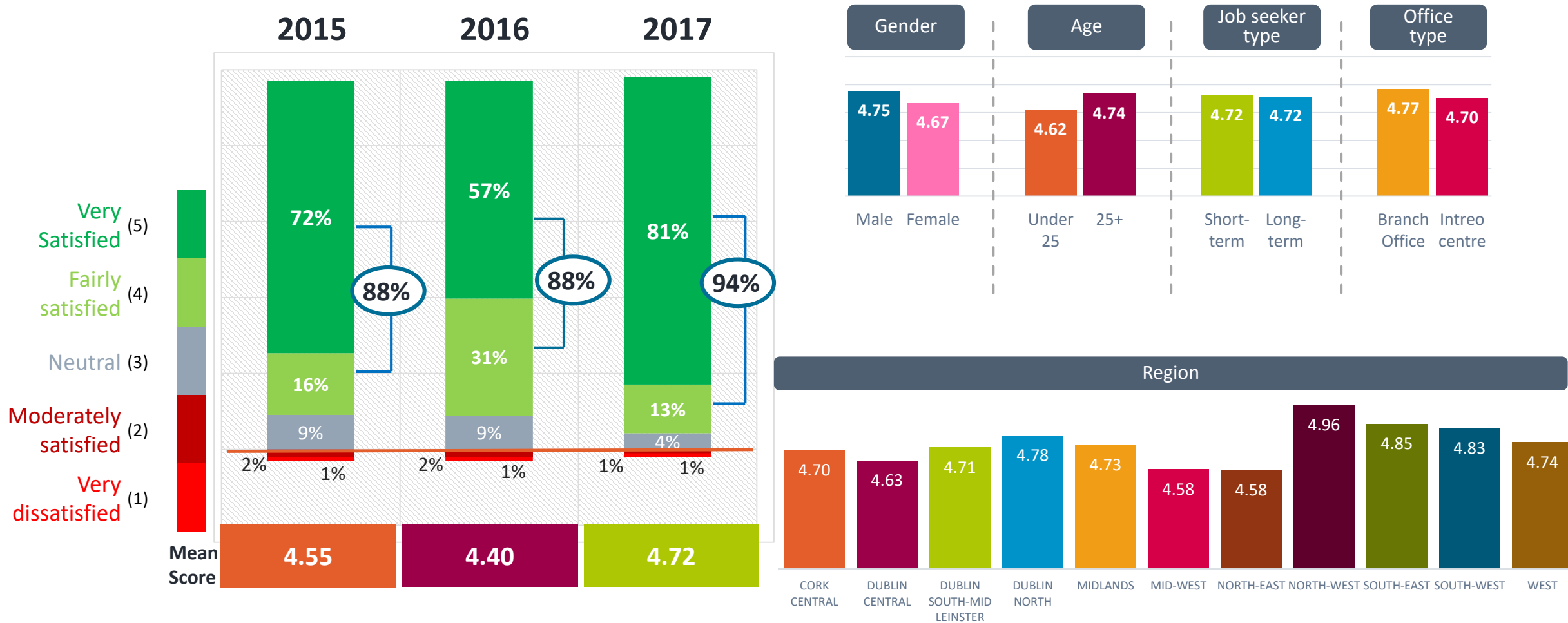
Level of agreement with - Staff try their best for me

Staff are rated strongly as doing their best for candidates



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

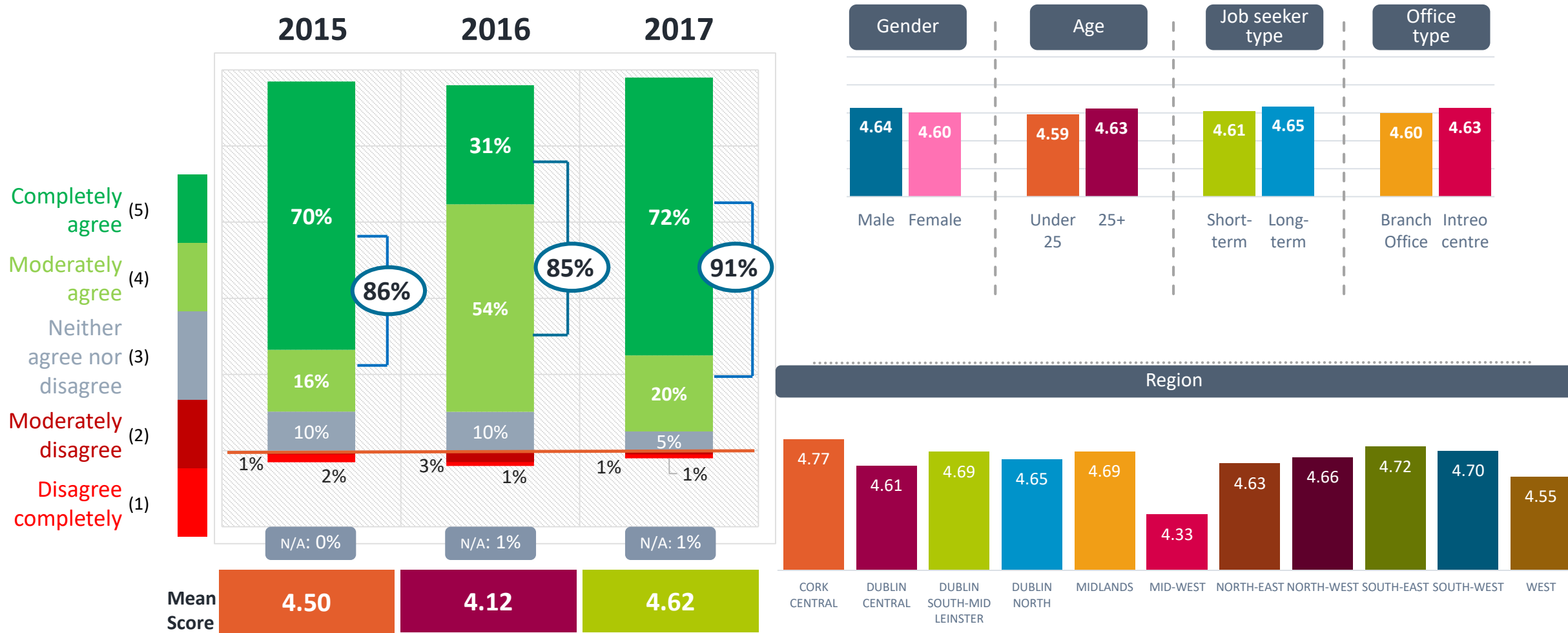
Majority agree staff are good at their jobs



Services

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

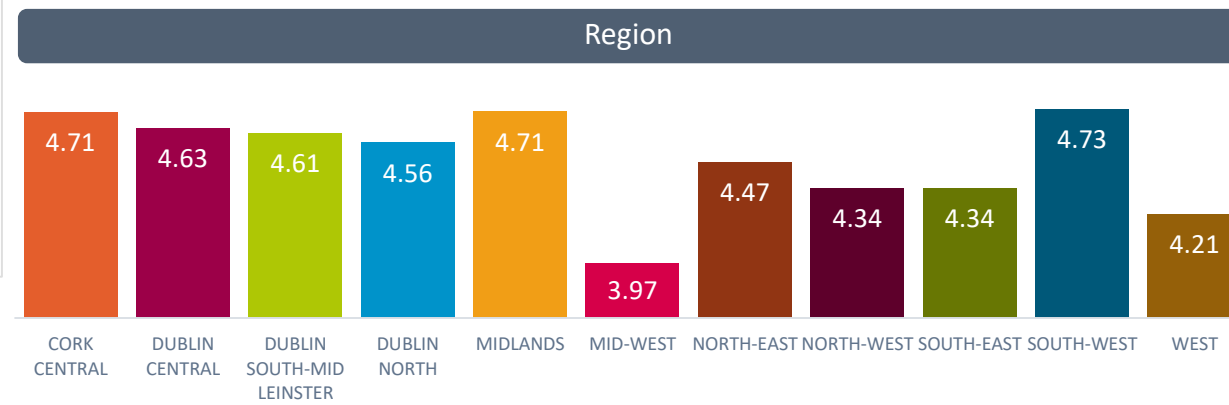
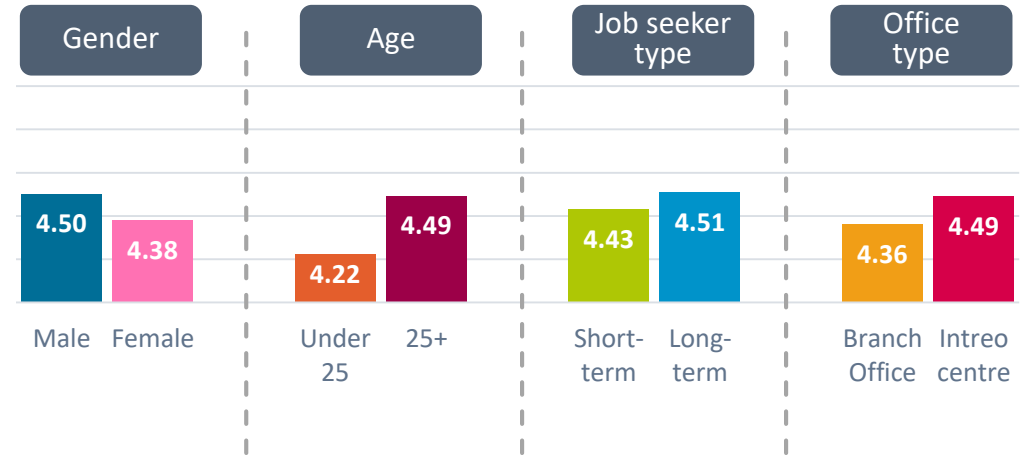
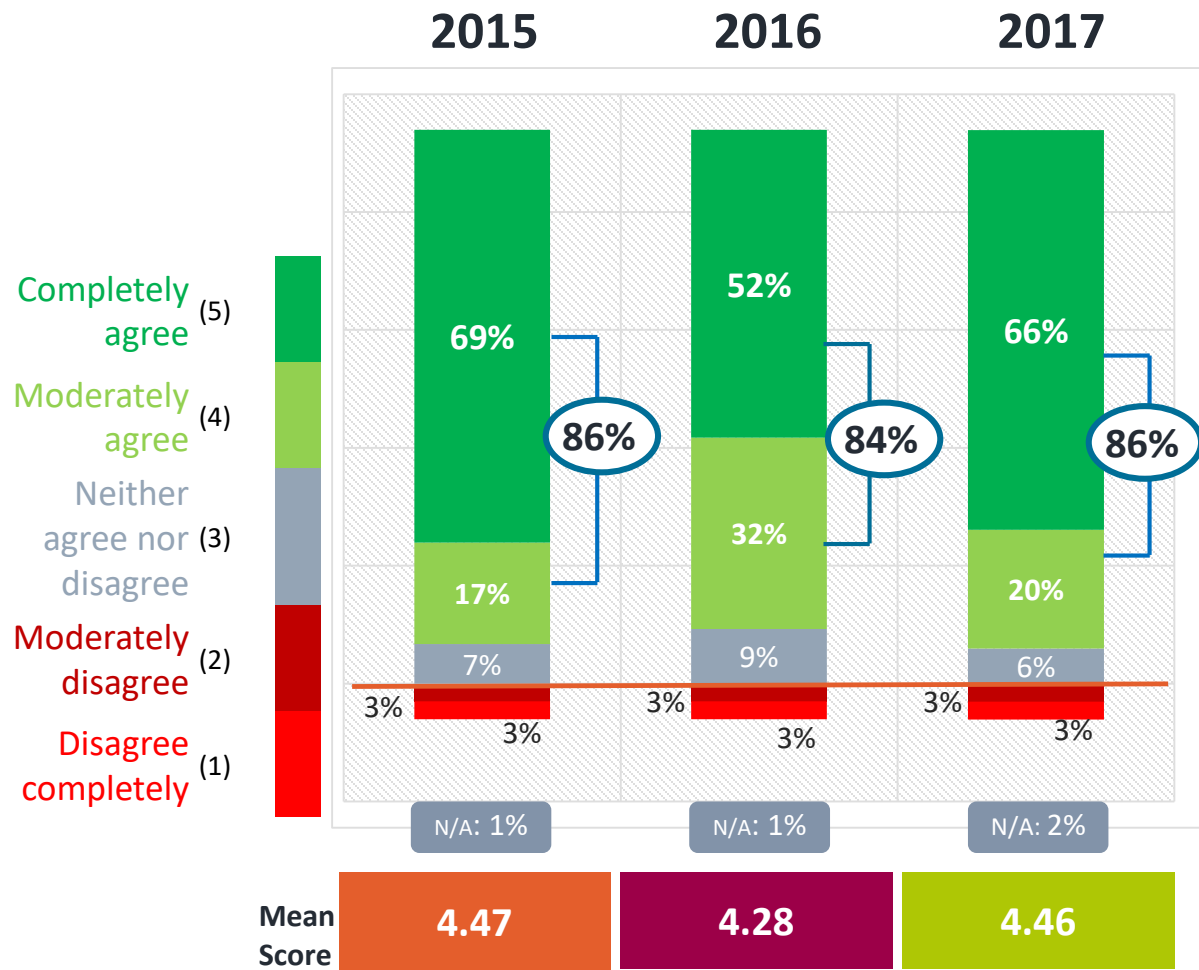
Rating of processes continue to improve



Q. Can you now think about the services that you may have received at the Intreo centre /Branch office. Please indicate your level of agreement with the following statements - **After my first visit to the Intreo centre/Branch office I had a good understanding of process that I needed to follow**

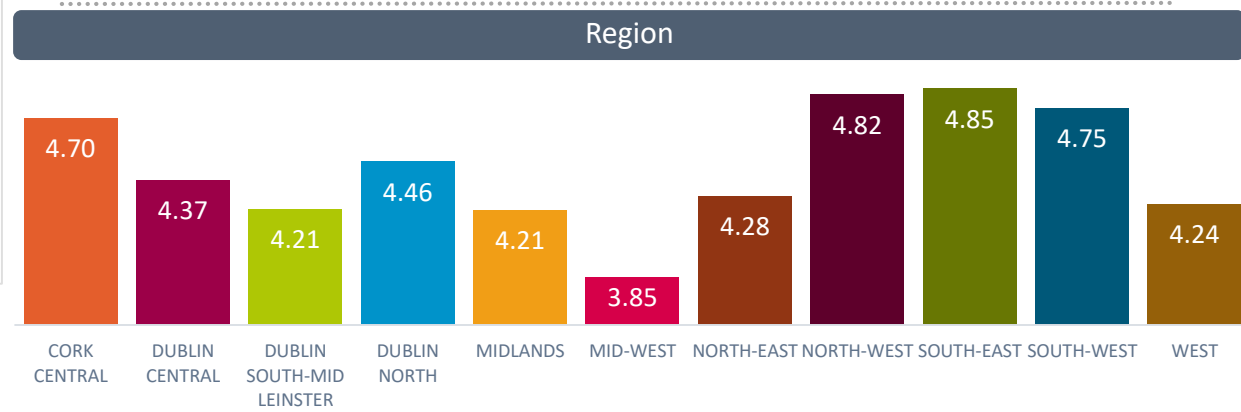
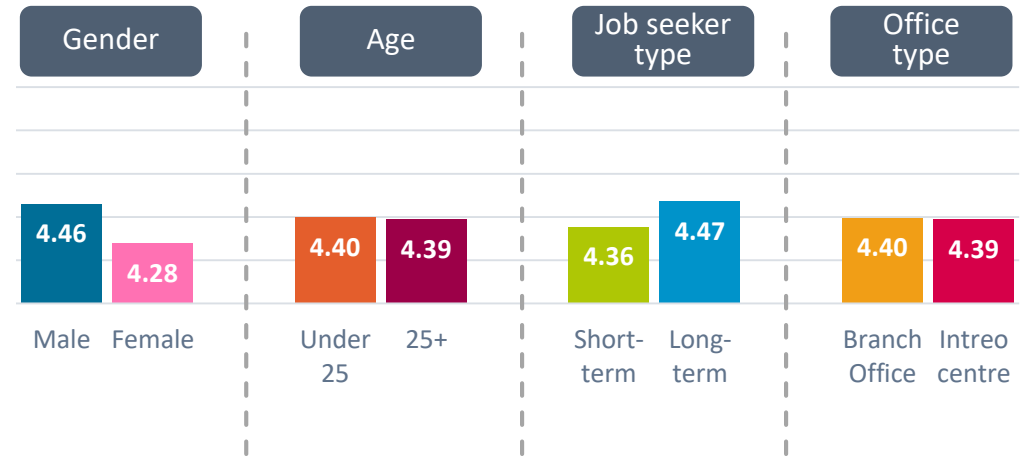
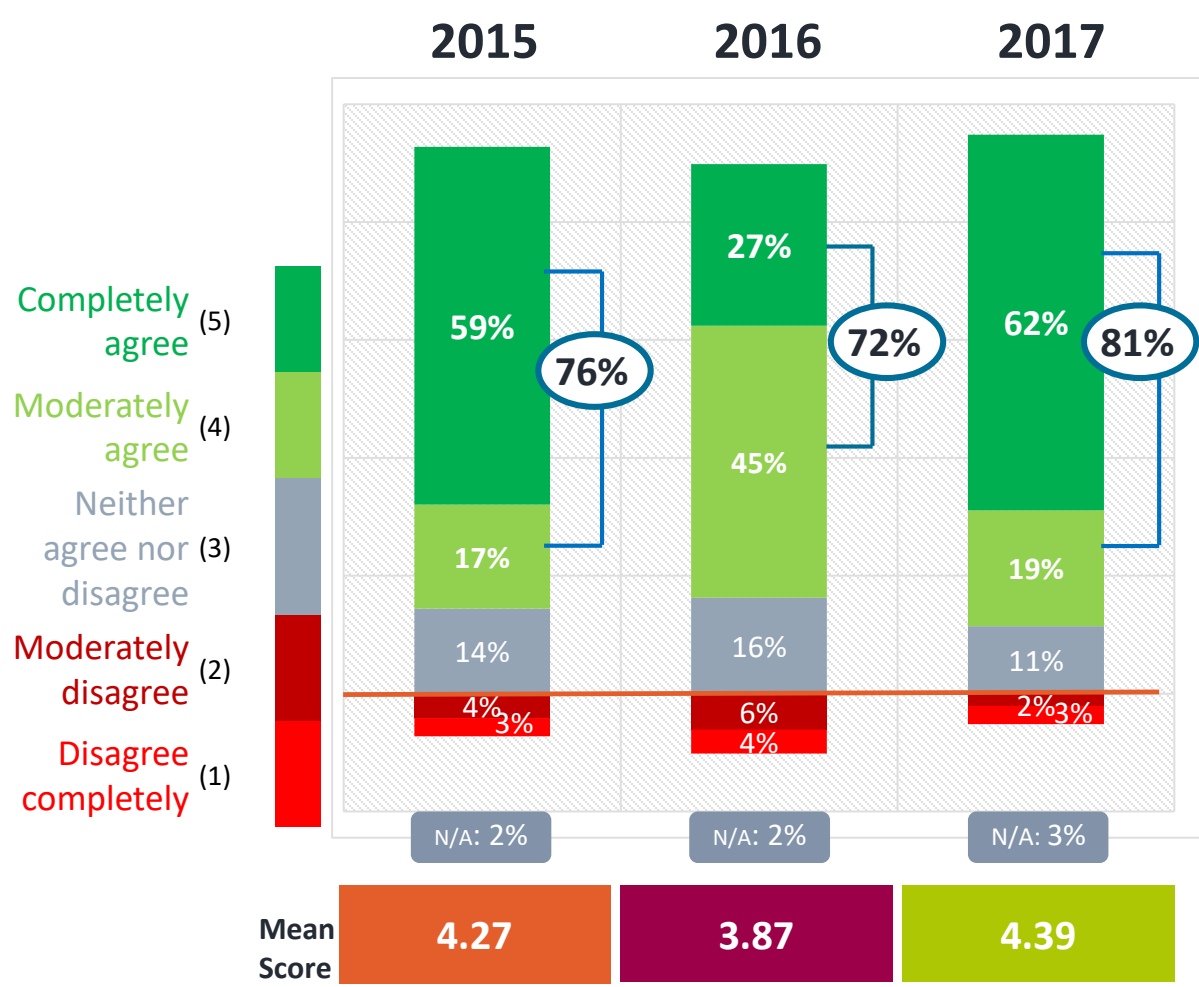
Level of agreement with - A decision on my jobseeker claim was made quickly

Strong but static scores on speed of decision making



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

Jobseekers increasingly feel that the Intreo centres' / Branch are improving their prospects to get a job



5% of jobseekers rated Intreo / Branch office poorly (1 or 2 score) in terms of improving prospects to get a job

Reasons given for experience falling below expectations included:

They expect you to accept any job that is willing to hire even if it might not be suitable.

Not enough courses available in town. I don't drive and the cost of travel to another town/city is too expensive

I felt that it was very basic and there was no actual help in relation to getting working. It is a case that you are just told what websites to visit.

Place is grotty and staff don't have knowledge of retired teachers, staff need training. Only one staff member was able to help after 5 visits to the branch office.

3 week jobs club was centered only on CV and was of little use to me given my line of work.

Not people friendly just matter of fact and the people in obair had empathy

Not happy as there is not course suitable.

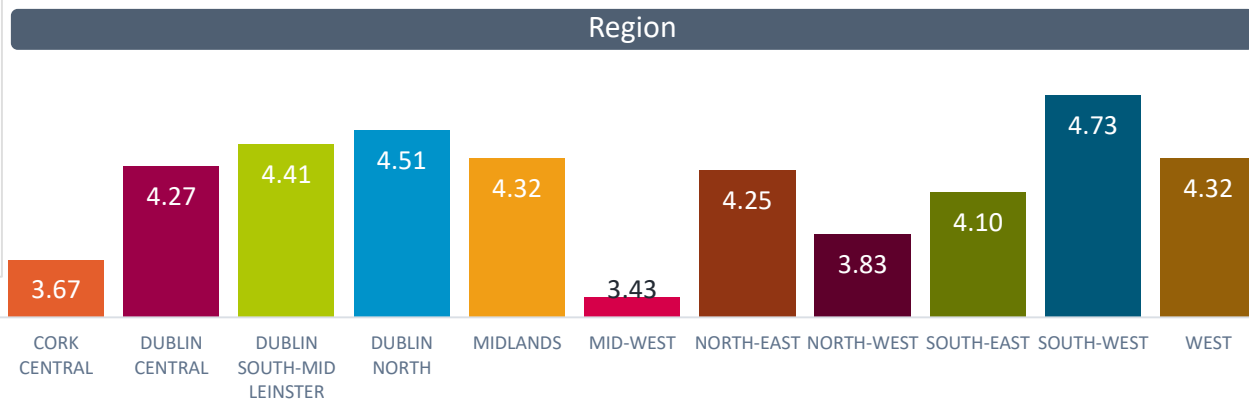
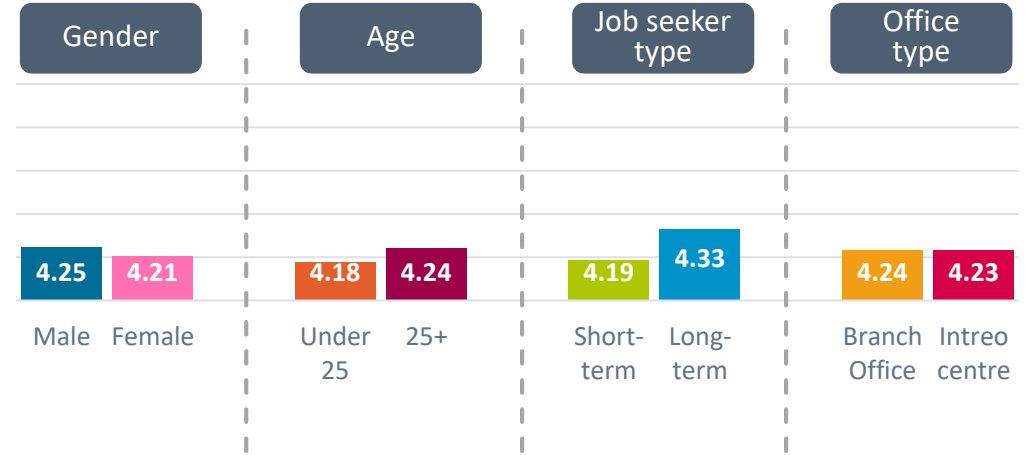
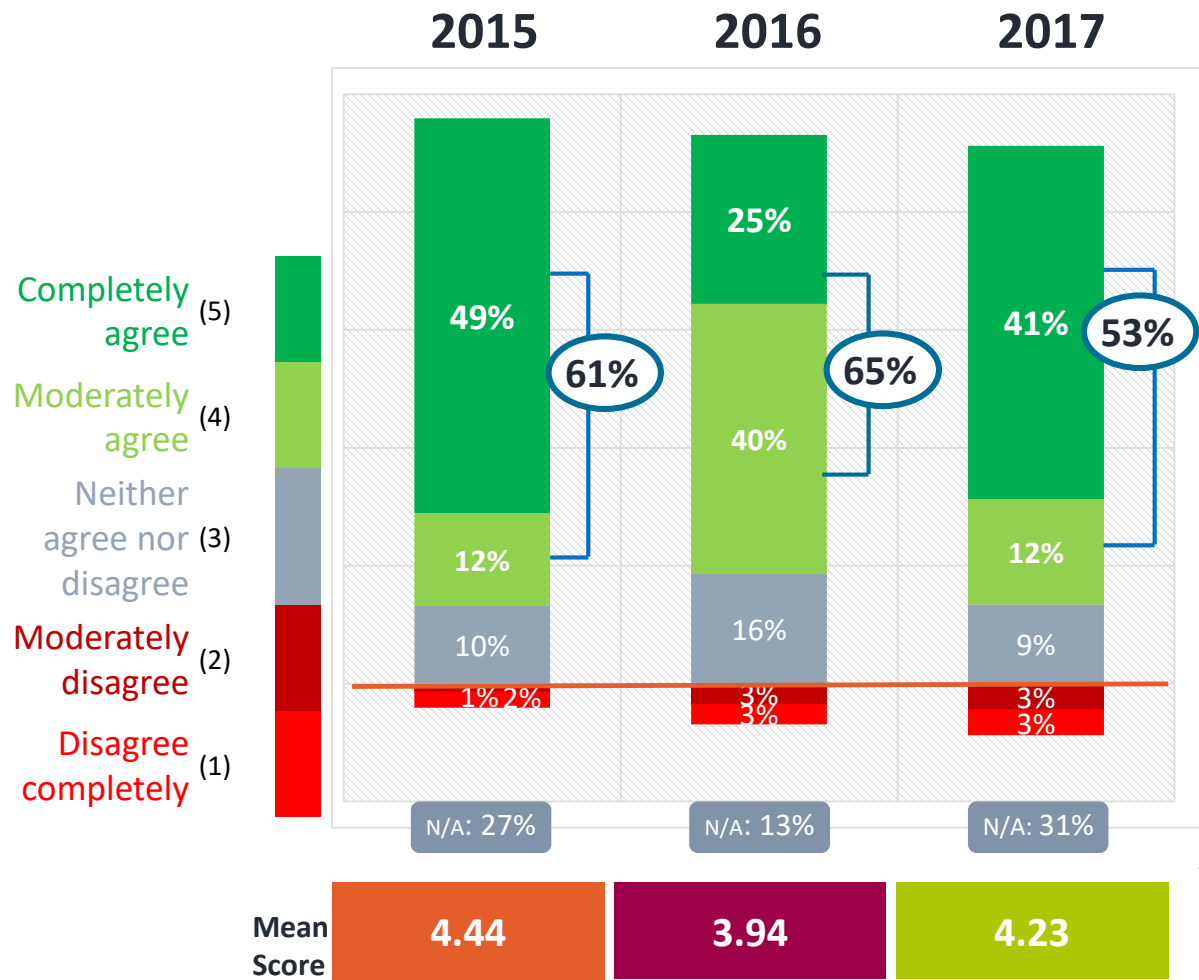
Some of the staff would tell you one thing and others would tell you that the info was wrong

The staff was helpful on a one to one basis. But messages are not passed on over the phone. I had been docked my payment for a number of weeks as I had to cancel my appointment but this message had not been passed on to the relevant department.

Q. 'We appreciate that you are disappointed that Intreo centre / Branch office process has not yet succeeded in helping you to find employment. Can you let us know what made this experience fall short of your expectations? Please provide as much detail as possible.'

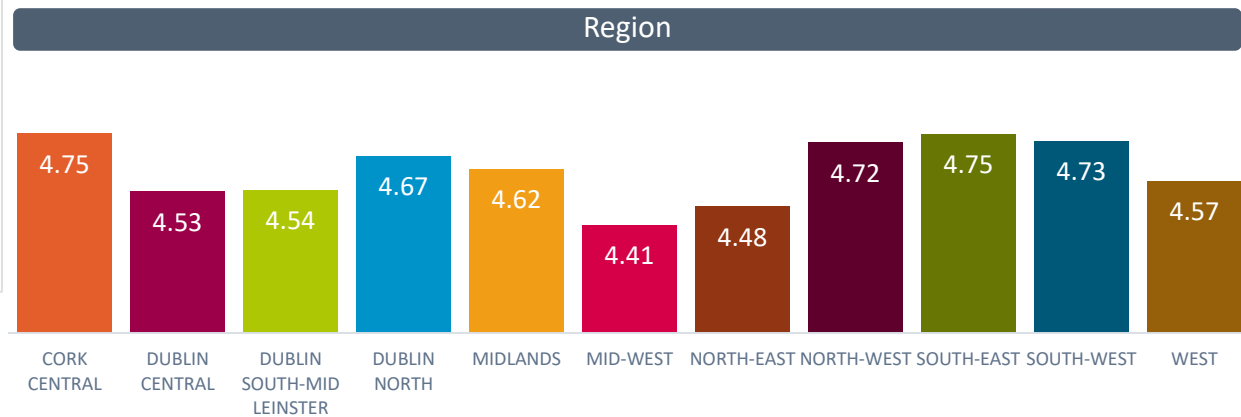
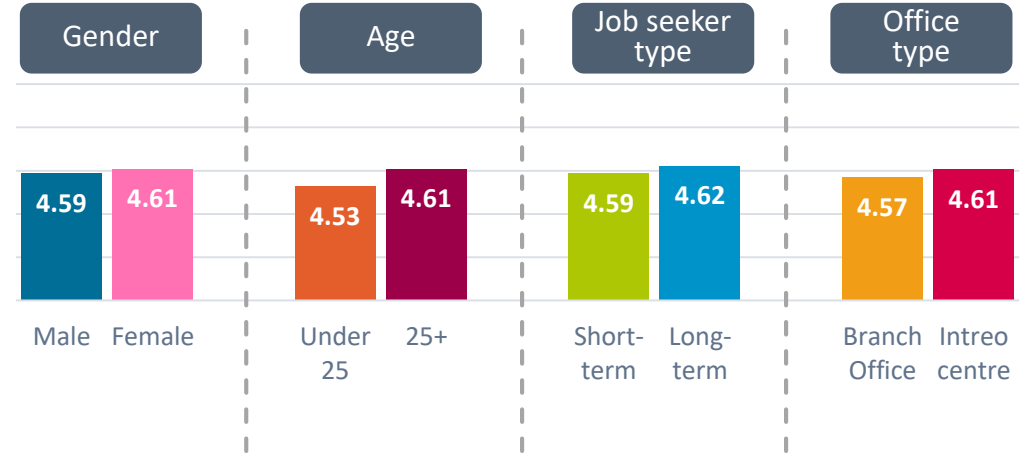
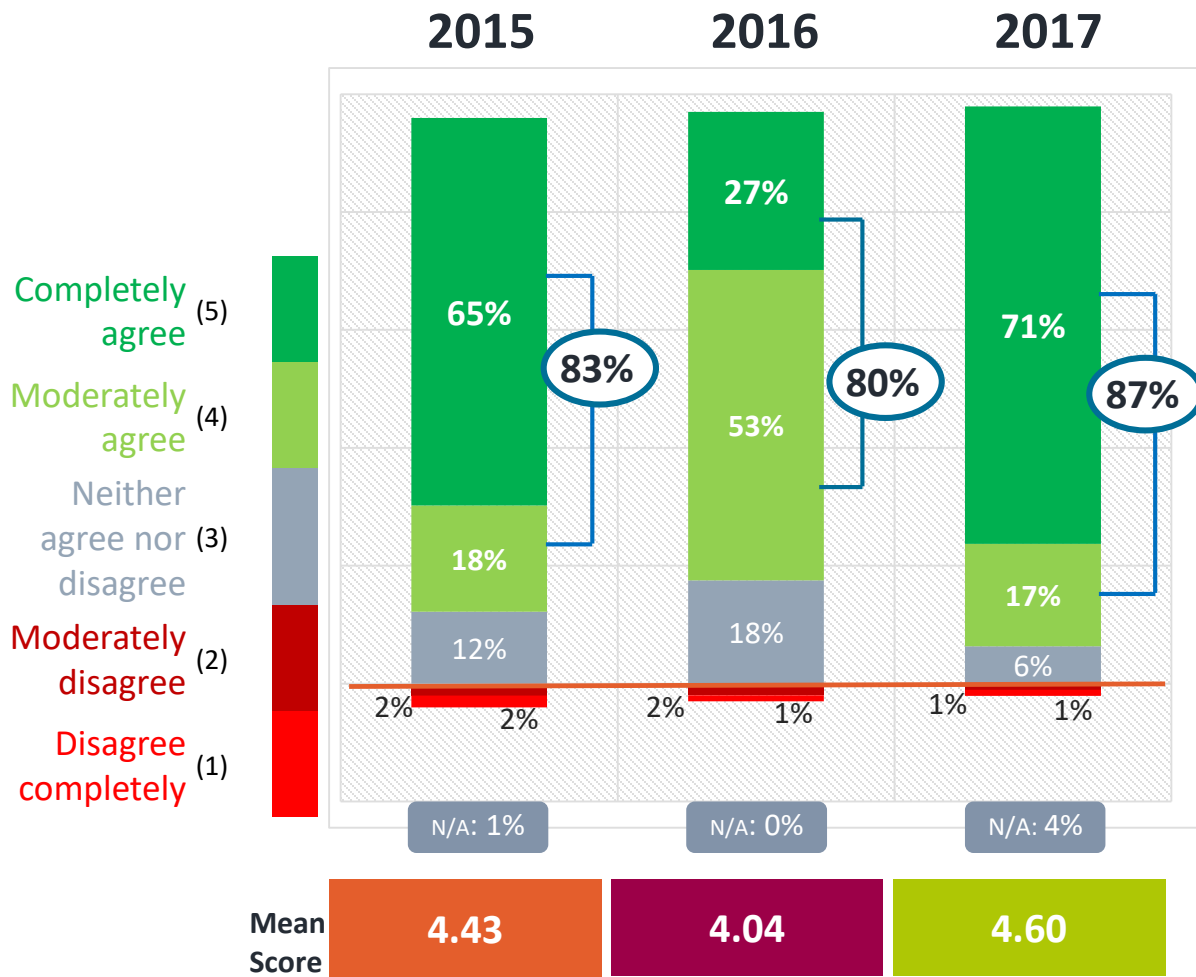
Level of agreement with - I found the group engagement session useful for understanding my options

One out of three said they hadn't had a group engagement session and a slight dip noted in perceived usefulness



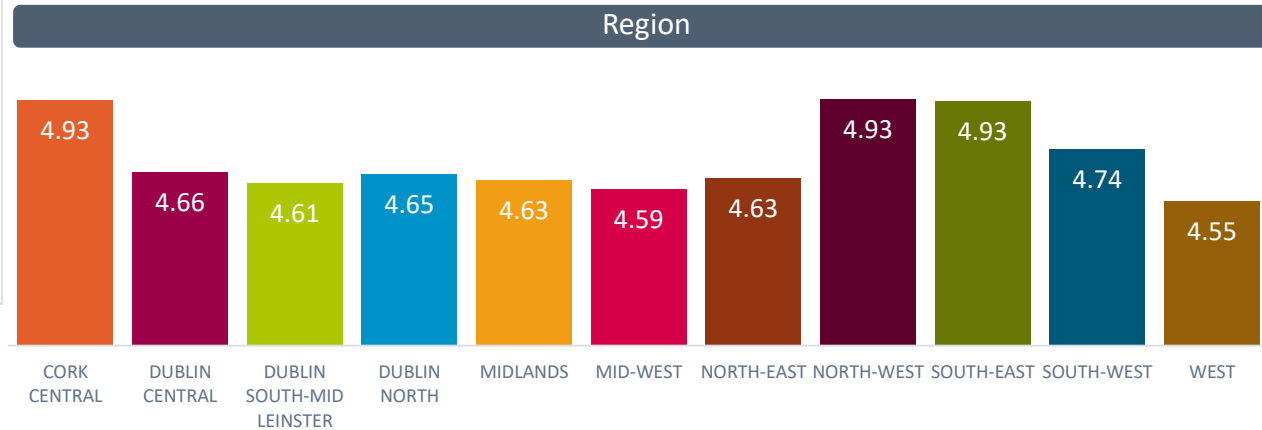
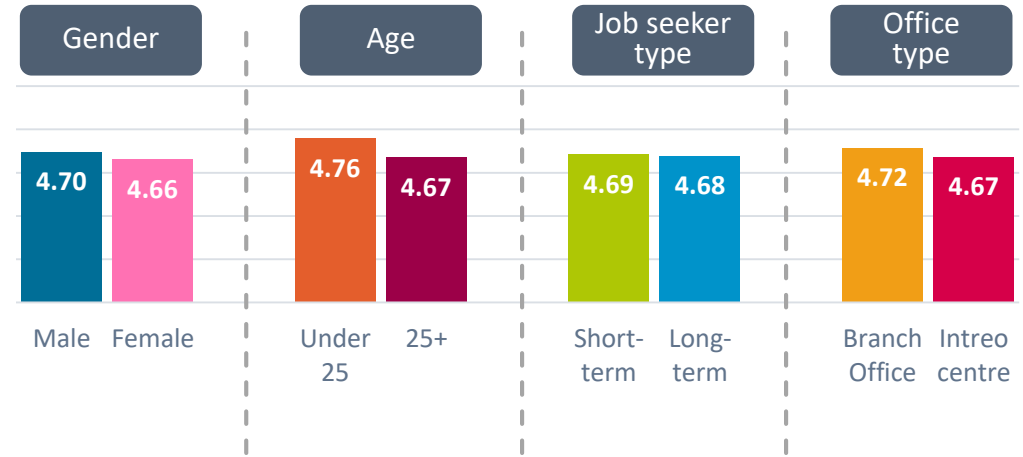
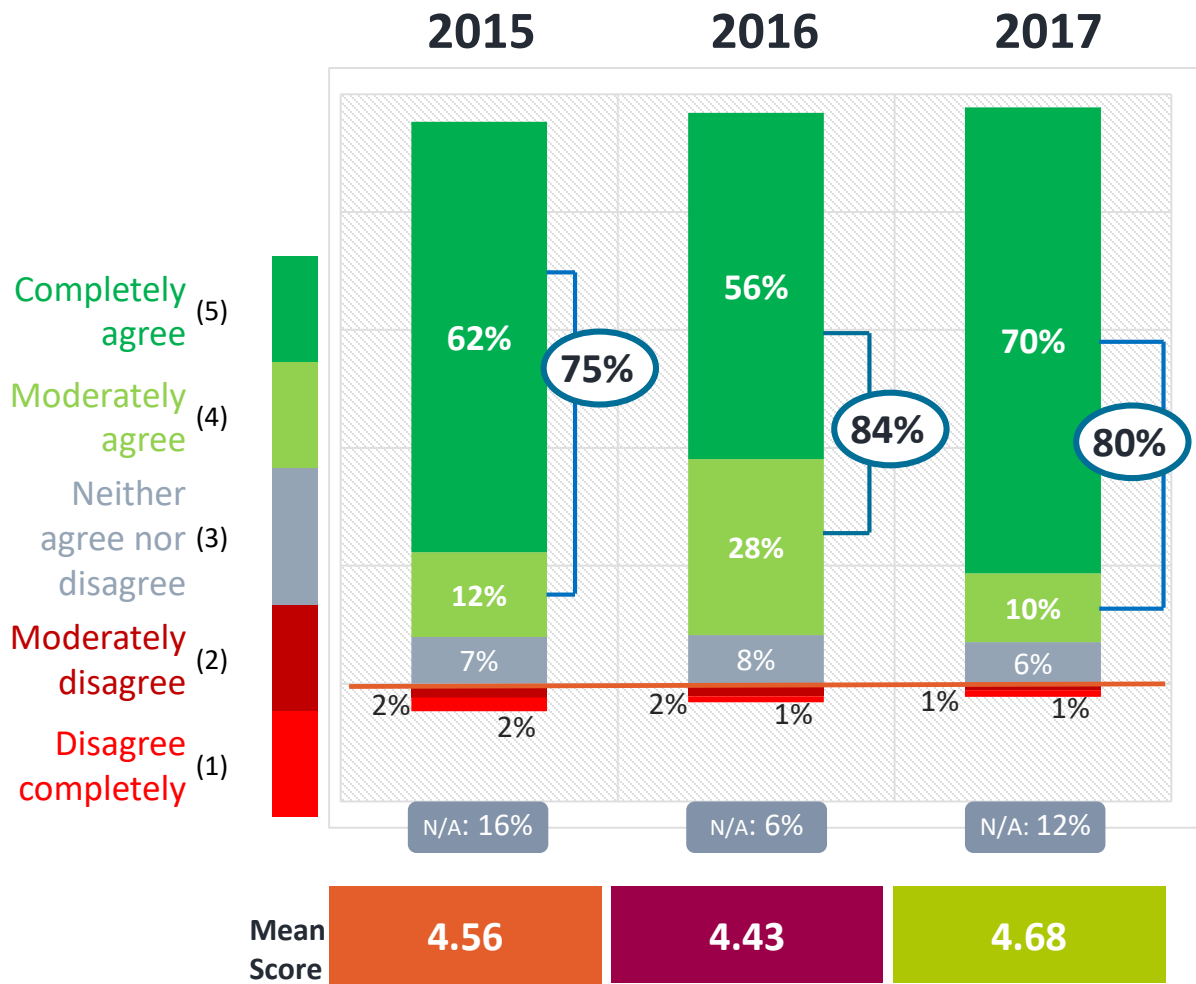
Level of satisfaction with - First visit to Intreo centre/Branch office to make a claim

Satisfaction with first visit strongly improved



Level of satisfaction with - Meetings with my case officer

Strong satisfaction with meetings with case officer

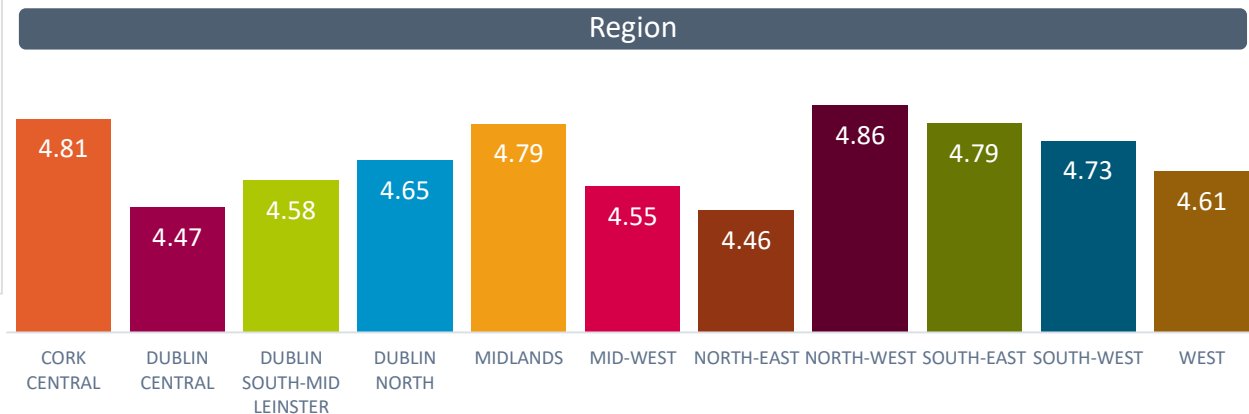
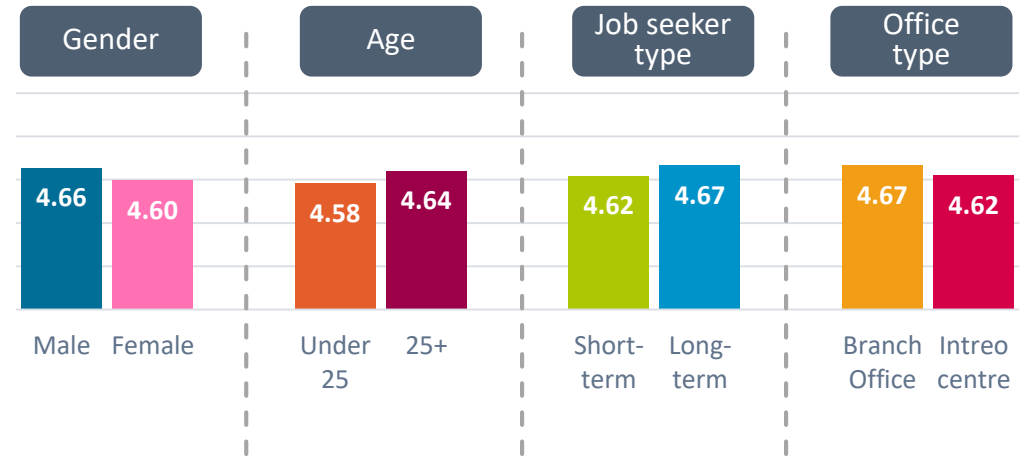
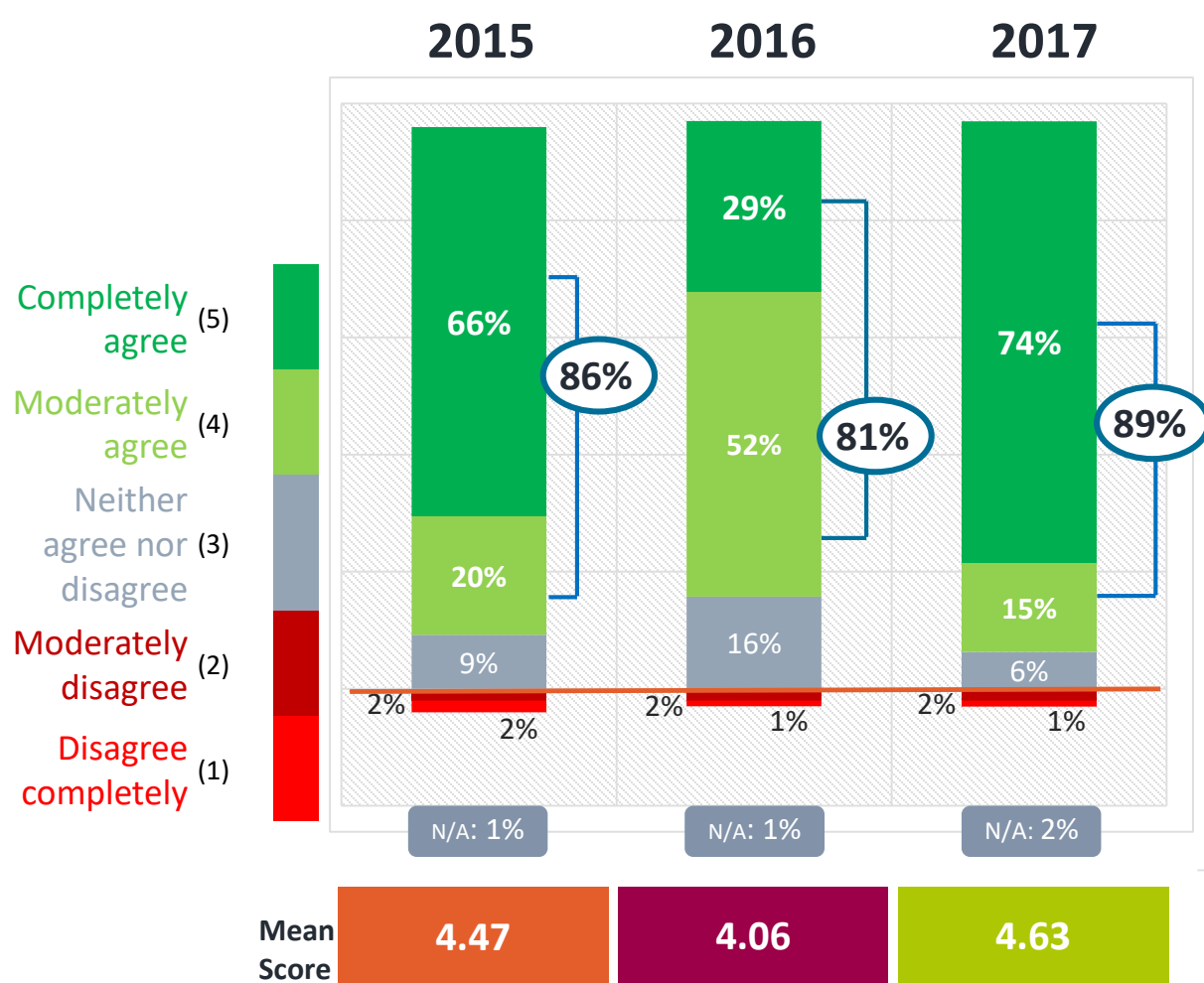


Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office – Meetings with my case officer

Processes

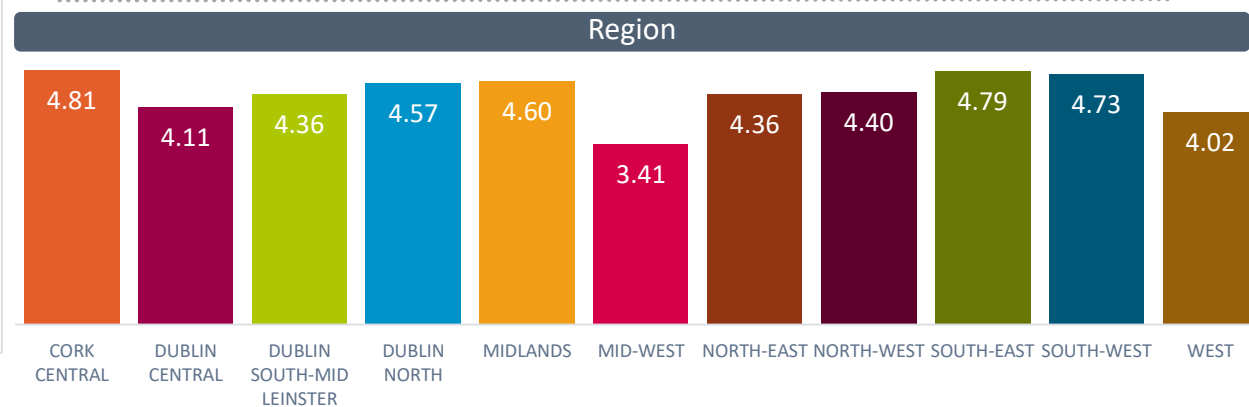
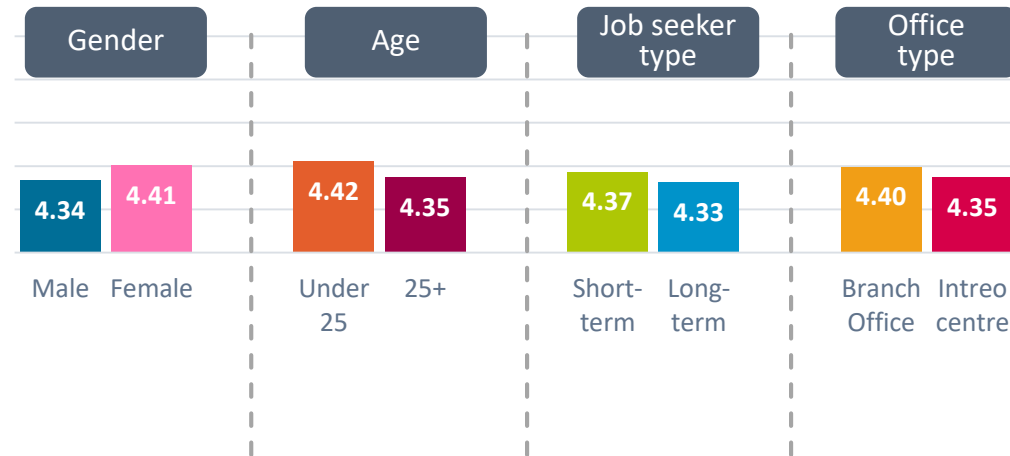
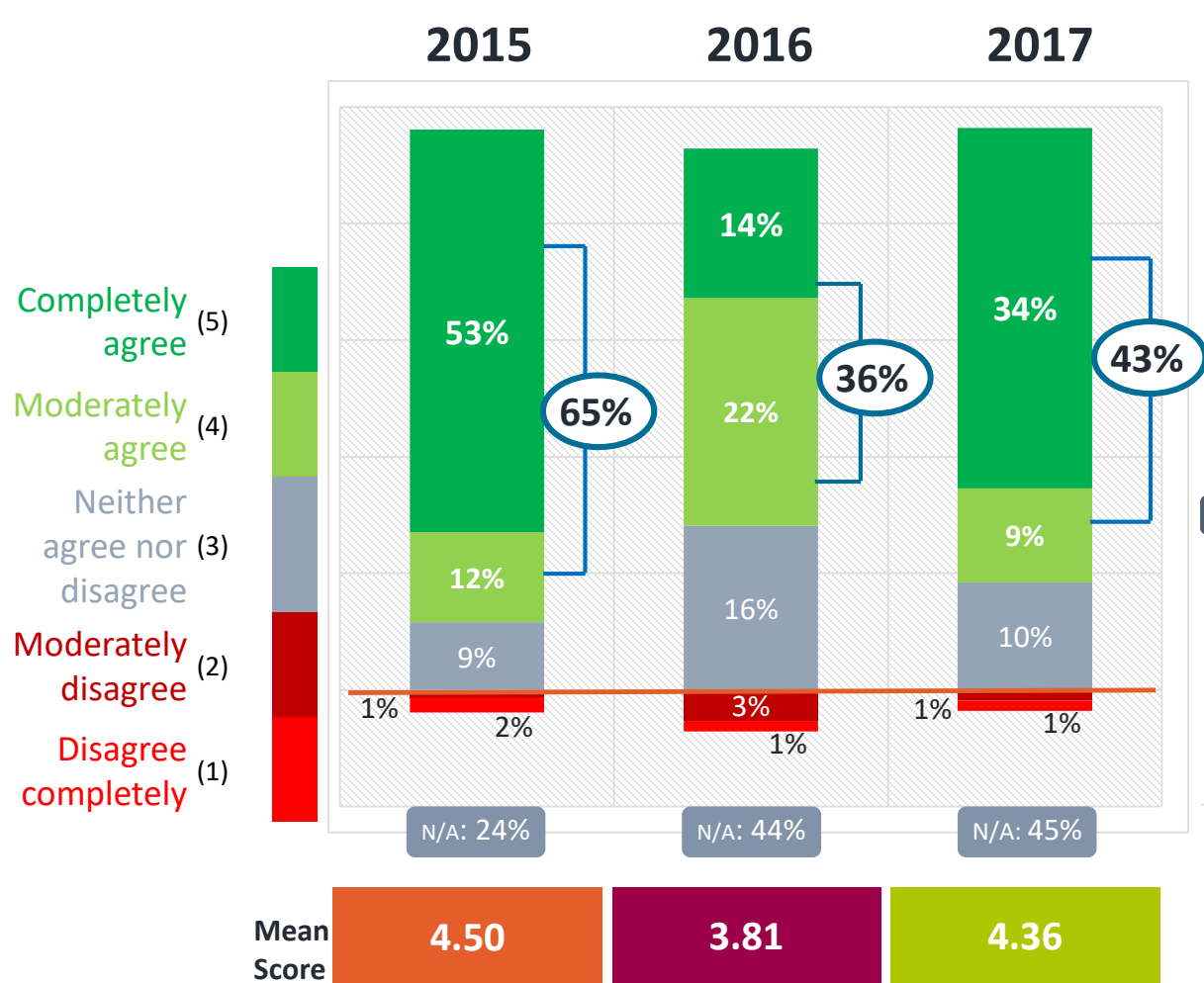
Level of satisfaction with - The overall supports and services that the Intreo centre/Branch office offered

Strong improvement in levels of satisfaction



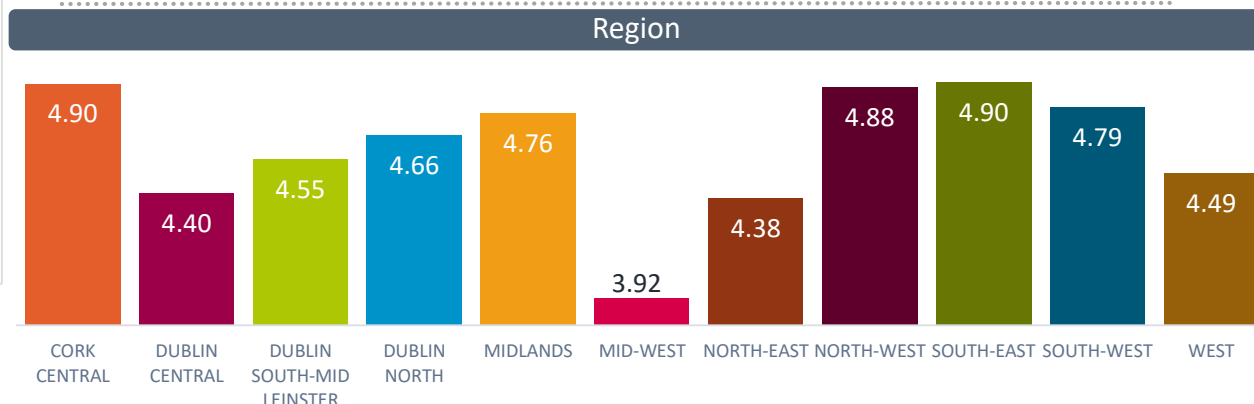
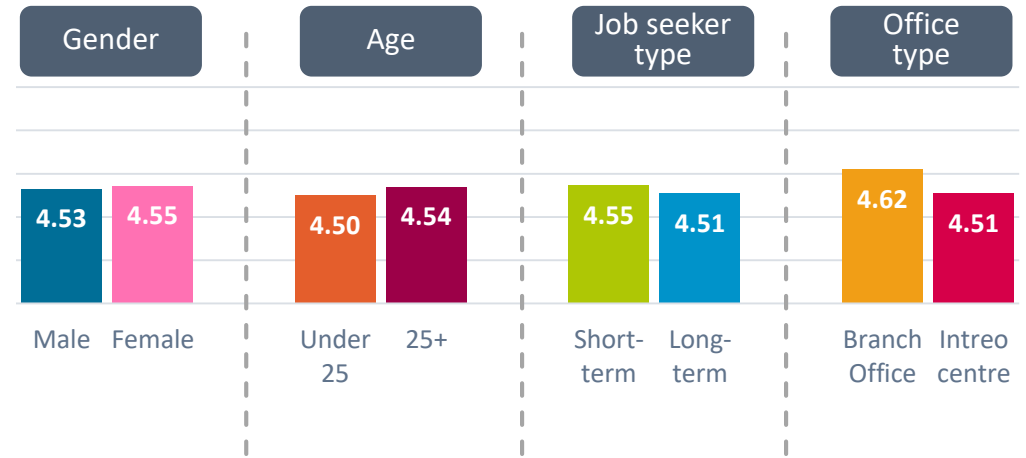
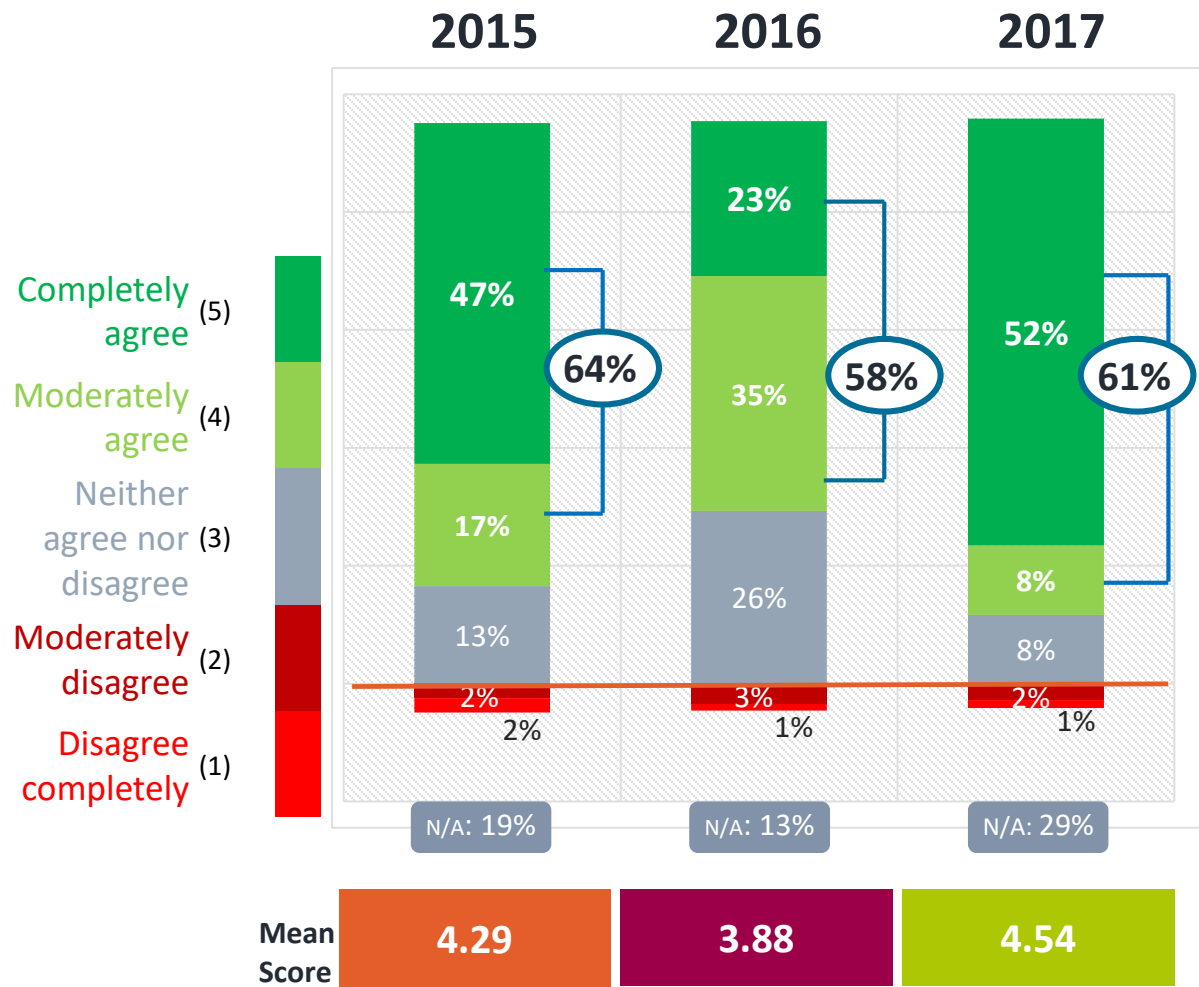
Level of satisfaction with - Access to/use of Dept. of Social Welfare services online

Nearly half clients did not answer this question. It's likely they do not use services online



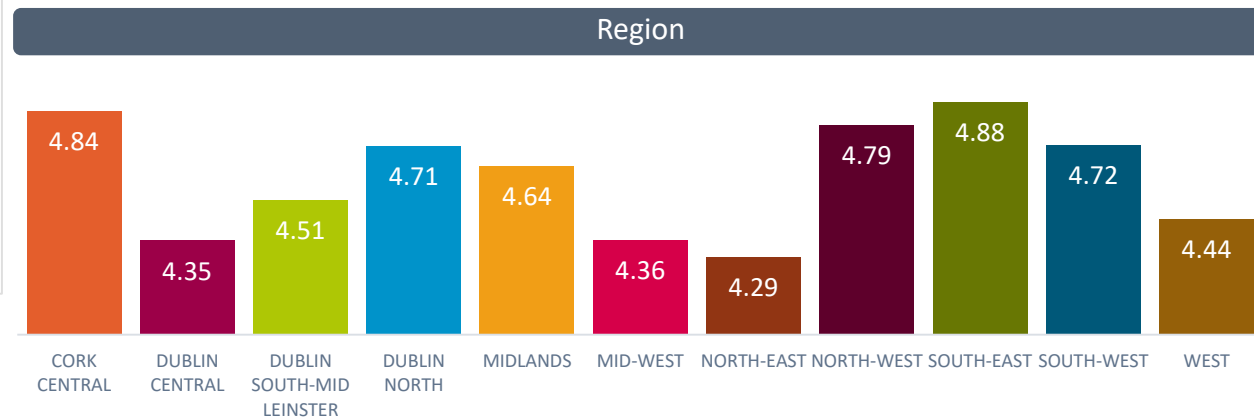
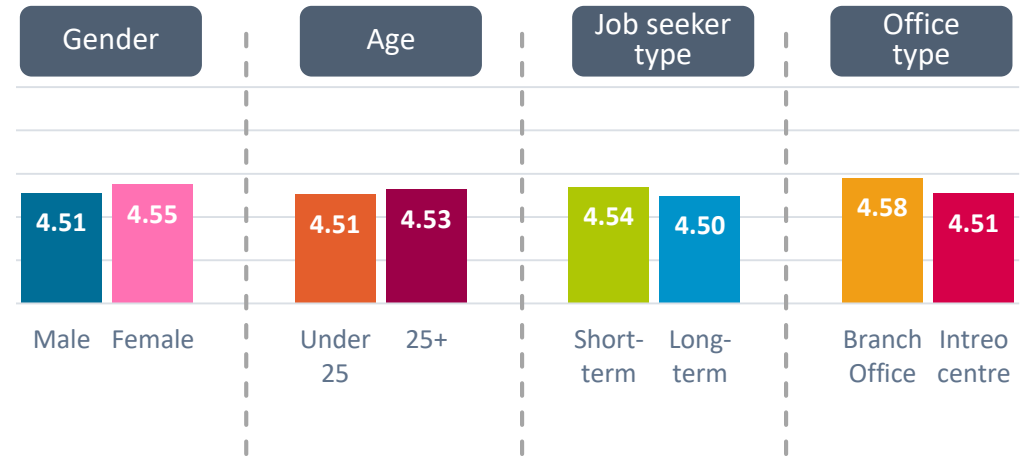
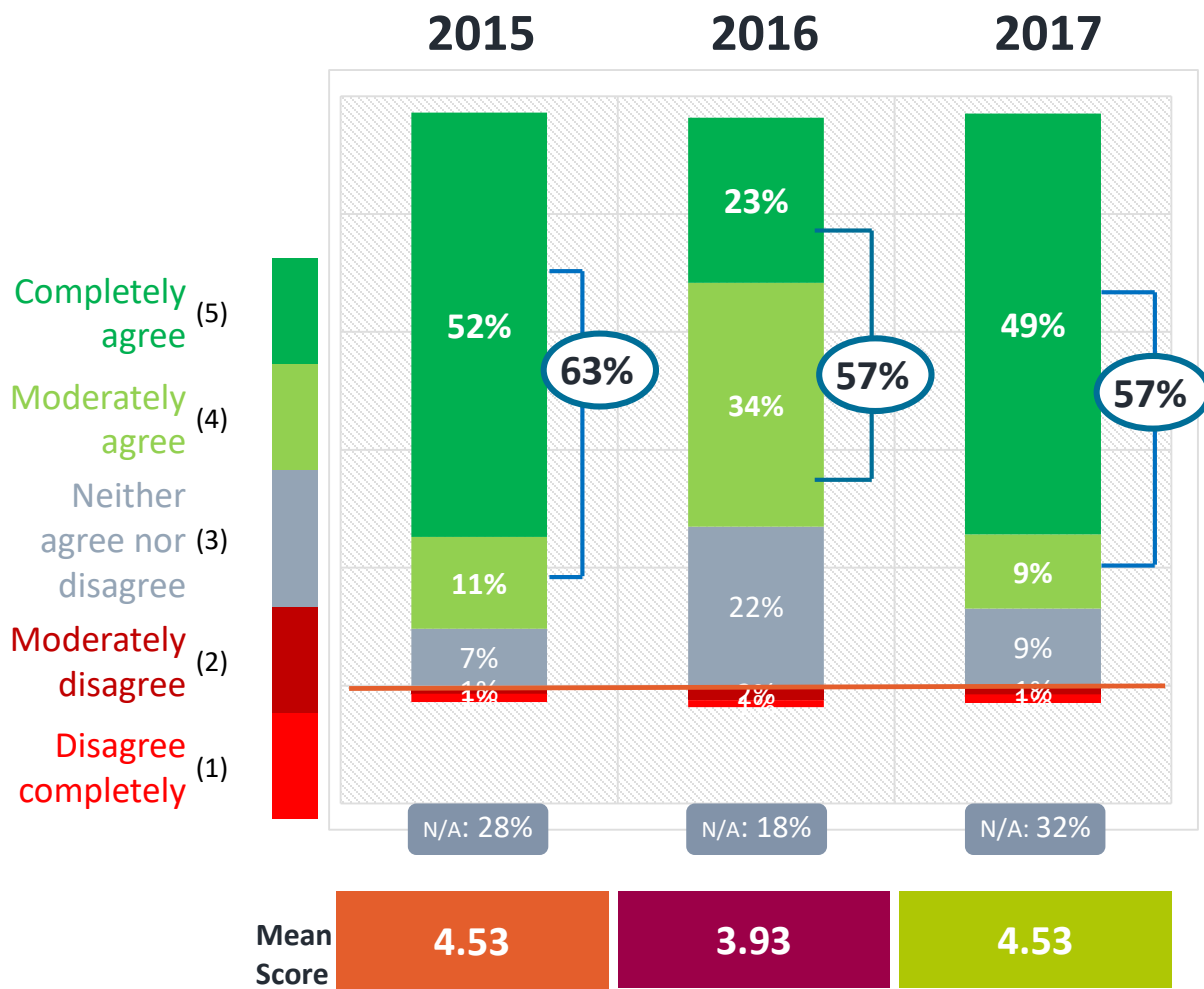
Level of satisfaction with - Getting on to a course, training or getting a job

Strongly improved satisfaction with getting on to a course, training or getting a job. 29% didn't answer this question



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

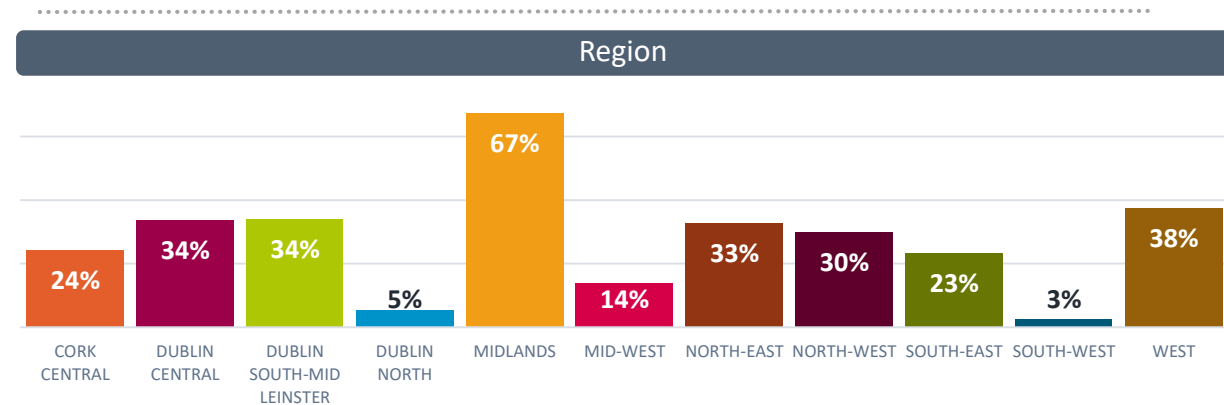
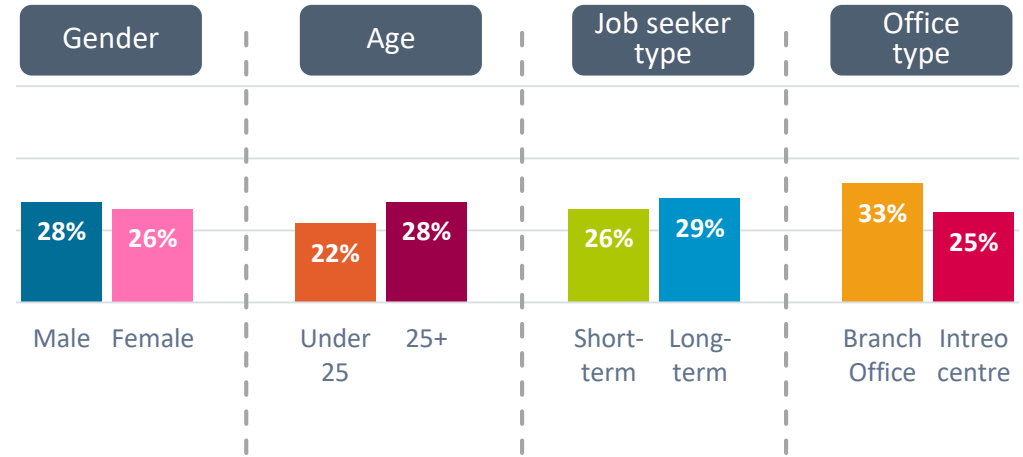
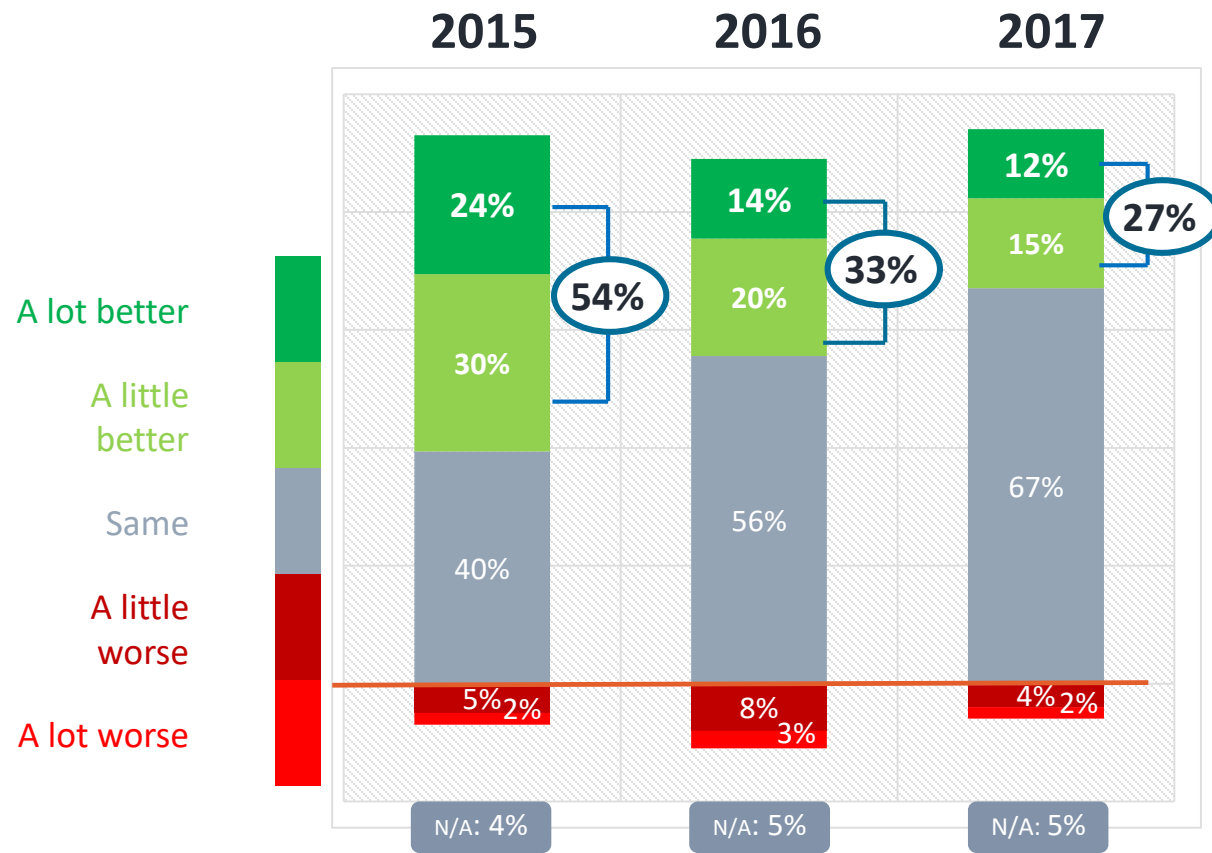
attended More than half (57%) were satisfied with the course they might have attended. One third didn't answer this question



Comparison to main bank

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

Increasingly Intreo centre/Branch office services are seen as similar to that offered by main bank.



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

Verbatims

Verbatim Analysis

Nearly half had no suggestions for improvements, those who did, provided suggestions for improving Communication, Services and Processes.

	Office Issues	Staff	Services	Communication	Processes	Office Facilities	Other	No Suggestions
2017	10%	10%	11%	12%	6%	3%	-	48%
2016	8%	8%	8%	6%	3%	2%	5%	60%
2015	19%	8%	5%	5%	10%	6%	12%	41%

Office Issues	Staff	Services	Communication	Processes	Office Facilities
<ul style="list-style-type: none"> • Shorten length of time queuing / Waiting to be Seen – 4% • Better accessibility – 3% • Better privacy – 2% • Need better direction in the branch – 1% 	<ul style="list-style-type: none"> • More helpful staff/ providing more information -5% • Improve staff compassion / respectfulness – 3% • More friendly staff– 2% 	<ul style="list-style-type: none"> • Not enough suitable courses – 3% • Improve payments for courses/travel – 2% • Improve website / Online dealings – 2% • Limited job prospects – 2% • Deliver better services for older people – 1% • Deliver more variety of jobs – 1% 	<ul style="list-style-type: none"> • More efficient communication – 6% • Improve phone answering– 4% • More efficient job/Course notifications – 2% 	<ul style="list-style-type: none"> • Better approach tailored to my needs / Qualifications – 3% • More efficient Internal processes – 2% 	<ul style="list-style-type: none"> • Longer/more convenient opening hours – 3%

What one improvement do you feel the Intreo centre/Branch office could make to improve your overall experience as a client?

Illustrative Verbatims:

Office Issues	Staff	Services	Communication	Processes	Office Facilities
<ul style="list-style-type: none"> • Queuing times can be very long. Accessing the branch office was difficult as I live a good distance from the office. • In the summer there is only one counter open • Very satisfied with the service at the local Intreo centre. Some difficulty in accessing centre due to public transport times. • More time one-on-one, more privacy • Better signs in the office to point to the right window 	<ul style="list-style-type: none"> • The staff should be more helpful • The staff could have a little bit more patience as sometimes everything seems very rushed • Sometimes staff aren't up to date with the newest information i.e. maternity benefit • Train some of the older staff not to make you feel like you're to swindle • They should be more knowledgeable about different offices. There had been miscommunication between Intreo and the FAS office. 	<ul style="list-style-type: none"> • The opening hours should be earlier. More courses are needed • There should be more advertisements with available jobs. • My Intreo centre is clearly understaffed. I had been waiting 9 weeks for my payment to come through • Intreo should do more on social media these days • The website is very text heavy it need to be modernized to be more user friendly, i.e., like an app chat feature for FAQs etc • Struggling to obtain work due to age (58). Maybe a jobs list for the over 30's. 	<ul style="list-style-type: none"> • Hard to know when I could sign on, not enough information timetables • Communication is very poor and needs improvement • They don't answer the phones, trying 3 days to get through • Getting through to somebody on the phone is a nightmare but besides that the staff are brilliant • I was not informed or offered any courses/training. All social welfare recipients should be informed of available courses/training. 	<ul style="list-style-type: none"> • The process could be quicker • Handing in paperwork more than once because it has "not been submitted" which isn't the case for myself as I physically handed them in • Needs to tailor courses more to people's needs and build on the skills they have already • Not enough jobs for people with higher education • My daughter spoke for me as there was a language barrier 	<ul style="list-style-type: none"> • More after hours service, possibly open one evening or a weekend day • Closed for 2 hours for lunch can be inconvenient • Closing on half days, midweek closure

Online interactive dashboard can help managers to use results and verbatims to make improvements



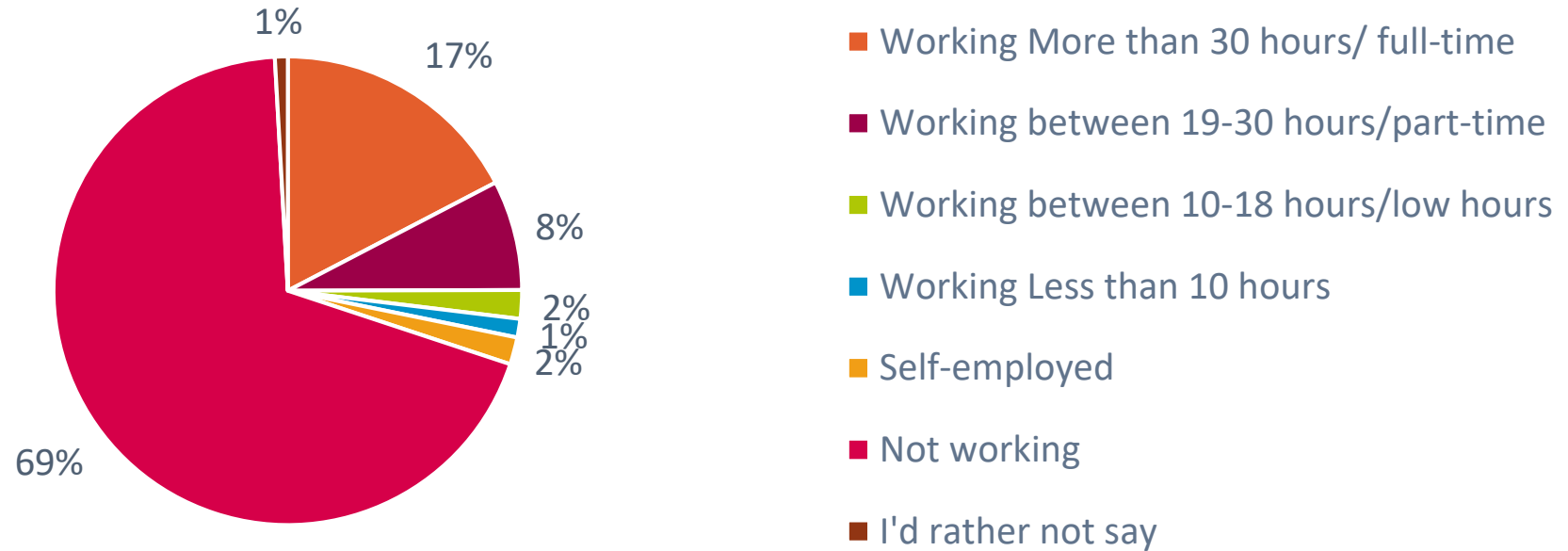
Review verbatims for your region or by satisfaction level

Survey Date	Age	Gender	Location	Long/Short term	Office type	Satisfaction	One Improvement
11/3/2016 7:41:58 AM	25+	Male	West	Long term	Intreo centre	3. Neutral	-
11/2/2016 11:43:28 AM	25+	Female	Midlands South	Short term	Intreo centre	1. Very Dissatisfied	-
10/27/2016 5:04:00 PM	25+	Female	Mid Leinster	Short term	Intreo centre	4. Fairly Satisfied	It would be nice to have a wider range in courses to choose from, when asking for help it would be greatly appreciated if there was more information at hand and being able to talk to a staff member about the help you are looking for. When going to the centre I would prefer if I wasn't treated like a number and be respected more when I come for help, especially when I am genuinely looking for the help to get me by until I find a job or course.
10/27/2016 5:03:11 PM	<25	Male	Dublin South	Long term	Intreo centre	4. Fairly Satisfied	Offer more courses to people
10/27/2016 5:08:54 PM	25+	Male	North West	Short term	Intreo centre	5. Very Satisfied	Very efficient bunch of people
10/27/2016 5:16:04 PM	25+	Male	Midlands South	Long term	Intreo centre	4. Fairly Satisfied	"When called into meetings about attending some bogus facility that ""helps"" people get a job (slave labour) I don't appreciate being looked at and talked at like I'm some sort of lower life form. Had this experience last year from the lady I was dealing with. All she could do as warn me repeatedly that if I skip this meeting, my payment would be but. I heard her the first time. Her general demeanor made me want to get on the next plane to England and tell her where to stick the payment.,or maybe that's what she wanted eh? One less person on the register to worry about!"
10/27/2016 11:29:53 PM	25+	Female	Dublin North	Long term	Intreo centre	5. Very Satisfied	-
10/29/2016 7:16:37 PM	25+	Male	Cork Central	Long term	Branch office	5. Very Satisfied	I think with new public services card it's degrading to have adults lined up like cattle to sign on once a month when they have to go to post office every week to collect payment and post office staff are so diligent at there job and photo is on card

Appendix

Employment status

The majority (69%) of jobseekers are not working



	Working more than 30 hours/ full-time	Working between 19-30 hours/part-time	Working between 10-18 hours/low hours	Working Less than 10 hours	Self-employed	Not working	I'd rather not say
2017	17%	8%	2%	1%	2%	69%	1%
2016	7%	9%	5%	1%	3%	74%	0%



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

Jobseeker satisfaction with public offices research *(October 2017, Phone)*

08/12/2017



Powering customer experience