



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

# Satisfaction with JobPath service providers *(October 2017, Phone)*

21/02/2018



Powering customer experience

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# Introduction

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Dept. of employment affairs and social protection want to assess satisfaction with JobPath services, Seetec and Turas Nua across Republic of Ireland from the point of view of jobseekers.

## Research Objectives

Specifically we needed to find out:

- Overall satisfaction with Seetec/Turas Nua services
- Satisfaction with Seetec/Turas Nua offices
- Satisfaction with Seetec/Turas Nua Staff
- Satisfaction with Seetec/Turas Nua services
- Satisfaction with Seetec/Turas Nua processes

## The Sample:

A representative sample of 2019 JobPath candidates were interviewed. All interviews were carried over the telephone.

	Sample Size	Fieldwork dates
2017	2019	24/10/2017-04/11/2017
2016	2003	11/10/2016 - 21/10/2016

# Sample distribution

	2016	2017
<b>Gender</b>		
Male	1357 (68%)	1332 (66%)
Female	571 (29%)	687 (34%)
Unknown	75 (4%)	-
<b>Age</b>		
Under 25	92 (5%)	207 (10%)
25+	1836 (92%)	1812 (90%)
Unknown	75 (4%)	-
<b>Duration</b>		
Passing 12 months	1 (0%)	77 (4%)
1-2 Years	490 (24%)	461 (23%)
2-3 Years	359 (18%)	245 (12%)
3+ Years	1153 (58%)	1104 (55%)
Working Part Time	-	132 (7%)

**Note.** Some data not tagged with classification information

	2016	2017
<b>Region</b>		
CORK CENTRAL	221 (11%)	150 (7%)
DUBLIN CENTRAL	105 (5%)	148 (7%)
DUBLIN SOUTH-MID LEINSTER	181 (9%)	226 (11%)
DUBLIN NORTH	89 (4%)	140 (7%)
MIDLANDS	231 (12%)	227 (11%)
MID-WEST	246 (12%)	240 (12%)
NORTH-EAST	259 (13%)	197 (10%)
NORTH-WEST	123 (6%)	141 (7%)
SOUTH-EAST	285 (14%)	277 (14%)
SOUTH-WEST	67 (3%)	122 (6%)
WEST	171 (9%)	151 (7%)
Unknown	25 (1%)	-
<b>Nationality</b>		
Irish	1650 (82%)	-
Non-Irish	353 (18%)	-

# Executive summary – Key messages

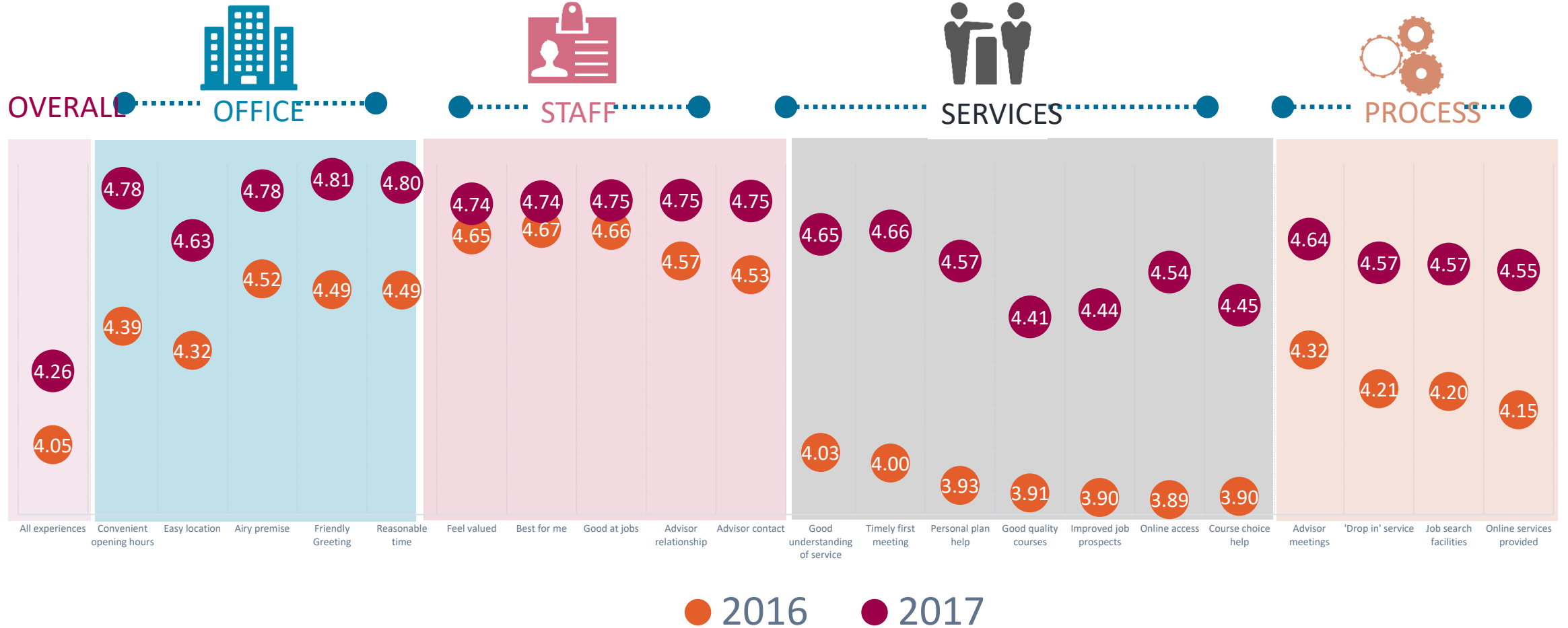
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- **Strong overall and improving performance for JobPath providers.** Overall satisfaction has improved from mean score of 4.05 in 2016 to 4.26 this year on a five point scale where the top score possible is 5.0.
- Scores across the key areas of Offices, Staff, Services and Processes are very strong and all scores have **improved significantly versus last year.**
- JobPath clients are **most satisfied with the staff and offices.** The **strongest** score recorded is for friendly greeting at 4.81.
- **Strongest improvements** are noted in the performance of JobPath providers delivering a good understanding of the service being offered at the first group meeting, timely organisation of the first meeting within two weeks of the group session and personal advisor aid to develop a personal progression plan.
- While one of the lowest scoring aspects, likely a challenging aspect of the service for JobPath providers, it is heartening that four in five now agree that JobPath services has helped the clients **improve their prospects in getting a job.**
- The great majority feel that **Seetec/Turas Nua services are similar or better than Intreo/branch office services**
- Amongst, JobPath clients who gave suggestions for improvement, a small minority of the total audience, the initiatives suggested tended to concentrate on provision of **better variety of jobs and more suitable courses.**

# Results

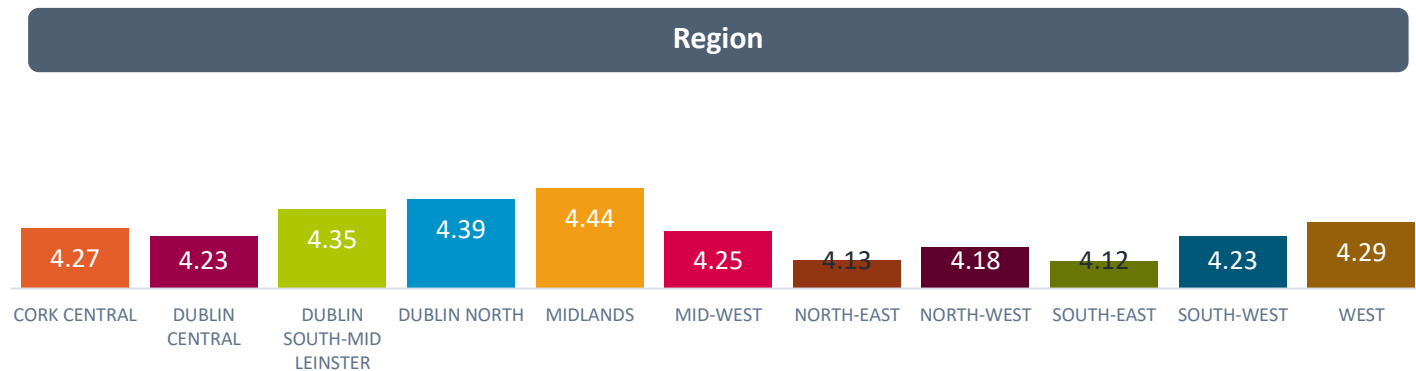
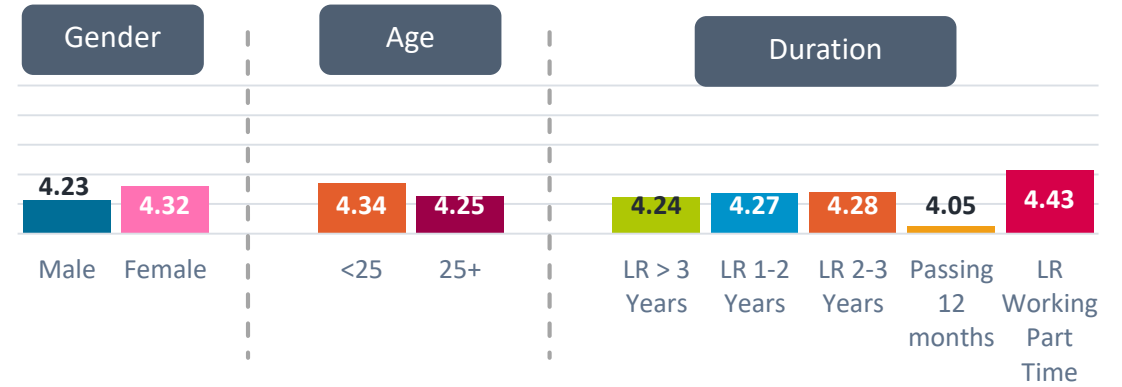
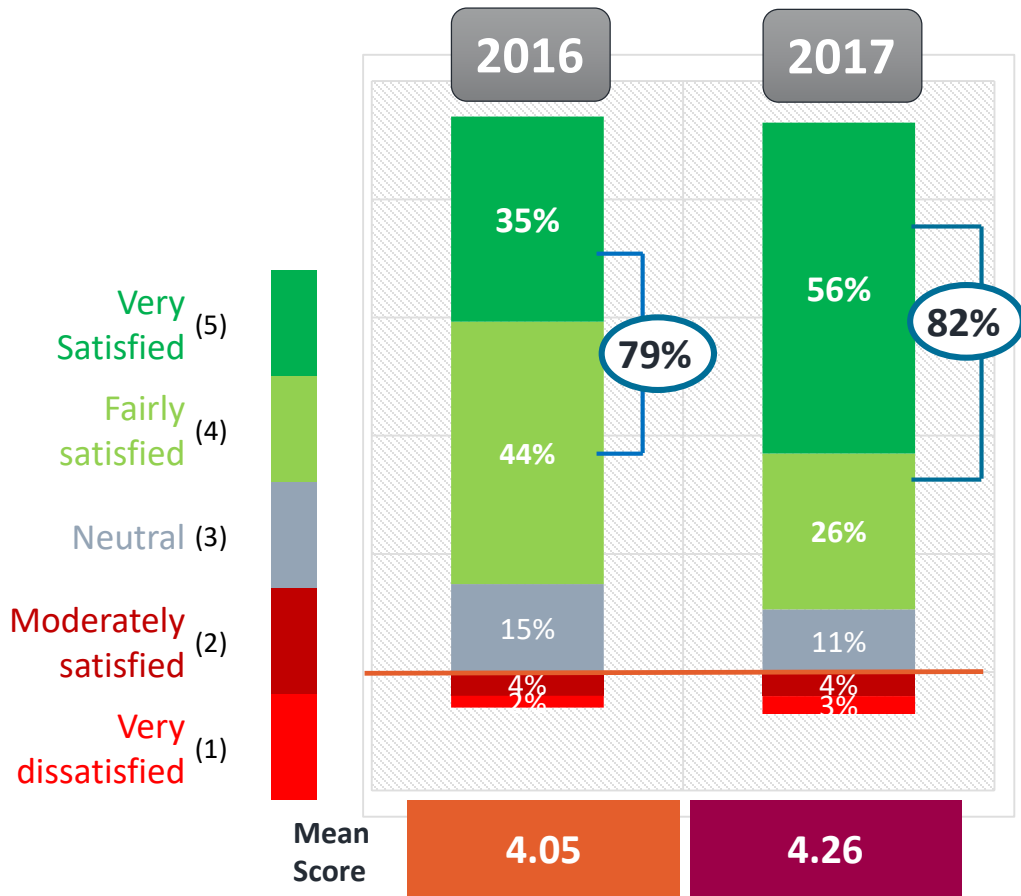
# Overall performance

Strong and improved performance in all areas



# Overall Satisfaction

Strong performance improved in 2017

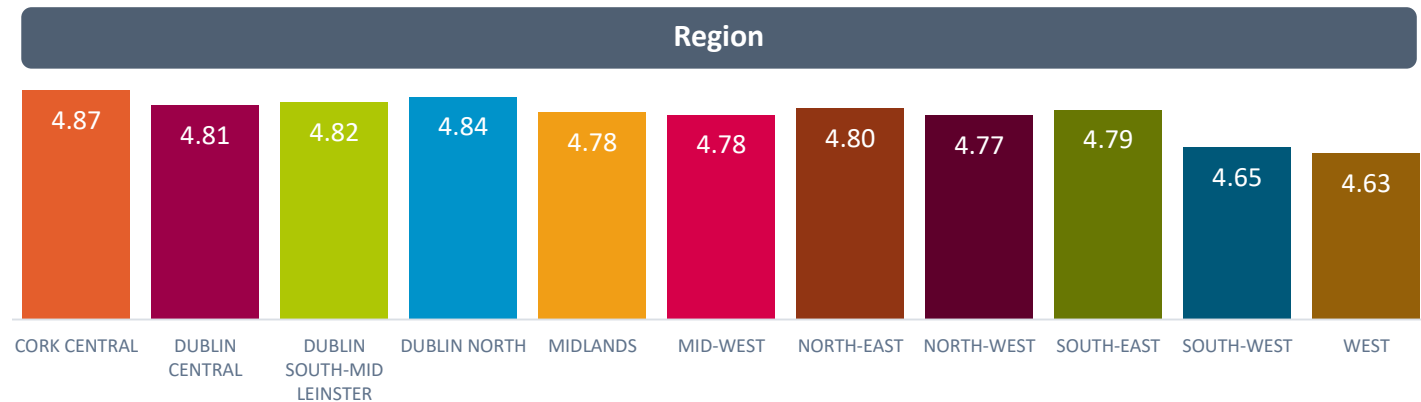
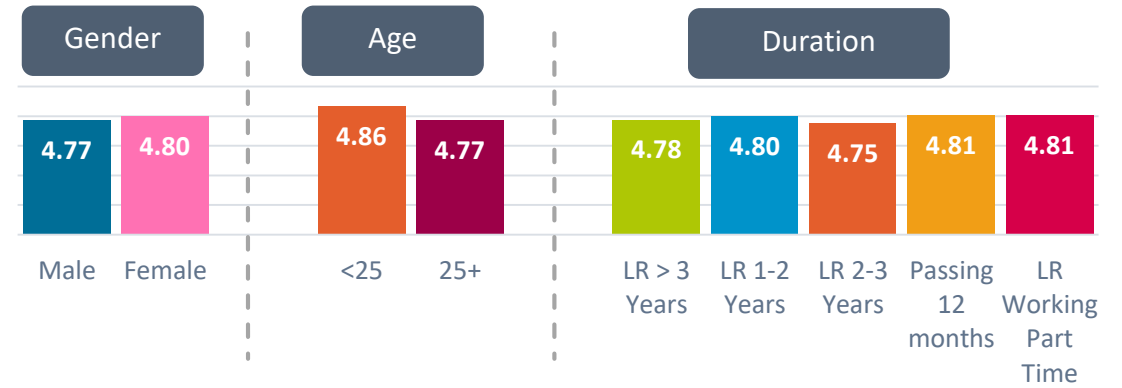
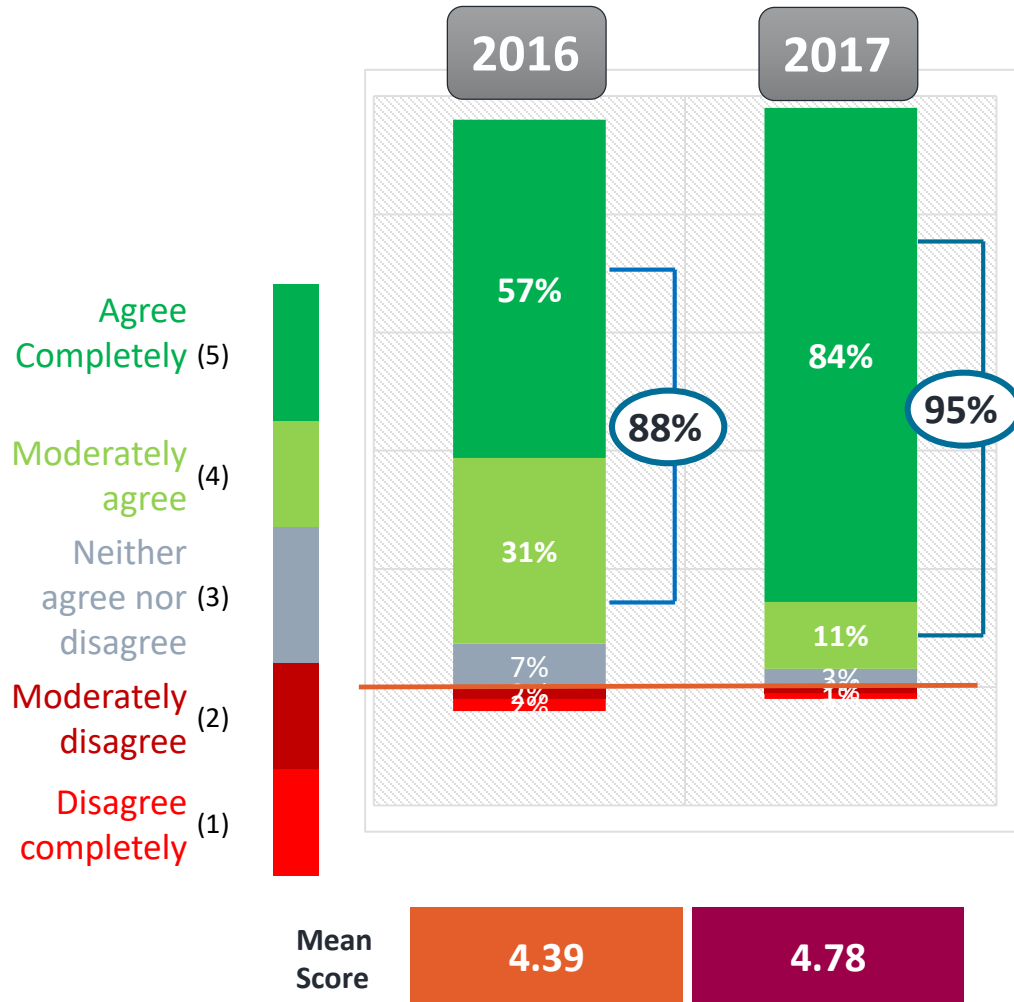




# Offices

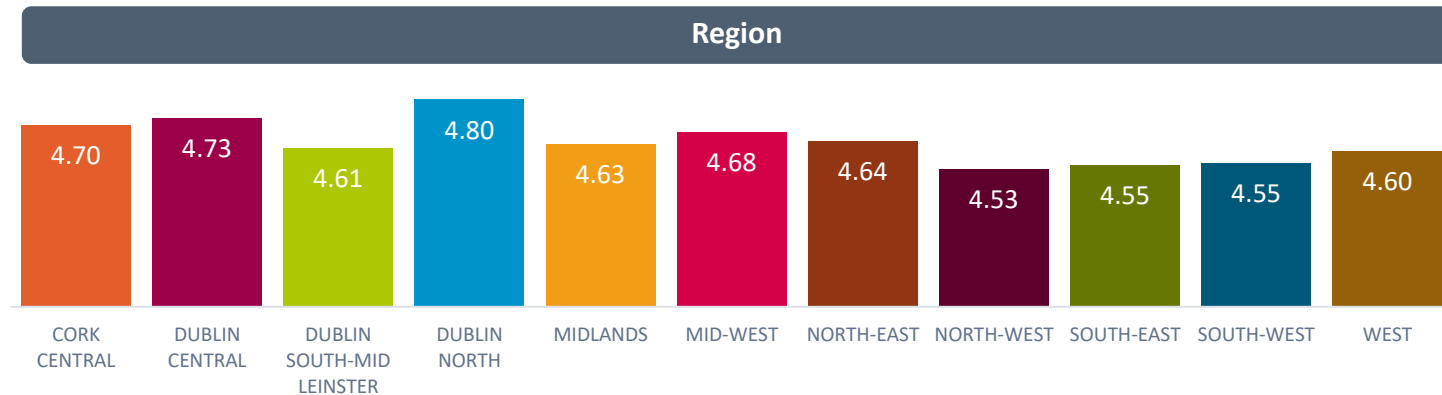
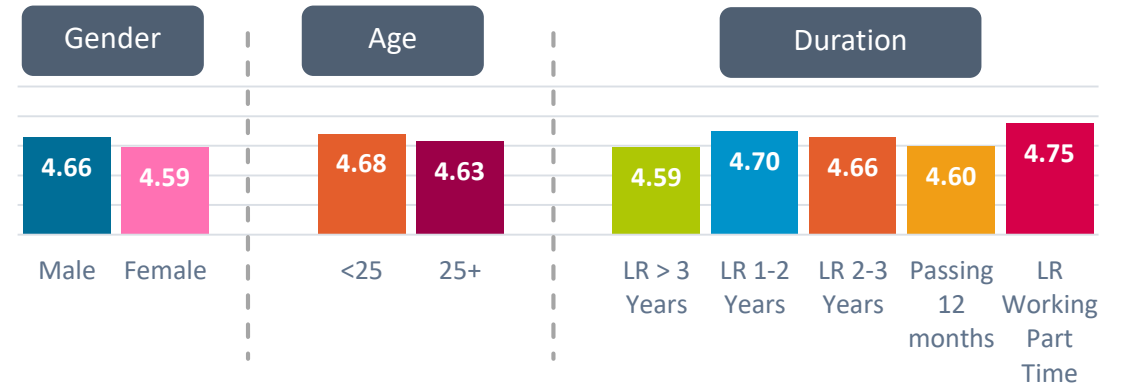
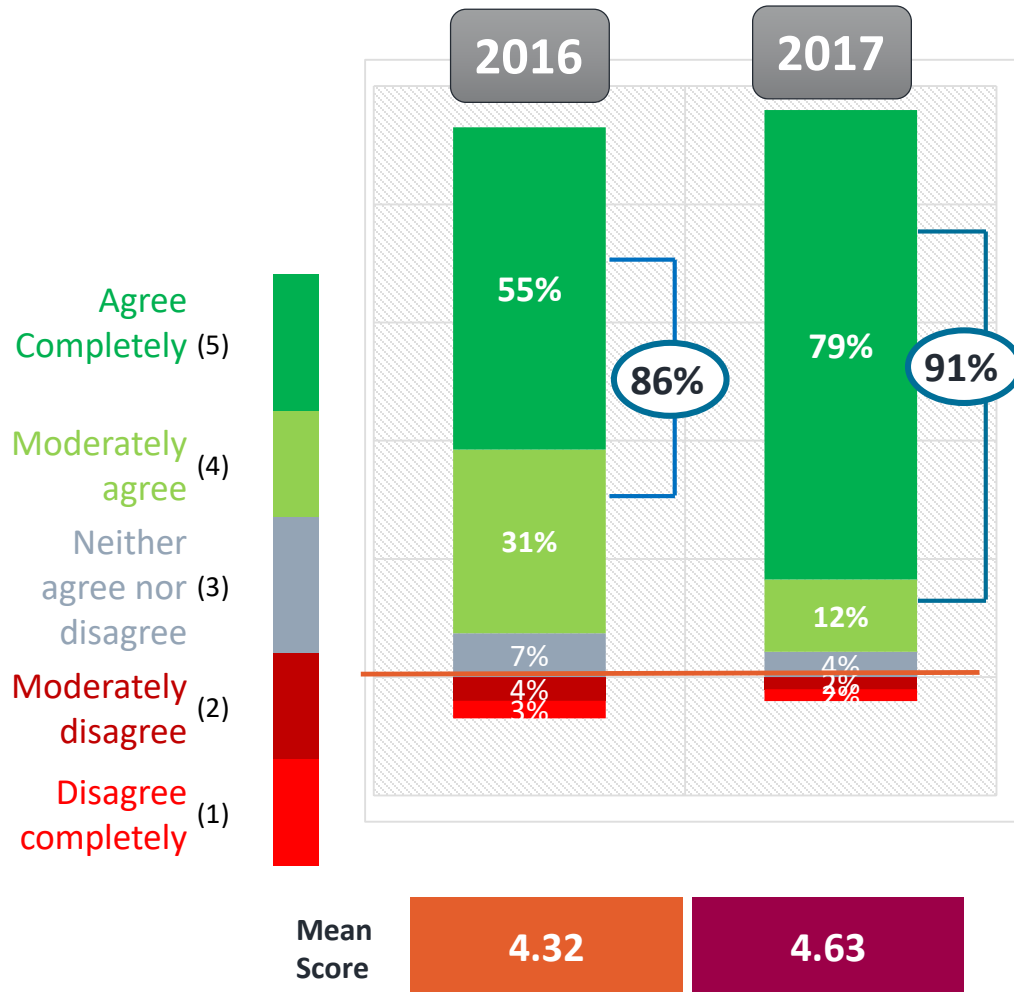
# Level of agreement with opening hours convenience

Strong uplift in scores



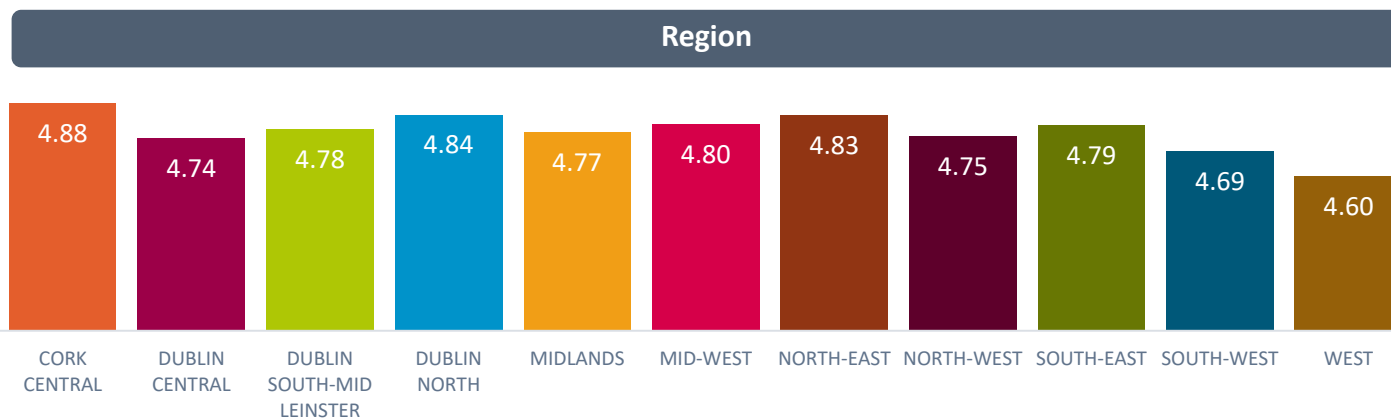
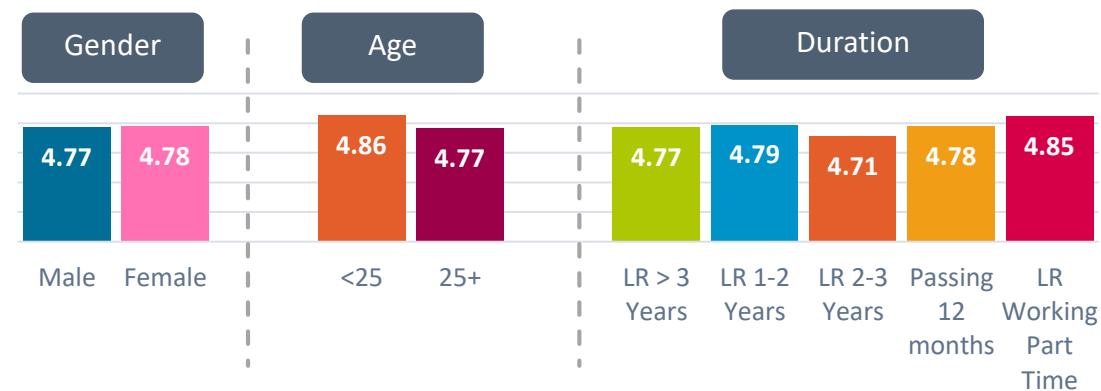
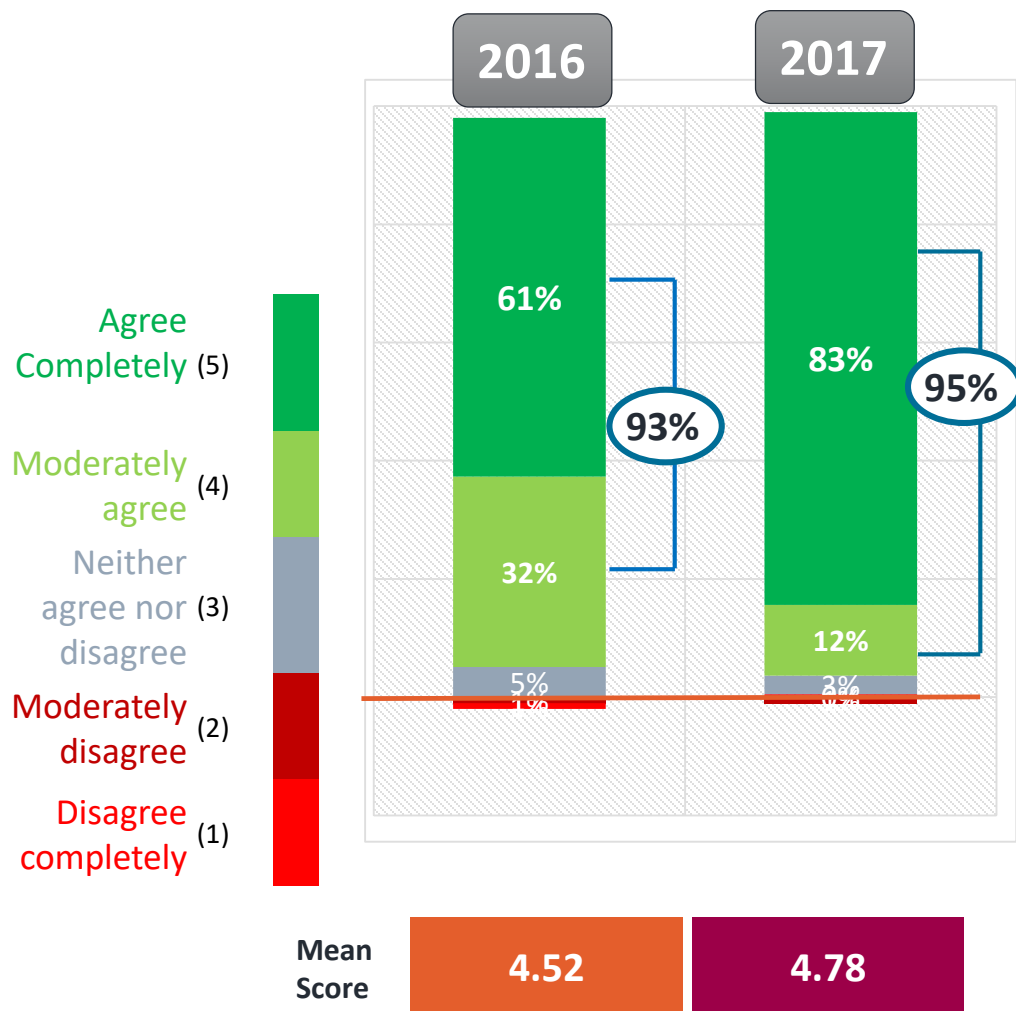
# Level of agreement with - Travelling to the Seetec/Turas Nua office is easy

Majority found travelling to the office easy



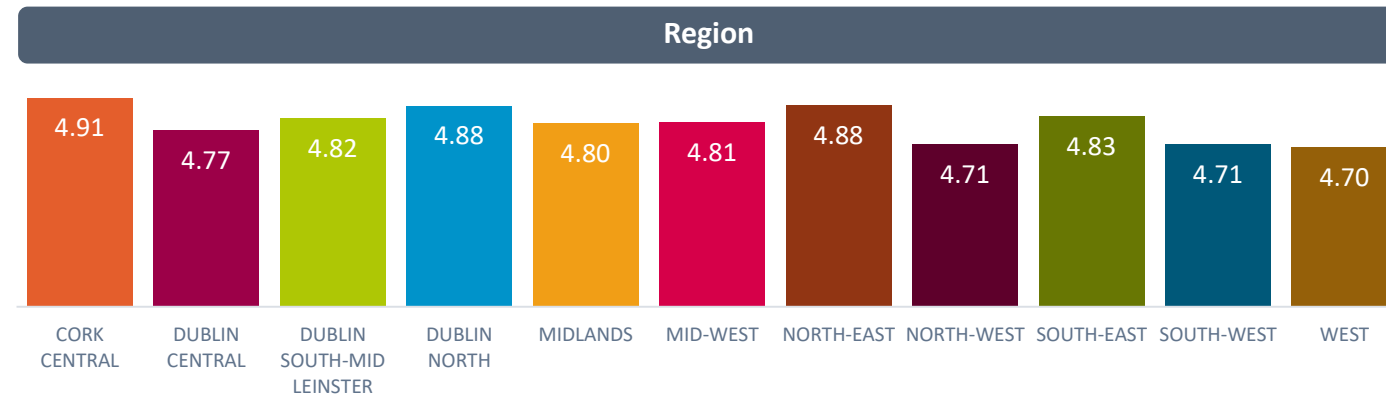
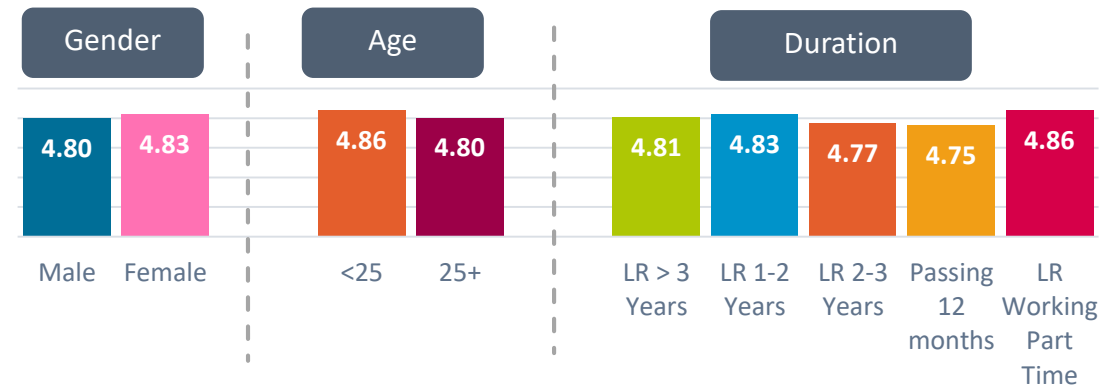
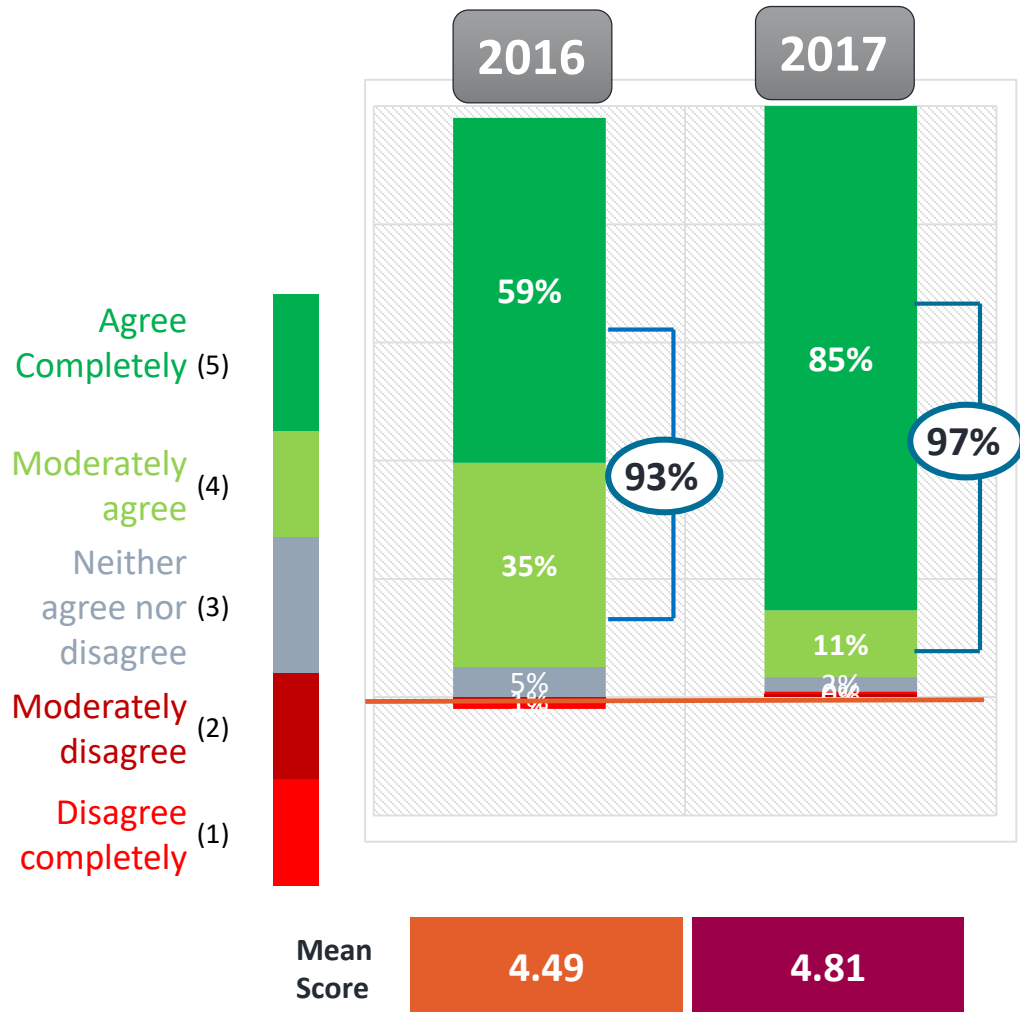
# Level of agreement with - The Seetec/Turas Nua office is bright and airy and a nice place to be

*Strong positive views improved*



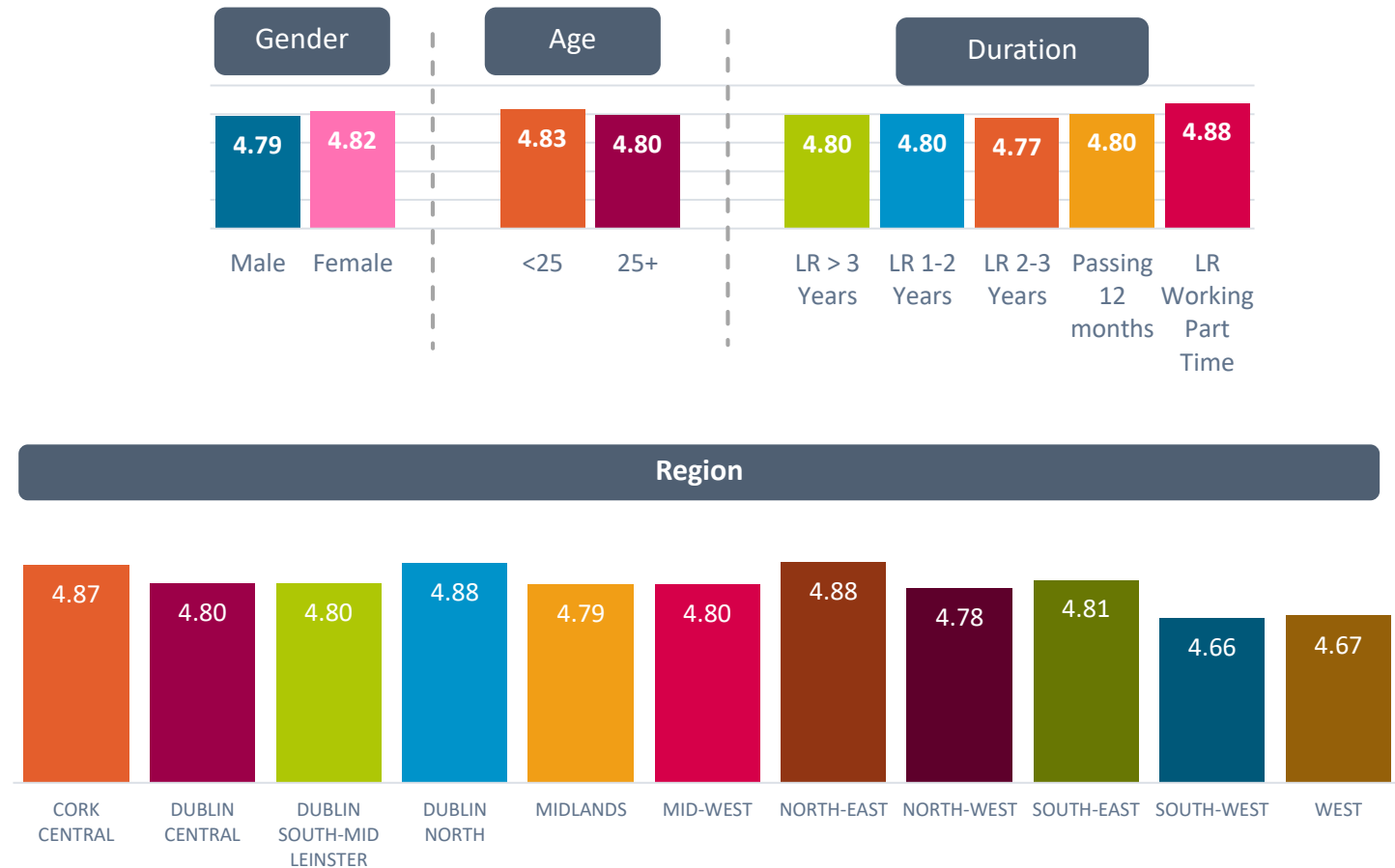
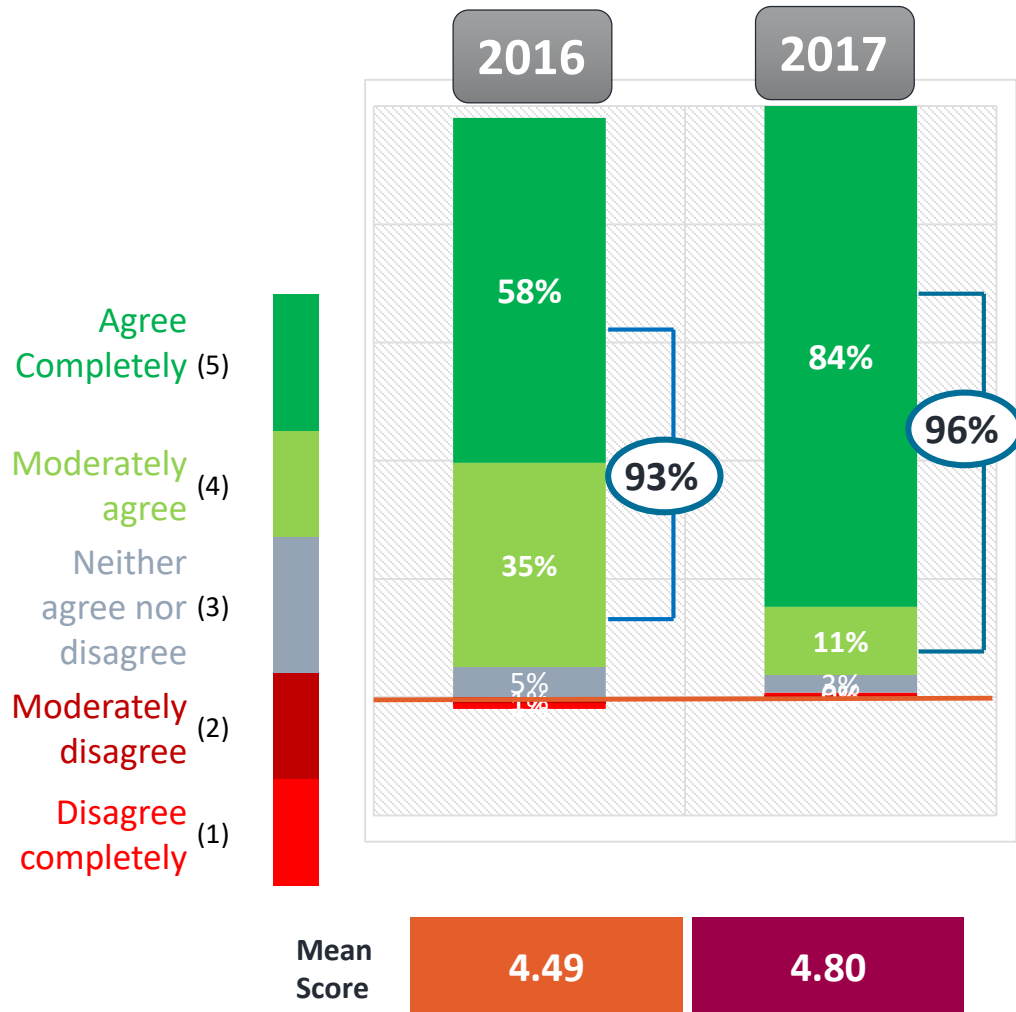
# Level of agreement with – Greeted in a friendly manner

*Greetings well regarded and improved*



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

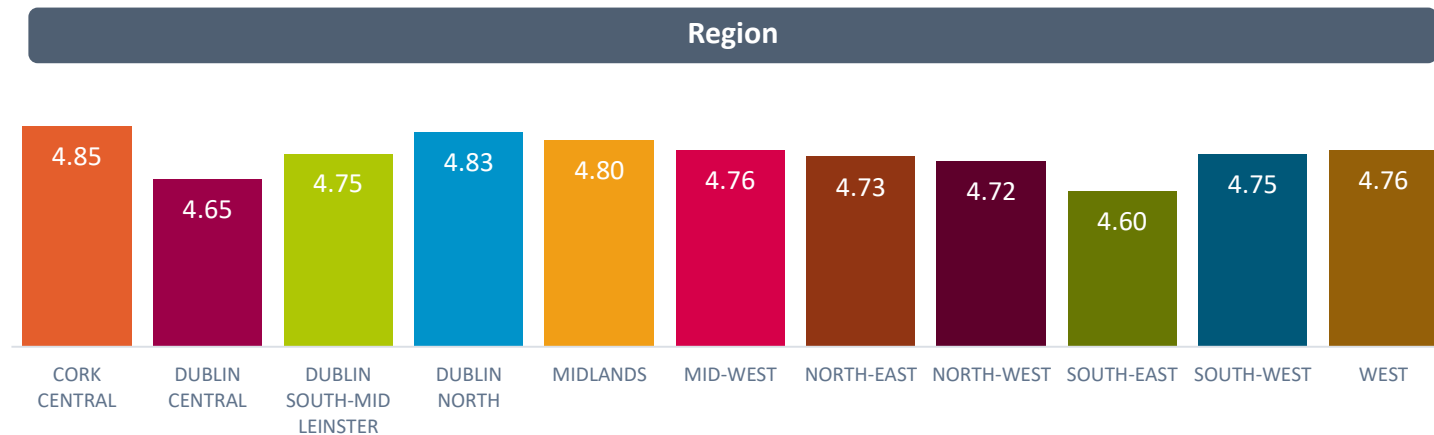
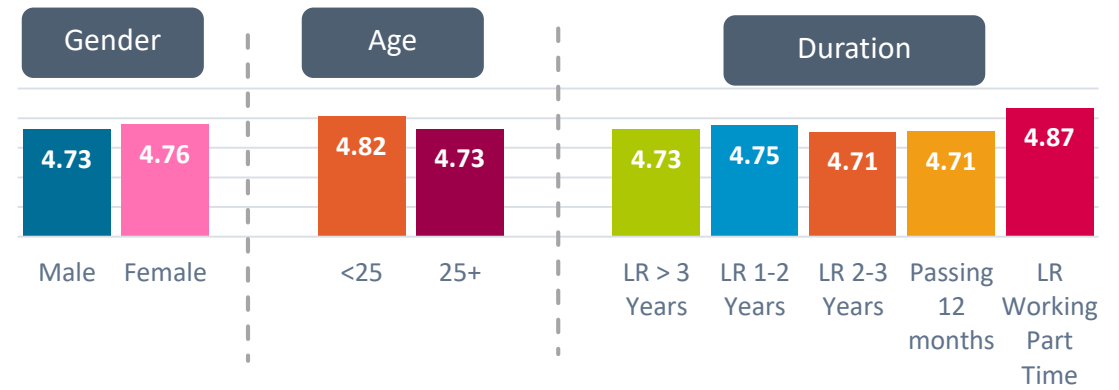
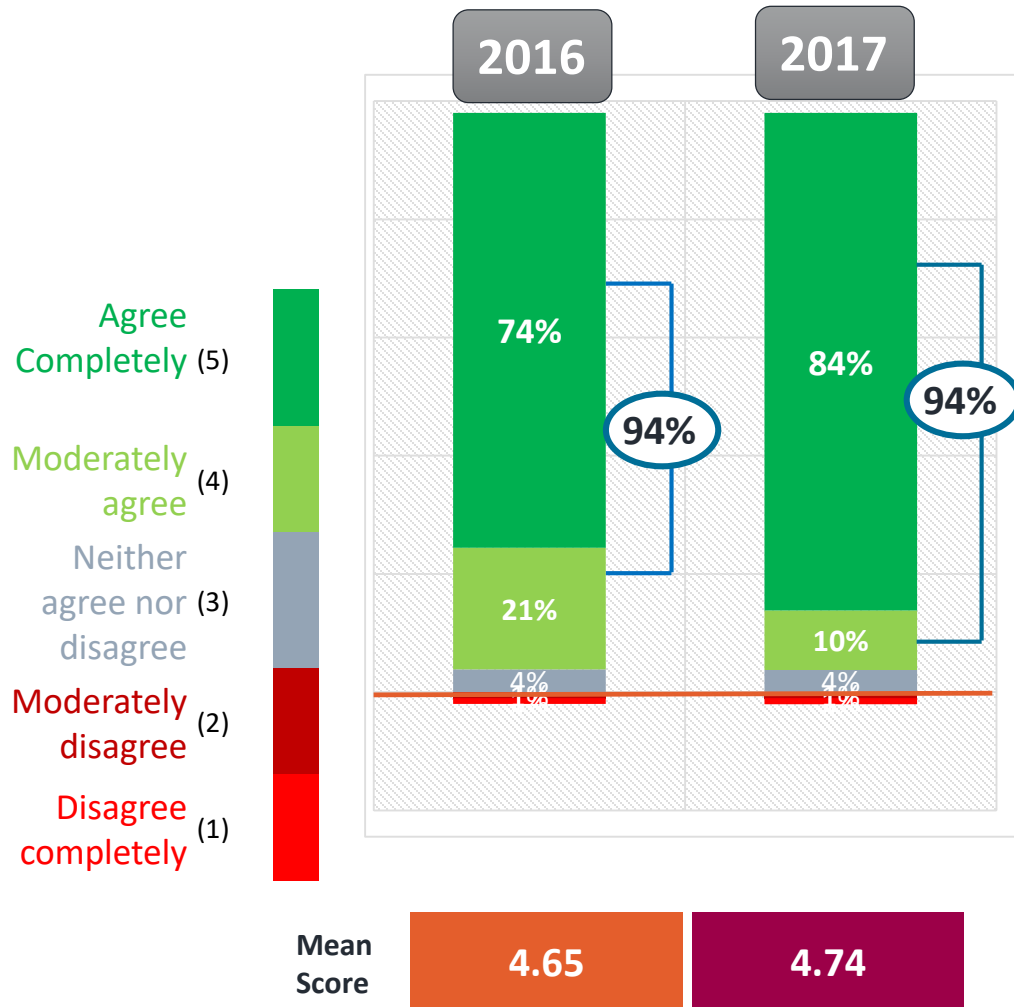
*Strong scores on timeliness*



# Staff

# Level of agreement with – Staff make me feel valued

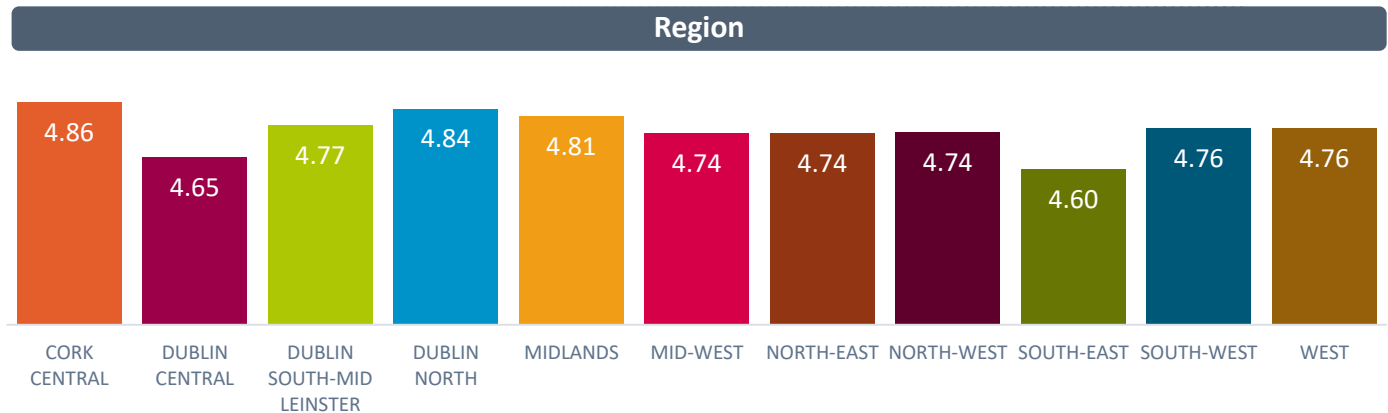
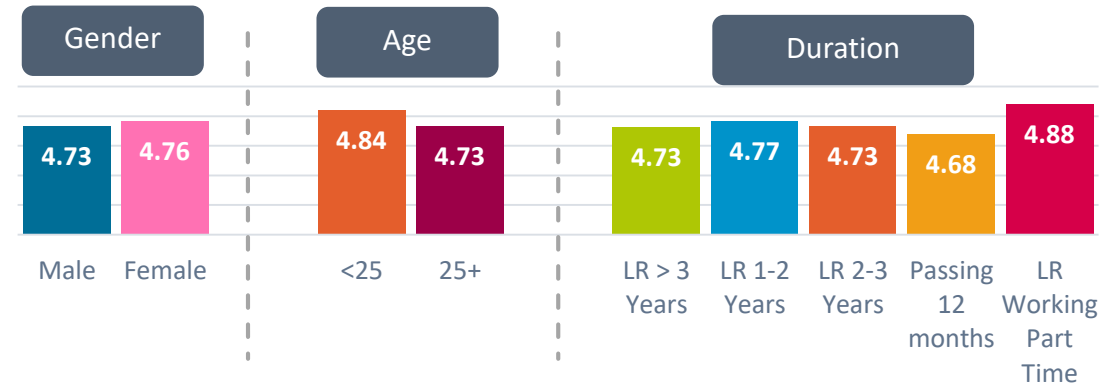
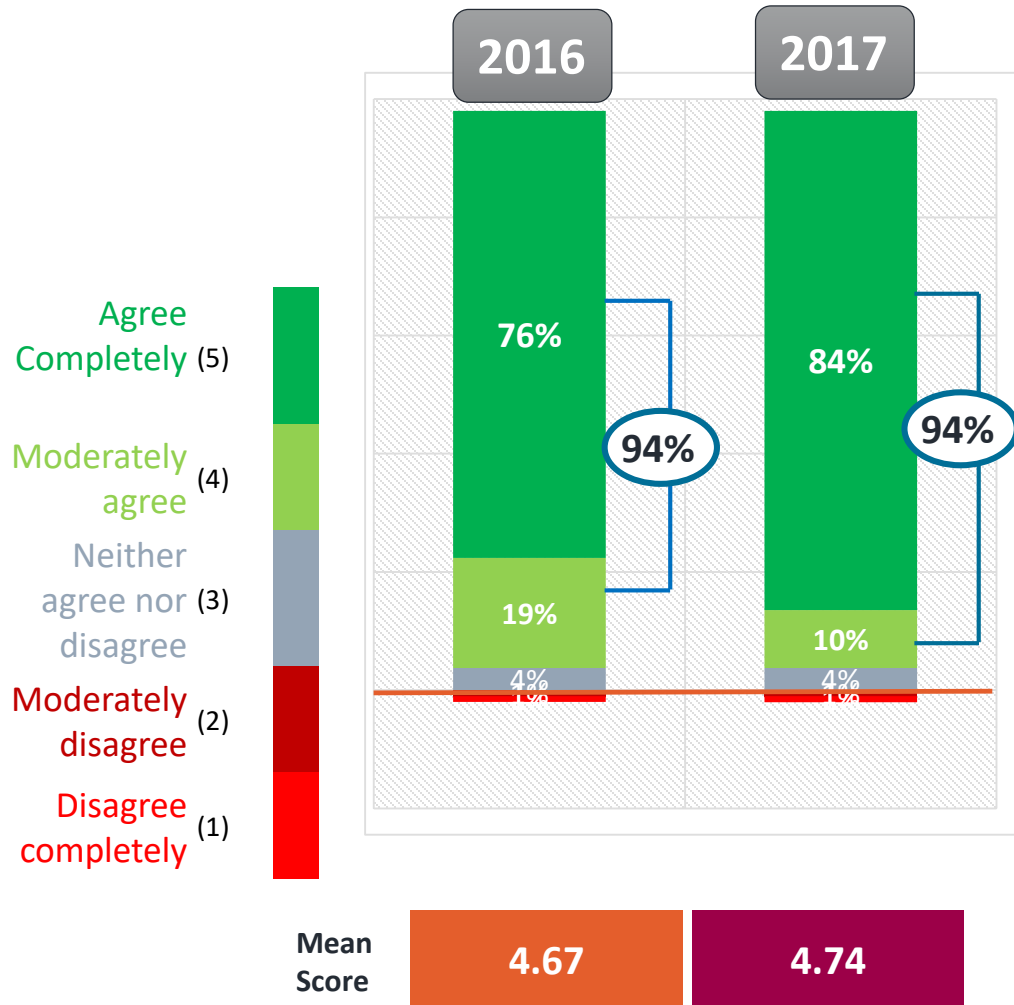
Small uplift in already strong score





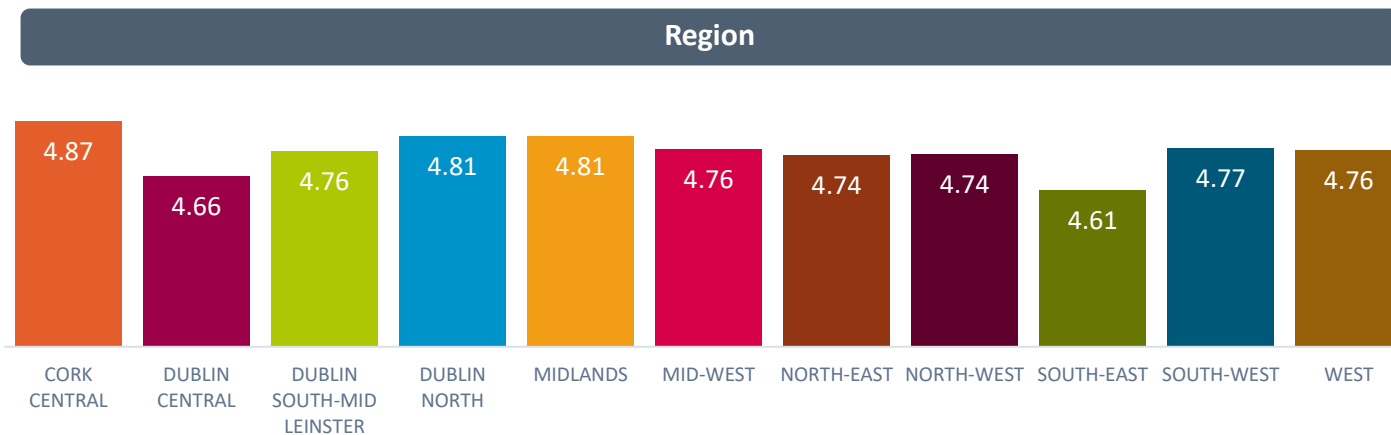
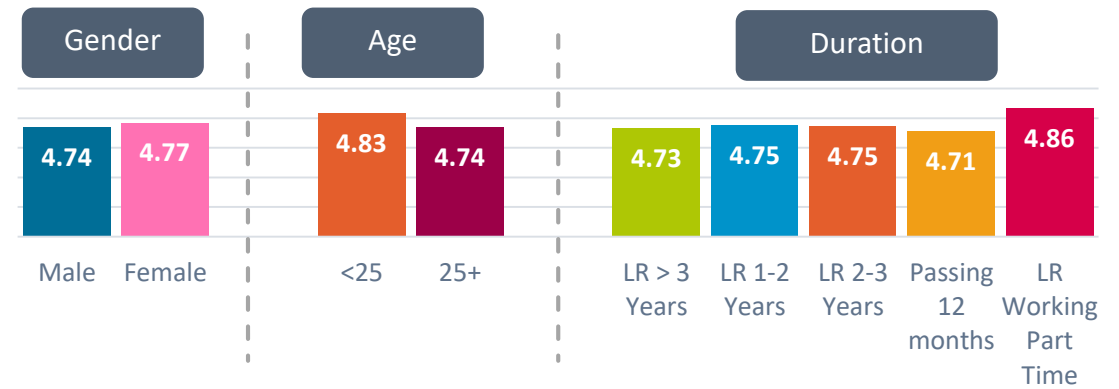
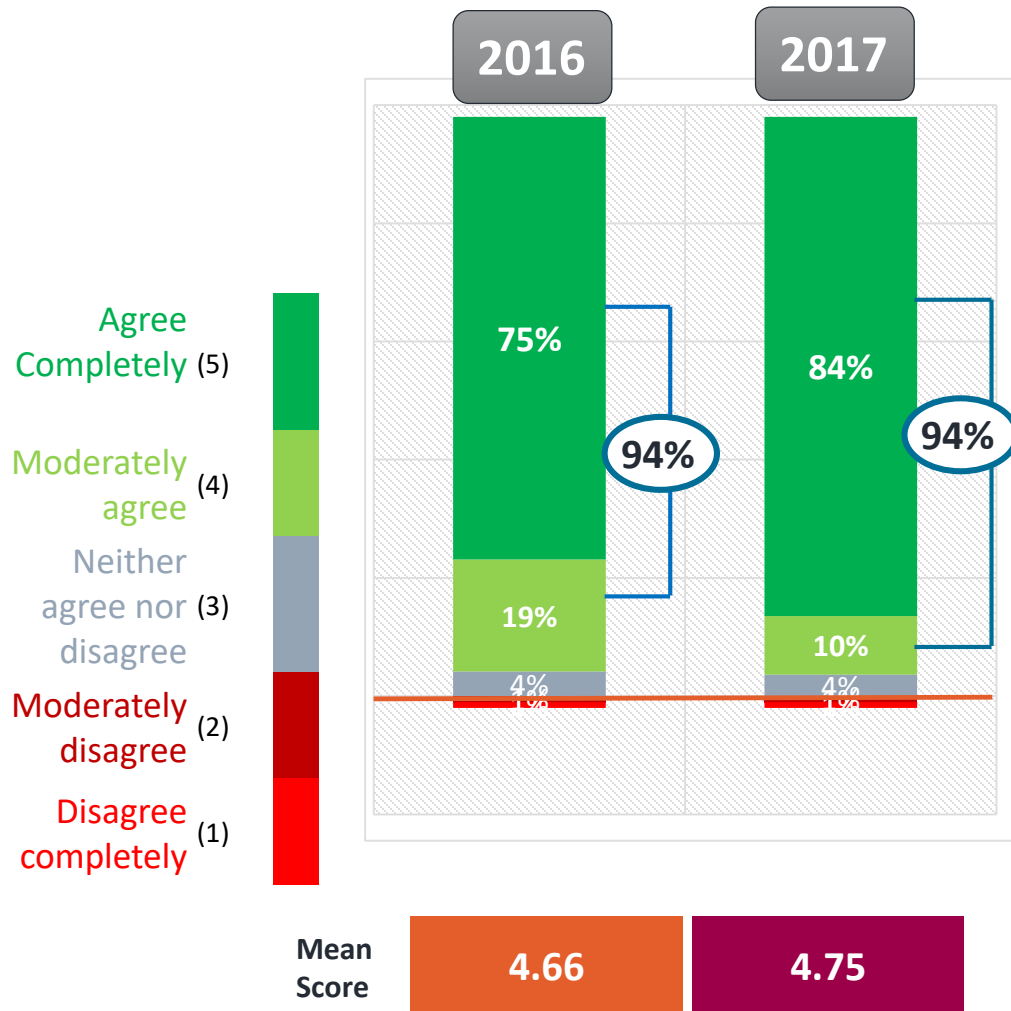
# Level of agreement with – Staff try their best for me

Small uplift in already strong score



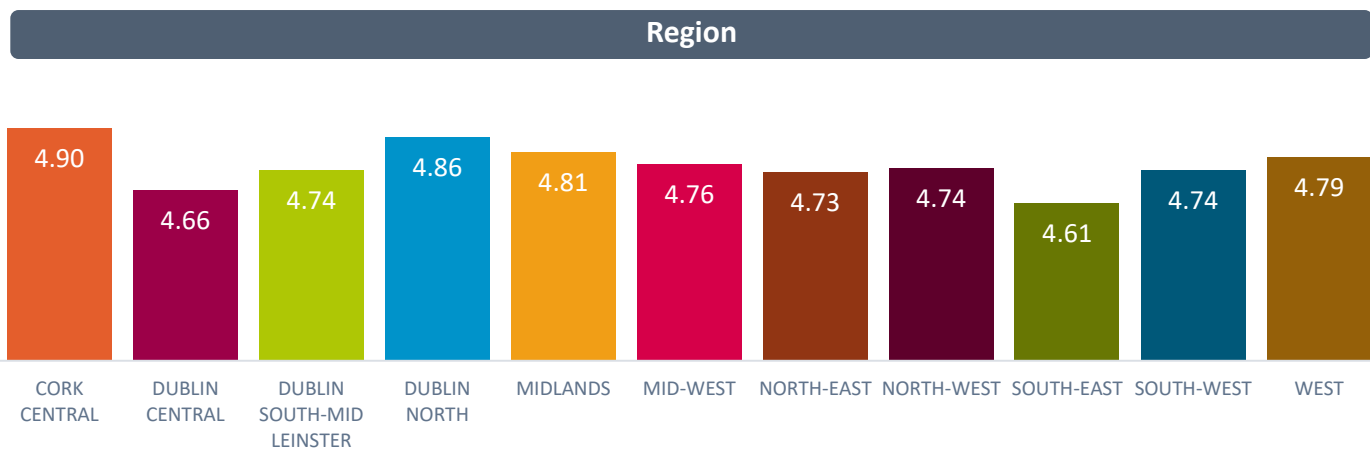
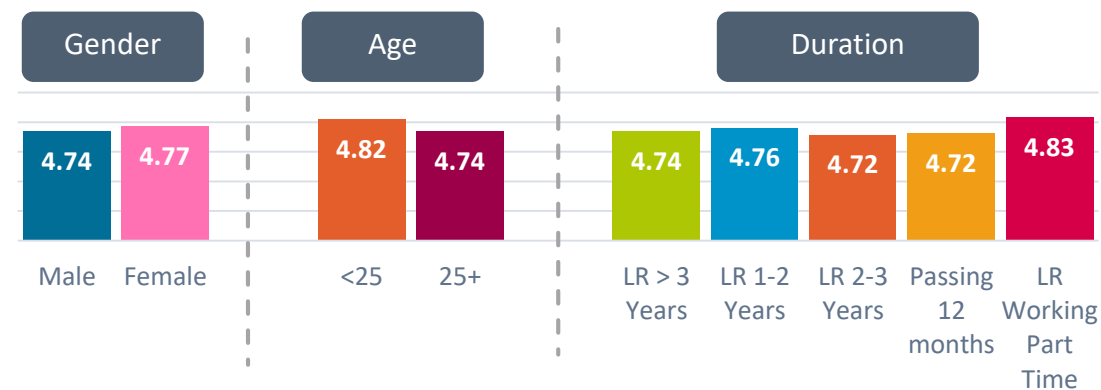
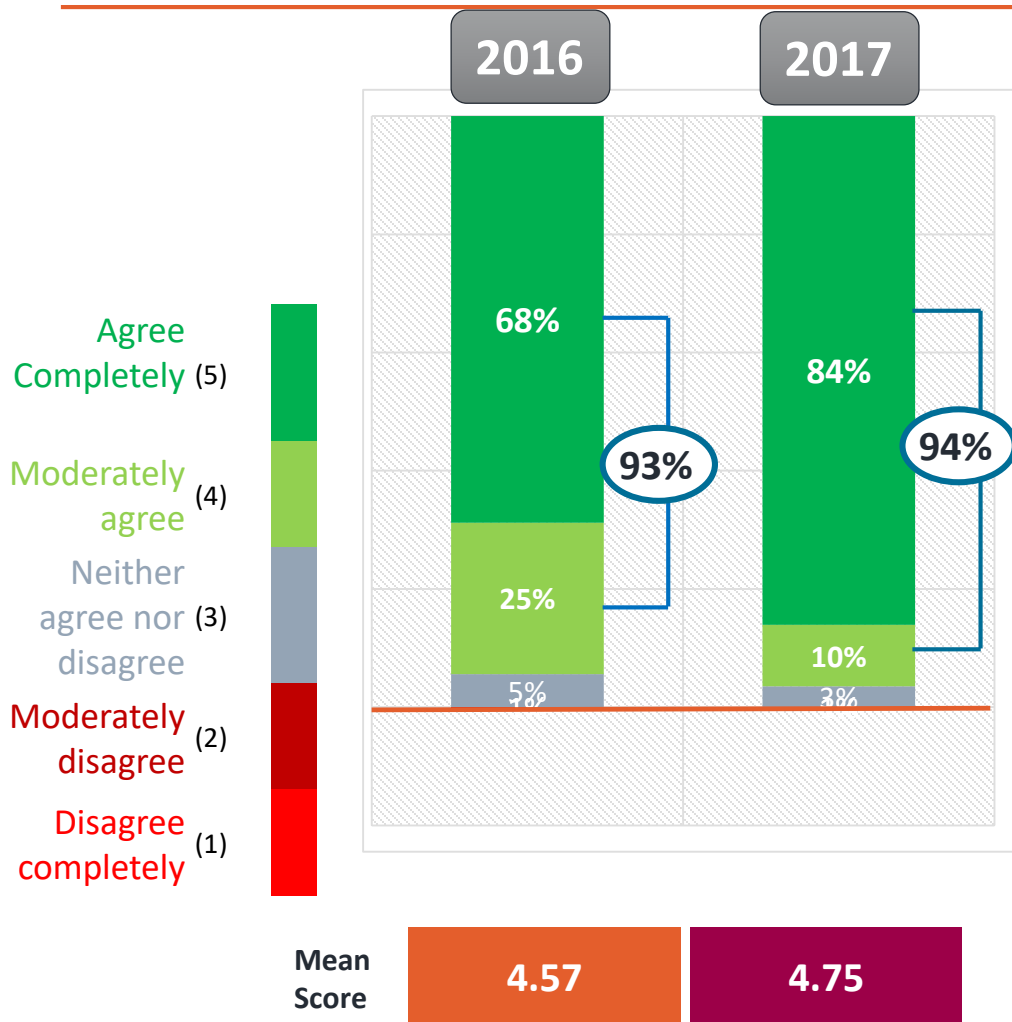
# Level of agreement with – Staff are very good at their jobs

*Slight improvement on staff capabilities*



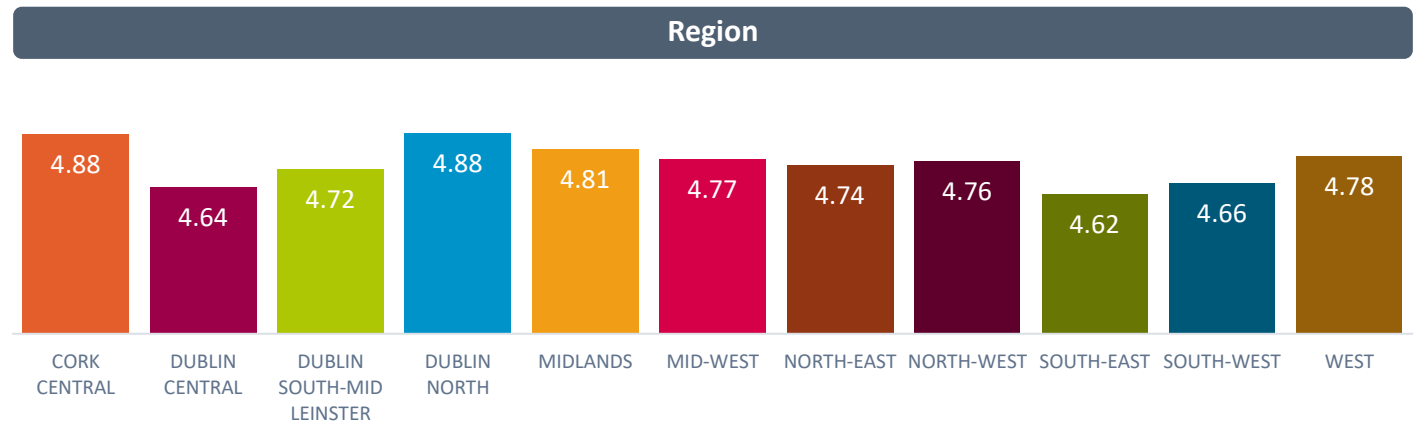
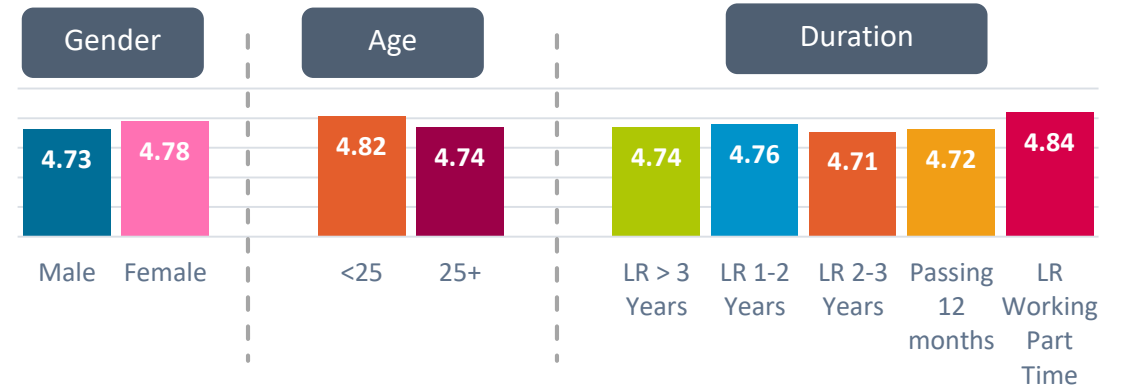
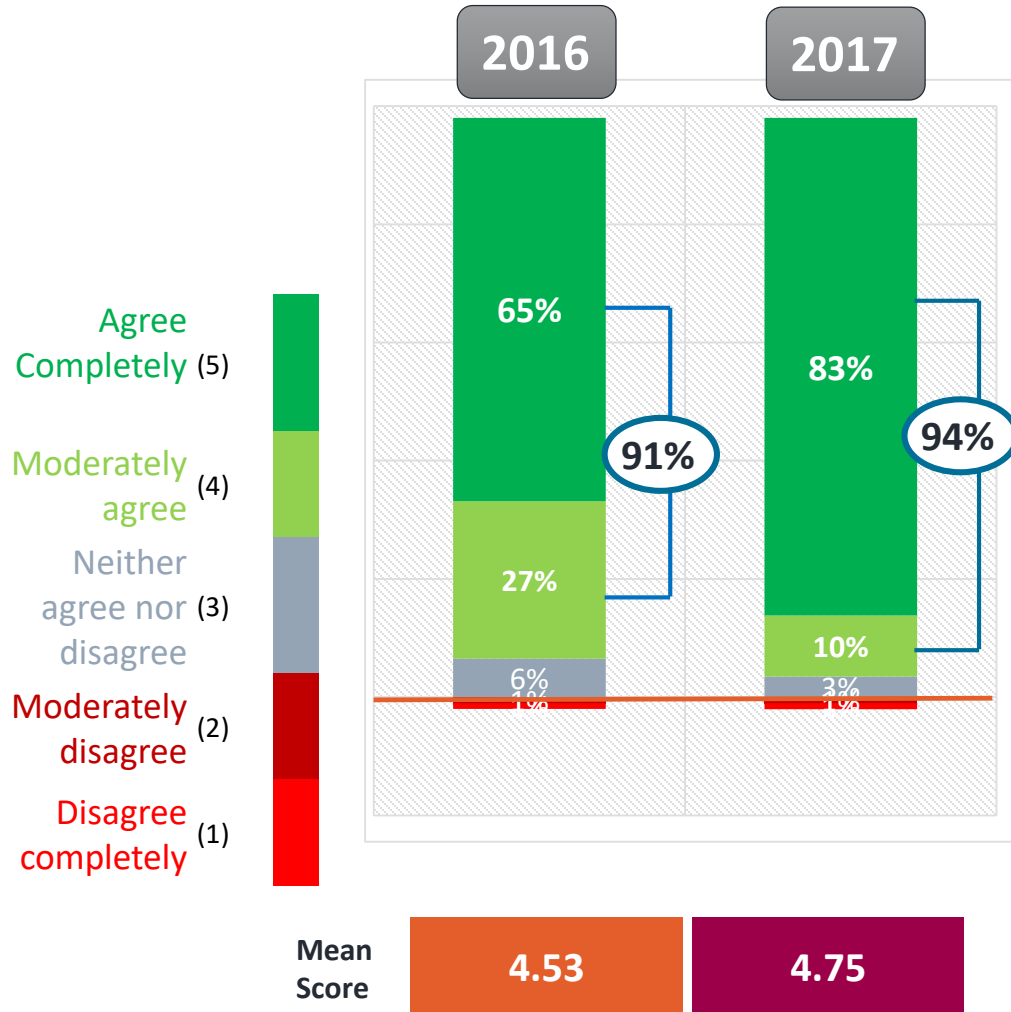
# Level of agreement with – Have a good working relationship with my personal advisor

*Strong and improving score here*



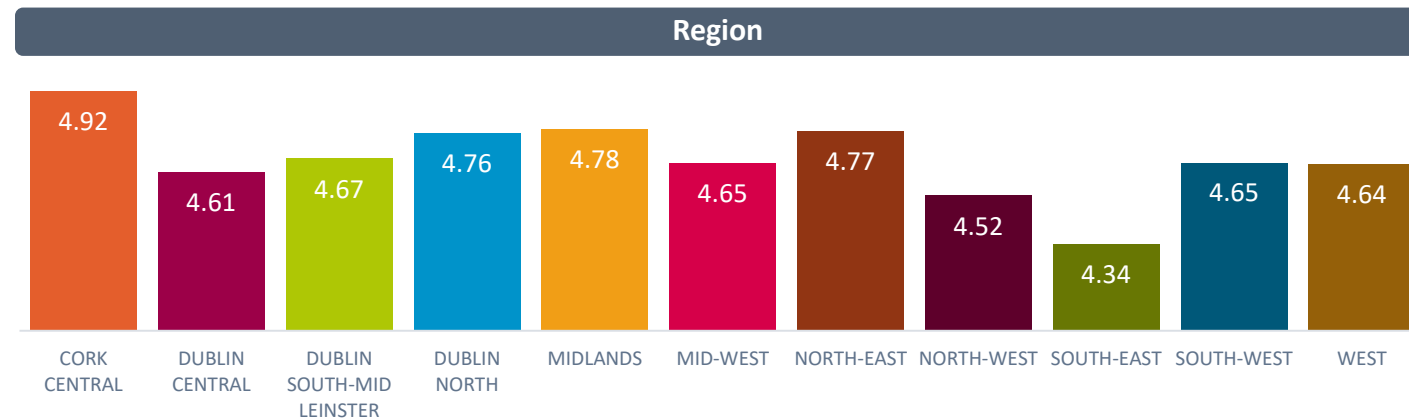
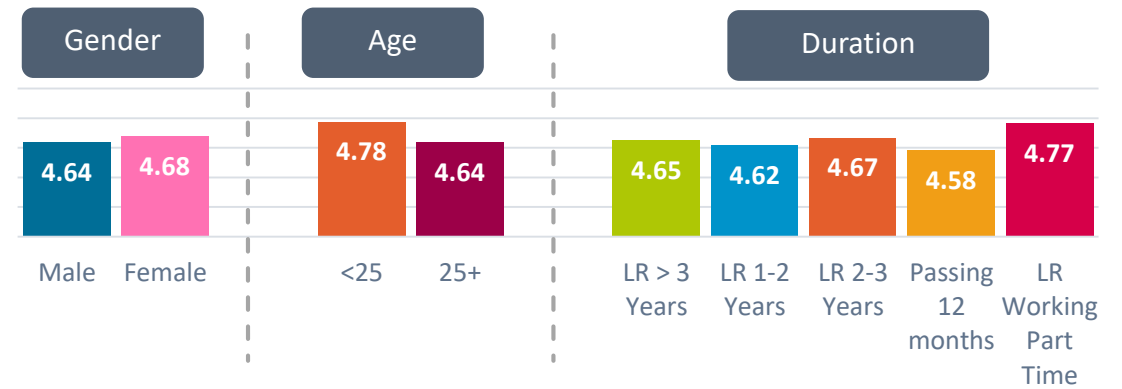
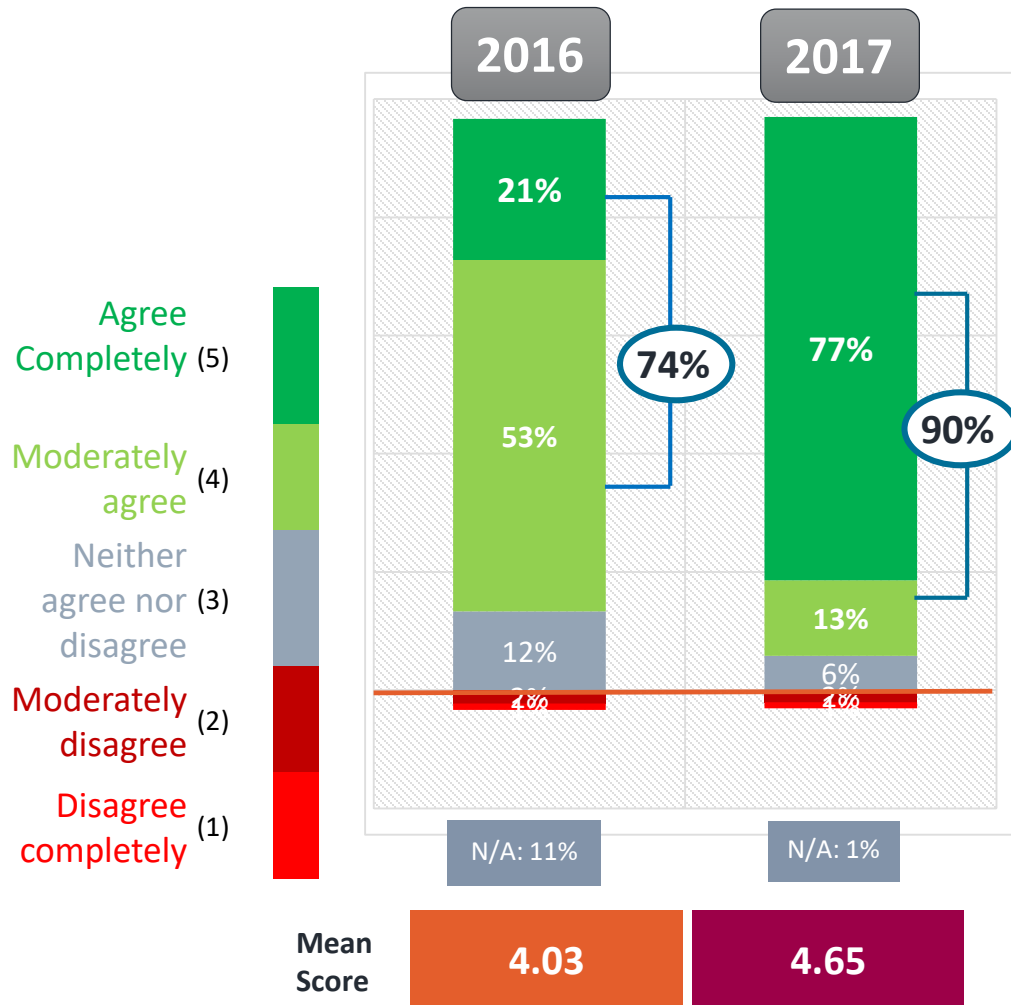
# Level of agreement with – Can contact my personal advisor when need to

*Strongly improved score on 'contact-ability'*

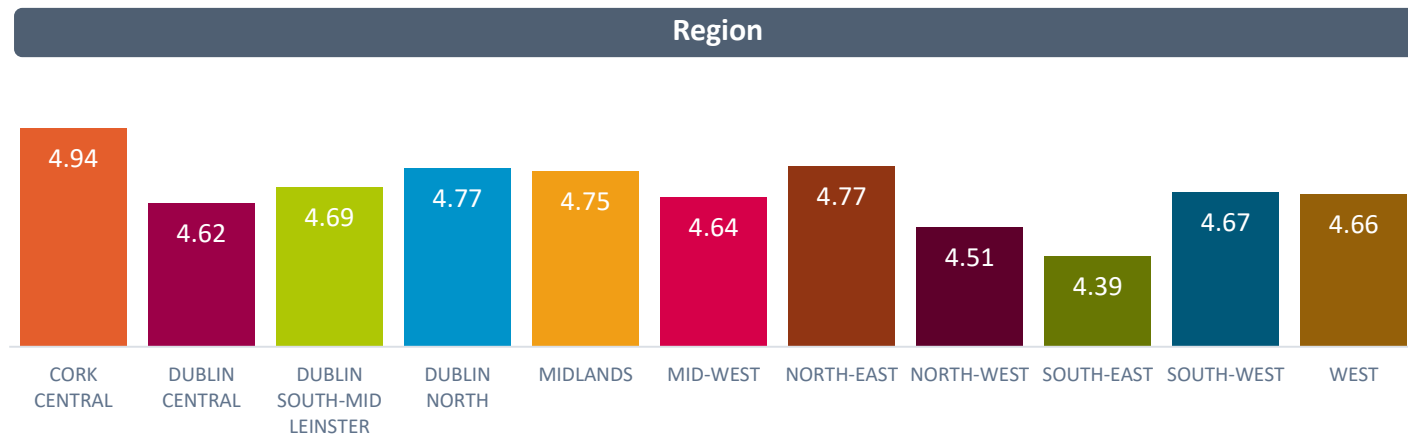
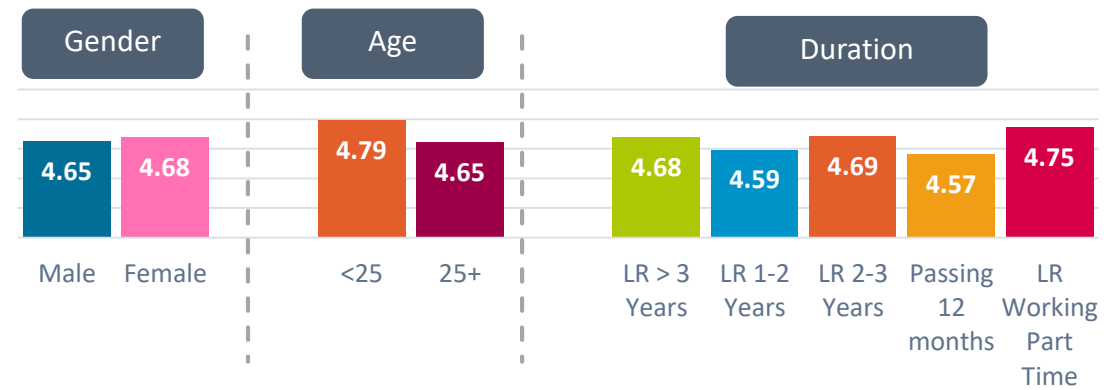
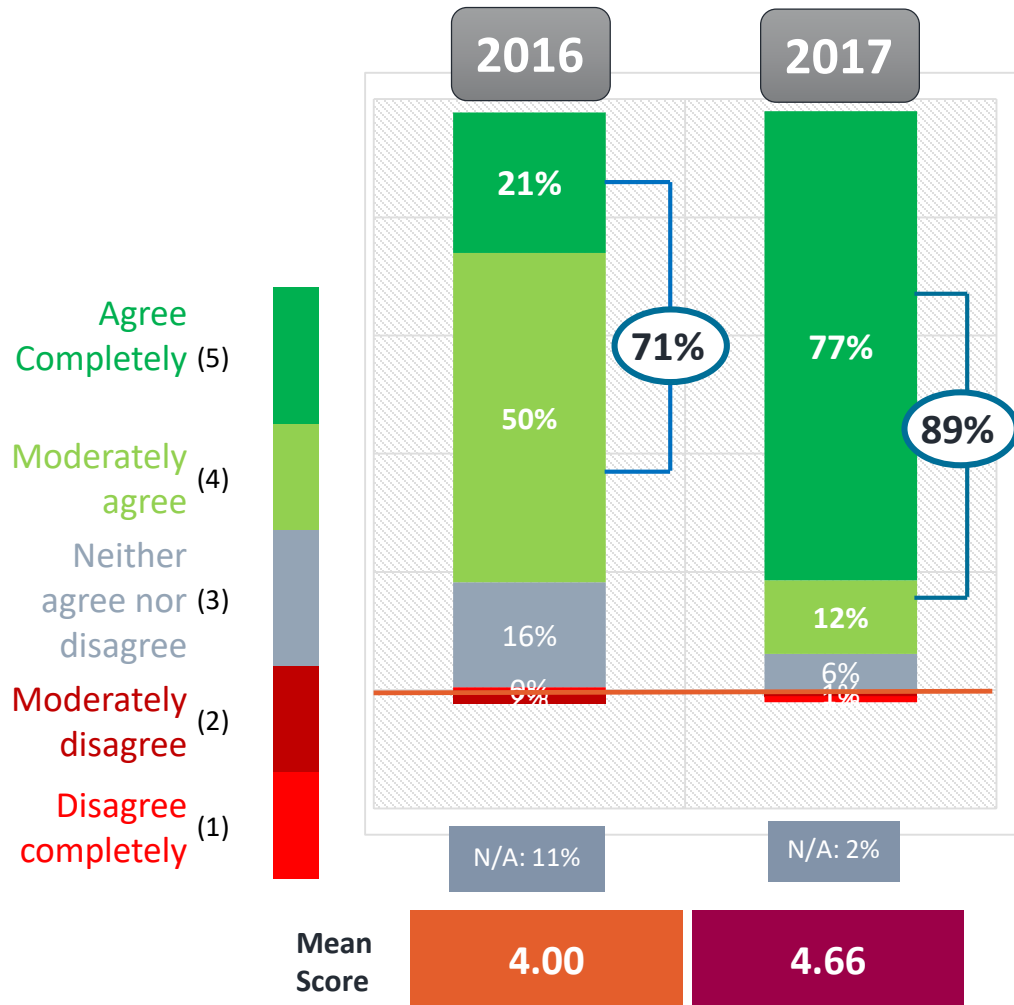


# Services

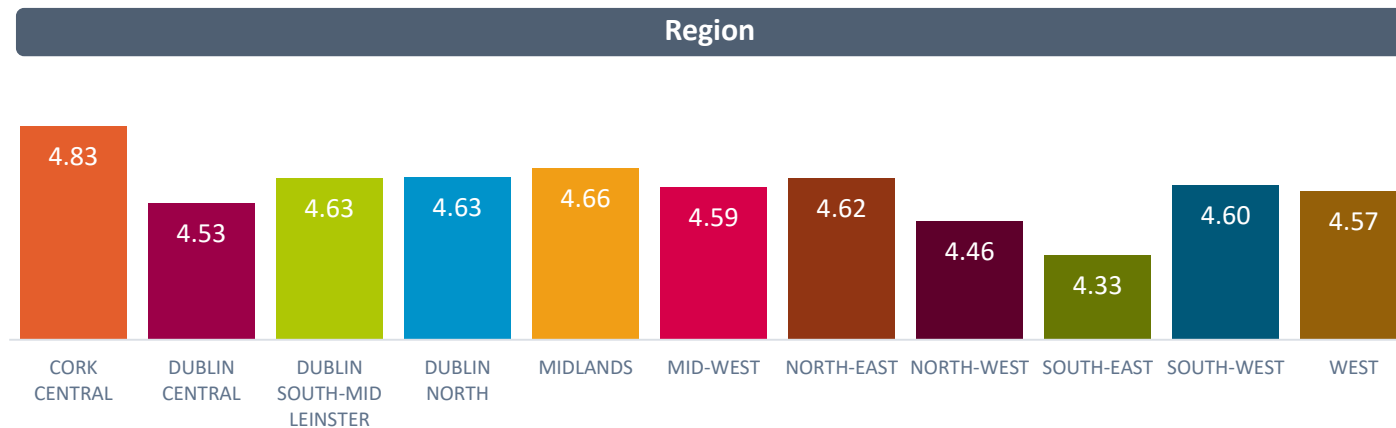
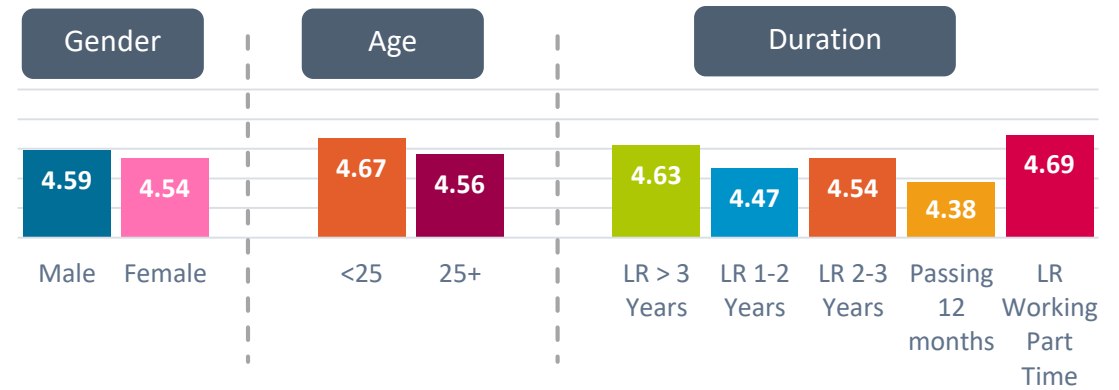
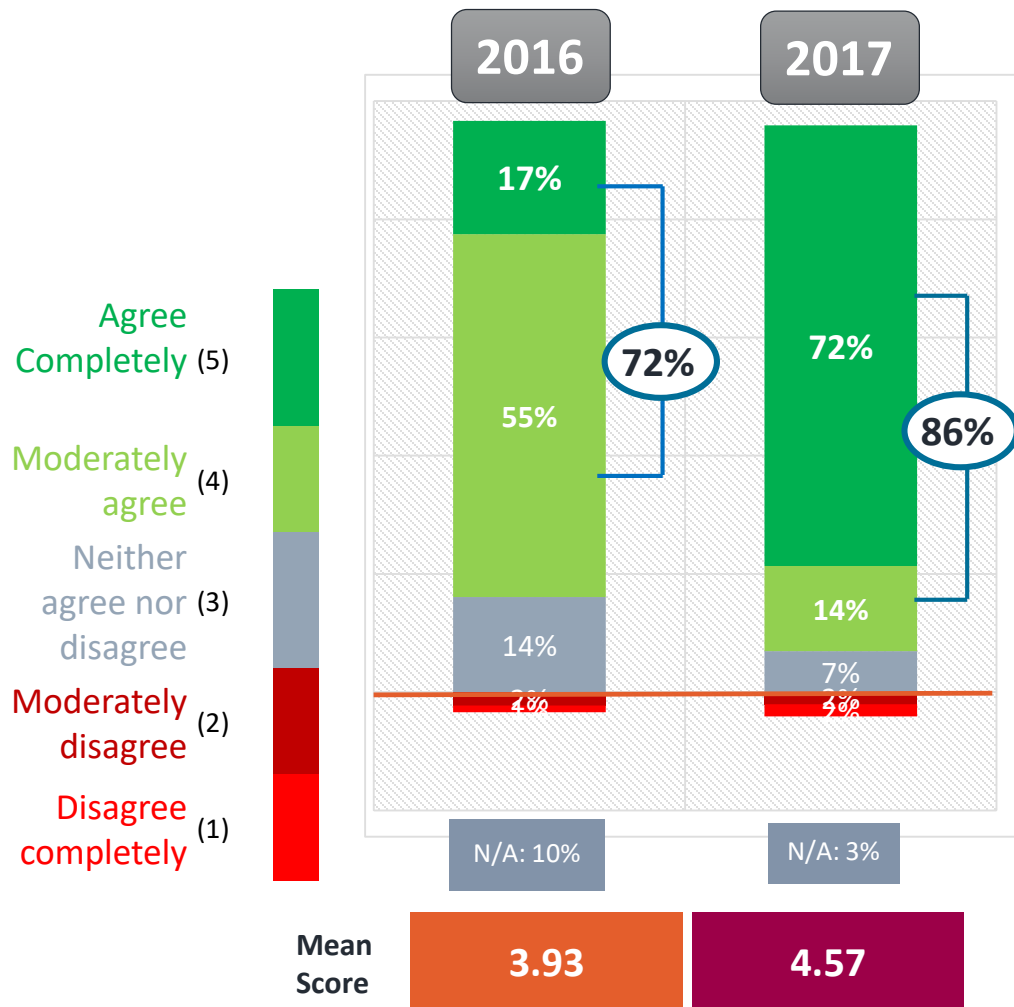
# Level of agreement with – Had a good understanding of the service being offered after the first group session *Very significant uplift here*



# Level of agreement with – The first meeting with personal advisor was organised within two weeks of the group session *Good improvement here year-on-year*



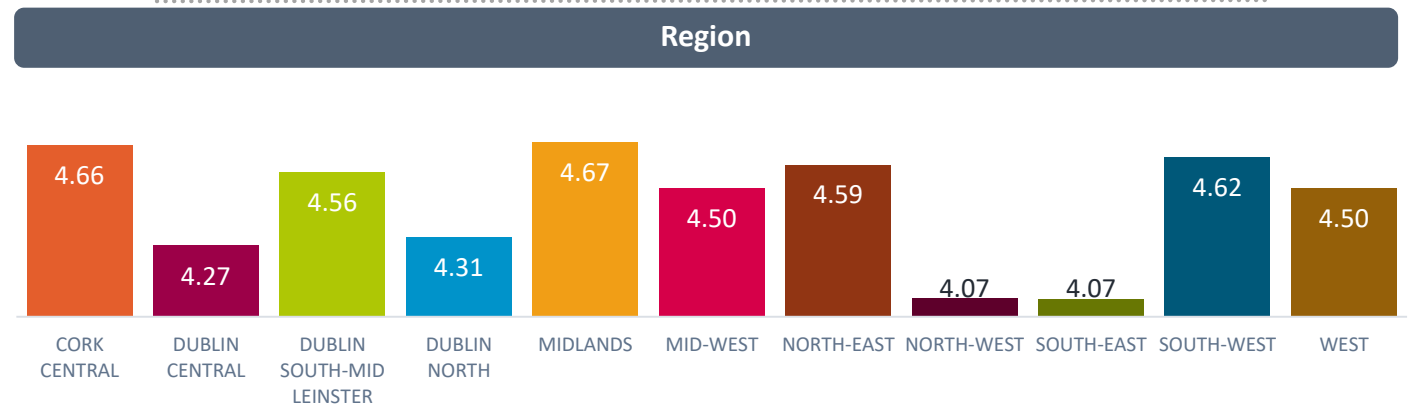
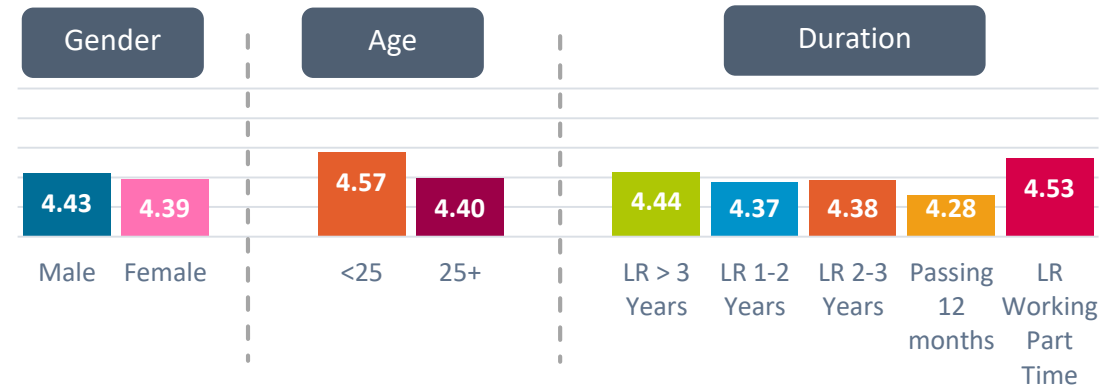
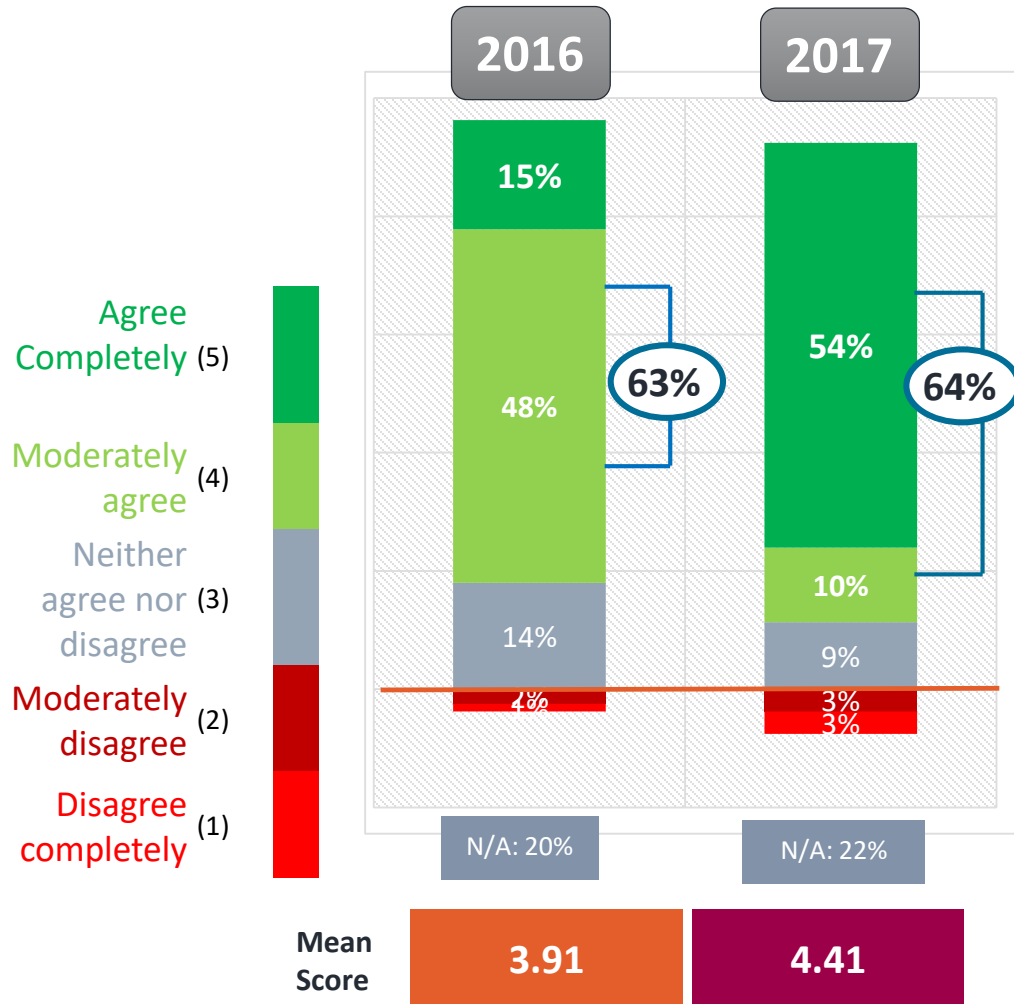
# Level of agreement with – Personal advisor helped to develop a personal progression plan to set goals and focus on finding a job *Good improvement year-on-year*





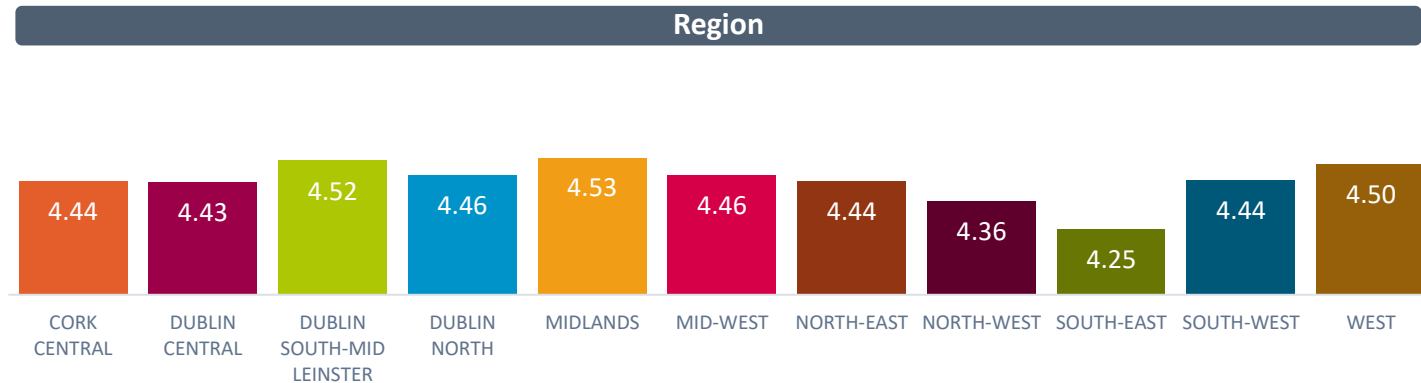
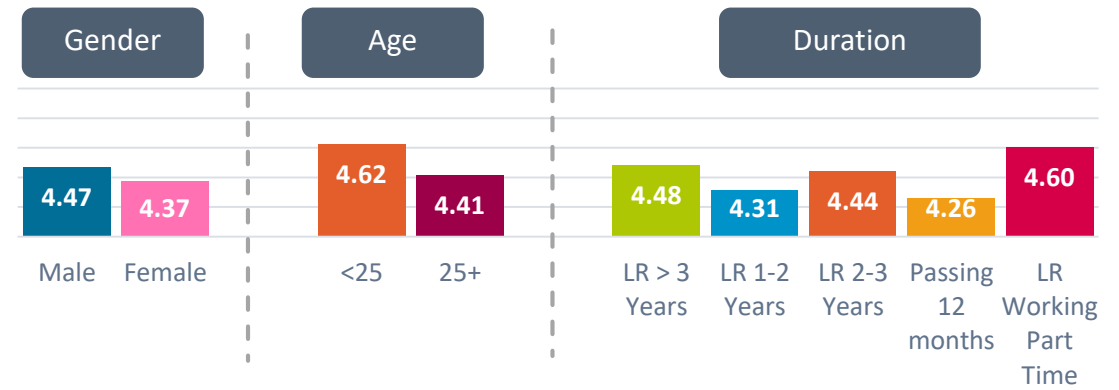
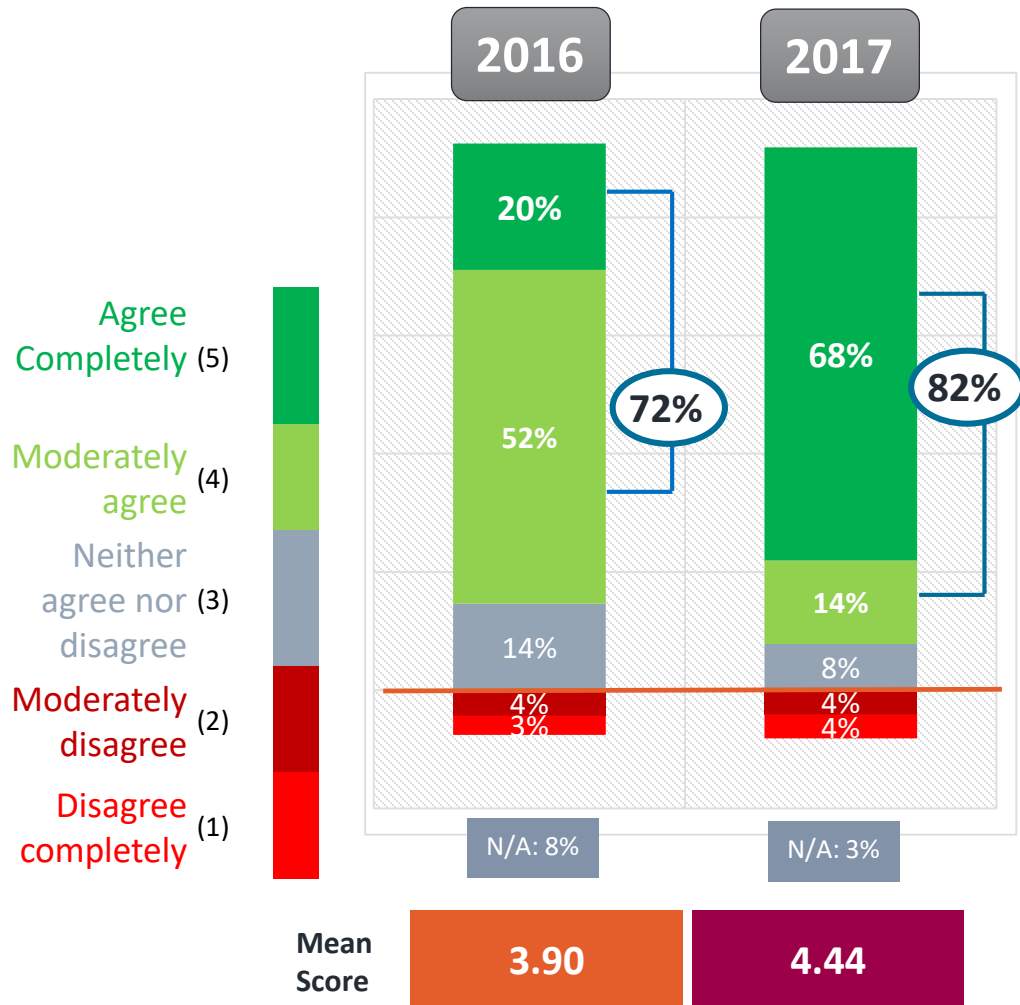
# Level of agreement with – The training/courses were of good quality

Lower scores here but improving



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

Lower scores but improving on this challenging metric



# 8% of jobseekers rated JobPath services poorly (1 or 2 score) in terms of helping them to find employment

*Reasons given for experience falling below expectations included:*

They were no use to me

I have a degree in pharmacology and feel the PA is not doing anything to help me

They didn't help me and didn't even look at my CV

The courses that were available were ones that I could have taught as I have lots of experience

Being pushed too hard

The jobs on offer were mainly zero hour contracts - meaning I would be employed for a month then left go again. Jobs offering more than zero hour contracts required a qualification which I did not have nor was able to get funding to retrain/up skill.

I am being pushed towards a job, but I want to go to college, if I work this year I won't be able to get the grant to get to college next year

Because they told me they can't really get me a security job unless someone is ready to take me on. They couldn't give me the course that I wanted to do. So they should be able to provide courses that suit everyone. So I found the whole process a waste of time because I didn't get the job I want

I ended up finding a job by myself and not because of anything they did

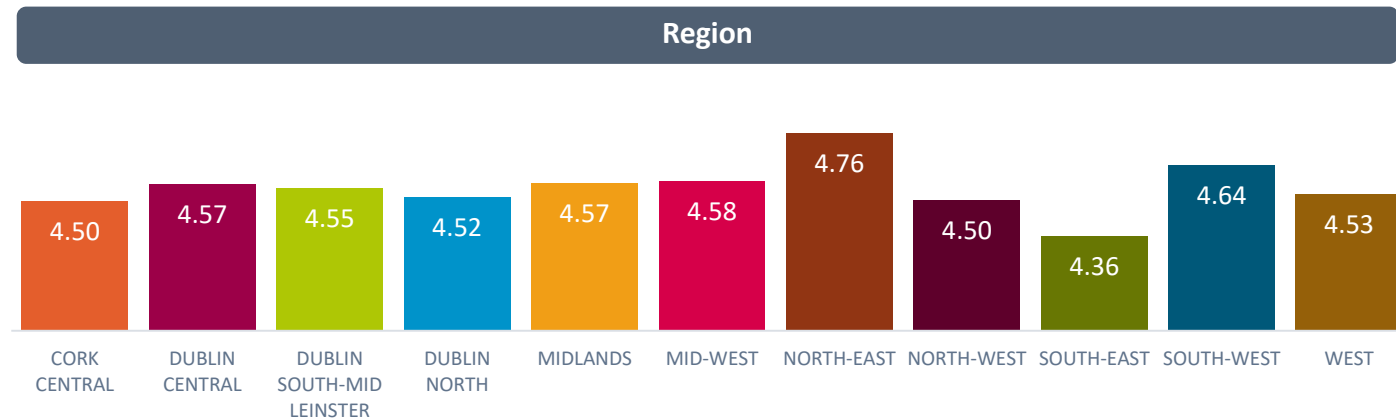
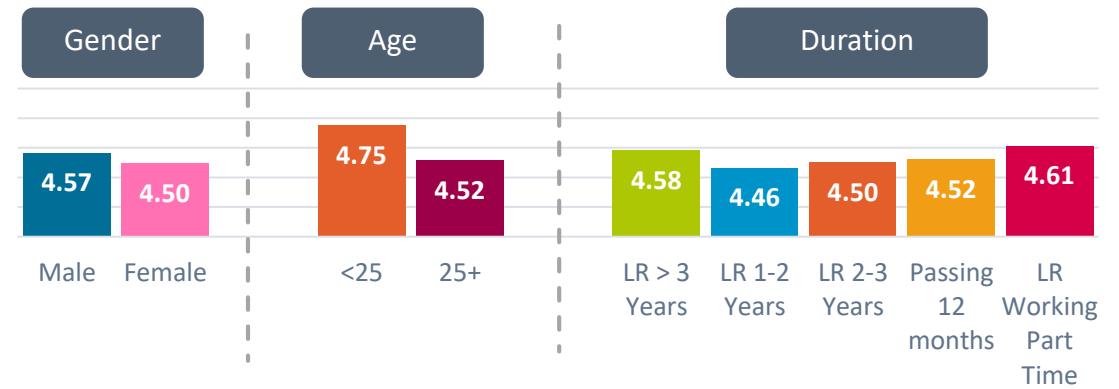
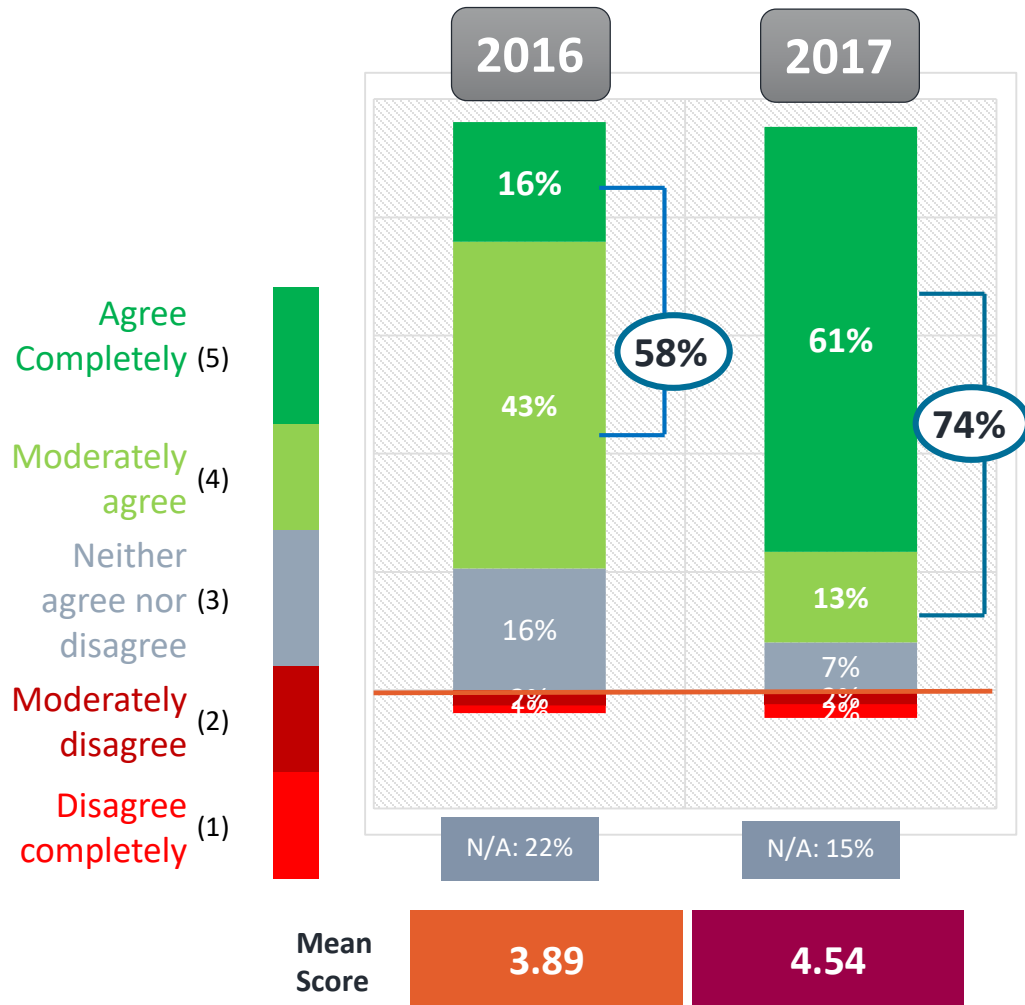
It was not down to the centre. It was down to the trade and my age.

Be more helpful

Q. We appreciate that you are disappointed that Seetec / Turas Nua 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.

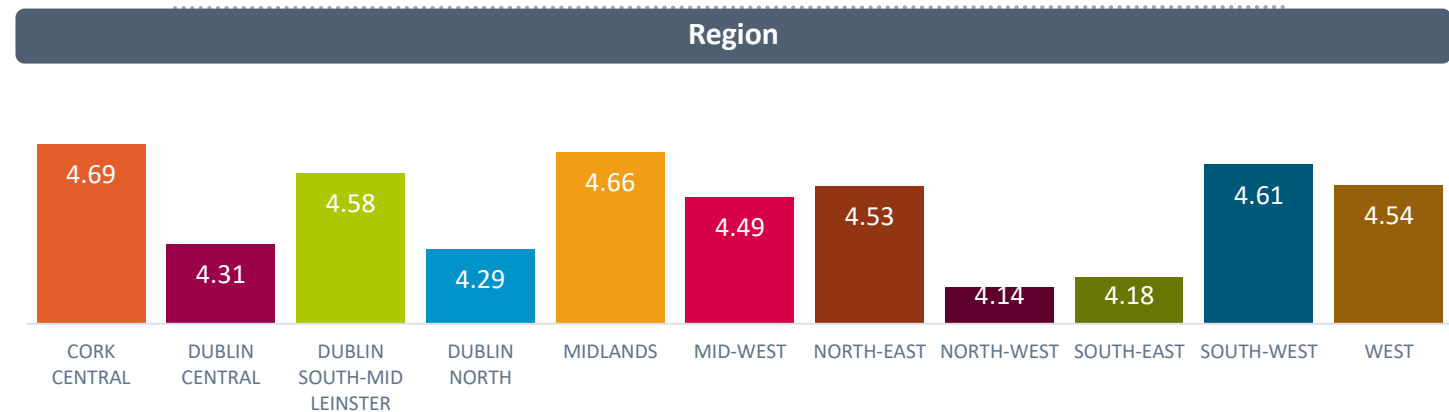
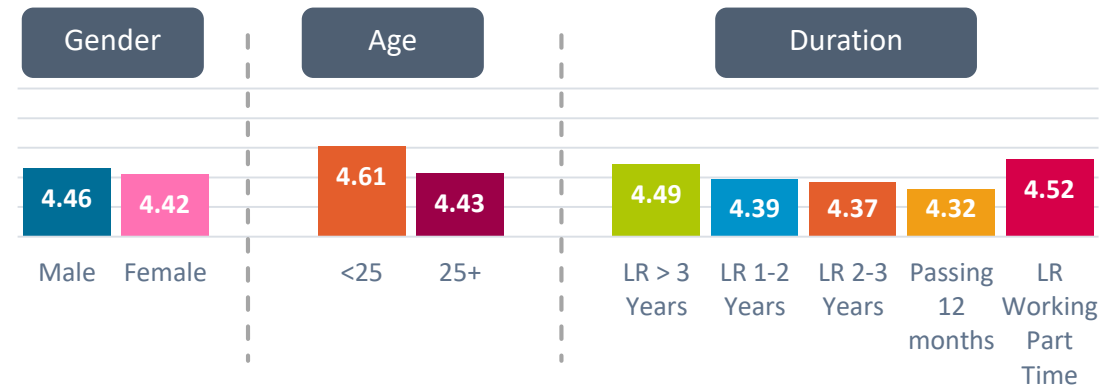
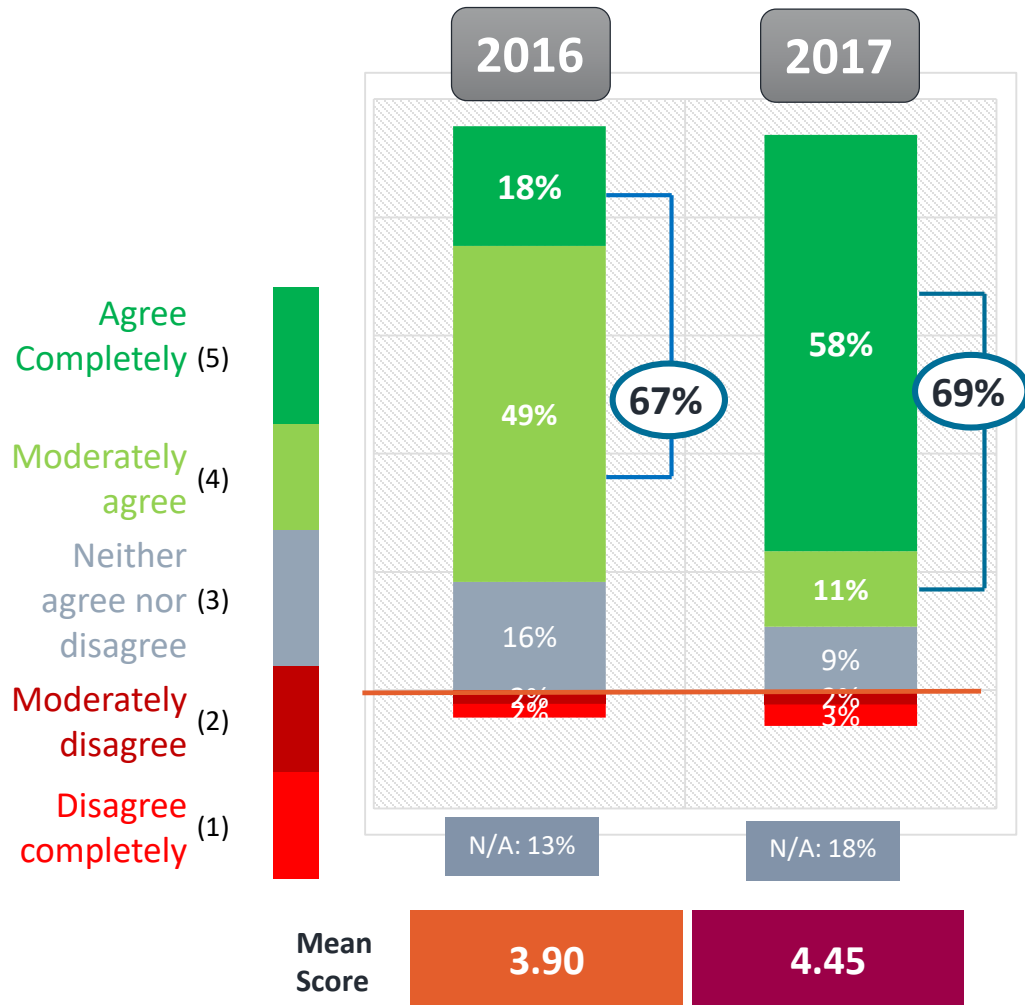
# Level of agreement with – Easy to access online services in Seetec/Turas Nua

*Strong satisfaction with online services access*



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

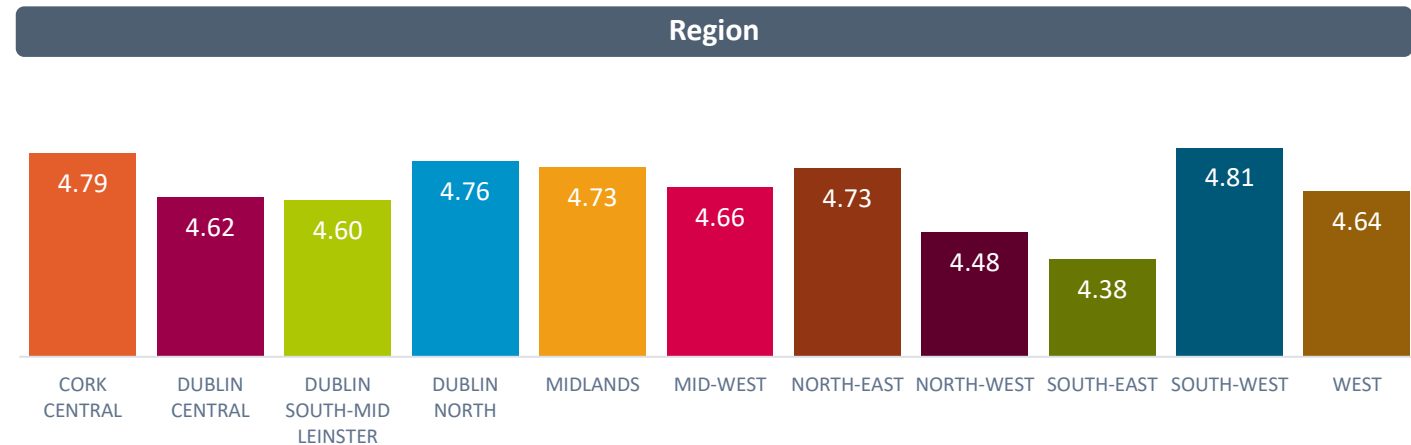
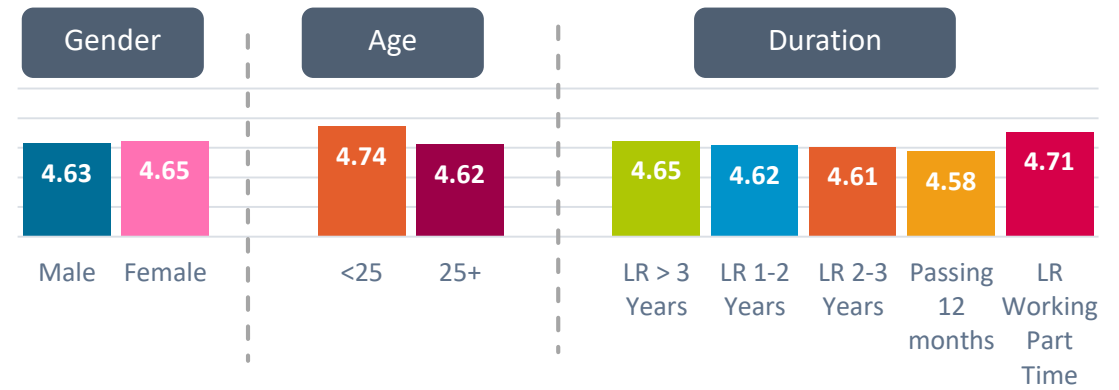
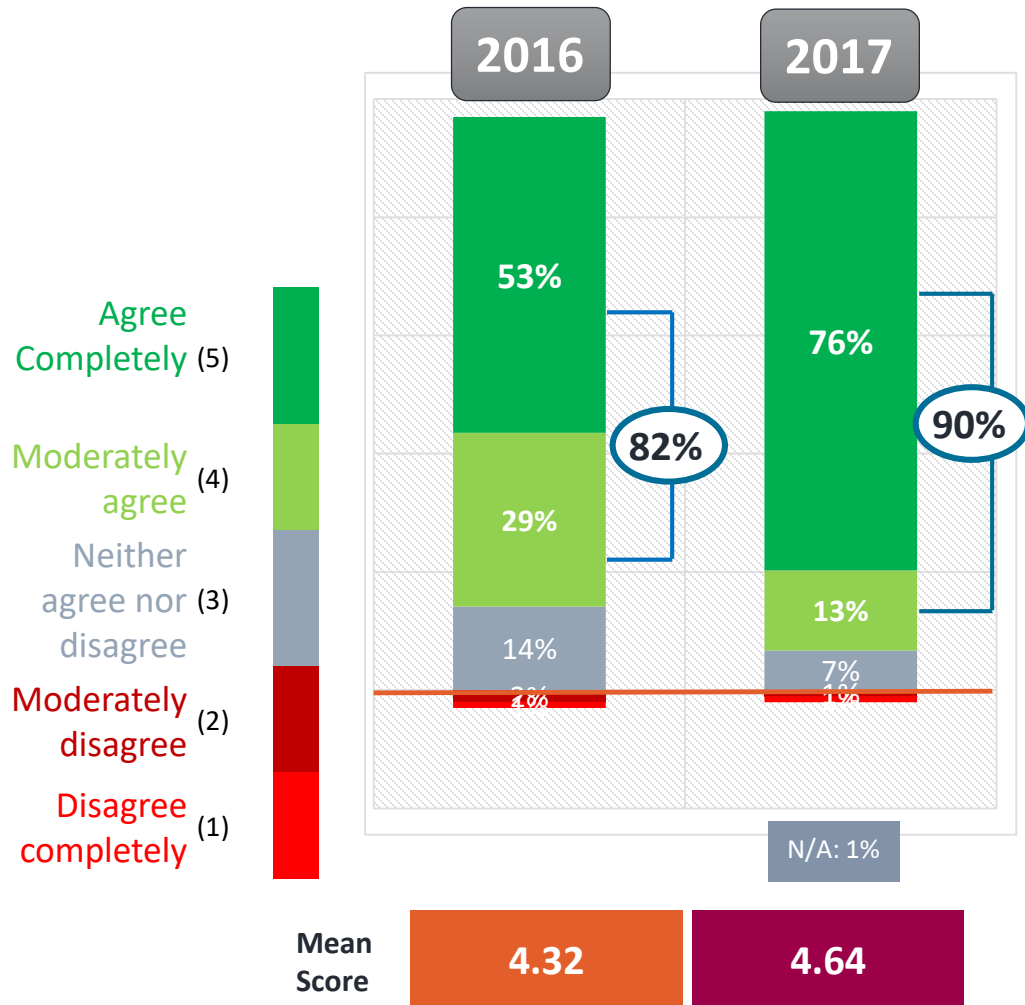
Improving scores for personal advisors



# Processes

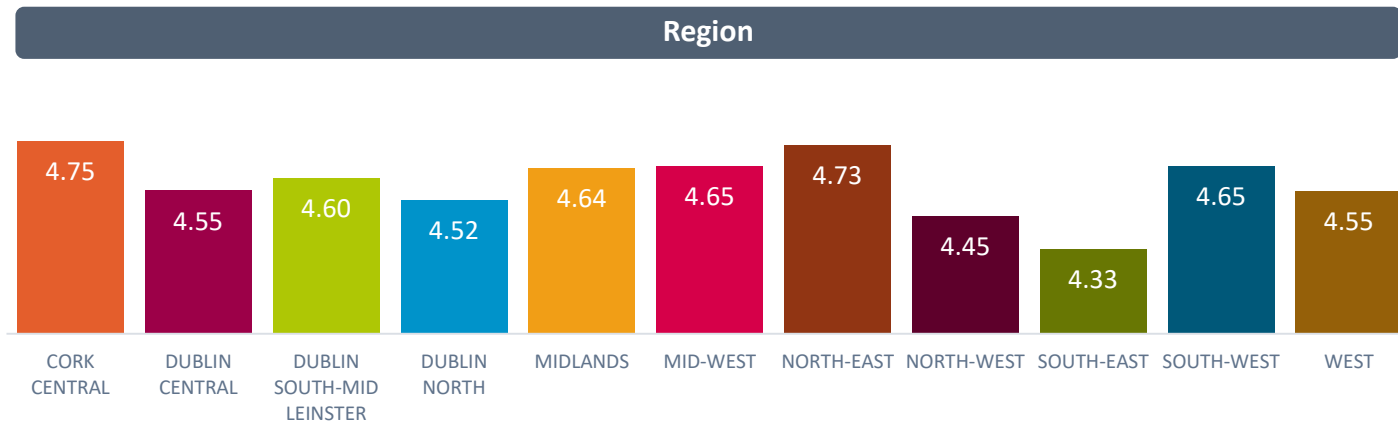
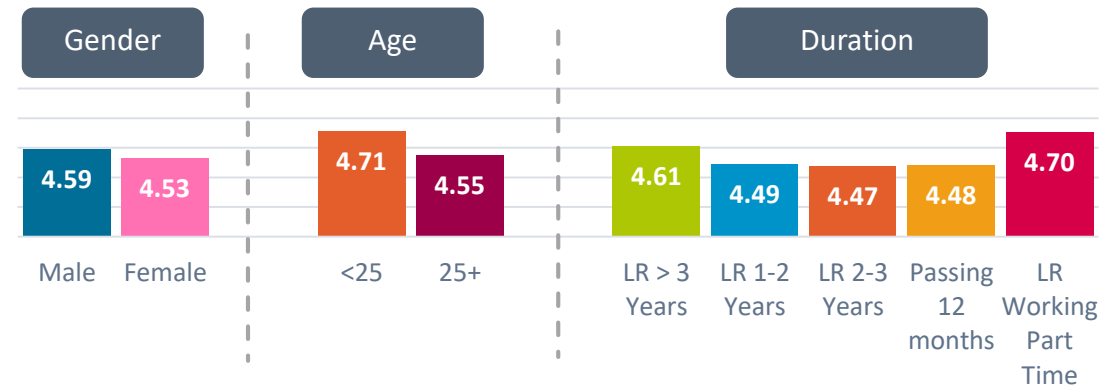
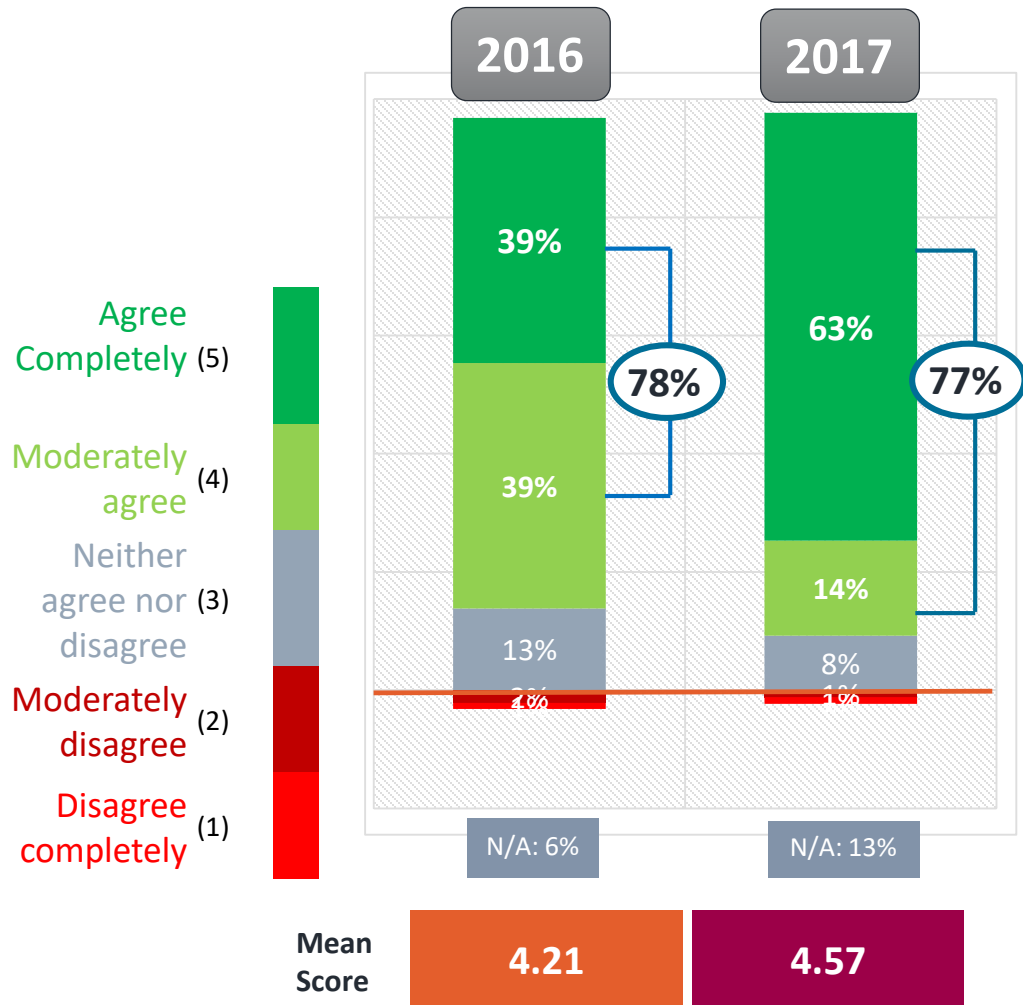
# Level of satisfaction with – The one-to-one meetings with personal advisor

One-to-one meeting satisfaction scores moving in positive direction



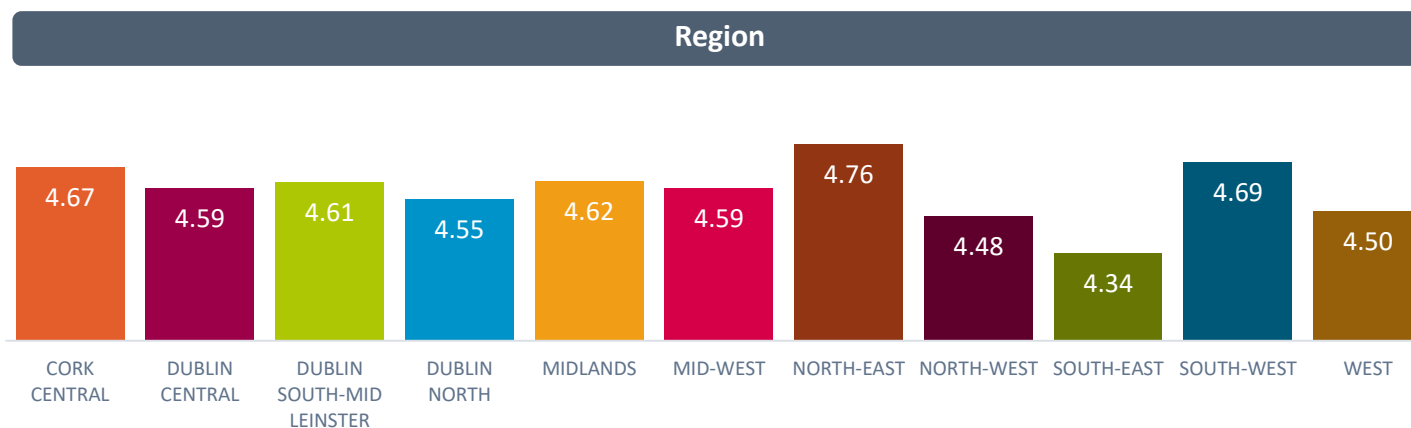
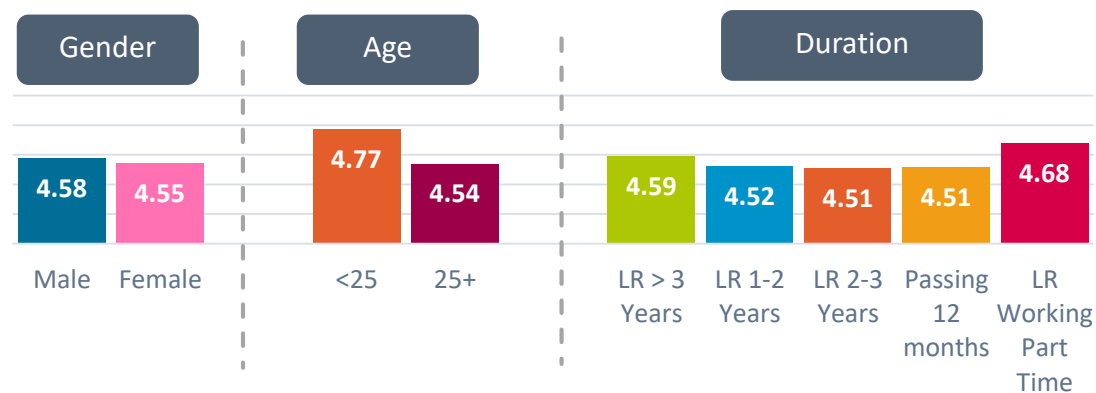
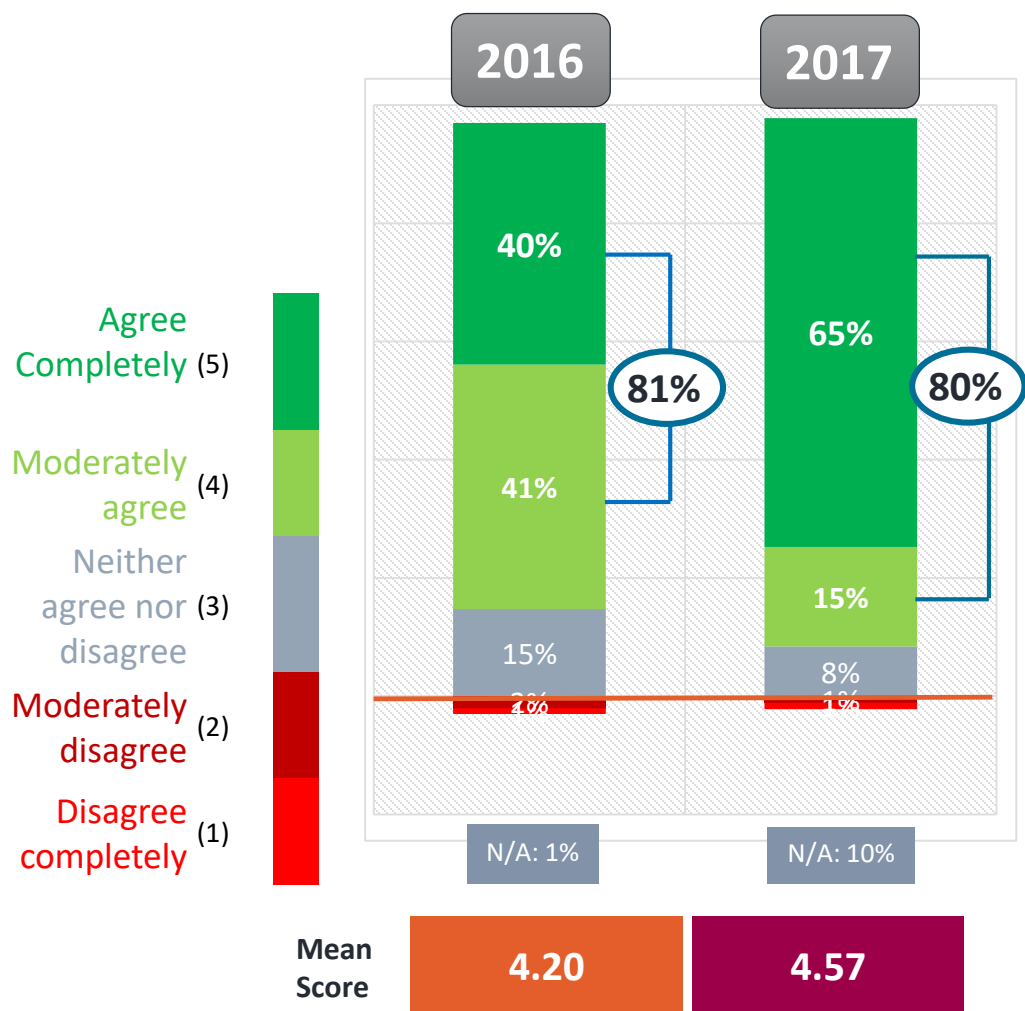
# Level of satisfaction with – The drop in service

Improving scores here



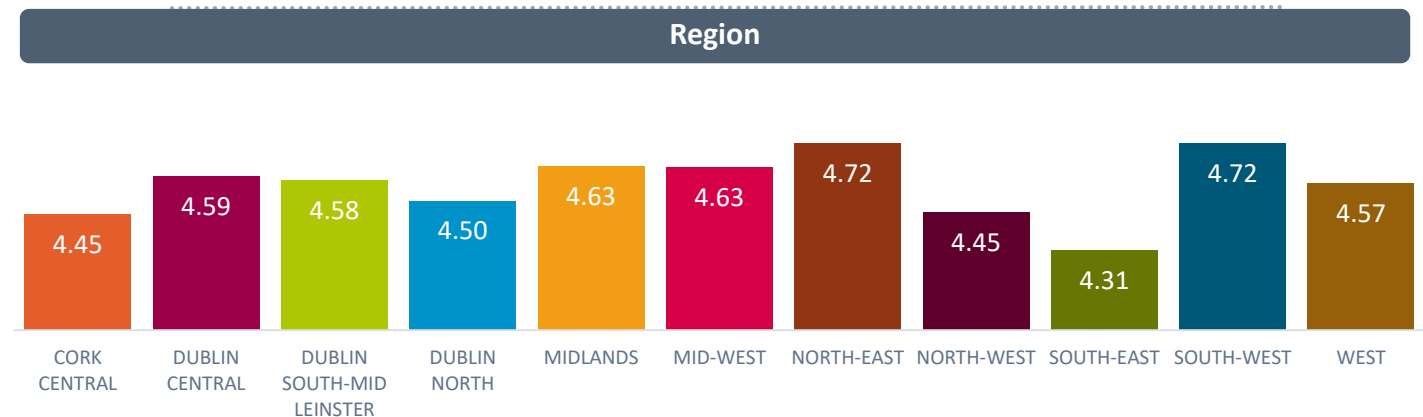
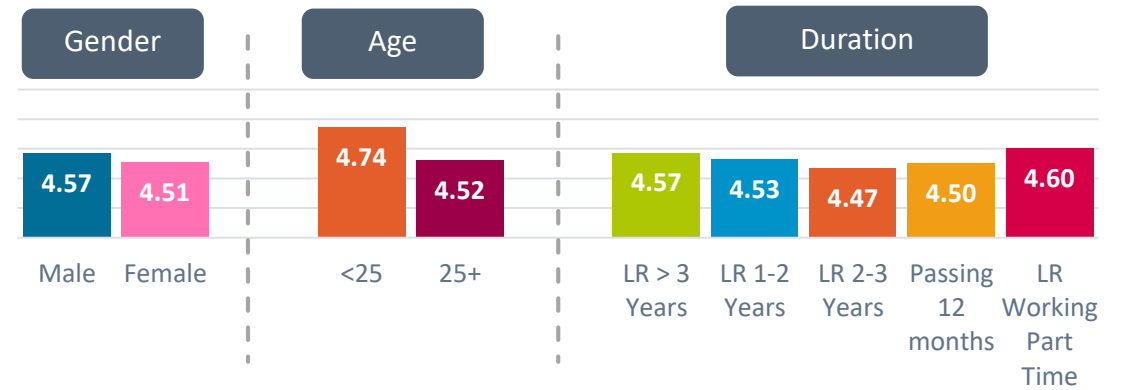
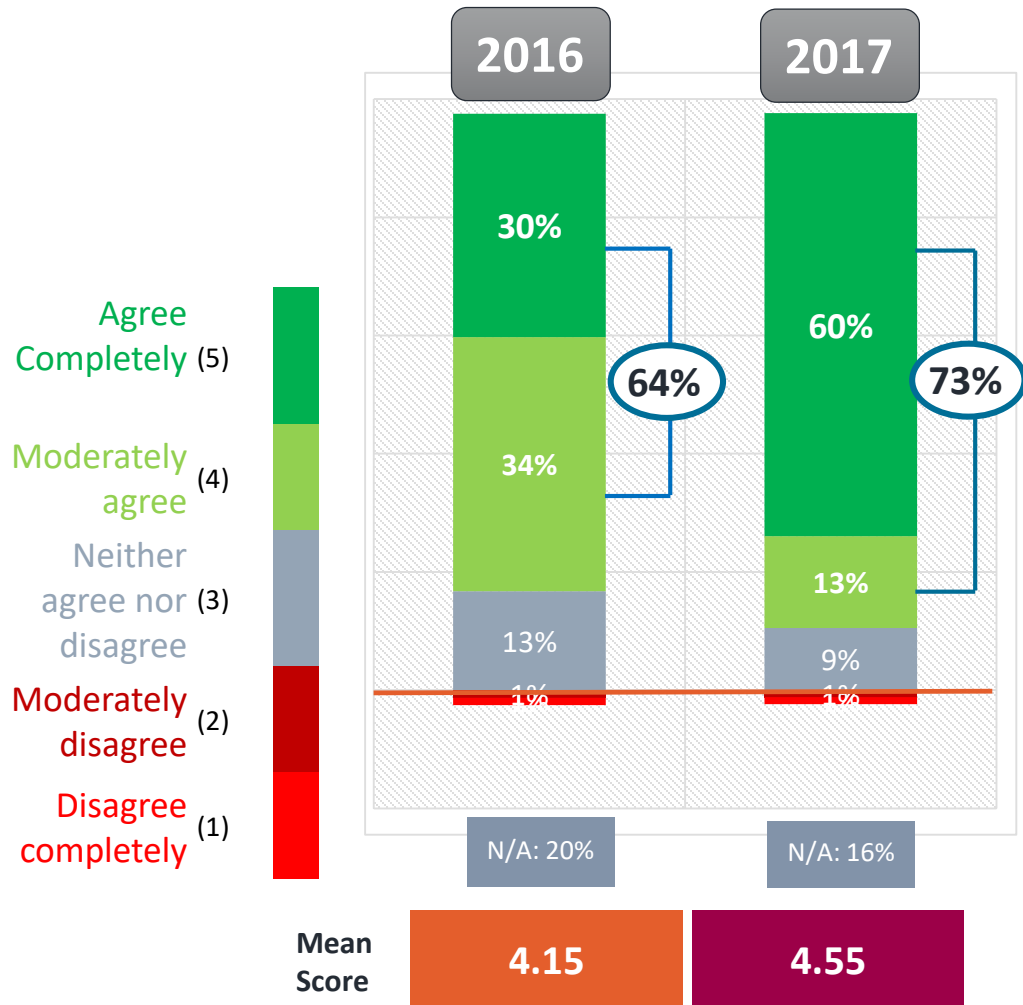


# Level of satisfaction with – The job search facilities (online, local ads, support from personal advisor) *Strong and improving scores here*



# Level of satisfaction with – The online services provided by Seetec/Turas Nua

*Strong and improving scores in 2017*

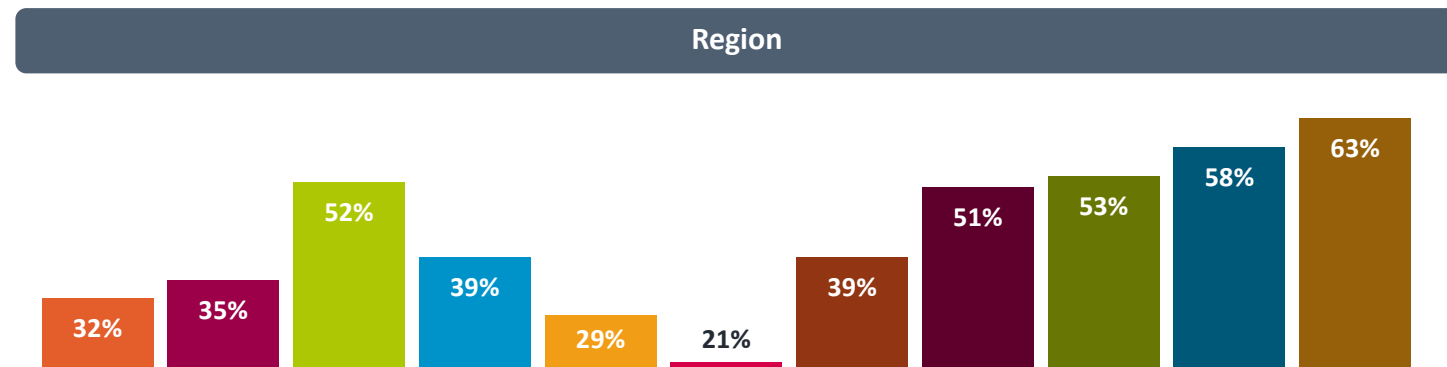
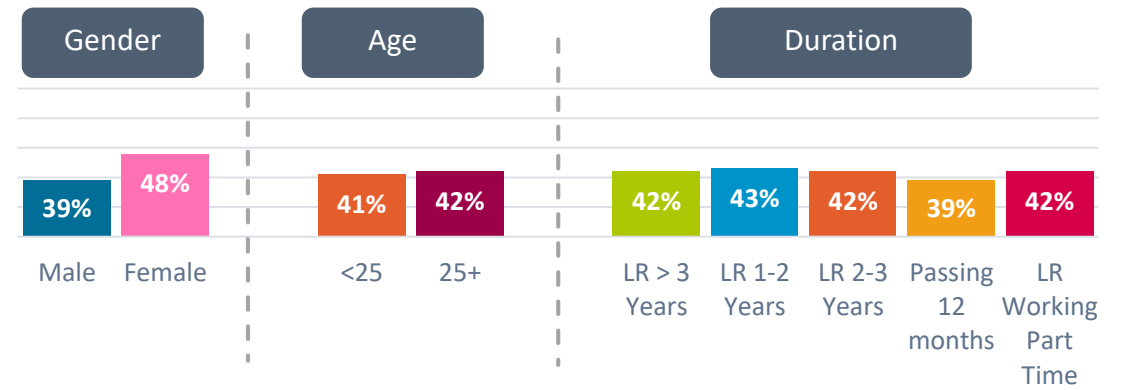
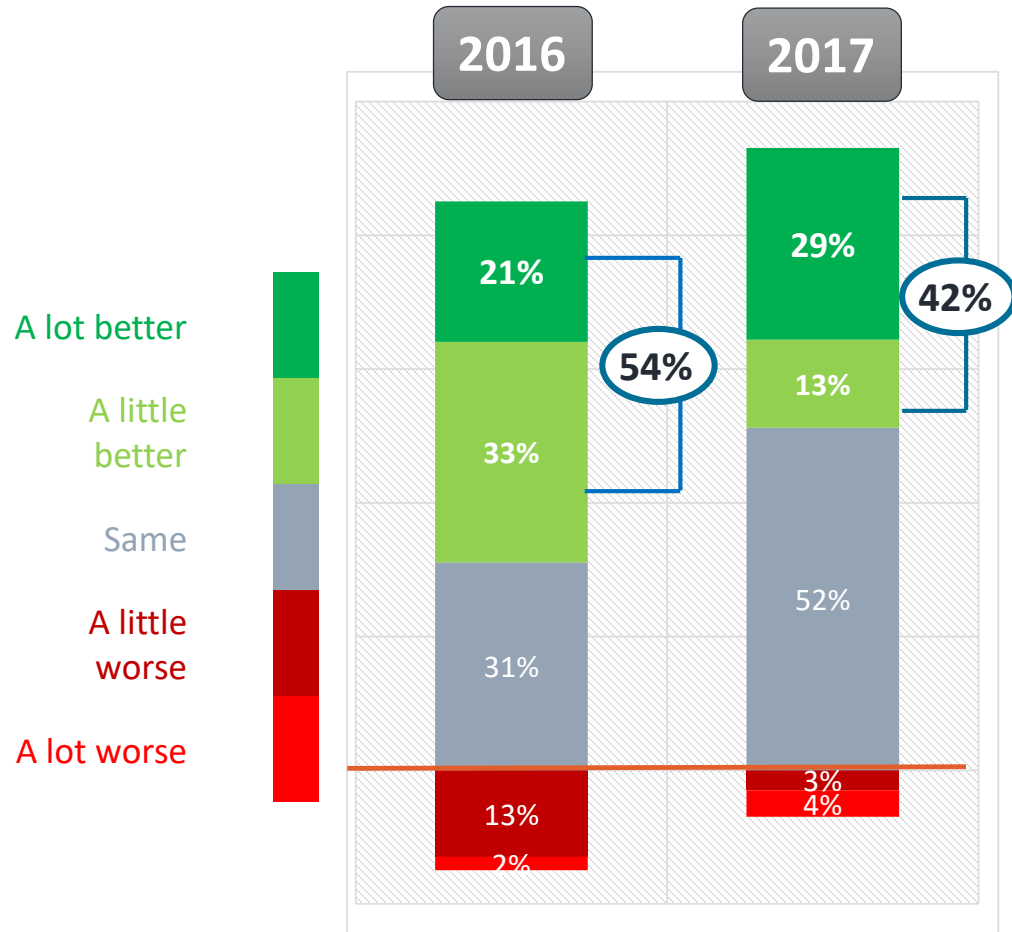


Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua/Seetec – The online services provided by Turas Nua/Seetec

# Comparison to Intreo centre / Branch office

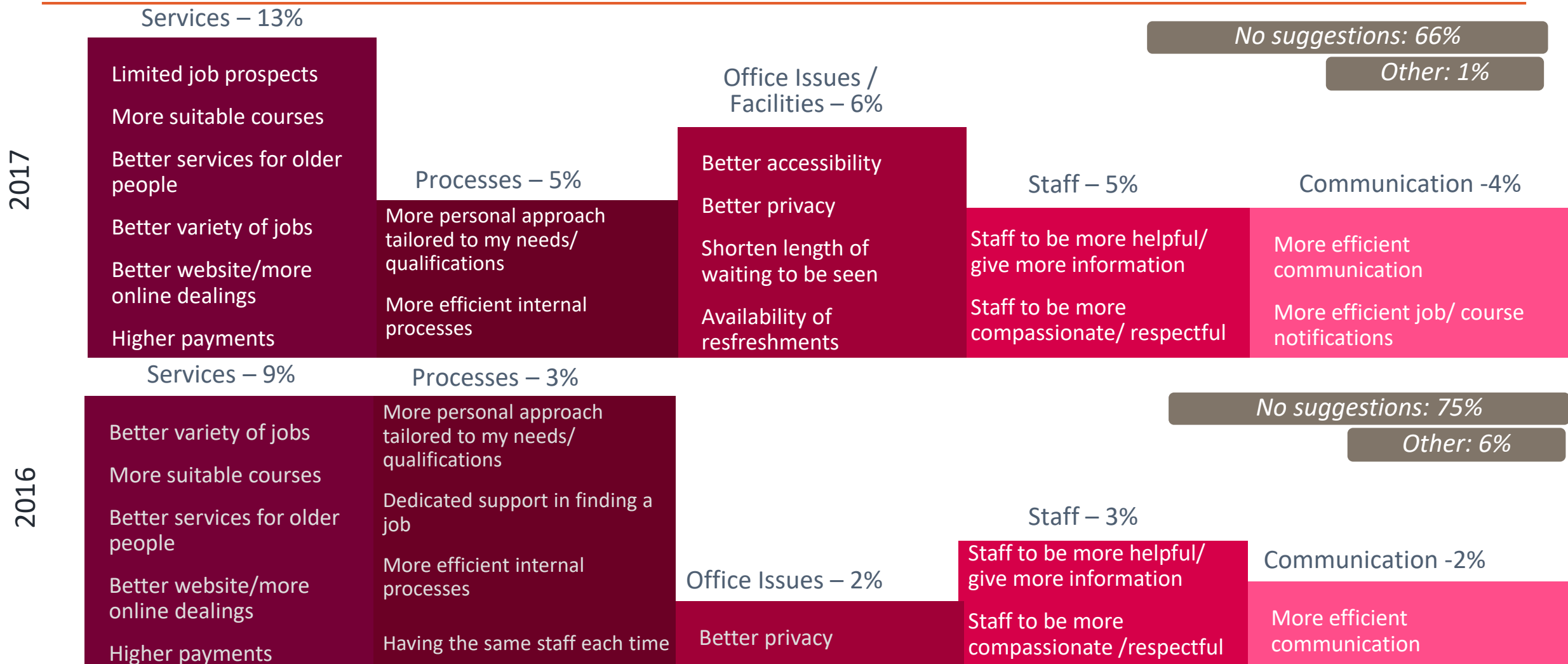
# Seetec/Turas Nua employment services compared to those provided directly by Intreo centre/Branch office– top two box

*The great majority feel that Seetec/Turas Nua services are similar or better than Intreo/branch office services*



# Verbatims

# Suggestions for improvement



# Suggestions for improvement- Illustrative Verbatims:

Services	Processes	Office Issues / Facilities	Staff	Communication
<ul style="list-style-type: none"> <li>• The only thing was the lack of jobs available and that most if not all the jobs were advertised everywhere</li> <li>• They need to offer more jobs and more variety of jobs</li> <li>• Still waiting on my English course</li> <li>• They need to offer more courses and training</li> <li>• Pointless for people over the ages of 50</li> <li>• Broaden the scope of the amount of work available for graduate students in specific areas</li> <li>• Online services are very awkward to use</li> <li>• If an app was developed would be a lot easier</li> </ul>	<ul style="list-style-type: none"> <li>• Try to find opportunities for people in their own fields</li> <li>• I found that the staff were helpful but they didn't really know anything about the area I was qualified in</li> <li>• Focus on offering courses more suitable for the person</li> <li>• Often the tasks provided by my case officer were unrealistic, ie. make 10 job applications</li> <li>• Trying to prove you are looking for a job is somewhat soul destroying as even if I thought I wasn't qualified or happy with the job itself I would still have to apply in order to tick boxes</li> <li>• Short notice cancellation is an issue</li> </ul>	<ul style="list-style-type: none"> <li>• It would be more convenient if there was a centre a bit more local to his area</li> <li>• Free parking facilities</li> <li>• Improve privacy as others can hear</li> <li>• Took 4 months to get the Truck Driver Theory Test CD</li> <li>• Less waiting times</li> <li>• Found the building to be very warm, maybe supply some water</li> <li>• Get Microsoft Word and some extra PC's</li> <li>• The internet in the centre could be better</li> <li>• Tea and coffee services</li> </ul>	<ul style="list-style-type: none"> <li>• Staff could be more helpful, more personal work</li> <li>• They need to listen more</li> <li>• Help people with CV distribution</li> <li>• Not very happy with my case officer. She was lovely but quite ignorant. I was guided towards any courses</li> <li>• Take the time for people and help them to get the funding for courses</li> <li>• Should be a little less pressure put on people. At times it is very stressful</li> <li>• They have no empathy for country people. And there are no Irish speakers available in an Irish speaking area</li> </ul>	<ul style="list-style-type: none"> <li>• Keep client up to date</li> <li>• Information provided to clients should be accurate. I had been informed that I was eligible for funding to complete my license however that was not the case and I ended up having to pay myself</li> <li>• More information on what you're entitled too</li> <li>• Make sure people know if something is cancelled</li> <li>• There was not enough notice given for job interviews. In some cases I could receive a text late in the afternoon advising of an interview somewhere very far from where I am living.</li> </ul>

# Satisfaction with continuing contact while in work

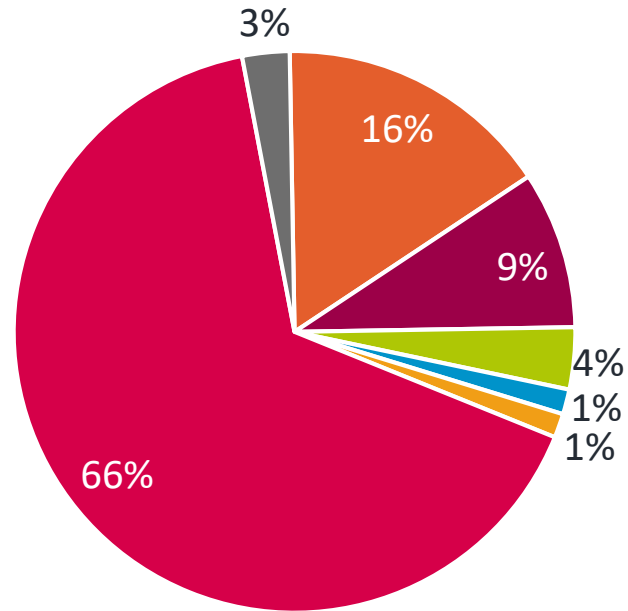


# Employment status

One third when interviewed, claimed to be working



2017-  
2019

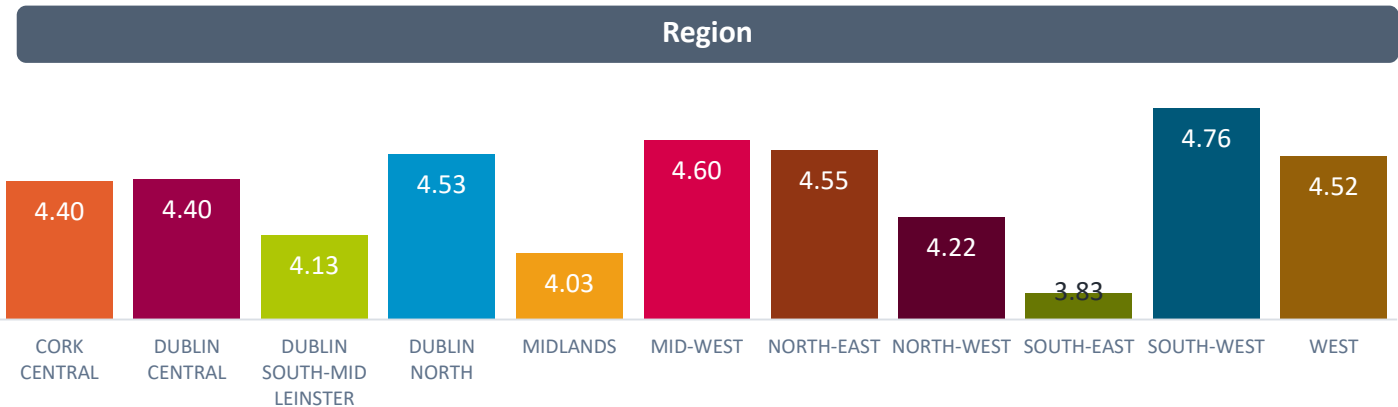
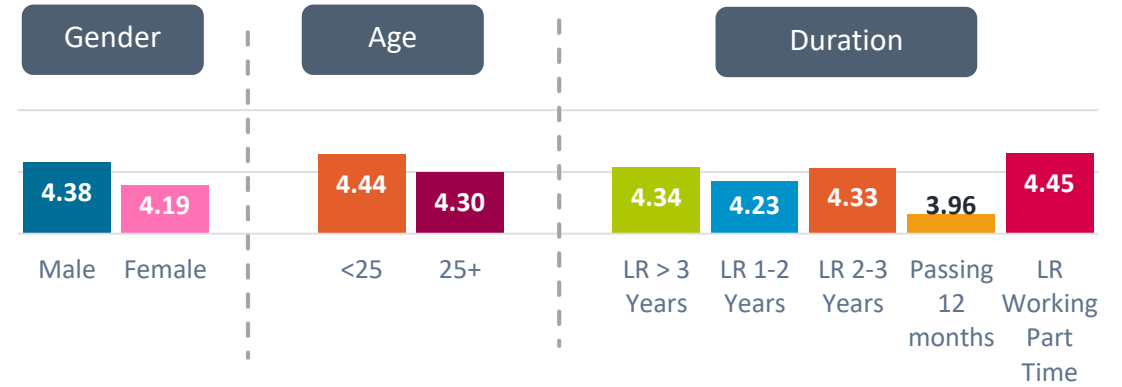
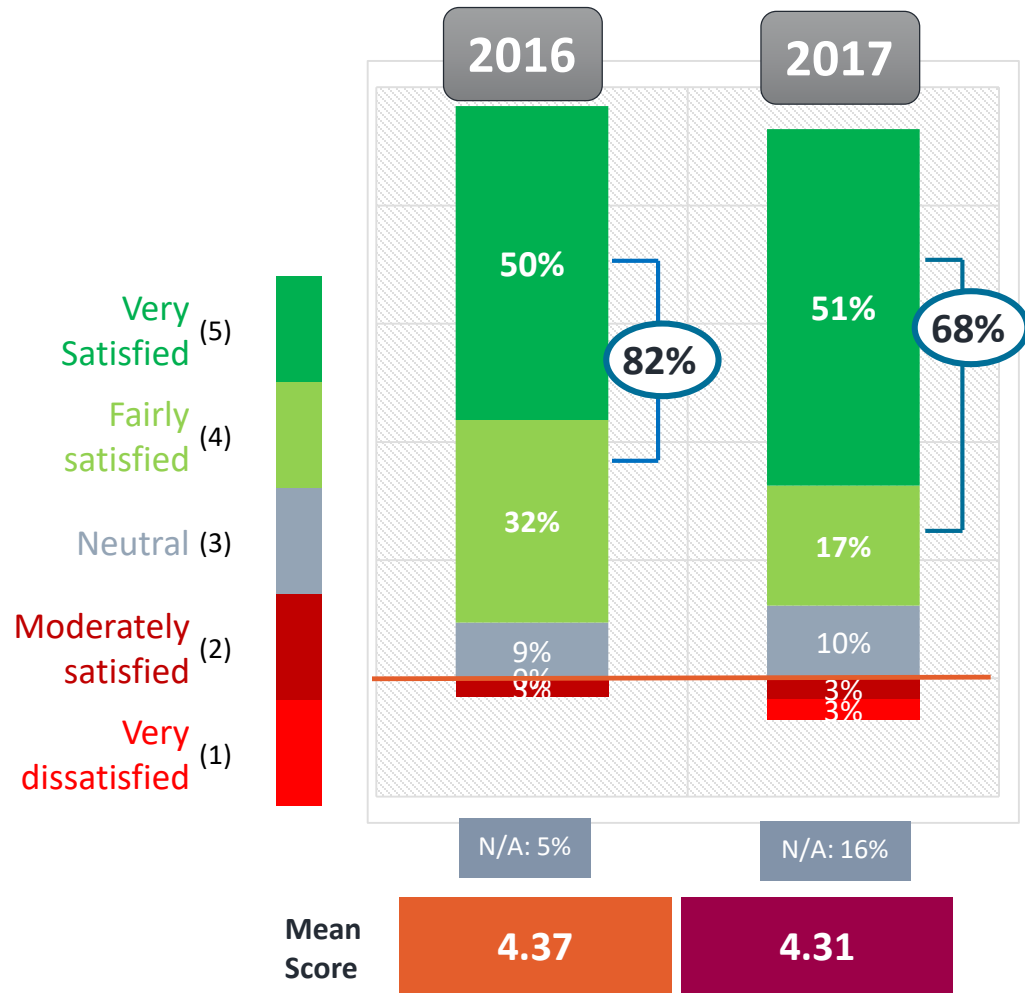


- Working More than 30 hours/ full-time
- Working between 19-30 hours/part-time
- Working between 10-18 hours/low hours
- Working Less than 10 hours
- Self-employed
- Not working
- I'd rather not say

	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	16%	9%	4%	1%	1%	66%	3%
2016	6%	7%	5%	1%	1%	81%	0%

# Level of satisfaction with – Continuing contact with personal advisor

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





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

# Satisfaction with JobPath service providers

*(Online research April 2017)*

21/02/2018



Powering customer experience