



An Roinn Coimirce Sóisialaí
Department of Social Protection



Satisfaction Study

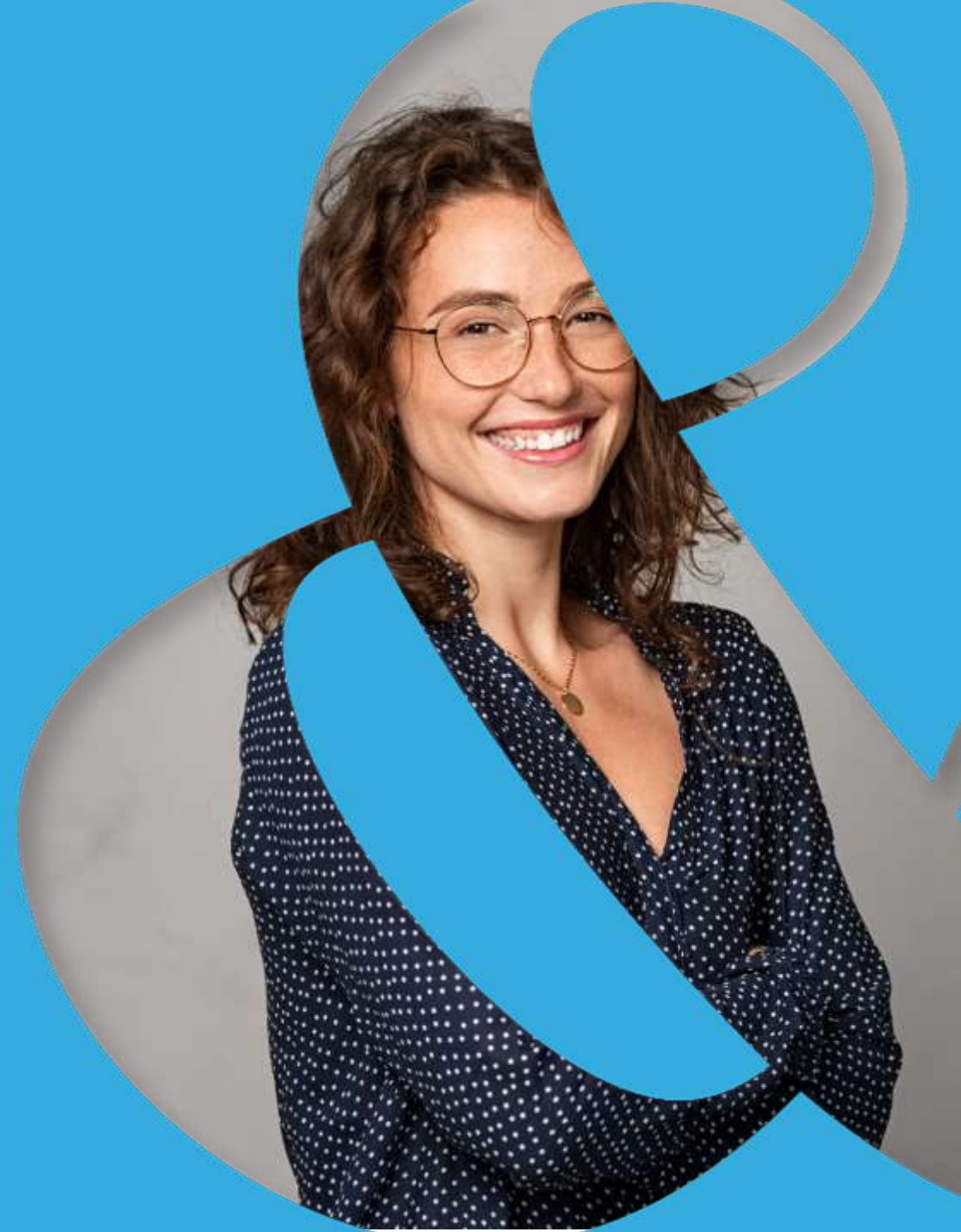
December 2021

Prepared by
Clare Kavanagh

J.213087



RESEARCH
& INSIGHT





JobPath

Research Background & Objectives

- Following on from the December 2020 survey, The Department of Social Protection wished to update and benchmark the continuous tracking study as follows:
 - ❖ Overall satisfaction with Turas Nua/Seetec
 - ❖ Satisfaction with Turas Nua/Seetec office
 - ❖ Satisfaction with Turas Nua/Seetec staff
 - ❖ Satisfaction with Turas Nua/Seetec services
 - ❖ Satisfaction with Turas Nua/Seetec processes
 - ❖ Rating of employment services provided by Turas Nua/Seetec compared to Intreo/Branch office.
 - ❖ Rating of satisfaction with personal advisor
 - ❖ Suggested improvements to overall experience
 - ❖ Reasons for dissatisfaction among those not working
- This report contains the combined results from the JobPath survey of 2,000 participants. Please note that the figures in the report are based on rounded percentages, rather than to multiple decimal places, for ease of review. This is a standard occurrence in market research statistics and does not negate the accuracy of findings.



Research Methodology

All Jobpath Participants N – 2,000



The research was conducted through a quantitative survey via CATI interviewing (Computer Assisted Telephone Interviewing).

A structured questionnaire was administered to the sample of 2,000 JobPath survey respondents, a copy of which is included as Appendix 1.

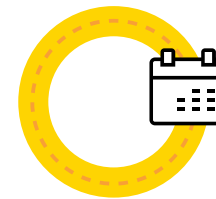


A representative sample of JobPath participants in terms of DSP region, JobPath type, gender and office type (Turas Nua and Seetec) was surveyed. For this latest wave, the LR passing 12 months has not been included in the Referral Group as the sample size was too small for reporting purposes.



All interviewing was conducted by fully trained and experienced members of the Behaviour & Attitudes field-force, who work under direct supervision and are subject to rigorous quality controls. All aspects of our CATI survey operate to the guideline standards established by the company's membership of the MRS and ESOMAR (the international industry representative body).

All data was anonymised in line with Data Protection regulations and B&A ISO 27001 Information Security Management system.



	Sample Size	Fieldwork dates
2021	2000	07/12/2021 – 12/01/2022
2020	2051	12/11/2020 – 14/12/2020
2020	2039	30/01/2020 – 14/02/2020
2018	2005	26/10/2018 - 20/11/2018
2017	2019	24/10/2017 - 04/11/2017
2016	2003	11/10/2016 - 21/10/2016



Touchpoints Accessed

All Jobpath Participants N – 2,000



- The questionnaire was modified in December 2020 and 2021 to take account of those who interacted with the office either in person and via online or telephone basis (this was relevant for all who could not travel or meet case officers face to face while public health restrictions were in force).
- The first Touchpoint regarding Office performance was rated as follows:
 - Those who had face-to-face meetings answered questions regarding in person interviews (small number in December 2021 N – 131 participants).
 - And if the participant connected via telephone or online they also answered the touchpoints regarding remote connection. The full touchpoints accessed are illustrated on the following slide.

OFFICE (Face to Face)

- Convenient opening hours
- Easy location
- Airy premises
- Friendly Greeting
- Reasonable time

OFFICE (Remote)

- Info re: remote connection easy to understand
- Ability to connect with Turas Nua/Seetec online or phone
- Ability to connect with Turas Nua/Seetec at the agreed times
- Info re remote connection easy to find



OFFICE

- Convenient opening hours
- Easy location
- Airy premises
- Friendly Greeting
- Reasonable time



OFFICE (Remote)

- Info re remote connection easy to understand
- Ability to connect with Turas Nua/Seetec online or phone
- Ability to connect with Turas Nua/Seetec at the agreed times
- Info re remote connection easy to find



STAFF

- Feel valued
- Try their best for me
- Good at jobs
- Advisor relationships
- Advisor contact



SERVICES

- Personal plan help
- Good quality courses
- Improved job prospects
- Online access
- Course choice help



PROCESS

- Advisor meetings
- Job search facilities
- Online services provided

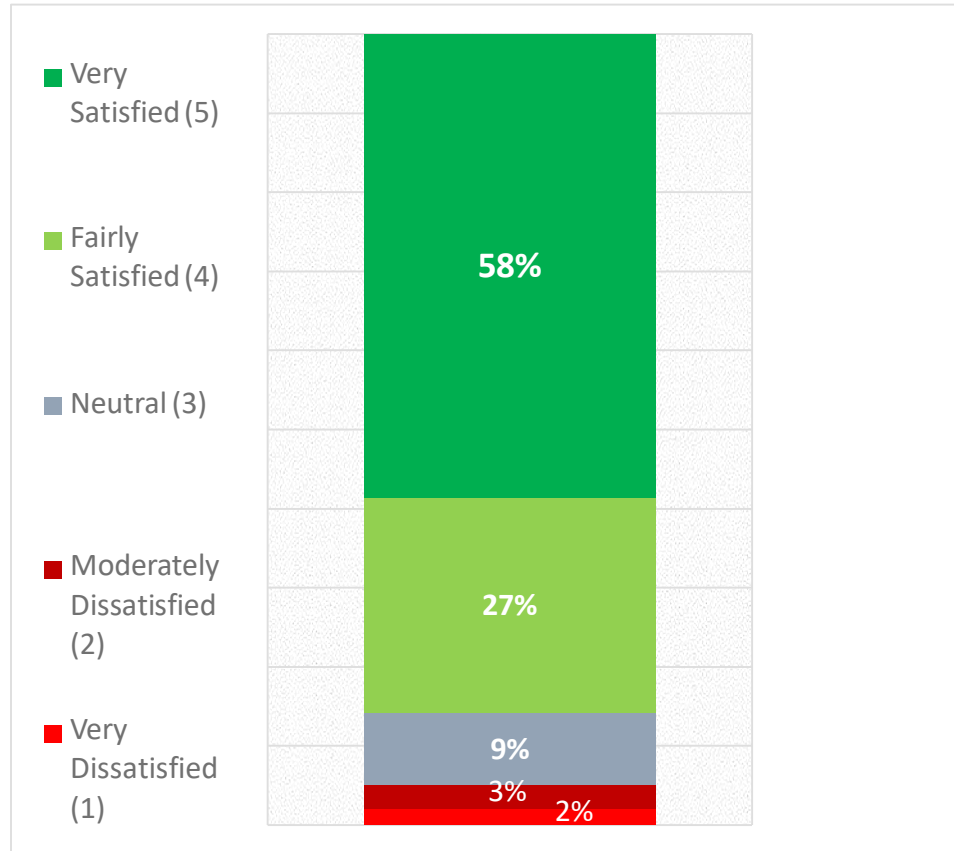
Question wording

Same format for all questions

Q. How would you rate your overall Satisfaction/Agreement with following:

Using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

- 5. Very Satisfied
- 4. Fairly Satisfied
- 3. Neutral
- 2. Moderately Dissatisfied
- 1. Very Dissatisfied



Mean Score: 4.37



Executive Summary

Executive Summary - Jobpath



Over **three-quarters of Jobpath clients (77%)** say they are satisfied with their experiences with Turas Nua/Seetec in overall terms – this is up **+3%** vs December 2020.



A smaller number had face to face meetings in 2021 (just 7%) and while net satisfaction ratings remain high, they are lower than the scores allocated in the previous two waves where more face-to-face meetings took place.



Ratings of the **individual elements of service provision are really strong**. On almost all aspects covering office, services, staff, office processes more than 75% of Turas Nua/Seetec clients give a Top two box score. Staff performance remains high with all metrics scoring above **85%** on the top two score



The majority rate the Turas Nua/Seetec employment services as better than the Intreo Office service, by over half **+50%** percentage points versus those who disagree (7%).



Perhaps not surprising given the real challenges in service provision during the pandemic, ratings of individual aspects of service have softened slightly vs 2020.



A significant proportion are satisfied with the current service and feel there are no improvements required. A range of proposed improvements are suggested by the remaining respondents, ranging from increased training and courses to more opportunities suited to their personal qualifications and skills, and more support/advice regarding courses and job offers.

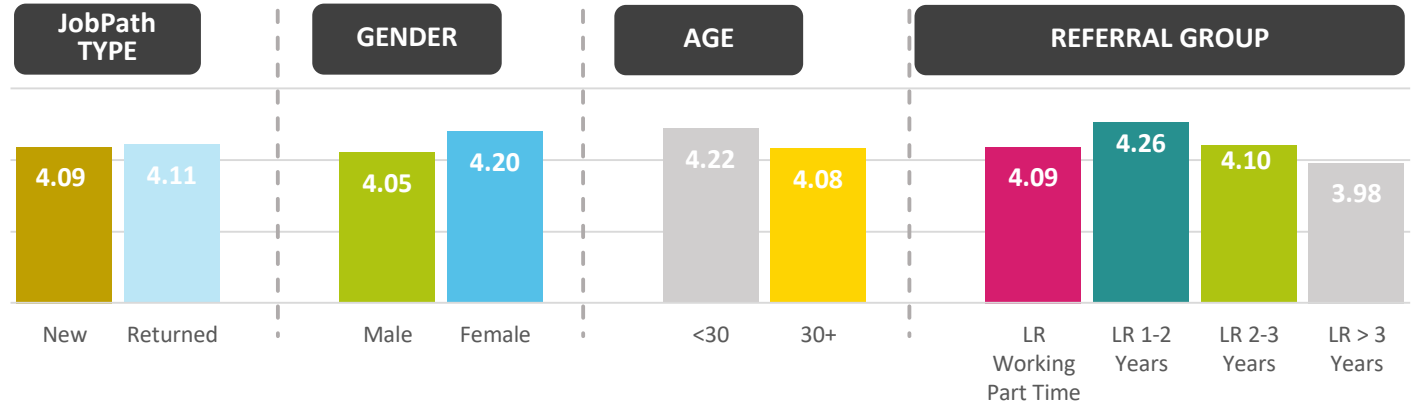
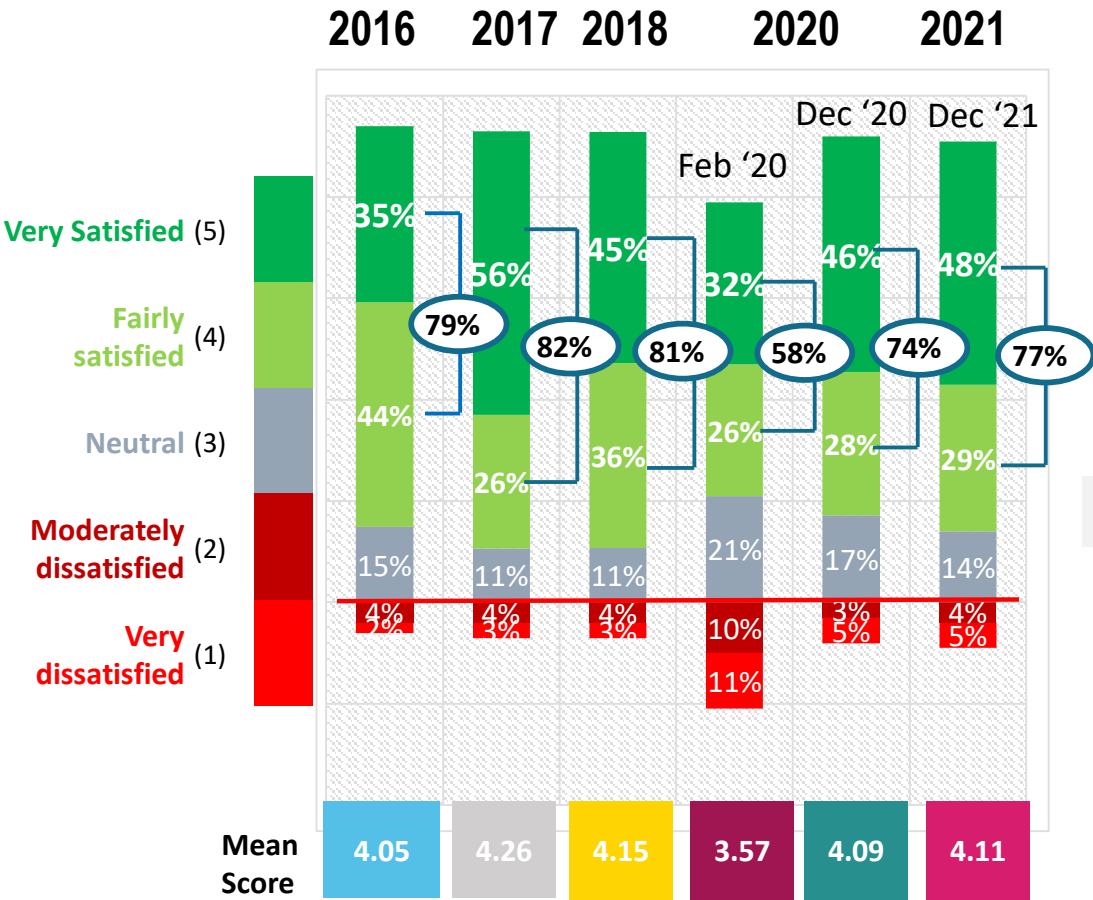


JobPath findings

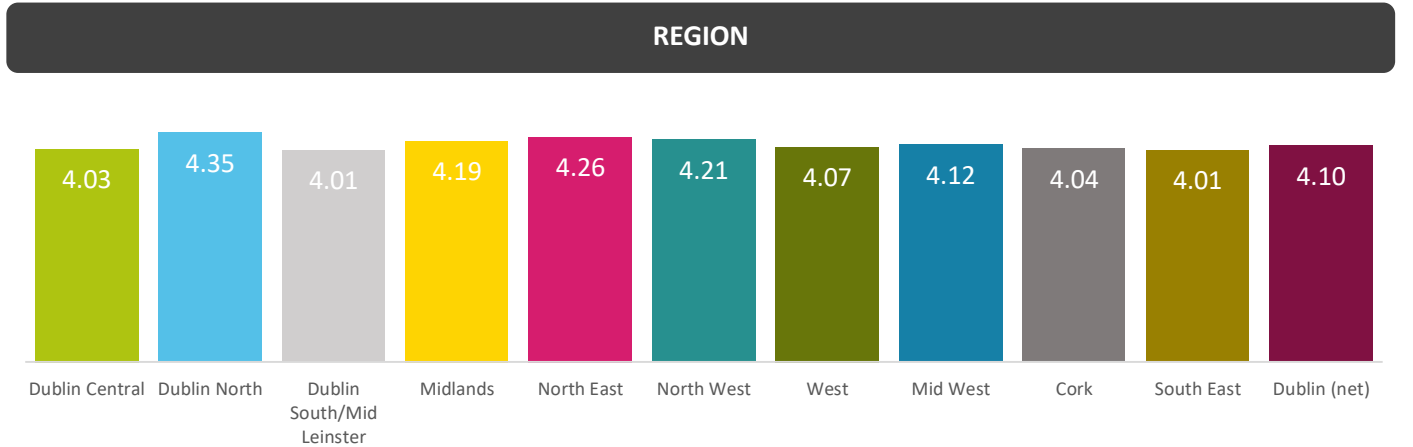
Overall Satisfaction



Overall Satisfaction scores have improved in comparison with December 2020 – with net satisfaction up 3%.



	Dec 20	Feb 20	Male	Female	<30	30+	LR Working Part Time	LR 1-2 Years	LR 2-3 Years	LR > 3 Years
Mean Score	4.08	3.73	4.03	4.19	4.12	4.09	4.09	4.23	4.08	4.04
Net Satisfaction	4.10	3.53	3.52	3.65	3.64	3.56	3.73	3.70	3.44	3.47



	Dec 20	Feb 20	Dublin Central	Dublin North	Dublin South/Mid Leinster	Midlands	North East	North West	West	Mid West	Cork	South East	Dublin (net)
Mean Score	4.00	3.54	4.00	4.07	4.13	4.08	4.24	4.14	4.02	4.14	3.99	4.10	4.08
Net Satisfaction	4.07	3.74	3.54	3.54	3.74	3.62	3.76	3.42	3.65	3.39	3.58		

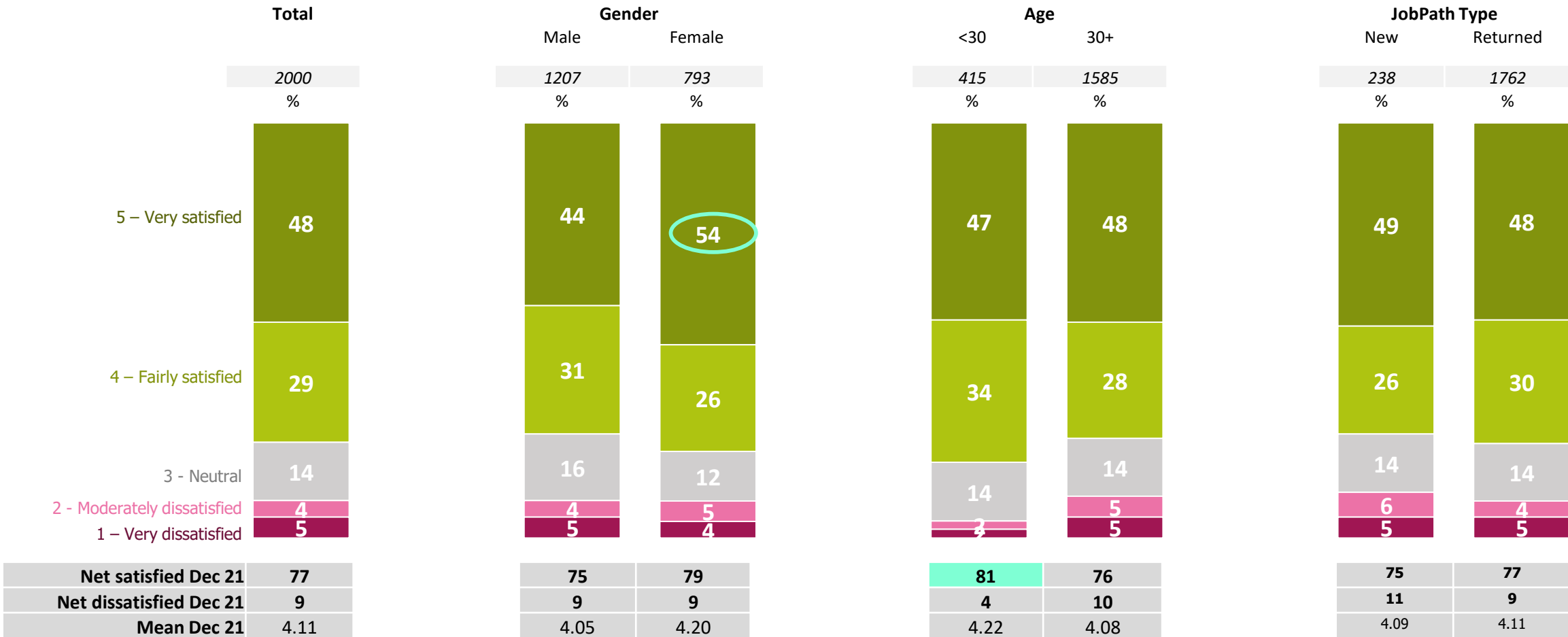


Q.1 Considering all your experiences with Turas Nua /Seetec how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Overall Satisfaction - December 2021

Base: All JobPath Participants N – 2,000

■ Statistically higher than total
■ Statistically lower than total



Overall satisfaction is highest amongst those aged under 30 years, women are also significantly higher for very satisfied top score.

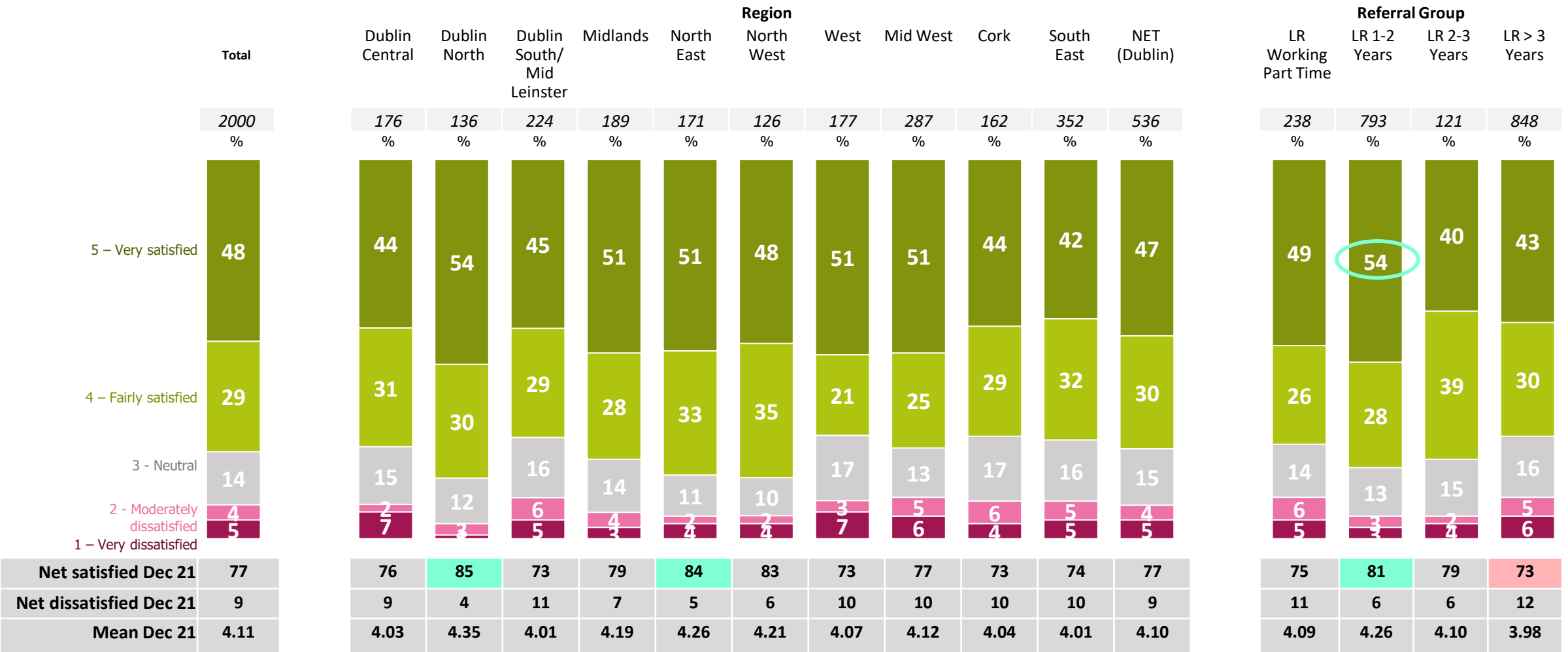


Q.1 Considering all your experiences with Turas Nua /Seetec (as appropriate) how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Overall Satisfaction - 2021

Base: All JobPath Participants N – 2,000

■ Statistically higher than total
■ Statistically lower than total

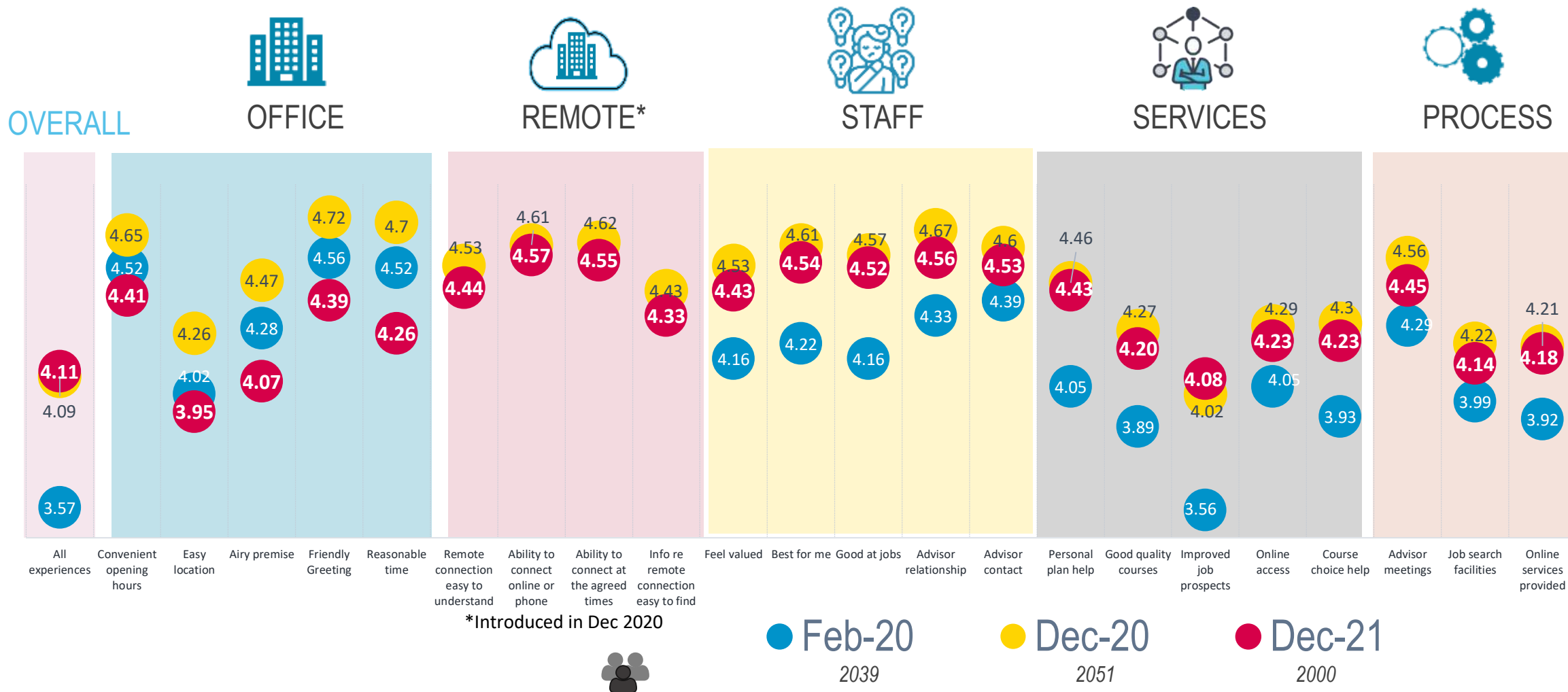


Those in Dublin North and North East regions allocated a significantly higher overall satisfaction rating for the JobPath experience compared to the average. Satisfaction was also higher for those in the LR Referral 1-2 years group, whilst those in the LR >3 years group were least satisfied.

Q.1 Considering all your experiences with Turas Nua /Seetec (as appropriate) how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Overview of performance - Mean score

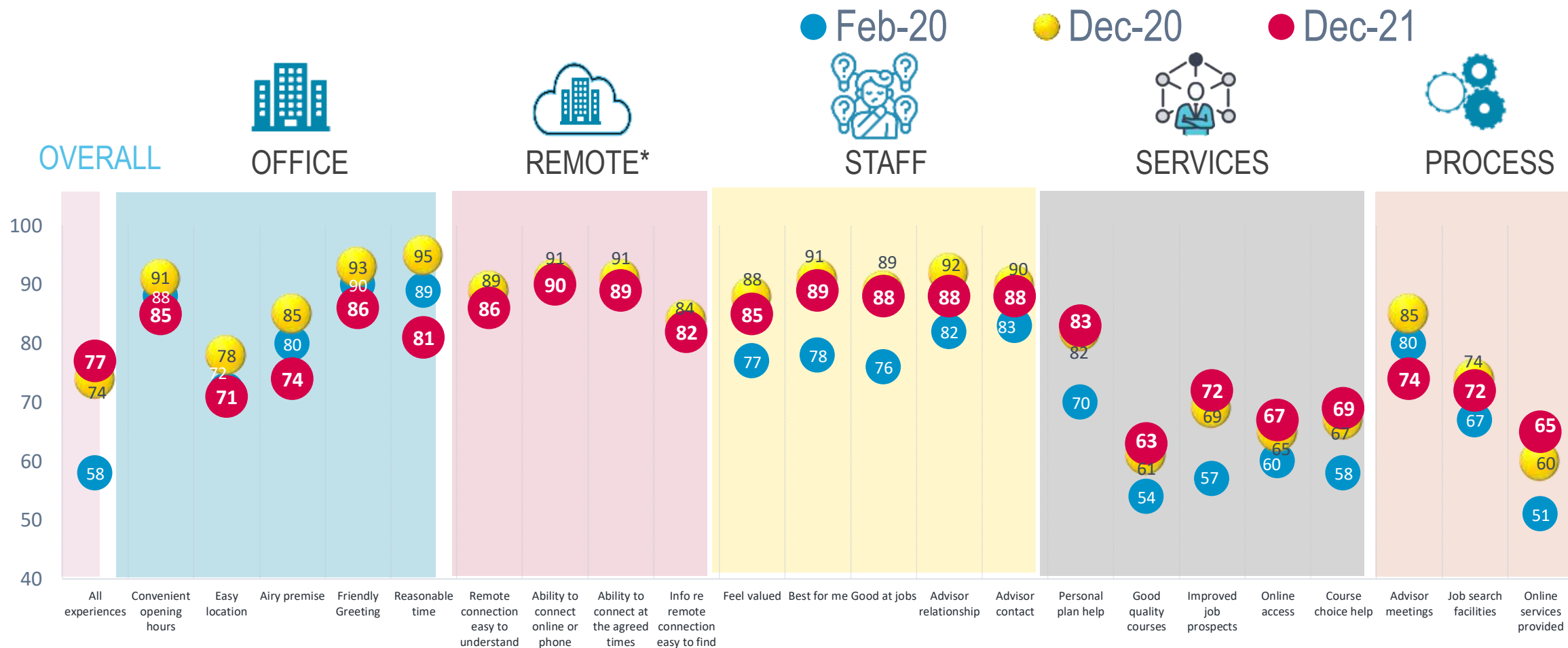
Base: All JobPath Participants N – 2,000



Although at an overall level satisfaction is higher than we have seen in last few years, and ratings for individual elements are strong, not surprisingly given the difficulties with service provision during pandemic restrictions, mean score ratings of individual aspects of the service provided have fallen back vs Dec 2020.

Overview of performance - Top Two Rating

Base: All JobPath Participants N – 2,000

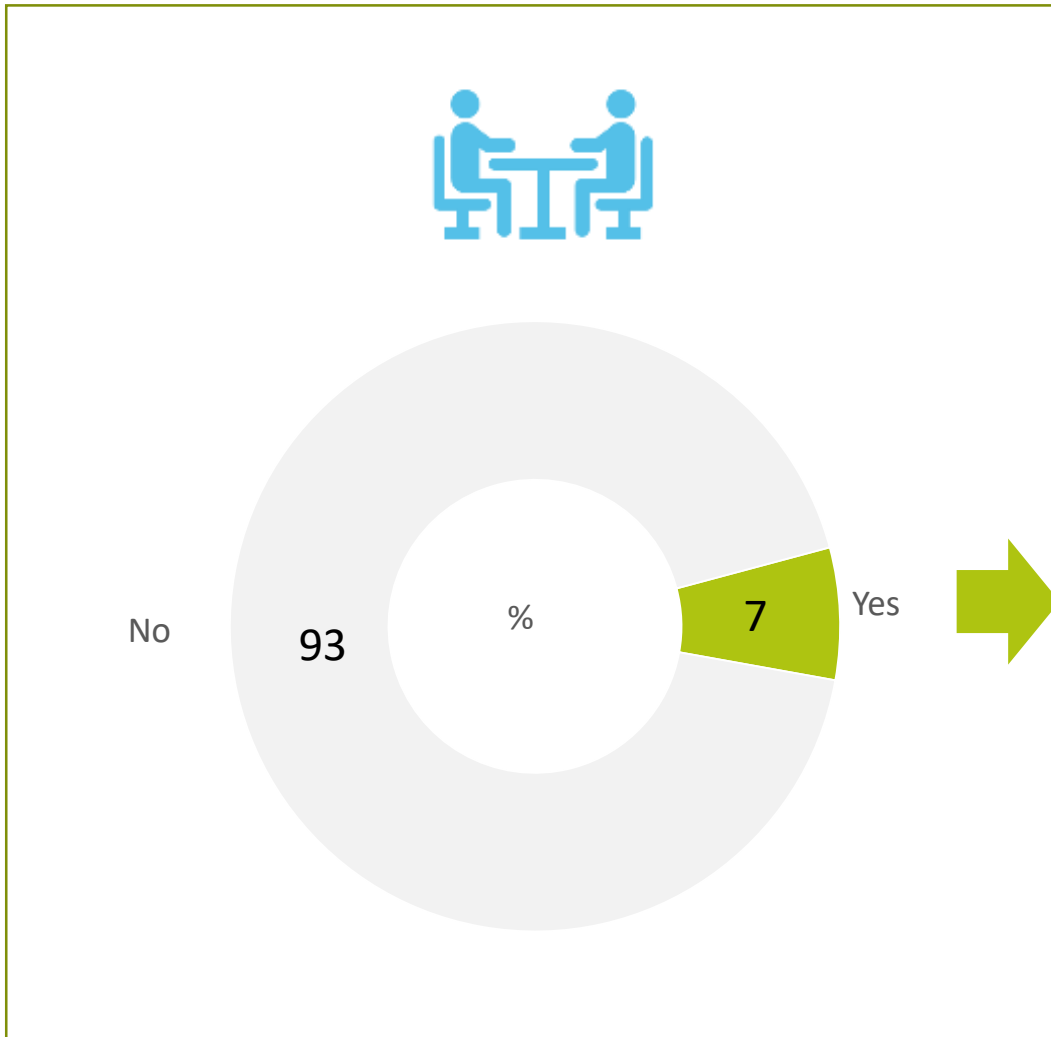


*Introduced in Dec 2020

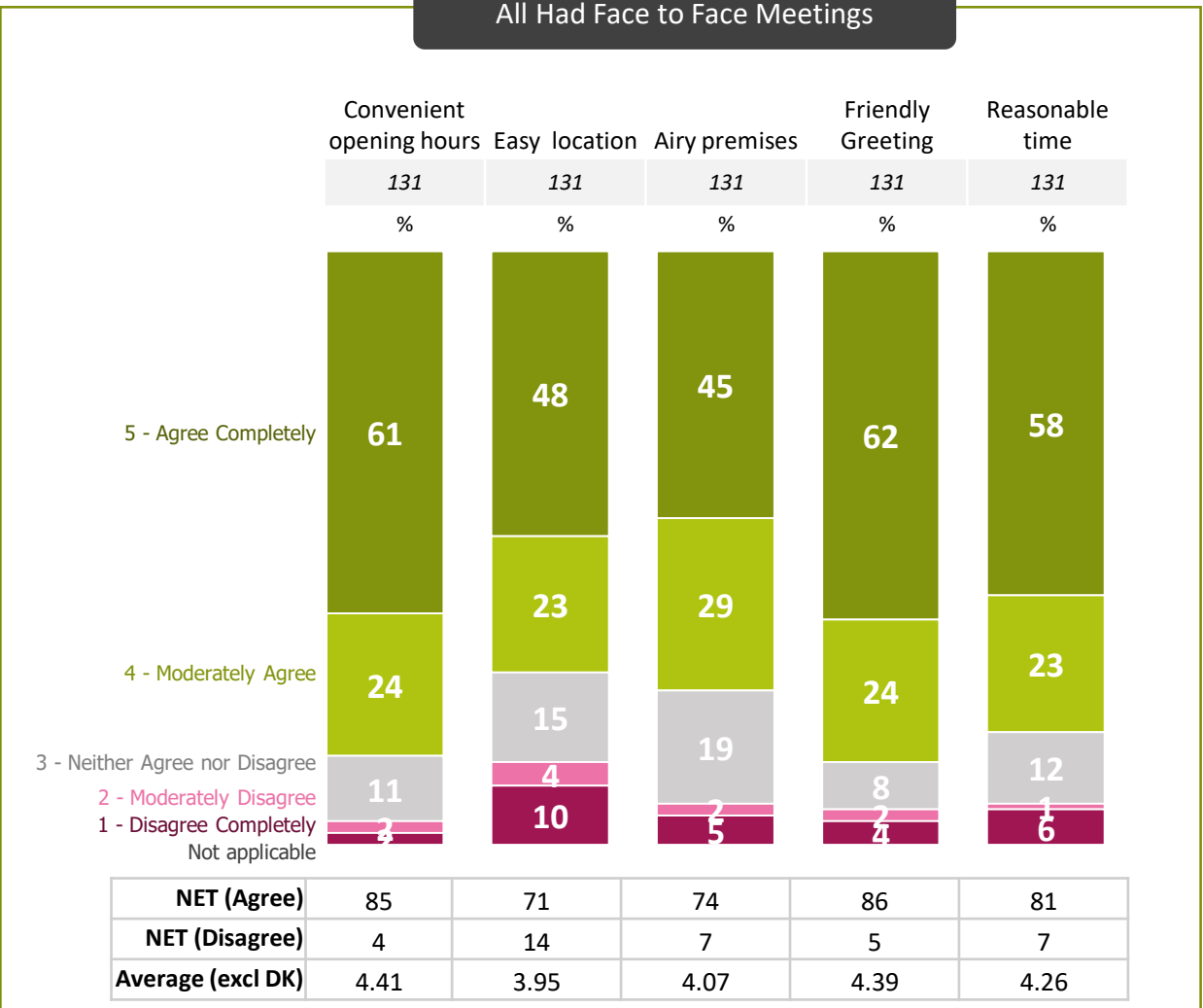
When we look at the top two box comparison, we can see a similar pattern. Overall satisfaction is up but ratings for individual elements have declined. Services are the outlier where the important top two box rating on 'improved job prospects' is up as are ratings on course, quality and access and online services generally.

Overview of Performance - Face to Face Meetings

Base: All Jobpath Participants N – 131



All Had Face to Face Meetings



A very small minority of just 7% of Jobpath participants reported having least one face-to-face meeting with their local office during 2021. Of these individuals, satisfaction was highest for friendly staff greeting, convenient opening hours and being seen within a reasonable time.



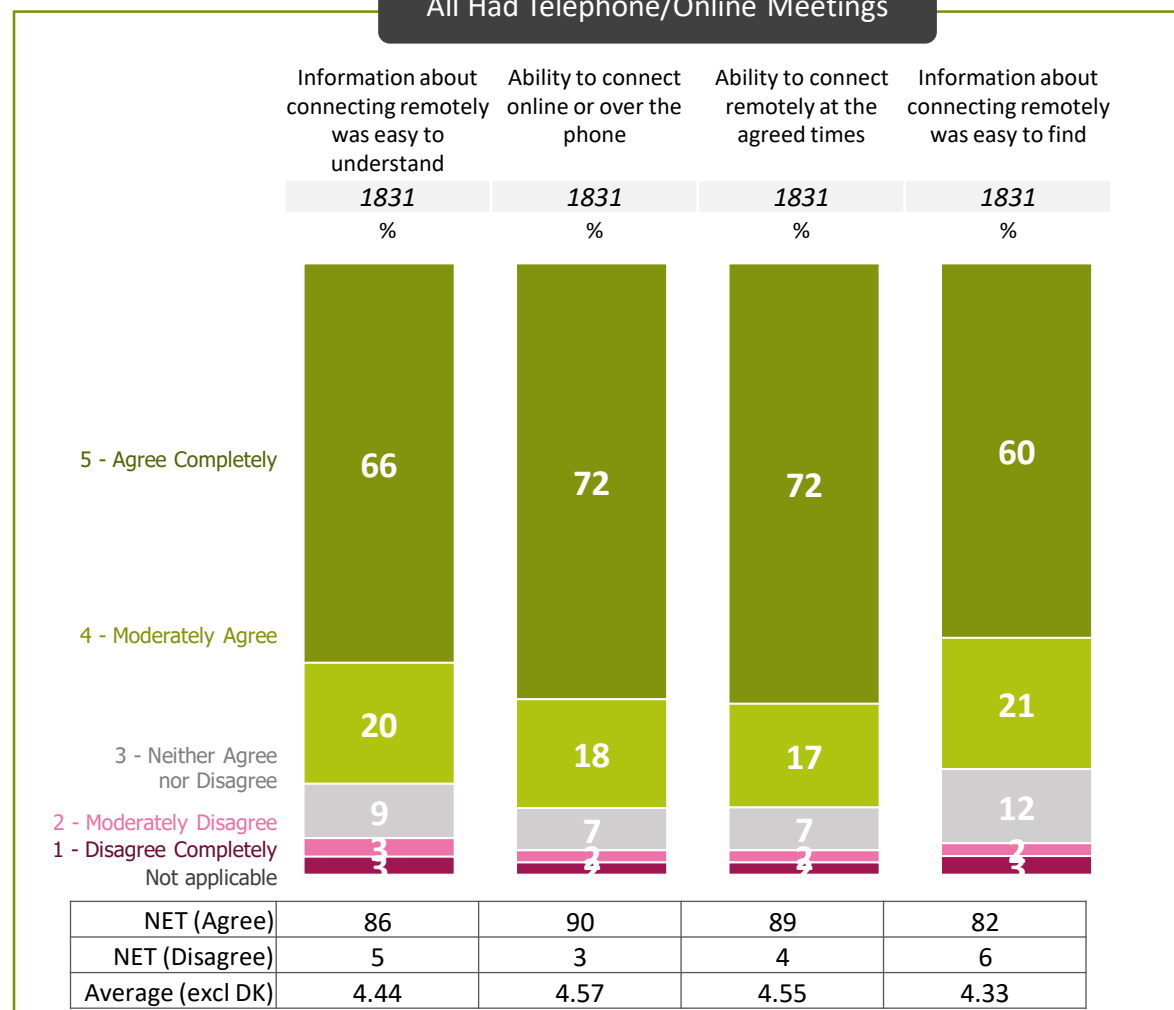
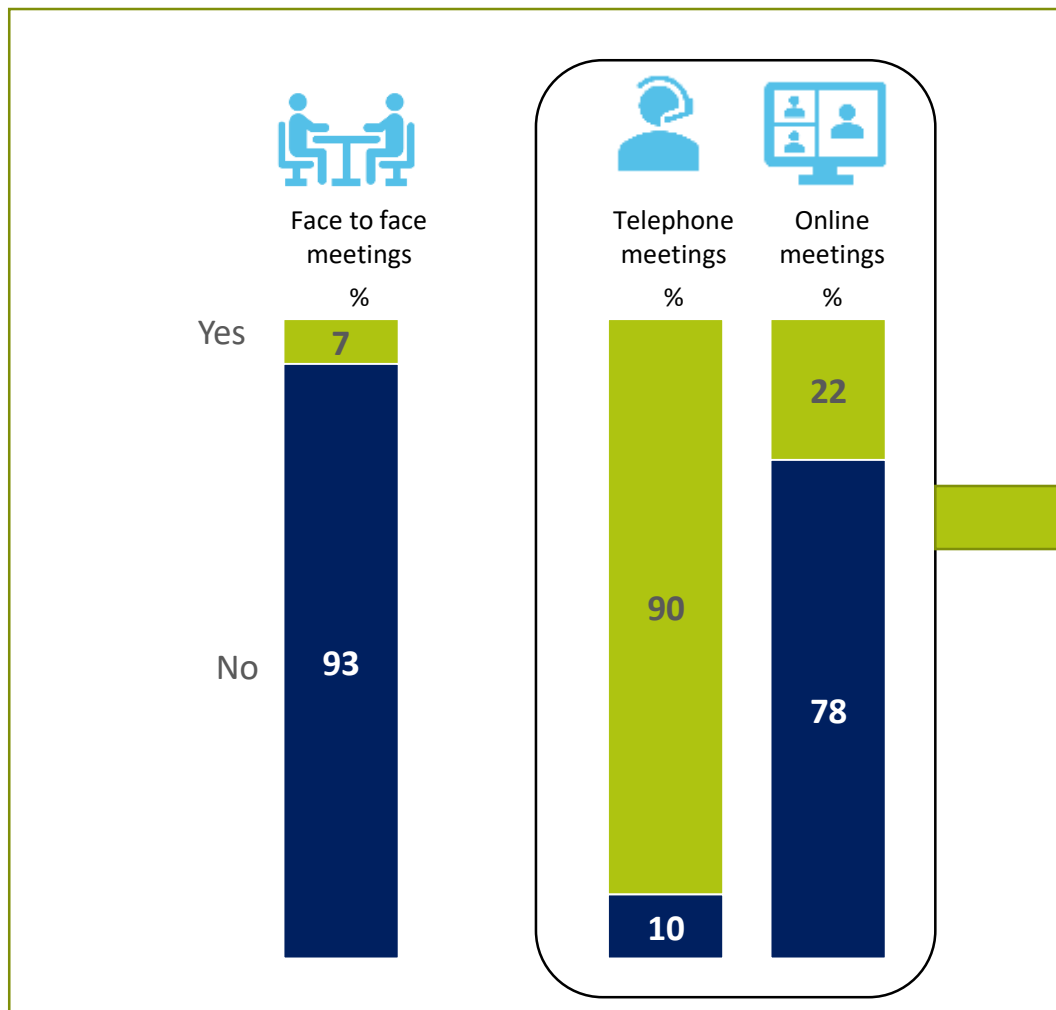
Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2021)?

Q.2b Please indicate your level of agreement with the following statements..

Overview of Performance - Remote Capabilities



Base: All Jobpath Participants N – 2,000



The vast majority of Jobpath participants had a telephone interaction with their local office during 2021, with a more modest 22% also engaging in online meetings. Nine in ten of those who had either a telephone or online meeting registered satisfaction with their experience regarding the ability to connect online or over the phone and the ability to connect remotely at the agreed times.

Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2021)?

Q.2c Please indicate your level of agreement with the following statements..



Performance



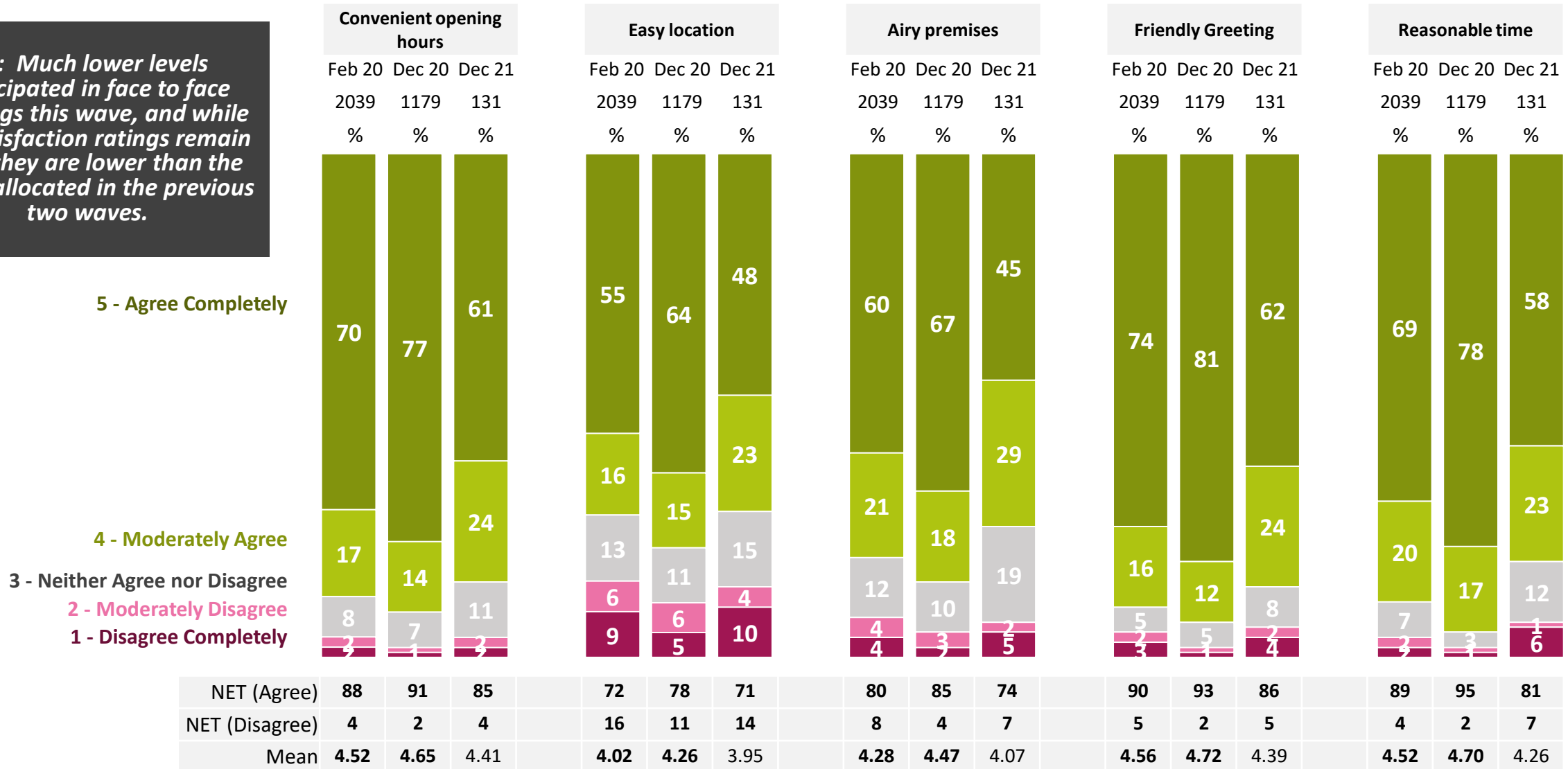
Office (Face to Face)

Overview of Office Performance - Dec 2021

Base: All Jobpath Participants had face to face meetings N - 131

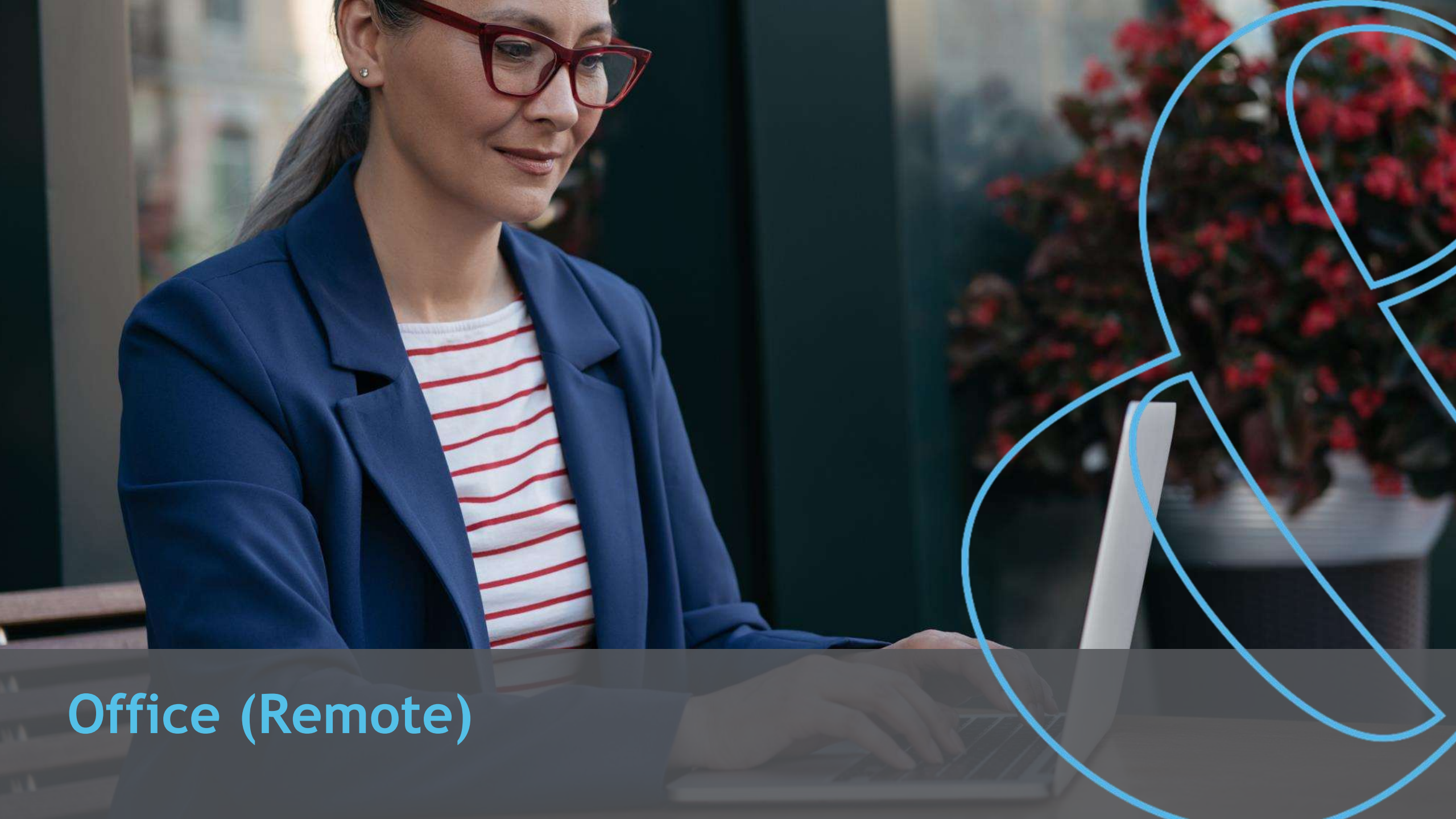


NB: Much lower levels participated in face to face meetings this wave, and while net satisfaction ratings remain high, they are lower than the scores allocated in the previous two waves.



Q.2 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'





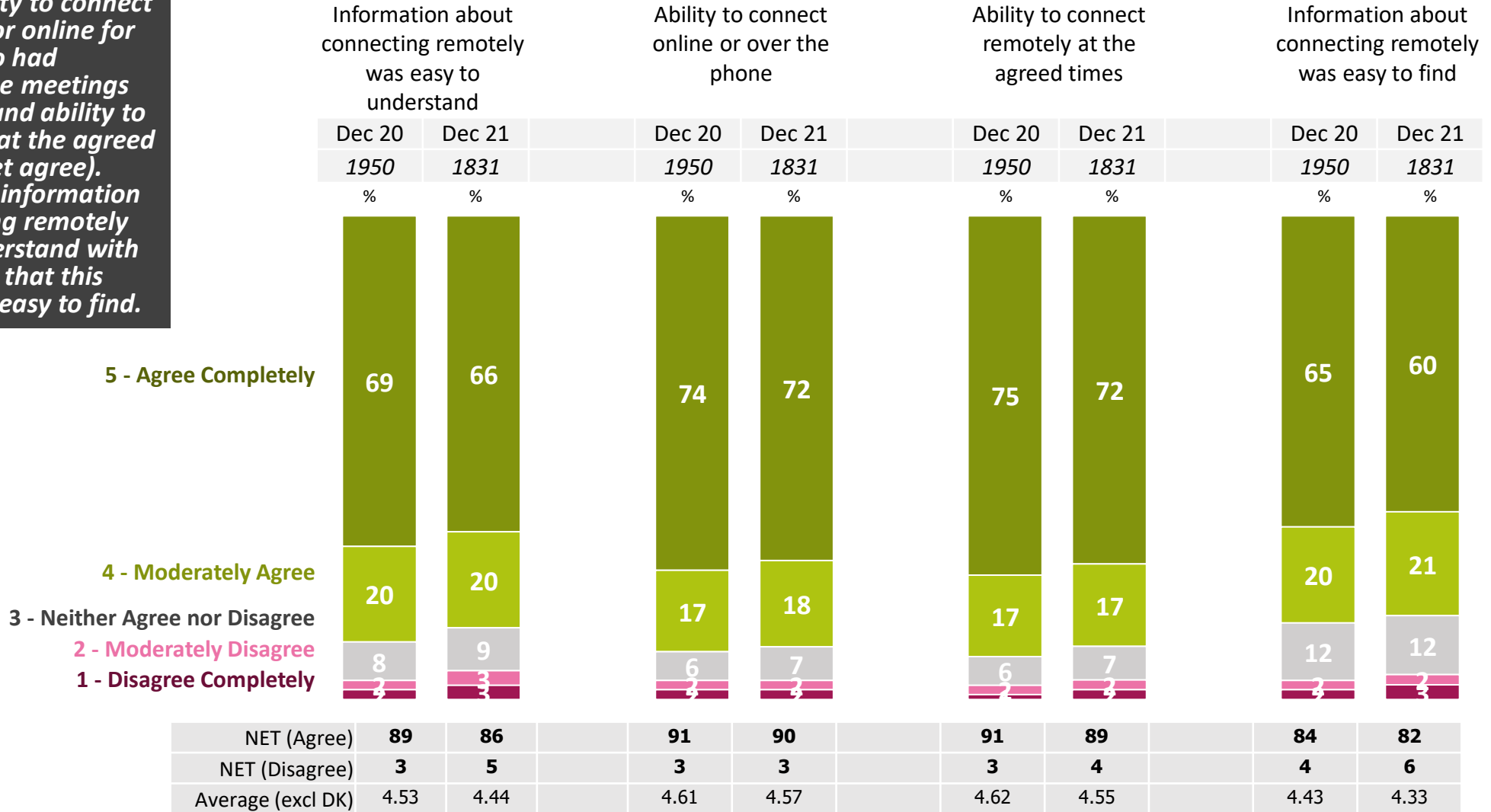
Office (Remote)

Overview of Office Performance Remote Capabilities - Dec 2021

Base: All Jobpath Participants who had telephone or online meetings N – 1,831



There are high satisfaction levels for the ability to connect over the phone or online for those who had telephone/online meetings (90% net agree) and ability to connect remotely at the agreed times (89% net agree). 86% agreed that information about connecting remotely was easy to understand with 82% agreeing that this information was easy to find.



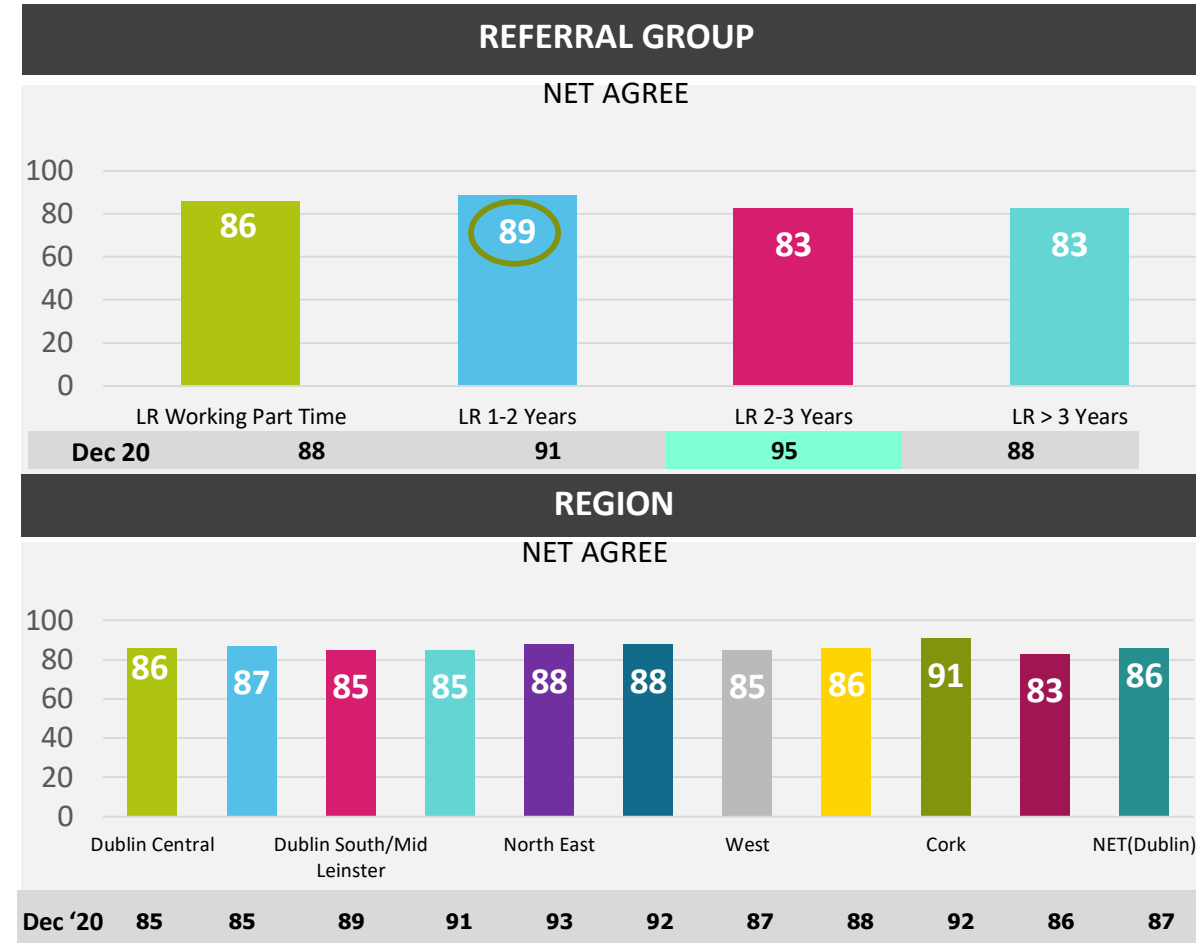
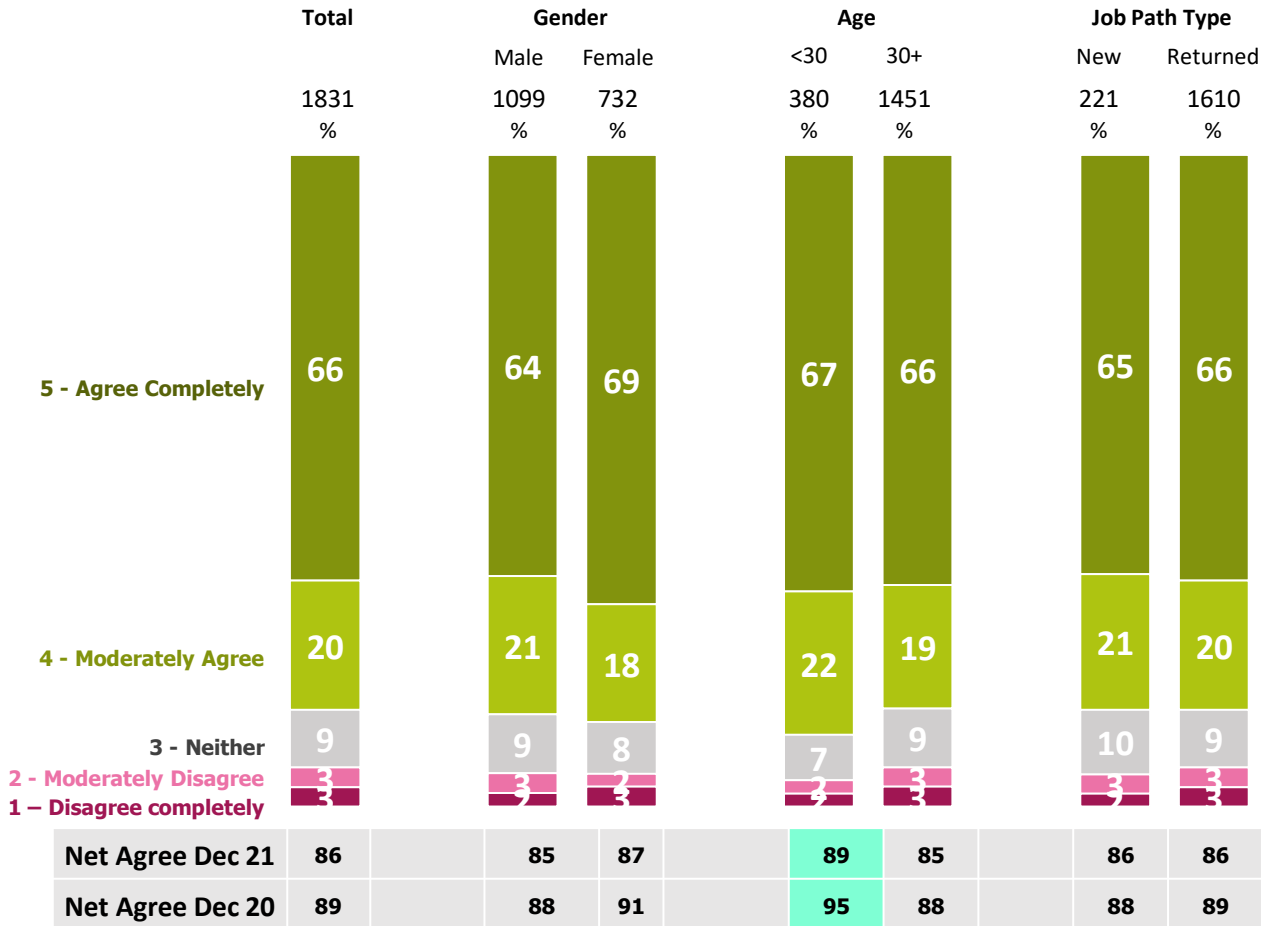
Q.2c Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Information about connecting remotely was easy to understand

Base: All JobPath Participants had telephone or online meetings N – 1,831



 Statistically higher than total
 Statistically lower than total



Most Jobpath participants found the information about connecting remotely easy to understand; this was highest for the under 30's and those in the 1-2 years referral group.



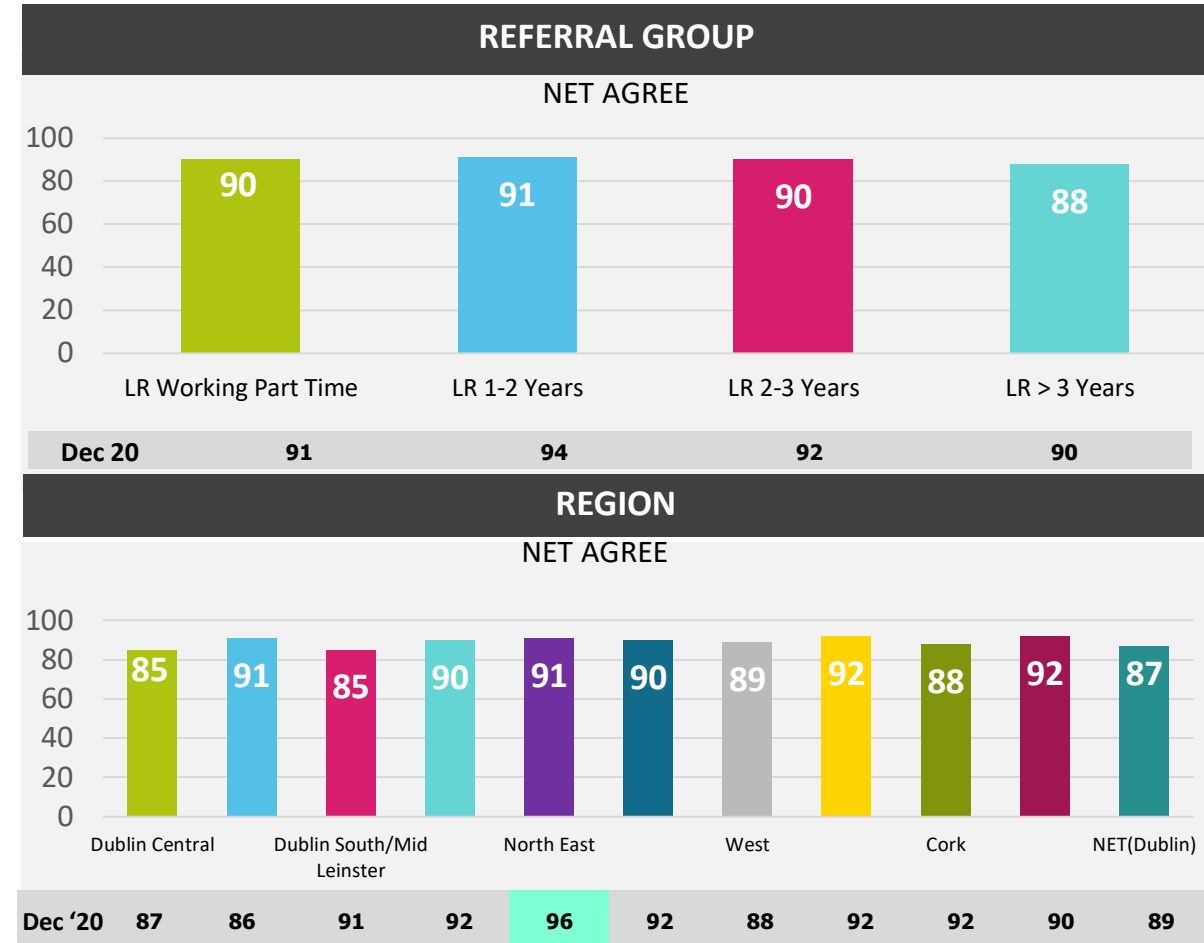
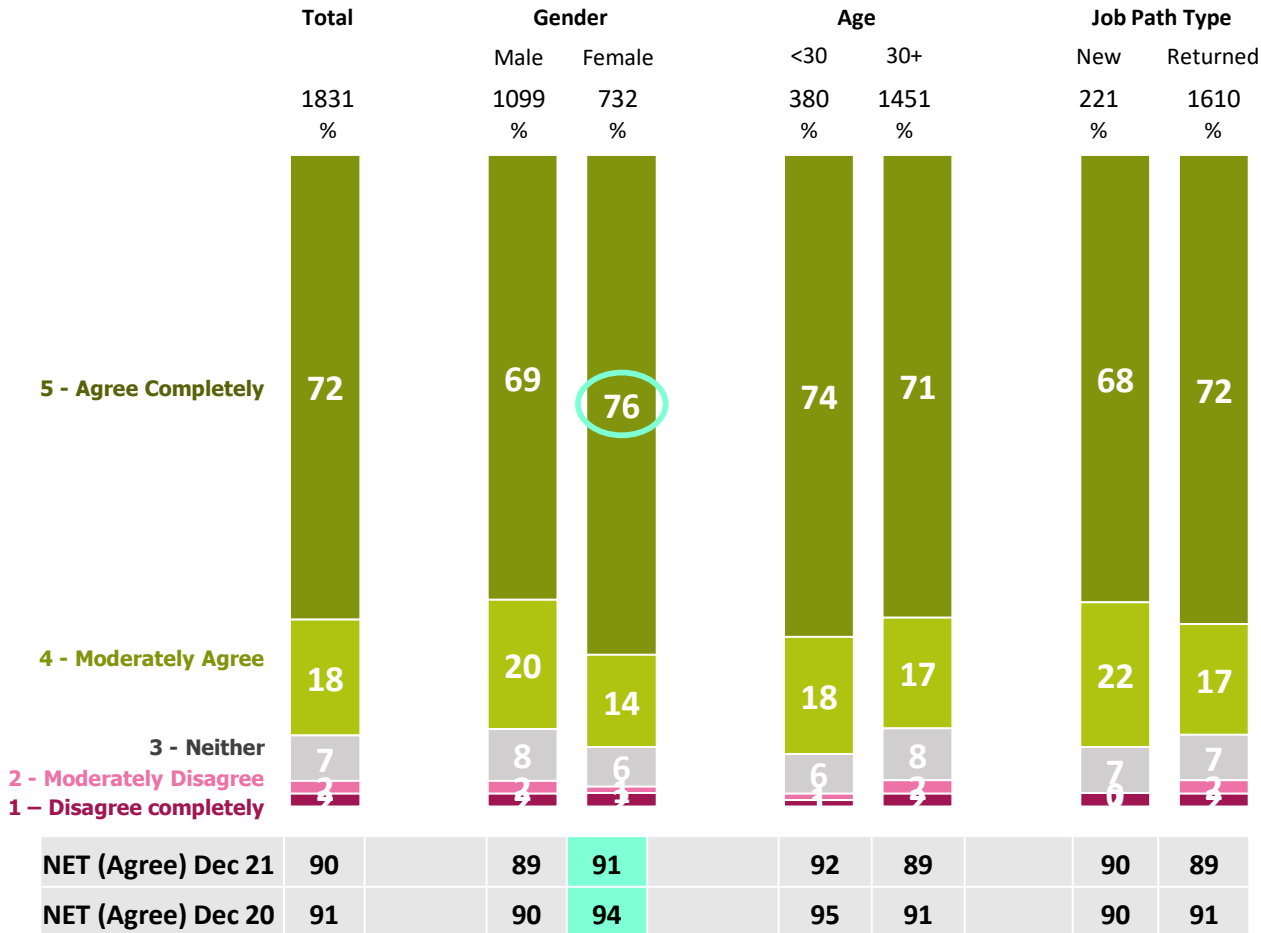
Q.2c Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Ability to Connect Online or Over Phone

Base: All JobPath Participants had telephone or online meetings N – 1,831





 Statistically higher than total
 Statistically lower than total

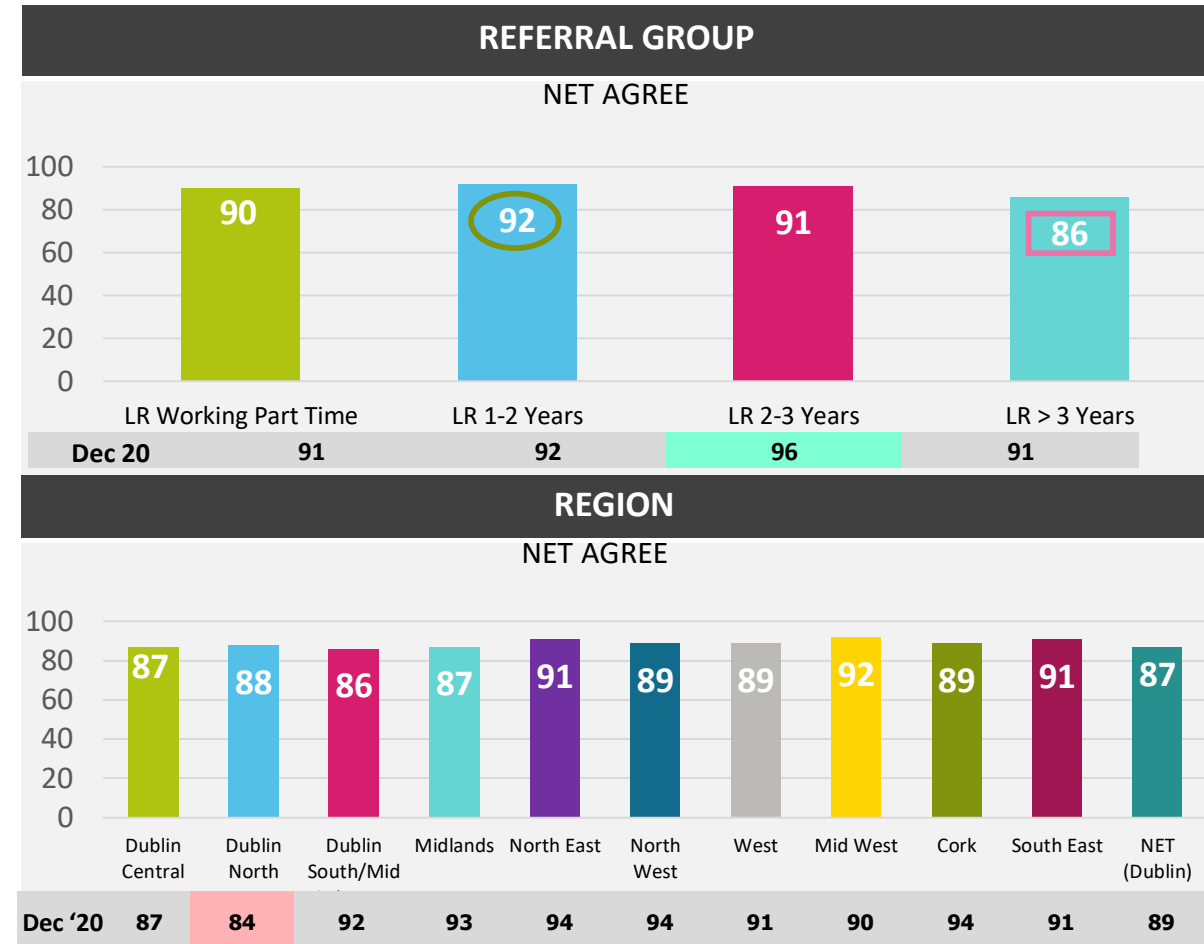
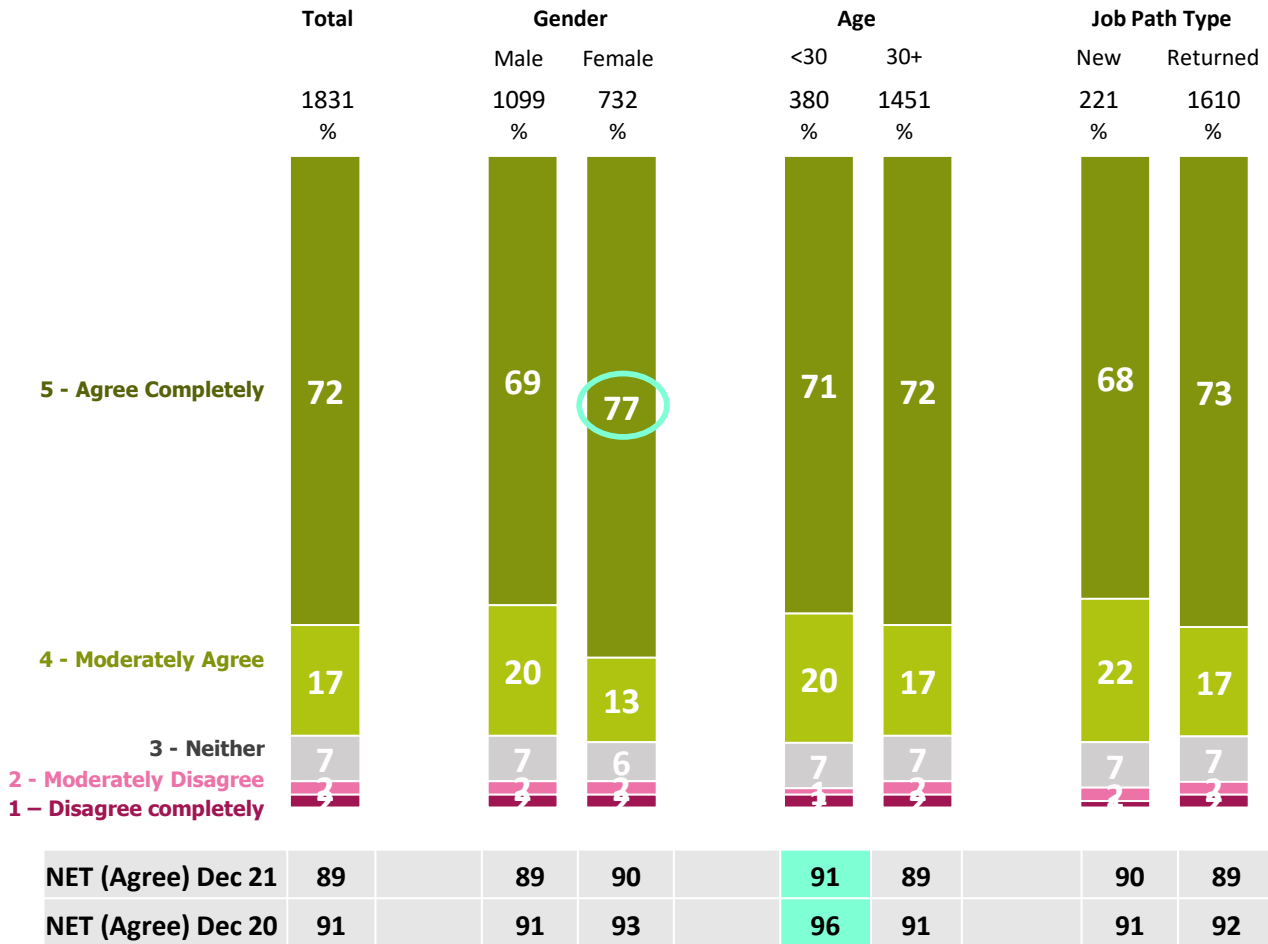


Satisfaction with the ability to connect online or over the phone was highest amongst female participants but limited difference otherwise across cohorts.

Ability to Connect Remotely at the Agreed Times

Base: All JobPath Participants had telephone or online meetings N – 1,831

 Statistically higher than total
 Statistically lower than total



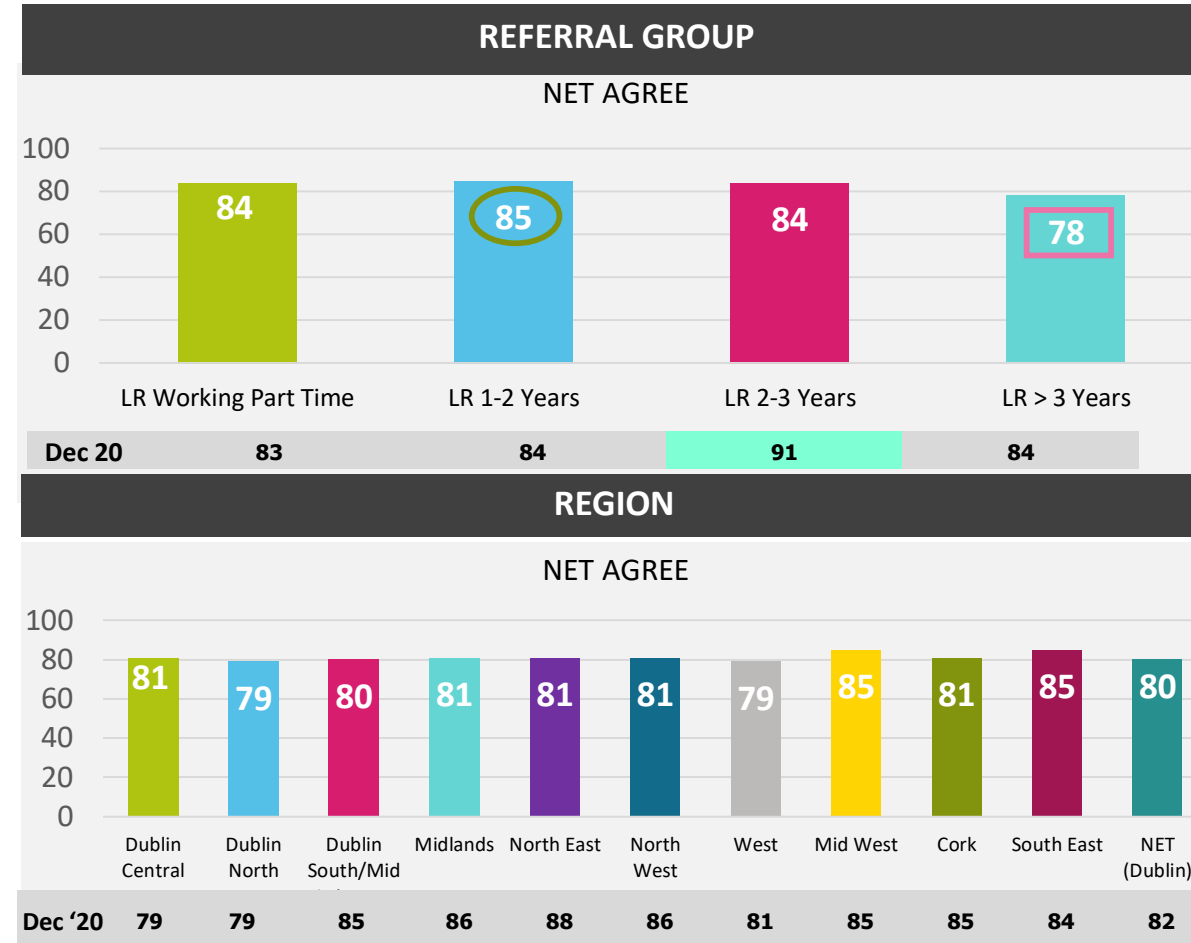
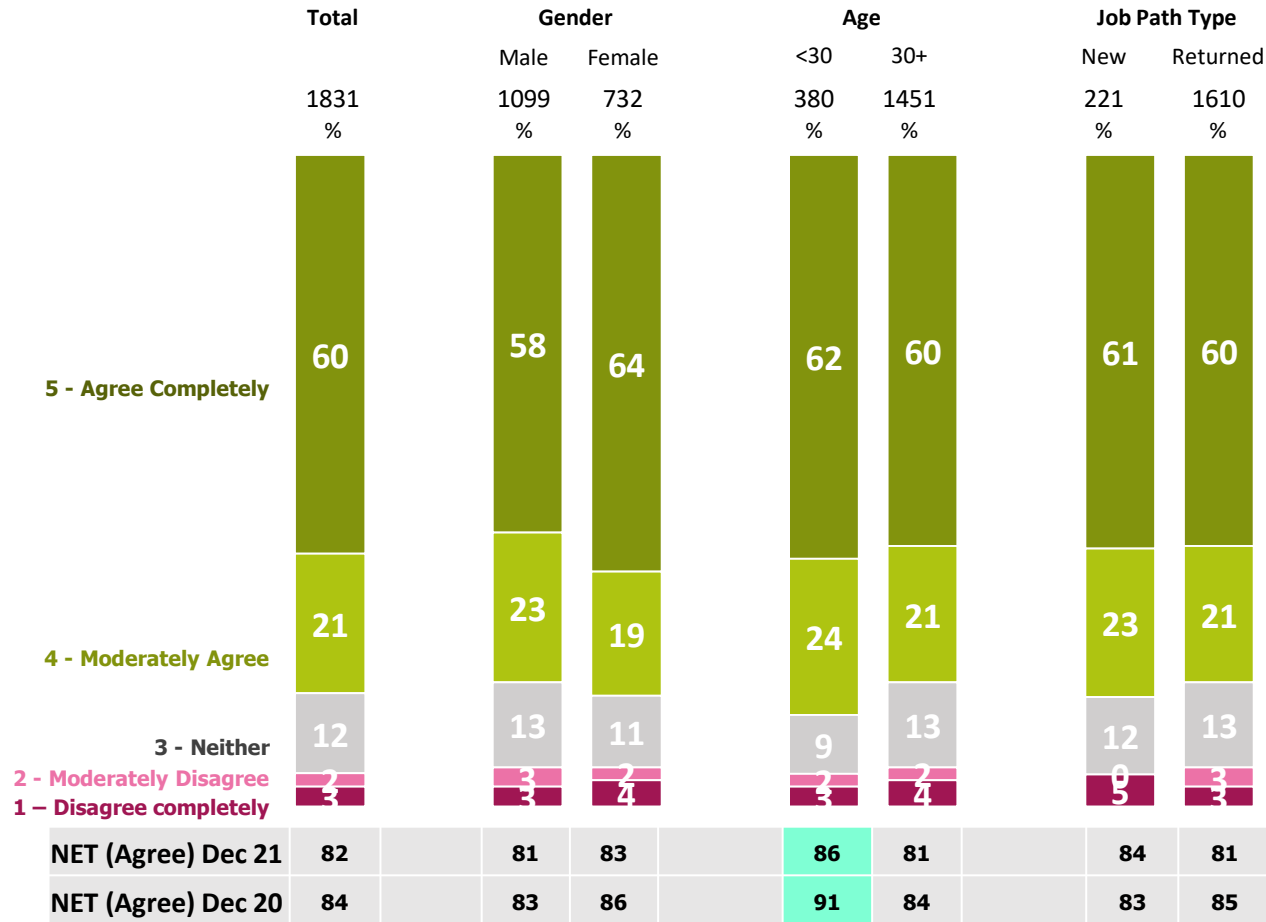
Women, the under 30's and those in the referral group 1-2 years were most satisfied with the ability to connect remotely at the agreed times. The referral group >3 participants were marginally less satisfied.

Information about connecting remotely was easy to find

Base: All JobPath Participants had telephone or online meetings N – 1,831



 Statistically higher than total
 Statistically lower than total



Highest levels of satisfaction with the ease of finding information about connecting remotely is evident amongst those aged under 30 years, and in the 1 - 2 years referral group.



Q.2c Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'



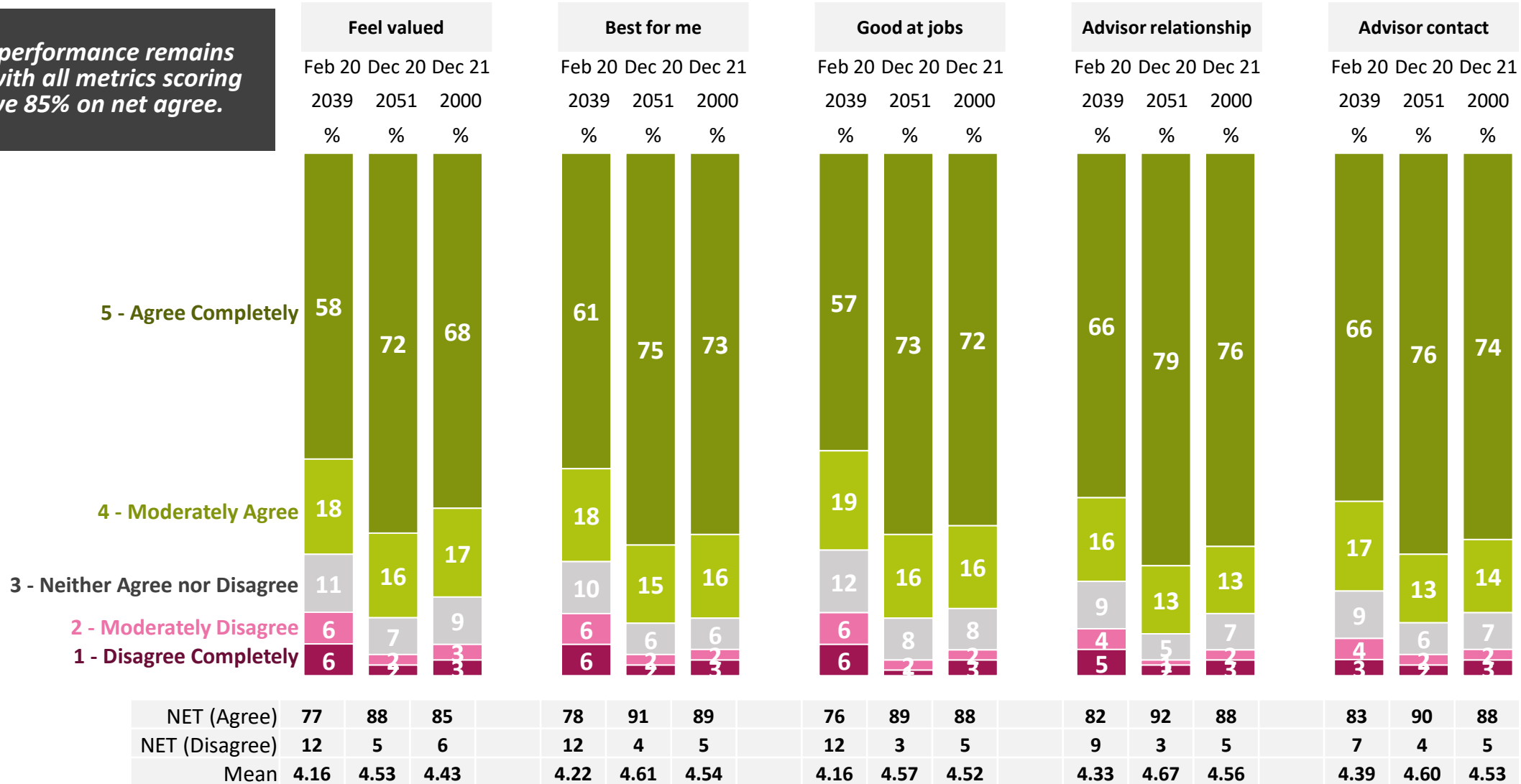
Staff

Overview of staff performance - December 2021

Base: All JobPath Participants N – 2,000





Staff performance remains high with all metrics scoring above 85% on net agree.

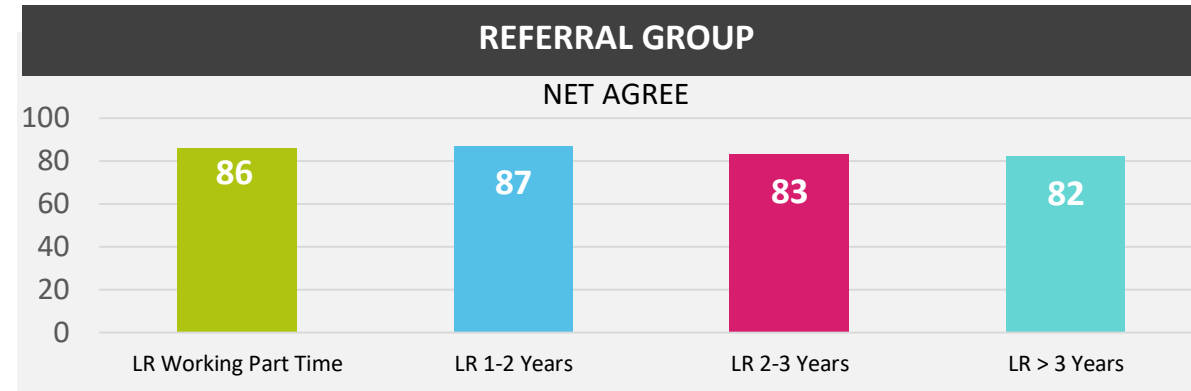
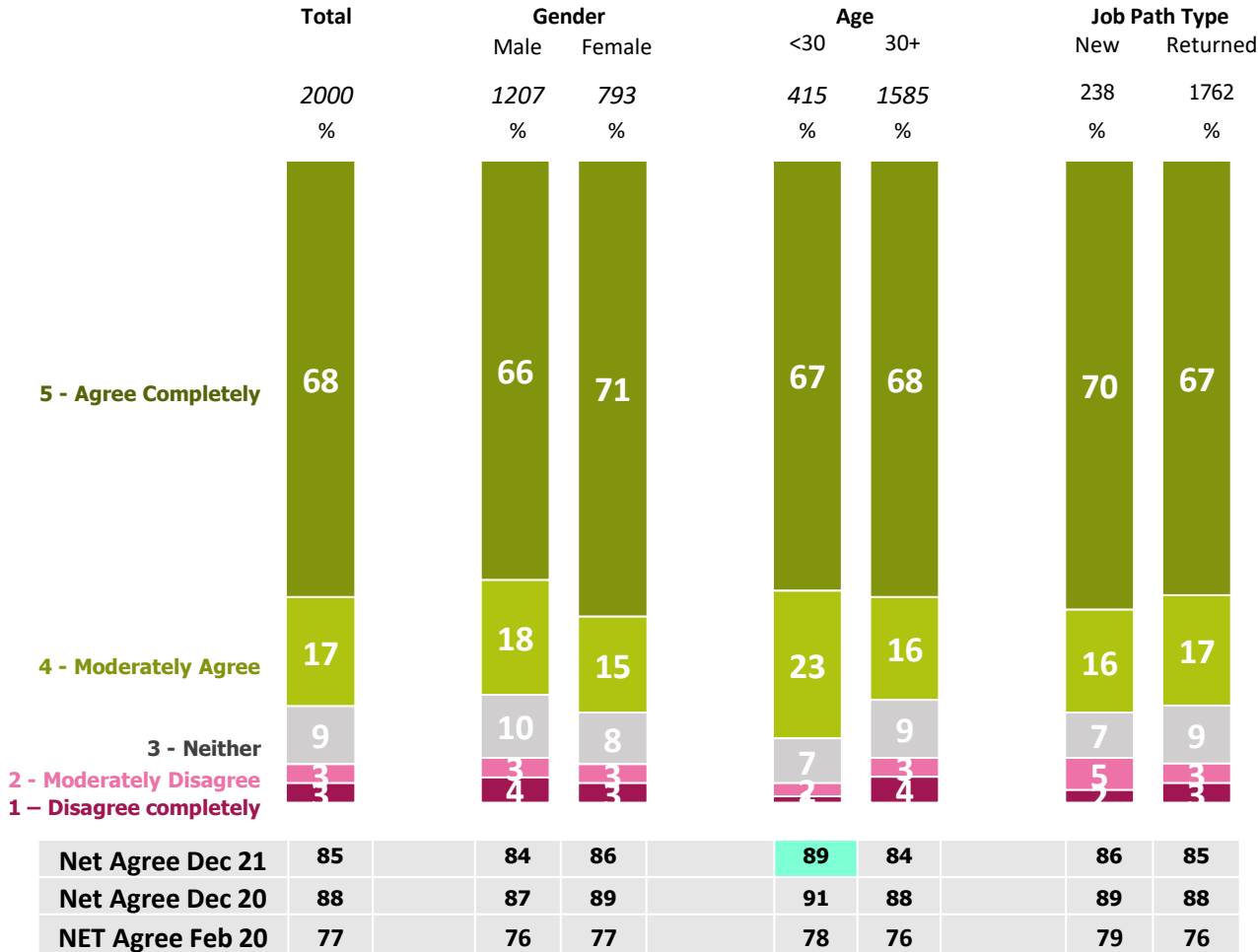
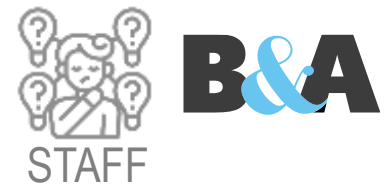


Q.3 Now thinking about the Turas Nua/Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

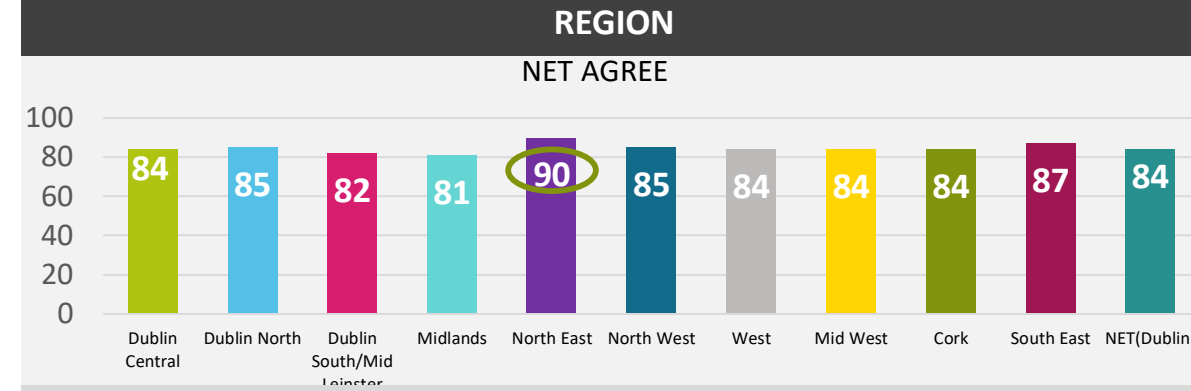
Feel valued

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total



	Dec 20	LR Working Part Time	LR 1-2 Years	LR 2-3 Years	LR > 3 Years
Dec 20	89	89	92	86	
Feb 20	80	75	73	77	





	Dec 20	Dublin Central	Dublin North	Dublin South/Mid Leinster	Midlands	North East	North West	West	Mid West	Cork	South East	NET(Dublin)
Dec 20	83	84	91	91	90	87	87	88	87	87	86	87
Feb 20	74	77	78	76	85	77	82	72	74	73	73	77

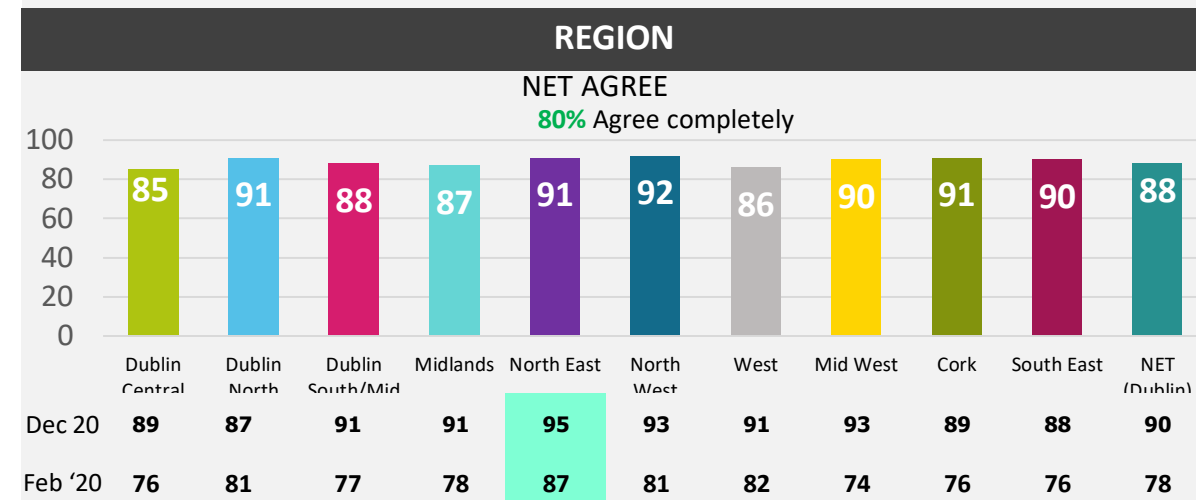
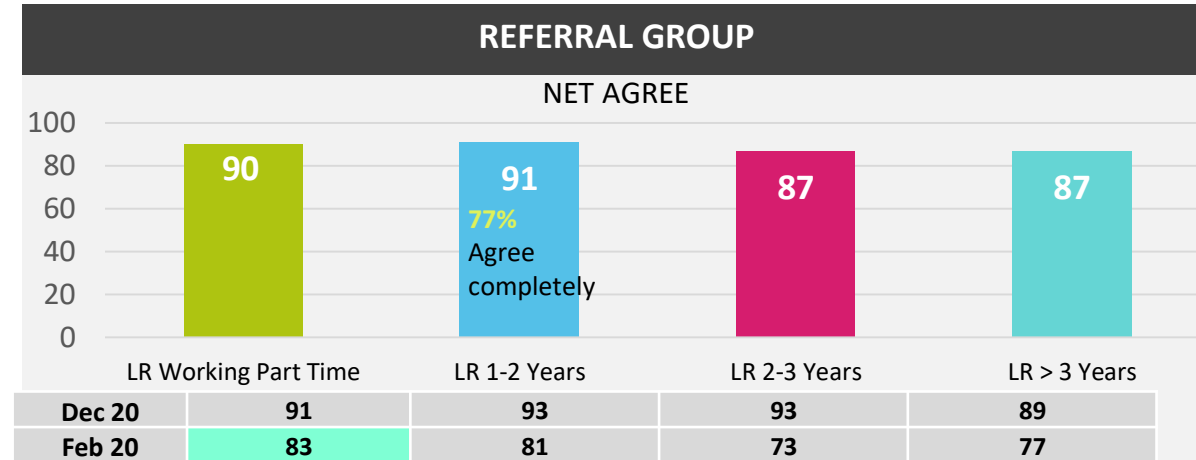
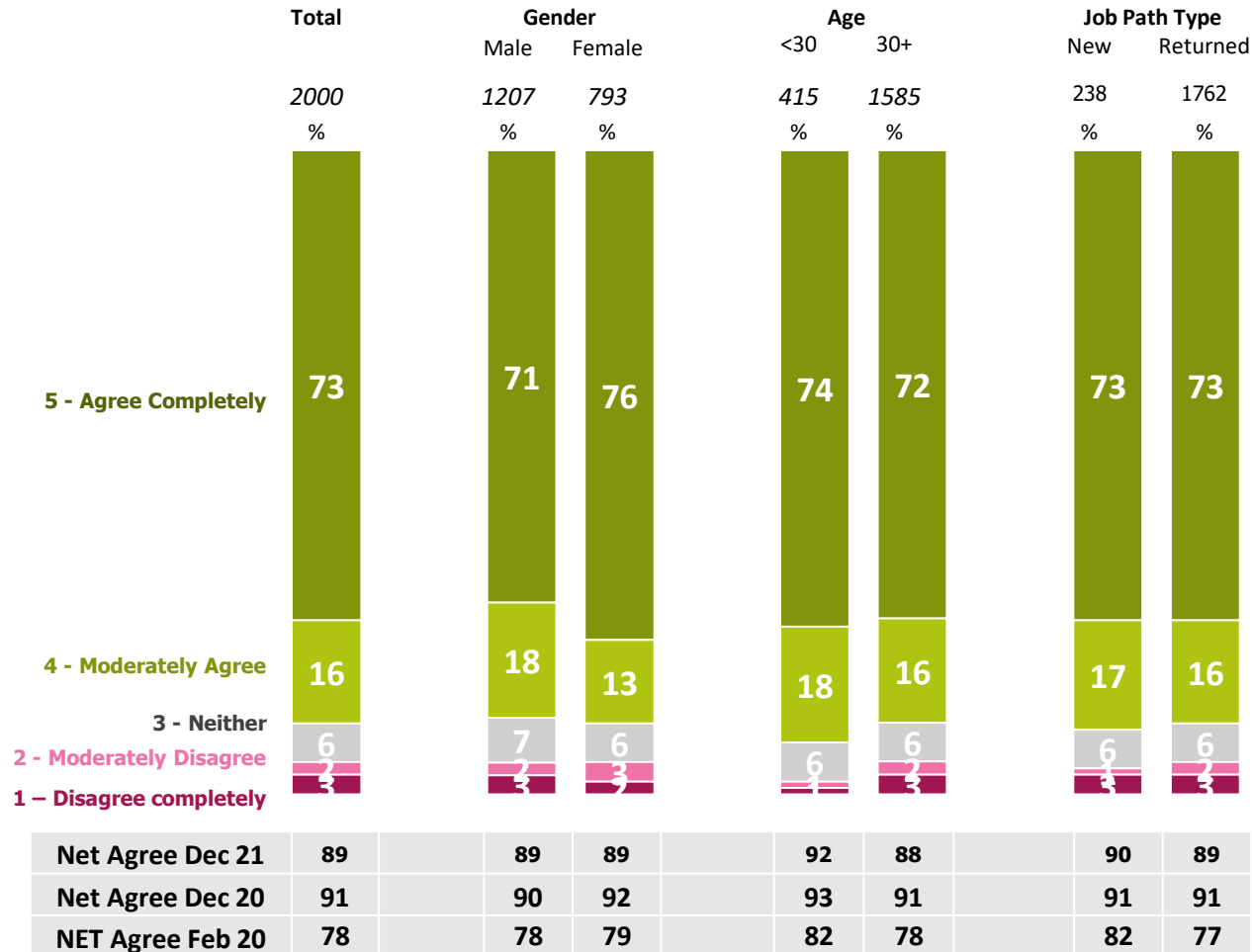
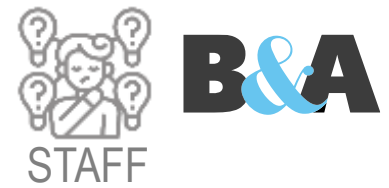
The statement 'staff make me feel valued' is highest for the Under 30's age group at 89% and those in the North East region at 90% net agree.

Q.3 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Staff try their best for me

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total





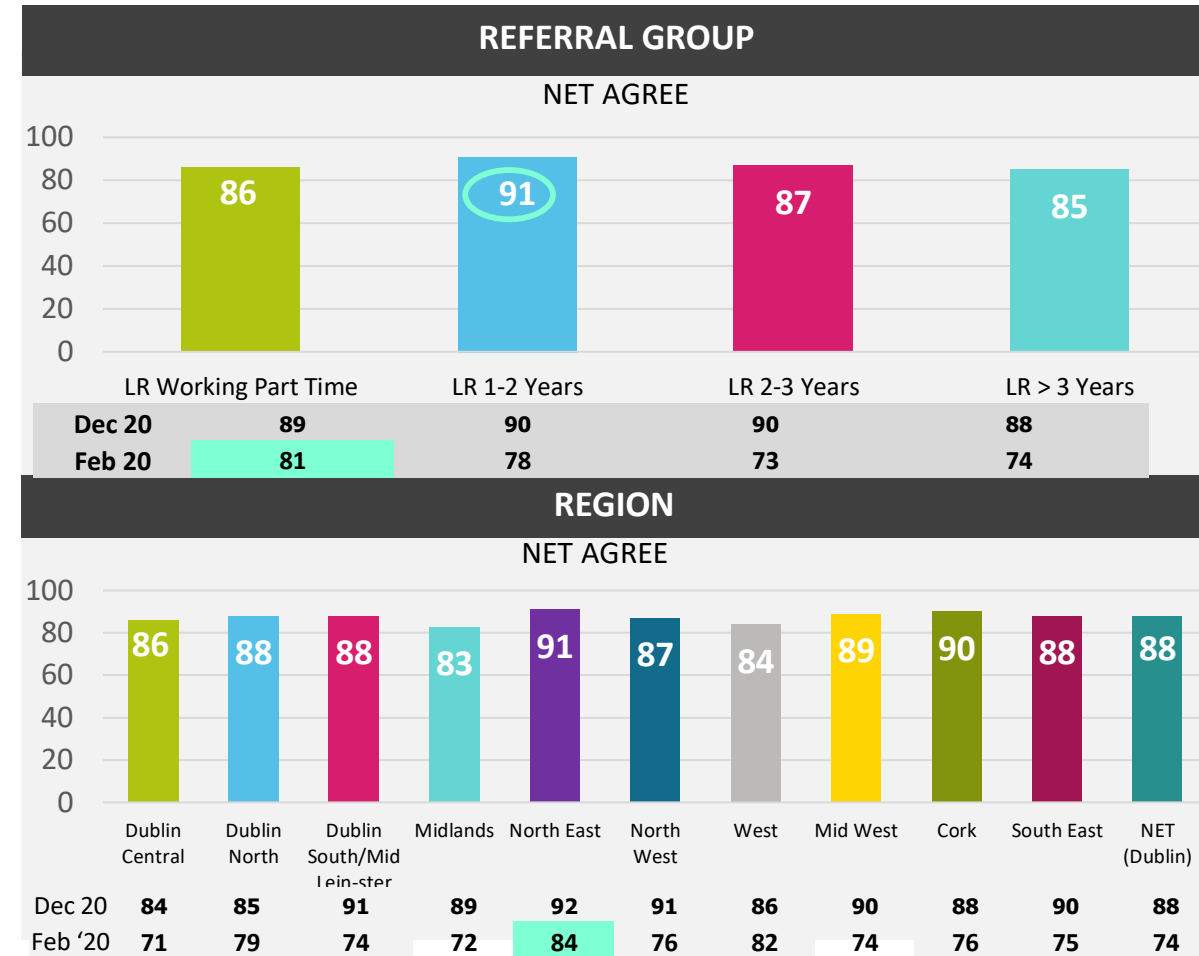
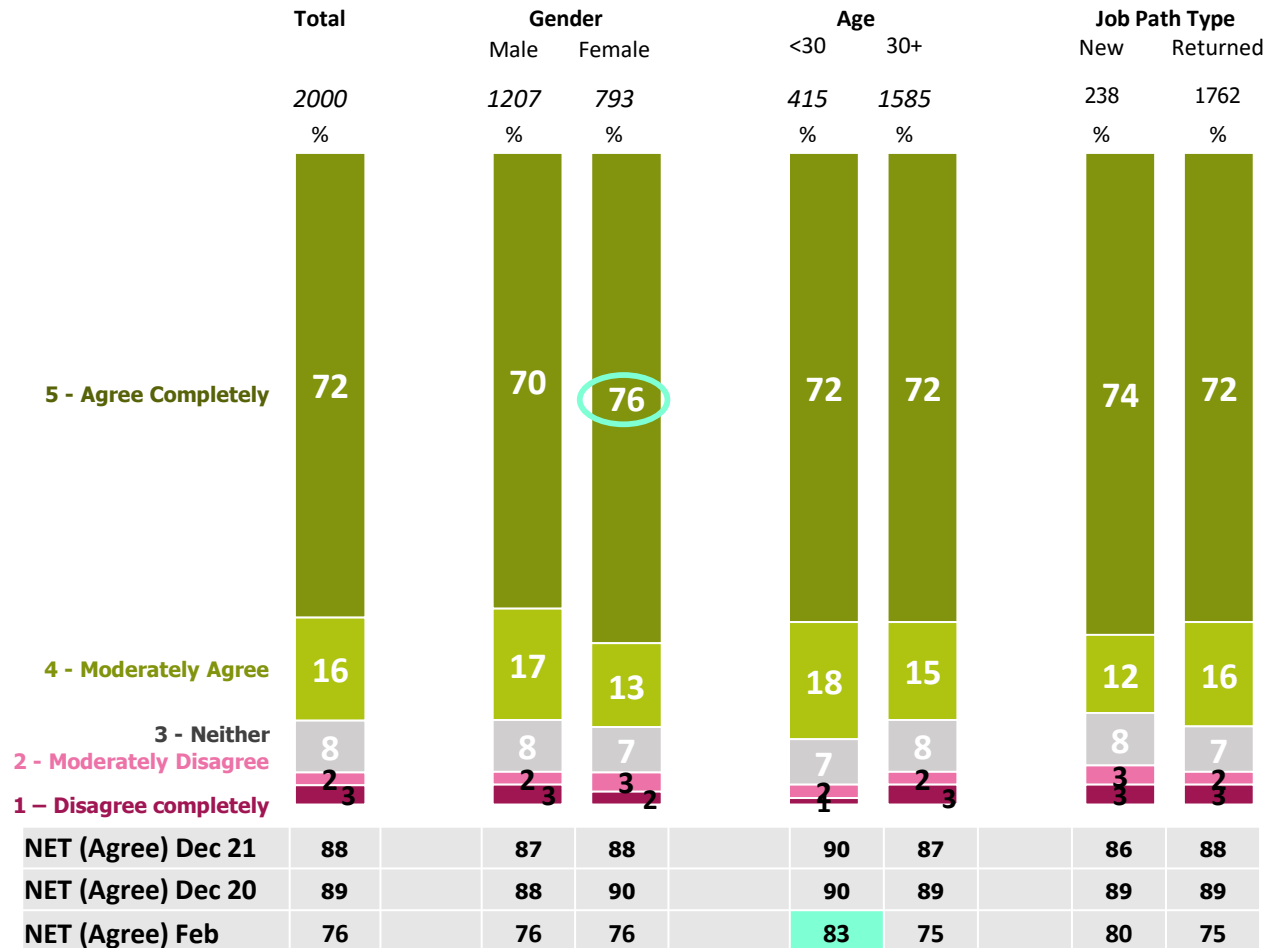
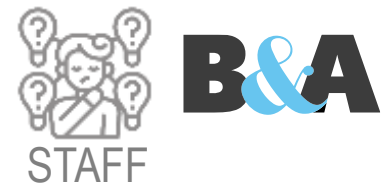
Highest levels of agreement with the statement 'staff try their best for me' are evident amongst females, those in the LR 1-2 years referral group and North East region participants.

Q.3 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Good at jobs

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total





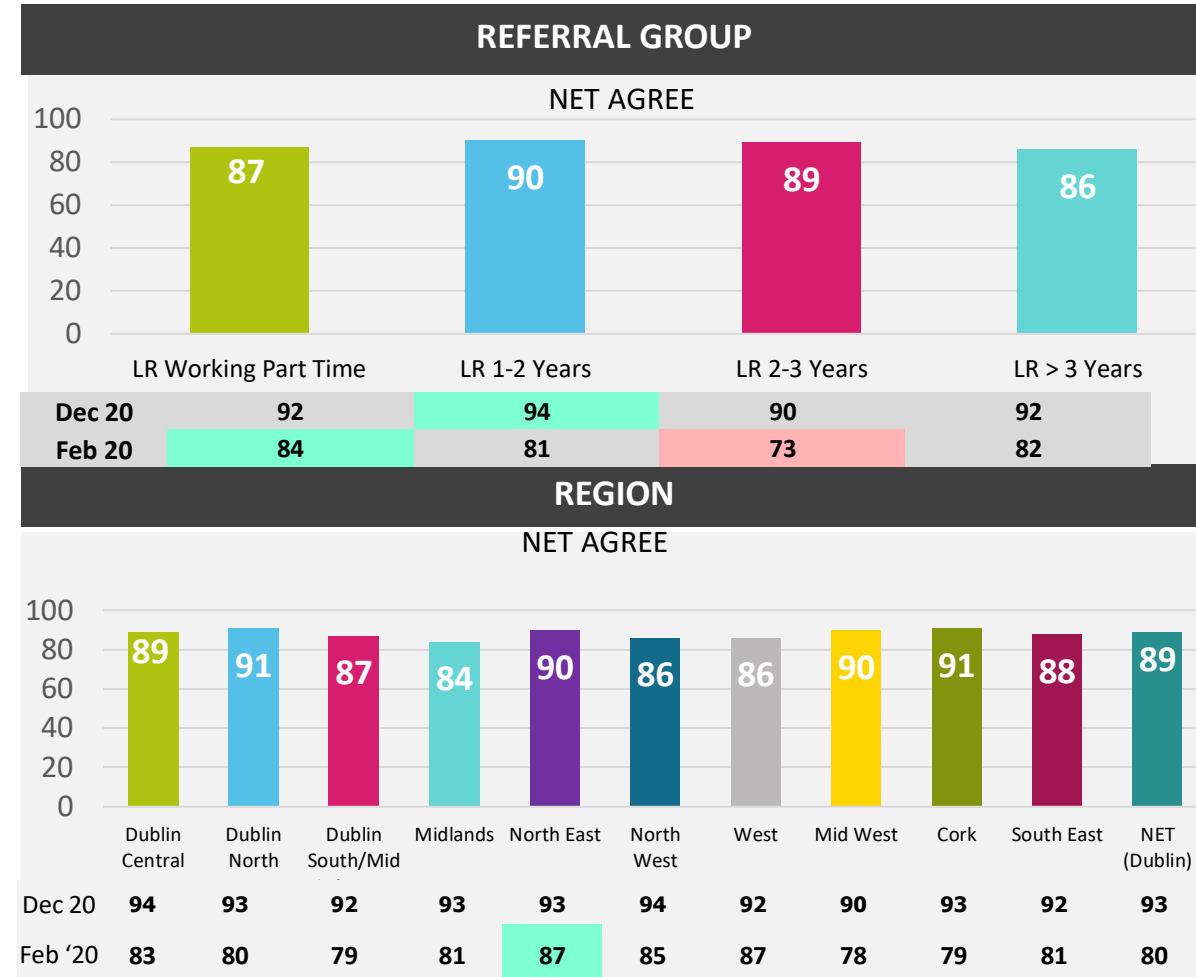
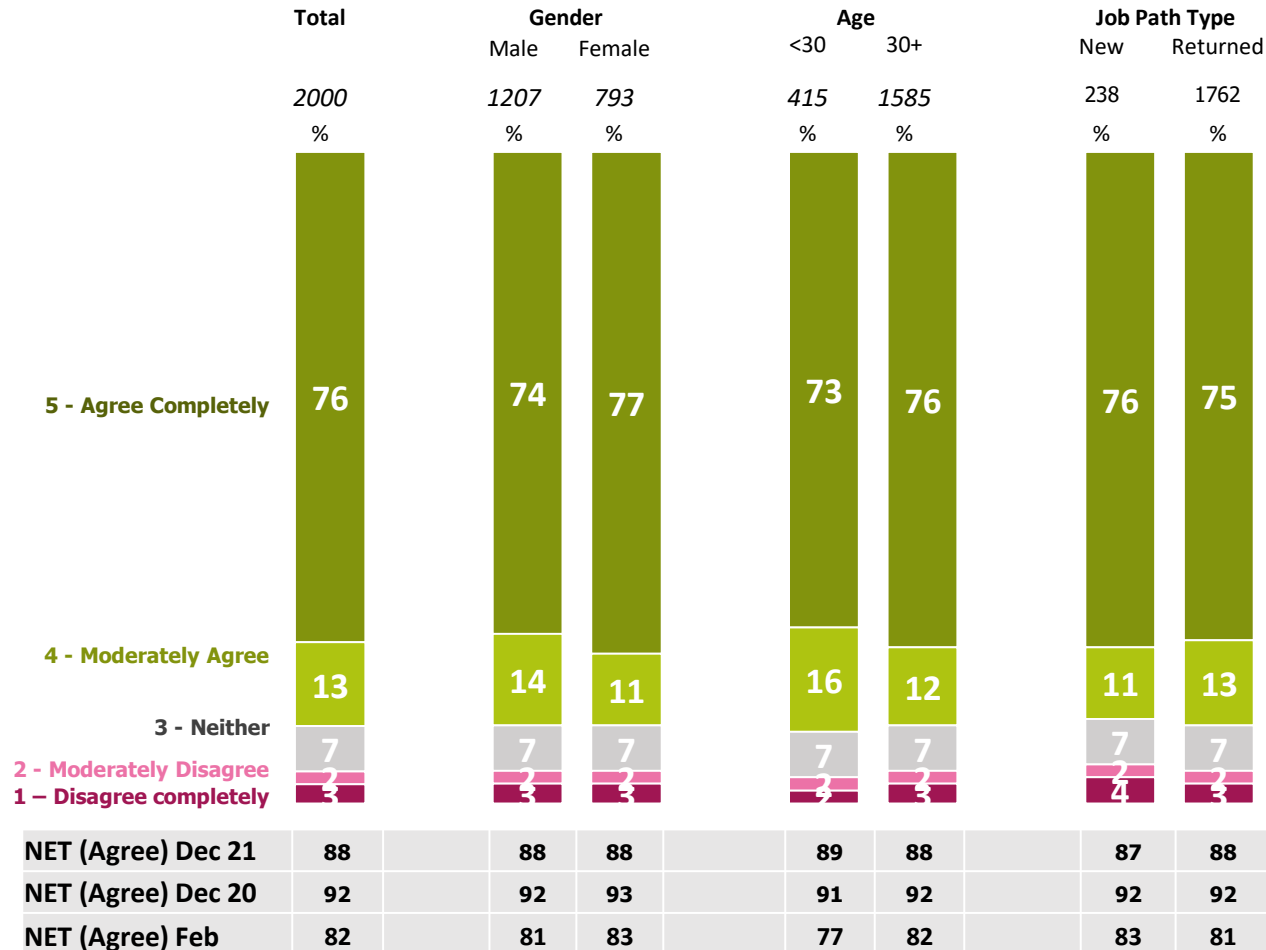
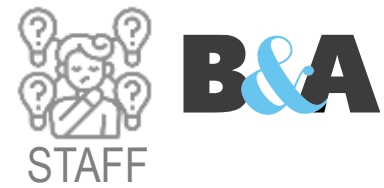
Overall satisfaction with Jobpath staff's job competence remains similar with December 2020. Respondent rating on this metric is highest amongst females and those in the LR 1-2 years referral group.

Q.3 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Advisor relationship

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total





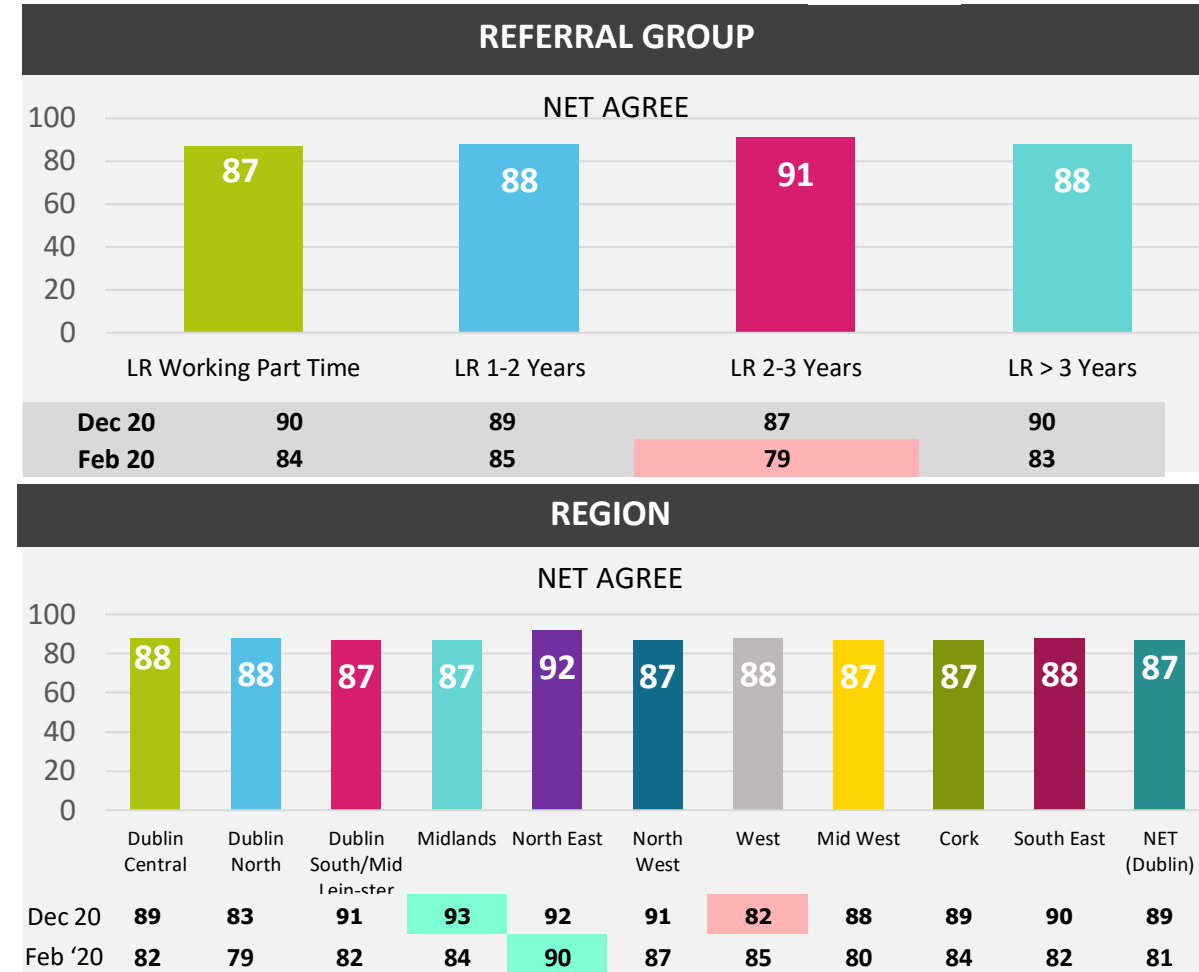
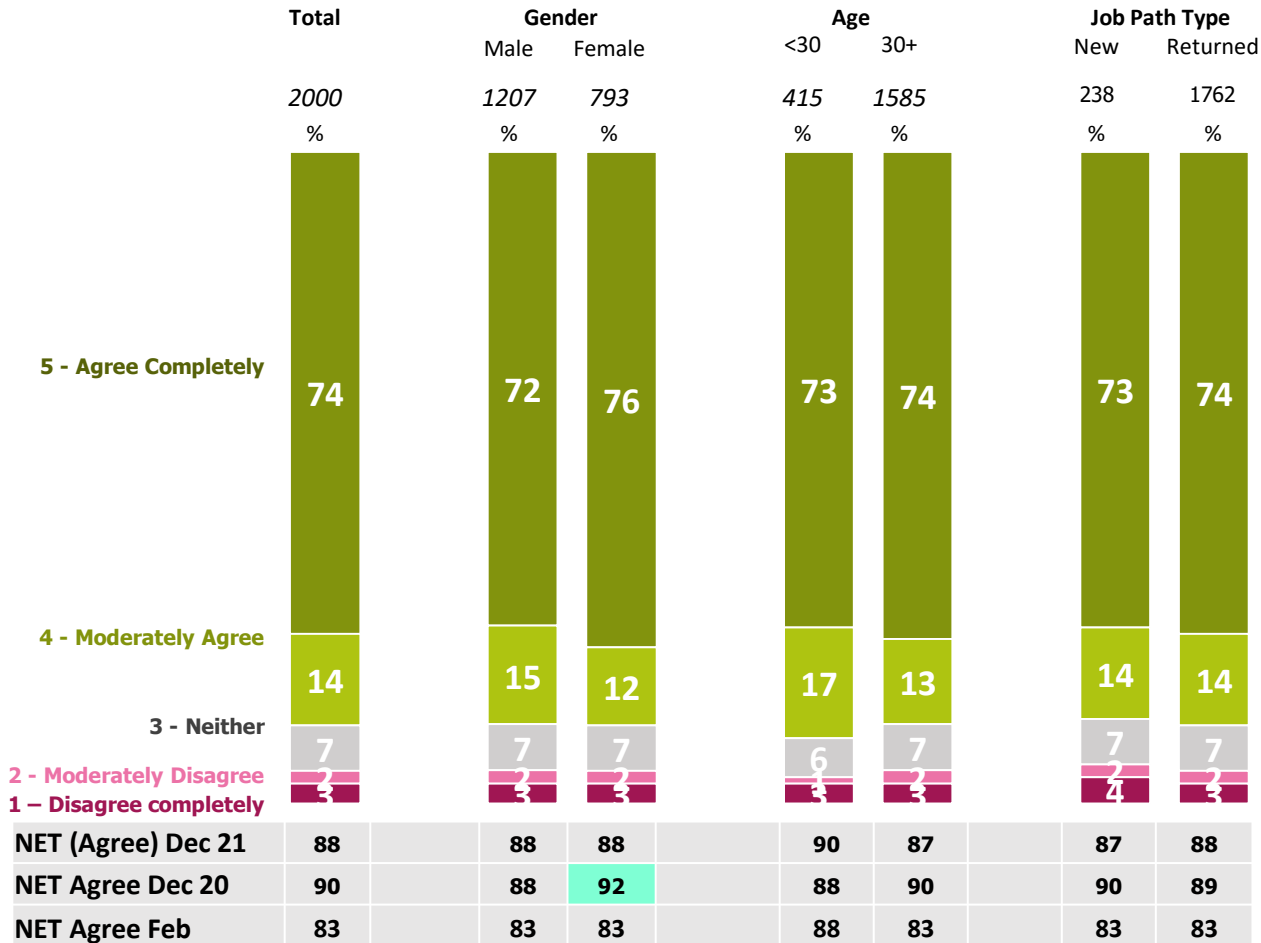
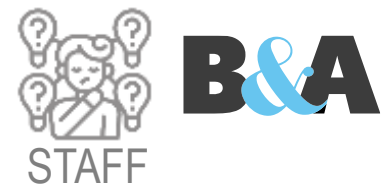
Working relationships with Turas Nua/Seetec personal advisors are above average amongst those in the 1 -2 years referral group.

Q.3 Now thinking about the Turas Nua/Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Advisor contact

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total



Consistently high scores on this metric across cohorts.

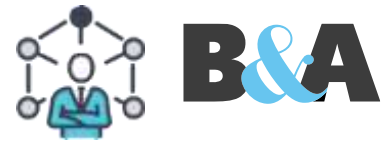
Q.3 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'



Services

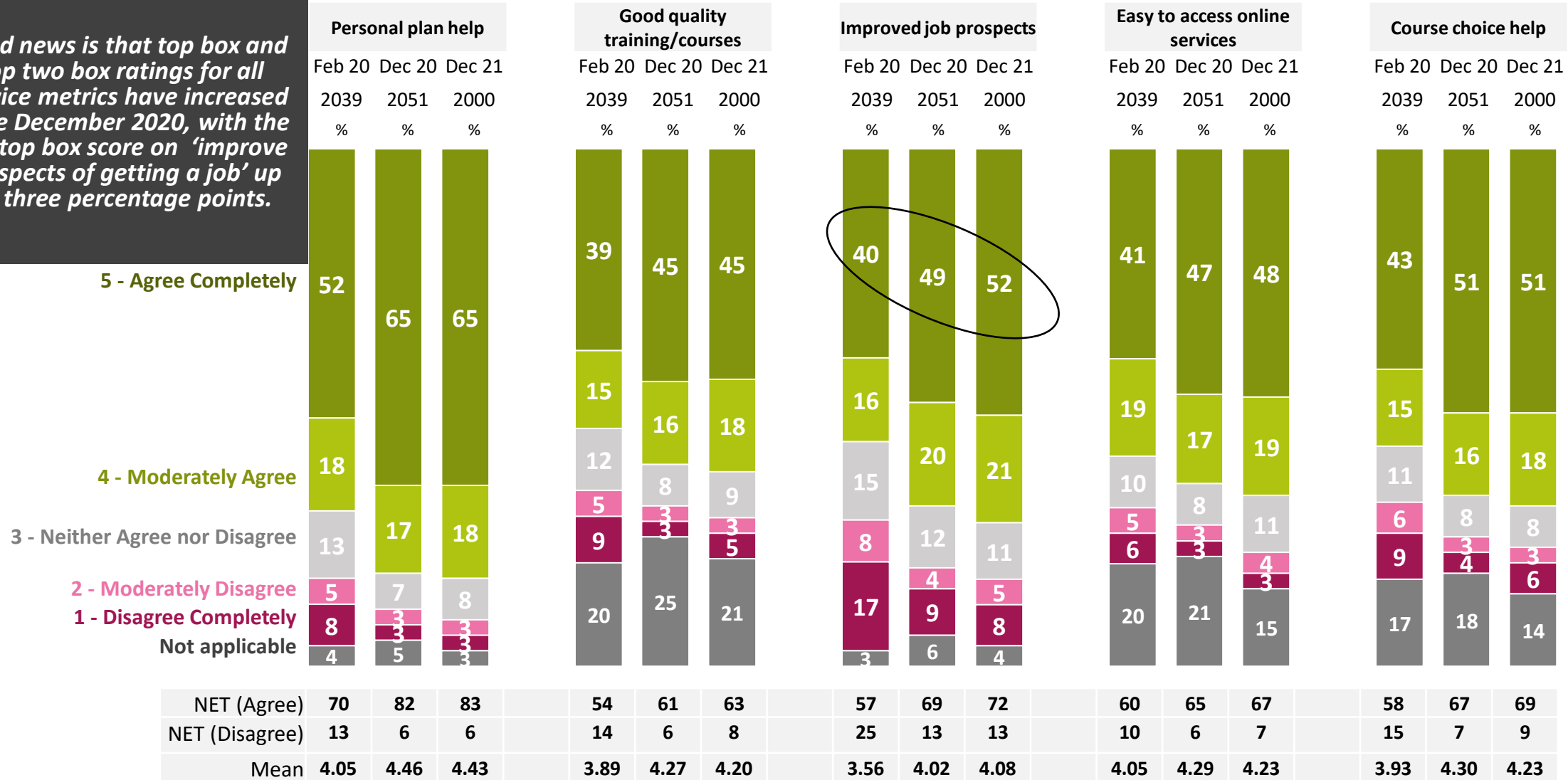
Overview of services performance - 2021

Base: All JobPath Participants N – 2,000



SERVICES



Good news is that top box and top two box ratings for all Service metrics have increased since December 2020, with the key top box score on 'improve prospects of getting a job' up by three percentage points.



Q.4 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

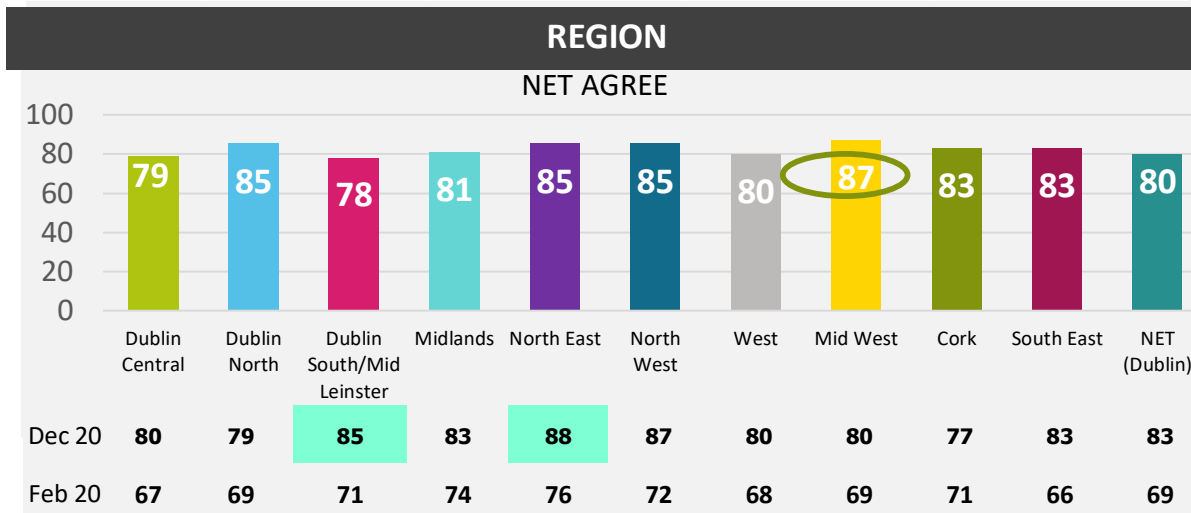
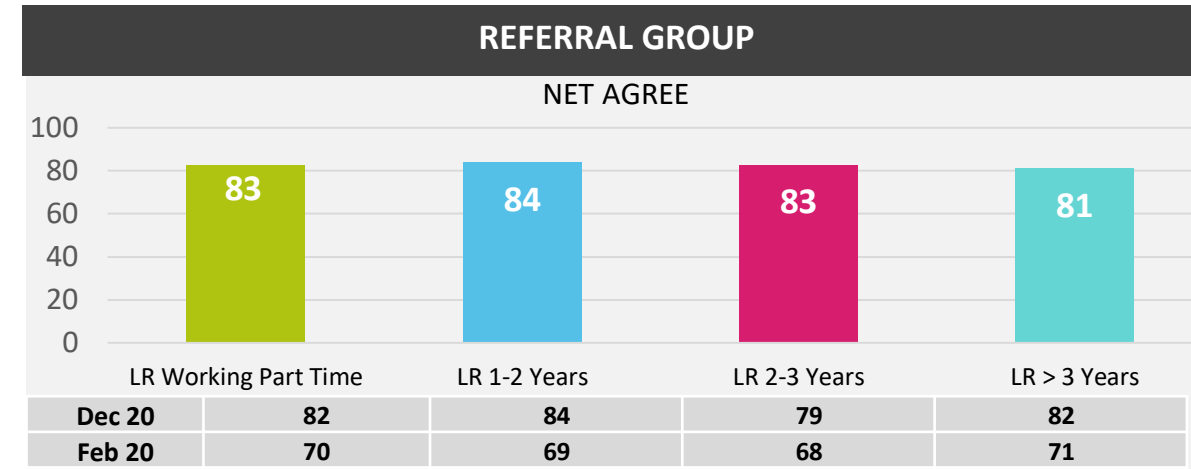
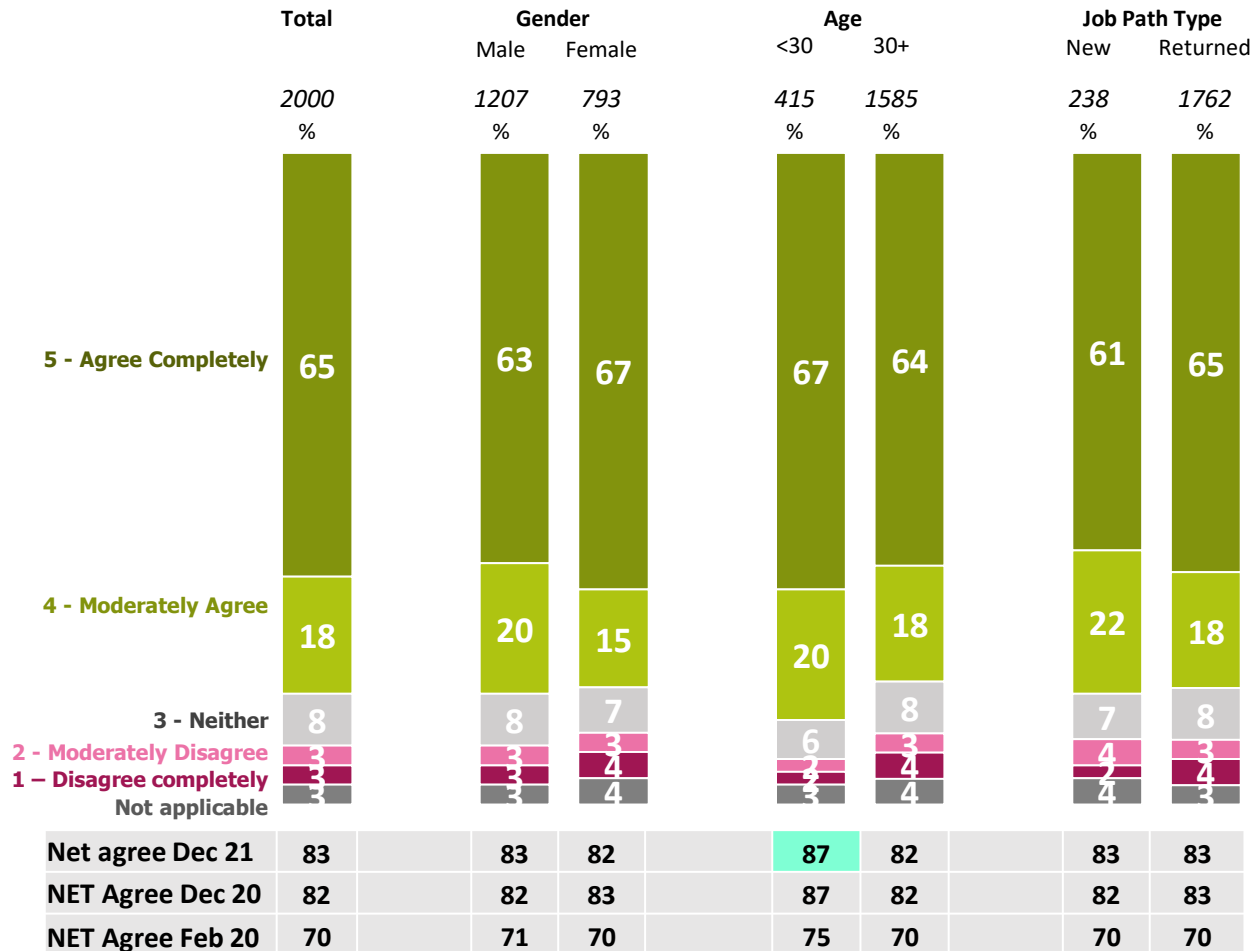
Personal plan help

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total





SERVICES

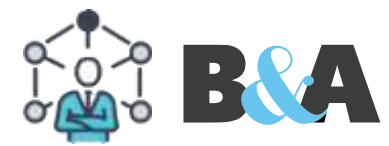


Satisfaction with their advisor helping them develop a personal plan to set goals on finding a job are highest for younger participants and those in the Mid West region.

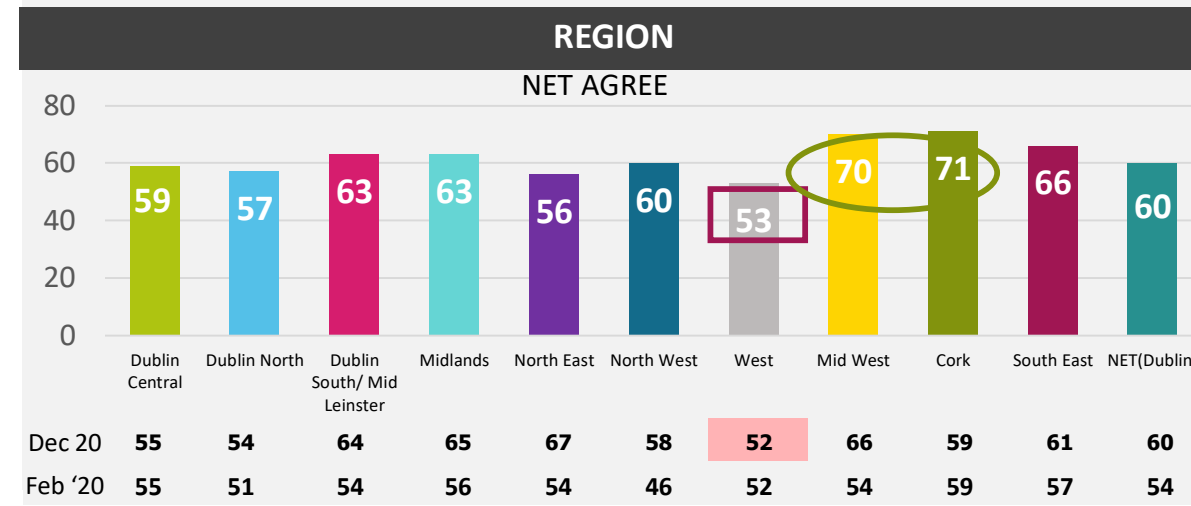
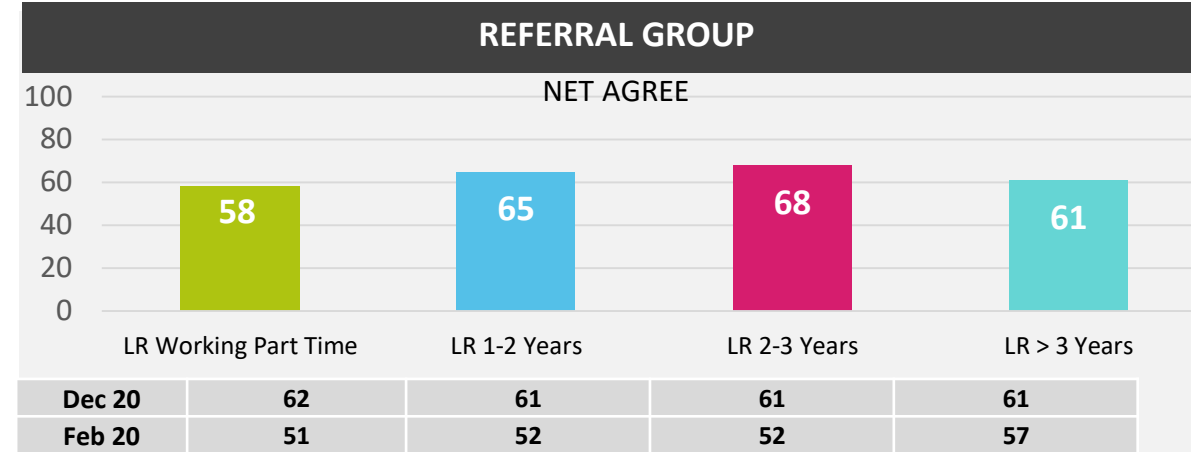
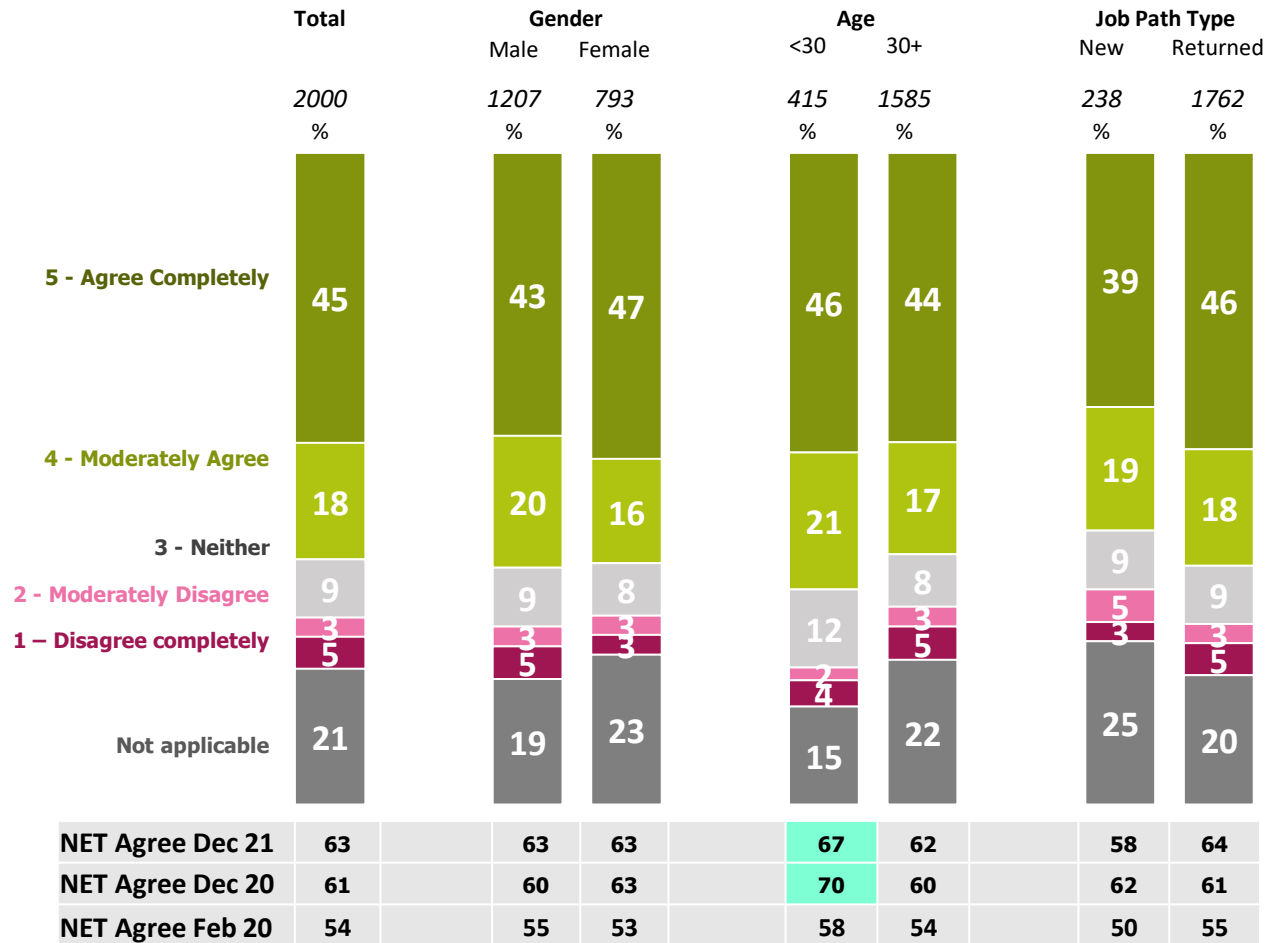
Good quality training/courses

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total





SERVICES



Those in the mid West and Cork regions were more likely to agree that training/courses are of good quality, while those in the West were most likely to disagree (as was the case in December 2020).

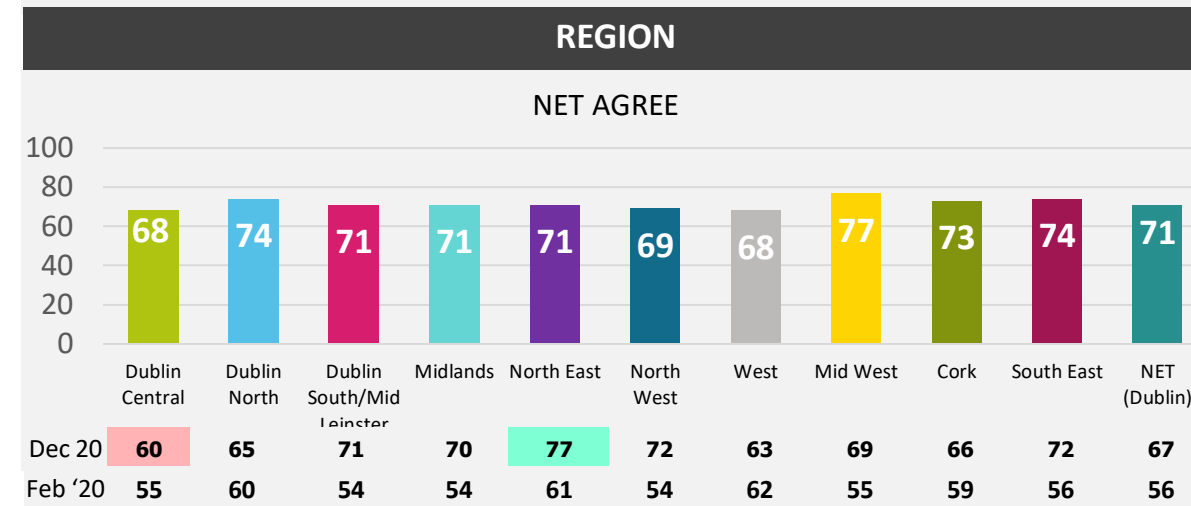
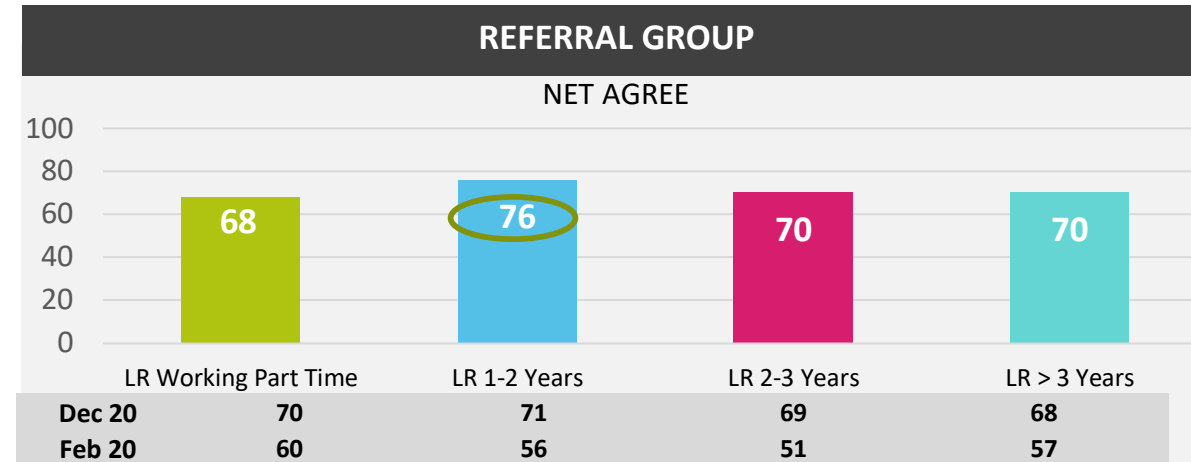
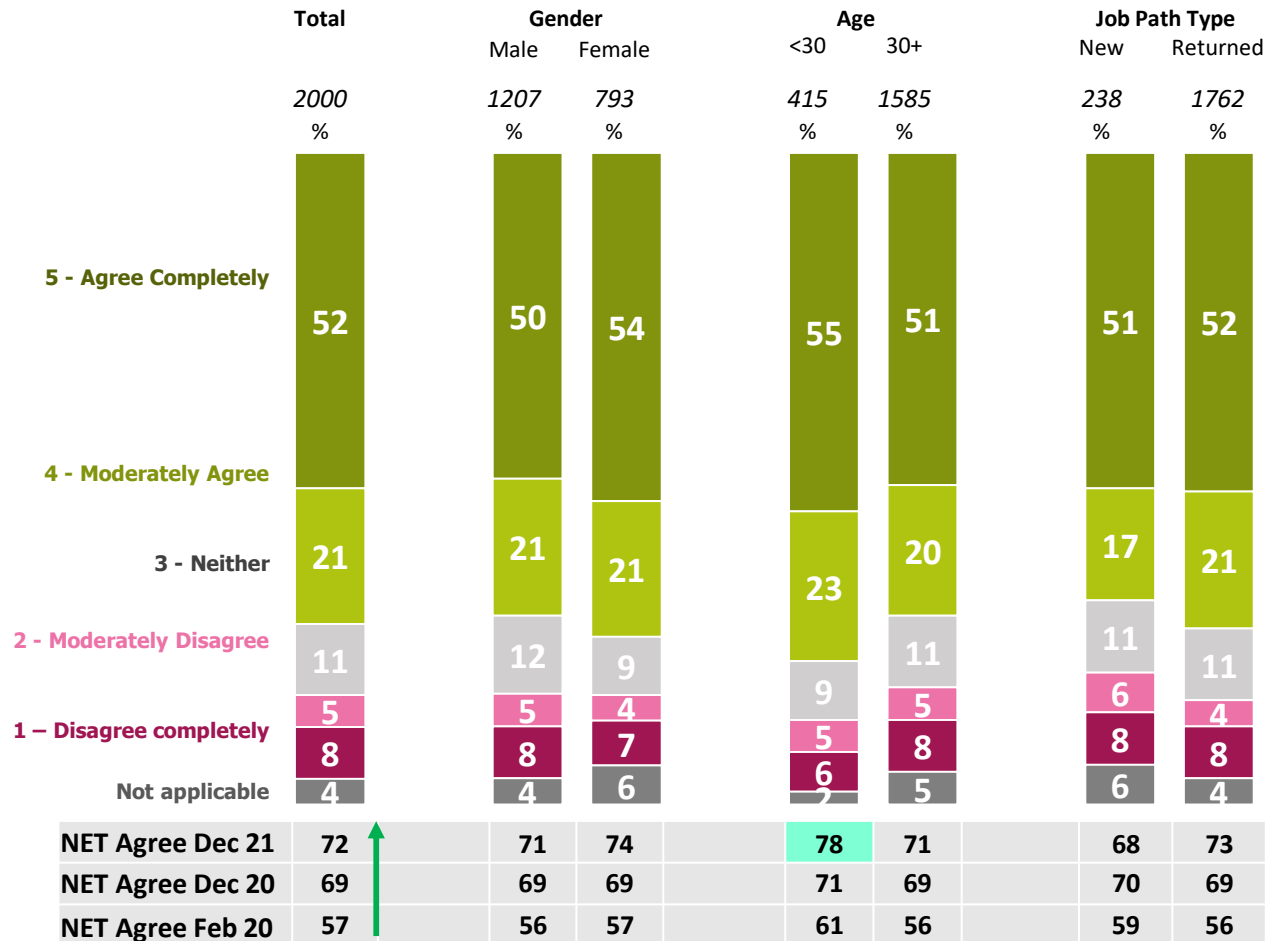
Improved job prospects

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total



SERVICES





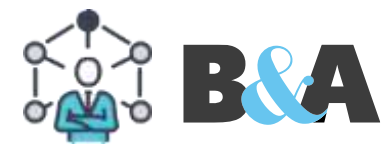
Satisfaction with improved job prospects continues to increase up from net agree in 57% February 2020 to 72% this wave. This aspect of customer experience rates particularly well for those aged under 30 at 78% net agree and those in the referral groups (1-2 years).

Q.4 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

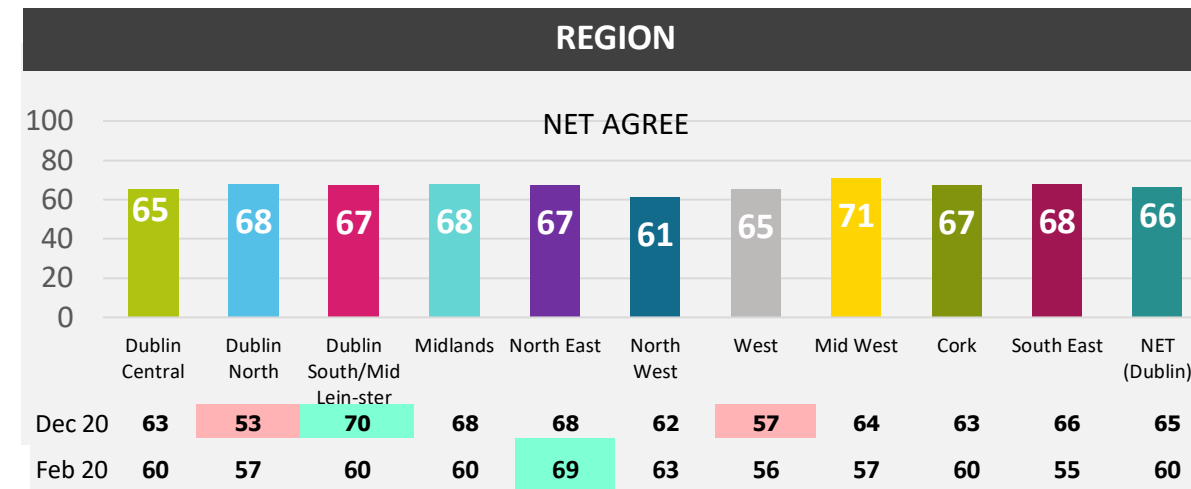
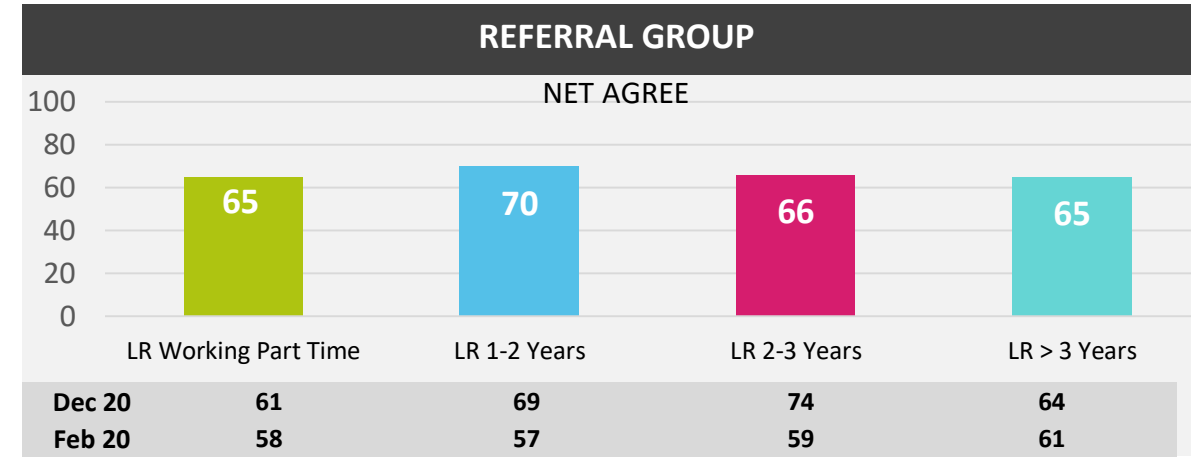
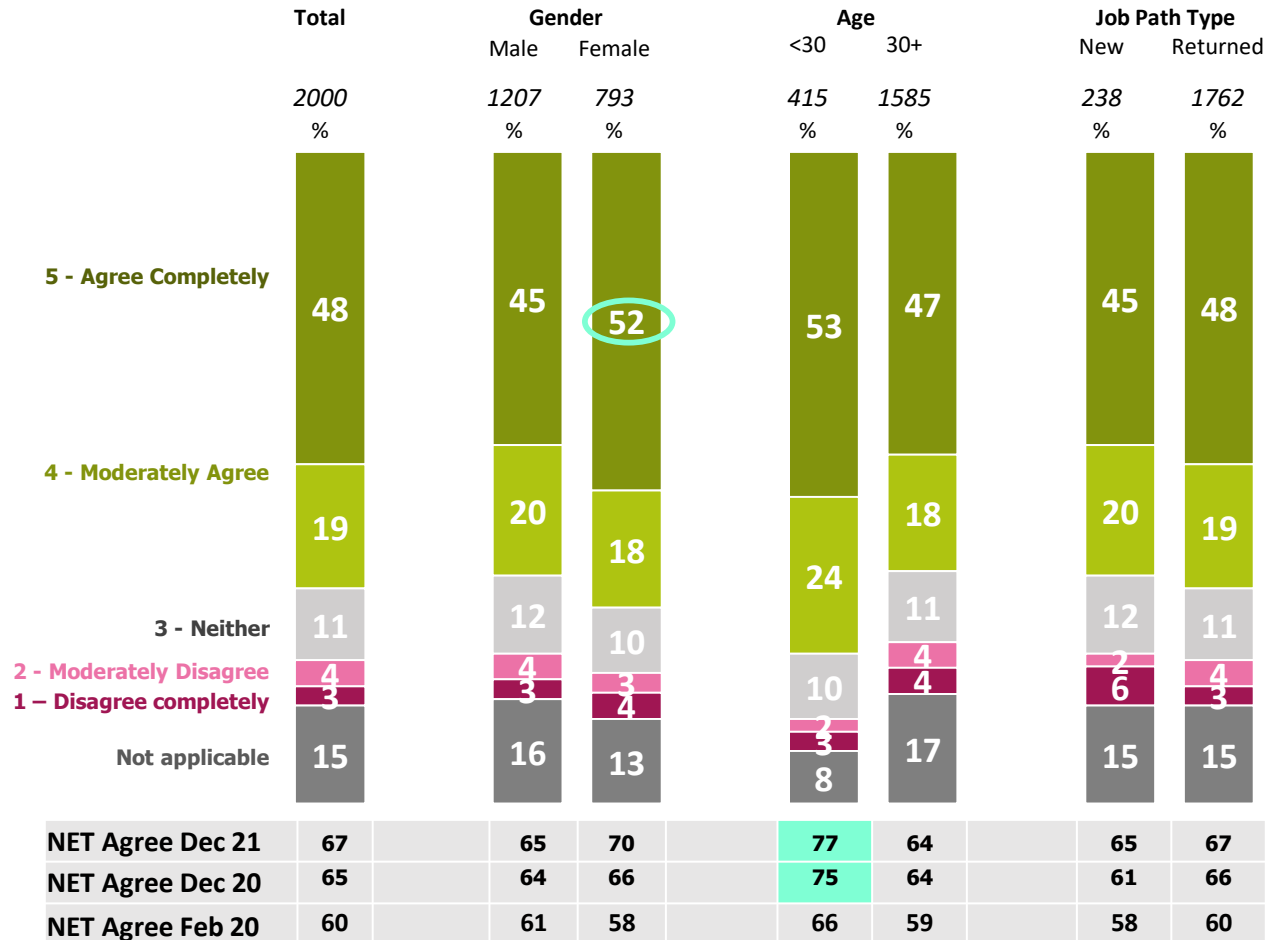
Ease of Online access

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total



SERVICES





Access to online Turas Nua/Seetec services is rated most positively by those aged under 30 and women.



Q.4 Now thinking about the Turas Nua/Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

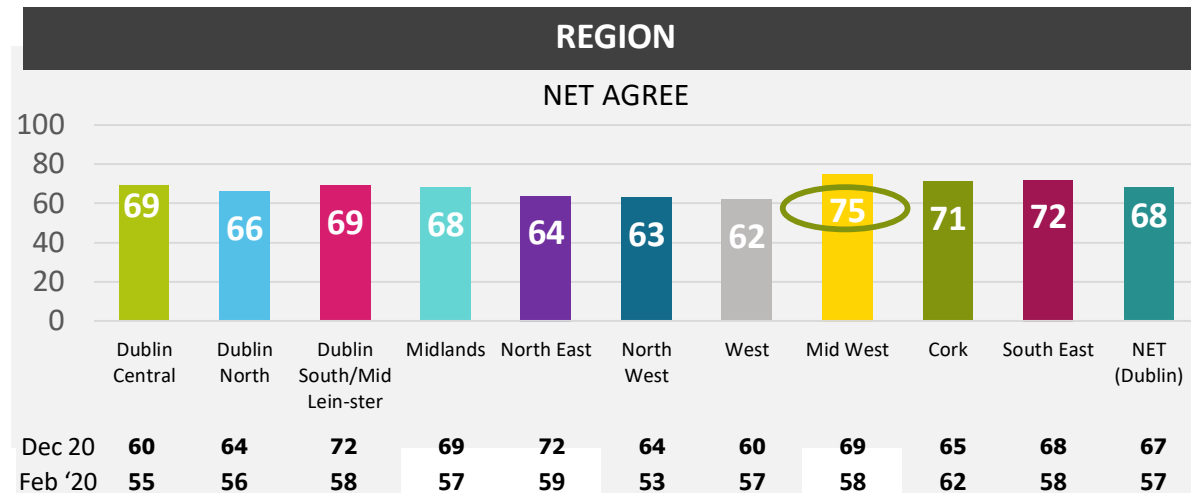
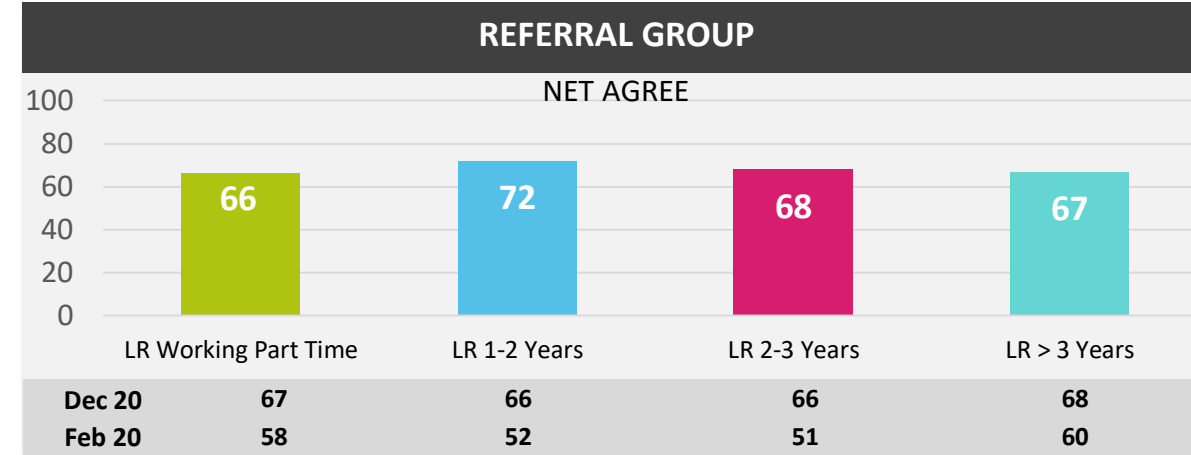
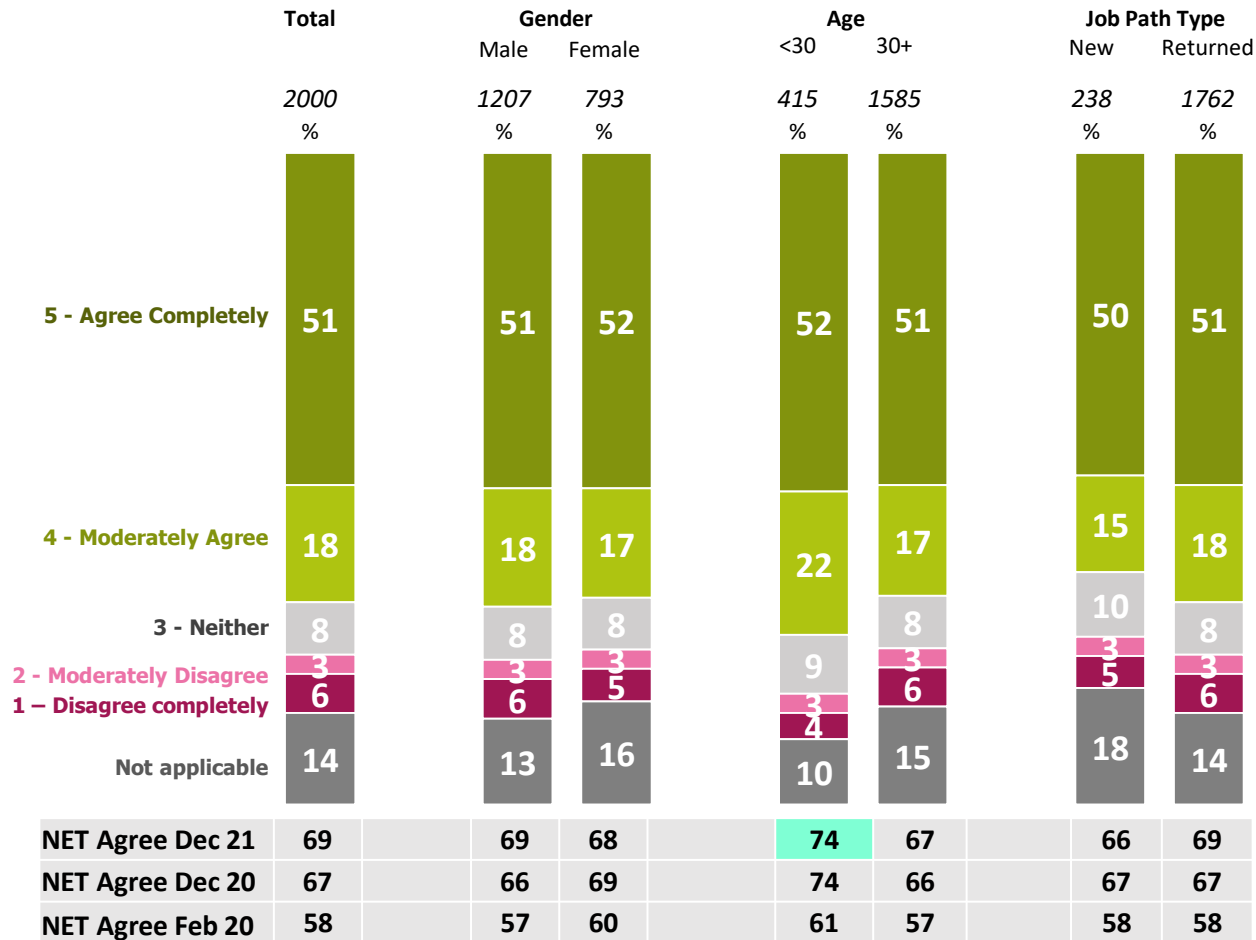
Course choice help

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total



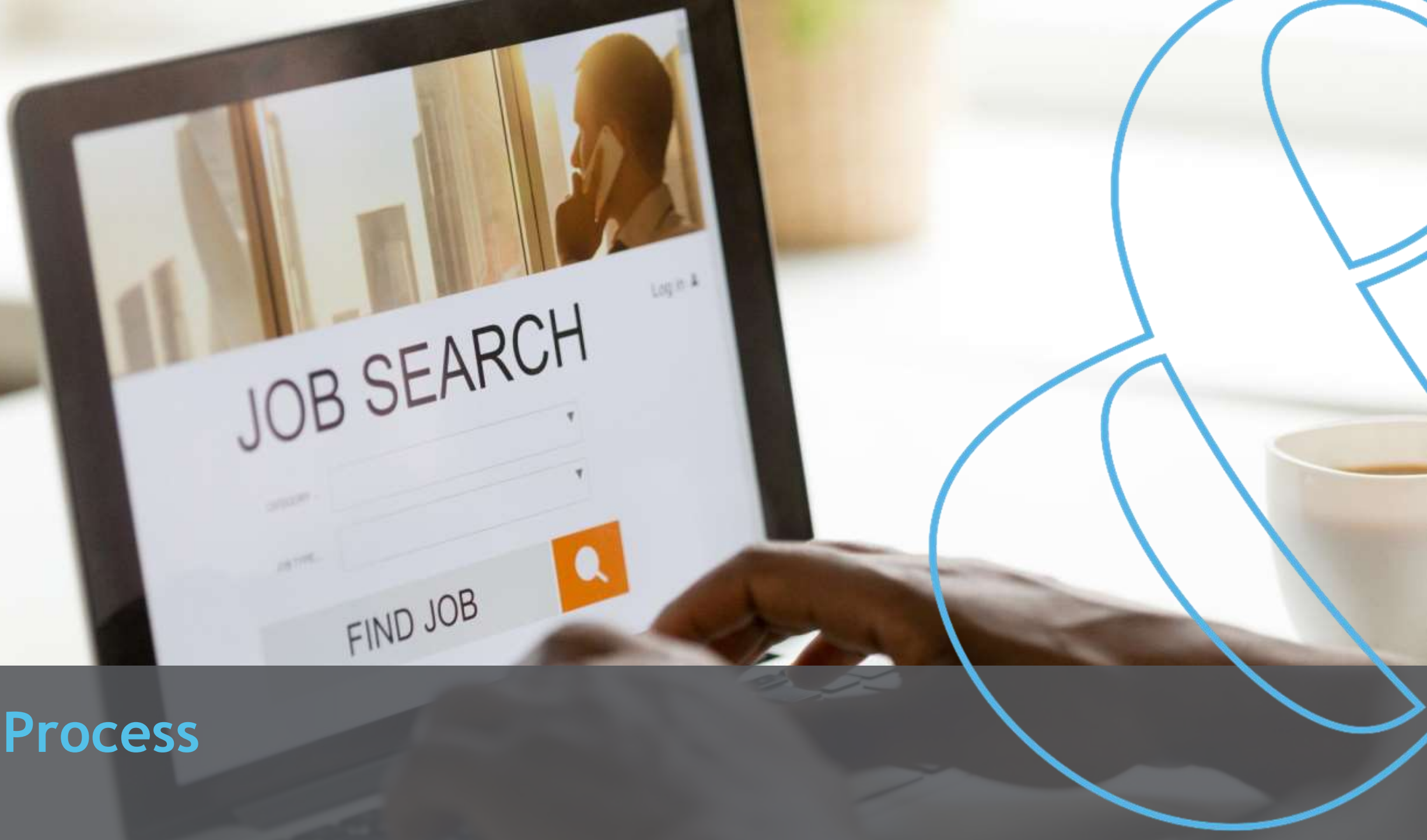
SERVICES



Help with course choices is rated most positively younger participants and those living in the Mid West region.



Q.4 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

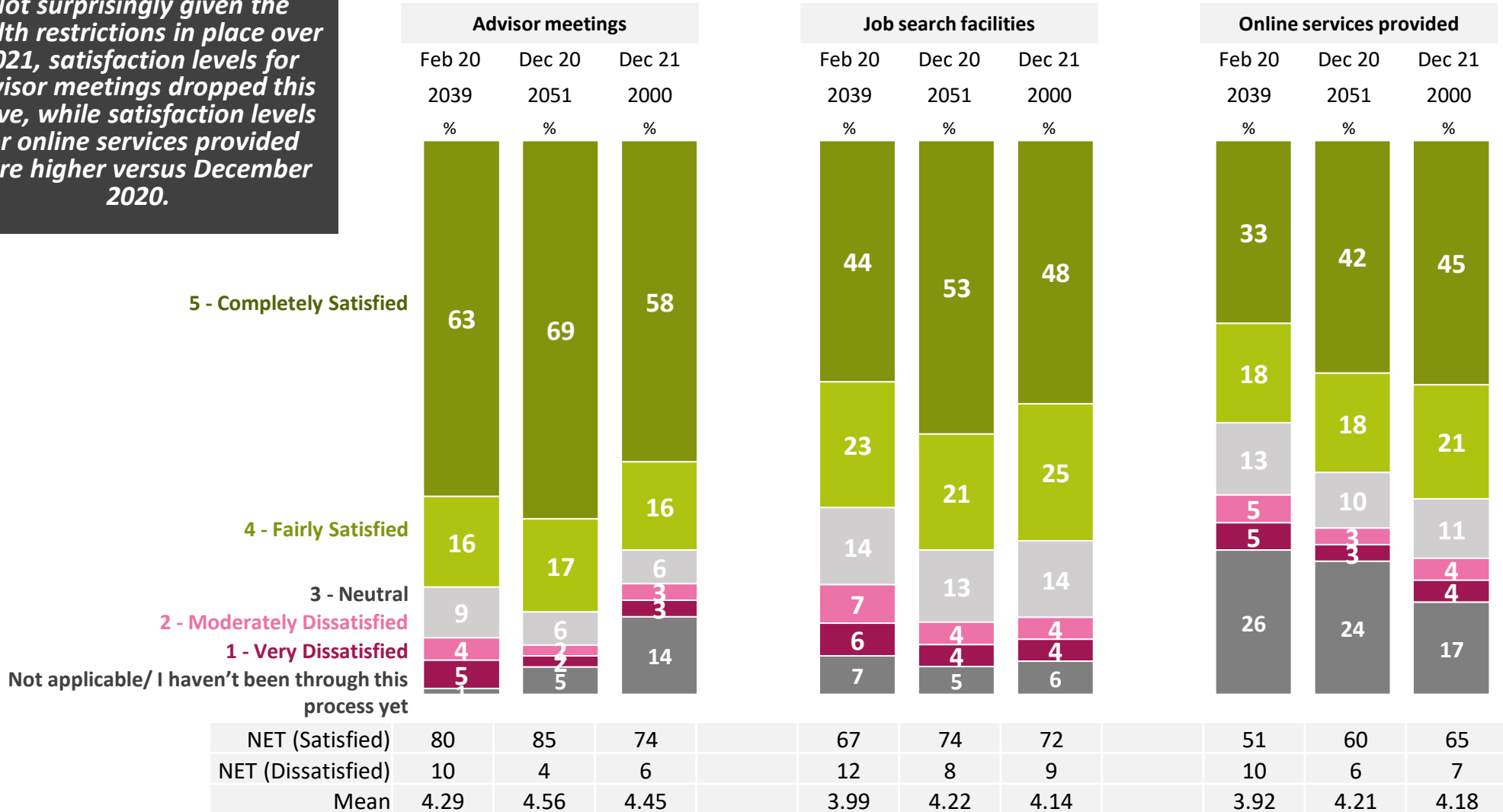


Process

Overview of process performance - 2021

Base: All Jobpath Participants N – 2,000



Not surprisingly given the health restrictions in place over 2021, satisfaction levels for advisor meetings dropped this wave, while satisfaction levels for online services provided were higher versus December 2020.

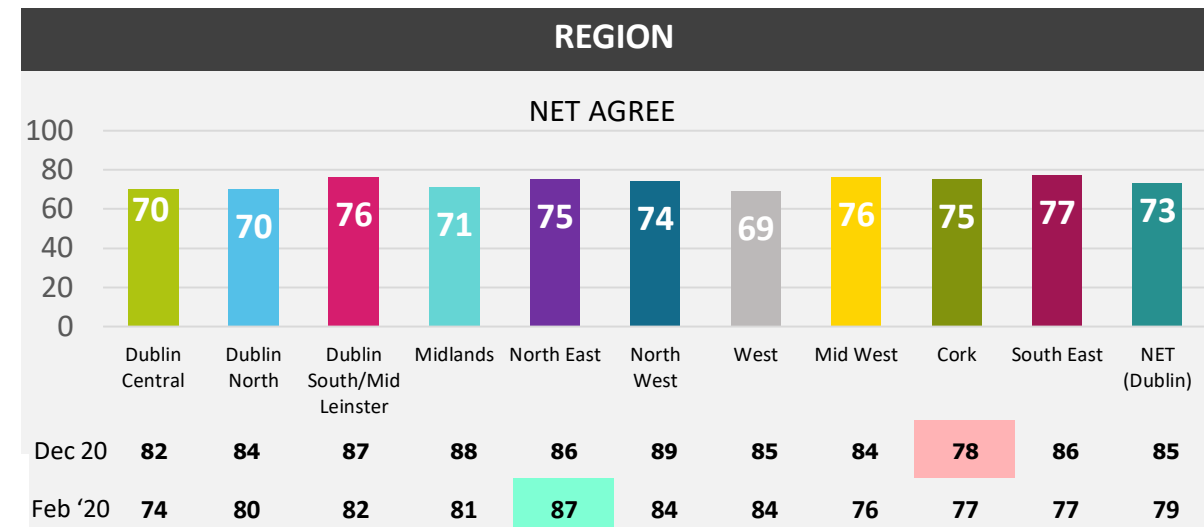
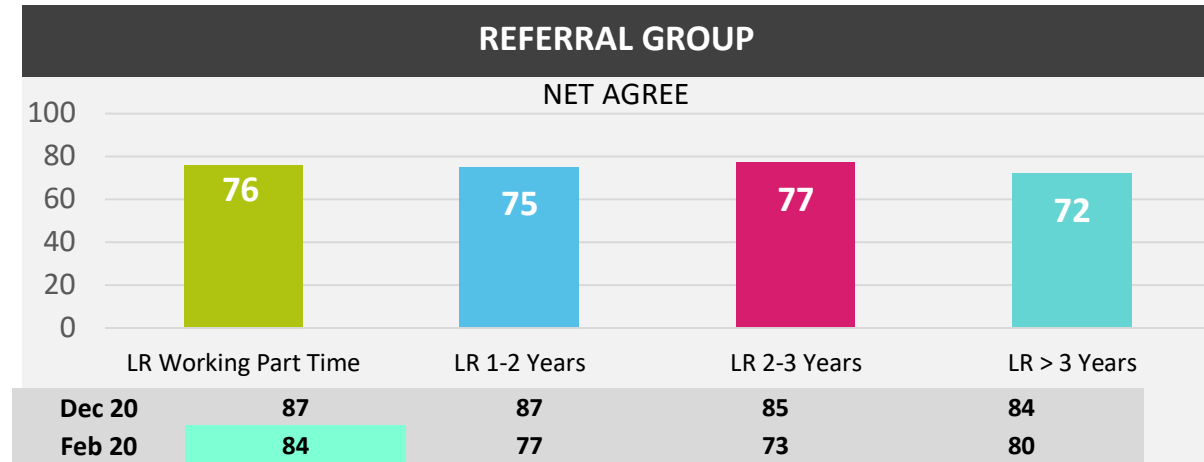
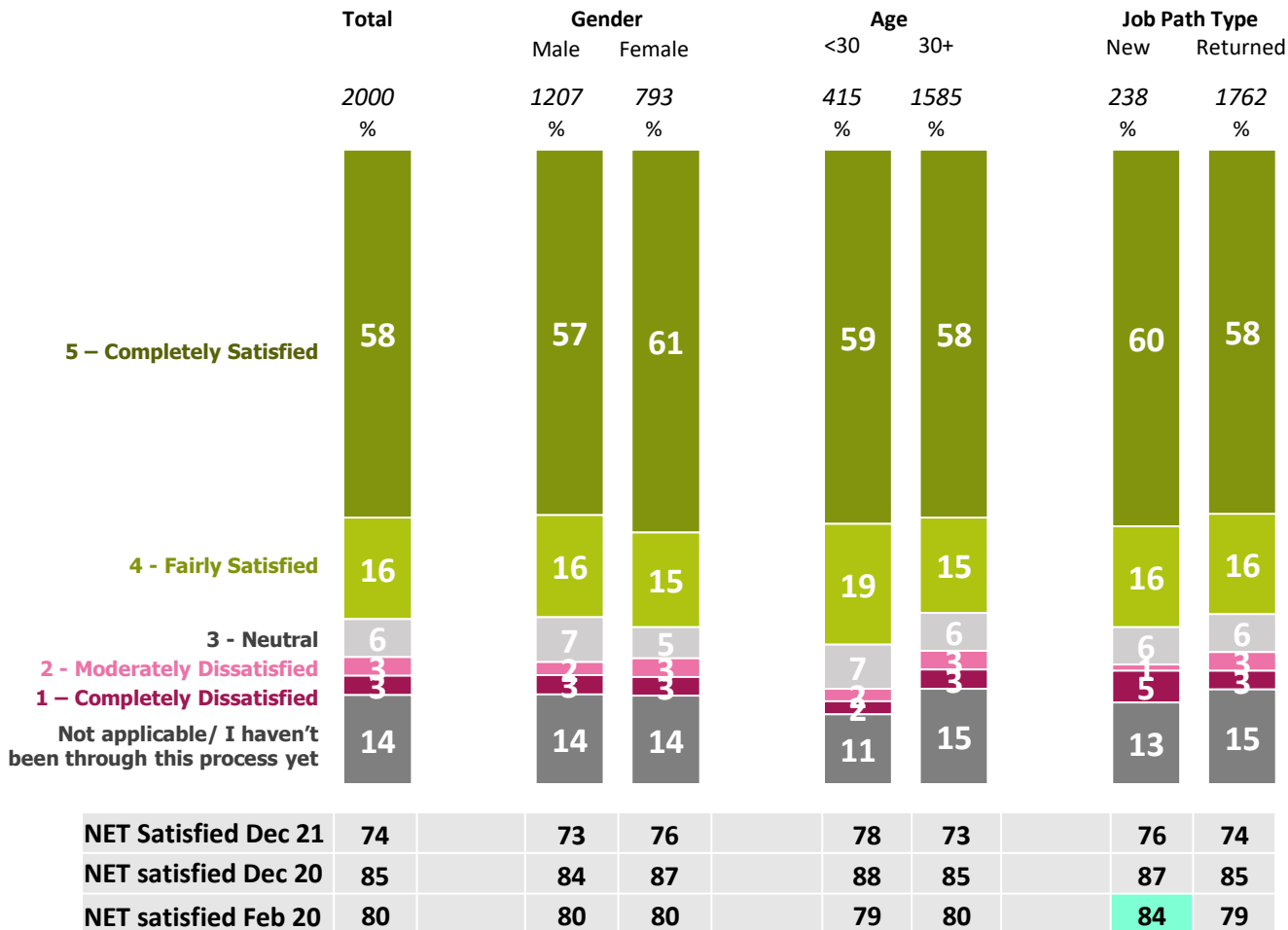


Q.5 Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua using a scale from 1 to 5, where 1 is 'Completely Dissatisfied' and 5 is 'Completely Satisfied'

Advisor meetings

Base: All JobPath Participants N – 2,000



 Statistically higher than total
 Statistically lower than total

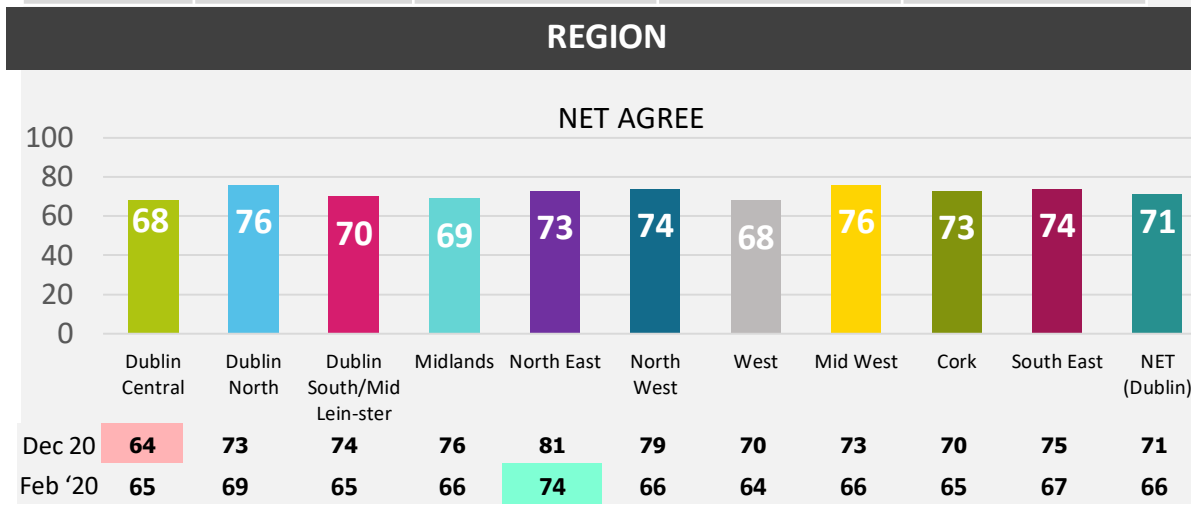
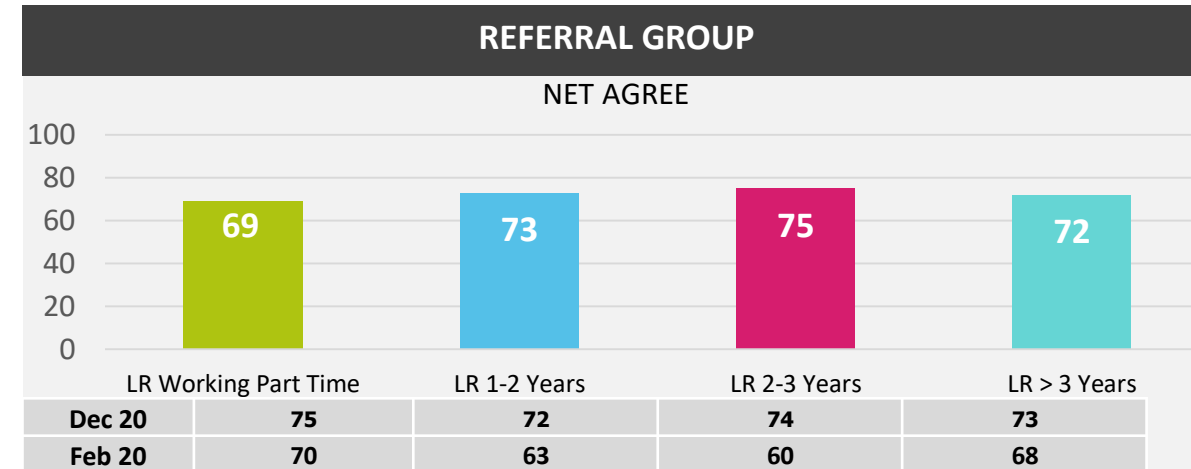
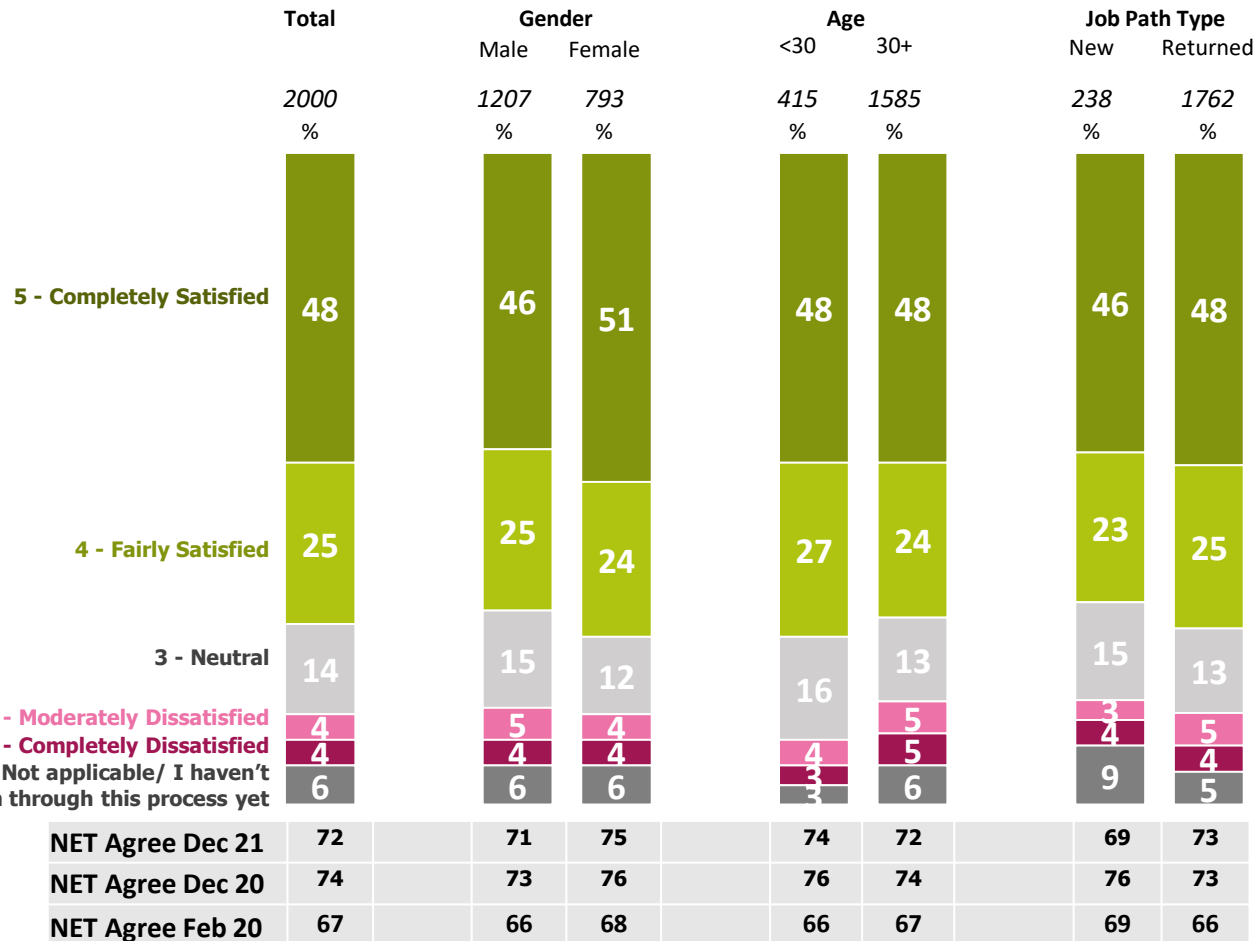


Satisfaction levels with one-to-one meetings with personal advisors have declined this wave with 74% allocating the top score of very satisfied/fairly satisfied (down from 85% in December 2020). There are no significant differences in the net satisfaction score across the sub groups.

Job search facilities

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total





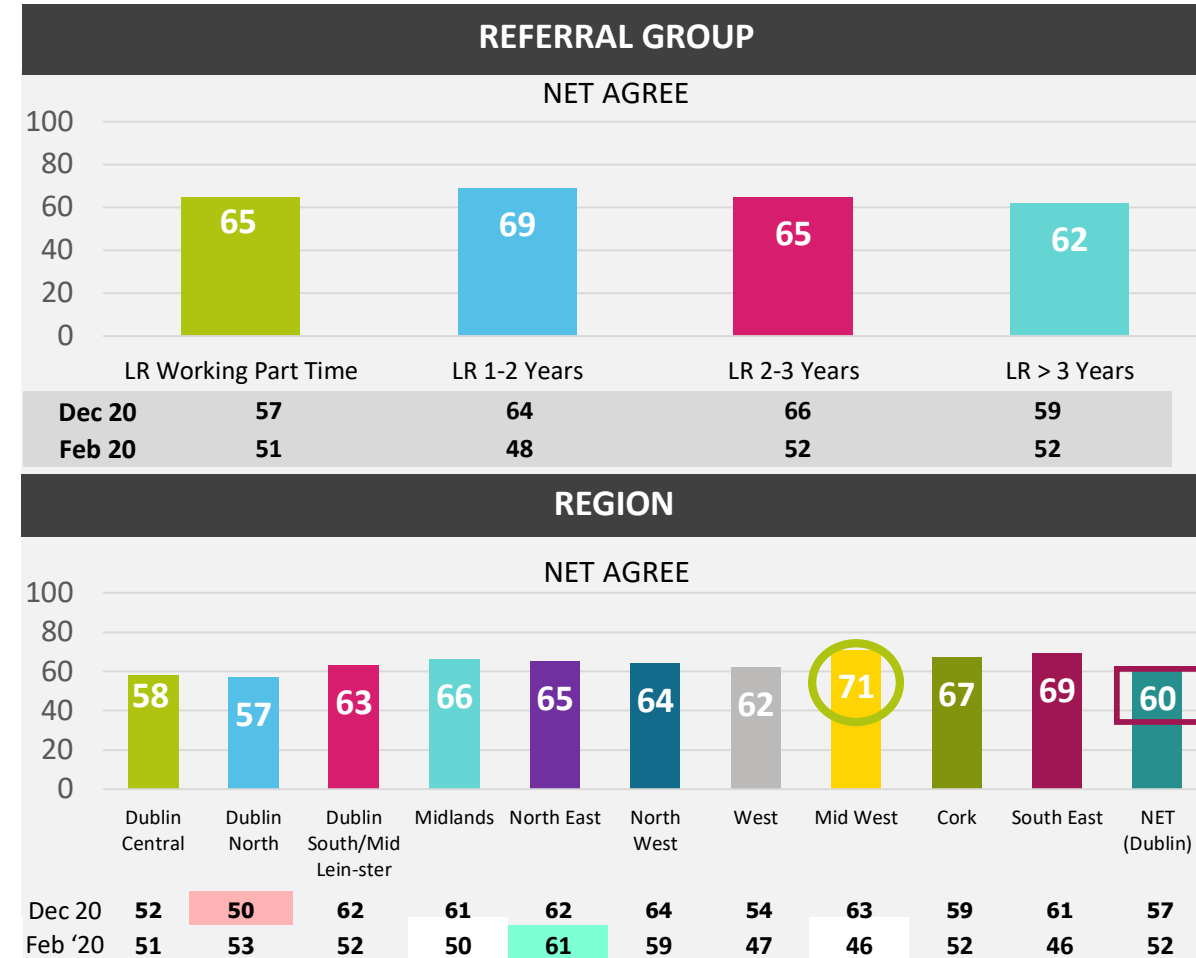
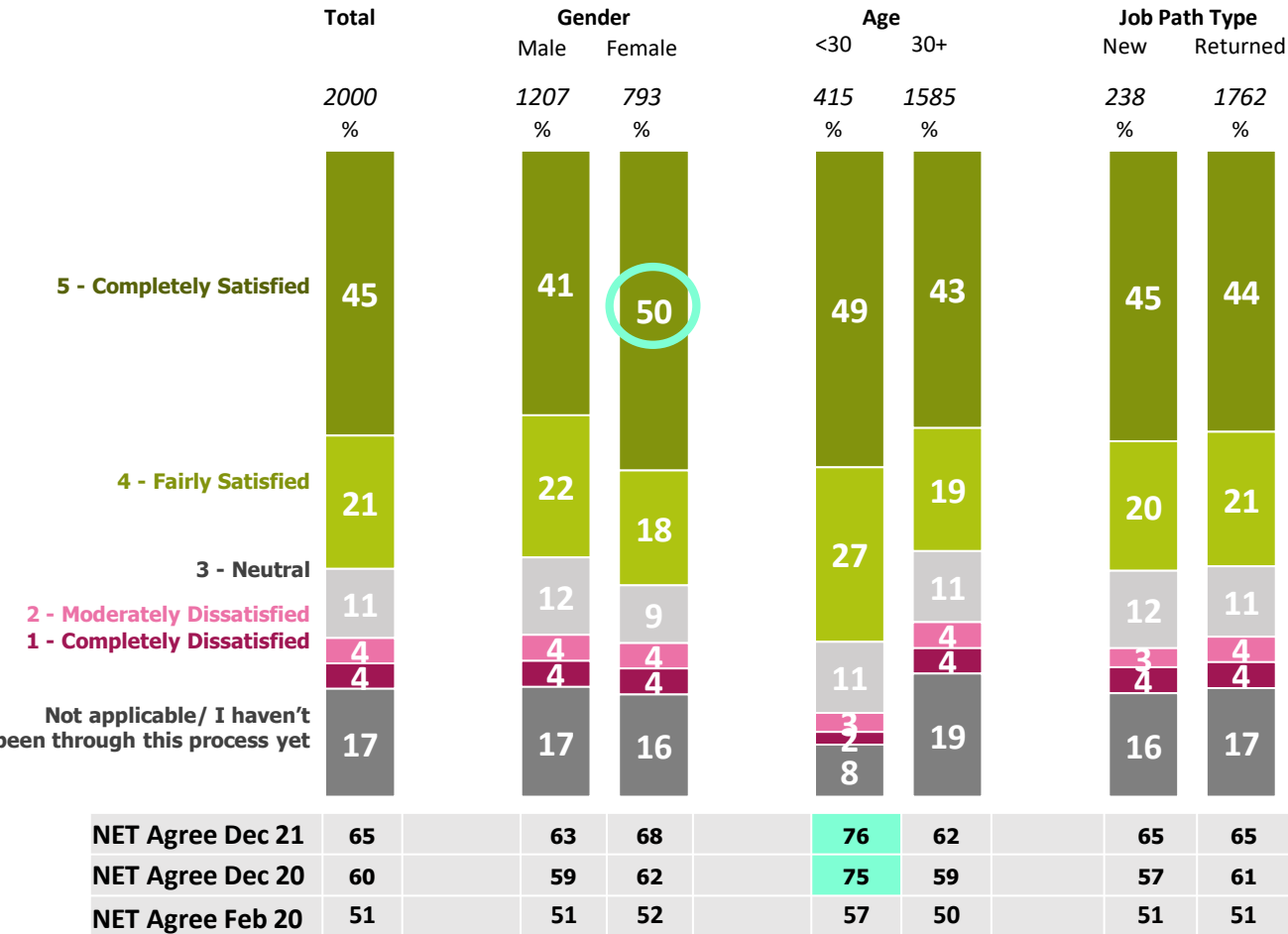
While not statistically significant, Job search facilities are rated particularly well by female participants, and those in Returned Jobpath.



Online services provided

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total



The under 30's and females are most satisfied overall with the online services provided. Participants in the Mid West region are most satisfied with those in Dublin (net) least satisfied in this regard.



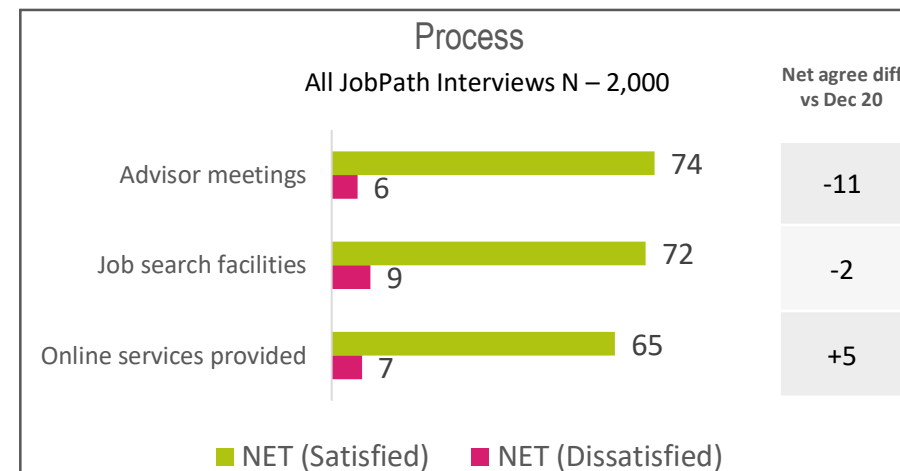
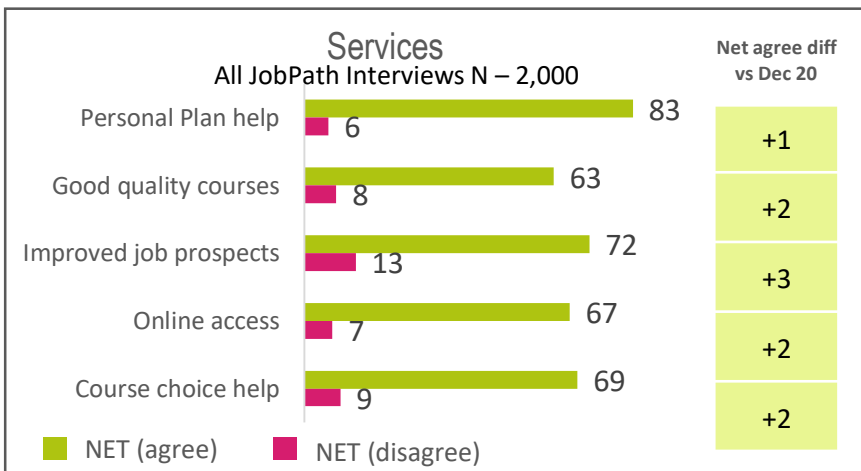
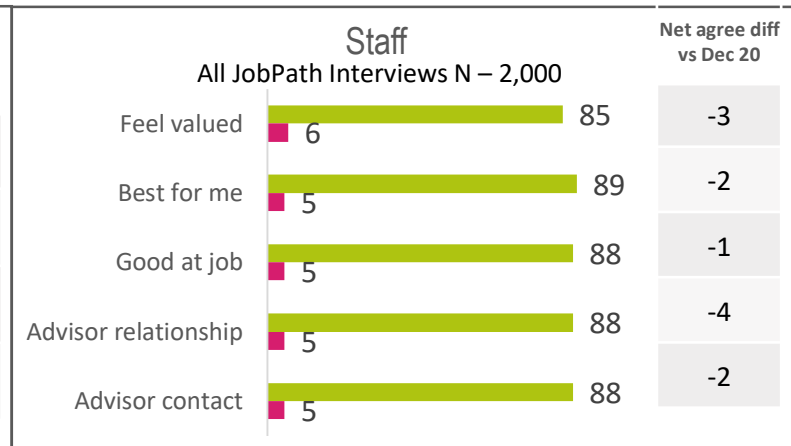
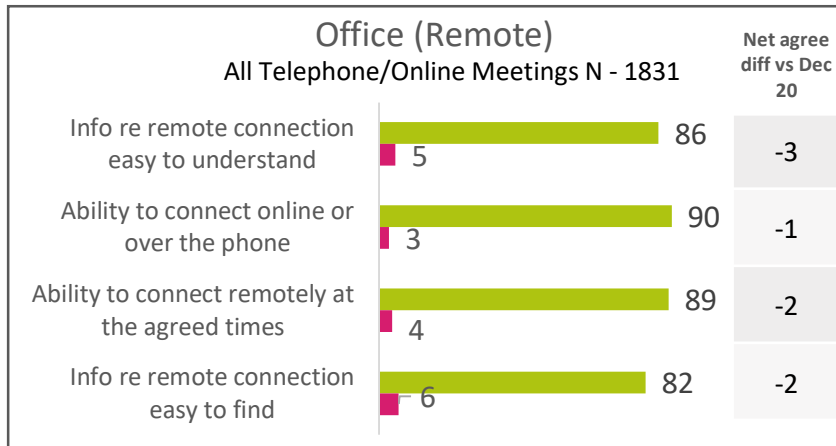
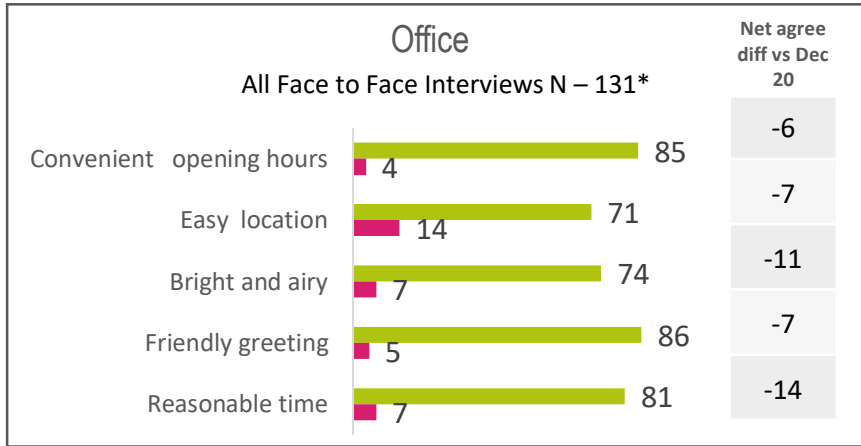
Q.5 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Net Positive/Negative Rating of JobPath Service Summary



Base: All JobPath Participants N - 2000

■ NET (agree) ■ NET (disagree)

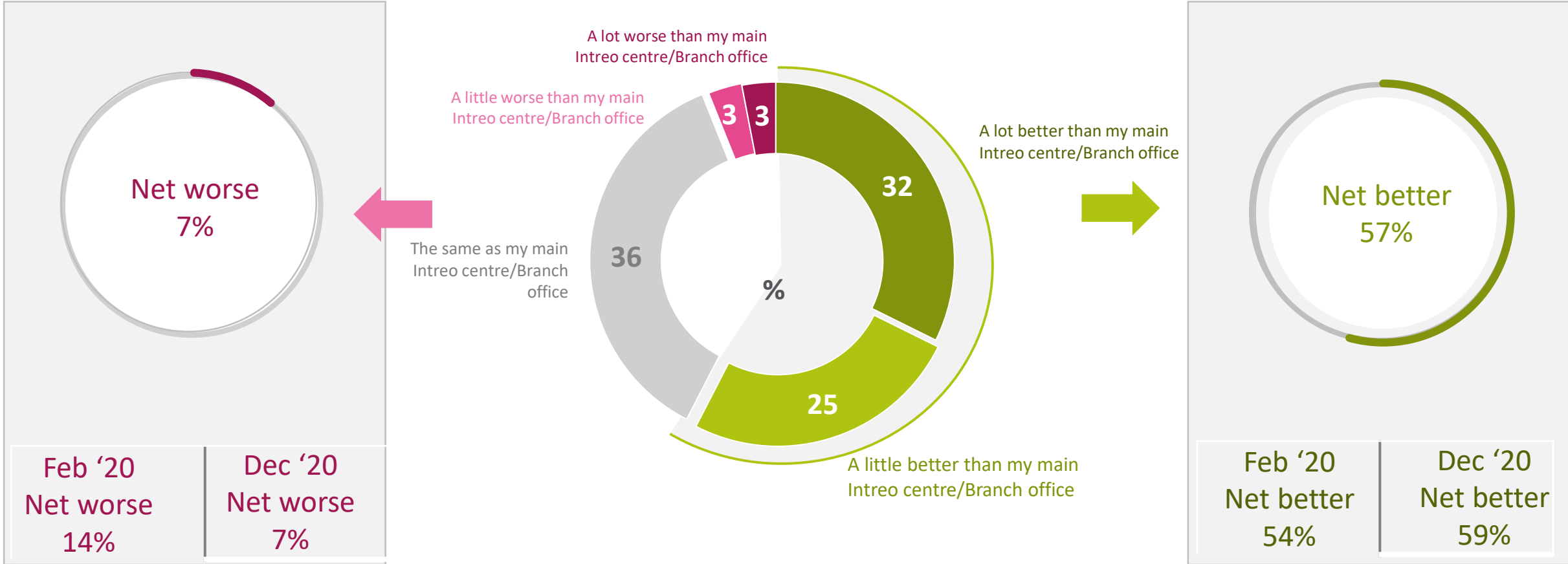


*NB Face to Face Interviews took place with a very small number of 131 in December 21 compared to 1179 in Dec 20.

While all metrics remain very high, there were lower levels of agreement for Office and staff factors this wave. Ratings for Service were higher while ratings for process were mixed with Advisor meetings falling back by 11% agree and online services up by 5%.

Rating of Turas Nua/Seetec Employment services compared to Intreo/Branch Office

Base: All JobPath Participants N – 2,000



The majority rate the Turas Nua/Seetec employment services as better than the Intreo Office service, by over half (+50% percentage points).

Q. 6 How would you rate the employment services provided by Turas Nua/Seetec (as appropriate) as compared to that provided directly by the Intreo centre/branch office? Would you say the Turas Nua/Seetec (as appropriate) service is

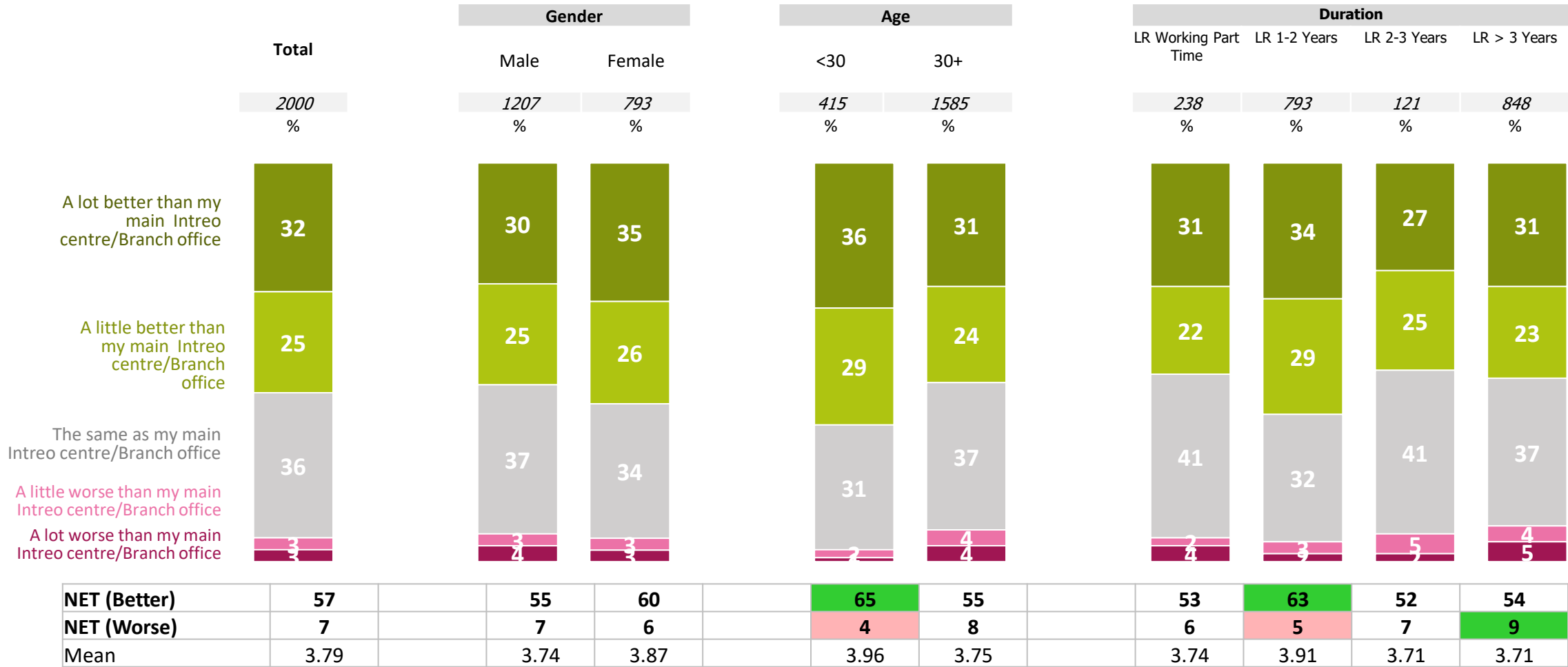


Rating of Turas Nua/Seetec Employment services compared to Intreo/Branch Office



Base: All JobPath Participants N – 2,000

■ Statistically higher than total
■ Statistically lower than total



Females and those aged under 30 most likely to rate the Turas Nus/Seetec employment services as better than Intreo/branch offices.

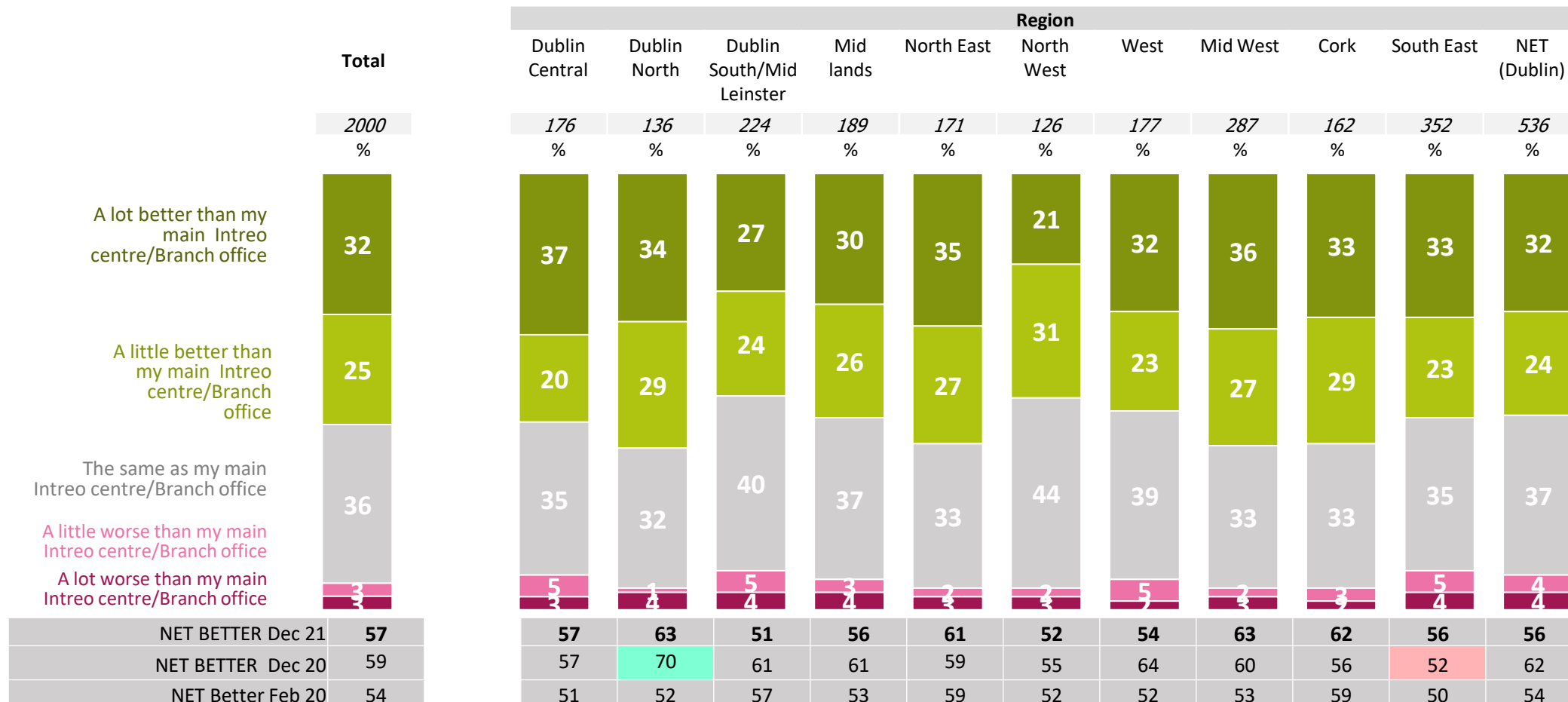
Q. 6 How would you rate the employment services provided by Turas Nua/Seetec (as appropriate) as compared to that provided directly by the Intreo centre/branch office? Would you say the Turas Nua/Seetec (as appropriate) service is

Rating of Turas Nua/Seetec Employment services compared to Intreo/Branch Office x Region



Base: All JobPath Participants N – 2,000

■ Statistically higher than total
■ Statistically lower than total



Ratings for the Turas Nua/Seetec service as being better than the Intreo Branch Office service are at 57% this wave (versus 59% in December 2020). Those in Dublin North and Mid West slightly more likely to agree.

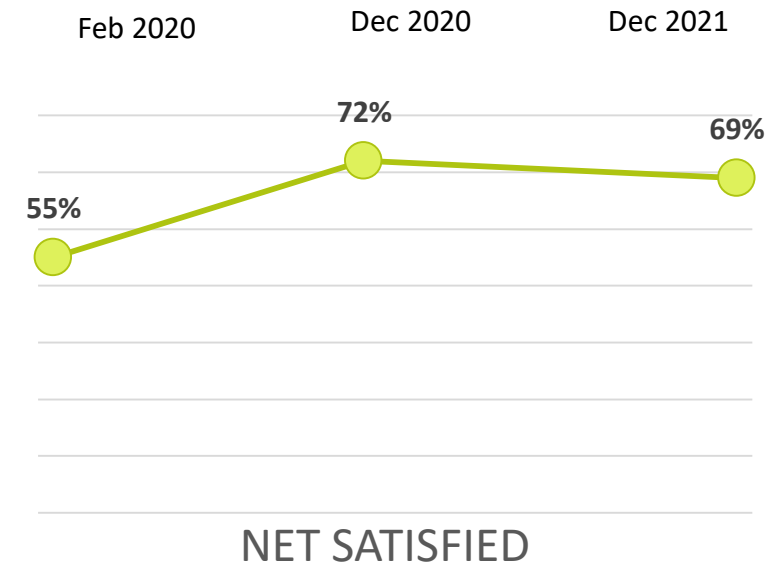
Q. 6 How would you rate the employment services provided by Turas Nua/Seetec (as appropriate) as compared to that provided directly by the Intreo centre/branch office? Would you say the Turas Nua/Seetec (as appropriate) service is

Level of satisfaction with continuing contact with personal advisor



Base: All JobPath Participants Working N - 798

- Statistically higher than total
- Statistically lower than total

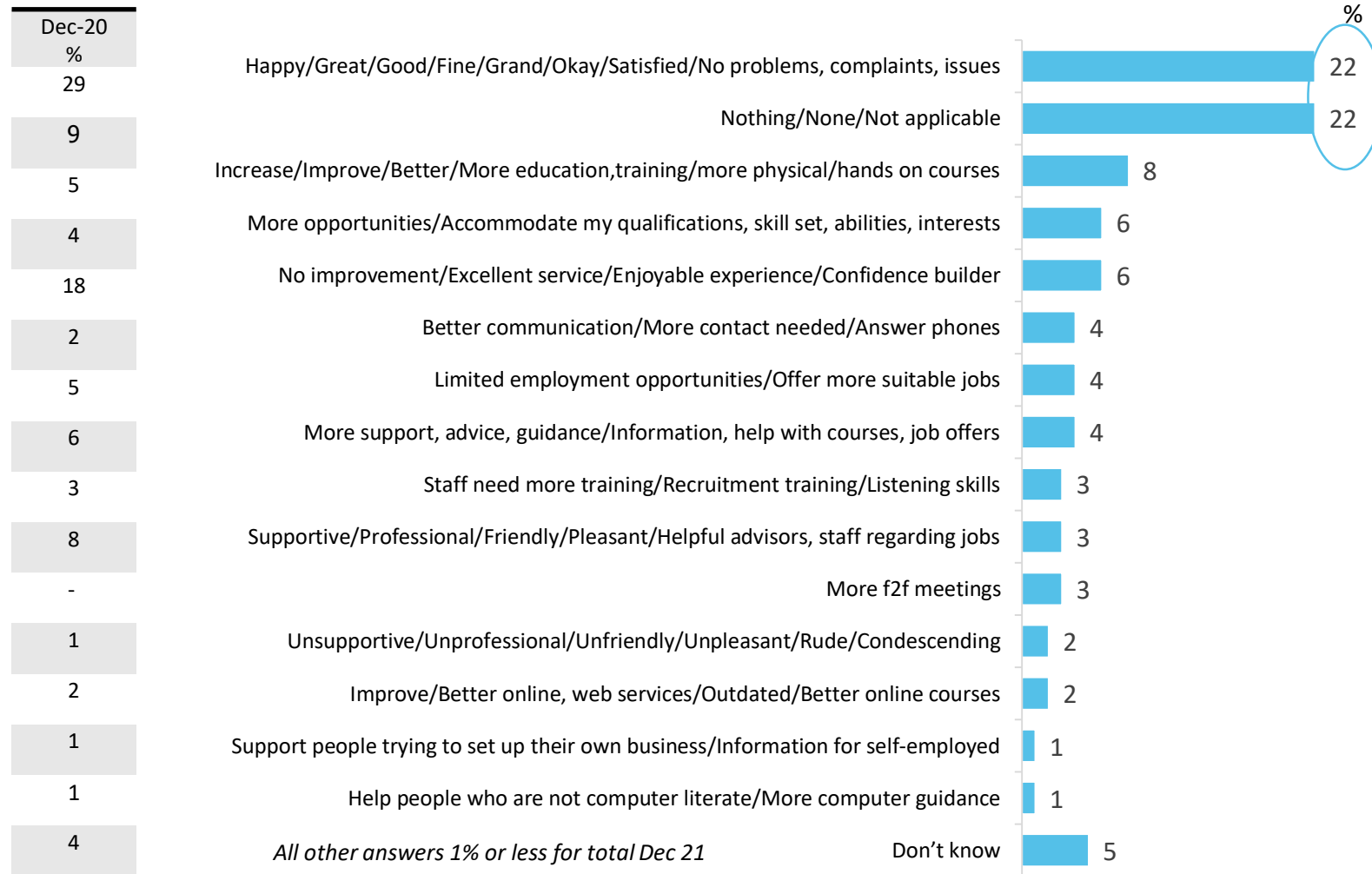


The level of satisfaction with continuing contact with their personal advisor has risen to 53% who say they are completely satisfied in this latest wave; there are no significant statistical differences across the sub groups.

Suggested improvements to overall experience



Base: All JobPath Participants N – 2,000



“

“Provide more options for courses and more realistic goals for employment.”

“It has been very difficult over the last 2 year with Covid 19 and maybe overall experience could have been better without Covid 19”

“More communication between the employers that you are with through a scheme and the training courses”

“More relevant information on how to cater for your needs rather than C.V. interview skills and gear it towards individual needs rather than ticking boxes there is more way to be employed than just going out to work like being self employed especially in rural areas where the is no means of transport.”

“Get more accessibility to courses”

When asked to identify the one change that could be made to render their overall experience as a JobPath client more satisfactory, a significant proportion say they feel there are no improvements required. A range of proposed improvements are suggested by the remaining respondents, ranging from increased training and courses to more opportunities suited to their personal qualifications and skills, and more support/advice regarding courses and job offers.

Q.11 What one improvement do you feel could make to improve your overall experience as a client?

Suggested improvements to overall experience



Base: All JobPath Participants N - 2000

	Total	Gender		Age		Duration				Completed_Previous Engagement	
		Male	Female	Under 30	30 and older	LR Working Part Time	LR 1-2 Years	LR 2-3 Years	LR > 3 Years	Yes	No
UNWTD	2000	1207	793	415	1585	238	793	121	848	896	1104
Happy/Great/Good/Fine/Grand/Okay/Satisfied/No problems, complaints, issues	22	22	22	21	23	22	25	21	21	22	23
Nothing/None/Not applicable	22	22	24	26	22	26	21	22	23	24	21
Increase/Improve/Better/More education, training, courses - more physical, hands-on courses	8	8	9	8	8	9	7	10	9	9	8
More opportunities/Accommodate my qualifications, skill set, abilities, interests	6	5	7	6	6	7	6	7	6	6	6
No improvement/Excellent service/Enjoyable experience/Confidence builder - secured employment	6	6	5	4	6	8	6	3	6	5	6
Better communication/More contact needed/Answer phones	4	5	3	6	4	3	5	7	4	4	5
Limited employment opportunities/Offer more suitable jobs	4	5	4	4	4	4	4	5	5	5	4
More support, advice, guidance/Information, help with courses, job offers/Regular meetings one on one with advisors/Organisation - help with CV, mock interview	4	4	3	5	4	1	3	7	5	4	4
Staff need more training/Recruitment training/Listening skills - need to be more interactive, engaging	3	2	3	2	3	4	2	2	3	3	2
Supportive/Professional/Friendly/Pleasant/Helpful advisors, staff regarding job offers, courses, computers, CV, interviews	3	3	4	4	3	2	4	3	3	3	4
More f2f meetings	3	3	3	1	3	3	3	1	2	3	3
Unsupportive/Unprofessional/Unfriendly/Unpleasant/Rude/Condescending staff, advisors	2	1	2	1	2	2	1	2	2	2	1
Improve/Better online, web services/Outdated/Better online courses, jobsearch/User friendly	2	2	2	3	2	1	2	-	2	1	2
Too many personal advisors/Changing too much/No rapport achieved/Inconsistent, misleading information	2	1	2	2	1	1	2	2	2	1	2
Impact of Covid 19	2	3	1	2	2	1	3	2	2	2	2

Suggested improvements are reasonably consistent across the different JobPath groupings, with no statistical differences emerging.

Other: All other mentions 1% or less for total



Q.11 What one improvement do you feel could make to improve your overall experience as a client?

Reasons for dissatisfaction - December 2021



Base: All JobPath Participants not working N – 1,202



Other answers	%	%
Did not benefit/Complete waste of time/Not fit for purpose (no improvement after 2 years attending every couple of weeks)	1	Could help regarding further education, training/Need upskilling
More connection with job industry/Work experience/Meet with employers - interviews	1	Designed for people with no qualifications
Better service/More support from team/Information/Poor attitude/Unpleasant/Unfriendly staff	1	Mandatory not voluntary/Bullying tactics/Intimidation/Threatened with allowance cut
Discouraging/Applying for jobs/No response	1	Computer courses/Had difficulty grasping computers
Currently working/They found me employment	1	Consideration regarding – medical, health issues, problems, injury, illness
Not enough/Hard to gain experience	1	Gained employment, course, training through my own efforts
Better communication/More contact needed/More meetings with personal advisor	1	No expectations/Done everything myself
Unsuccessful getting a job/Lack of qualifications	1	Improve online services/More user friendly
Continuity/Too many personal advisors/Inconsistent case officers (good/bad)	1	
More f2f meetings	1	

0 = less than 1%

Of those not working, a notable proportion say they are happy with their experience as a JobPath client. A further 15% cite Covid 19 as a factor. Of the balance there are a wide range of factors put forward relating to limited or unsuitable job opportunities to requests for more help and guidance on courses



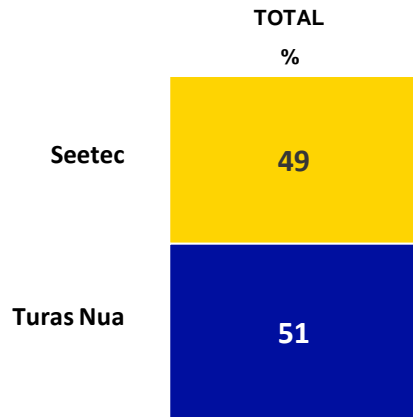
Sample Profile

Sample Profile

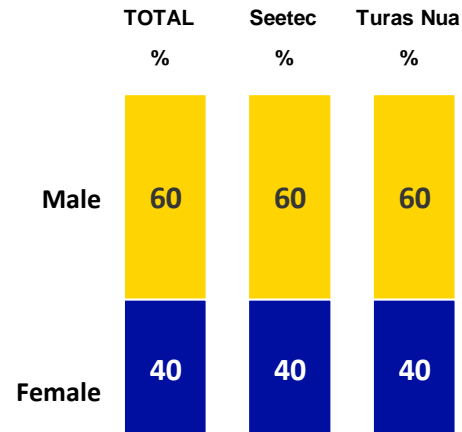
Base: All JobPath Participants N – 2,000



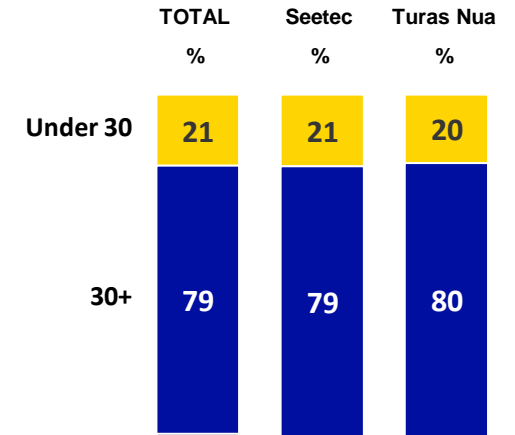
Office Type



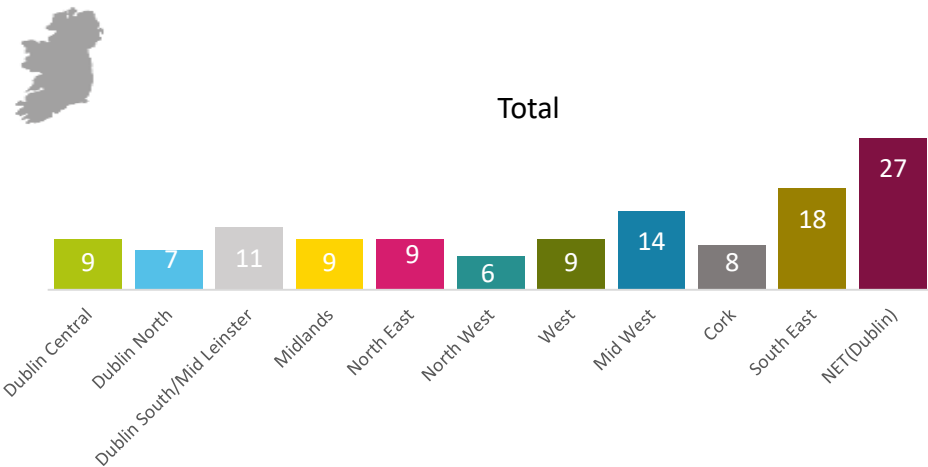
Gender



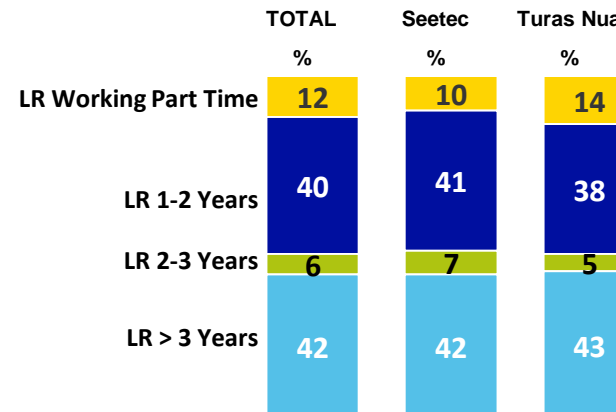
Age



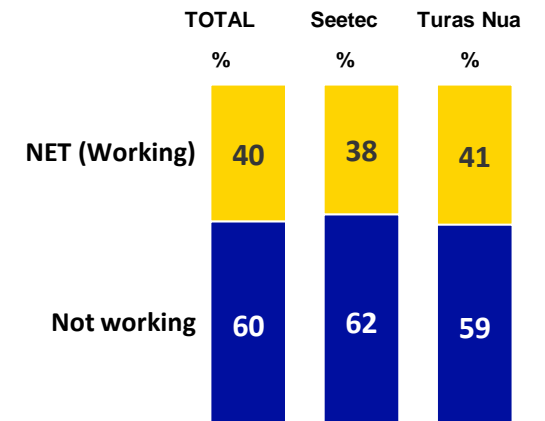
Region



Referral Group



Employment Status

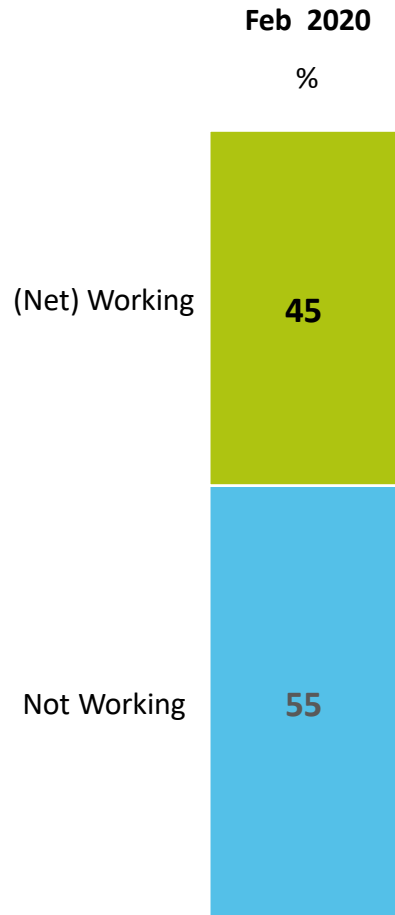


Employment Status

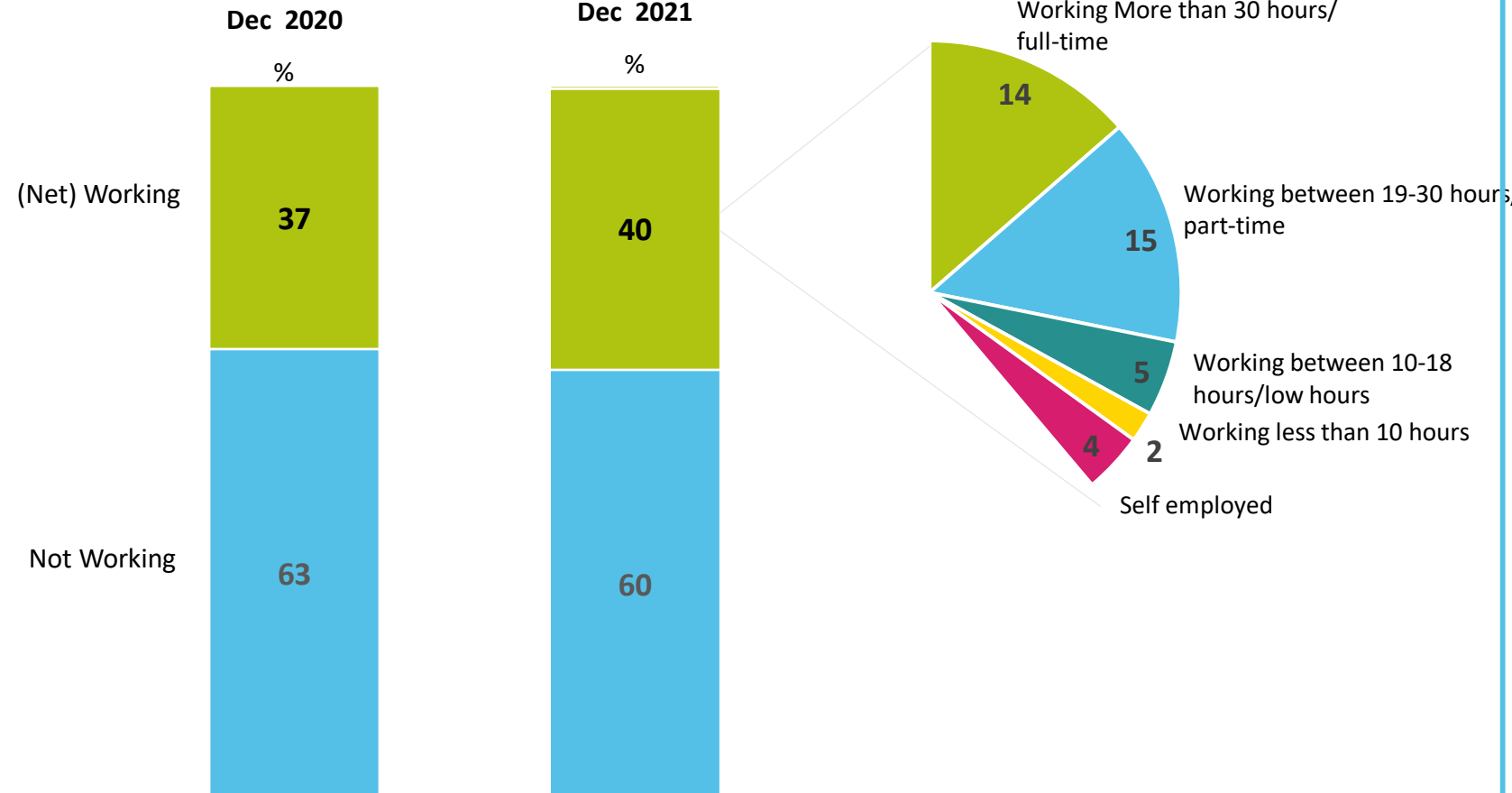
Base: All Jobseeker Participants N – 2,000



Before Covid-19

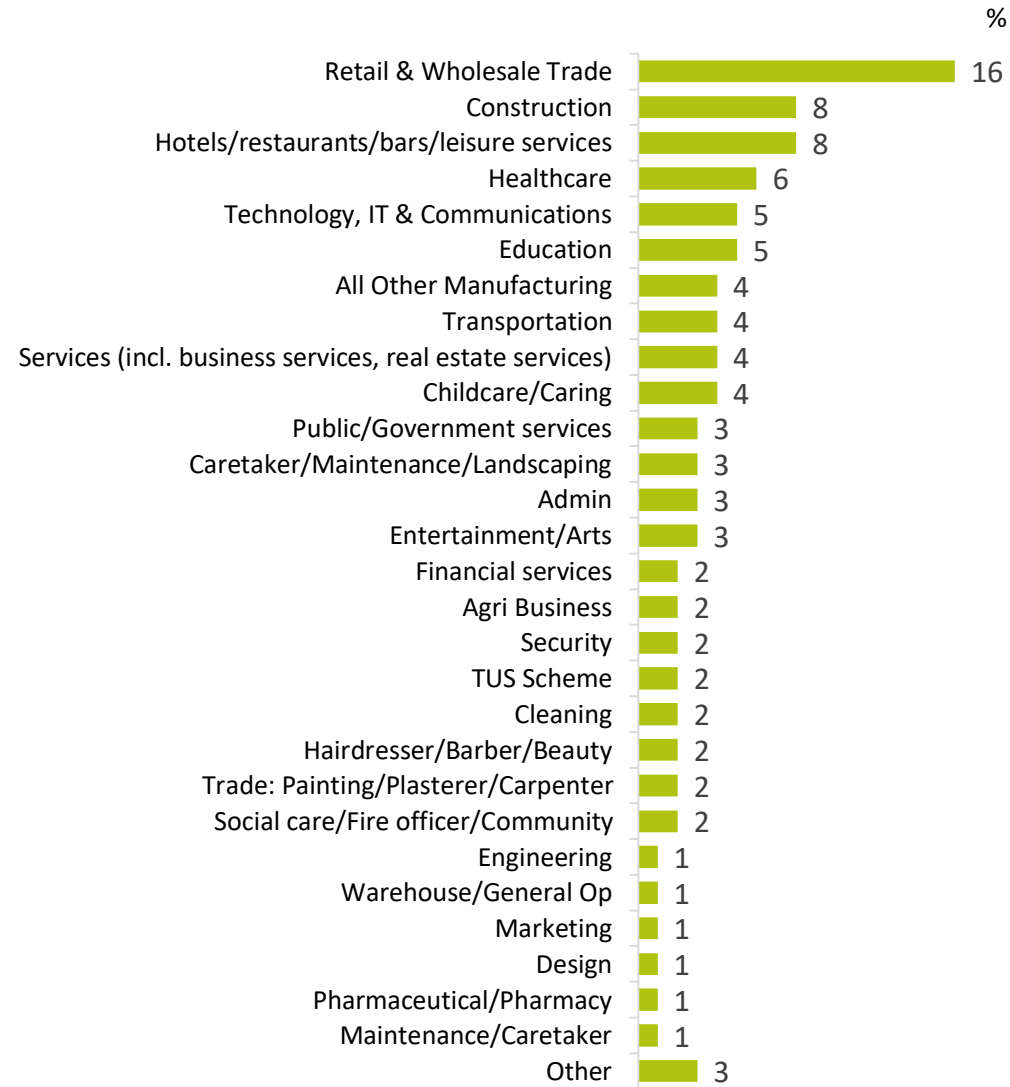


Since Covid-19



Industry Work In

Base: All JobPath Participants Working N - 798



Large range of sectors represented amongst workers, with retail and wholesale trades most evident.

Employment Status



Base: All JobPath Participants N - 2000

Base	Total	Gender		Age		Region											Duration					Completed_Previous_Engagement	
		Male	Female	Under 30	30 and older	Dublin Central	Dublin North	Dublin South /Mid Leinster	Midlands	North East	North West	West	Mid West	Cork	South East	NET (Dublin)	LR Working Part Time	Passing 12 months	LR 1-2 Years	LR 2-3 Years	LR > 3 Years	Yes	No
UNWTD	2000	1207	793	415	1585	176	136	224	189	171	126	177	287	162	352	536	238	-	793	121	848	896	1104
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Working More than 30 hours/ full-time	14	15	12	21	12	18	15	13	17	16	10	17	11	19	9	15	16	-	19	9	9	9	18
Working between 19-30 hours/part-time	15	13	16	13	15	11	14	13	12	9	17	18	14	14	20	13	41	-	10	15	11	16	13
Working between 10-18 hours/low hours	5	5	5	3	6	3	3	6	4	1	10	5	7	3	9	4	21	-	3	3	3	5	5
Working Less than 10 hours	2	2	3	2	2	2	1	2	3	2	2	2	2	2	3	2	6	-	2	2	1	2	2
Self-employed	4	5	3	2	4	3	4	4	3	2	6	4	5	2	5	4	5	-	4	6	3	3	4
Not working	60	60	60	60	60	64	64	61	61	70	56	55	62	59	54	63	11	-	62	64	72	64	57



Summary and Conclusions

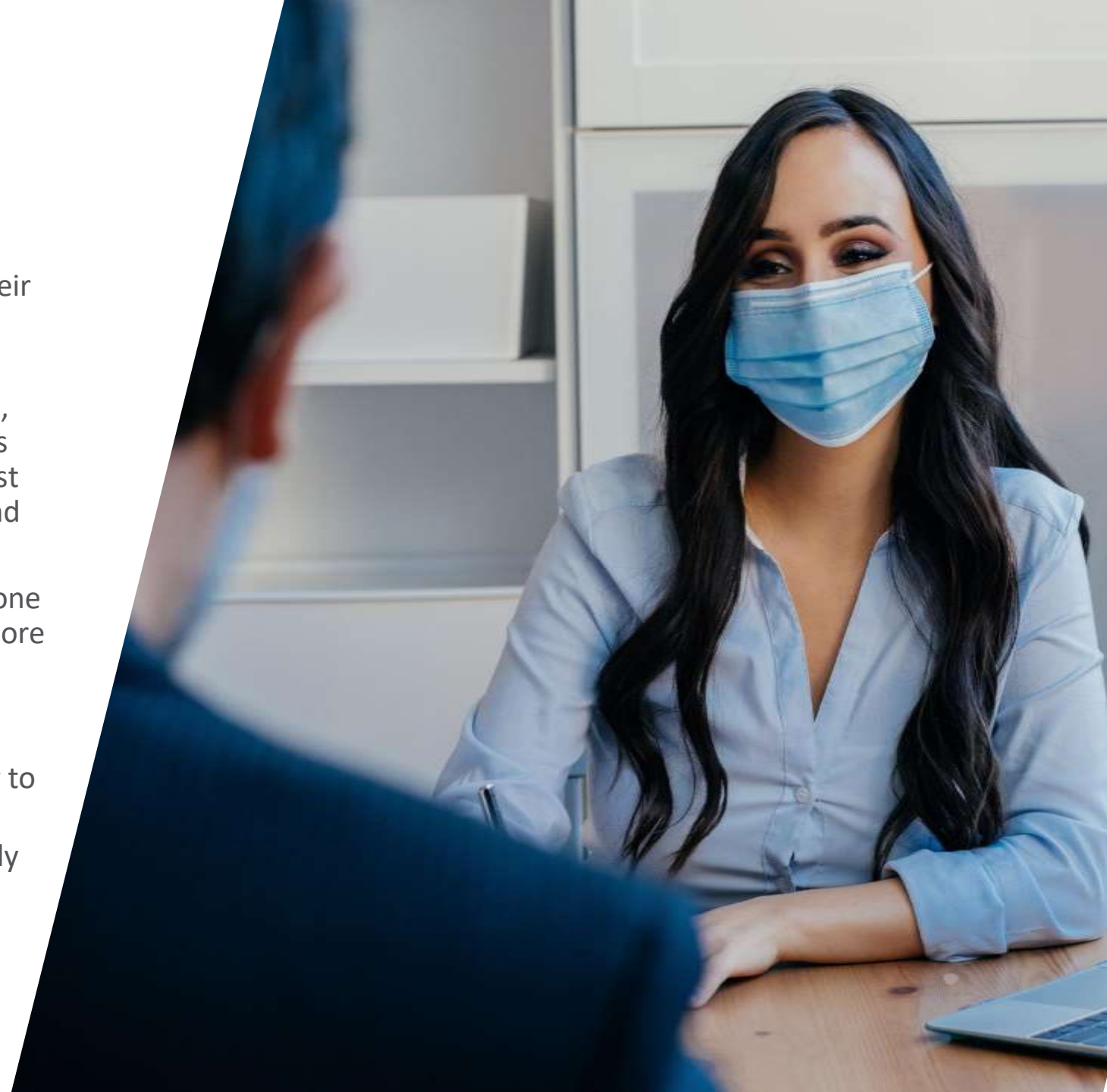
Summary - Overall

- Over three-quarters of Jobpath clients (77%) say they are satisfied with their experiences with Turas Nua/Seetec in overall terms – this is up +3% vs December 2020.
- Ratings of the individual elements of service provision are also really strong. On almost all aspects covering office, services, staff and office processes more than 75% of Turas Nua/Seetec clients give a top two box score.
- Nevertheless, although ratings for individual elements are strong, not surprisingly given the difficulties with service provision during pandemic restrictions, means score ratings of individual aspects of the service provided have fallen back vs Dec 2020.
- Overall satisfaction is highest amongst those aged under 30 years, women are also significantly higher for very satisfied top score.
- Those in Dublin North and North East regions allocated a significantly higher overall satisfaction rating for the JobPath experience compared to the average. Satisfaction was also higher for those in the LR Referral 1-2 years group, whilst those in the LR >3 years group were least satisfied.



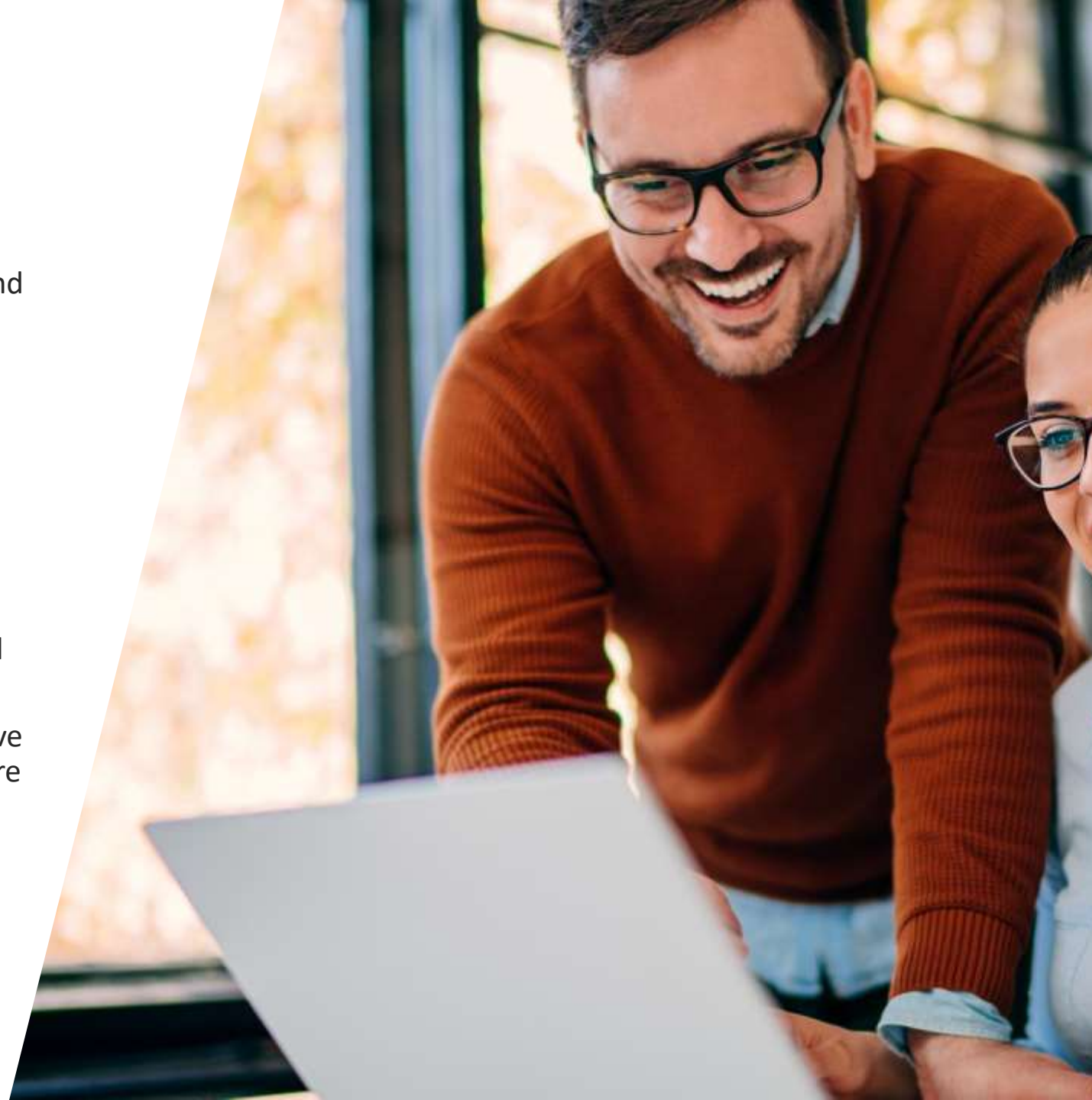
Summary - Office performance

- A very small minority of just 7% of Jobpath participants reported having least one face-to-face meeting with their local office during 2021.
- Perhaps not surprisingly given the lower levels of participation, while net satisfaction ratings remain high, they are lower than the scores allocated in the previous two waves. Of these individuals, satisfaction was highest for friendly staff greeting, convenient opening hours and being seen within a reasonable time.
- The vast majority of Jobpath participants had a telephone interaction with their local office during 2021, with a more modest 22% also engaging in online meetings.
- There are very high satisfaction levels for the ability to connect over the phone or online for those who had telephone/online meetings (90% net agree) and ability to connect remotely at the agreed times (89% net agree).
- 86% agreed that information about connecting remotely was easy to understand with 82% agreeing that this information was easy to find.



Summary - Staff and Services

- Staff and services show really strong positive scores. Top two box ratings on services have improved vs Dec 2020 and staff scores are very high and show more resilience than other areas.
- Staff performance remains high with all metrics scoring above 85% on net agree.
- Strongest ratings are given for, staff do their best for me (89% Top two box); satisfaction with advisor relationship, staff are good at their jobs and advisor contact (88% top two box, respectively).
- Looking in overview, females and those in North East tend to be more positive in their ratings of staff.
- Top box and top two box ratings for all Service metrics have increased since December 2020, with the key top box score on 'improve prospects of getting a job' up by three percentage points.



Summary -Processes



- Not surprisingly given the health restrictions in place over 2021, satisfaction levels for advisor meetings dropped this wave, while satisfaction levels for online services provided were higher versus December 2020.
- The under 30's and females are most satisfied overall with the online services provided. Participants in the Mid West region are most satisfied with those in Dublin (net) least satisfied in this regard.
- While not statistically significant, Job search facilities are rated particularly well by female participants, and those in the Returned Jobpath cohort.



Summary - Contextual ratings and Improvements

- The majority rate the Turas Nua/Seetec employment services as better than the Intreo Office service, by over half (+57% percentage points).
- When asked to identify the one change that could be made to render their overall experience as a JobPath client more satisfactory, a significant proportion say they feel there are no improvements required.
- A range of proposed improvements are suggested by the remaining respondents, ranging from increased training and courses to more opportunities suited to their personal qualifications and skills, and more support/advice regarding courses and job offers.
- Of those not working, a notable proportion say they are happy with their experience as a JobPath client. A further 15% cite Covid 19 as a factor. Of the balance there are a wide range of factors put forward relating to limited or unsuitable job opportunities to requests for more help and guidance on courses





The Questionnaire

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November 2021 JobPath Satisfaction Study

Introduction

Good Morning/afternoon/evening my name is _____ and I am calling from Behaviour and Attitudes, the independent market research company based in Dublin.

May I speak with ...

We are currently conducting a study on behalf of the Department of Social Protection about the services being provided by **Turas Nua** and **Seetec**. The Department will use the findings to monitor these services.

The study will take around 10 mins depending on your answers.

No information you provide will be directly attributed to you and will only be reported on in aggregate in the form of a statistical report.

Participation is voluntary and you can withdraw from the study at any time. This interview will be conducted in accordance with Market Research Society guidelines - for quality control purposes this call may be monitored by a supervisor.

Consent

Are you happy to proceed with the survey?

Yes	1	CONTINUE
Yes, later	2	ARRANGE CALL BACK
No/refusal to participate	3	Interviewer please process as refusal

FAQs

Where did you get my name: You have or had a jobseeker claim with DSP and your details were randomly selected by DSP for the purpose of this study.

Will my name be identified in the report: No all the results are anonymised

What will the research be used for: DSP will use the findings to monitor the services being provided by **Turas Nua** and **Seetec**.

How do you not know my employment status: We at Behaviour & Attitudes only get the minimum data to conduct the survey; this doesn't include employment status

I want to speak to someone about this study: If you have any questions please contact in the utmost confidence either:

B&A:

Emma Corrigan at Behaviour & Attitudes - she will deal with technical aspects of the study. Her telephone number is 01 205 7500 or you can contact her at [email](mailto:emma.corrigan@behaviourandattitudes.com)

Department of Social Protection:

More information is available at www.gov.ie/deasp/surveys. You can also call 01-8526734. or email DSP at customersatisfactionsurvey@welfare.ie

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Q.1 Considering all your experiences with **Turas Nua /Seetec** (as appropriate) how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

Very Satisfied	5
Fairly Satisfied	4
Neutral	3
Moderately Dissatisfied	2
Very Dissatisfied	1

Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2021)?

	YES	NO
Face to face meetings	1 – ASK Q2b	2 – GO TO Q2c
Telephone meetings	1	2
Online meetings	1	2

IF HAD F2F MEETINGS AT Q2a ASK:

Q.2b Now thinking about the **Turas Nua/ Seetec** office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'. **READ OUT EACH STATEMENT IN TURN. ORDER RANDOMISED.**

	Agree Completely	Moderately Agree	Neither Agree nor Disagree	Moderately Disagree	Disagree Completely
The opening hours of the Turas Nua/Seetec office (as appropriate) are convenient for me	5	4	3	2	1
Travelling to the Turas Nua/Seetec office (as appropriate) is easy for me	5	4	3	2	1
The Turas Nua/Seetec Office (as appropriate) is bright and airy and a nice place to be	5	4	3	2	1
When I entered the Turas Nua/Seetec office (as appropriate) I was greeted in a friendly manner	5	4	3	2	1
When I attended the Turas Nua/Seetec office (as appropriate) for pre – arranged appointments I was seen in a reasonable time	5	4	3	2	1

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IF HAD ONLINE AND/OR TELEPHONE MEETINGS AT Q2a ASK:

Q2c. Now thinking about Turas Nua/ Seetec (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'. **READ OUT EACH STATEMENT IN TURN. ORDER RANDOMISED.**

	Agree Completely	Moderately Agree	Neither Agree nor Disagree	Moderately Disagree	Disagree Completely
Information about connecting remotely with <u>Turas Nua/Seetec</u> was easy to understand	5	4	3	2	1
I was able to connect with <u>Turas Nua /Seetec</u> online or over the phone	5	4	3	2	1
I was able to connect with <u>Turas Nua /Seetec</u> remotely at the agreed times	5	4	3	2	1
Information about connecting remotely with <u>Turas Nua/Seetec</u> was easy to find	5	4	3	2	1

Q.3. Now thinking about Turas Nua/Seetec (as appropriate) **staff**. Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'. **READ OUT EACH STATEMENT IN TURN. ORDER RANDOMISED.**

	Agree Completely	Moderately Agree	Neither Agree nor Disagree	Moderately Disagree	Disagree Completely
<u>Turas Nua/Seetec</u> staff make me feel valued	5	4	3	2	1
<u>Turas Nua/Seetec</u> staff try their best for me	5	4	3	2	1
<u>Turas Nua/Seetec</u> staff are very good at their jobs.	5	4	3	2	1
I have a good working relationship with my <u>Turas Nua / Seetec</u> Personal advisor	5	4	3	2	1
I can/could contact my <u>Turas Nua/Seetec</u> personal advisor when I needed/need to	5	4	3	2	1

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Q.4. Can you now think about the **services** that you may have received at the Turas Nua/Seetec office (as appropriate). Please indicate your level of agreement with the following statements,

using a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'. **READ OUT EACH STATEMENT IN TURN. ORDER RANDOMISED.**

	Agree Completely	Moderately Agree	Neither Agree nor Disagree	Moderately Disagree	Disagree Completely	Not applicable
My personal advisor helped me to develop a personal progression plan to set goals and focus on finding a job	5	4	3	2	1	0
I found the training/ courses provided or organised by <u>Turas Nua/Seetec</u> were of good quality	5	4	3	2	1	0
<u>Turas Nua /Seetec</u> (as appropriate) has helped me improve my prospects in getting a job	5	4	3	2	1	0
I found it easy to access online services in <u>Turas Nua/Seetec</u>	5	4	3	2	1	0
My personal advisor helped me choose the right training for me	5	4	3	2	1	0

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Q5. Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua/Seetec (as appropriate), using a scale from 1 to 5, where 1 is 'Completely Dissatisfied' and 5 is 'Completely Satisfied'. **READ OUT EACH STATEMENT IN TURN. ORDER RANDOMISED.**

	Completely satisfied 5	Fairly Satisfied 4	Neutral 3	Moderately Dissatisfied 2	Completely Dissatisfied 1	Not applicable I haven't been through this process yet 0
The one to one meetings with my <u>Turas Nua/Seetec</u> Personal advisor	5	4	3	2	1	0
The job search facilities available to me (online, local ads, support from personal advisor)	5	4	3	2	1	0
The online services provided by <u>Turas Nua/Seetec</u> (as appropriate)	5	4	3	2	1	0

Q. 6 How would you rate the employment services provided by Turas Nua/Seetec (as appropriate) as compared to that provided directly by the Intreo centre/branch office? Would you say the Turas Nua/Seetec (as appropriate) service is **READ OUT OPTIONS. SINGLE CODE ONLY.**

A lot better than my main <u>Intreo</u> centre/Branch office	1
A little better than my main <u>Intreo</u> centre/Branch office	2
The same as my main <u>Intreo</u> centre/Branch office	3
A little worse than my main <u>Intreo</u> centre/Branch office	4
A lot worse than my main <u>Intreo</u> centre/Branch office	5

Q.7 Which of the following best describes your current employment status.

I am ... **READ OUT OPTIONS**

Working More than 30 hours/ full-time	1
Working between 19-30 hours/part-time	2
Working between 10-18 hours/low hours	3

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Working Less than 10 hours	4
Self-employed	5
Not working	6

ASK Q.8-Q.10 OF ALL IN EMPLOYMENT (Codes 1-5 at Q7)

Q.8 Please rate your level of satisfaction with the continuing contact with your personal advisor from Seetec/ Turas Nua (as appropriate) now that you are in work, using a scale from 1 to 5, where 1 is 'Completely Dissatisfied' and 5 is 'Completely Satisfied'

Completely Satisfied	5
Fairly Satisfied	4
Neutral	3
Moderately Dissatisfied	2
Completely Dissatisfied	1
Not Applicable – I've only just found a job and haven't yet been contacted by my personal advisor'	0

Q.9. In which industry sector do you currently work? **RECORD VERBATIM**

Q.10. What is your job title? **RECORD VERBATIM**

ASK ALL

Q.11. What one improvement do you feel Turas Nua/Seetec (as appropriate) could make to improve your overall experience as a client? **INTERVIEWER PLEASE RECORD RESPONSES VERBATIM IN BOX PROVIDED. Please include as much detail as possible.**

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ASK OF ALL NOT WORKING (I.E. CODE 6 AT Q.7)

Q.12 We appreciate that you may be disappointed that ~~Seetec/Turas~~ Nua (as appropriate) has not yet succeeded in helping you to find employment. What exactly made this experience fall short of your expectations? Please provide as much detail as possible. INTERVIEWER PLEASE RECORD RESPONSES VERBATIM IN BOX PROVIDED.

Thank you for completing the survey. Please be assured that your responses will be treated with the utmost confidentiality.

Thank you.



RESEARCH
& INSIGHT

*Milltown House
Mount Saint Annes
Milltown, Dublin 6 - D06 Y822
+353 1 205 7500 | www.banda.ie*

Delve Deeper