



An Roinn Coimirce Sóisialaí
Department of Social Protection

Jobseeker Satisfaction Study December 2021

Prepared by
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J.213087
Private & Confidential



RESEARCH
& INSIGHT





Introduction

Research Background & Objectives

- Following on from the Jobseekers client survey which took place over November and December 2020, The Department of Social Protection wished to update and benchmark the continuous tracking study as follows:
 - ❖ Overall satisfaction with Intreo centre / Branch office
 - ❖ Satisfaction with Intreo / Branch offices
 - ❖ Satisfaction with Intreo / Branch Staff
 - ❖ Satisfaction with Intreo / Branch services
 - ❖ Satisfaction with Intreo / Branch processes
 - ❖ Rating of Intreo/Branch office compared to main bank
 - ❖ Suggested improvements to overall experience
 - ❖ Reasons for dissatisfaction





The research was conducted through a Quantitative survey via the use of CATI interviewing (Computer Assisted Telephone Interviewing).

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

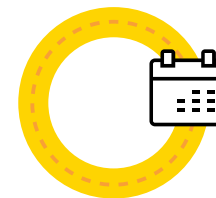


A representative sample of Jobseekers in terms of DSP region, Jobseeker type, gender and office type (Intreo or Branch) was surveyed.



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 | 1000 | 29/11/21 – 20/12/2021 |
| 2020 | 1000 | 12/11/20 – 14/12/2020 |
| 2020 | 1004 | 29/01/2020 – 10/02/2020 |
| 2018 | 1007 | 23/10/2018 - 07/11/2018 |
| 2017 | 1014 | 17/10/2017 - 02/11/2017 |
| 2016 | 1171 | 03/10/2016 - 01/11/2016 |
| 2015 | 1010 | 14/10/2015 - 23/10/2015 |



Touchpoints Accessed



- The questionnaire was modified in December 2020 to take account of those who interacted with the office either in person, or on an 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 split as follows:
 - Those who had face-to-face meetings answered questions regarding the face to face experience (N – 229 interviews in December 2021 vs N – 404 respondents in December 2020)
 - Those who had telephone or online contact answered questions regarding the remote experience (N – 629 respondents). The full list of touchpoints assessed are illustrated below:

OFFICE (Face to Face)

- Convenient opening hours
- Easy location
- Screens/ posters informative and useful
- Pointed to the right place to go

OFFICE (Remote)

- Information re remote connection easy to understand
- Ability to connect with case officer online or phone
- Preferred meeting online/phone
- Information re remote connection easy to find

Touchpoints Accessed



OFFICE (Face to Face)

- Convenient opening hours
- Easy location
- Screens/ posters informative and useful
- Pointed to the right place to go



STAFF

- Friendly
- Feel valued
- Try their best for me
- Professional at their job



SERVICES

- Good understanding of process / service
- Quick claim decision
- Improve prospects of getting a job
- One to one meetings with case officer helpful
- Jobs Ireland service useful in helping my job search



PROCESS

- Making my claim online or in person
- Case officer meetings
- Overall supports and service
- Dept of Social Welfare Online Services
- Getting on to a course/ getting a job
- Registering profile on Jobs Ireland
- Training attended



Executive Summary

Executive Summary - Jobseeker



An Roinn Coimirce Sóisialaí
Department of Social Protection



82% of Jobseekers say they are satisfied with the Intreo centre/Branch office and services – this is up 5% on December 2020 findings.



Overall, scores across the key areas of Office, Staff, Services and Process are stronger than in Dec 2020. The exceptions are declines amongst the smaller numbers who had face-to-face meetings on convenient opening hours and easy location



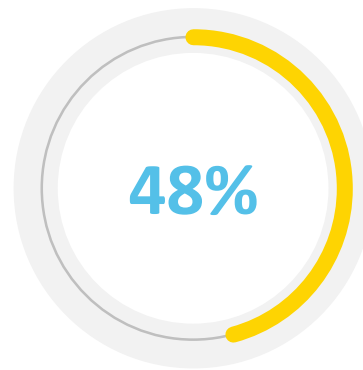
Conversely those who had telephone/online meetings were especially satisfied with the ability to connect with their case officers online or over the phone. Of this cohort, 69% agreed that they preferred meeting over the phone or online rather than the normal in-person meetings (up 7% vs Dec 2020).



At a total level, satisfaction with almost all elements of service have increased since the last survey, most apparent in relation to the important factors of; staff make me feel valued (+7%), overall supports and services (+6%), improved prospects of getting a job (+5%) staff try their best for me (4%) and the Dept Social Protection Online services (+4%) which is very encouraging.



A greater proportion rate the Intreo/Branch service as better than their main bank, by a ratio of 5:1.



Almost **half of Jobseeker clients (48%)** would not change anything about their experience with the Intreo centre/Branch office. Up 9% vs Dec 20.



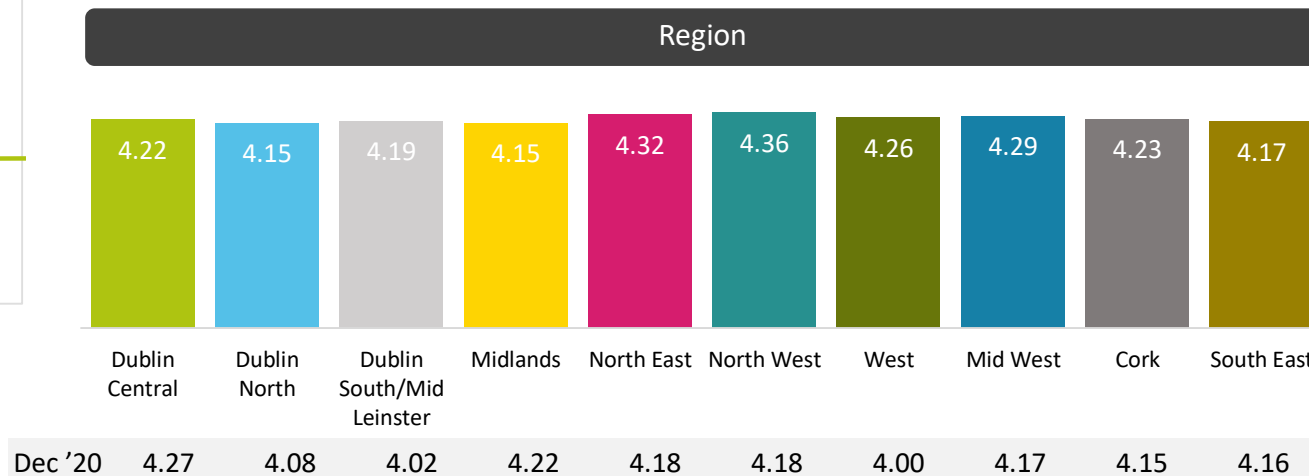
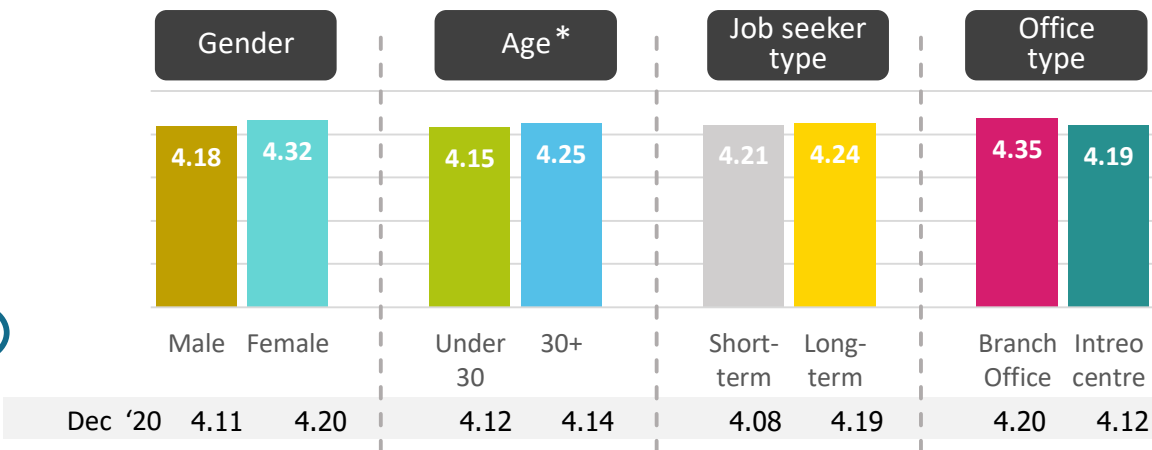
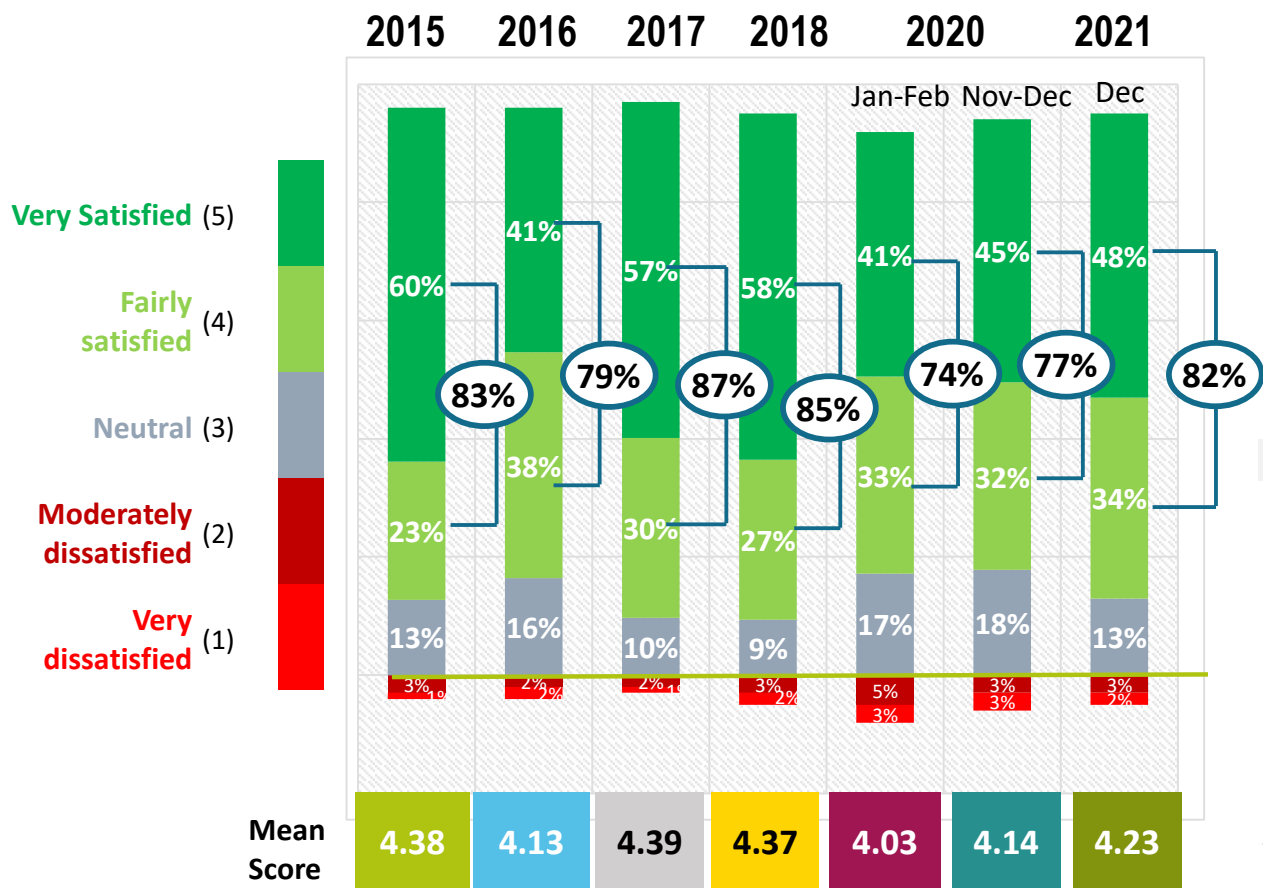
Amongst those who suggested customer service improvements, 12% voiced dissatisfaction with training (i.e. the course they are on at 7%) driven by younger participants and not enough training/upskilling 5%. Staff issues have declined (down to 4% this period).



Jobseeker Findings

Overall Satisfaction

Overall Satisfaction scores have increased by 5% versus December 2020.





*NB: For previous waves the age break was <25/25+

Q.1 Considering all your experiences with the Intreo centre/Branch office (as appropriate) and services how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

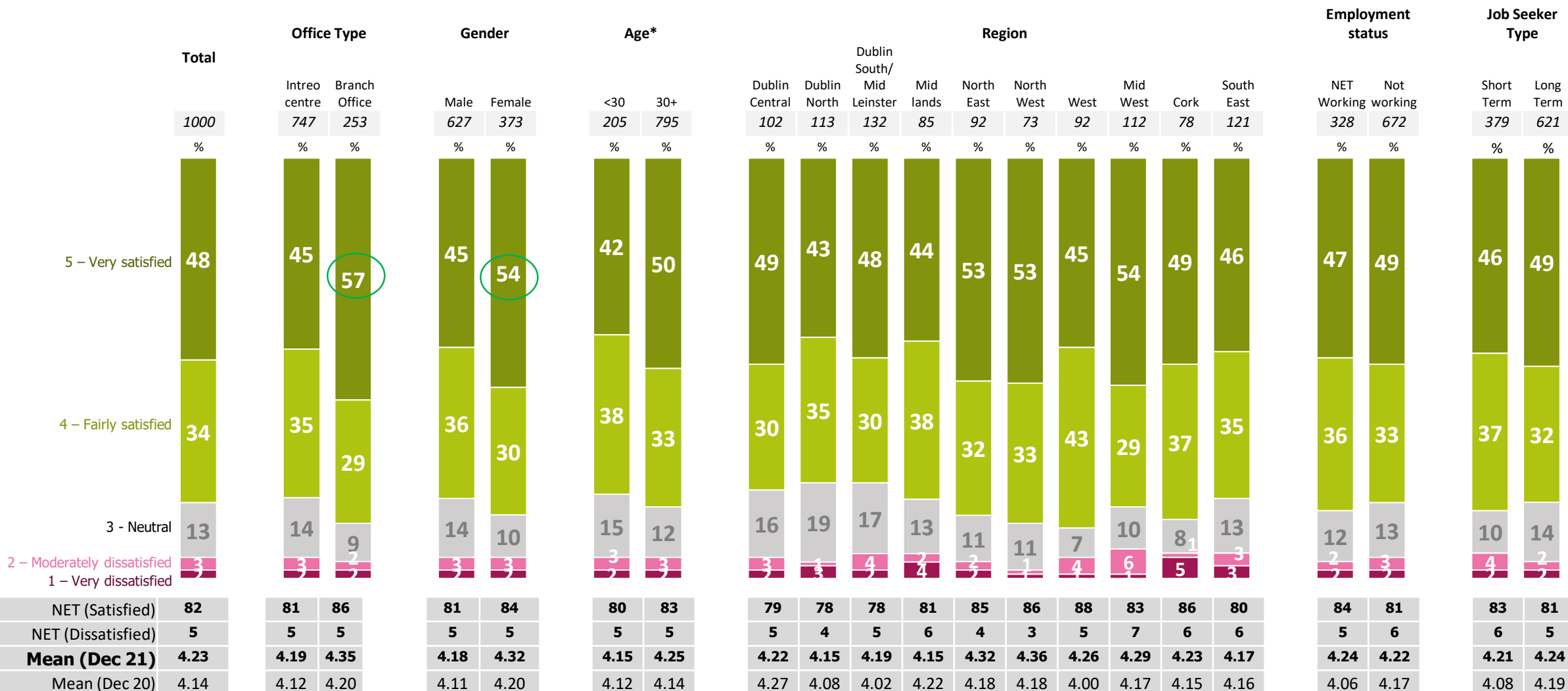
Overall Satisfaction - Nov-Dec 2021

Base: All Jobseeker Participants N – 1,000

 Statistically higher than total
 Statistically lower than total



Overall satisfaction is up by 5% on net satisfaction compared to December '20; this is higher for Branch office with 57% saying they are very satisfied and women (54% of whom are very satisfied) compared to the average 48%.



*NB: For previous waves the age break was <25/25+

Q.1 Considering all your experiences with the Intreo centre/Branch office (as appropriate) and services how would you rate your overall satisfaction, using a scale of 1 to 5, where 1 is 'Very dissatisfied' and 5 is 'Very satisfied'.

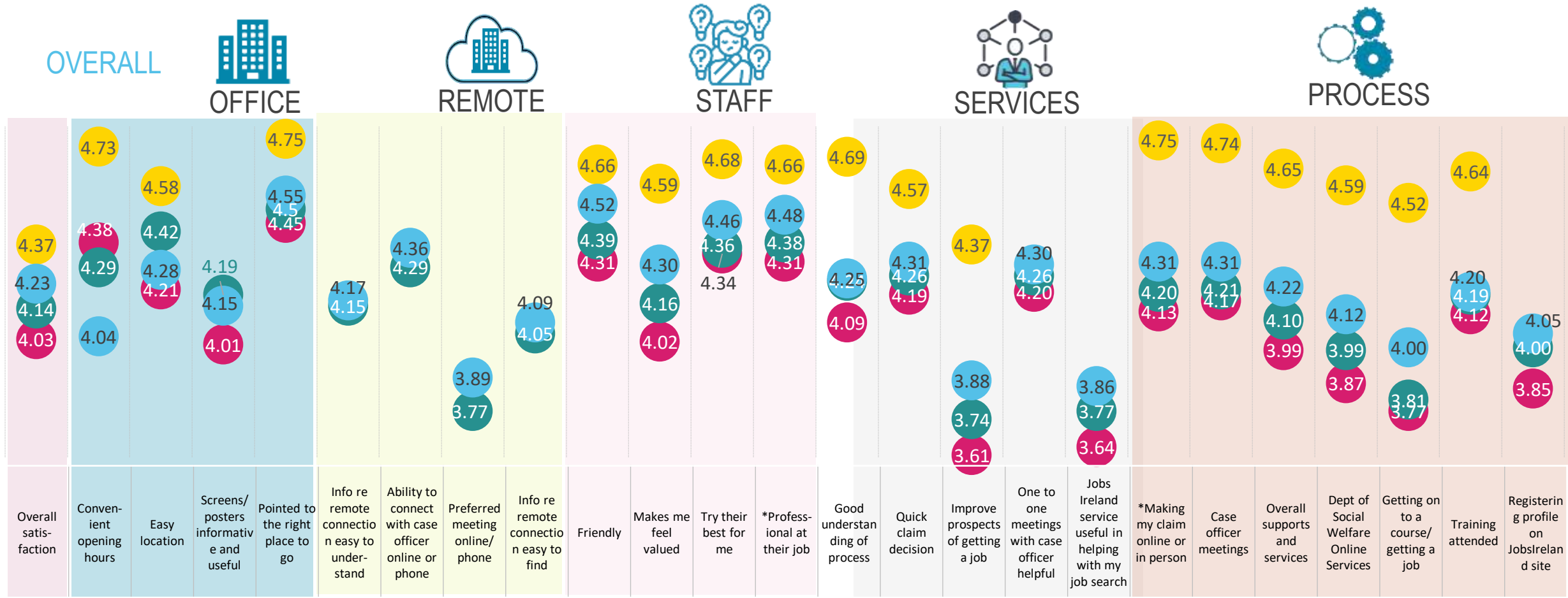
Overview of Performance

Base: All Jobseeker Participants 1,000



Highest satisfaction scores are registered for pointed to the right place to go, friendly staff, professional at their job, staff trying their best, and one to one meeting with case officer. Lowest satisfaction for preferred meeting online/phone, improve prospects of getting a job and the JobsIreland service useful in my jobsearch.

● 2018 ● Feb-20 ● Dec-20 ● Dec-21



*Previous good at their job

*Previous making my first claim

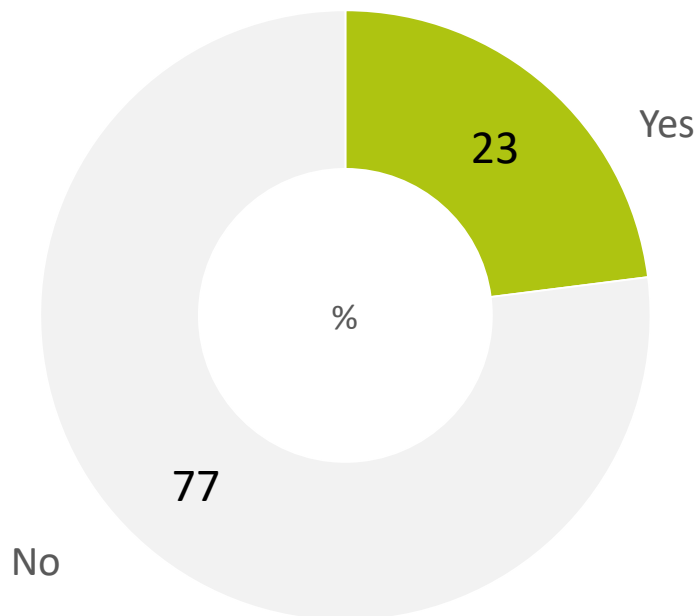
Q.2-5 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.



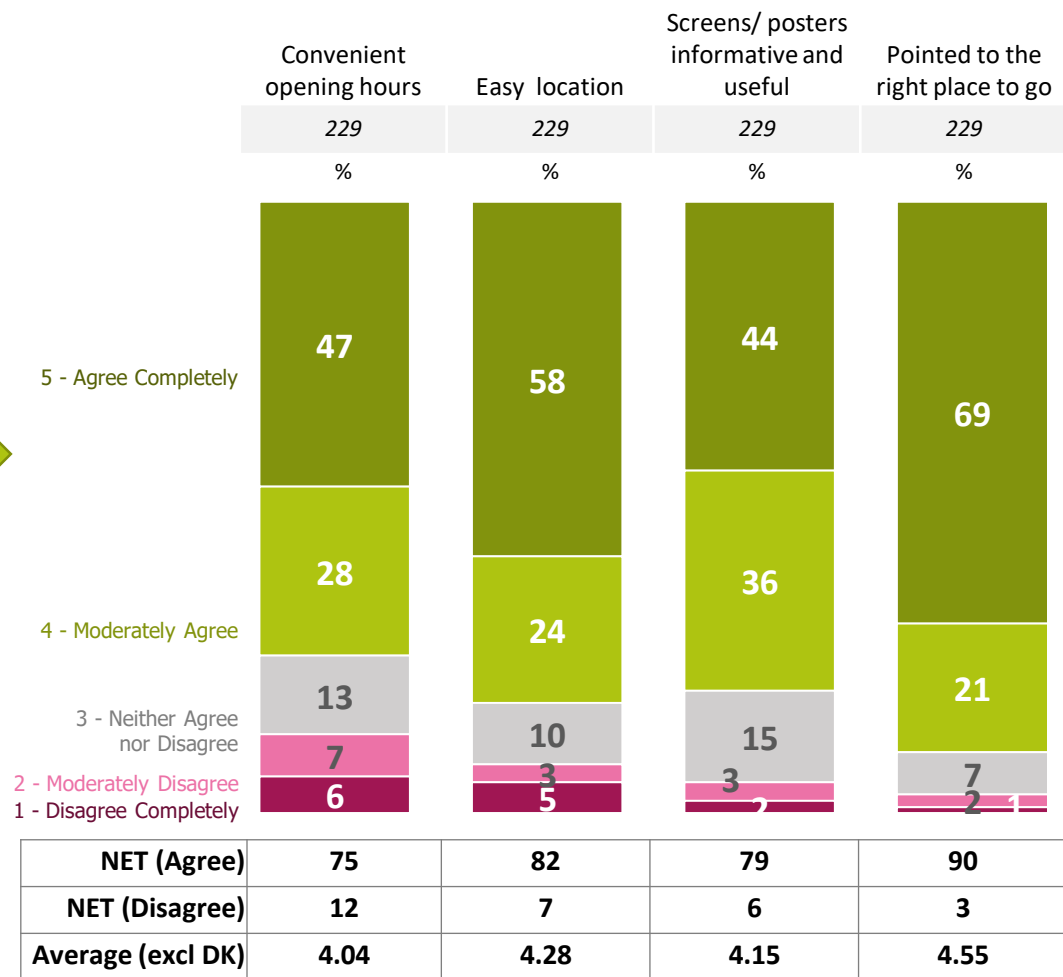
Overview of Performance - Face to Face Meetings

Base: All Jobseeker Participants N – 1,000

Just 23% of Jobseeker participants had face to face meetings with their local officer in 2021. Of this smaller group, satisfaction was highest for being pointed in the right place to go with a NET agree score of 90%.



Base: Of those who had face to face meetings



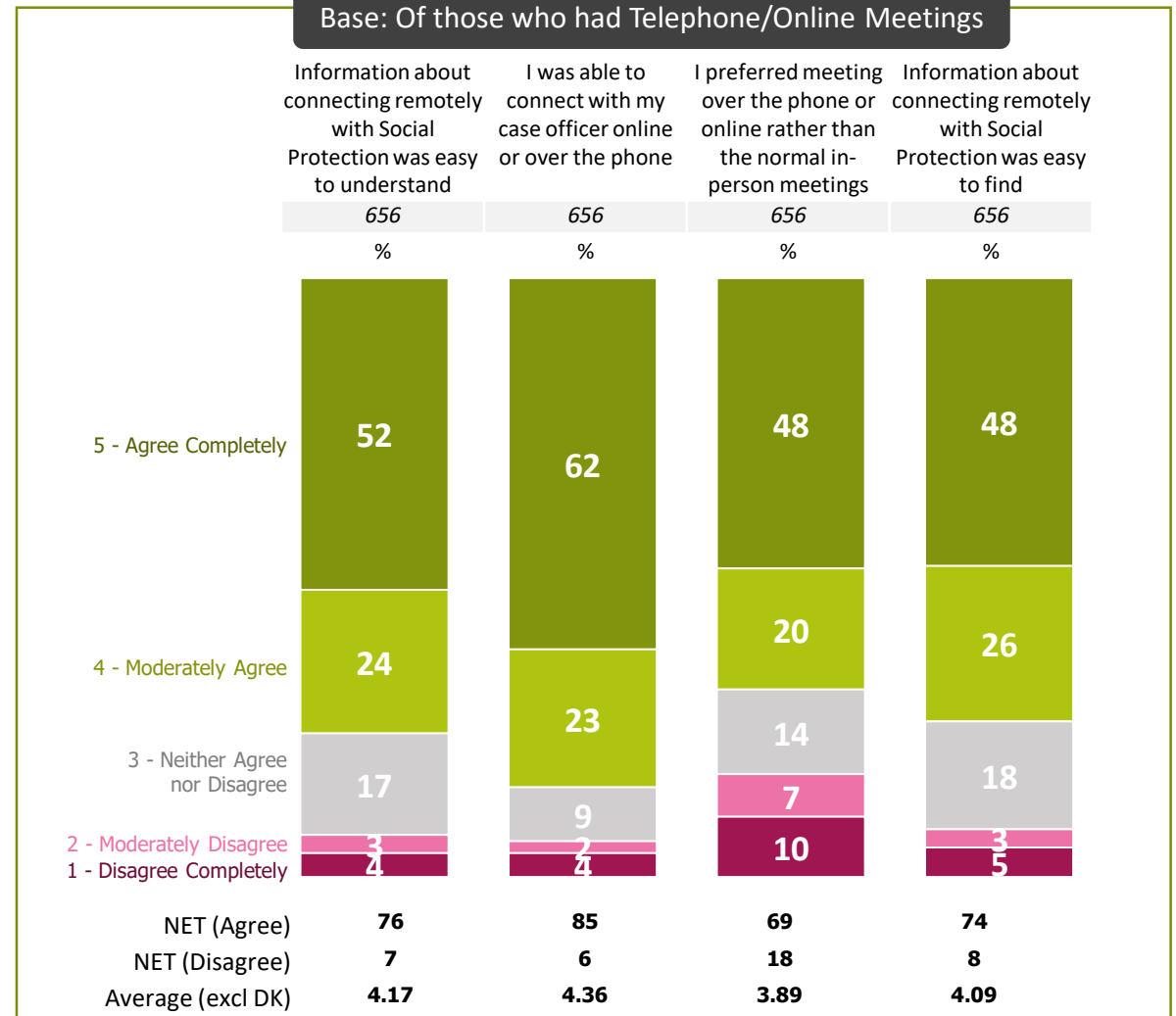
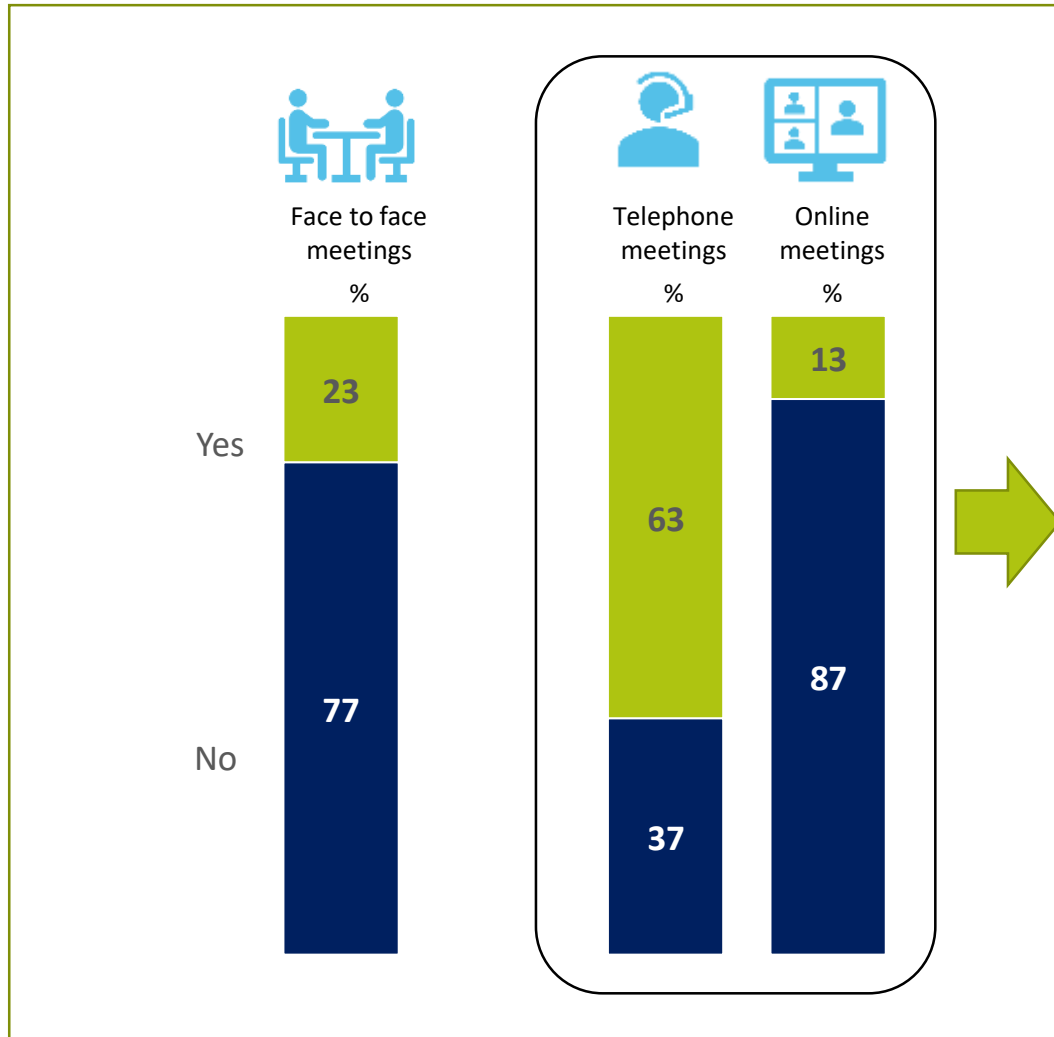
Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2021)?

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

Overview of Performance - Remote Capabilities

Base: All Jobseeker Participants N – 1,000

63% of all Jobseeker participants had telephone meetings with their local office during 2021, with 13% participating in online meetings. Amongst the sub-group of 656 respondents who had either telephone or online meetings, satisfaction is highest with the ability to connect with their case officer online or over the phone.



Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2020)?

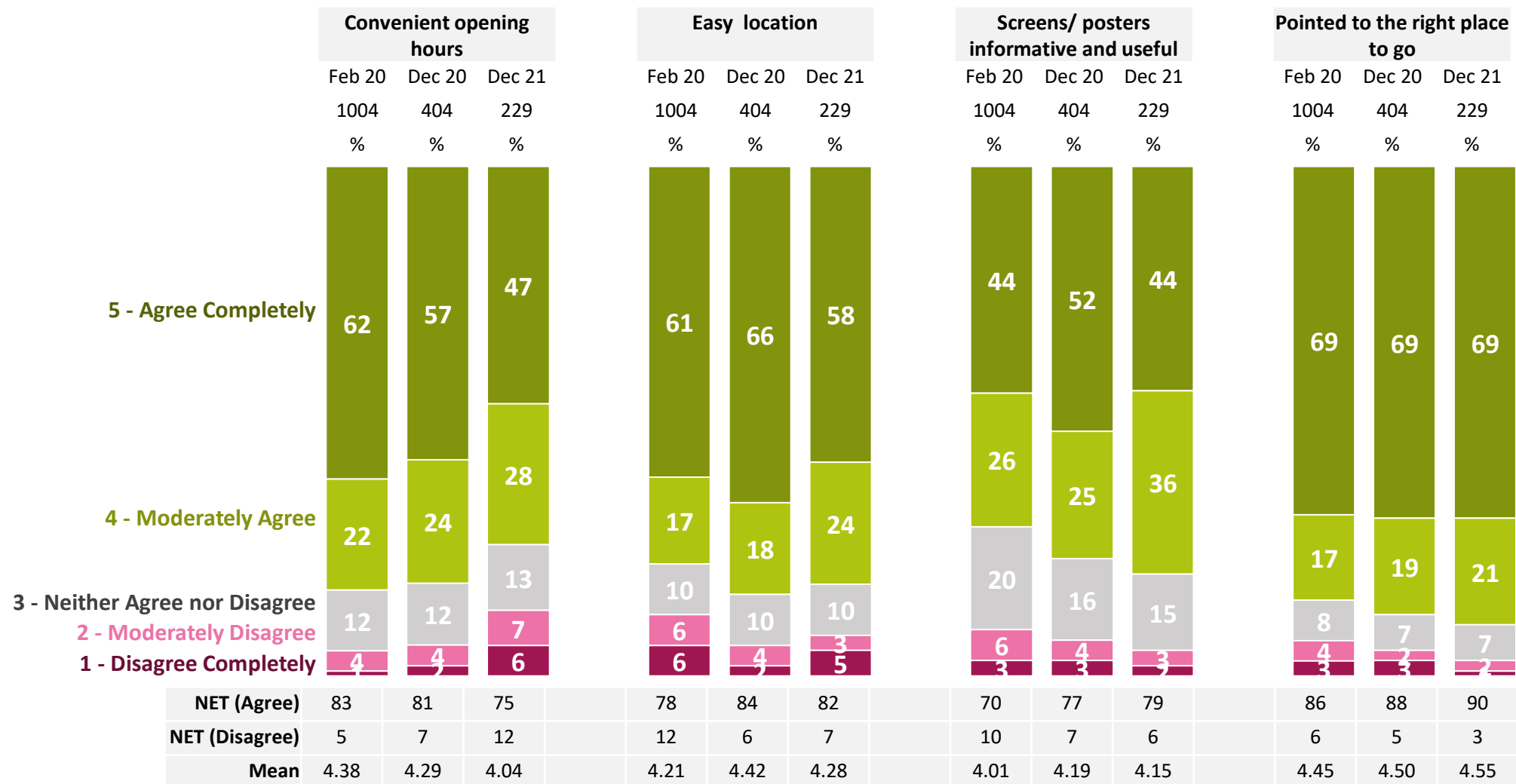
Q.2c Please indicate your level of agreement with the following statements..



Performance

Overview of office performance - December 2021

Base: All Jobseeker Participants N – 1,000; 404; 229



Note, when comparing results between February 2020 and those of December 2020 and December 2021, it should be noted that all Jobseeker participants were asked their views of the in-office experience of the February '20 survey, while only those who had actually visited a centre/office were asked about their experience there in the subsequent December surveys.

Notwithstanding this, there is evidence that satisfaction with convenient opening hours has fallen back, as has ease of location, and usefulness of screens/posters. Pointed to the right place to go has increased to 90% net agree.



This is based on a smaller base size of 229 this wave compared with the previous surveys.



Q.2b Now thinking about the Intreo centre/Branch 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'.

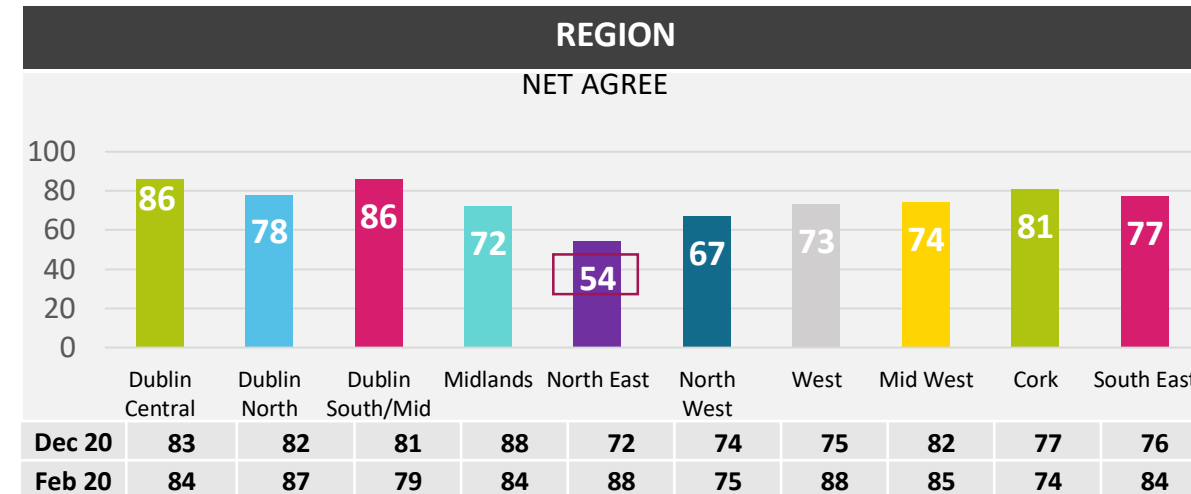
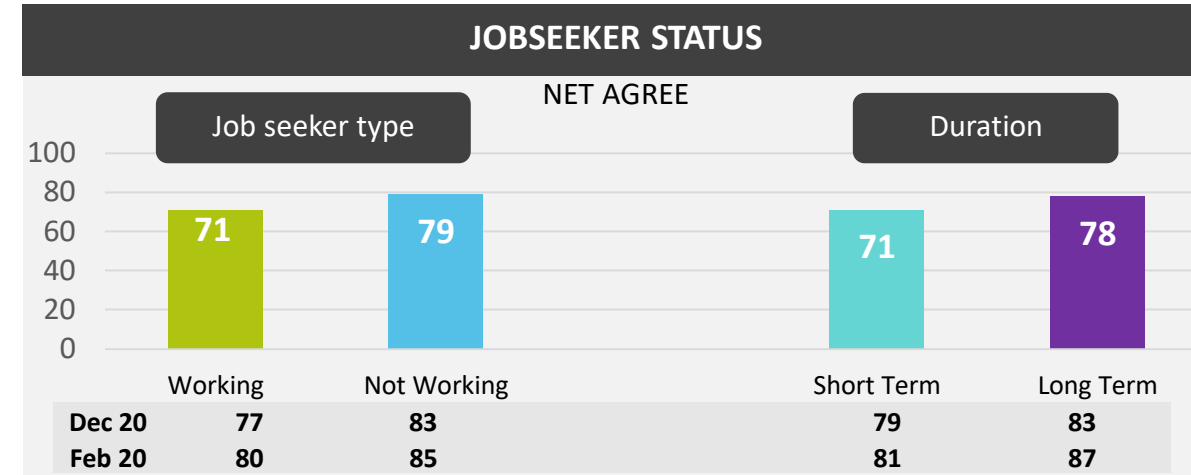
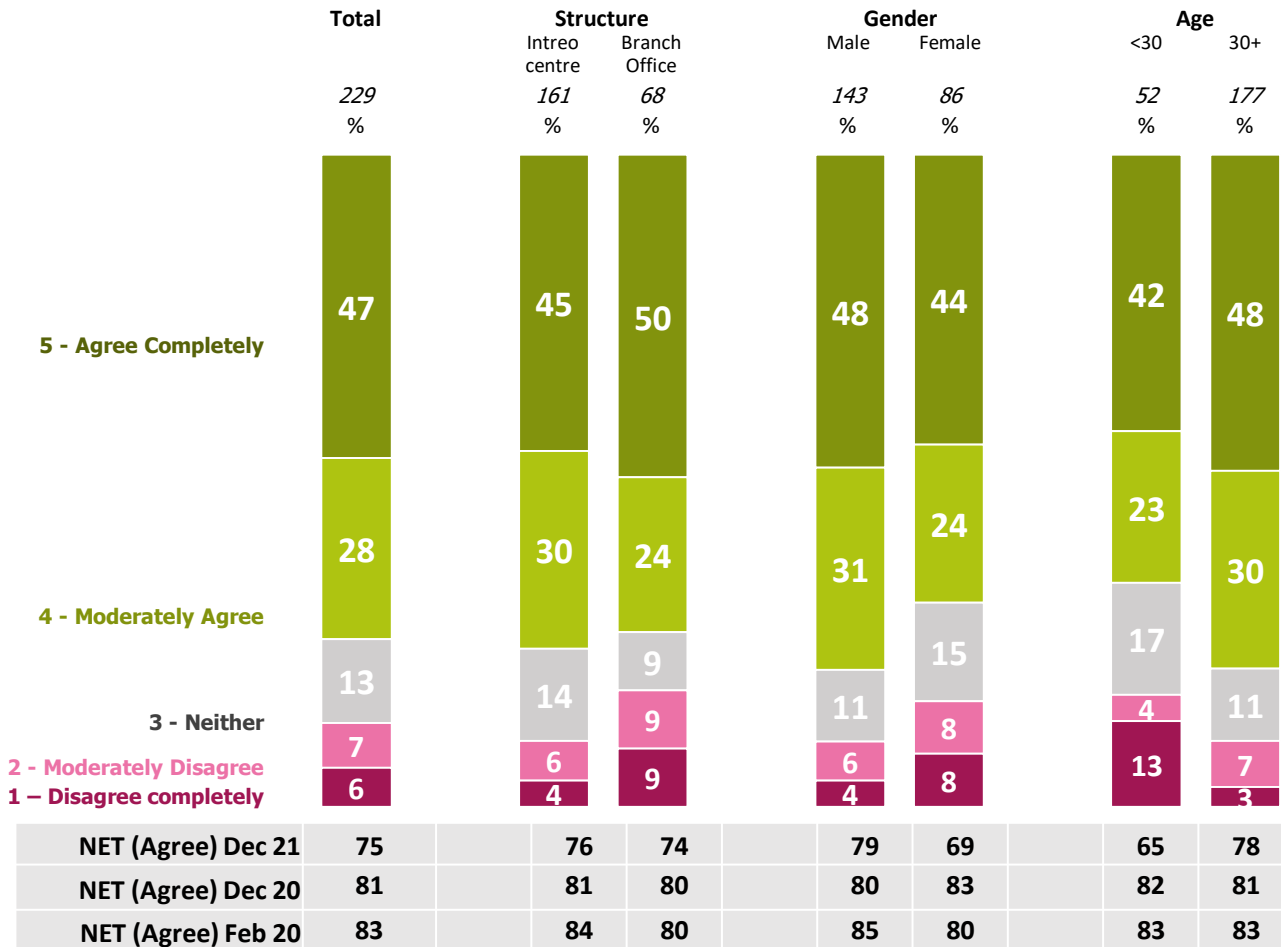
Opening hours are convenient for me

Base: All Jobseeker Participants who had Face to Face Meetings N - 229

 Statistically higher than total
 Statistically lower than total





Three-quarters of those who had a face-to-face meeting in 2021 found the opening hours to be convenient for them – levels of satisfaction varied by region with those in the North East least satisfied. While not statistically significant, Under 30's were also lower than the average on the convenience of opening hours.



Q.2b Now thinking about the Intreo centre/Branch 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'.

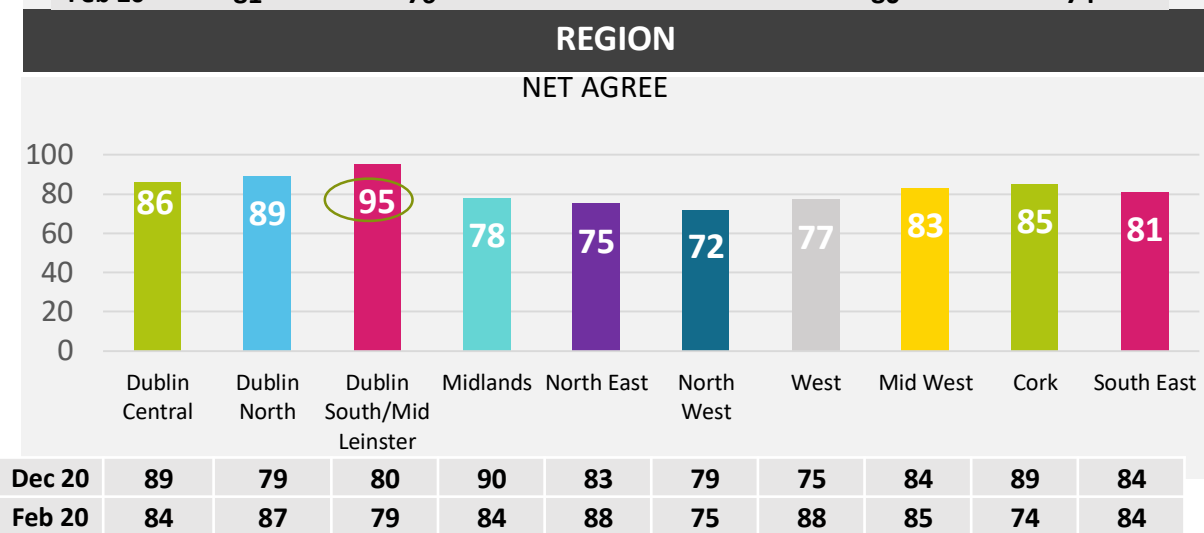
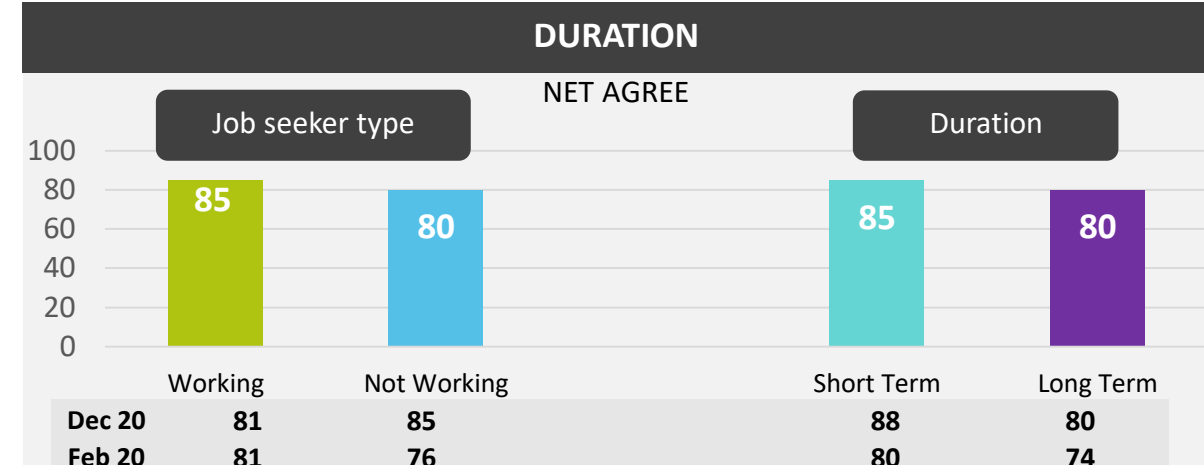
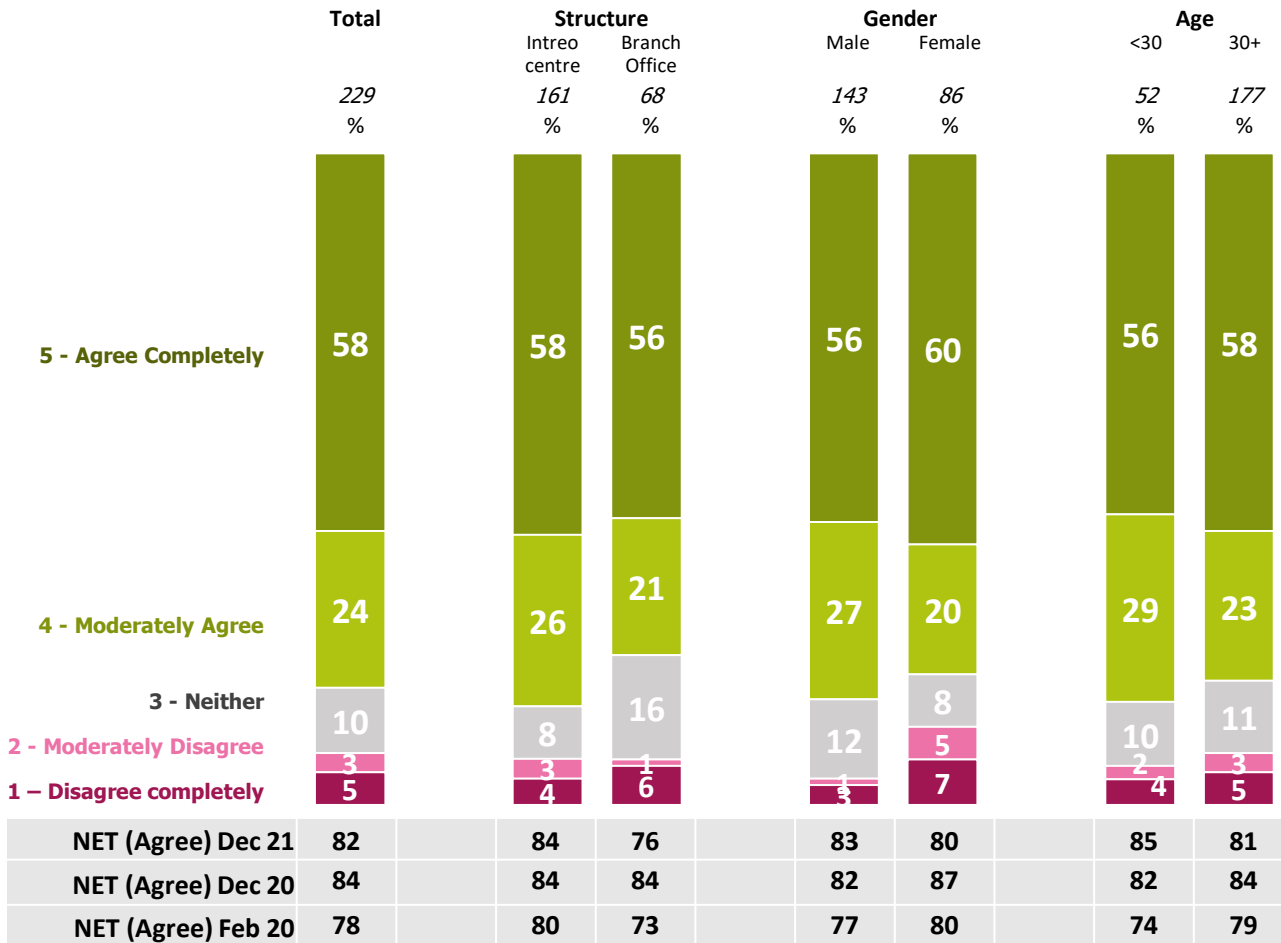
Easy location

Base: All Jobseeker Participants who had Face to Face Meetings N - 229

 Statistically higher than total
 Statistically lower than total





Satisfaction with easy location is consistently high across all of the Jobseeker participants who had face to face meetings over the course of 2021, with those in Dublin South/Mid Leinster most likely to agree.



Q.2b Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.

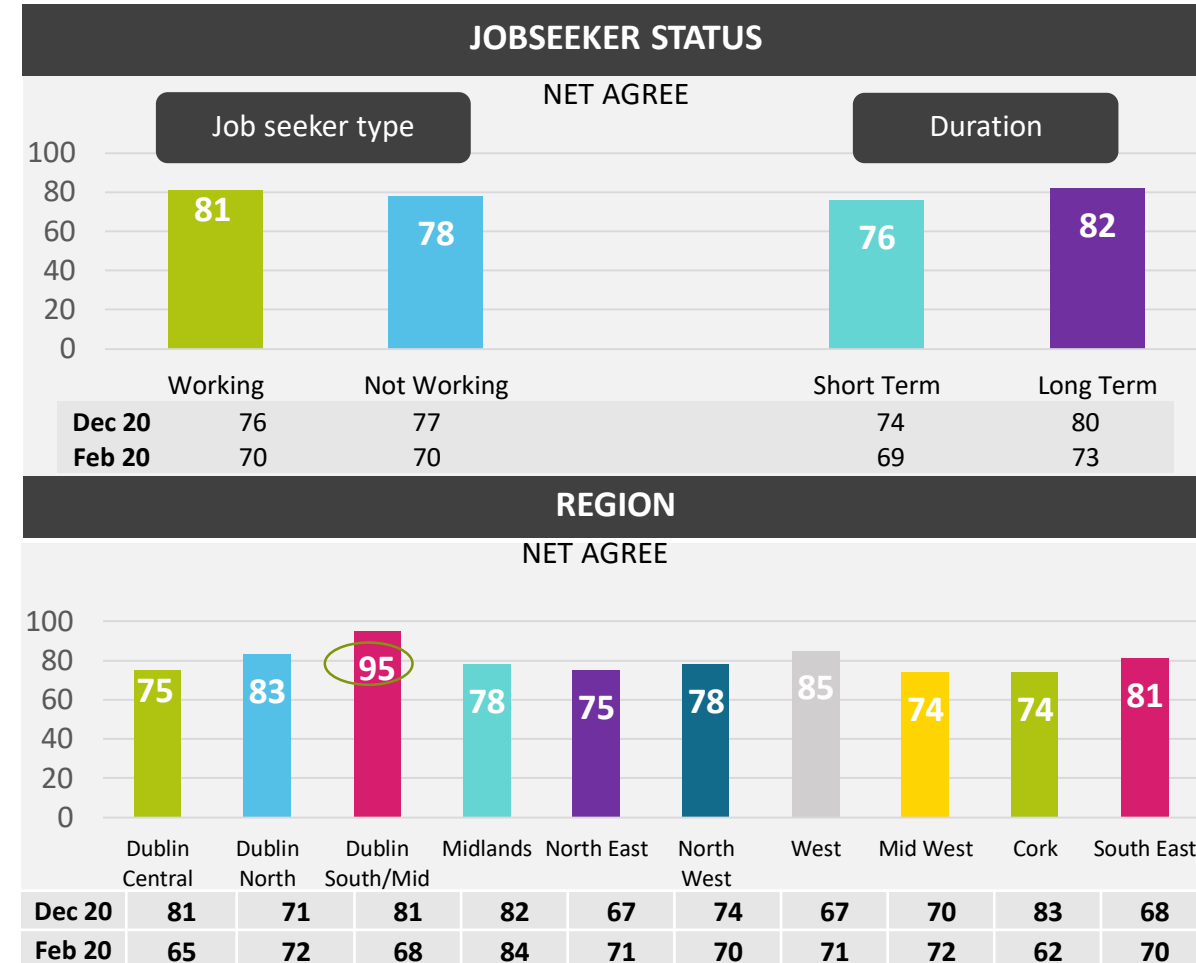
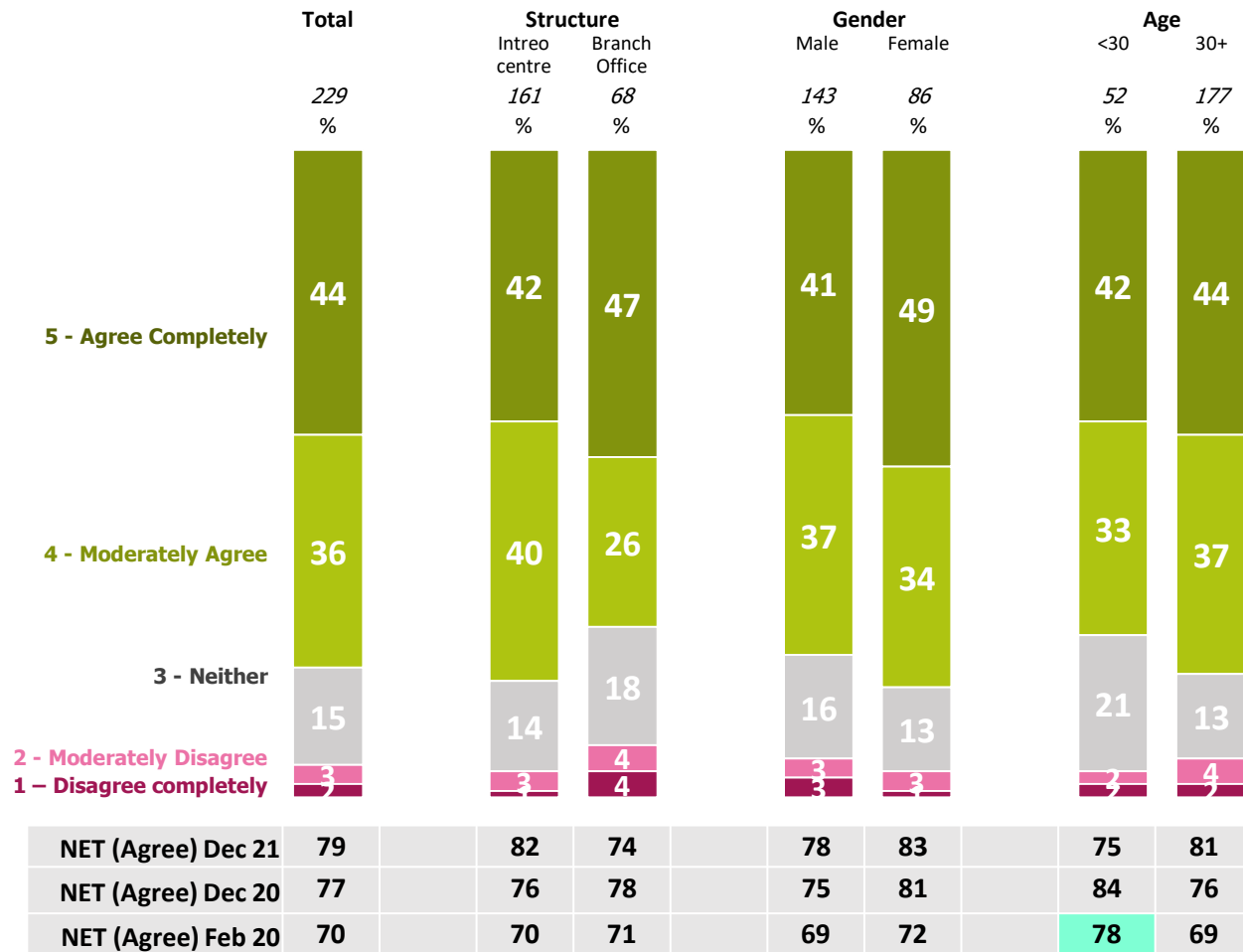
Screens/ posters informative and useful

Base: All Jobseeker Participants who had Face to Face Meetings N - 229

 Statistically higher than total
 Statistically lower than total





Dublin South/Mid Leinster particularly satisfied with the extent to which the screens/posters are informative and while not statistically significant women and those aged under 30 years were also more satisfied in this regard.



Q.2b Now thinking about the Intreo centre/Branch 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'.

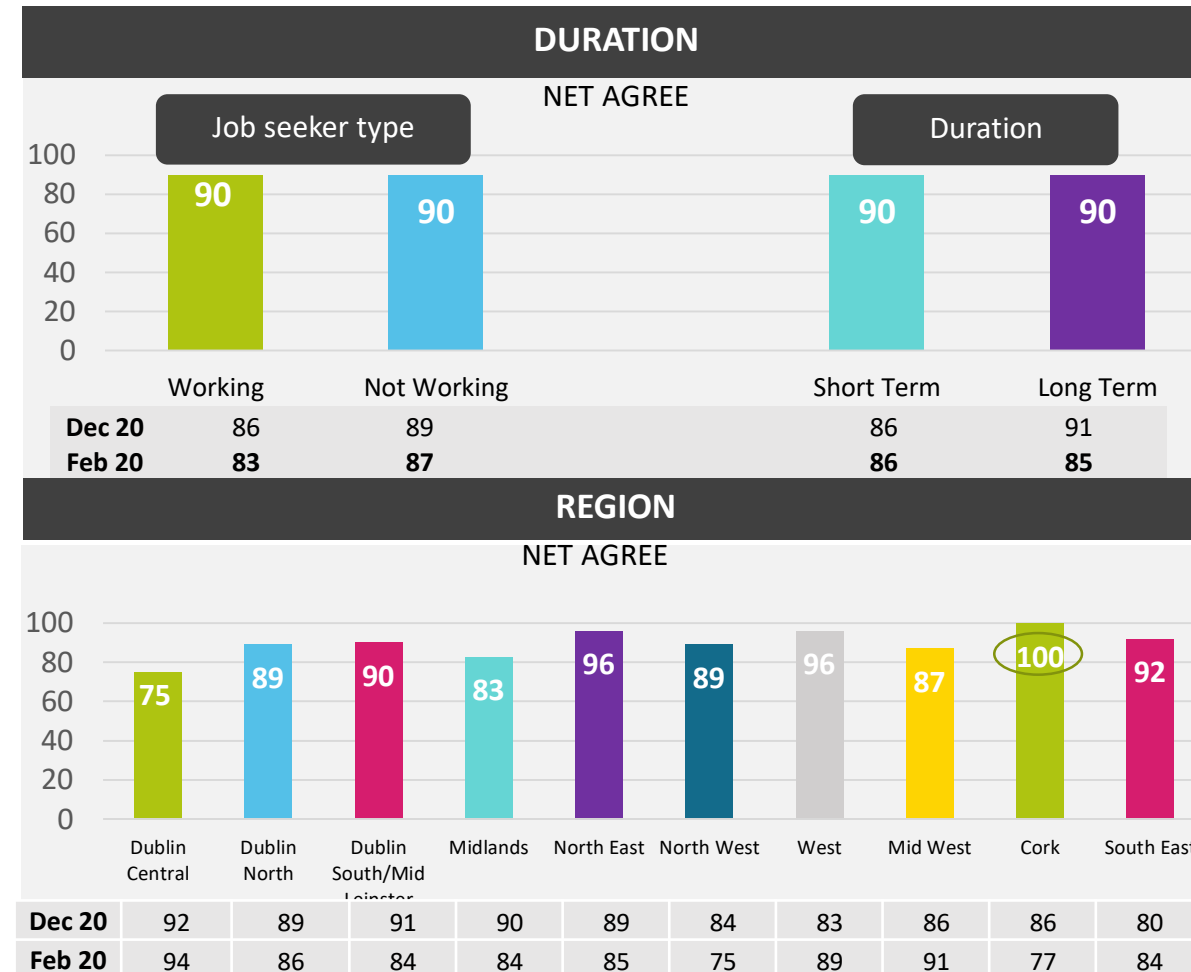
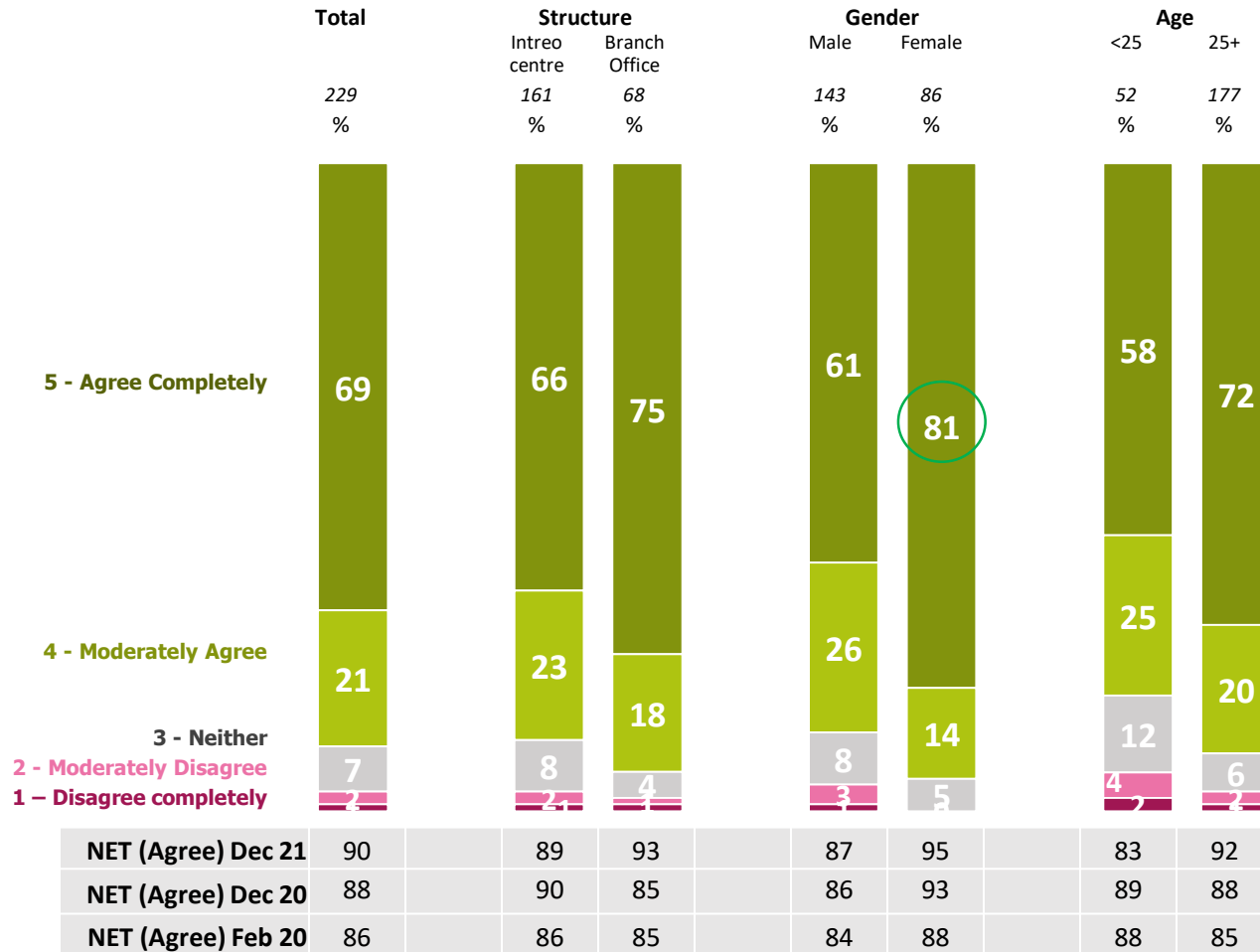
Quickly pointed to the right place to go

Base: All Jobseeker Participants who had Face to Face Meetings N - 229

 Statistically higher than total
 Statistically lower than total



Satisfaction with being quickly pointed to the right place to go is extremely high at 90% amongst all of those who had a face-to-face meeting, a figure which rises to 95% of female respondents in this group (with 81% significantly higher on agree completely). Cork region also statistically significant at 100% of this group).



Q.2 Now thinking about the Intreo centre/Branch 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'.



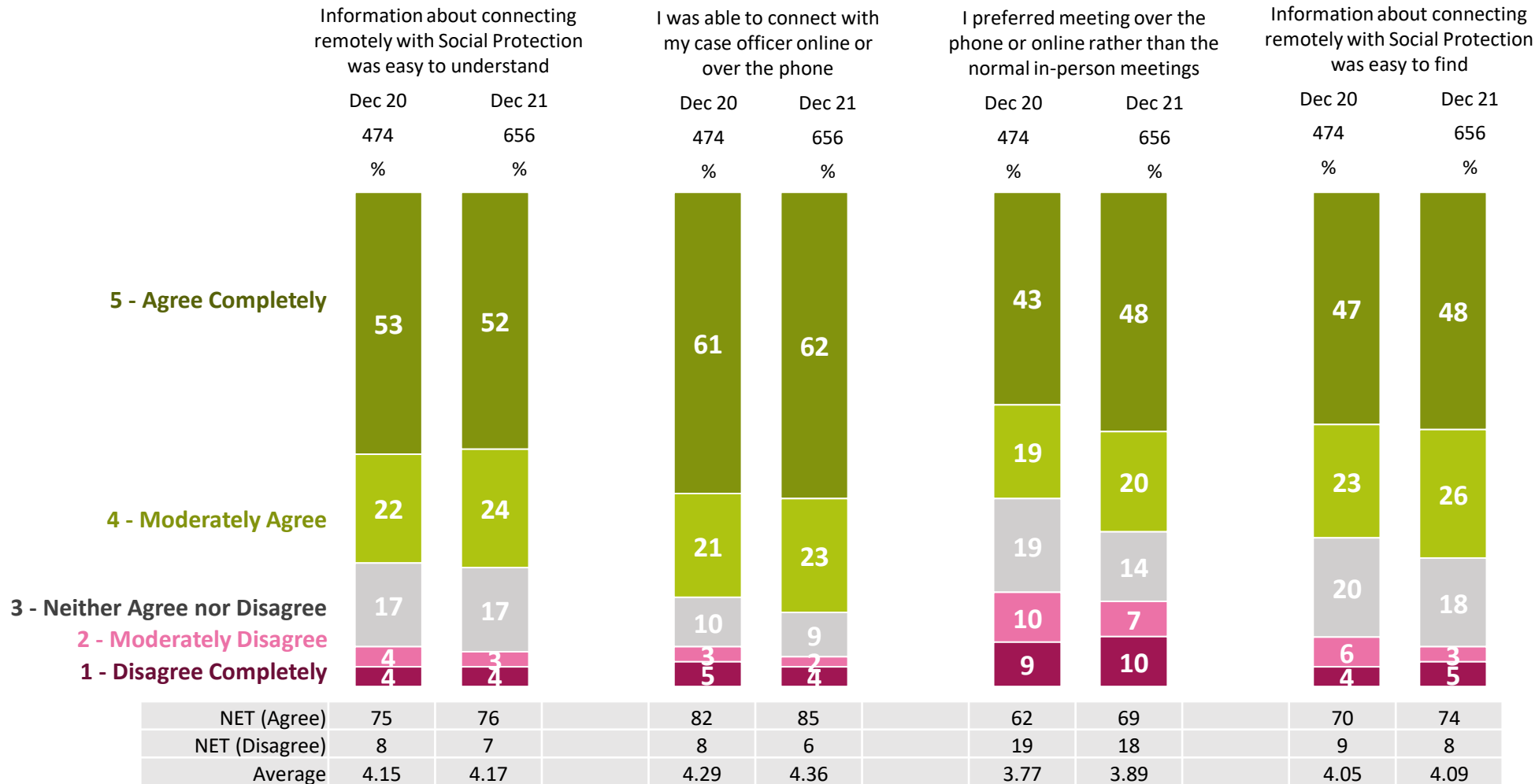
Remote Facilities

Overview of Office Performance Remote Capabilities - Dec 2021



Base: All Jobseeker Participants who had Telephone/Online Meetings N – 474; 656

Those who had telephone/online meetings were especially satisfied with the ability to connect with their case officers online or over the phone. Of this cohort, 69% agreed that they preferred meeting over the phone or online rather than the normal in-person meetings (up 7% vs Dec 2020).



Q.2c Now thinking about the Intreo centre/Branch 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'.

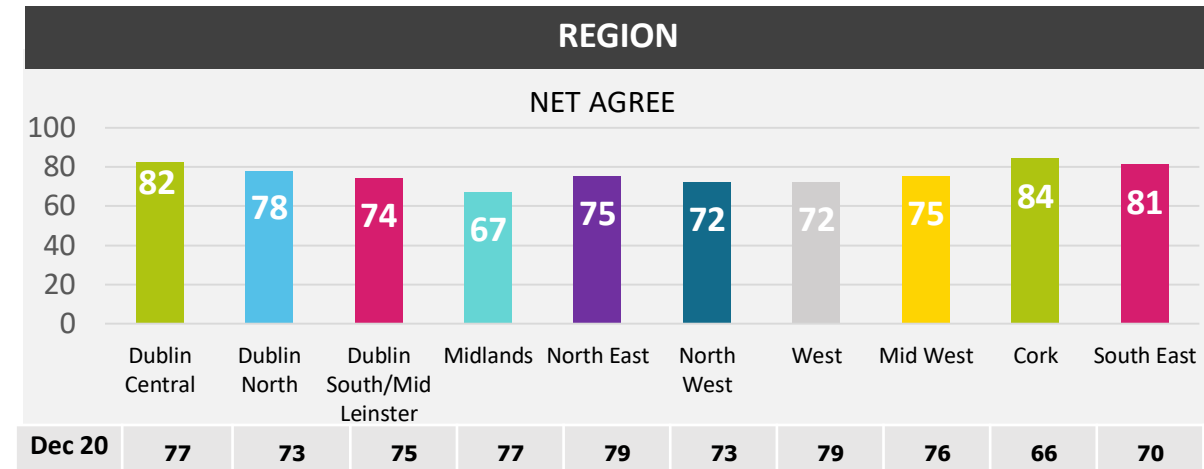
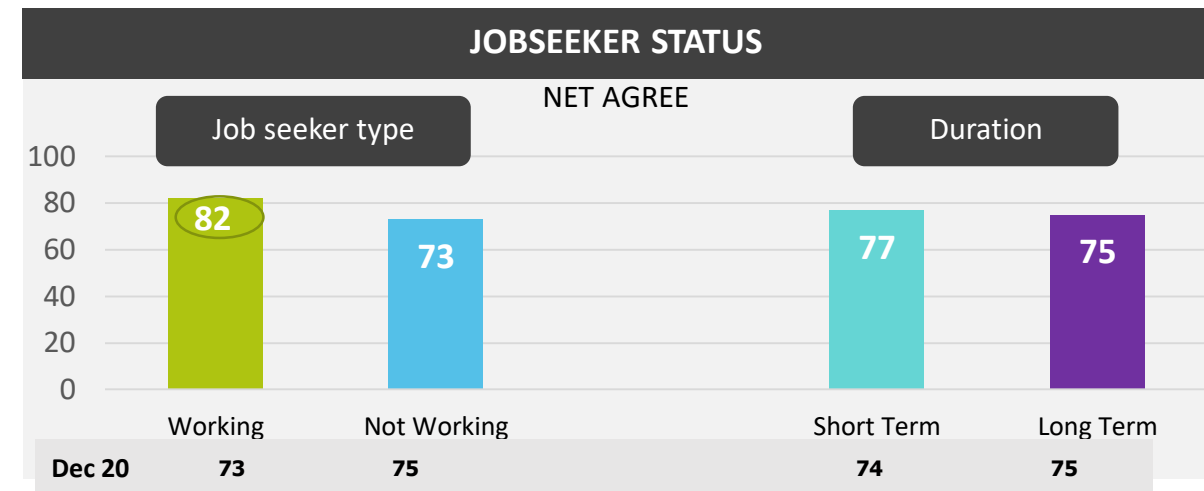
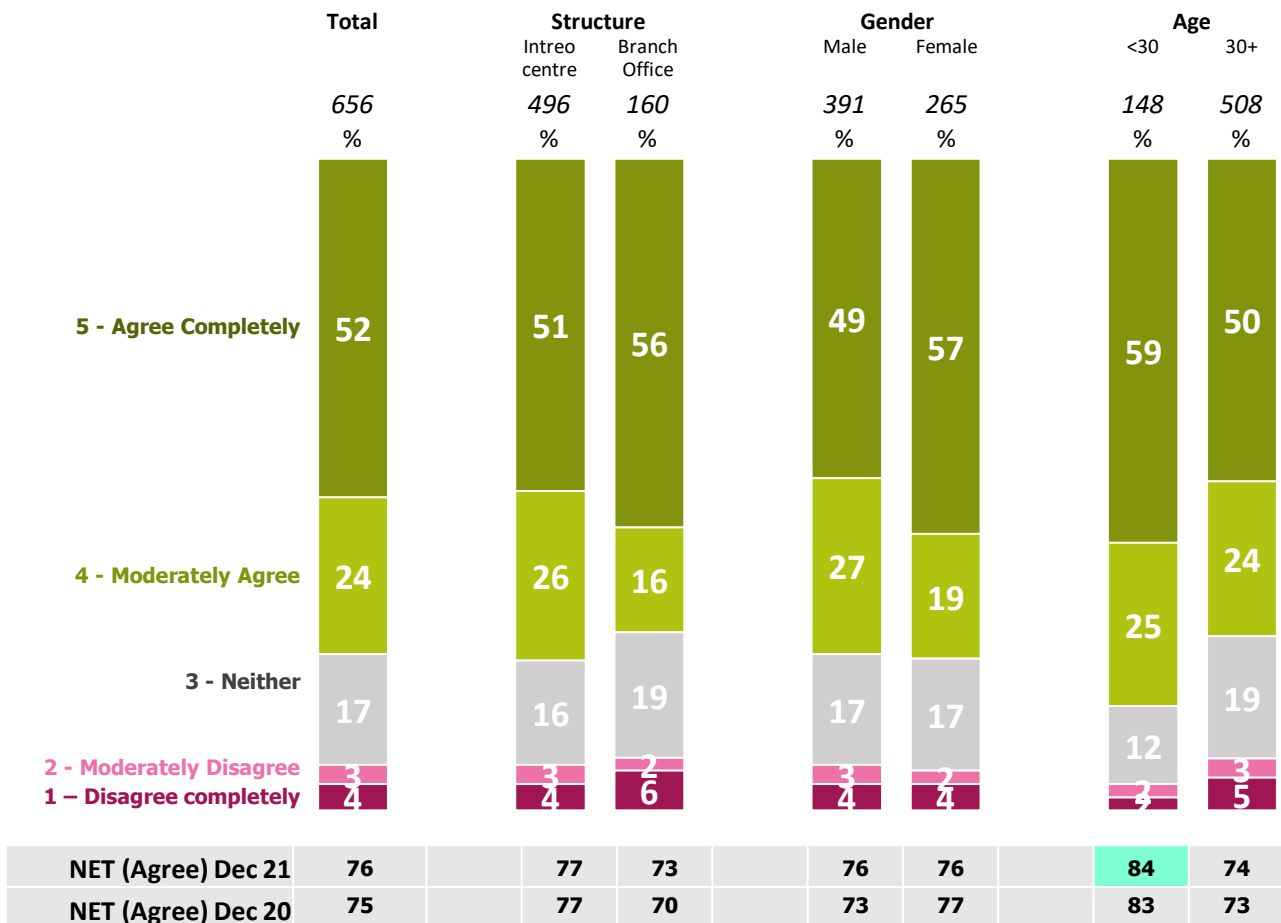
Information about connecting remotely with Department of Social Protection was easy to understand



Base: All Jobseeker Participants who had Telephone/Online Meetings N - 656

82 Statistically higher than total
73 Statistically lower than total

Over three-quarters of those who had telephone/online meetings agreed that the information about connecting remotely with social protection was easy to understand, with just 7% disagreeing. This was significantly higher for younger respondents, as well as those now working.



Q.2c Now thinking about the Intreo centre/Branch 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'.

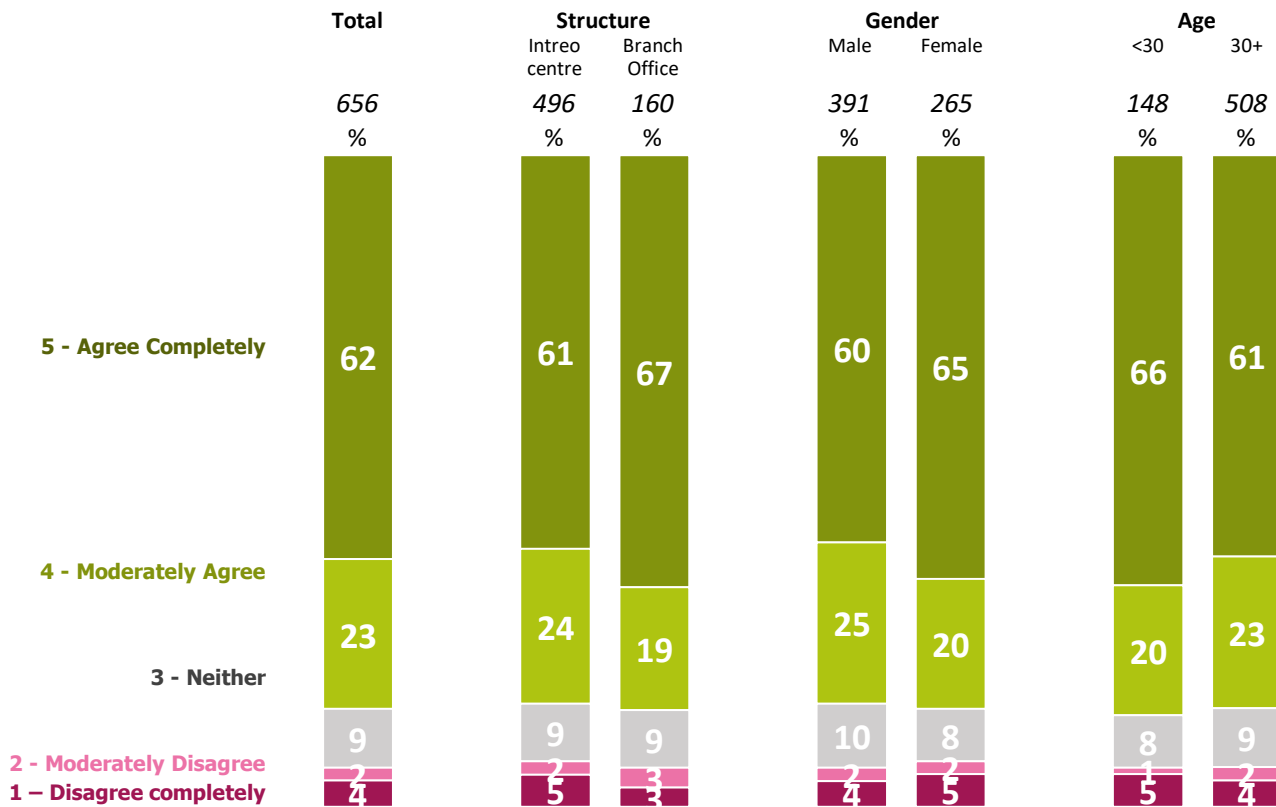
I was able to connect with my case officer online or over the phone



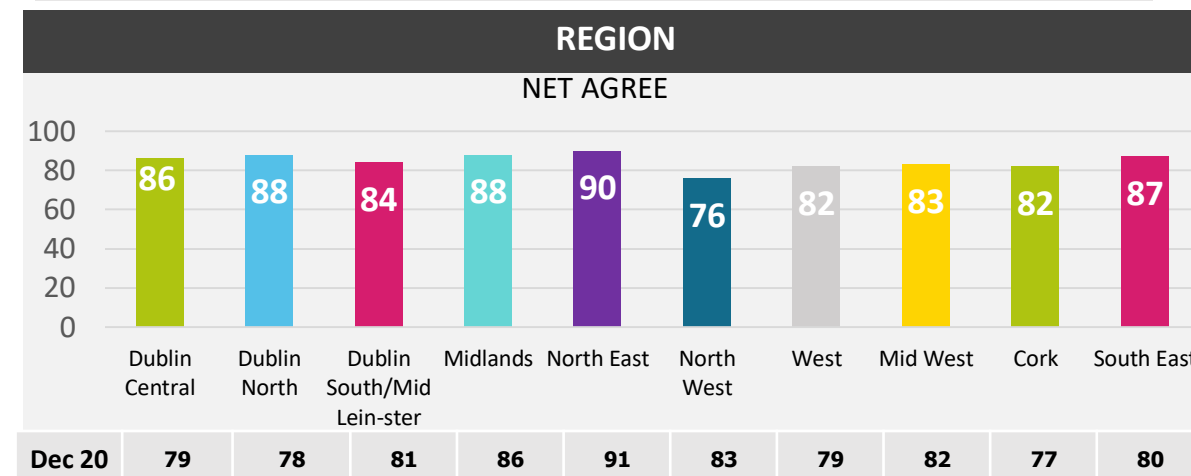
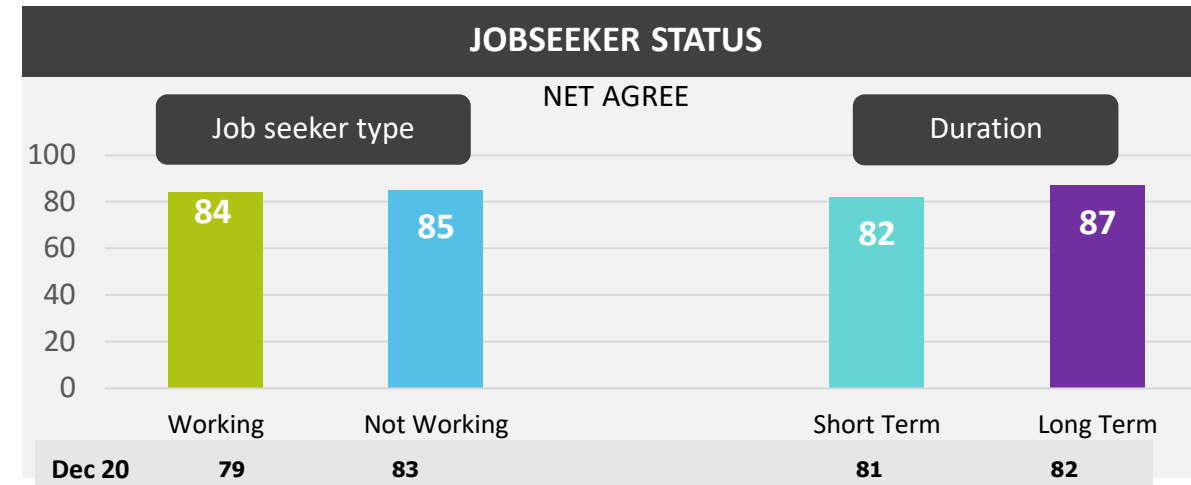
Base: All Jobseeker Participants who had Telephone/Online Meetings N - 656

○ Statistically higher than total
□ Statistically lower than total

Participants also reported being able to connect with their case officer online or over the phone – with 85% agreeing that this was the case, and only 6% disagreeing.



| | | | | | | | |
|---------------------------|----|----|----|----|----|----|----|
| NET (Agree) Dec 21 | 85 | 84 | 86 | 85 | 85 | 86 | 84 |
| NET (Agree) Dec 20 | 82 | 81 | 82 | 81 | 82 | 83 | 82 |



Q.2c Now thinking about the Intreo centre/Branch 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'.

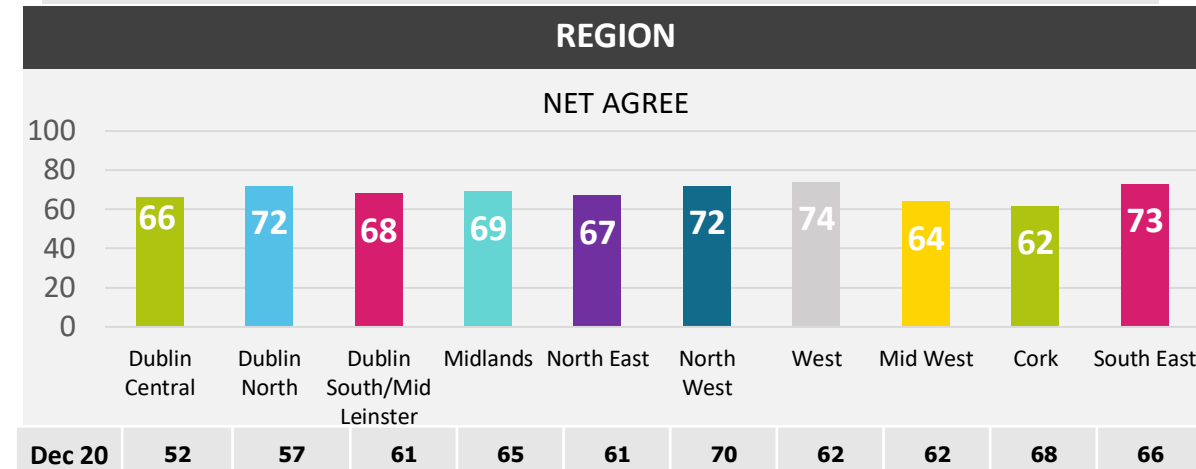
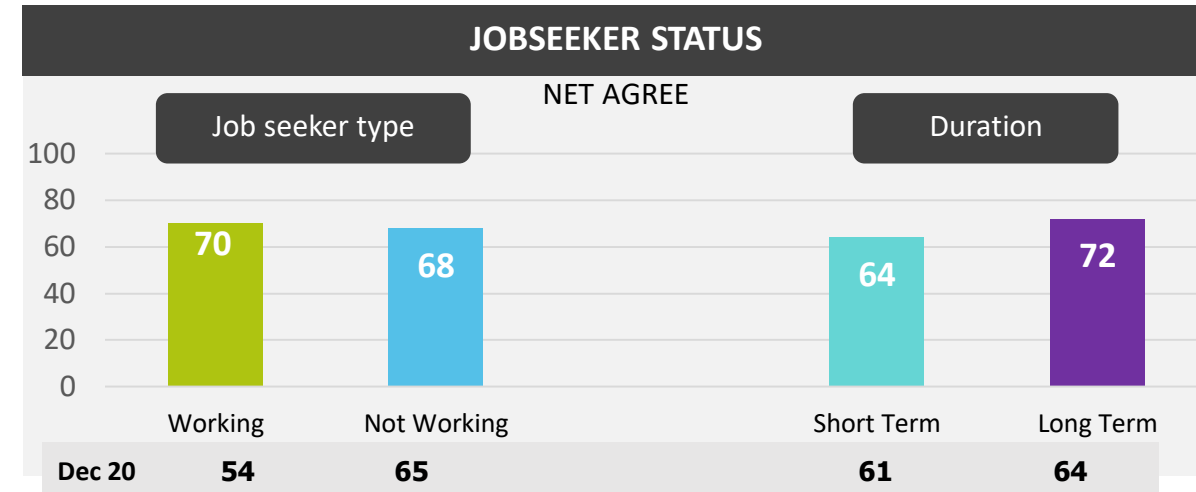
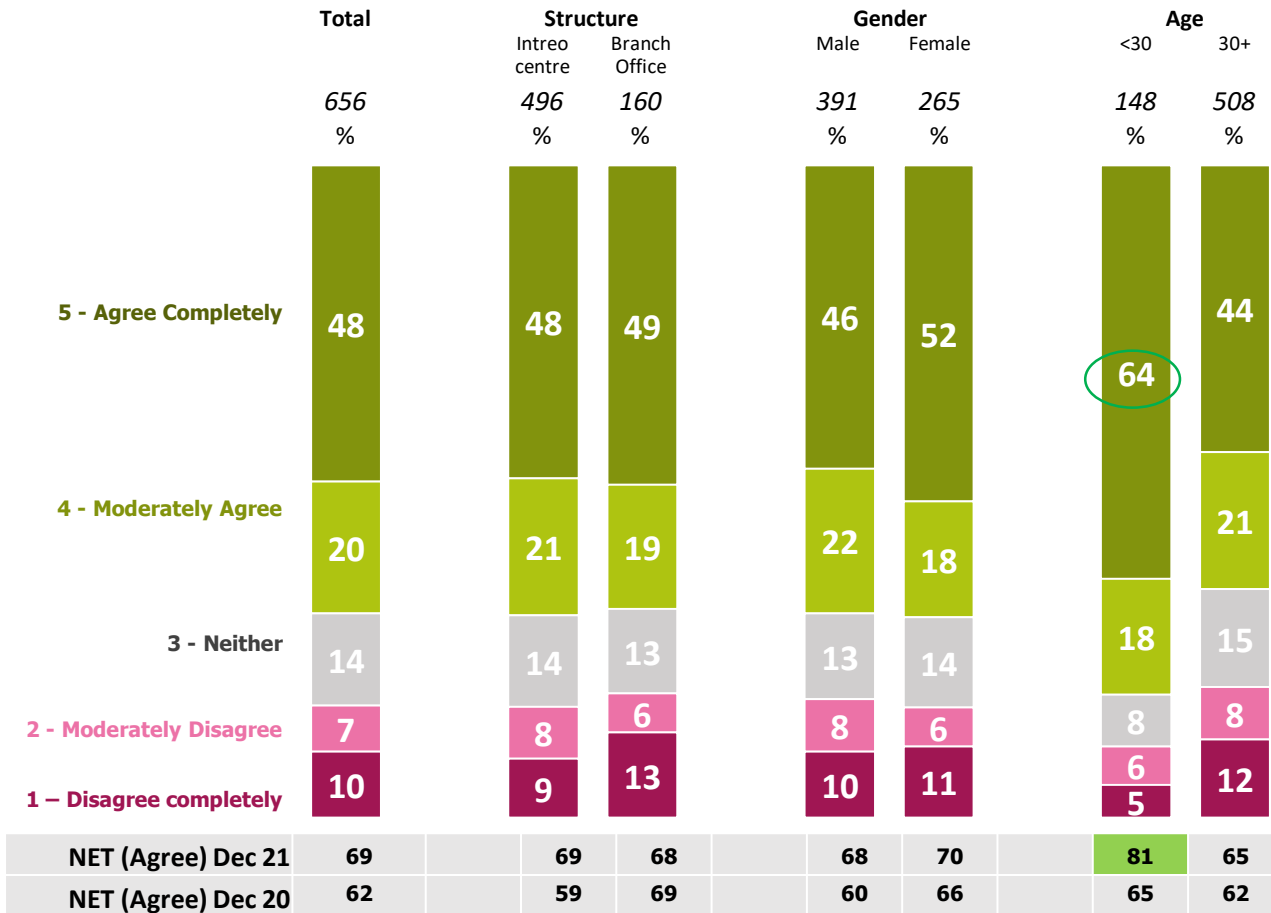
I preferred meeting over the phone or online rather than the normal in-person meetings



Base: All Jobseeker Participants who had Telephone/Online Meetings N - 656

○ Statistically higher than total
□ Statistically lower than total

Those aged under 30 years were statistically higher than the average to indicate that they preferred meeting over the phone or online compared to the usual in-person meetings.



Q.2c Now thinking about the Intreo centre/Branch 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'.

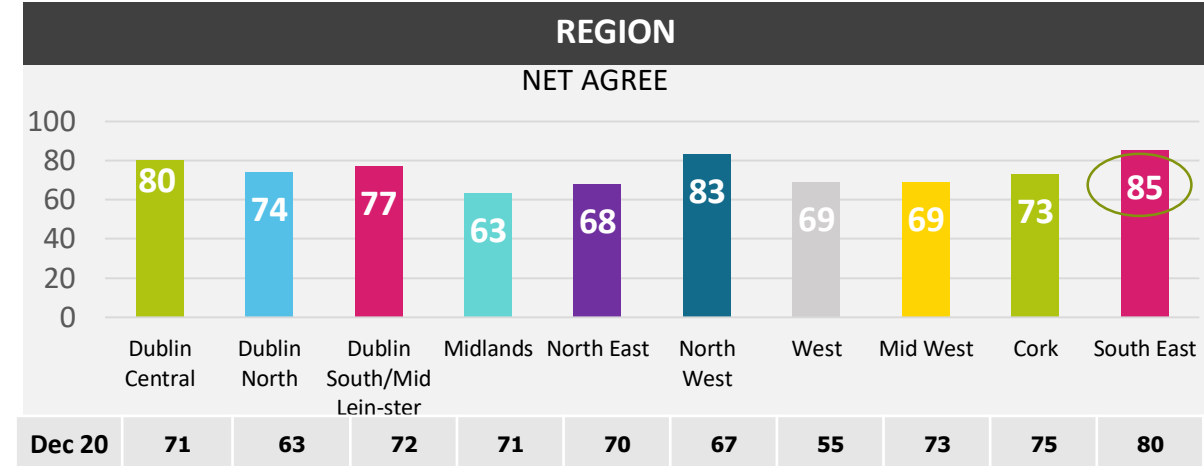
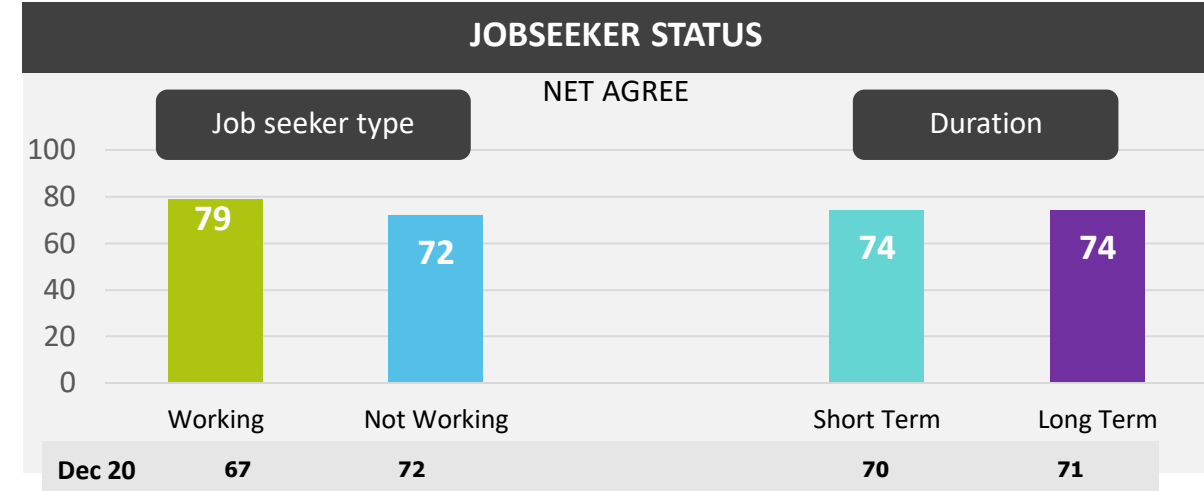
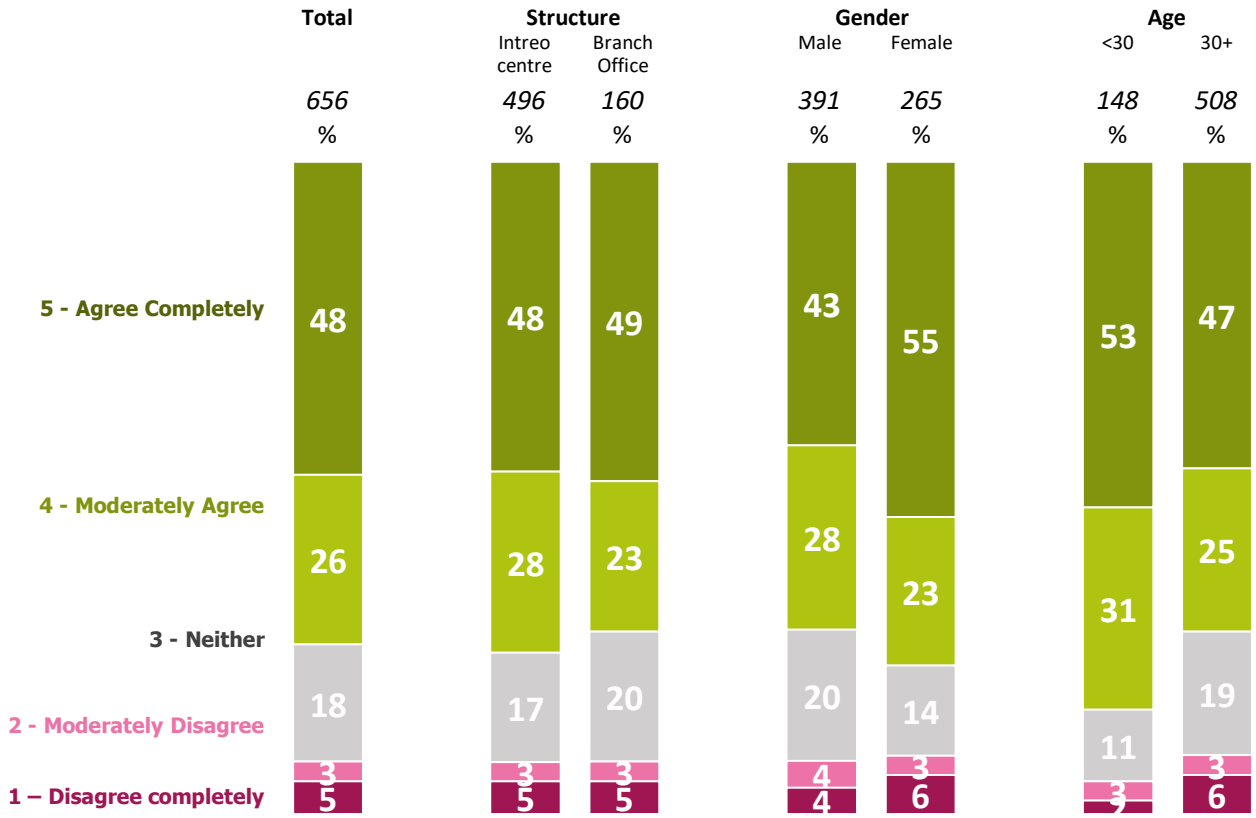
Information about connecting remotely with Department of Social Protection was easy to find



Base: All Jobseeker Participants who had Telephone/Online Meetings N - 656

 Statistically higher than total
 Statistically lower than total

There was high agreement levels that information about connecting remotely with the Department was easy to find and again, this was significantly higher for younger participants, with those in the South East region also displaying strongest agreement.



| | | | | | | | |
|--------------------|----|----|----|----|----|----|----|
| NET (Agree) Dec 21 | 74 | 75 | 72 | 72 | 78 | 84 | 72 |
| NET (Agree) Dec 20 | 70 | 71 | 69 | 68 | 75 | 78 | 69 |



Staff

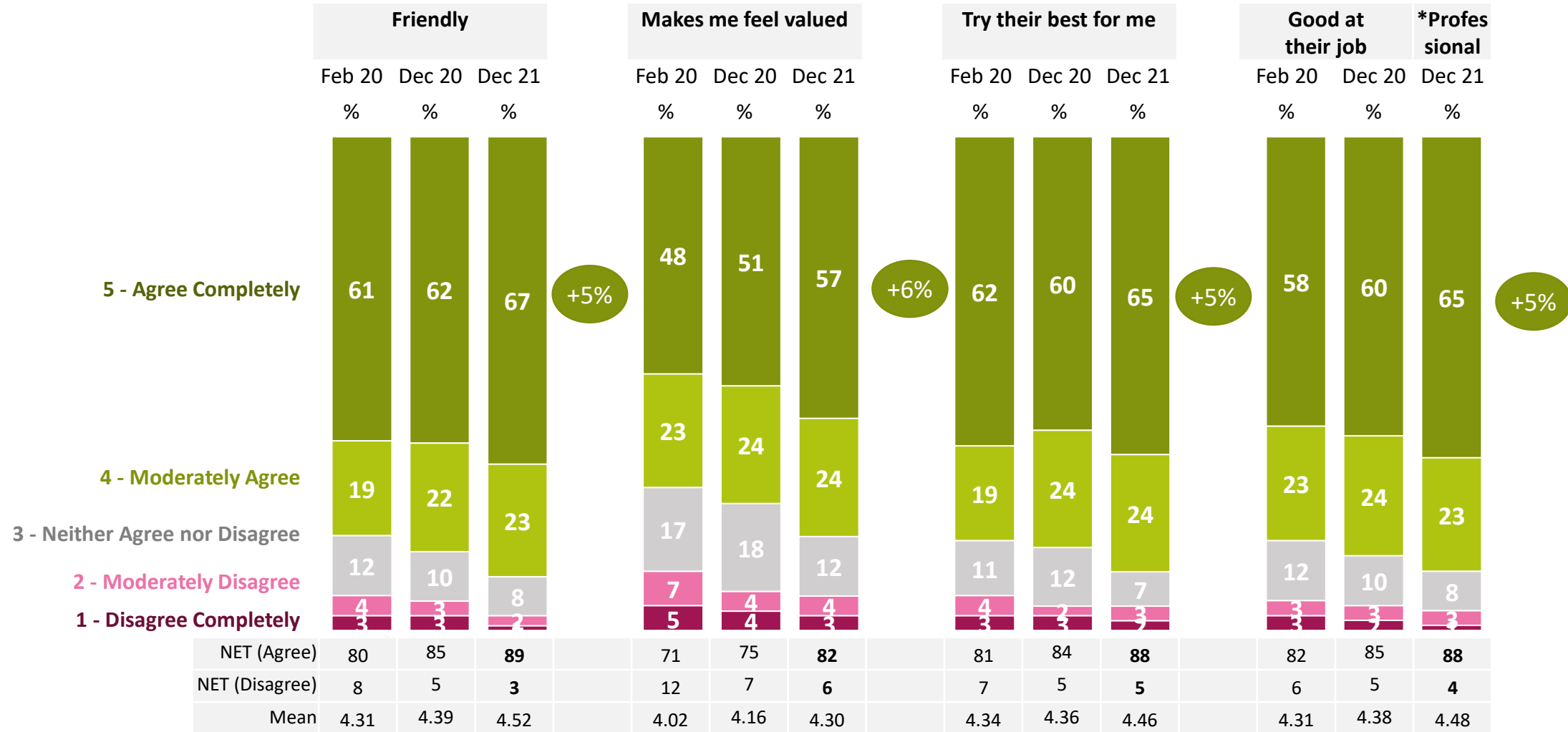
Overview of Staff Performance - December 2021

Base: All Jobseeker Participants N - 1000

○ Statistically higher than total
□ Statistically lower than total



Rating of Jobseeker staff is very high, with improvements on staff scores across all dimensions. The agree completely score is up 5% across all vs December 2020, +6% on Makes me feel valued.



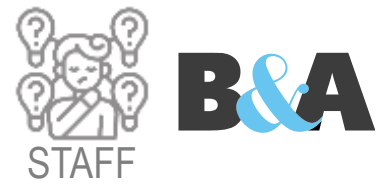
*Statement wording change from staff very good at their jobs to 'professional' at job

Q.3 Now thinking about the Intreo centre/Branch 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'.

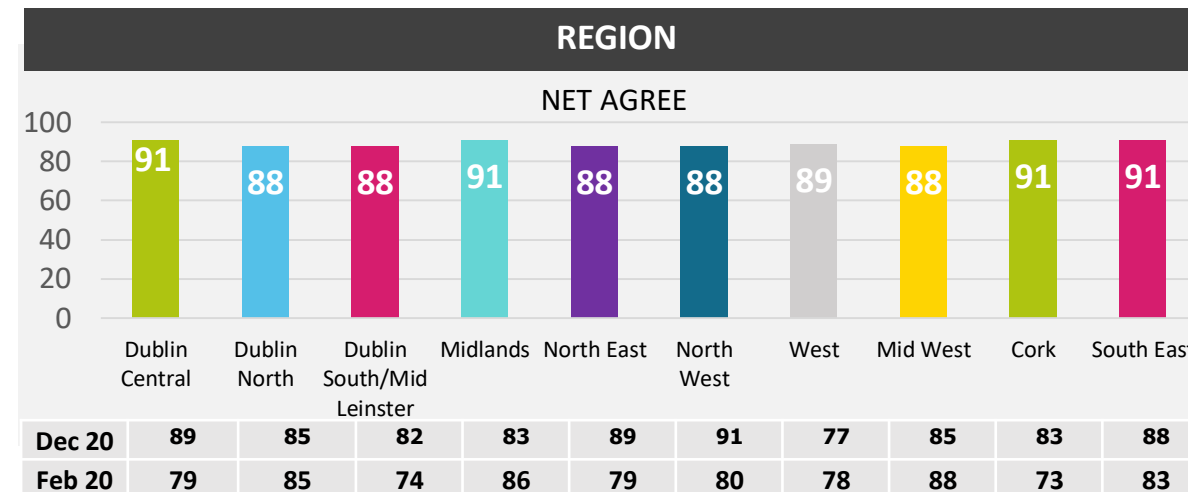
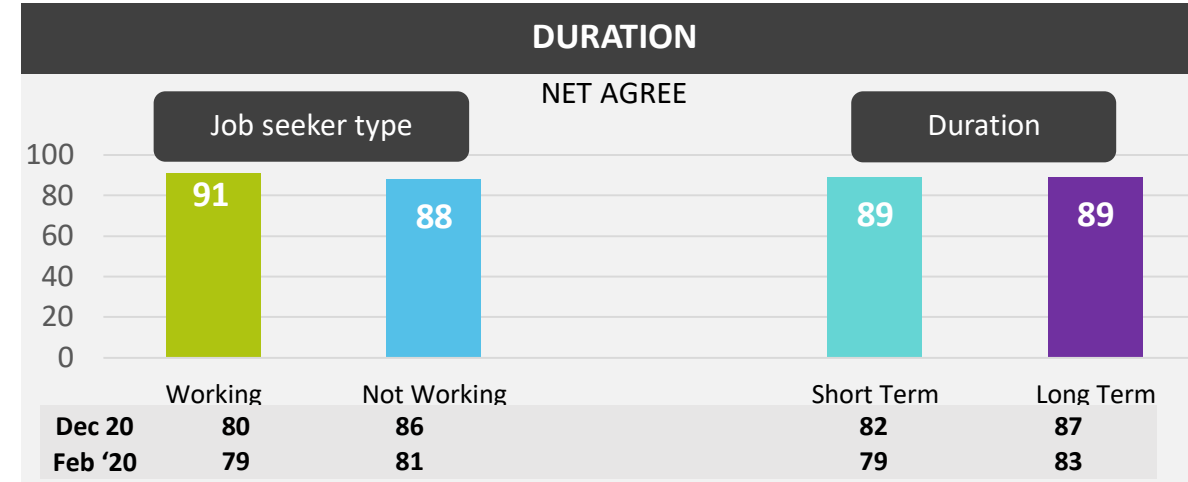
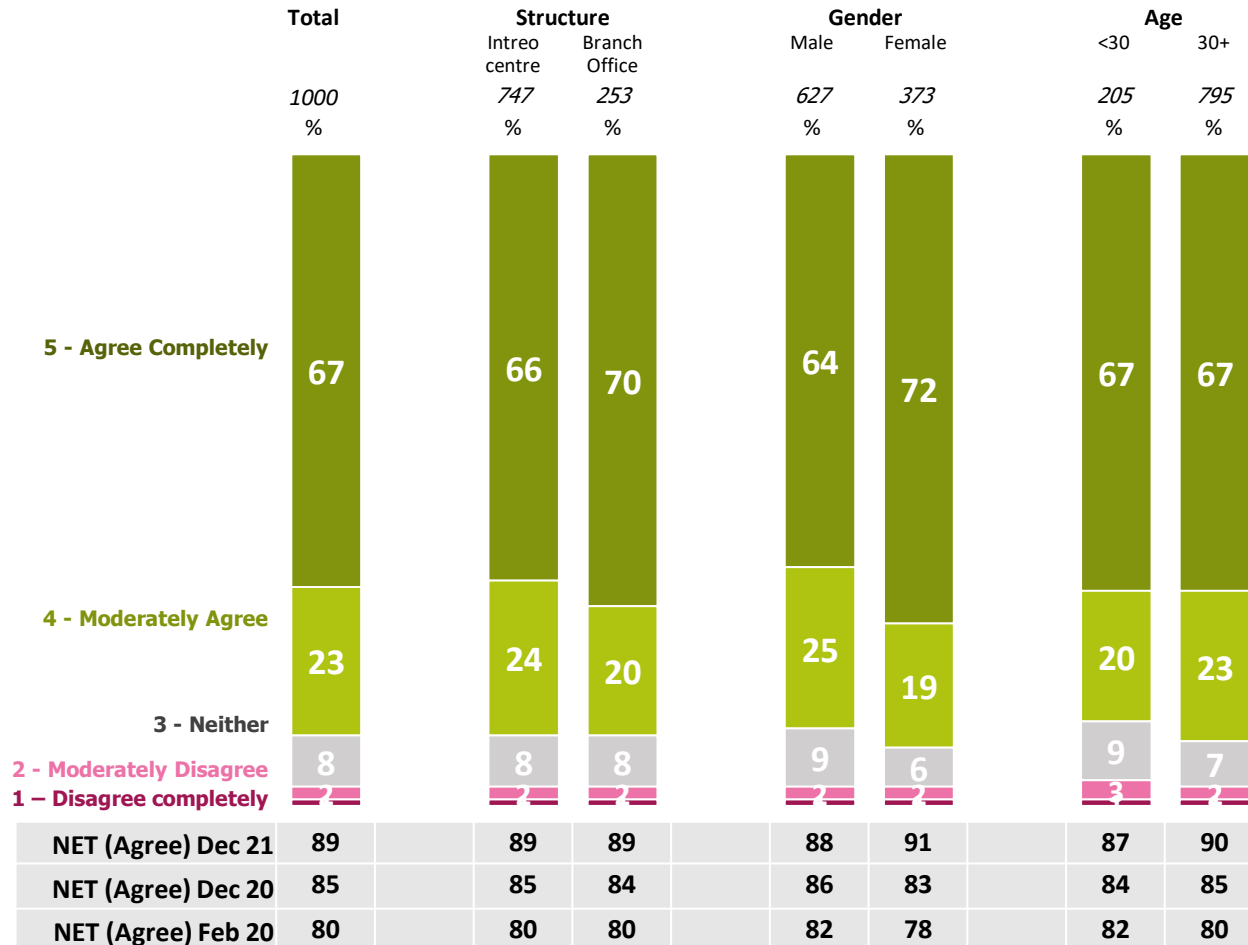
Staff are friendly

Base: All Jobseeker Participants N - 1000

■ Statistically higher than total
■ Statistically lower than total



There are no significant differences in the high level of agreement that Jobseeker staff are friendly, across the different participant groupings, although females and younger participants are more likely to agree.

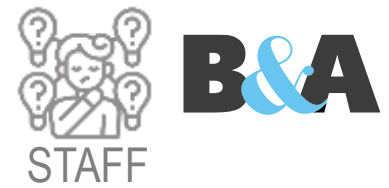


Q.3 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.

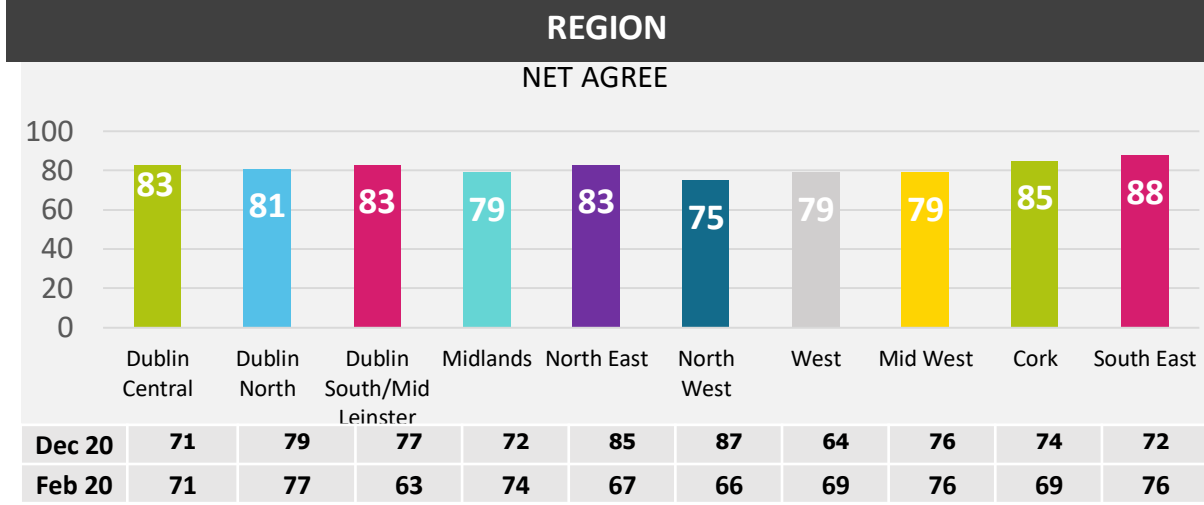
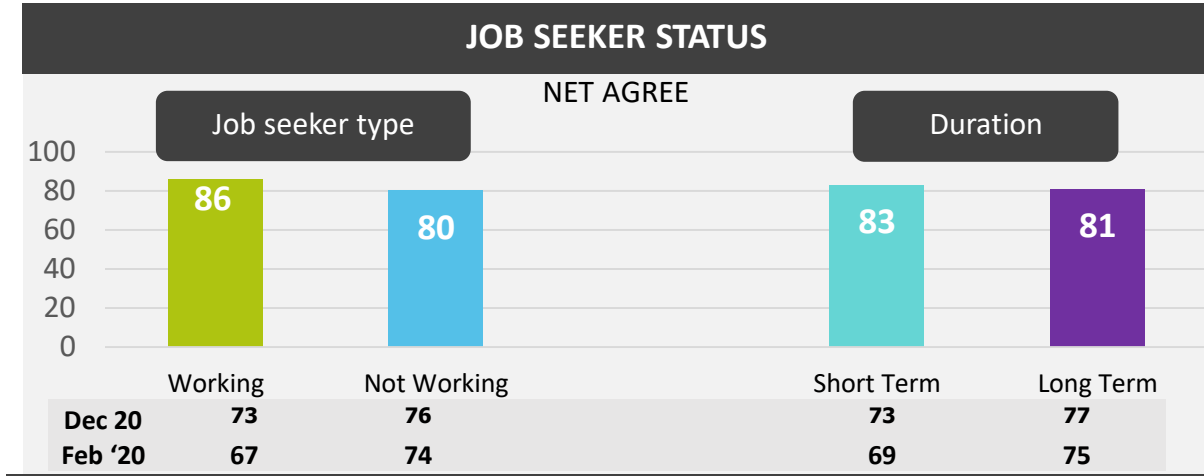
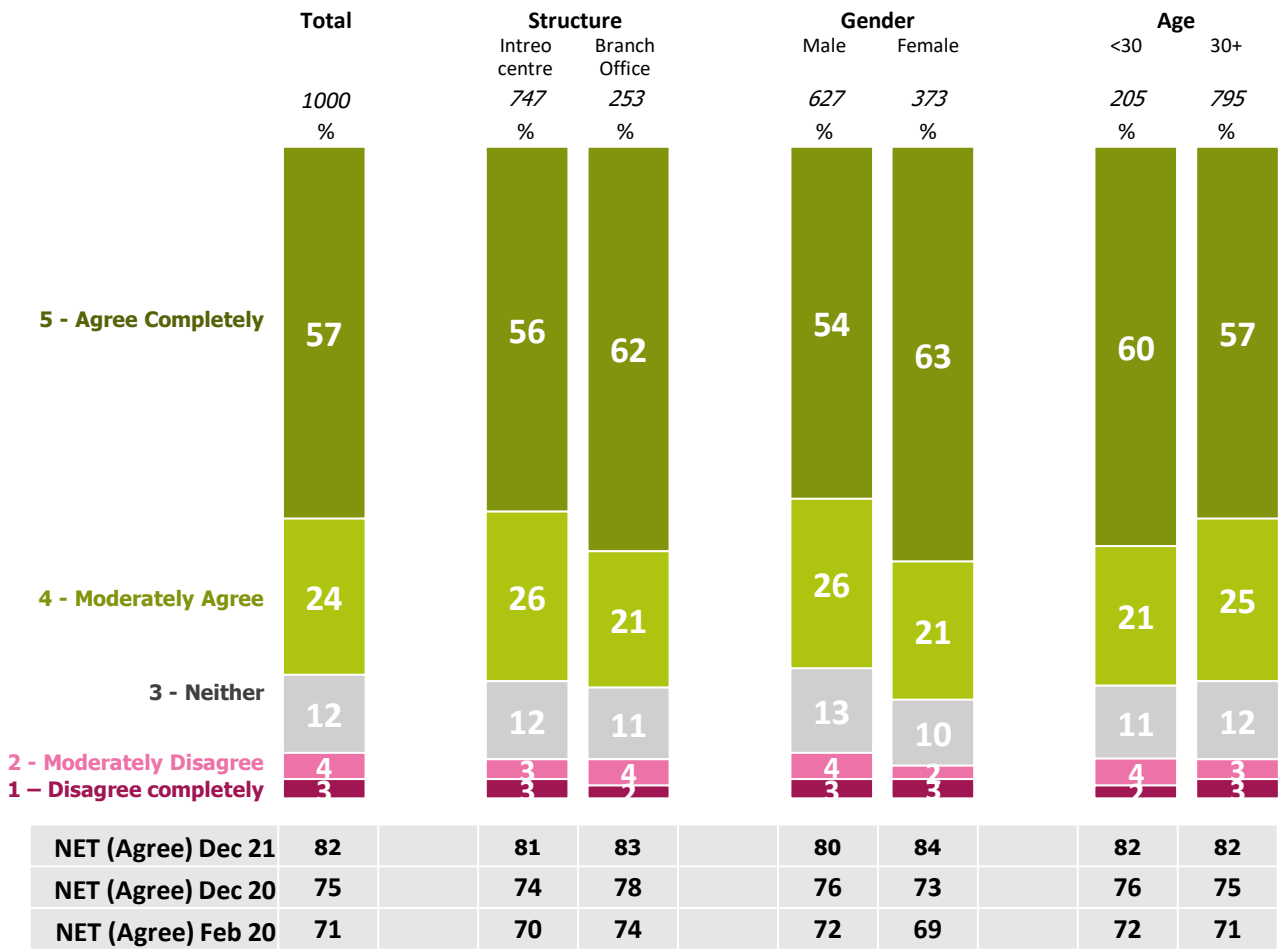
Staff make me feel valued

Base: All Jobseeker Participants N - 1000

■ Statistically higher than total
■ Statistically lower than total



82% of all Jobseeker participants agree that staff make them feel valued, with a further 12% neither agreeing nor disagreeing, and only 7% disagreeing.



Q.2 Now thinking about the Intreo centre/Branch 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'.

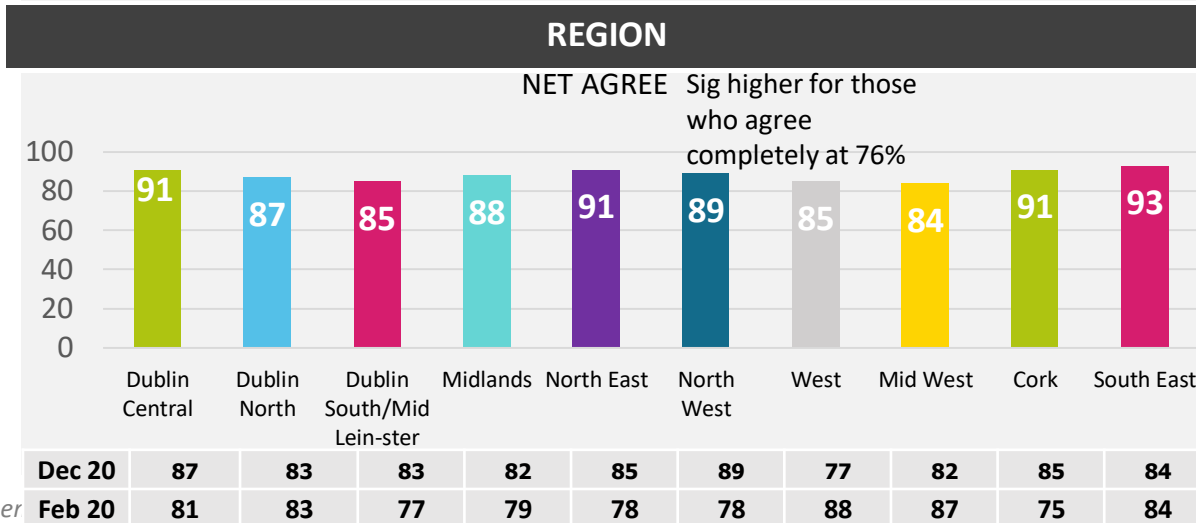
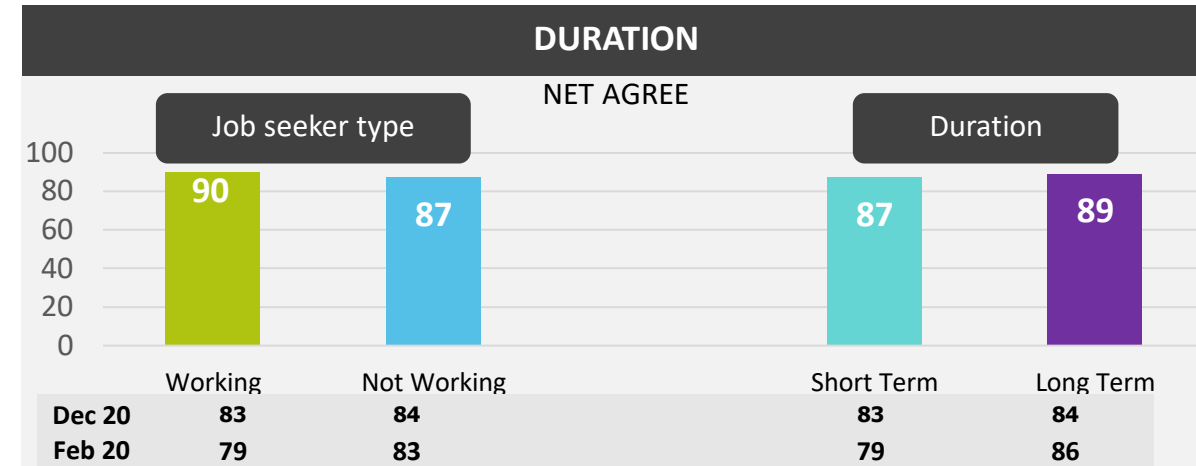
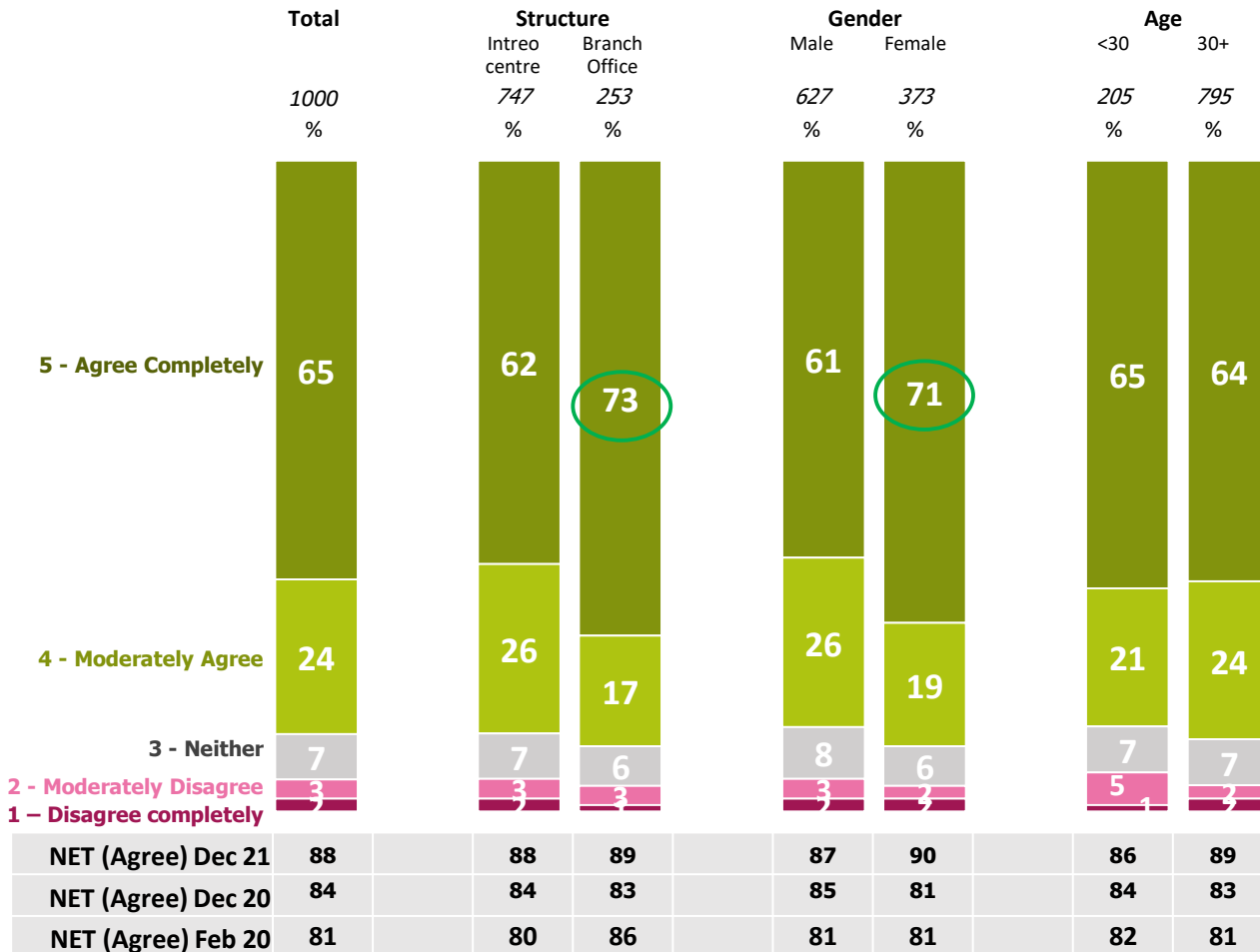
Staff try their best for me

Base: All Jobseeker Participants N - 1000

○ Statistically higher than total
○ Statistically lower than total



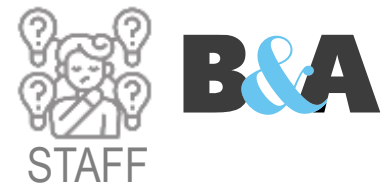
The vast majority (88%) of Jobseeker participants agree that staff are trying their best for them, and this is higher for branch office at 73%, and females (71%) who are more likely to agree completely versus the average 65%.



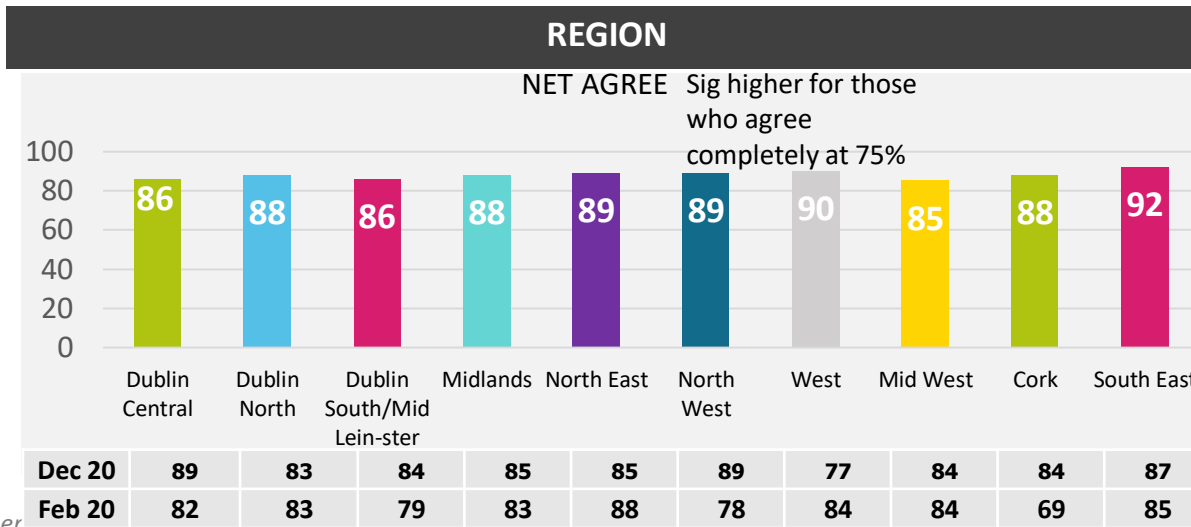
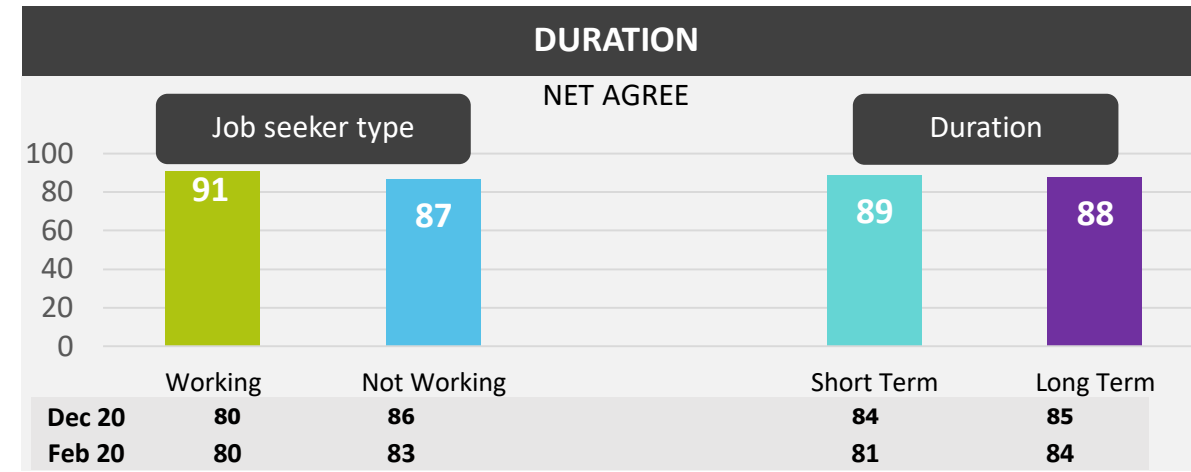
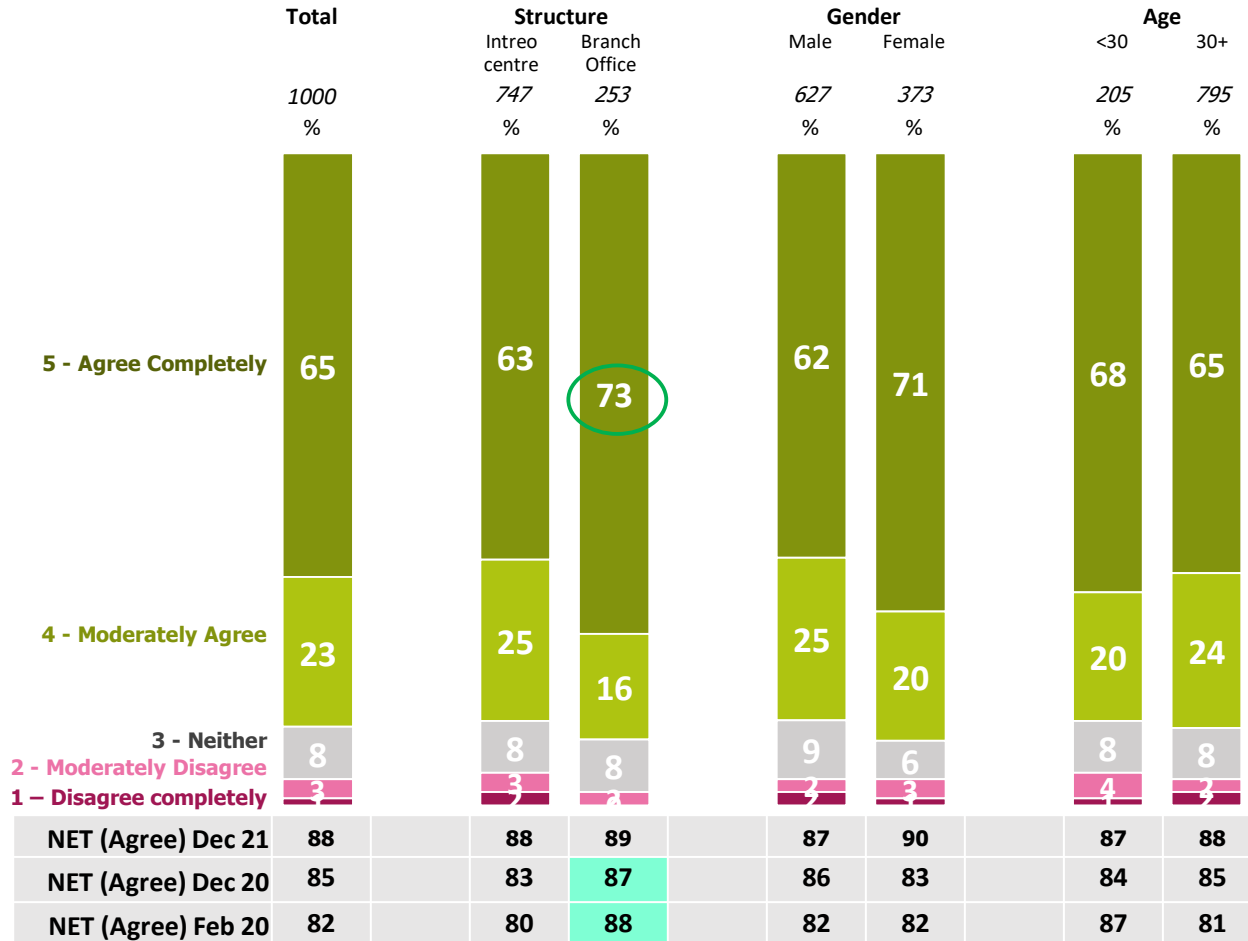
Staff are professional at their jobs*

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



There were high agreement levels across the board with the statement that Jobseekers staff are professional at their jobs. 73% who agree completely for Branch Office.



*Statement wording change Dec 21 from staff very good at their jobs to 'professional' at job



Q.3 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with 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 - December 2021

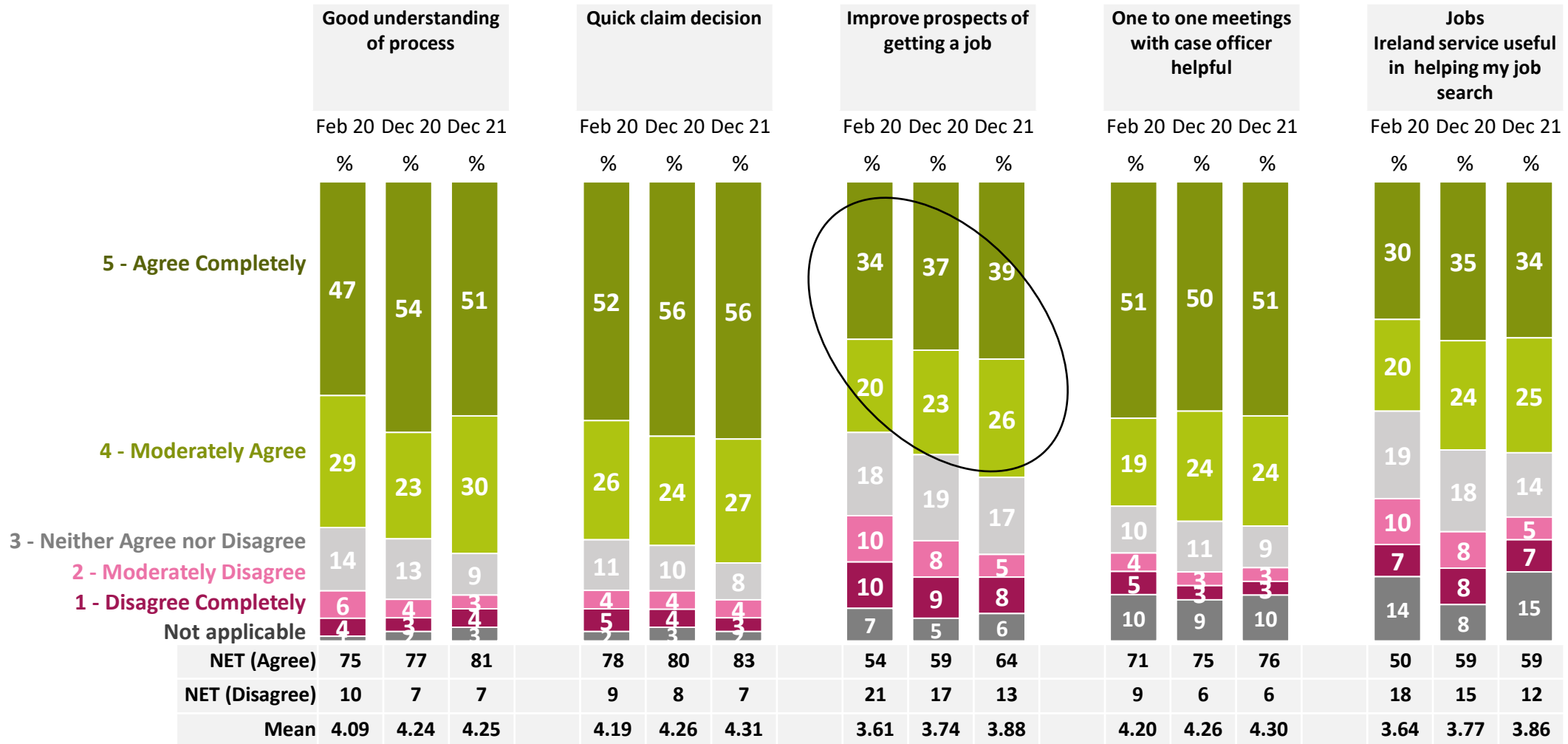
Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



SERVICES

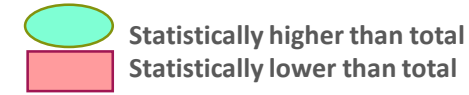
In terms of services performance, the highest levels of satisfaction are with quick claim decision, good understanding of process and one-to-one meetings with case officers being helpful. The net agree figure of 64% on the crucial 'improve prospects of getting a job' is up by five percentage points this wave, this is driven by those aged U30yrs at 73%.



Q.4 Now thinking about the Intreo centre/Branch 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'.

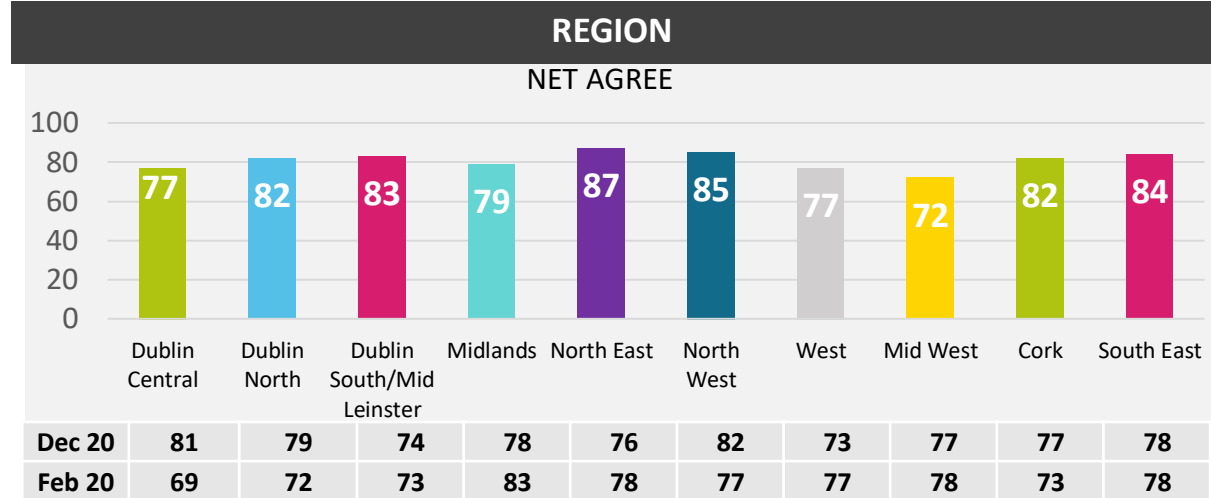
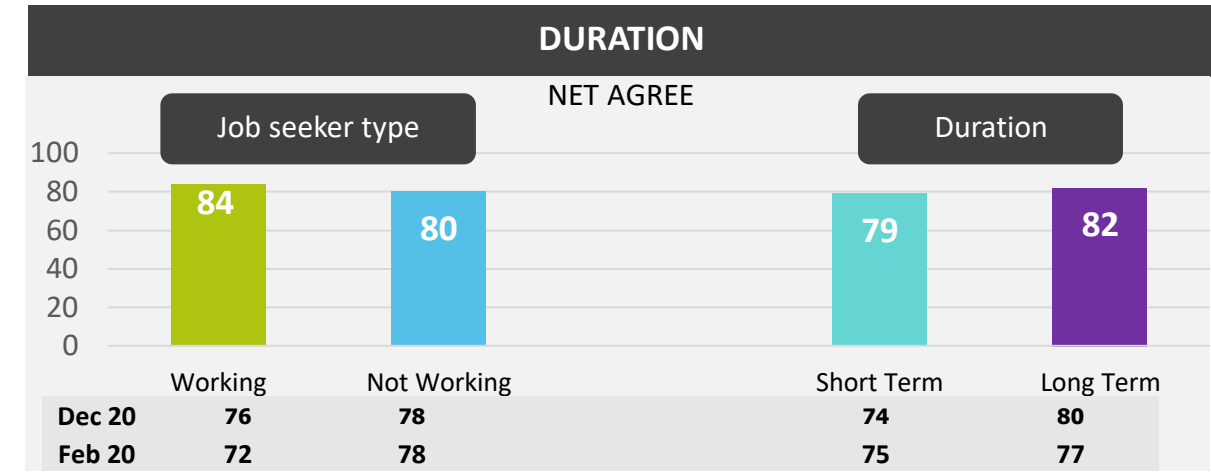
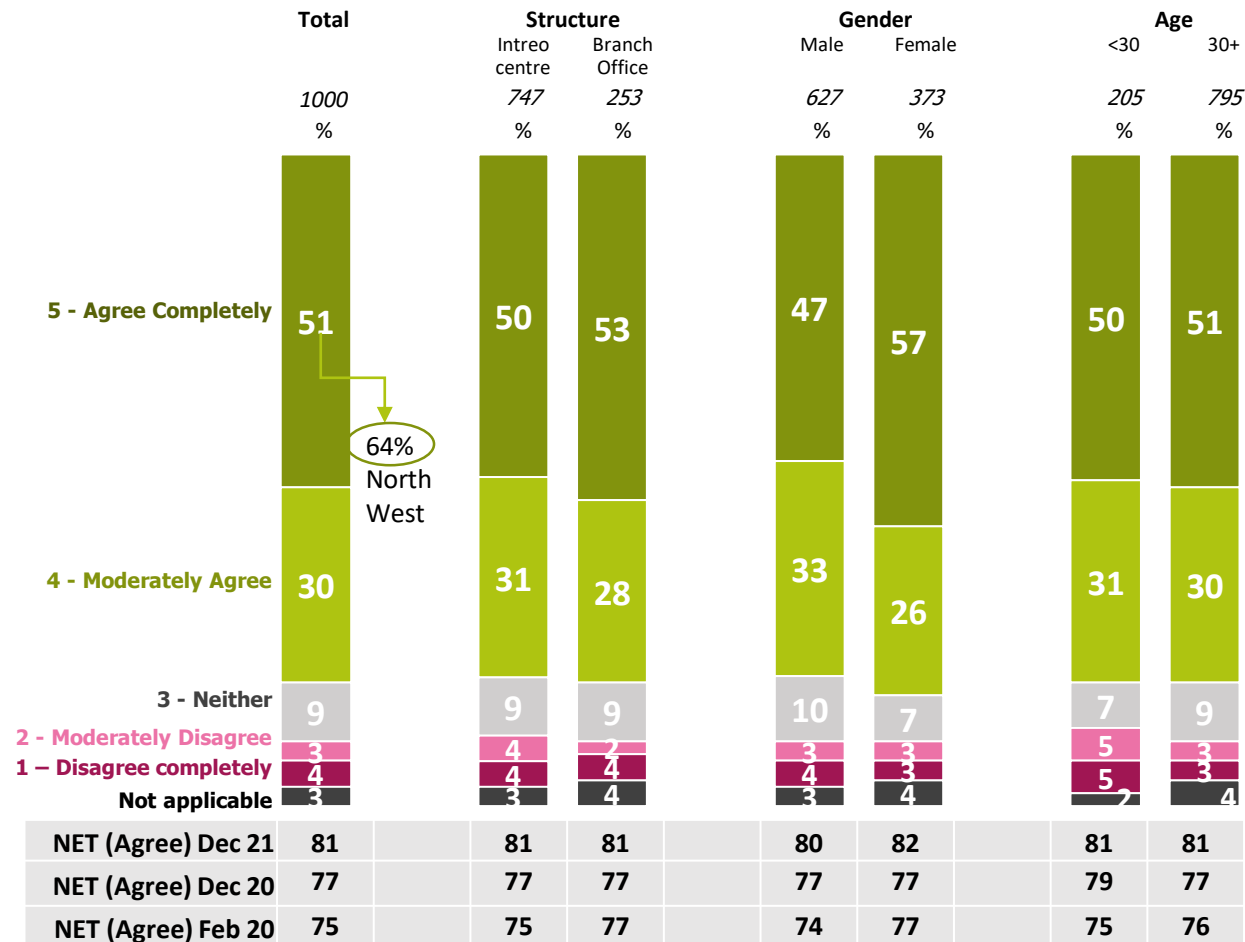
Good Understanding of Process

Base: All Jobseeker Participants N - 1000



SERVICES



There are no significant differences in net satisfaction with good understanding of process by Jobseeker participant typology. However, residents in the North West are significantly more likely to agree completely at 64%.



Q.4 Now thinking about the Intreo centre/Branch 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'.

Quick claim decision

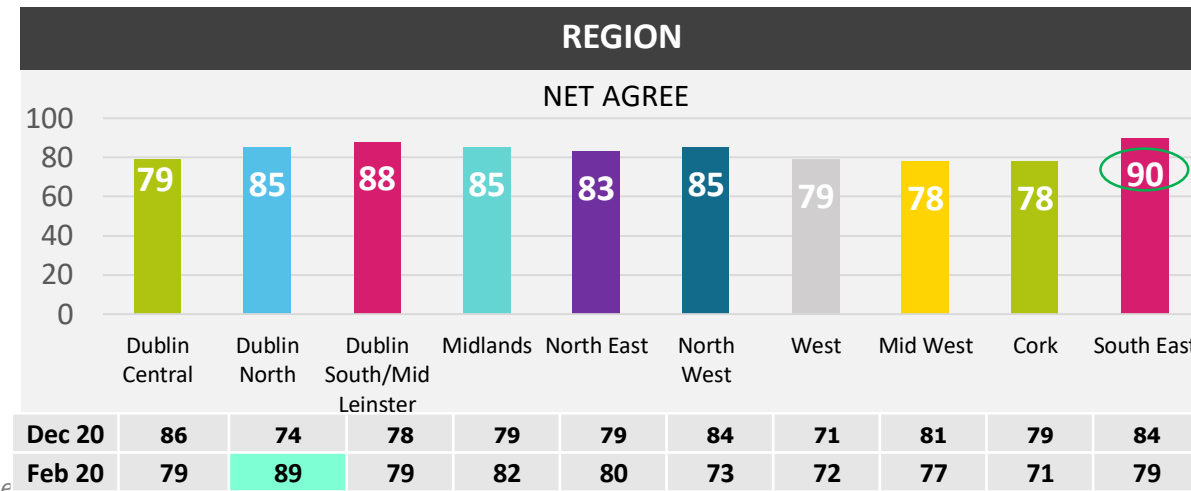
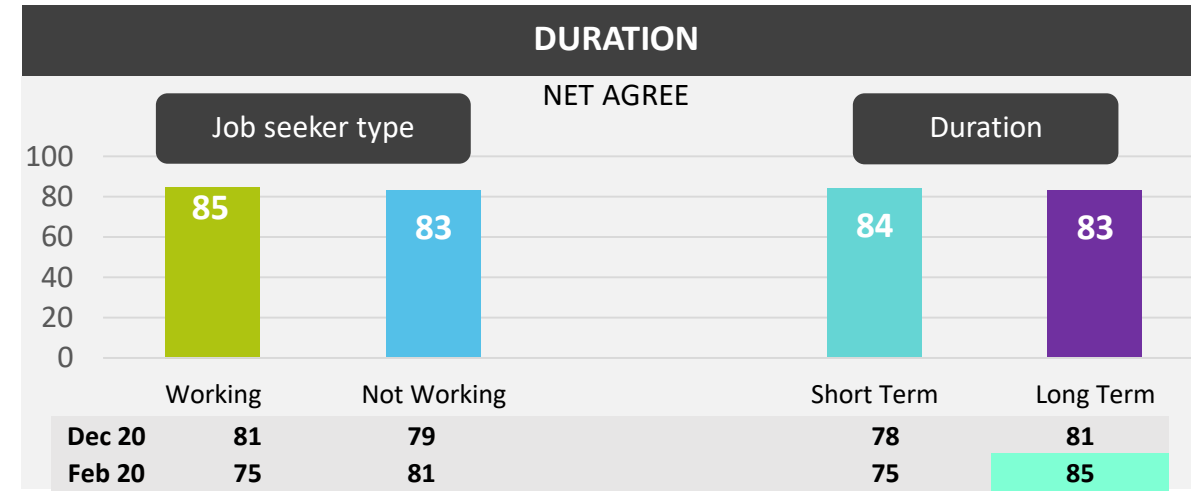
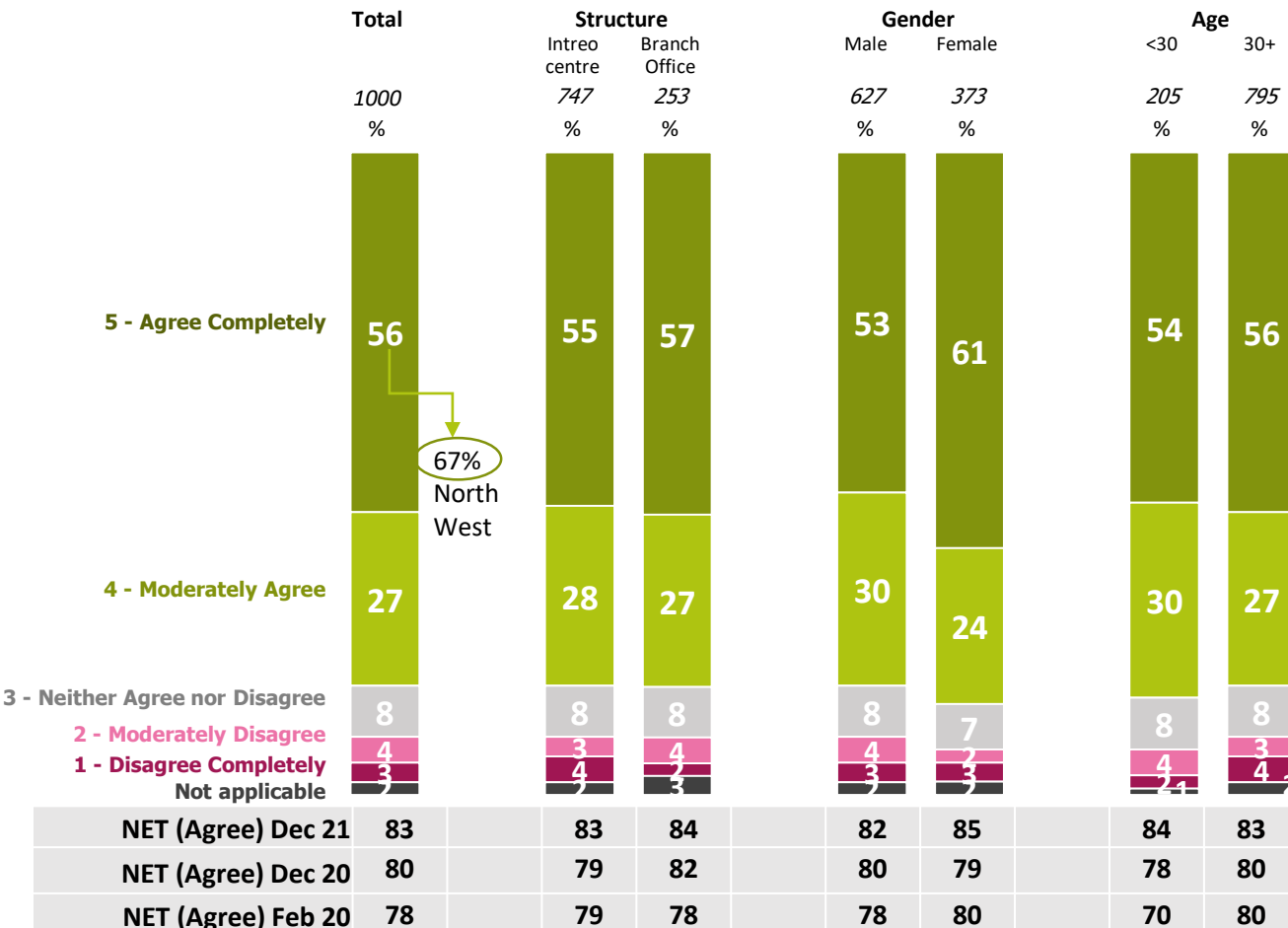
Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



SERVICES



Those living in the South East region are more likely than the average participant to allocate a high satisfaction score to quick claim decision with 67% of North West participants significantly higher than average to agree completely.

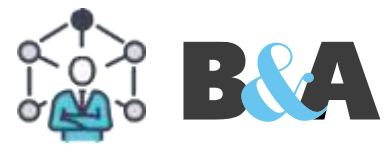


Q.4 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.

Improved prospects of getting a job

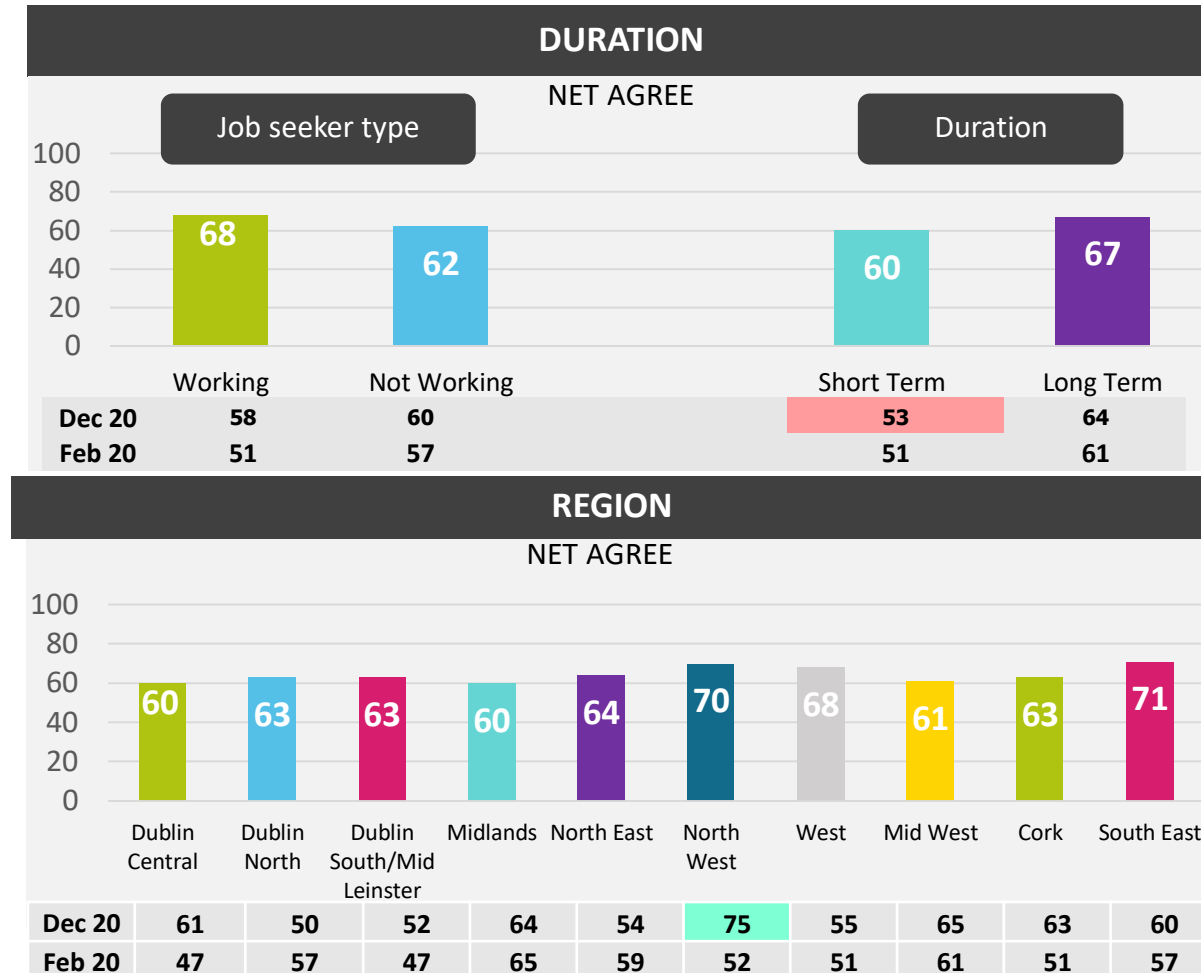
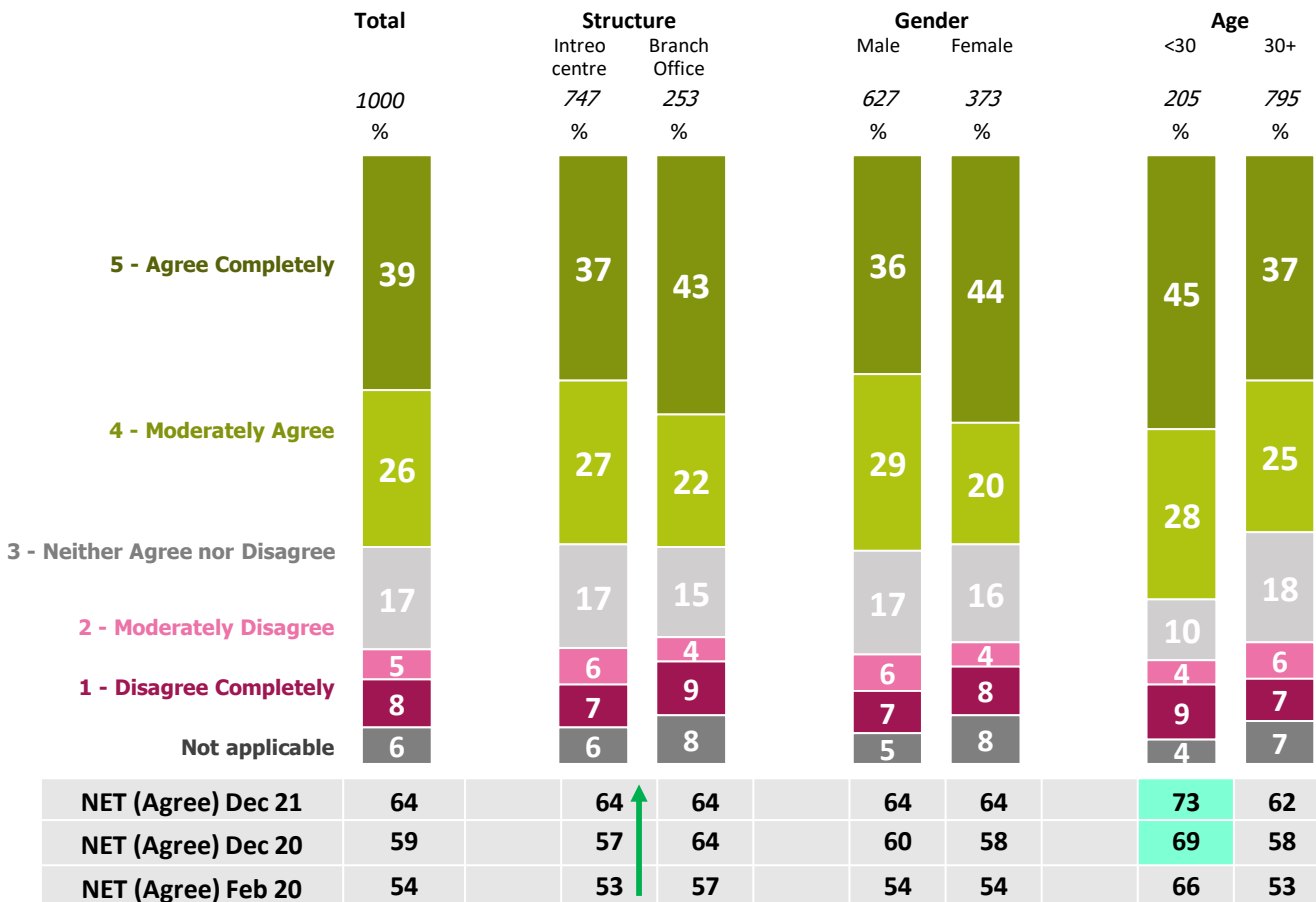
Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



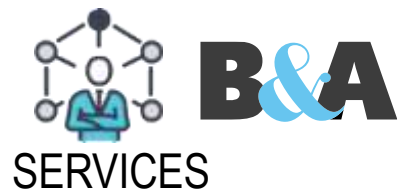
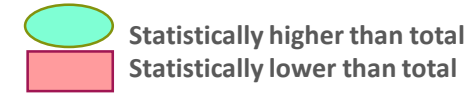
SERVICES

In line with December 20, those aged under 30 years are more likely than average to allocate a positive rating on improved prospects of getting a job. Note, increased satisfaction level with Intreo office on this factor (up by 7 percentage points on Net agree from 57% in Dec 20 to 64% this wave).

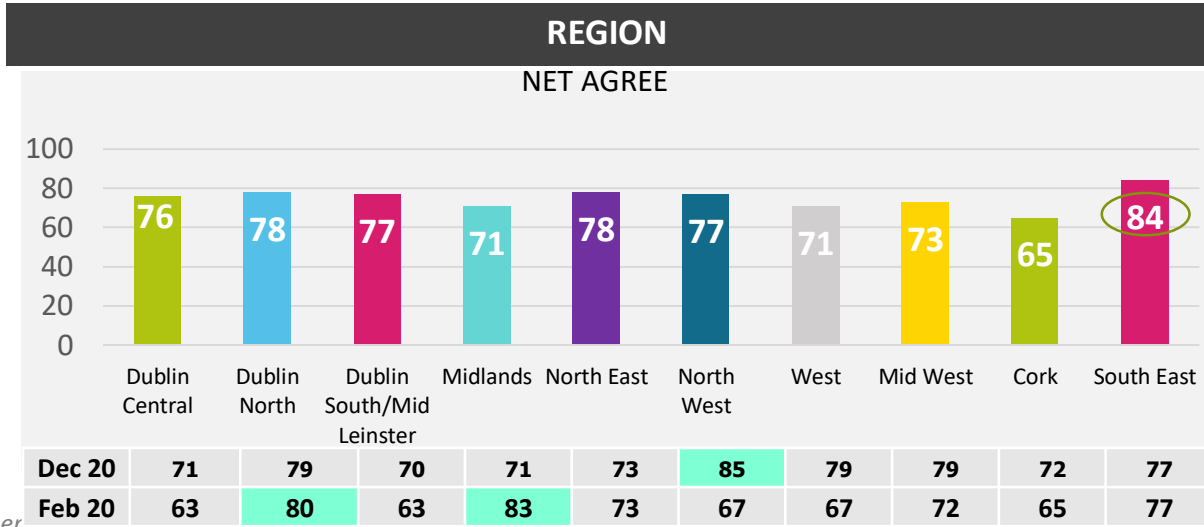
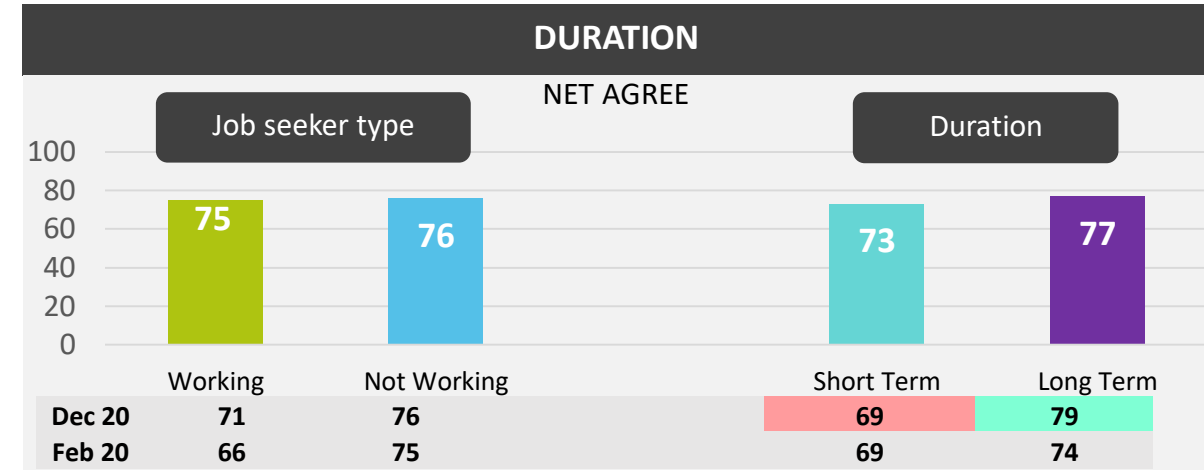
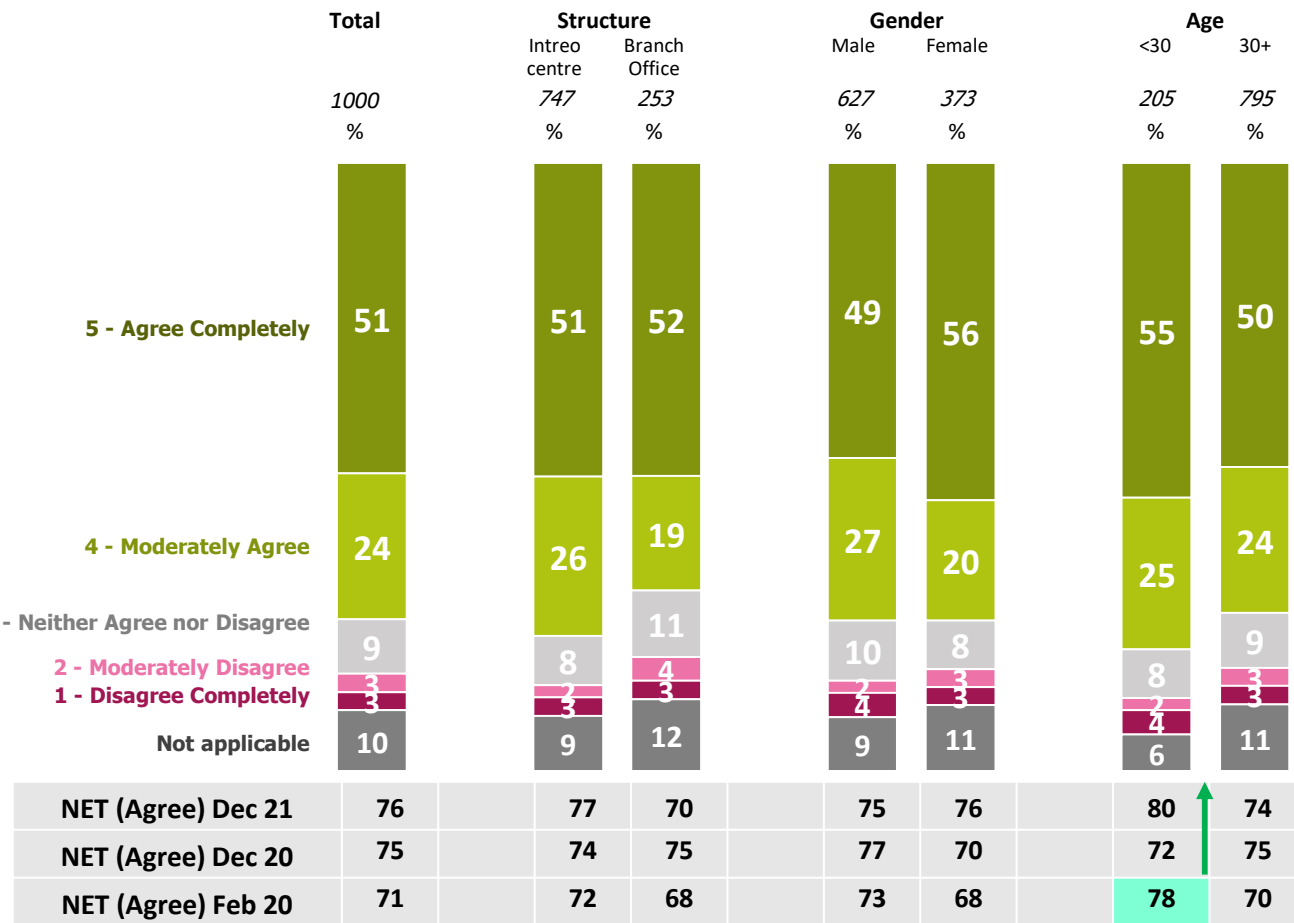


One to one meetings with case officer helpful

Base: All Jobseeker Participants N - 1000

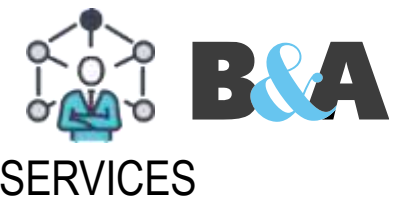


Participants in the South East region allocated the highest satisfaction scores for one-to-one meetings with case officers being helpful. Higher than average scores on this metric are also given by those aged under 30 years.



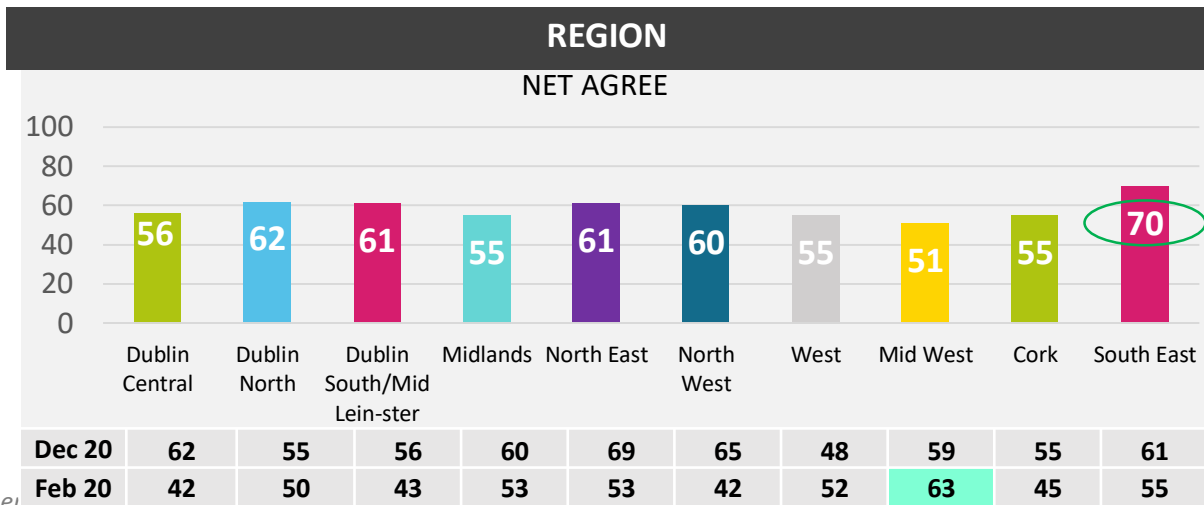
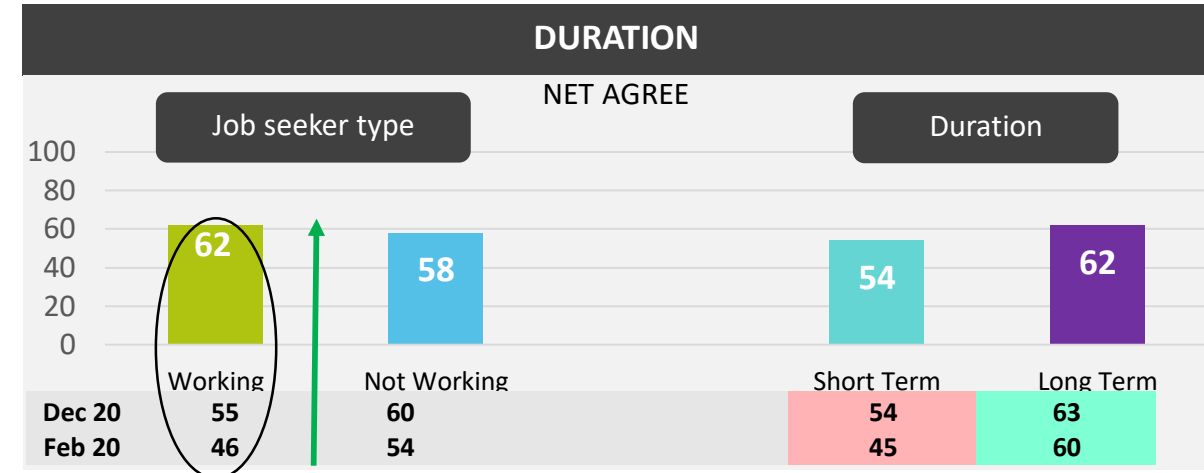
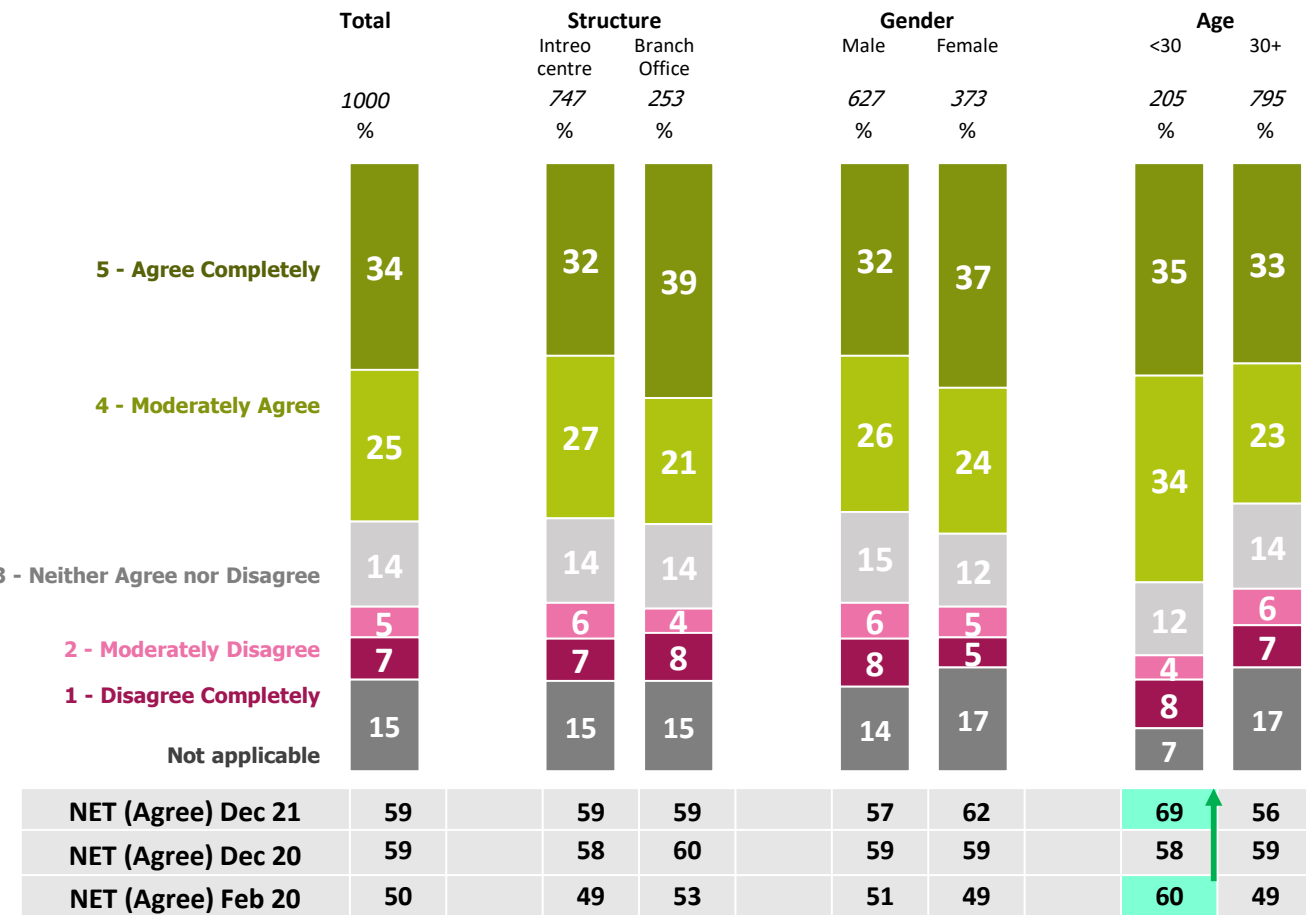
JobsIreland service useful in helping with my job search

Base: All Jobseeker Participants N - 1000



 Statistically higher than total
 Statistically lower than total

Satisfaction with the usefulness of the JobsIreland service in helping with job search is highest for younger participants (U 30 years) and those in the South East region. Note also the increase in satisfaction levels over the last number of waves for those now working.

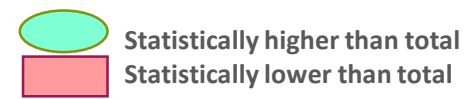


Q.4 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.



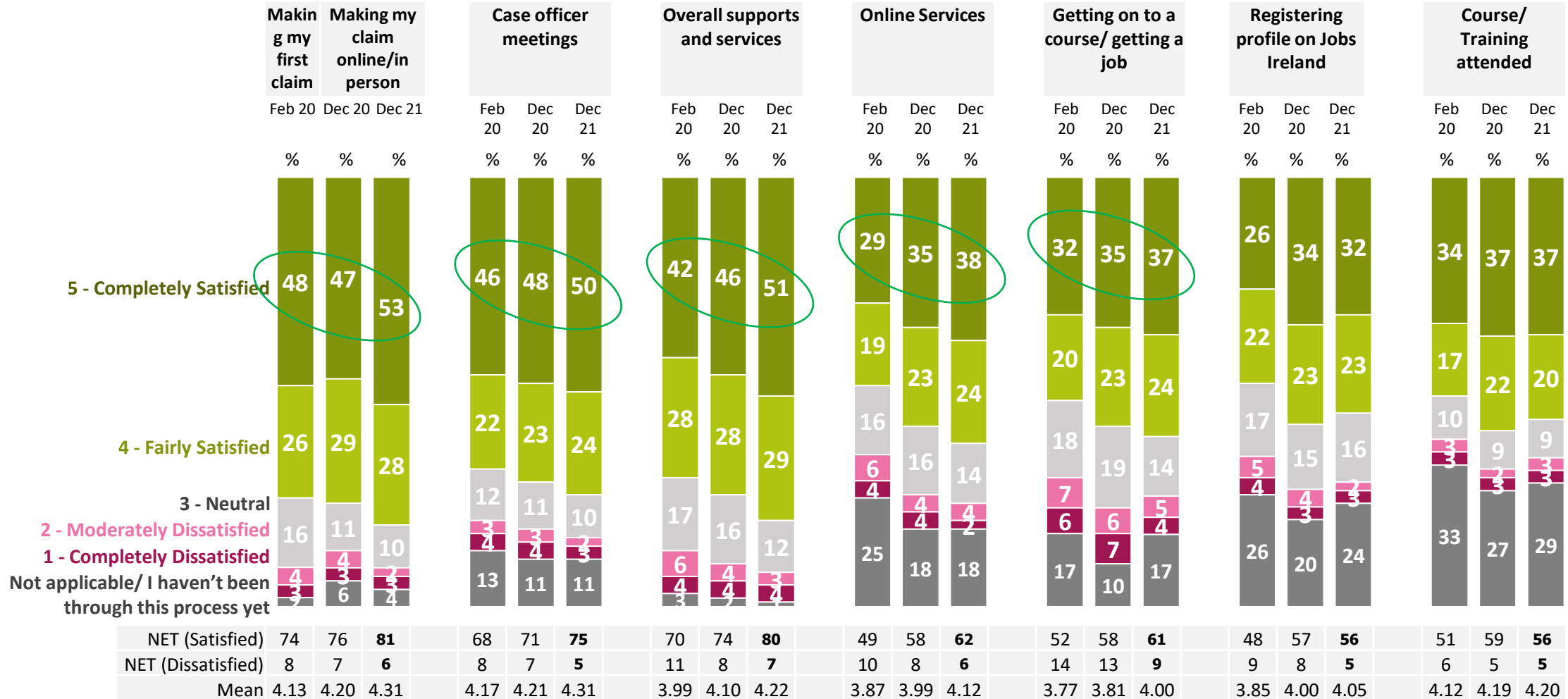
Process

Overview of Process Performance - December 2021



Base: All Jobseeker Participants N - 1000

Highest levels of satisfaction with process-related factors are registered for making my claim online/in person, overall supports and services, and case officer meetings, particularly so for overall supports and services (up 6 points to 80% for net agree). Scores for registering profile on JobsIreland and course/training attended are slightly lower but this is no doubt a feature of the Pandemic as numbers higher for those who have not been through the process yet.



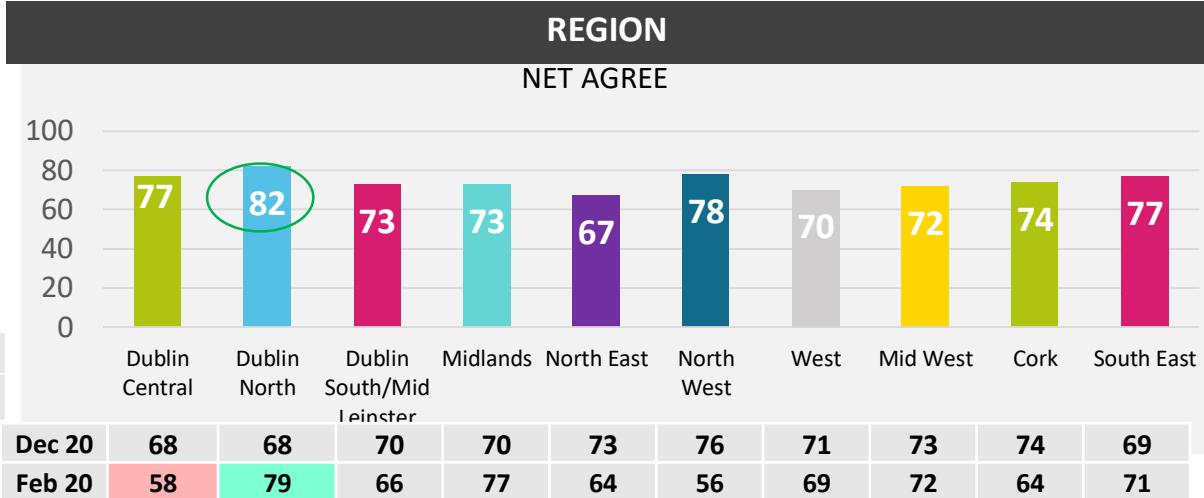
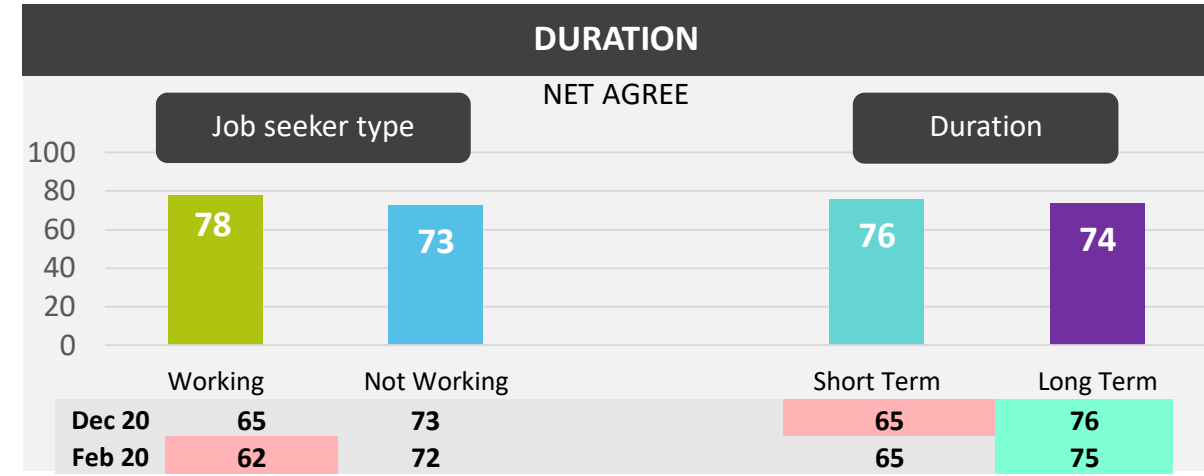
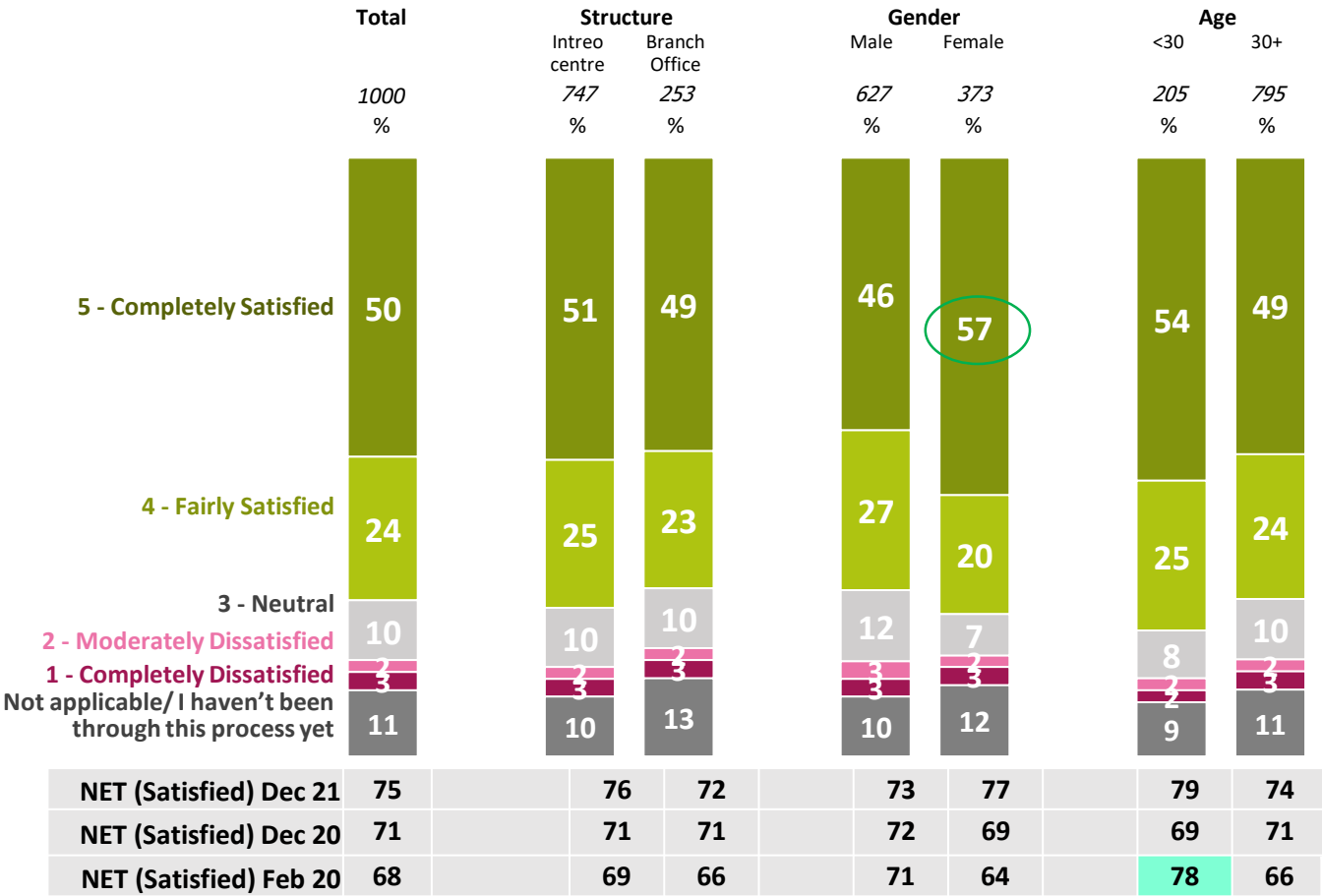
Meetings with my case officer

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total





Women in particular are more likely to be completely satisfied with meetings with their case officer, although the great majority of Jobseeker participants rate this element of the process positively with those in Dublin North most satisfied at 82% (up from 68% the previous year).



Q.5 Now thinking about the Intreo centre/Branch 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 completely dissatisfied and 5 is completely satisfied.

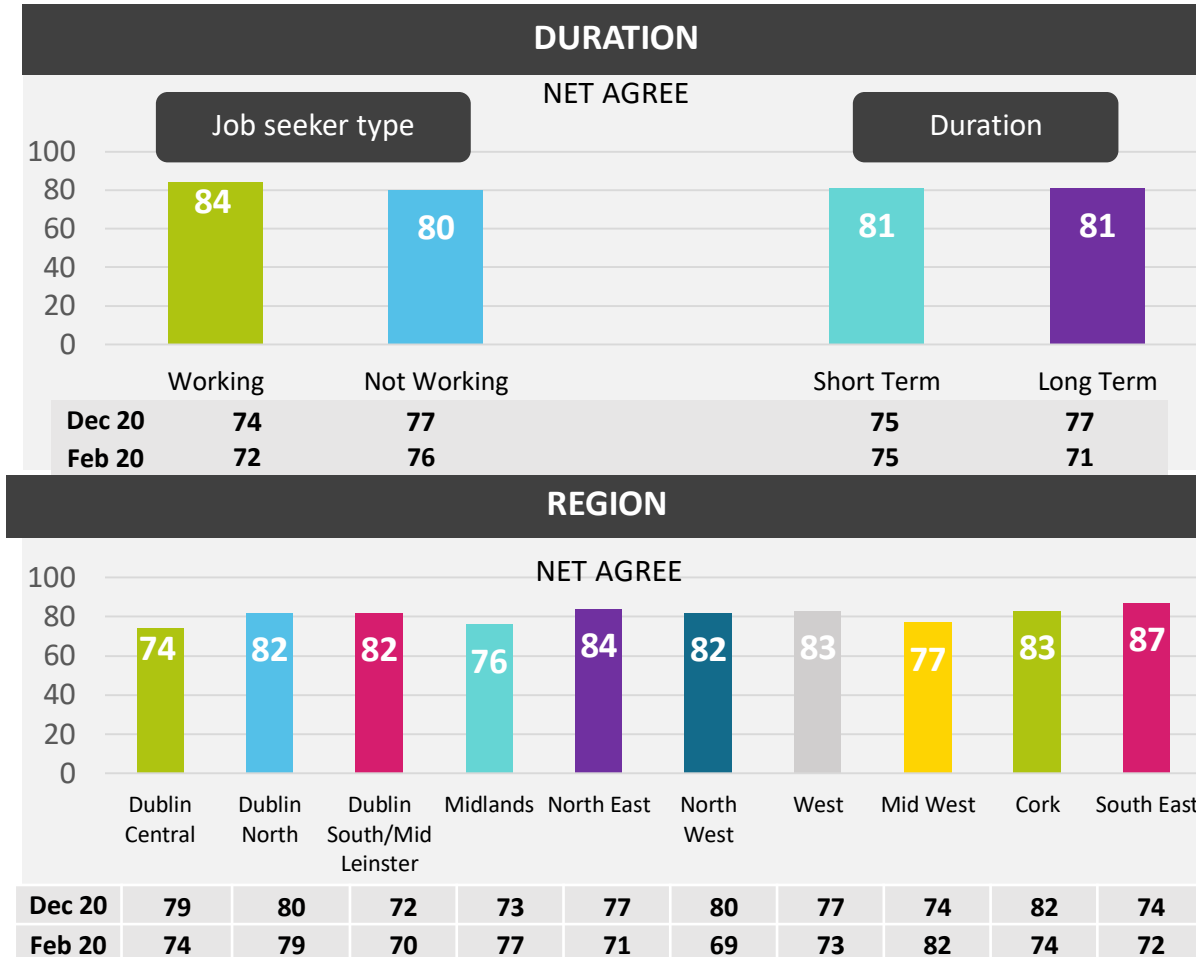
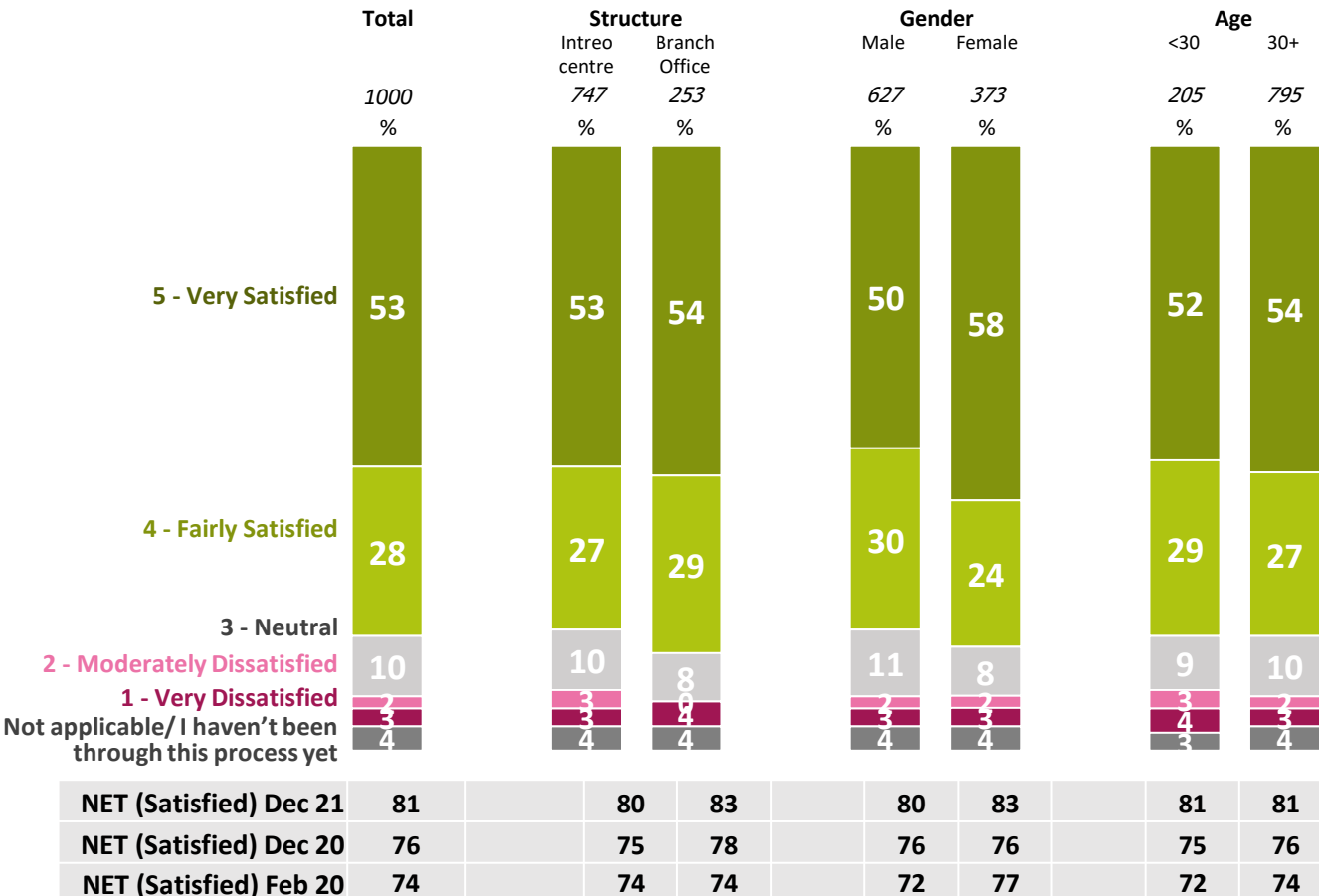
Making my claim online or in person*

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



81% of all Jobseeker participants are satisfied with the process of making their claim online or in person (up 5% vs Dec 20), with very high satisfaction levels registered across all sub-groupings.





*Note: wording changed on this statement vs Feb 20 (Making my first claim)

Q.5 Now thinking about the Intreo centre/Branch 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 completely dissatisfied and 5 is completely satisfied.

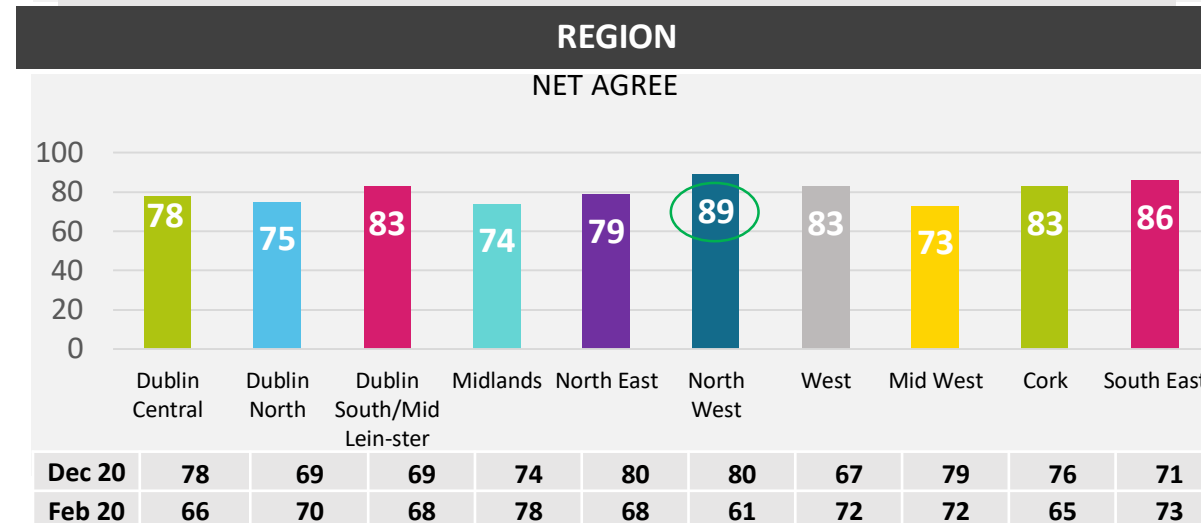
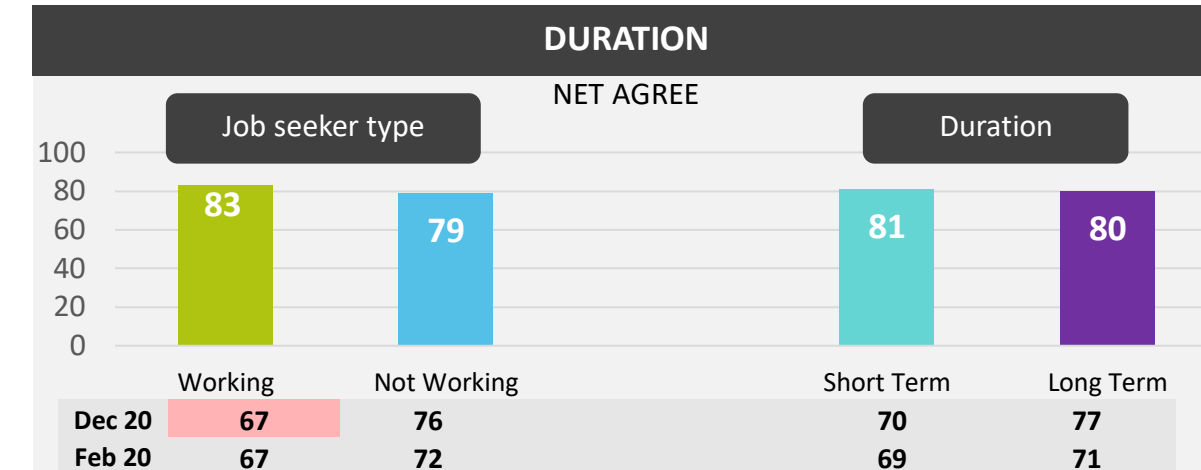
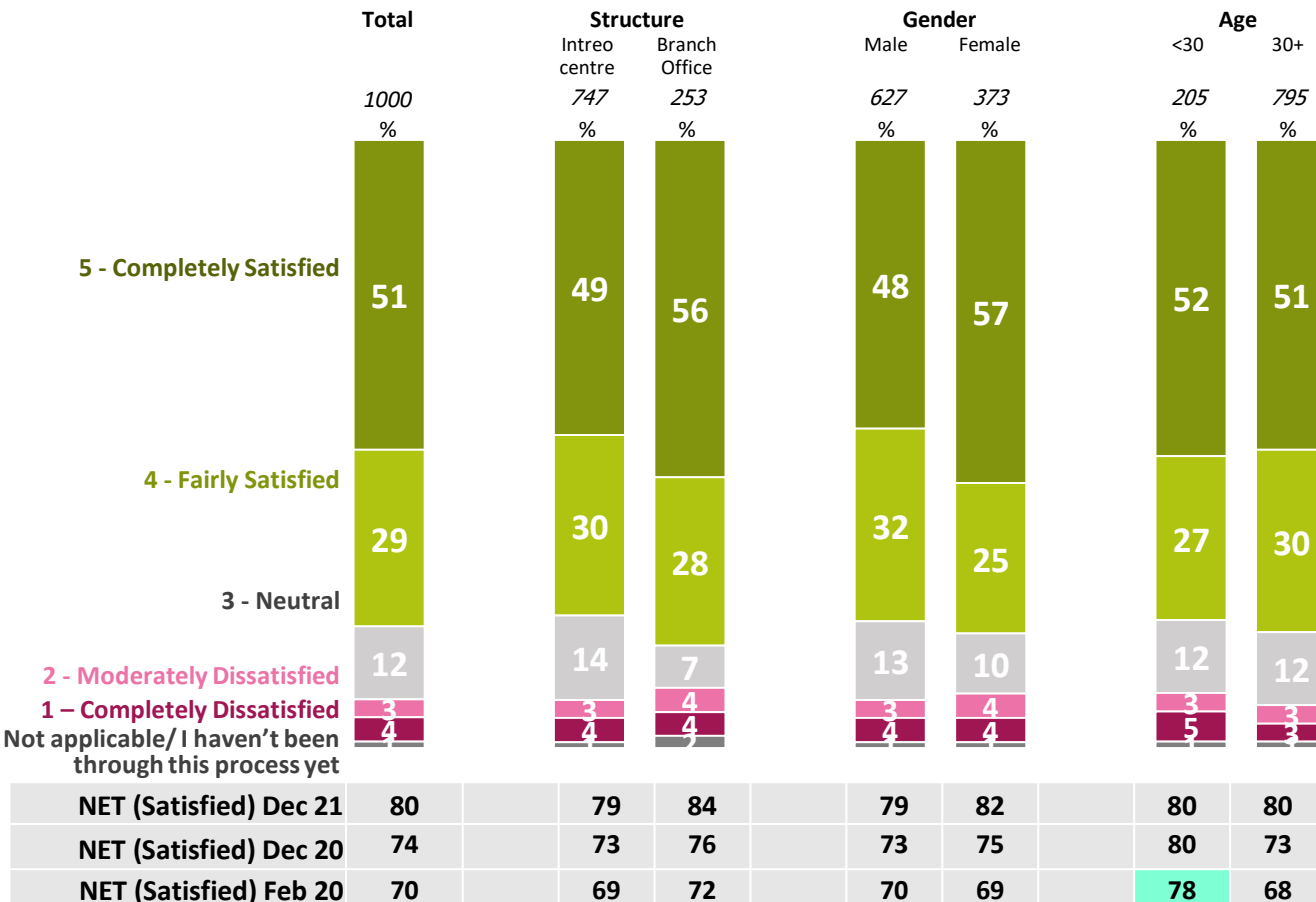
Overall supports and services

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



Ratings for Jobseekers who are currently working improved this wave from 67% net satisfied to 83% in December 21 for overall supports and services with those in the North West region most positive at 89%.



Q.5 Now thinking about the Intreo centre/Branch 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 completely dissatisfied and 5 is completely satisfied.

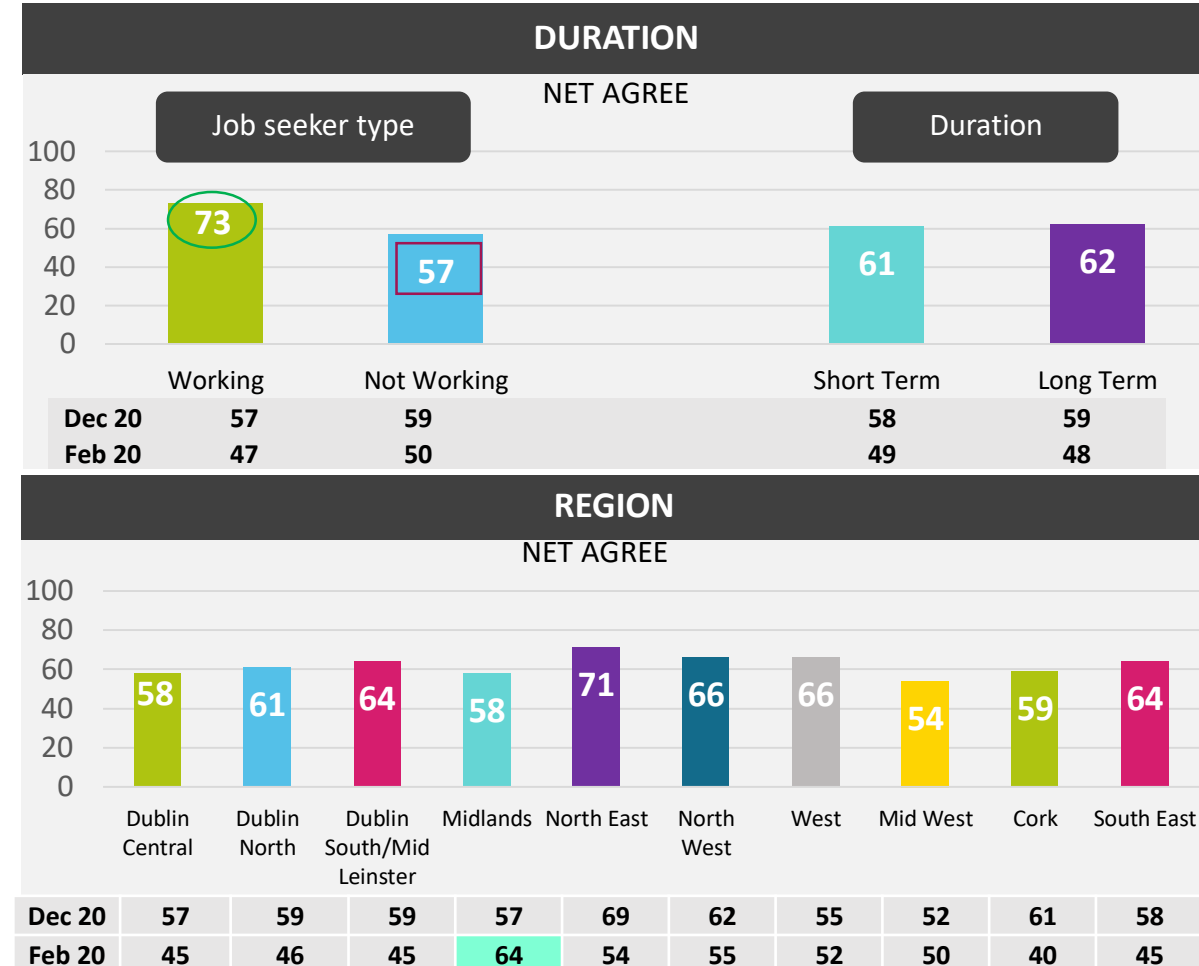
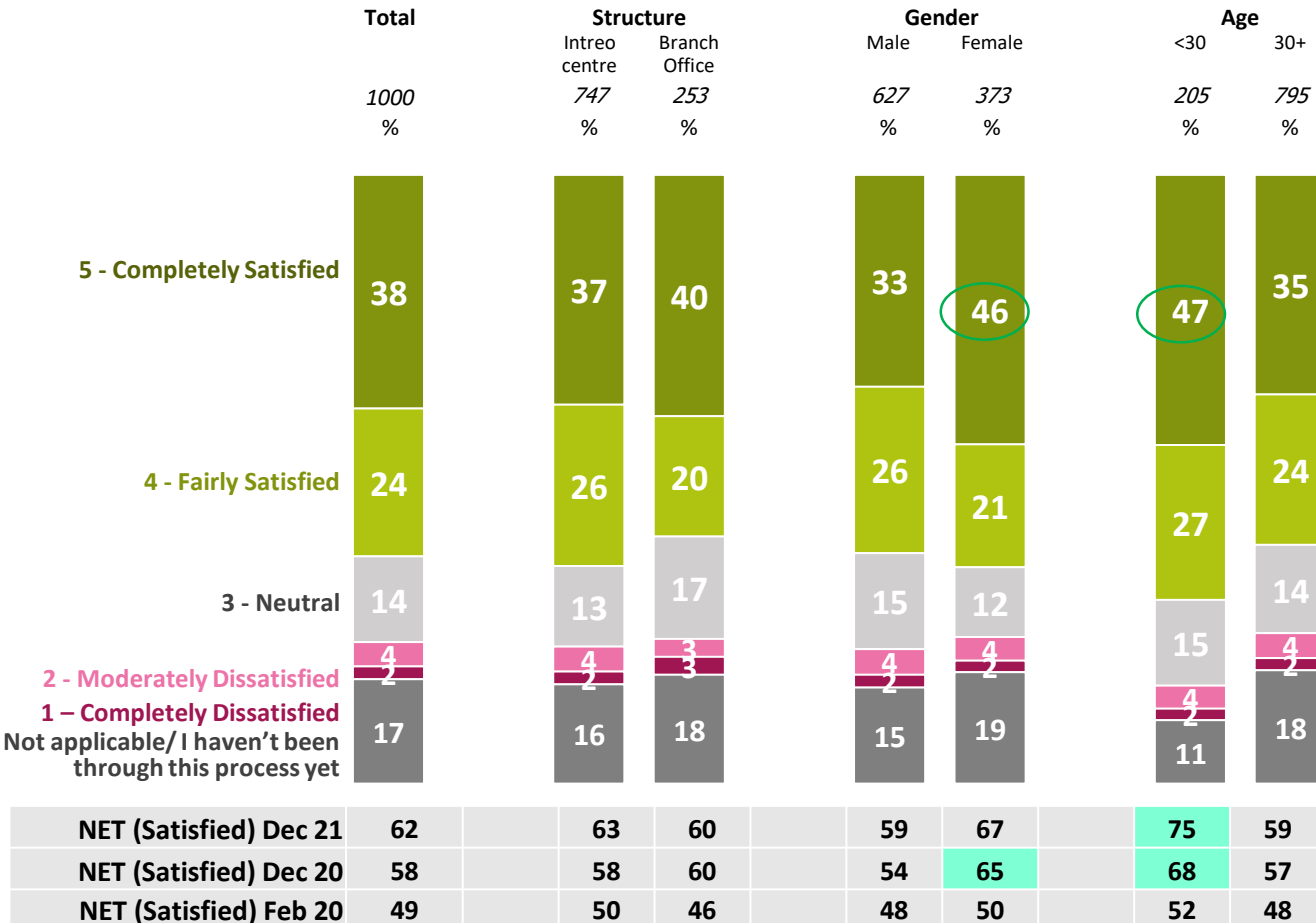
Access to/Use of Department of Social Protection Online Service

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total





Women and those aged U30 years rate the ease of access and use of the Department of Social Protection's online service more positively, while those working were significantly higher on this criterion versus not working.



Q.5 Now thinking about the Intreo centre/Branch 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 completely dissatisfied and 5 is completely satisfied.

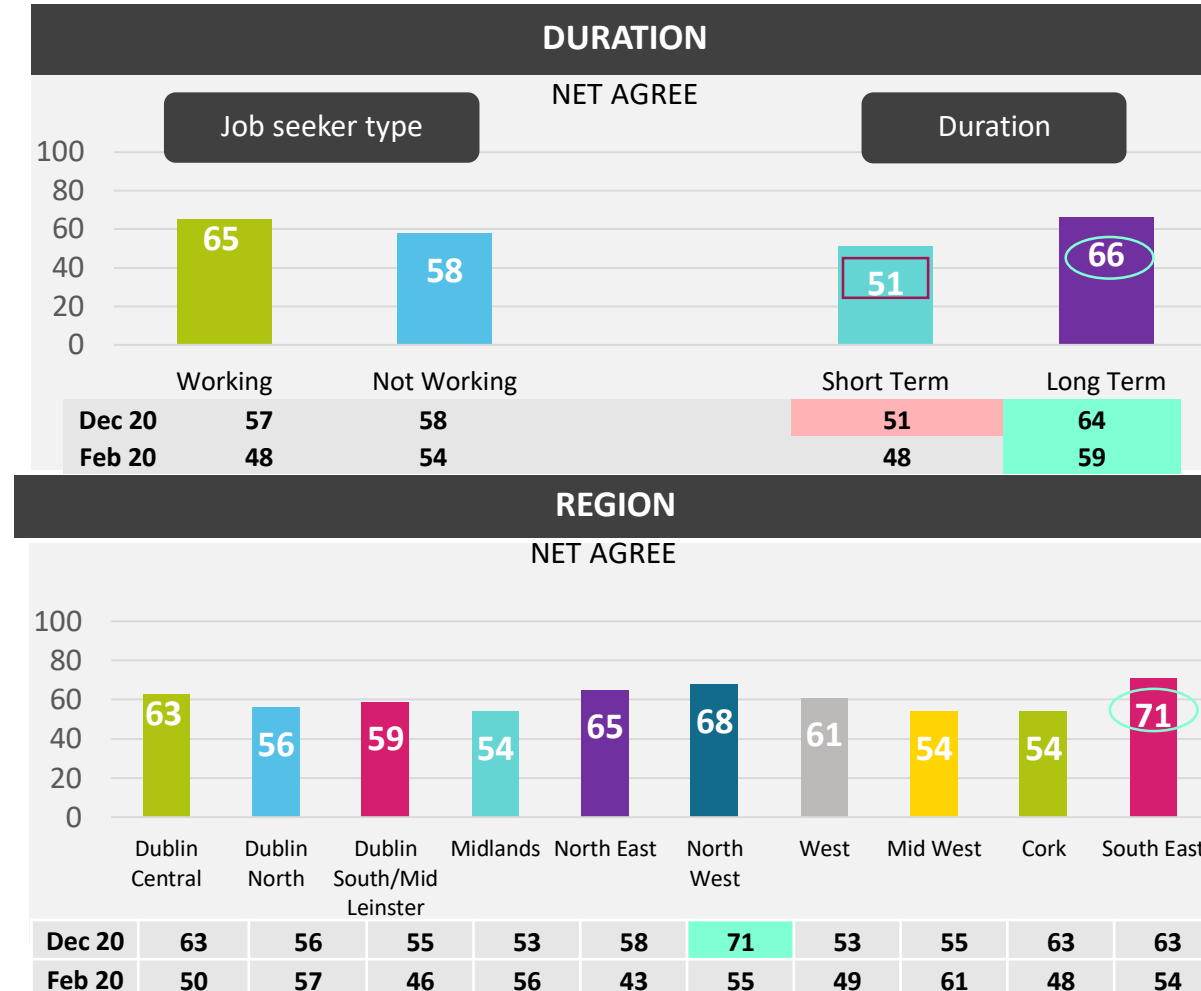
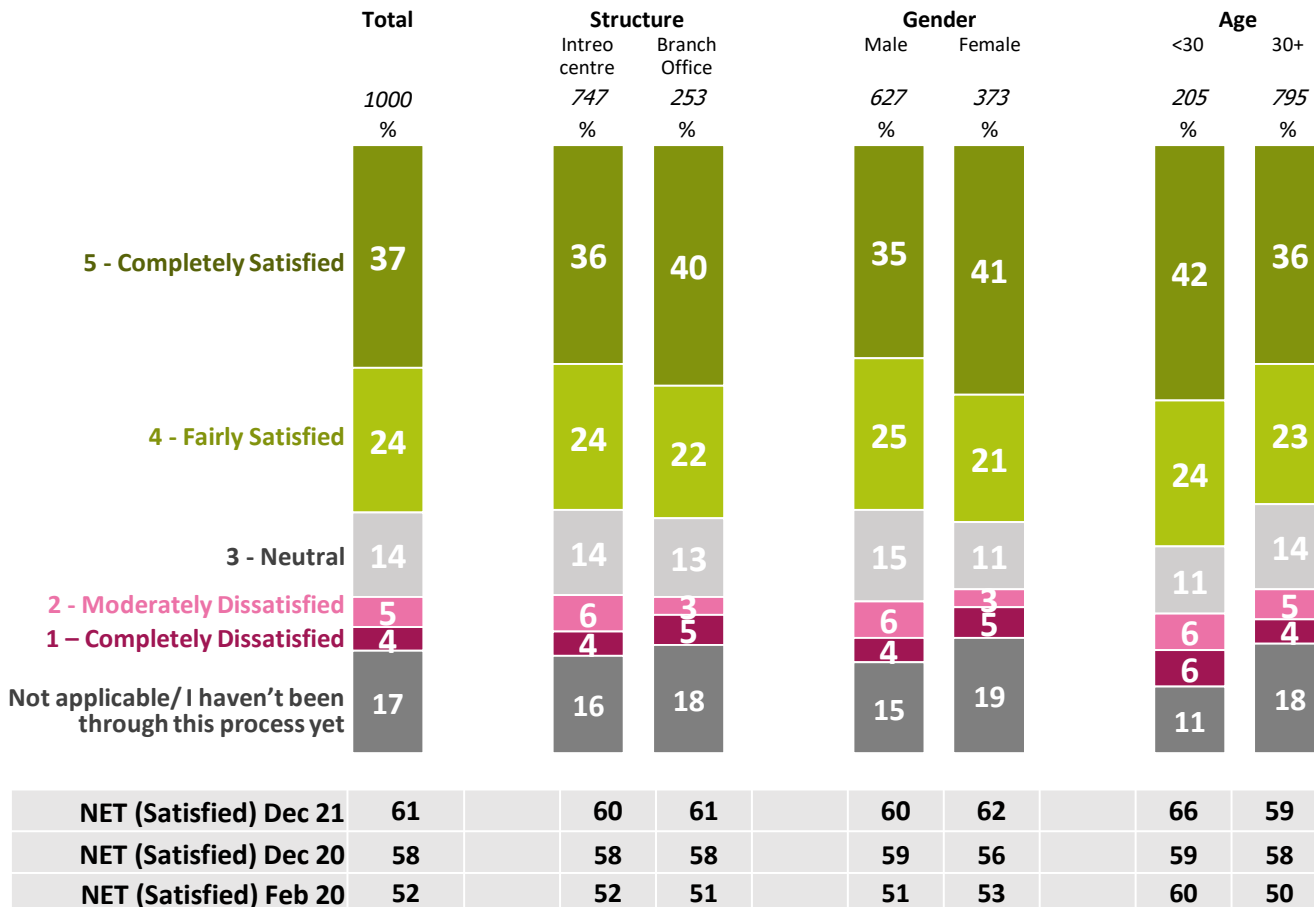
Getting on to a course/ getting a job

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total





Long term participants and those in the North West register the highest levels of satisfaction with getting onto a course/getting a job with short term participants most dissatisfied (in line with previous waves).



Q.5 Now thinking about the Intreo centre/Branch 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 completely dissatisfied and 5 is completely satisfied.

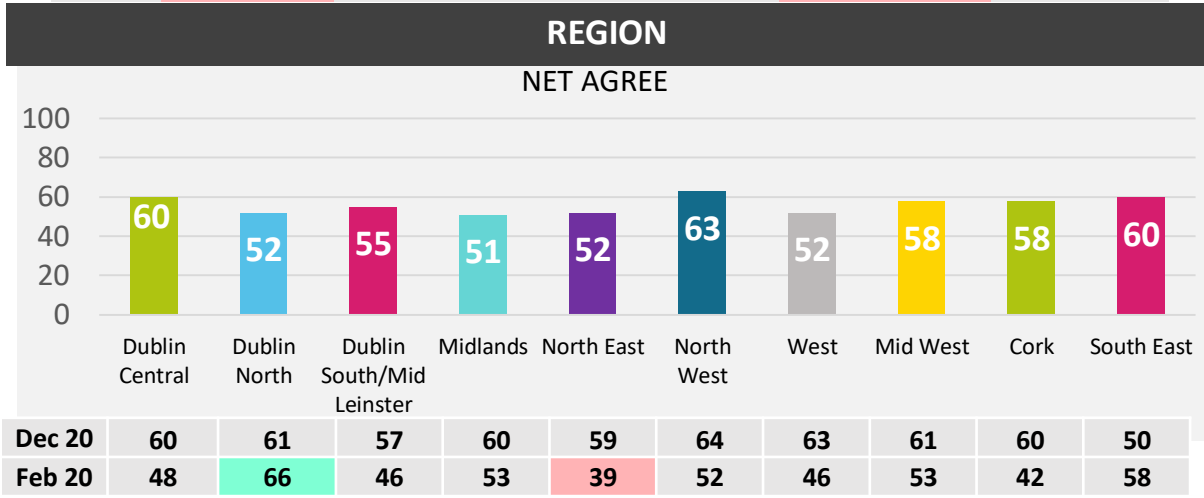
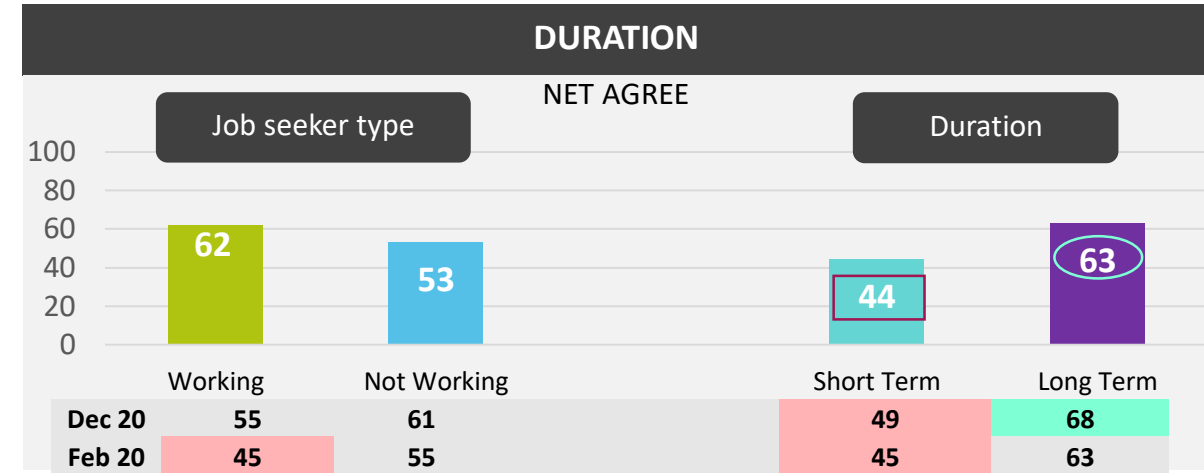
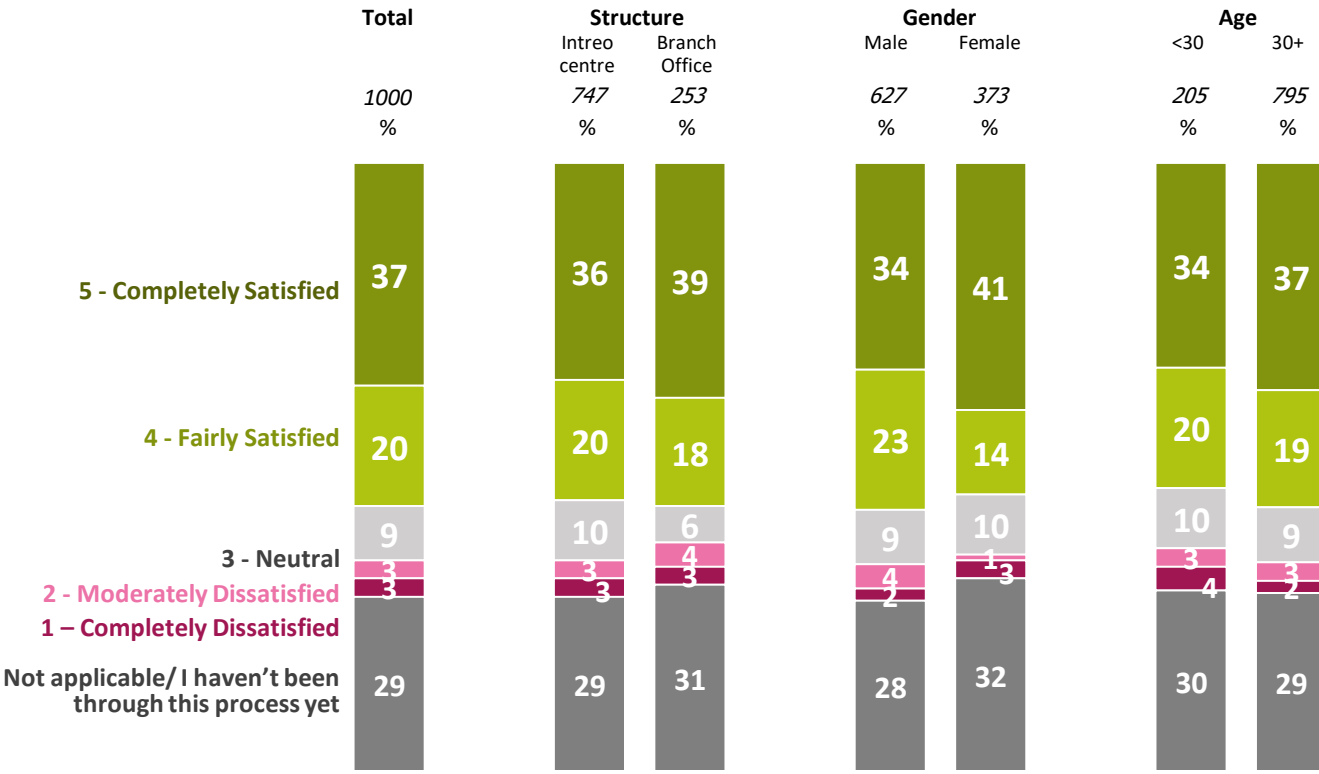
Course/Training attended

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



Long term participants are significantly more likely than the average respondent to allocate high satisfaction scores on course/training attended.





| | NET (Satisfied) Dec 21 | NET (Satisfied) Dec 20 | NET (Satisfied) Feb 20 |
|-----------|------------------------|------------------------|------------------------|
| Total | 56 | 59 | 51 |
| Structure | 56 | 58 | 52 |
| Gender | 57 | 62 | 53 |
| Age | 54 | 58 | 57 |



Q.5 Now thinking about the Intreo centre/Branch 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 completely dissatisfied and 5 is completely satisfied.

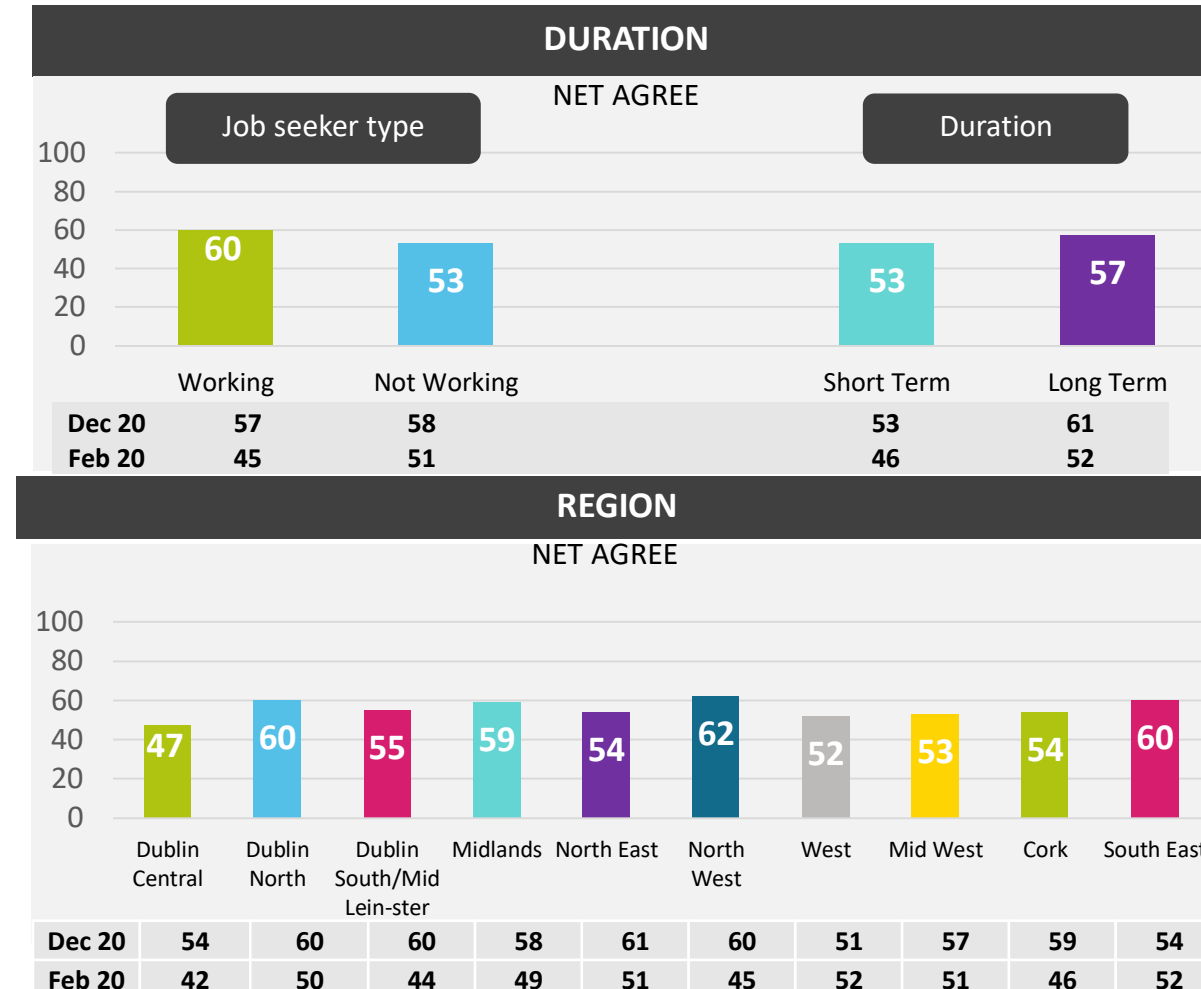
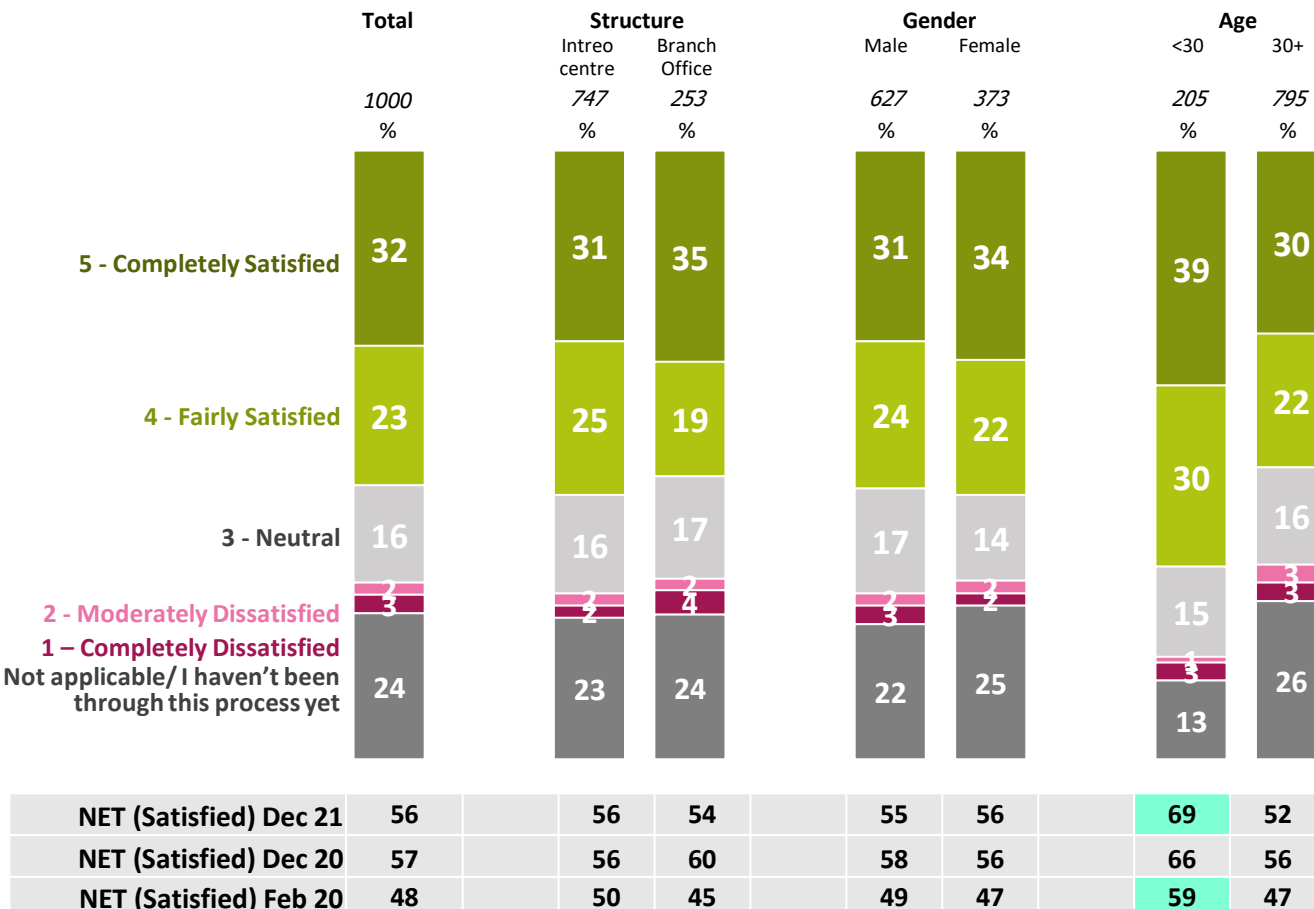
Registering profile on Jobs Ireland

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



One in four of all Jobseeker participants have yet to register their profile on JobsIreland, with those aged under 30 most satisfied with the experience.



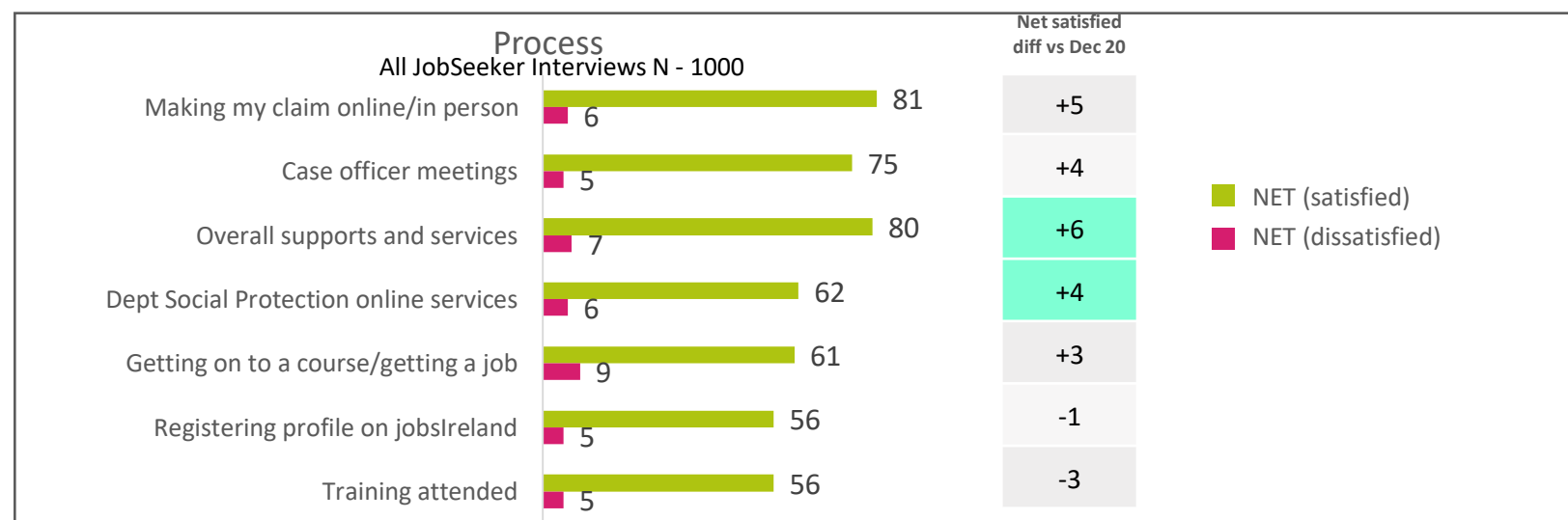
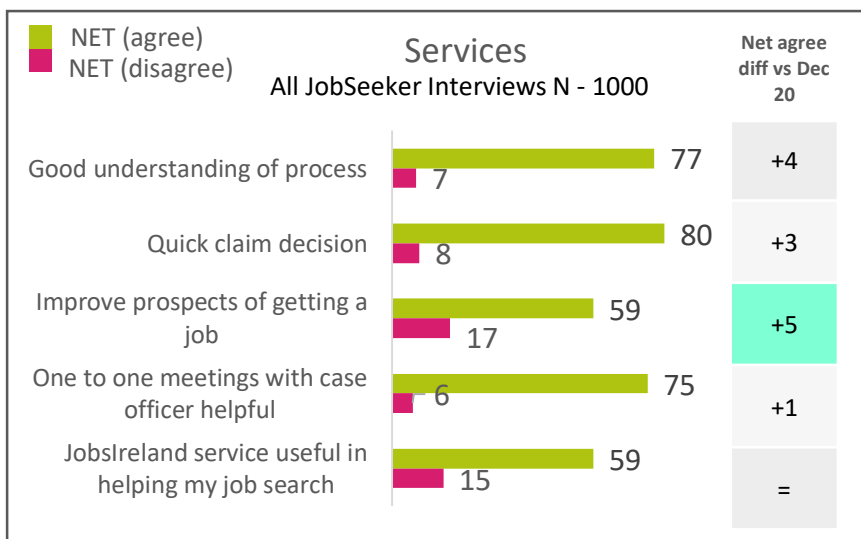
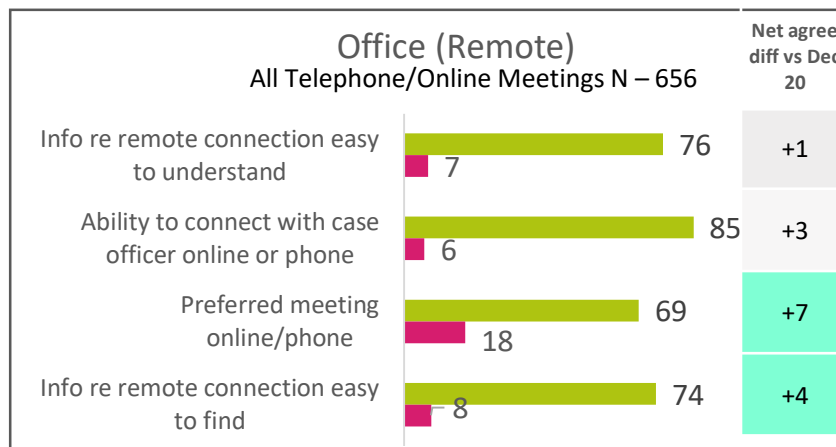
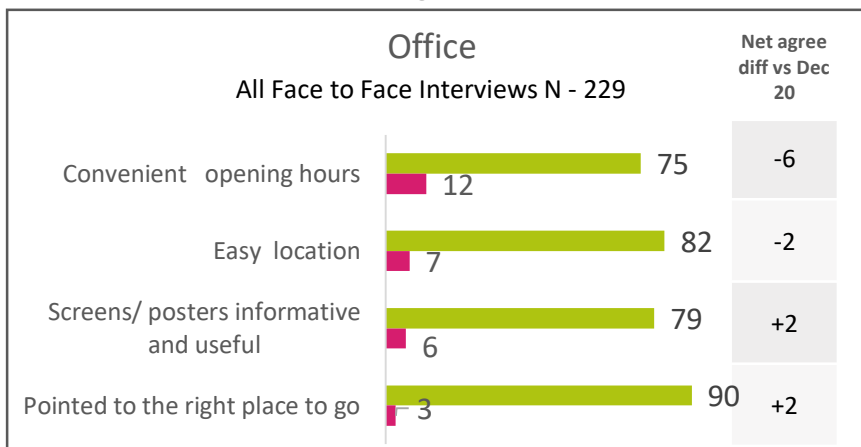
Q.5 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is completely dissatisfied and 5 is completely satisfied.

Net Positive/Negative Rating of Jobseekers Service



The summary below illustrates the fact that levels of satisfaction with the Jobseekers service on all factors measured far outweighs dissatisfaction. The only areas where there were lower levels of agreement versus December 2020 relate to convenient opening hours and easy location for those who had face to face meetings. Satisfaction with almost all elements of service have increased since the last survey, especially so in relation to preferred meeting online/phone, staff make me feel valued, overall supports and services and improved prospects of getting a job.

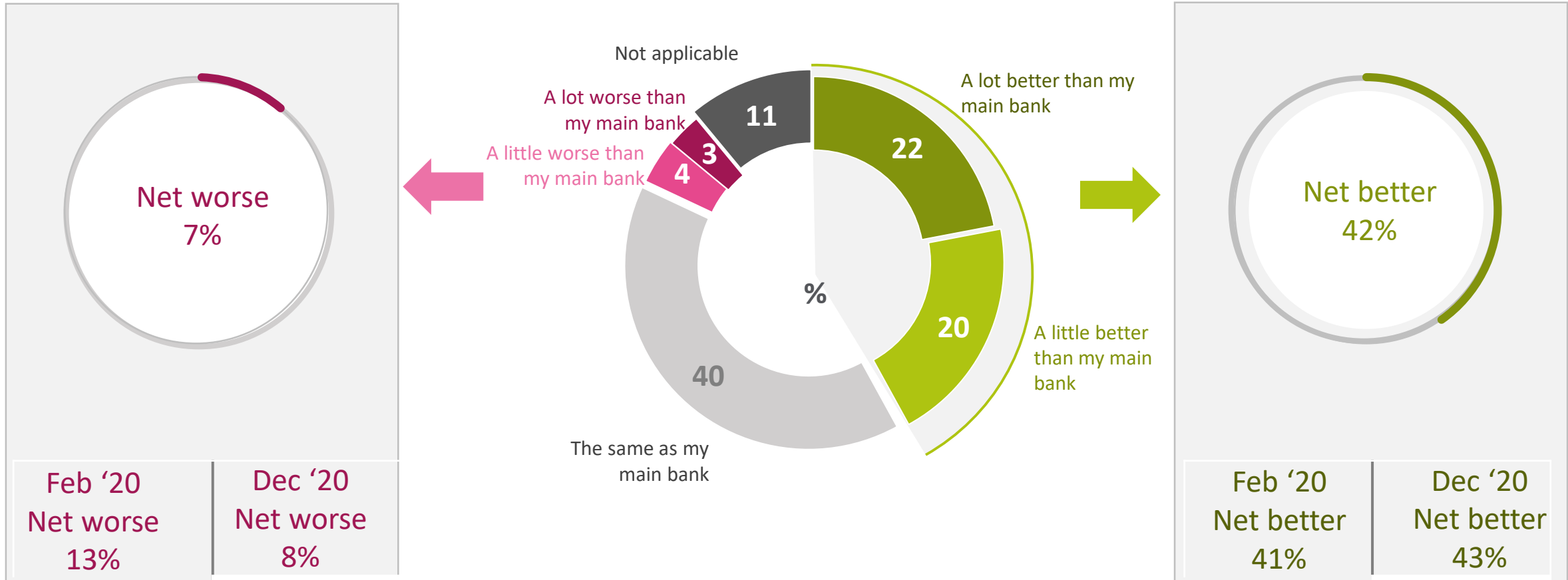
■ NET (agree) ■ NET (disagree)



Rating of Intreo/Branch Office compared to main bank

Base: All Participants N - 1000

A greater proportion rate the Intreo/Branch service as better than their main bank, by a difference of +35%



Rating of Intreo/Branch Office compared to main bank by Region

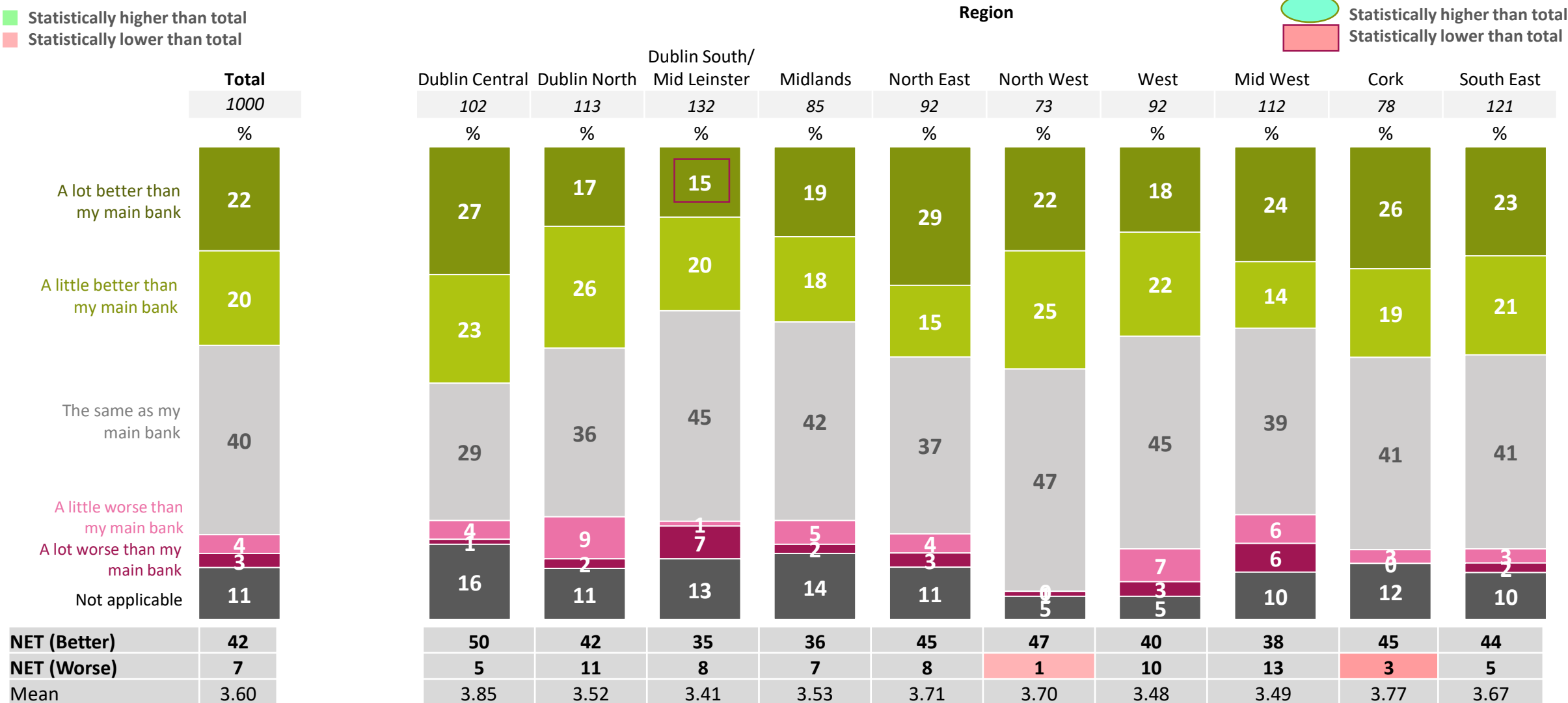


Base: All Participants N - 1000

Participants in the Dublin South/Mid Leinster region are a little less likely than those in all other regions to rate the Intreo/branch service better than their main bank.

■ Statistically higher than total
■ Statistically lower than total

 Statistically higher than total
 Statistically lower than total



Rating of Intreo/Branch Office compared to main bank x demographics

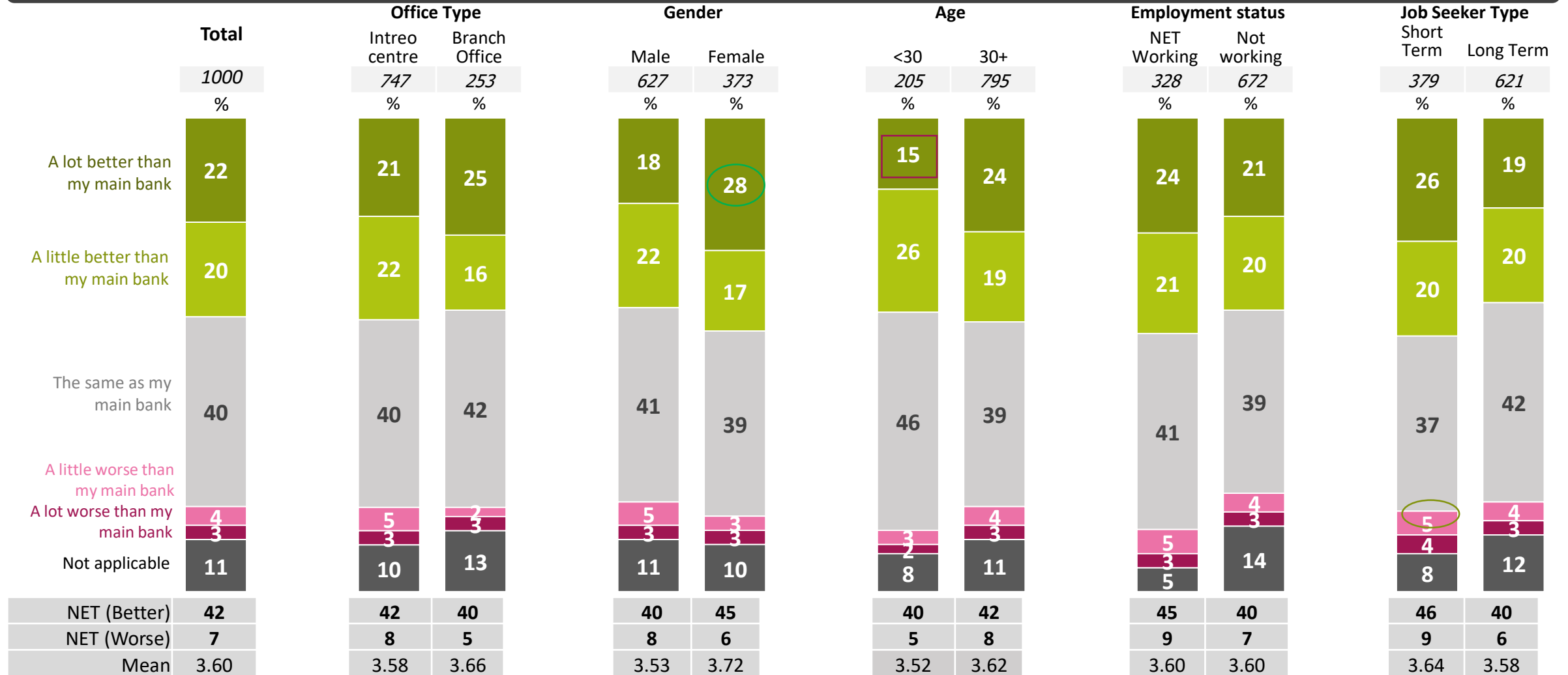


Base: All Participants N - 1000

■ Statistically higher than total
■ Statistically lower than total

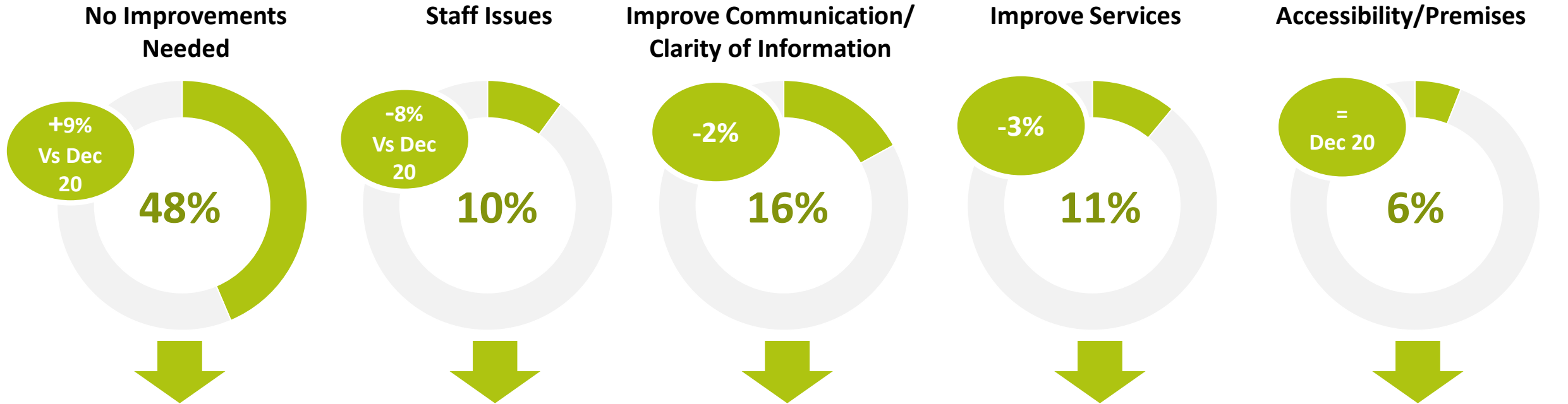
 Statistically higher than total
 Statistically lower than total

Female participants are more positive this wave than their male counterparts in their rating of the Intreo/Branch office compared to their main bank.



Suggested improvements to overall experience

Base: All Participants N - 1000



- 48% of Jobseekers report no improvements needed, they are happy with service (39% in Dec 20)
- Higher for longer term Jobseeker at 51% vs 43% for short term jobseekers.
- Higher for Under 30's at 52%
- Higher for South East region 55%, North-East 51% and Dublin South/Mid Leinster at 50%.

- Dissatisfaction with staff dropped 8 percentage points (down from 18% in Dec 20).
- Dissatisfaction levels now recovered from the 24% rating in Feb 20 (+14% this wave).

- Answer phones/direct phone line to case officer were cited by 10%.
- Region most in need of improvement Dublin Centre (21%) and Dublin North (22%)

- Dublin North 18%
- Provide/improve/increase course were put forward by 4%.

- Extend opening hours (3%)
- Reduce waiting time for appointments (2%)
- Support for people in rural/isolated areas (1%).
- Accessible /extra locations (less than 1%).

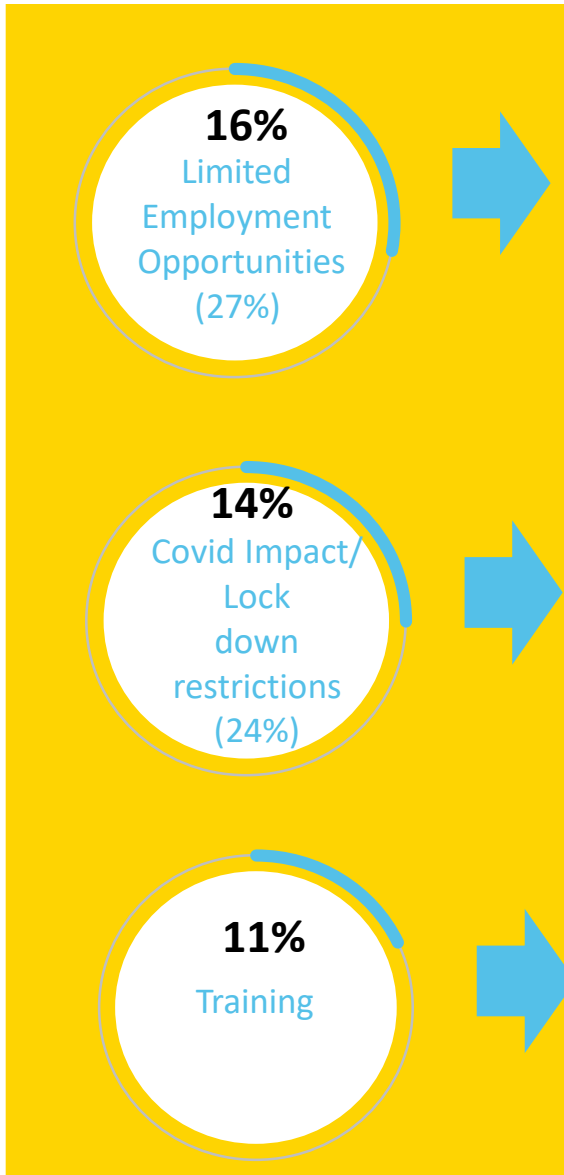


Q.7 What one improvement do you feel the Intreo centre/Branch office (as appropriate) could make to improve your overall experience as a client? Please include as much detail as possible.

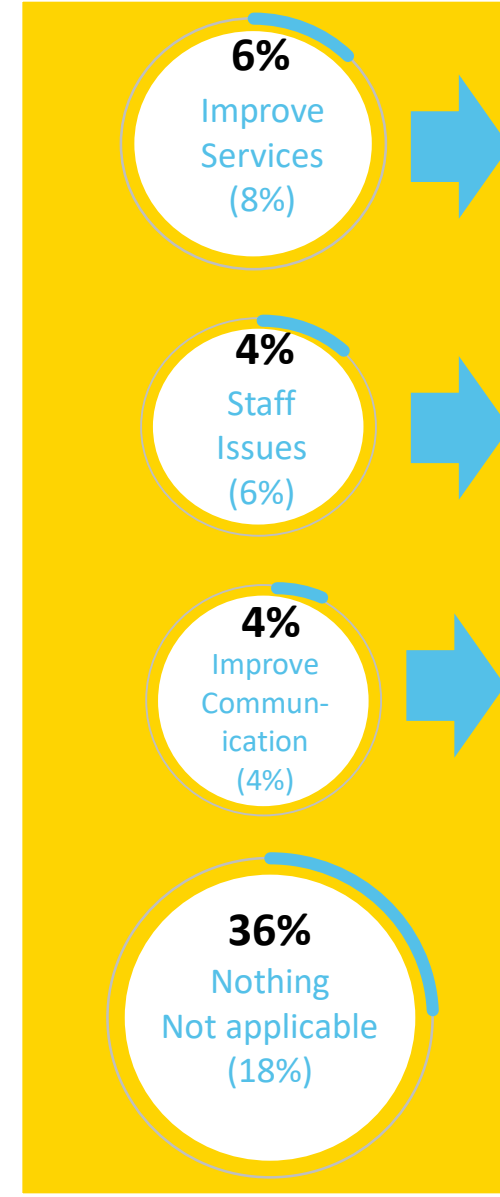
Reasons for dissatisfaction

Base: All Participants Not Working N - 672

(Figures in brackets = Dec 2020)



- Not surprisingly, limited employment opportunities was the main reason put forward for those not working. Reasons included age bracket/retirement for older people (9%). Too many applications, No job placements Difficulty gaining employment and lack of experience.
- The current Pandemic was mentioned by 14% in total – this is higher for those unemployed at 1+ years (16%).
- Dissatisfaction with course they are on (7%) driven by younger participants (at 13%), not enough training/upskilling 5%.



- Better awareness of skills/qualifications, assign people to appropriate sectors (4%).
- Staff issues continue to decrease. The main reasons for dissatisfaction are poor support/attitude of staff 3%, poor listening skills at a low base of 0.5%.
- More communication/Cohesion between jobseekers and job providers regarding vacancies.

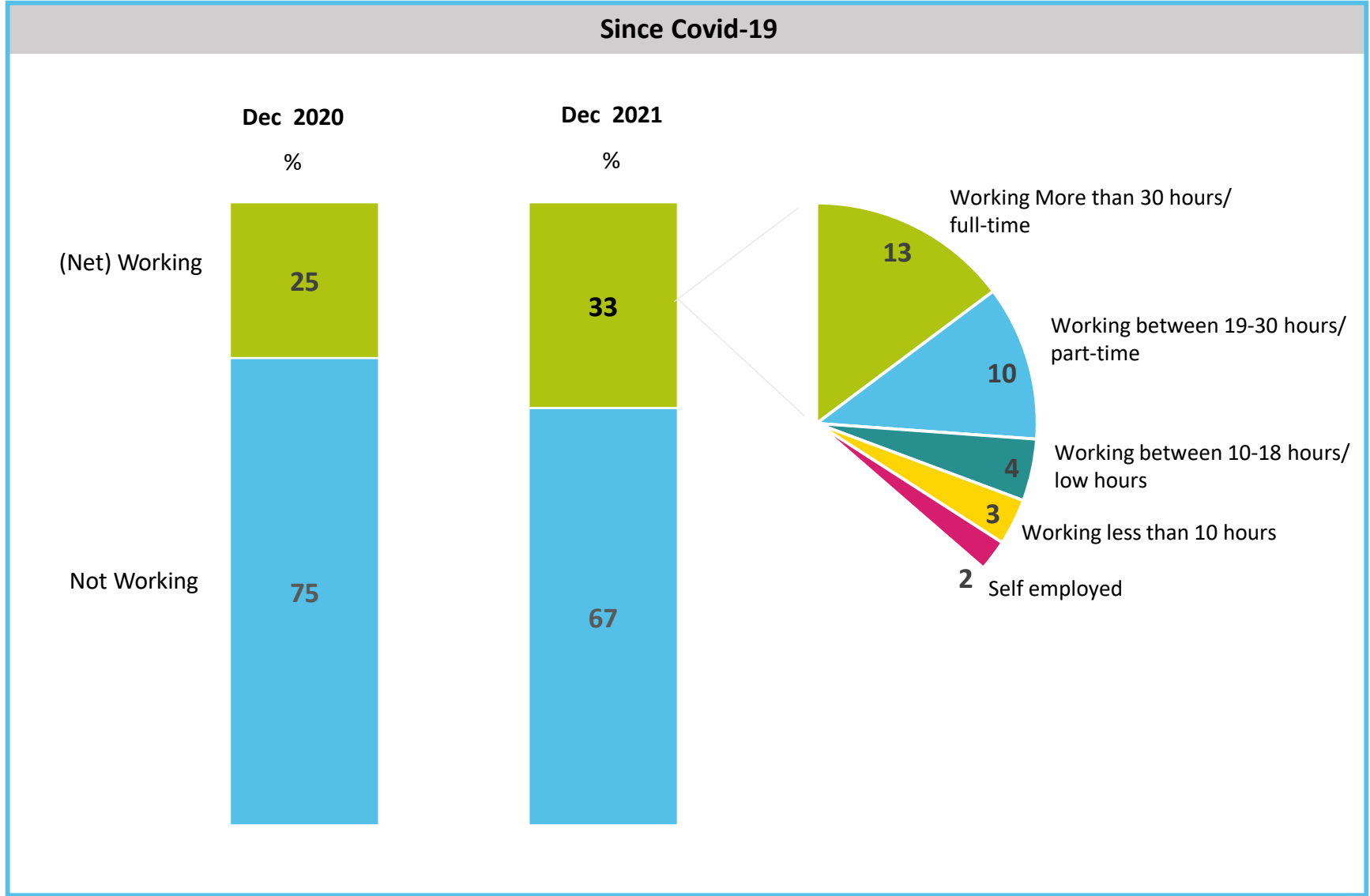
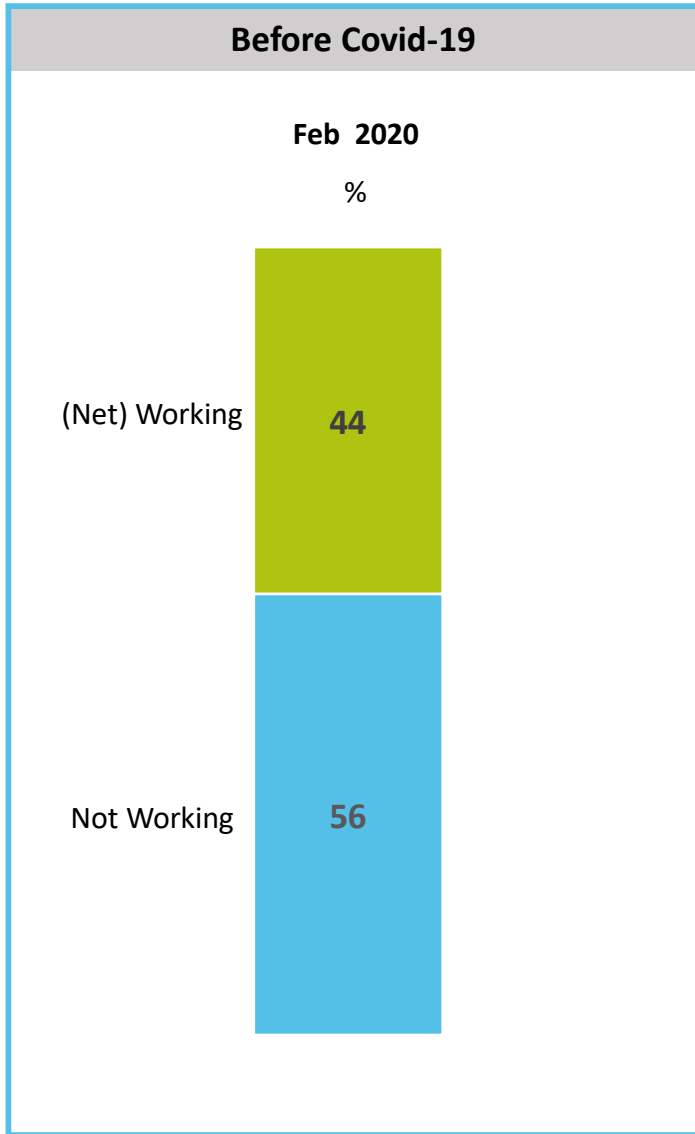




Sample Profile

Employment Status

Base: All Jobseeker Participants N - 1000

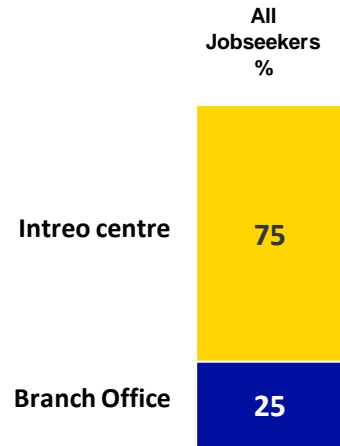


Sample Profile

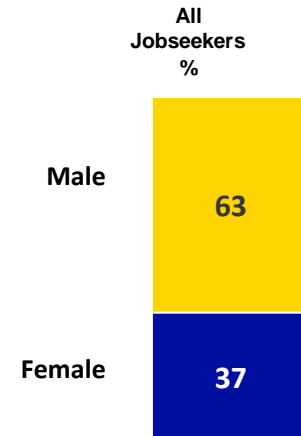
Base: All Jobseeker Participants N – 1,000



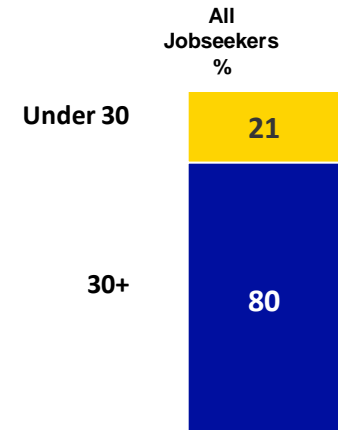
Office Type



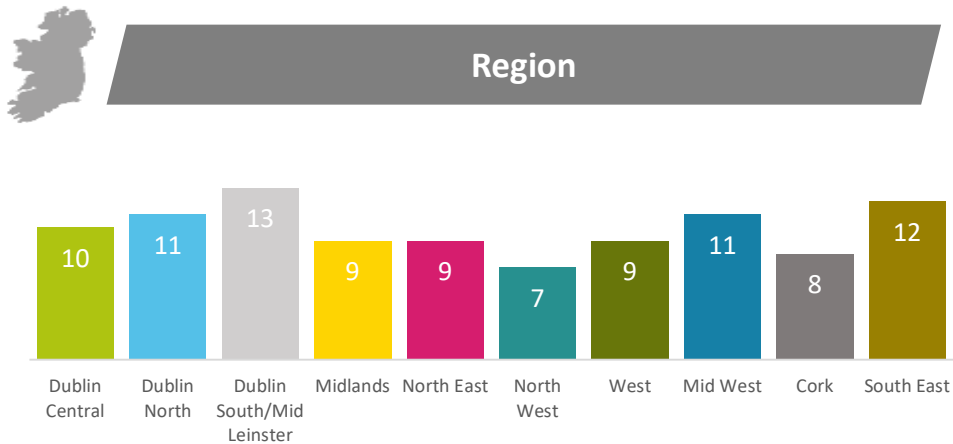
Gender



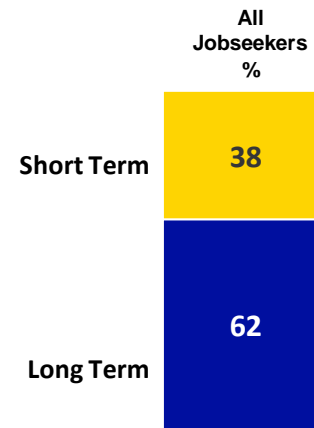
Age



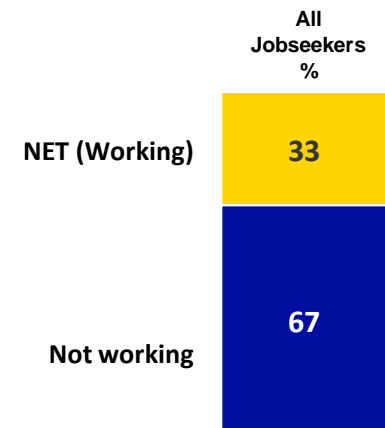
Region



Duration



Employment Status





Summary of Key Findings



- Overall satisfaction is up by 5% on net satisfaction compared to December '20; this is higher for Branch office with 57% saying they are very satisfied and women (54% of whom are very satisfied) compared to the average 48%.
- Highest satisfaction scores are registered for pointed to the right place to go, friendly staff, professional at their job, staff trying their best, and one to one meeting with case officer. Lowest satisfaction for preferred meeting online/phone, improve prospects of getting a job and the JobsIreland service useful in my jobsearch.
- Just 23% of Jobseeker participants had face to face meetings with their local officer in 2021. Of this smaller group, satisfaction was highest for being pointed in the right place to go with a NET agree score of 90%.
- 63% of all Jobseeker participants had telephone meetings with their local office during 2021, with 13% participating in online meetings. Amongst the sub-group of 656 respondents who had either telephone or online meetings, satisfaction is highest with the ability to connect with their case officer online or over the phone.

Performance



- Note, when comparing results between February 2020 and those of December 2020 and December 2021, it should be noted that all Jobseeker participants were asked their views of the in-office experience of the February '20 survey, while only those who had actually visited a centre/office were asked about their experience there in the subsequent December surveys.
- Notwithstanding this, there is evidence that satisfaction with convenient opening hours has fallen back, as has ease of location, and usefulness of screens/posters. Pointed to the right place to go has increased to 90% net agree. This is based on a smaller base size of 229 this wave compared with the previous surveys.
- Three-quarters of those who had a face-to-face meeting in 2021 found the opening hours to be convenient for them – levels of satisfaction varied by region with those in the North-East least satisfied. While not statistically significant, Under 30's were also lower than the average on the convenience of opening hours.
- Satisfaction with easy location is consistently high across all of the Jobseeker participants who had face to face meetings over the course of 2021, with those in Dublin South/Mid Leinster most likely to agree.
- Dublin South/Mid Leinster particularly satisfied with the extent to which the screens/posters are informative and while not statistically significant women and those aged under 30 years were also more satisfied in this regard.
- Satisfaction with being quickly pointed to the right place to go is extremely high at 90% amongst all of those who had a face-to-face meeting, a figure which rises to 95% of female respondents in this group (with 81% significantly higher on agree completely). Cork region also statistically significant at 100% of this group).

Remote Facilities



- Those who had telephone/online meetings were especially satisfied with the ability to connect with their case officers online or over the phone. Of this cohort, 69% agreed that they preferred meeting over the phone or online rather than the normal in-person meetings (up 7% vs Dec 2020).
- Over three-quarters of those who had telephone/online meetings agreed that the information about connecting remotely with social protection was easy to understand, with just 7% disagreeing. This was significantly higher for younger respondents, as well as those now working.
- Participants also reported being able to connect with their case officer online or over the phone – with 85% agreeing that this was the case, and only 6% disagreeing.
- Those aged under 30 years were statistically higher than the average to indicate that they preferred meeting over the phone or online compared to the usual in-person meetings.
- There was high agreement levels that information about connecting remotely with the Department was easy to find and again, this was significantly higher for younger participants, with those in the South-East region also displaying strongest agreement.



- Rating of Jobseeker staff is very high, with improvements on staff scores across all dimensions. The agree completely score is up 5% across all vs December 2020, +6% on Makes me feel valued.
- There are no significant differences in the high level of agreement that Jobseeker staff are friendly, across the different participant groupings, although females and younger participants are more likely to agree.
- 82% of all Jobseeker participants agree that staff make them feel valued, with a further 12% neither agreeing nor disagreeing, and only 7% disagreeing.
- The vast majority (88%) of Jobseeker participants agree that staff are trying their best for them, and this is higher for branch office at 73%, and females (71%) who are more likely to agree completely versus the average 65%.
- There were high agreement levels across the board with the statement that Jobseekers staff are professional at their jobs. 73% who agree completely for Branch Office.



- In terms of services performance, the highest levels of satisfaction are with quick claim decision, good understanding of process and one-to-one meetings with case officers being helpful. The net agree figure of 64% on the crucial 'improve prospects of getting a job' is up by five percentage points this wave, this is driven by those aged U30yrs at 73%.
- There are no significant differences in net satisfaction with good understanding of process by Jobseeker participant typology. However, residents in the North-West are significantly more likely to agree completely at 64%.
- Those living in the South-East region are more likely than the average participant to allocate a high satisfaction score to quick claim decision with 67% of North-West participants significantly higher than average to agree completely.
- In line with December 20, those aged under 30 years are more likely than average to allocate a positive rating on improved prospects of getting a job. Note, increased satisfaction level with Intreo office on this factor (up by 7 percentage points on Net agree from 57% in Dec 20 to 64% this wave).
- Participants in the South-East region allocated the highest satisfaction scores for one-to-one meetings with case officers being helpful. Higher than average scores on this metric are also given by those aged under 30 years.
- Satisfaction with the usefulness of the JobsIreland service in helping with job search is highest for younger participants (Under 30 years) and those in the South-East region. Note also the increase in satisfaction levels over the last number of waves for those now working.



- Highest levels of satisfaction with process-related factors are registered for making my claim online/in person, overall supports and services, and case officer meetings, particularly so for overall supports and services (up 6 points to 80% for net agree). Scores for registering profile on JobsIreland and course/training attended are slightly lower but this is no doubt a feature of the Pandemic as numbers higher for those who have not been through the process yet.
- Women in particular are more likely to be completely satisfied with meetings with their case officer, although the great majority of Jobseeker participants rate this element of the process positively with those in Dublin North most satisfied at 82% (up from 68% the previous year).
- 81% of all Jobseeker participants are satisfied with the process of making their claim online or in person (up 5% vs Dec 2020), with very high satisfaction levels registered across all sub-groupings.
- Ratings for Jobseekers who are currently working improved this wave from 67% net satisfied to 83% in December 2021 for overall supports and services with those in the North-West region most positive at 89%.
- Women and those aged under 30 years rate the ease of access and use of the Department of Social Protection's online service more positively, while those working were significantly higher on this criterion versus not working.
- Long term participants and those in the North-West register the highest levels of satisfaction with getting onto a course/getting a job with short term participants most dissatisfied (in line with previous waves). Longer term participants are also significantly more likely than the average respondent to allocate high satisfaction scores on course/training attended.
- One in four of all Jobseeker participants have yet to register their profile on JobsIreland, with those aged under 30 most satisfied with the experience.

Summary



- In summary, Jobseekers services across all factors illustrates the fact that levels of satisfaction with the Jobseekers service on all factors measured far outweighs dissatisfaction. The only areas where there were lower levels of agreement versus December 2020 relate to convenient opening hours and easy location for those who had face to face meetings. Satisfaction with almost all elements of service have increased since the last survey, especially so in relation to preferred meeting online/phone, staff make me feel valued, overall supports and services and improved prospects of getting a job.
- A greater proportion rate the Intreo/Branch service as better than their main bank, by a difference of +35%.
- Participants in the Dublin South/Mid Leinster region are a little less likely than those in all other regions to rate the Intreo/branch service better than their main bank. Female participants are more positive this wave than their male counterparts in their rating of the Intreo/Branch office compared to their main bank.
- Almost half (48%) of Jobseekers report no improvements needed, they are happy with service (this is up from 39% in December 2020). Dissatisfaction with staff issues has fallen back to just 10% this period.
- Limited job opportunities (16%) and the Pandemic (14%) were put forward as the main causes for dissatisfaction amongst those not working. Training issues also emerged as a cause of dissatisfaction for 11% - dissatisfaction with course they are on (7%) higher for younger participants (at 13%) and not enough training/upskilling 5%.



The Questionnaire

J.123087



November 2021 – Jobseeker 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 Intreo/Branch office (as appropriate). 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: A random sample of job seekers

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

What will the research be used for: It will be used to improve the services offered in the Intreo centres/Branch offices (as appropriate)

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 Danaher 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 address](#)

Department of Social Protection:

J.123087



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

Q.1 Considering all your experiences with the Intreo centre/Branch office (as appropriate) and services 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 FACE TO FACE MEETINGS AT Q2a ASK:

Q2b. Now thinking about the Intreo centre/Branch 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 Intreo centre/Branch office (as appropriate) are convenient for me | 5 | 4 | 3 | 2 | 1 |
| Travelling to the Intreo centre/Branch office (as appropriate) is easy for me | 5 | 4 | 3 | 2 | 1 |
| The information on display (e.g. screens, posters, etc) in the Intreo centre/Branch office (as appropriate) is informative and useful | 5 | 4 | 3 | 2 | 1 |
| When I entered the Intreo centre/Branch office (as appropriate) I was quickly pointed to the right place to go | 5 | 4 | 3 | 2 | 1 |

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

Q2c. Now thinking about the Intreo centre/Branch 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 |
|---|------------------|------------------|----------------------------|---------------------|---------------------|
| Information about connecting remotely with Social Protection was easy to understand | 5 | 4 | 3 | 2 | 1 |
| I was able to connect with my case officer online or over the phone | 5 | 4 | 3 | 2 | 1 |
| I preferred meeting over the phone or online rather than the normal face-to-face meetings | 5 | 4 | 3 | 2 | 1 |
| Information about connecting remotely with Social Protection was easy to find | 5 | 4 | 3 | 2 | 1 |

Q.3. Now thinking about Intreo centre/Branch office (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 |
|---|------------------|------------------|----------------------------|---------------------|---------------------|
| Staff are friendly and made me feel welcome | 5 | 4 | 3 | 2 | 1 |
| Staff make me feel valued | 5 | 4 | 3 | 2 | 1 |
| Staff try their best for me | 5 | 4 | 3 | 2 | 1 |
| Staff are very good at their jobs | 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 Intreo centre/Branch 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 |
|---|------------------|------------------|----------------------------|---------------------|---------------------|----------------|
| After my first meeting with the Intreo centre/Branch office (as appropriate) I had a good understanding of the Intreo centre/Branch office (as appropriate) process that I needed to follow | 5 | 4 | 3 | 2 | 1 | 0 |
| A decision on my jobseeker claim was made quickly | 5 | 4 | 3 | 2 | 1 | 0 |
| The Intreo centre/Branch office (as appropriate) process has helped me improve my prospects in getting a job | 5 | 4 | 3 | 2 | 1 | 0 |
| I found the one-on-one meetings with my case officer useful in helping me understand my options. | 5 | 4 | 3 | 2 | 1 | 0 |
| The Jobs Ireland service was useful in helping my job search | 5 | 4 | 3 | 2 | 1 | 0 |

Q5. Please rate your level of satisfaction with the following **processes** that you may have experienced, organised by your Intreo centre/Branch office (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 |
|---|---------------------------|-----------------------|--------------|------------------------------|------------------------------|----------------|
| Making my claim online or in person | 5 | 4 | 3 | 2 | 1 | 0 |
| Meetings with my case officer | 5 | 4 | 3 | 2 | 1 | 0 |
| The overall supports and services that the Intreo centre/Branch office (as appropriate) offered | 5 | 4 | 3 | 2 | 1 | 0 |
| Access to/use of Department of | 5 | 4 | 3 | 2 | 1 | 0 |

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| | | | | | | |
|---|---|---|---|---|---|---|
| Social Welfare services online | | | | | | |
| Getting on to a course, training or getting a job | 5 | 4 | 3 | 2 | 1 | 0 |
| Registering my candidate profile on the JobsIreland website | 5 | 4 | 3 | 2 | 1 | 0 |
| *The course or training that you may have attended | 5 | 4 | 3 | 2 | 1 | 0 |

*DP: Always have this option appear LAST

Q. 6 In general terms, how would you rate the Intreo centre/Branch office (as appropriate) services as compared to those offered by your main bank? Would you say the Intreo centre/Branch office (as appropriate) service is READ OUT OPTIONS. SINGLE CODE ONLY.

| | |
|-----------------------------------|---|
| A lot better than my main bank | 1 |
| A little better than my main bank | 2 |
| The same as my main bank | 3 |
| A little worse than my main bank | 4 |
| A lot worse than my main bank | 5 |
| Not applicable I don't use a bank | 6 |

Q.7. What one improvement do you feel the Intreo centre/Branch office (as appropriate) could make to improve your overall experience as a client? Please include as much detail as possible.

INTERVIEWER: RECORD RESPONSES VERBATIM IN BOX PROVIDED

Q.8 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 |
| Working Less than 10 hours | 4 |
| Self-employed | 5 |
| Not working | 6 |

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ASK OF ALL NOT WORKING (I.E. CODE 6 AT Q.8)

Q.9 We appreciate that you may be disappointed that Intreo centre / Branch office (as appropriate) process 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.



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Delve Deeper