

Jobseeker Satisfaction Survey

December 2022

J.224122

B&A

Prepared by:
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Introduction



Research Background & Objectives

- This study builds on the findings from similar research stretching back to October 2015 conducted on behalf of the Department of Social Protection.
- This latest wave of the Jobseekers client survey took place in December 2022. The Department of Social Protection wished to update and benchmark the continuous tracking study. Where possible we have compared the main findings with the two previous studies for December 2021 and December 2020 as follows: 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
- This section of the report contains the results from the JobSeeker survey of 1,024 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



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 1,024 Jobseeker survey respondents.



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

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



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).



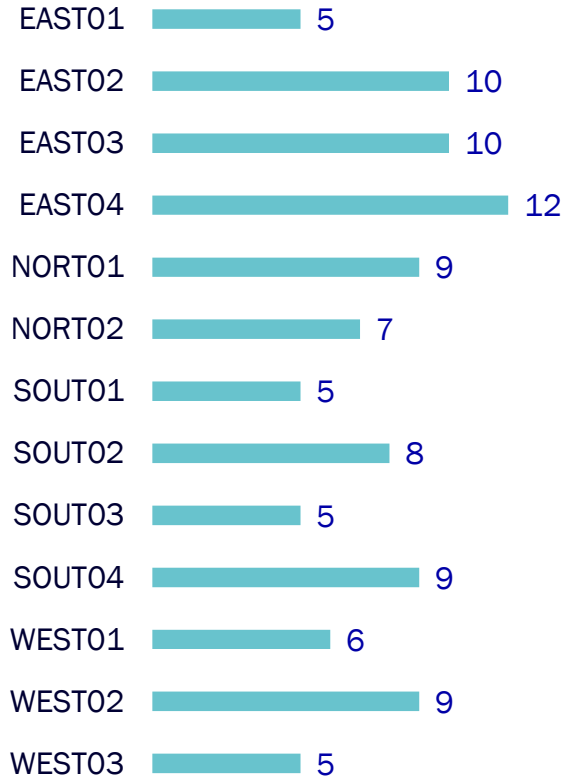
	Sample Size	Fieldwork dates
2022	1024	1 st – 20 th Dec 2022
2021	1000	29/11/21 – 20/12/2021
2020	1000	12/11/20 – 14/12/2020
2020	1004	29/01/2020 – 10/02/2020
2018	1007	23/10/2018 - 07/11/2018
2017	1014	17/10/2017 - 02/11/2017
2016	1171	03/10/2016 - 01/11/2016
2015	1010	14/10/2015 - 23/10/2015

Sample Profile - Area

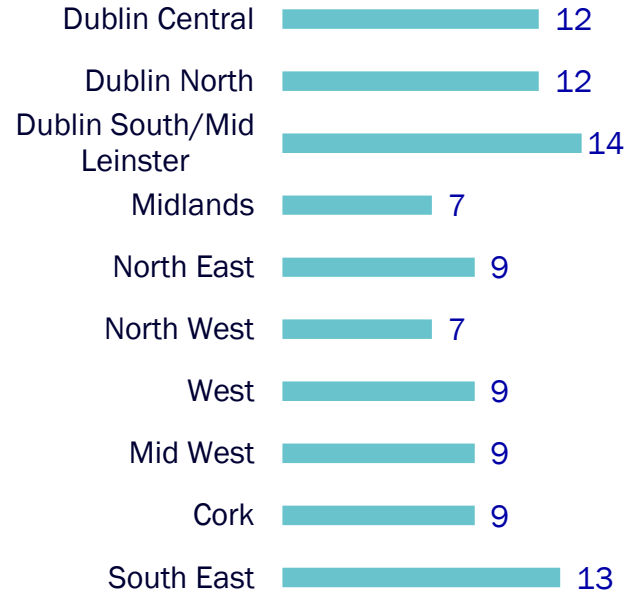
Base: All Jobseeker Participants N – 1,024

- The latest survey results are reviewed by new divisional codes provided by the Department of Social Protection. The new divisional codes are outlined below. For comparison purposes, we have provided the results of the survey by regional codes and these are contained in a set of appendices to the report.

New Divisional Codes



Regions (Previous Codes)





Executive Summary



Executive Summary - Jobseeker



Over three-quarters of Jobseekers report that they are **satisfied** with the Intreo centre/Branch office and services.



Overall, scores across the key areas of Office, Staff, Services and Process are strong and in line with 2021. The exceptions are declines in getting on a course or job and screens/posters informative or useful. There were also lower levels of preference recorded for meeting remotely.



Jobseeker clients are most satisfied with being directed to the right place to go, friendly staff, staff trying their best and professional at their jobs. These are followed by convenient opening hours, easy location, quick claim decision, making my claim online, good understanding of the process and case officer meetings (all at above the 4.3 mean score out of 5)

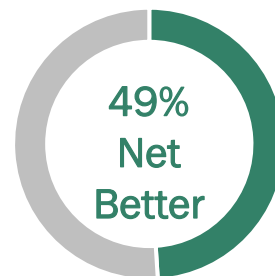
Improvements versus 2021 were noted in particular for:



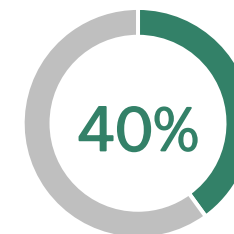
- Convenient opening hours 84% (+9%)
- Improve prospects of getting a job 62% (+3%)
- Dept Social Protection Online services 65% (+3%)
- Easy location 84% (+2%)

Biggest decline

Preferred meeting online/phone -8%



A greater proportion rate the Intreo/Branch service as better than their main bank, by a difference of more than four in ten at +41% Up 7% versus 2021.

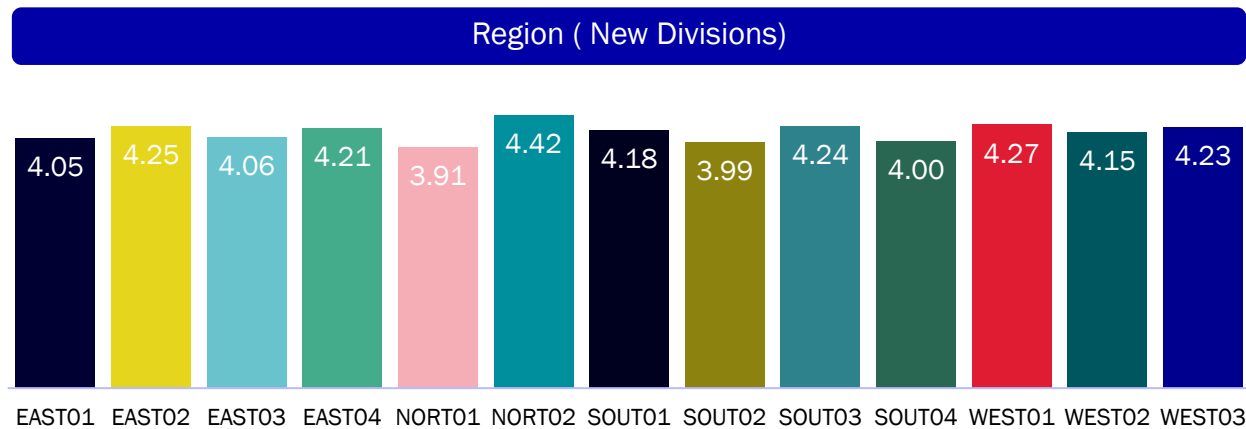
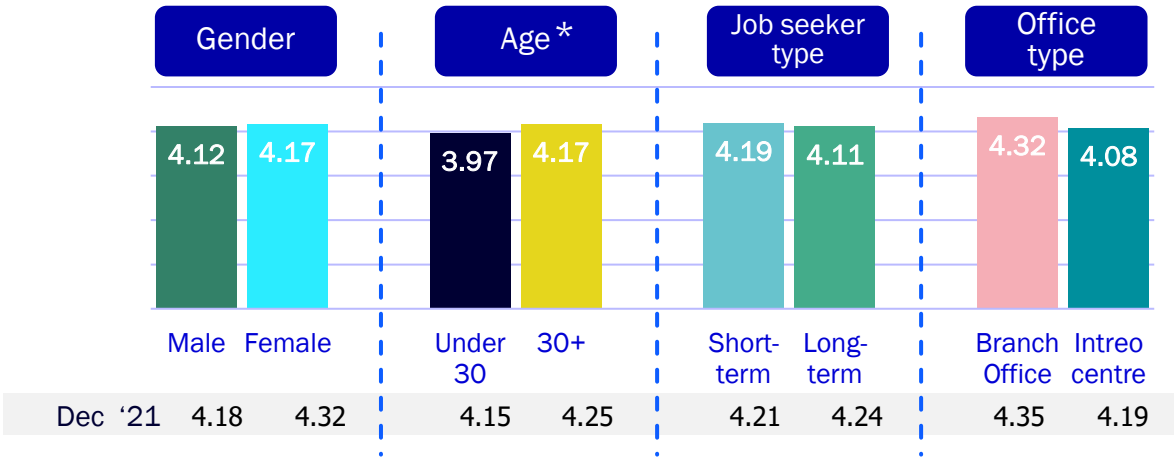
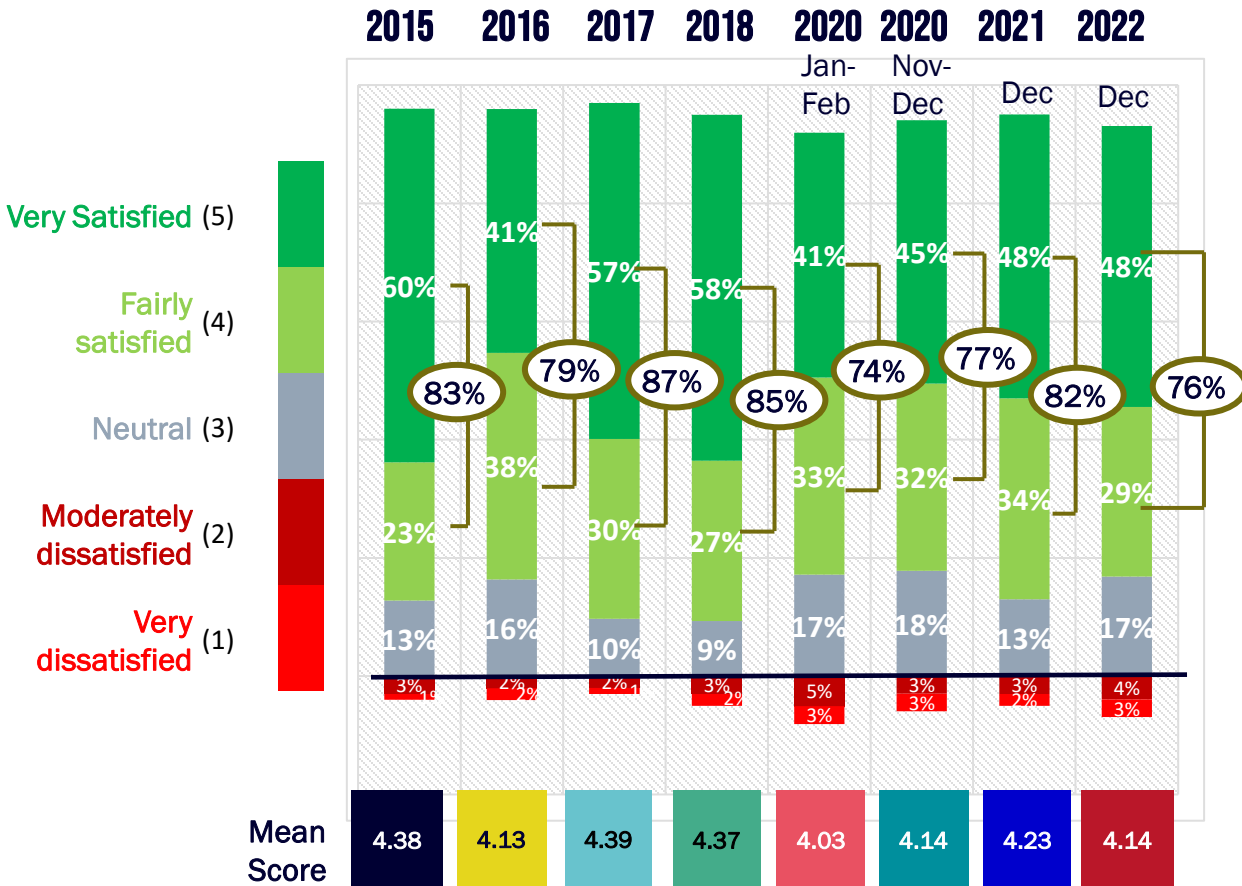


Four in ten of **Jobseeker clients (40%)** would not change anything about their experience with the Intreo centre/Branch office. For those who put forward suggestions, 20% focused on Improve communication, 14% improve services and 13% staff issues.

Overall Satisfaction



Overall Satisfaction scores is high at 76% reflecting the 2020 score albeit down by 6% on 2021.



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'.



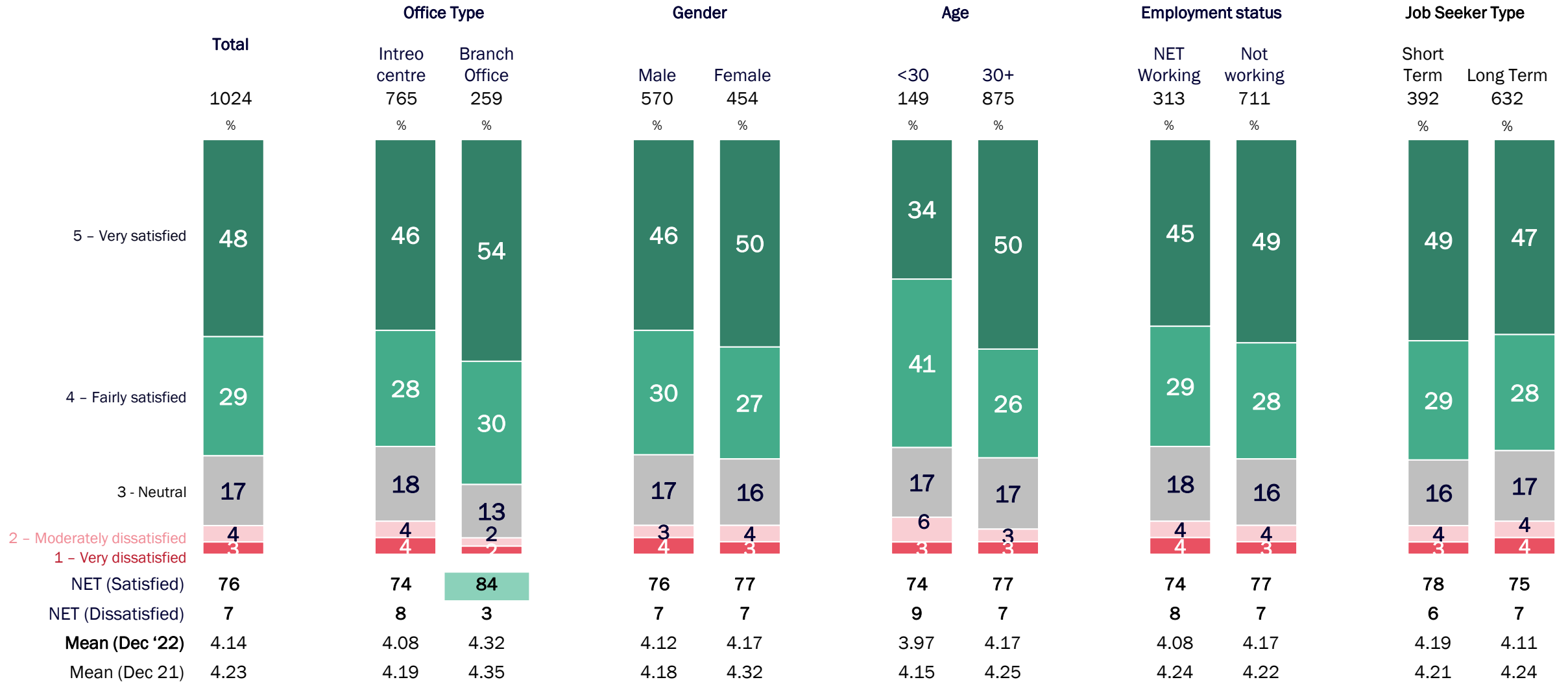
Overall Satisfaction – December 2022

■ Statistically higher than total
■ Statistically lower than total



Base: All Jobseeker Participants N – 1,024

Over three-quarters of all participants attributed a net satisfaction rating of 76%. This was highest for Branch office at 84% and marginally higher for short-term jobseekers at 78%.



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'.

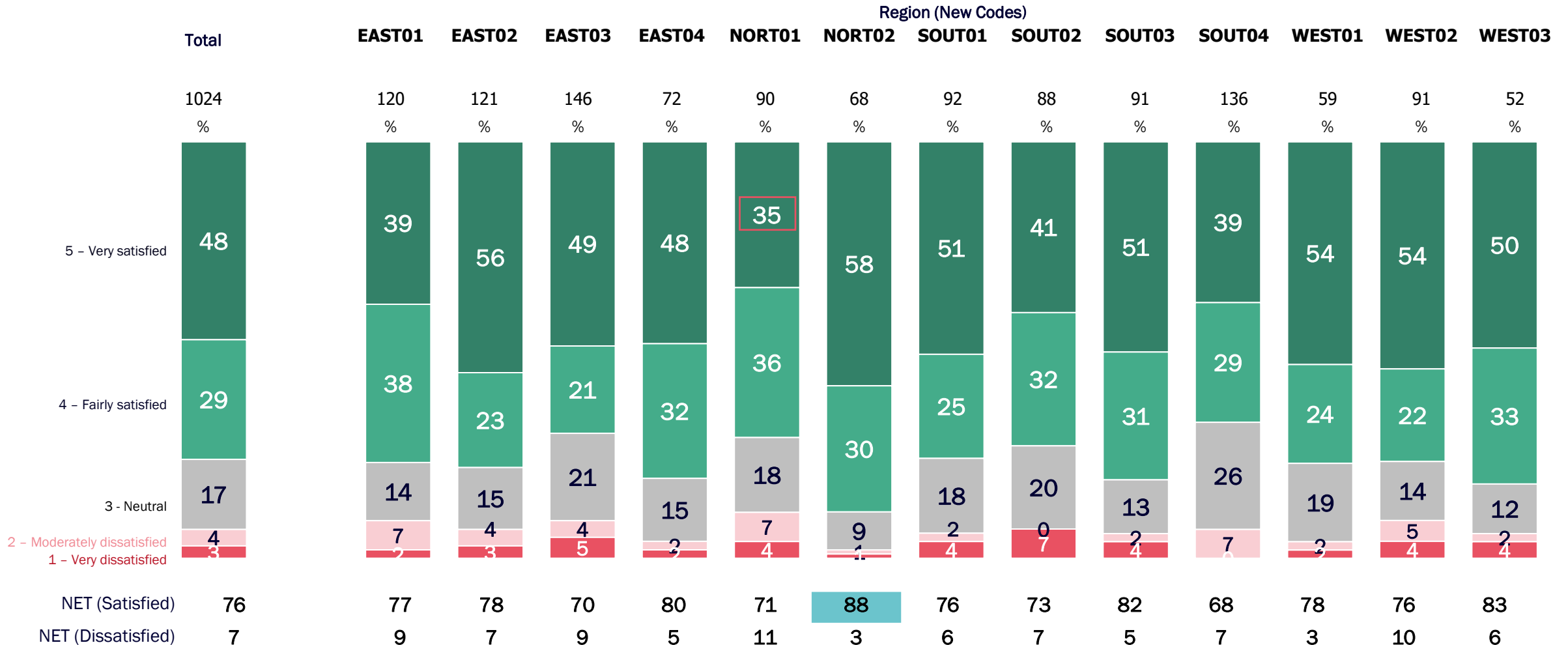
Overall Satisfaction – December 2022

Statistically higher than total
Statistically lower than total



Base: All Jobseeker Participants N – 1,024

The Nort02 Division displayed highest satisfaction levels at 88%. Lower satisfaction ratings were registered for Sout04 68%, East03 70%, Nort01 71%.



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'.

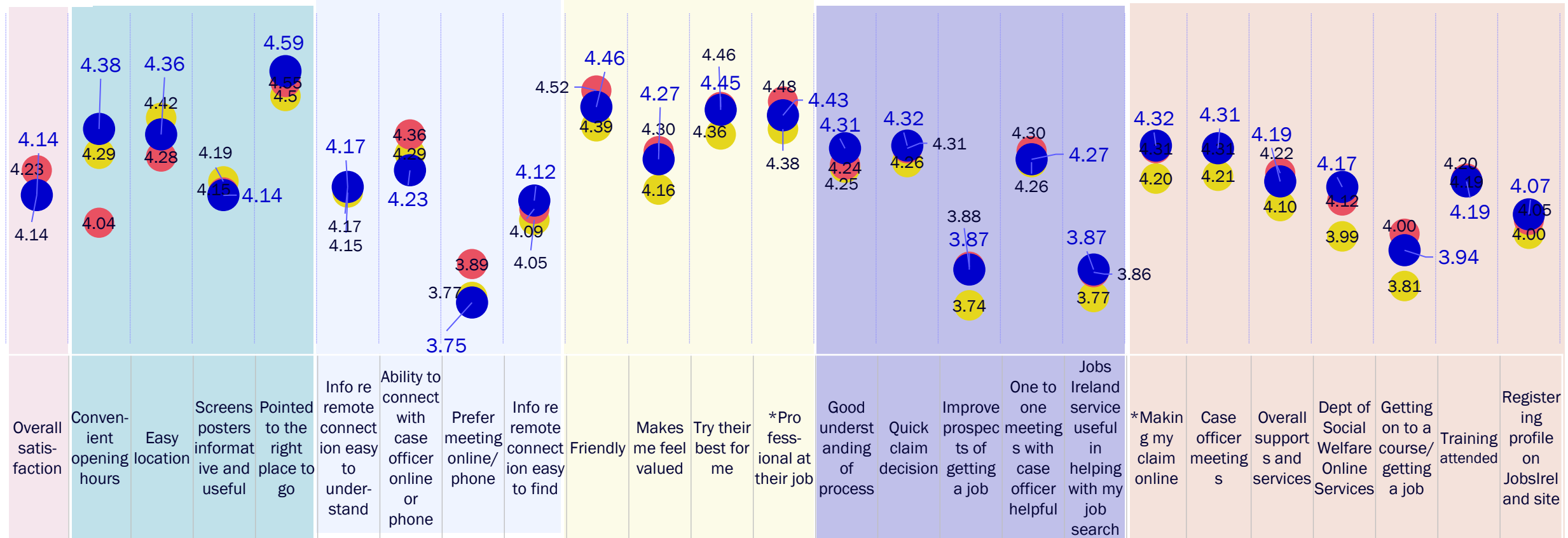
Overview of Performance

Base: All Jobseeker Participants 1,024

Feedback re: Office, staff, services and processes relatively unchanged . Preference for meeting online down.

● DEC-20 ● DEC-21 ● DEC-22

OVERALL



*Previous good at their job

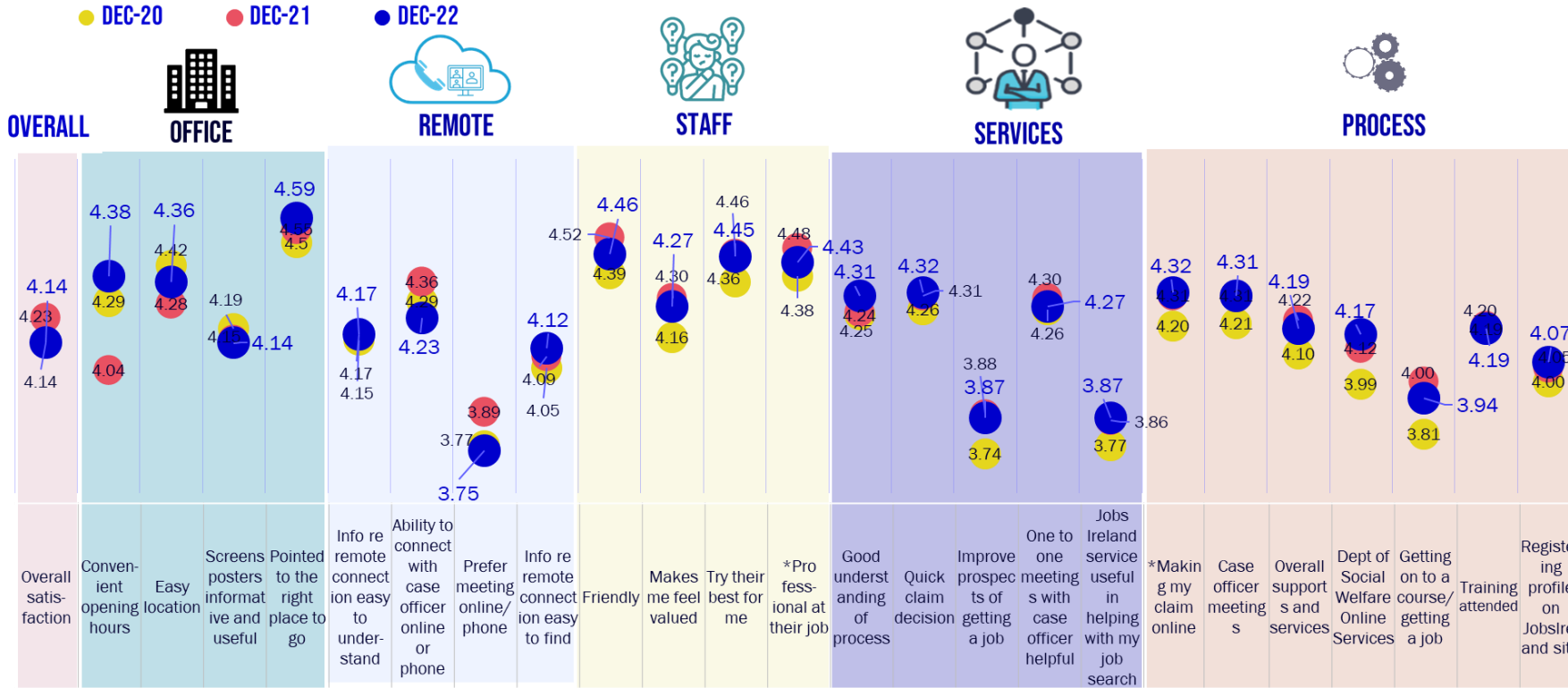
Overview of Performance

Base: All Jobseeker Participants 1,024

The top five satisfaction scores are in line with the previous December 2021 survey; pointed to the right place to go, friendly staff, staff trying their best and professional at their jobs.

These are followed by convenient opening hours, easy location, quick claim decision, making my claim online, good understanding of the process and case officer meetings (all at above the 4.3 mean score level). Many of the scores are above or in line with the 2021 rating.

Lowest satisfaction for preferred meeting online/phone, improved prospects of getting a job and the JobsIreland service useful in my jobsearch.





Performance



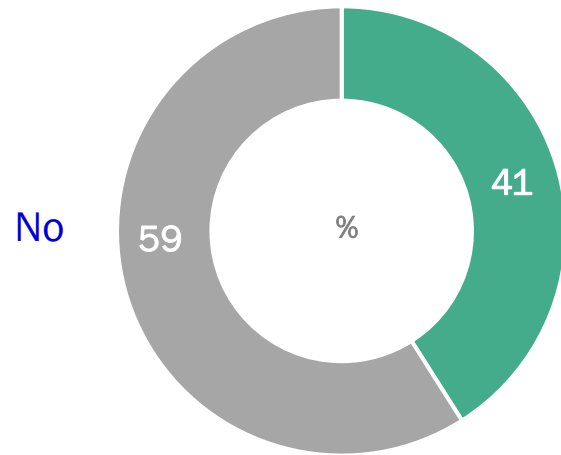
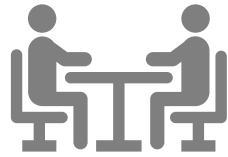


Face to Face Meetings



Overview of Performance – Face to Face Meetings

Base: All Jobseeker Participants N – 1,024



Yes

All who had In Person Meetings

	Convenient opening hours 415 %	Easy location 415 %	Screens/ posters informative and useful 415 %	Pointed to the right place to go 415 %
5 - Agree Completely	63	65	52	75
4 - Moderately Agree	21	19	22	15
3 - Neither Agree nor Disagree	9	7	18	7
2 - Moderately Disagree	4	4	6	2
1 - Disagree Completely	2	5	3	2
NET (Agree)	84	84	73	90 =
NET (Disagree)	7	9	8	3
Average (excl DK)	4.38	4.36	4.14	4.59

41% of Jobseeker participants had face to face meetings with their local officer in 2022.

Satisfaction was highest for being pointed in the right place to go with an any agree score of 90% (in line with 2021).

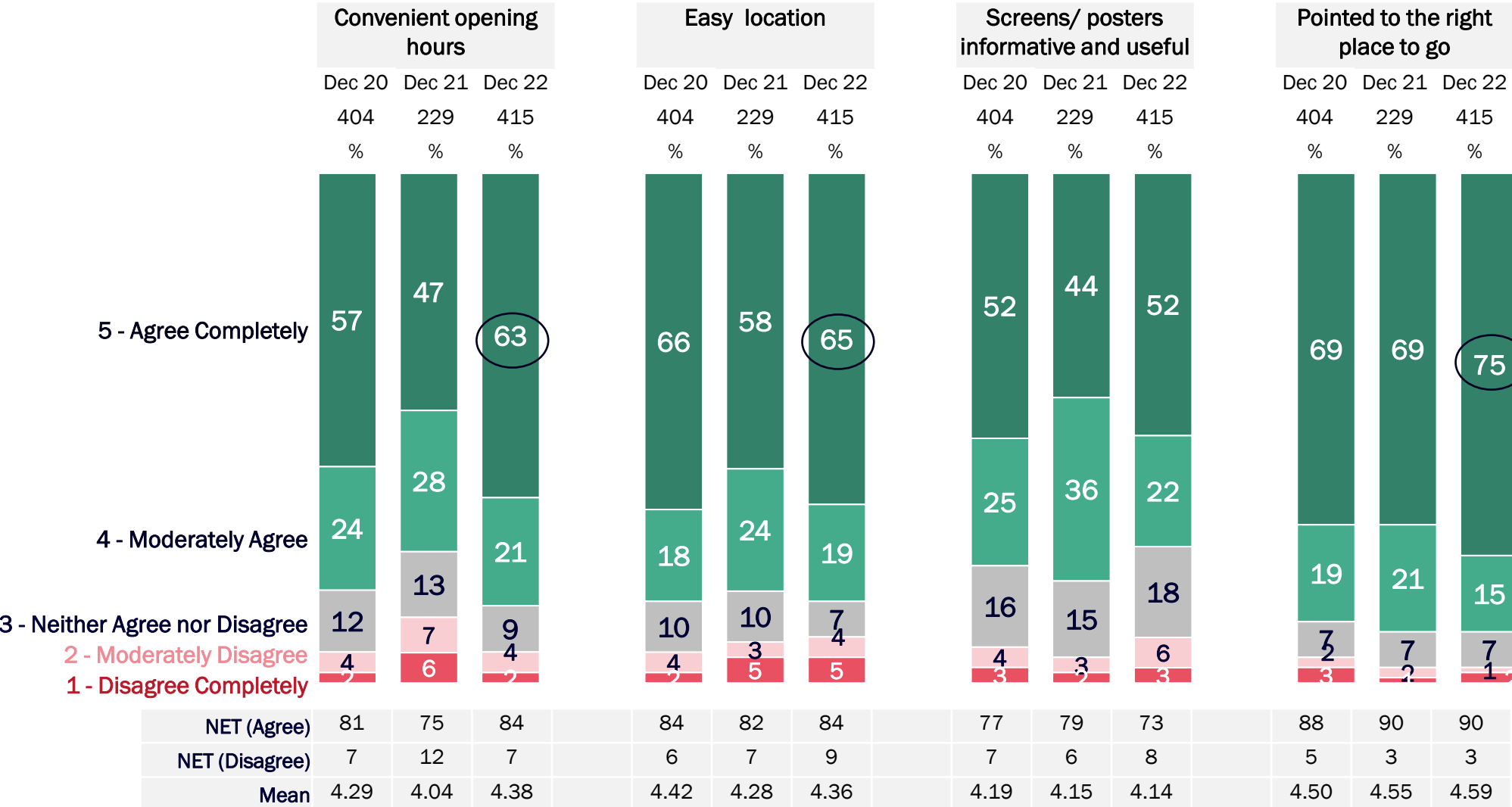
This was followed by convenient opening hours at 84% (up 9%) and easy location also at 84% (up 2%) on 2021.

Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2022)?

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

Overview of office performance – December 2022

Base: All Jobseeker Participants N – 415





It can be seen that satisfaction with convenient opening hours has increased up to **84%**, as has ease of location and being pointed to the right place to go. The usefulness of screens/posters has declined this wave from 79% to 73%.



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'.

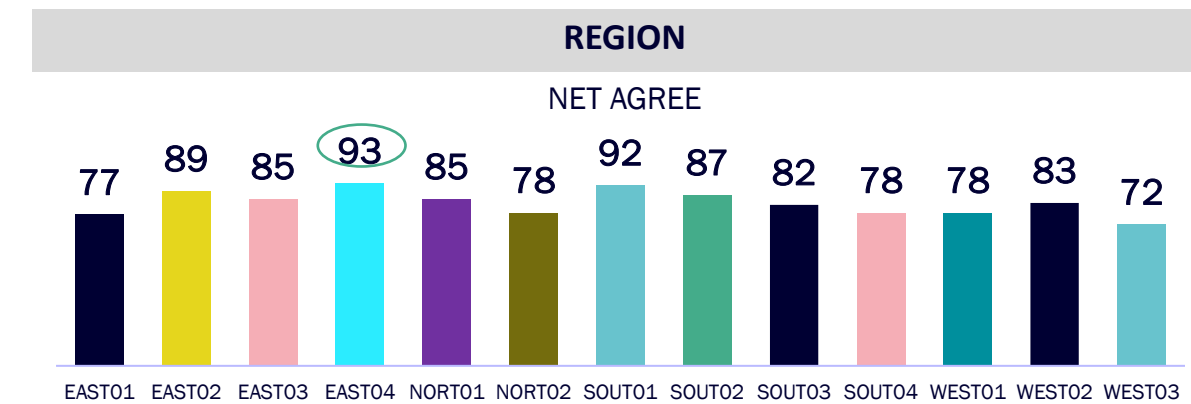
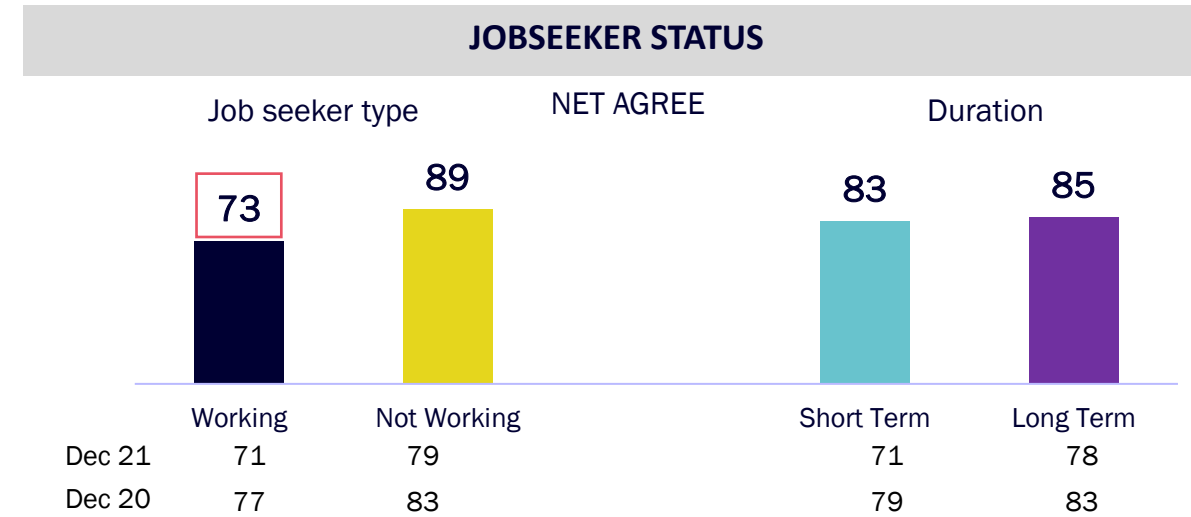
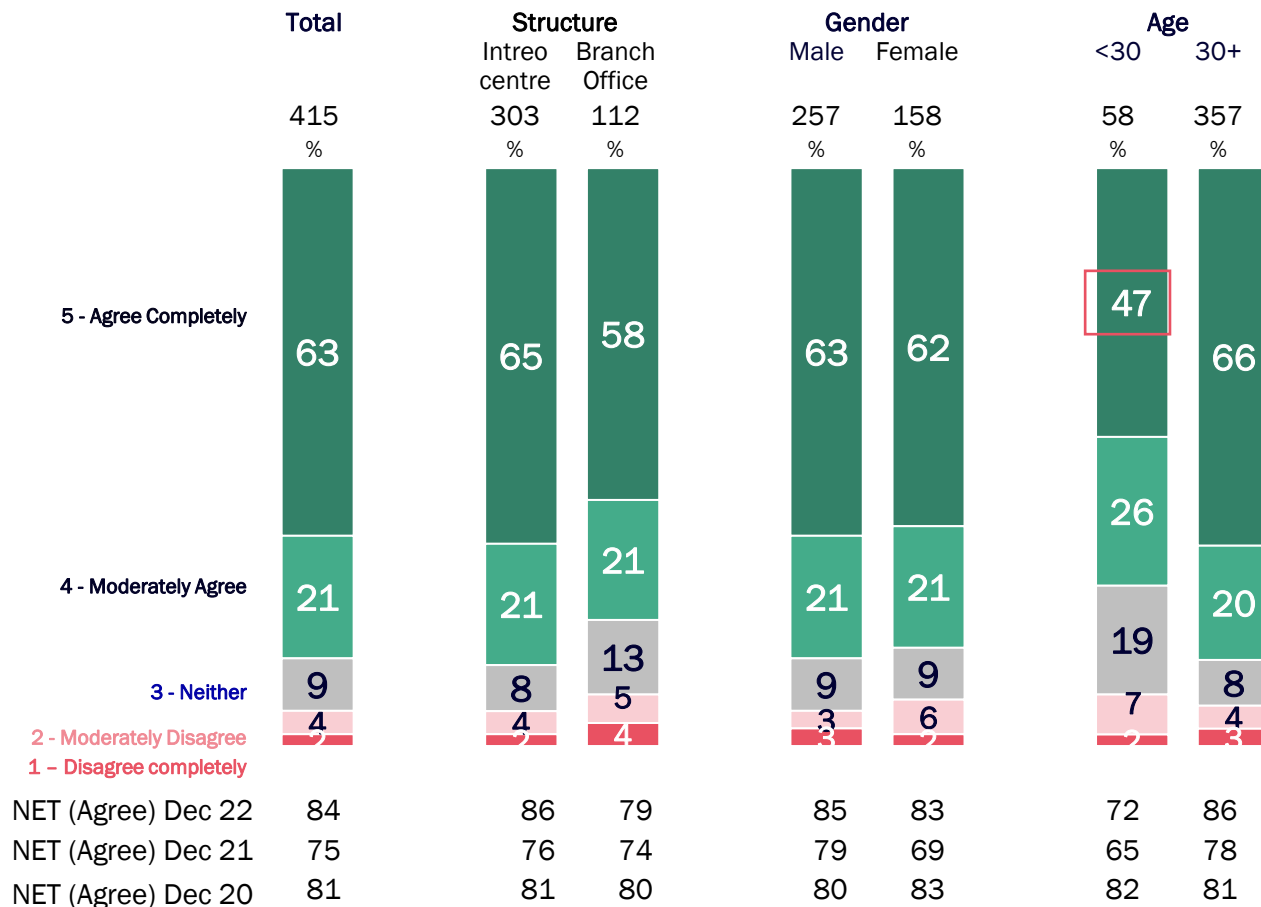
Opening hours are convenient for me

Base: All Jobseeker Participants who had Face to Face Meetings N - 415

 Statistically higher than total
 Statistically lower than total





Over eight in ten (84%) of those who had a face-to-face meeting in 2022 found the opening hours to be convenient for them. Levels of satisfaction varied by region with those in the East04 most satisfied. Under 30's and those currently working were attributed lower than the average agreement levels 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'.

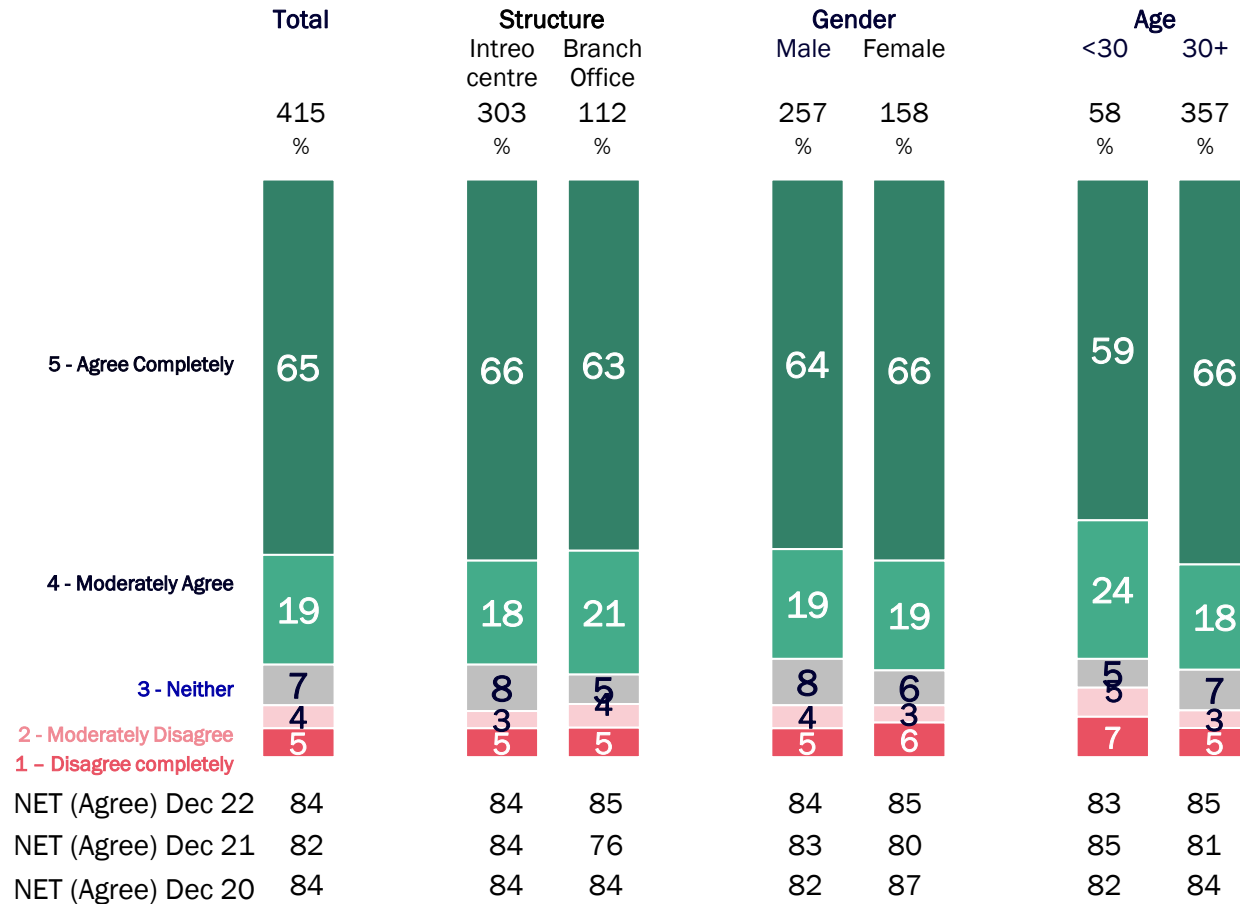
Easy location

Base: All Jobseeker Participants who had Face to Face Meetings N - 415

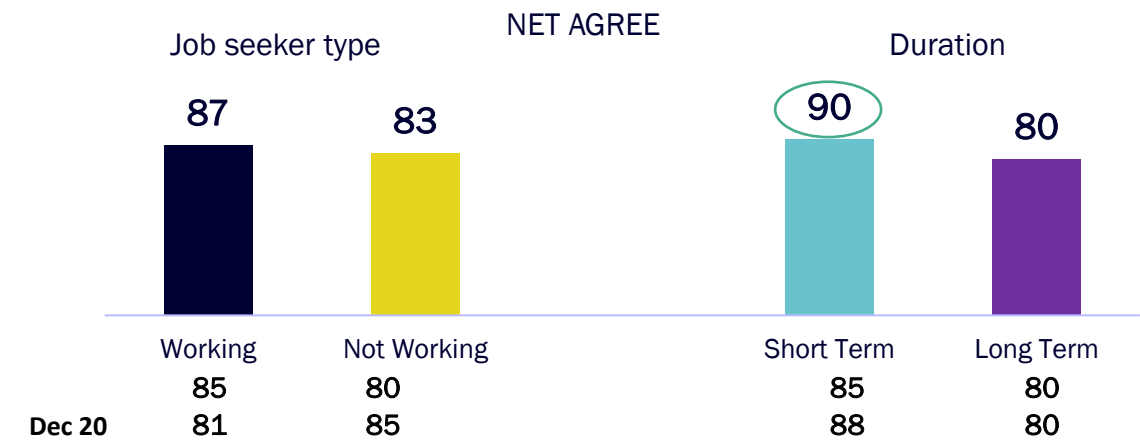
 Statistically higher than total
 Statistically lower than total



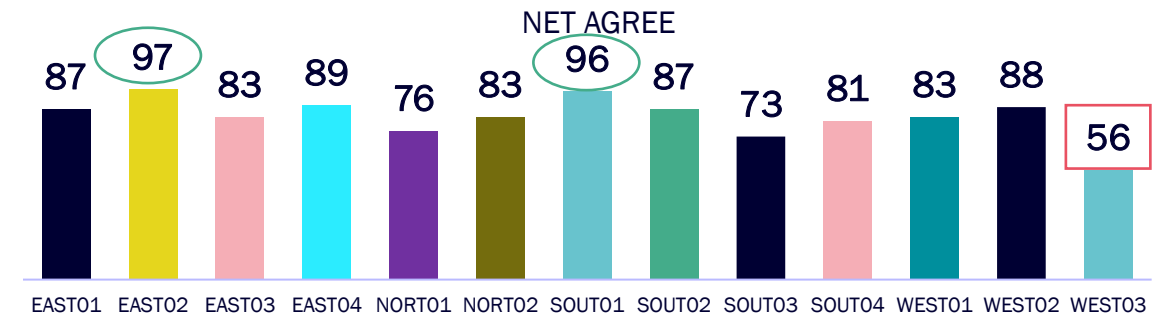
Satisfaction with easy location is consistently high across all of the Jobseeker participants who had face to face meetings over the course of 2022 and is up two percentage points over 2021. Short-term jobseekers and those in East02 and South01 were most likely to agree, recording a score of 97% and 96% respectively. Those in the West03 area were least likely to agree. Short-term workers also recorded an agreement score of 90%.



JOBSEEKER STATUS





REGION



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'.

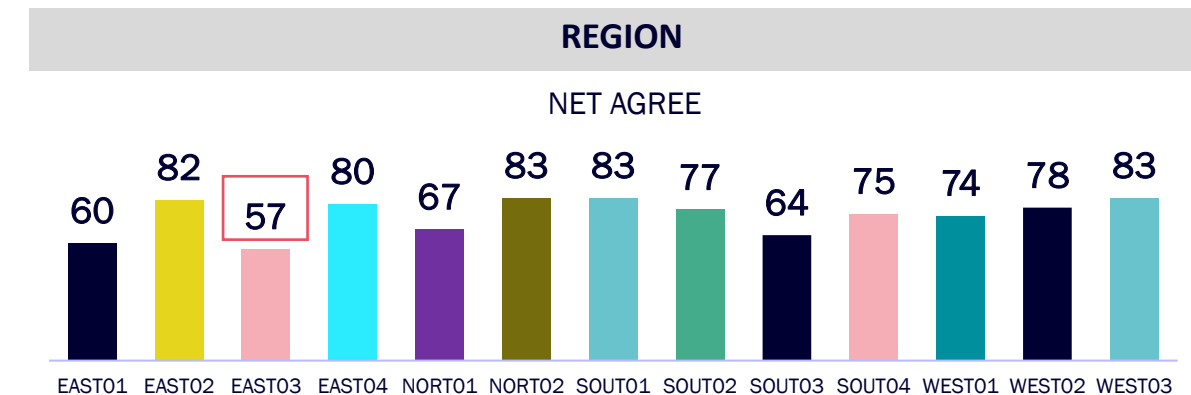
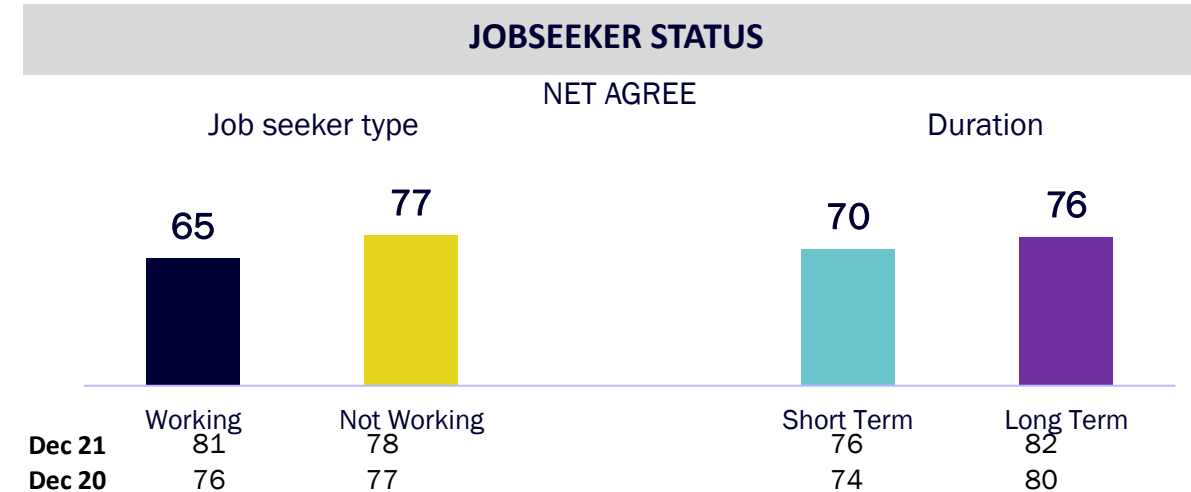
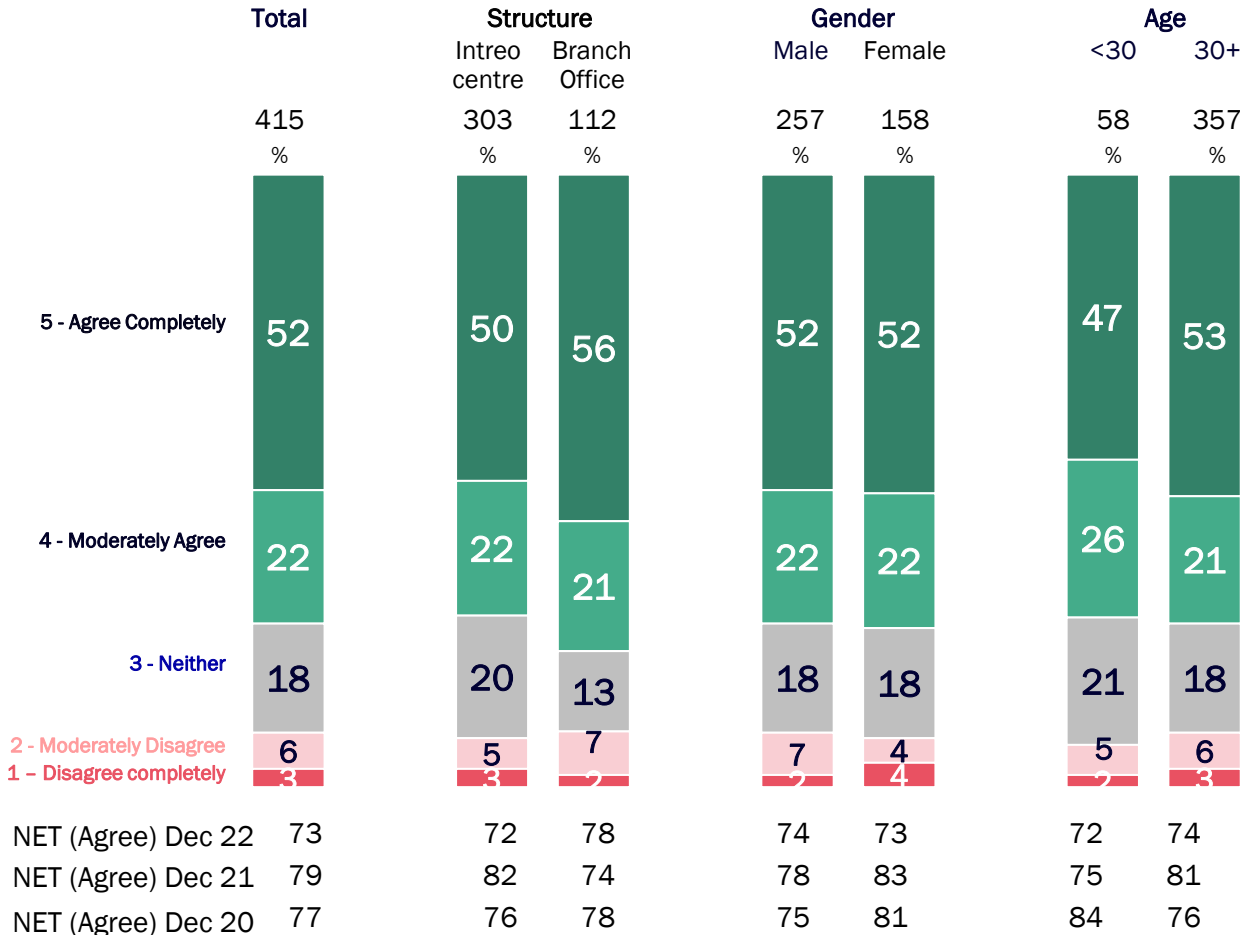
Screens/ posters informative and useful

Base: All Jobseeker Participants who had Face to Face Meetings N - 415

 Statistically higher than total
 Statistically lower than total





Agreement levels with the extent to which the screens/posters are informative has declined this year by 6% (now stands at 73% versus 79% in 2021). Those in the East 03 (Dublin Central) area appear to record the lowest agreement levels at just 57% any agree.



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'.

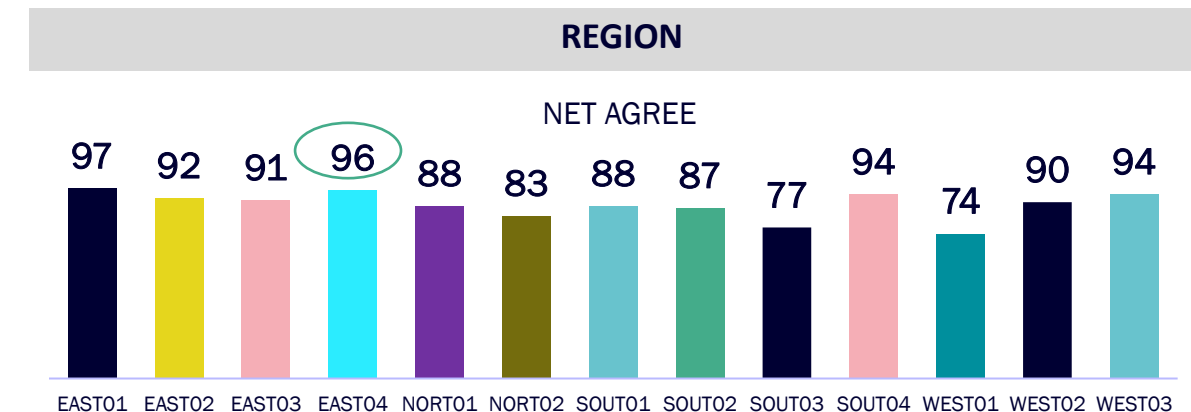
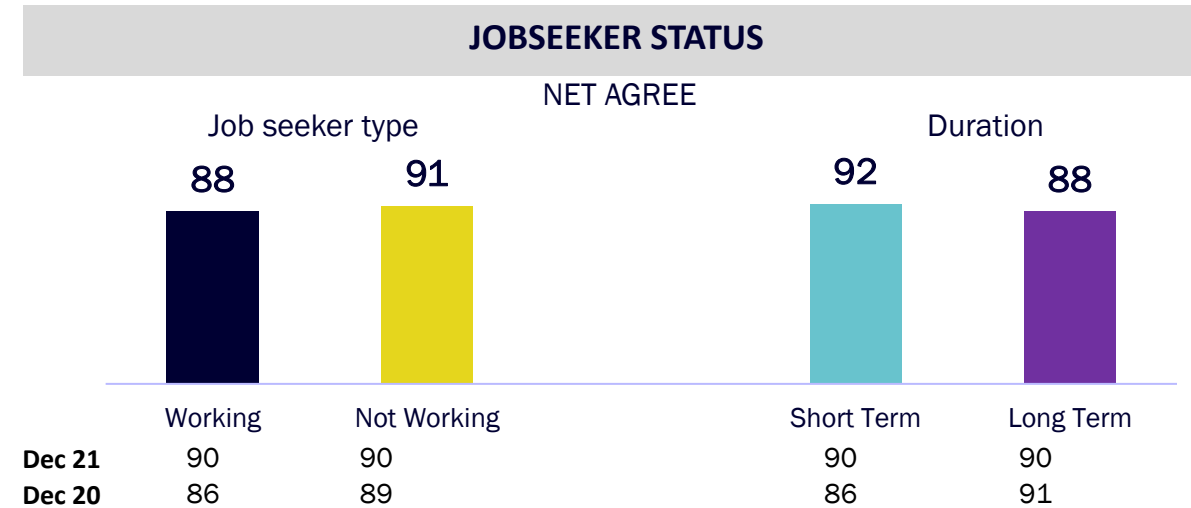
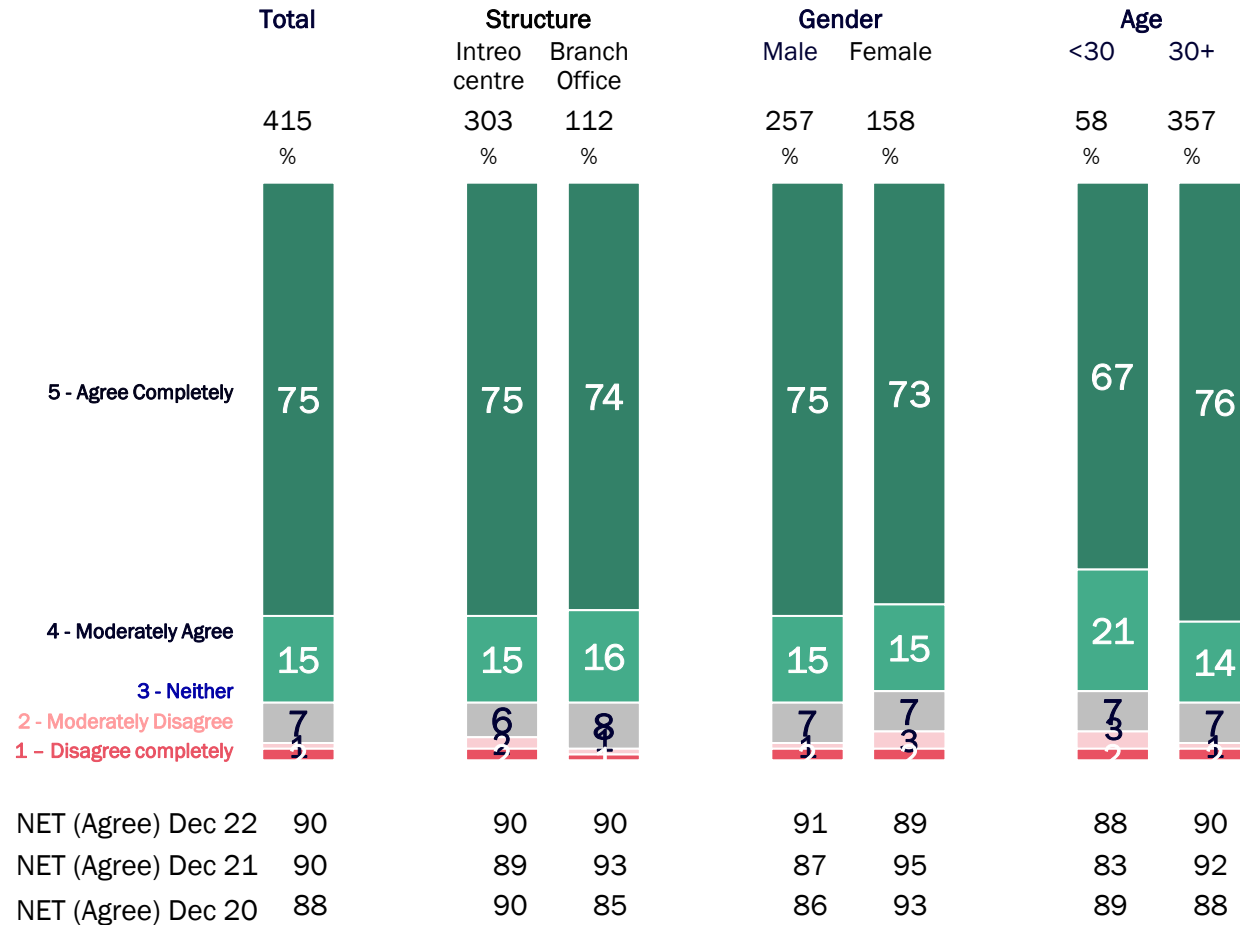
Quickly pointed to the right place to go

Base: All Jobseeker Participants who had Face to Face Meetings N - 415

 Statistically higher than total
 Statistically lower than total



Satisfaction with being quickly pointed to the right place to go remains extremely high at 90% amongst all of those who had a face-to-face meeting. This is highest for East04 at 96%.

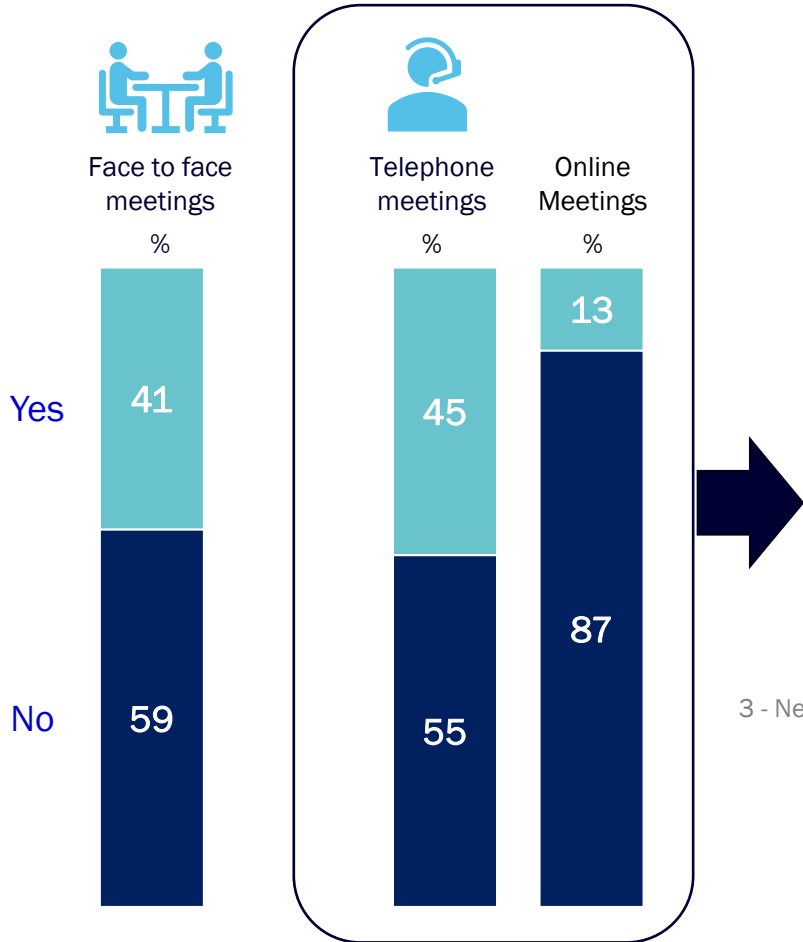




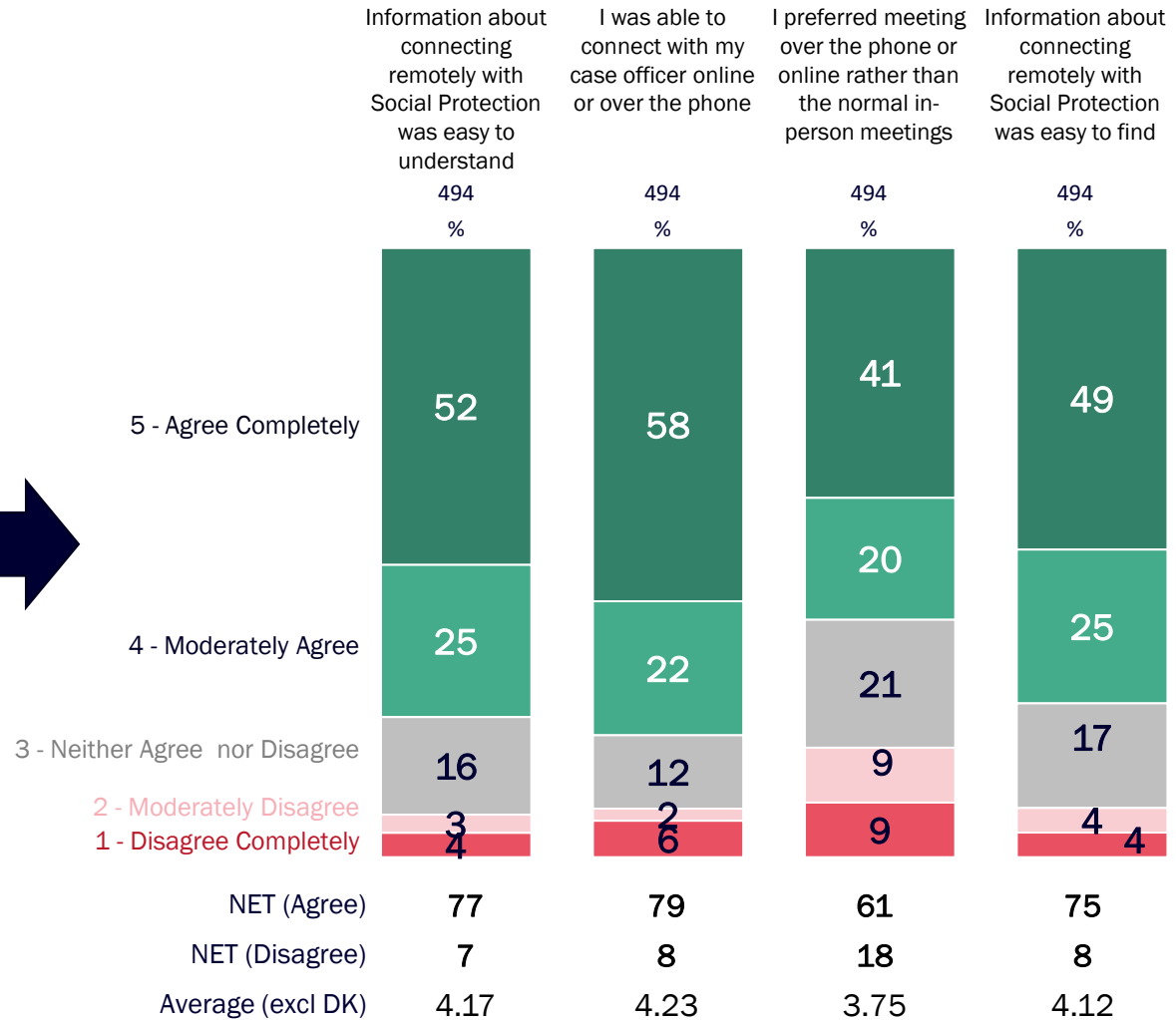
Remote Facilities

Overview of Performance – Remote Capabilities

Base: All Jobseeker Participants N – 494



All who had Telephone/Online Meetings



45% of all Jobseeker participants had telephone meetings with their local office during 2022, with 13% participating in online meetings.

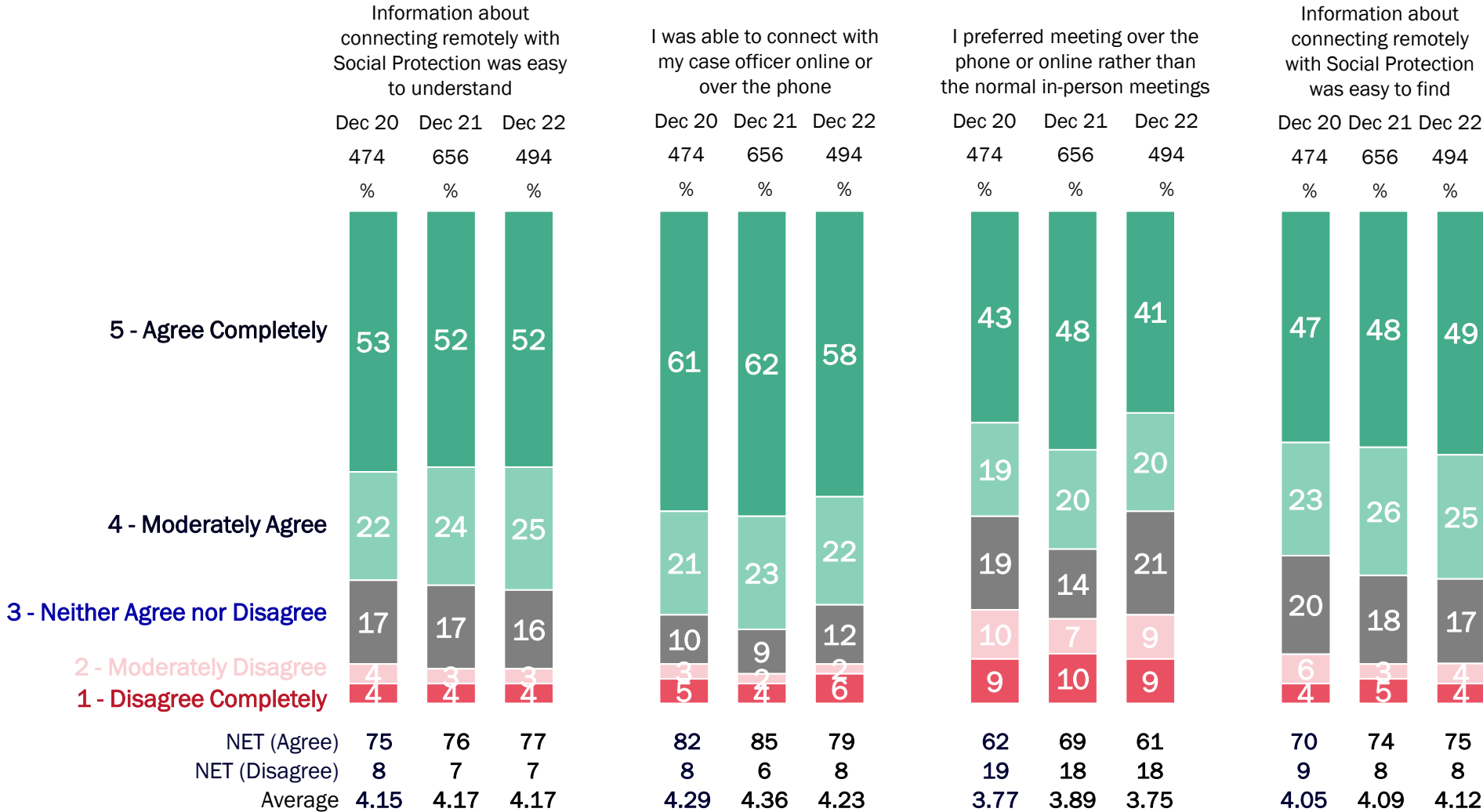
Satisfaction was highest for the ability to connect with case officer over the phone or online and the ease of understanding information about connecting remotely.

Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2022)?

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

Overview of Office Performance Remote Capabilities – Dec 2022

Base: All Jobseeker Participants who had Telephone/Online Meetings



Amongst the sub-group of respondents who had either telephone or online meetings, satisfaction is highest with the ability to connect with the local case officer at **79%**.

Ease of understanding the information provided regarding connecting remotely recorded at 77% and the ease of finding this information at 75%.

There was a drop in satisfaction for those who said they preferred meeting over the phone or online down from 69% in December 2021 to 61% in the latest findings.

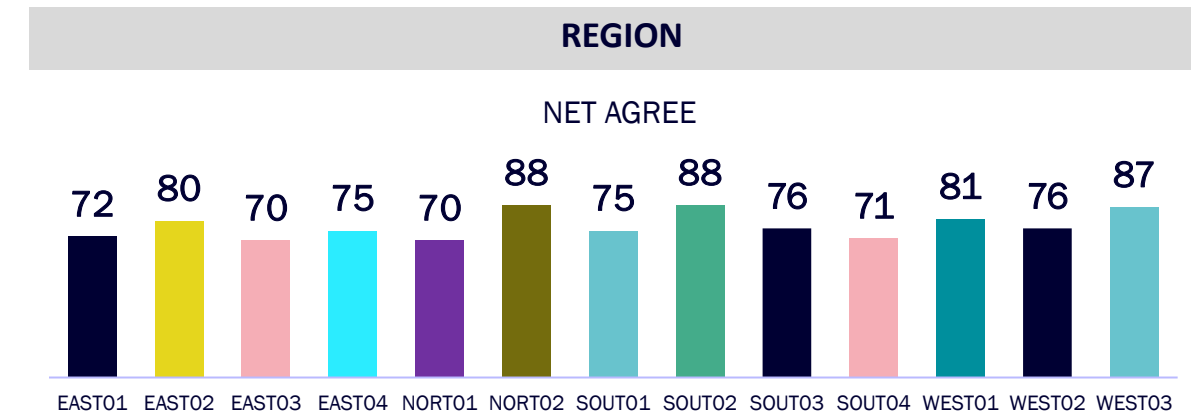
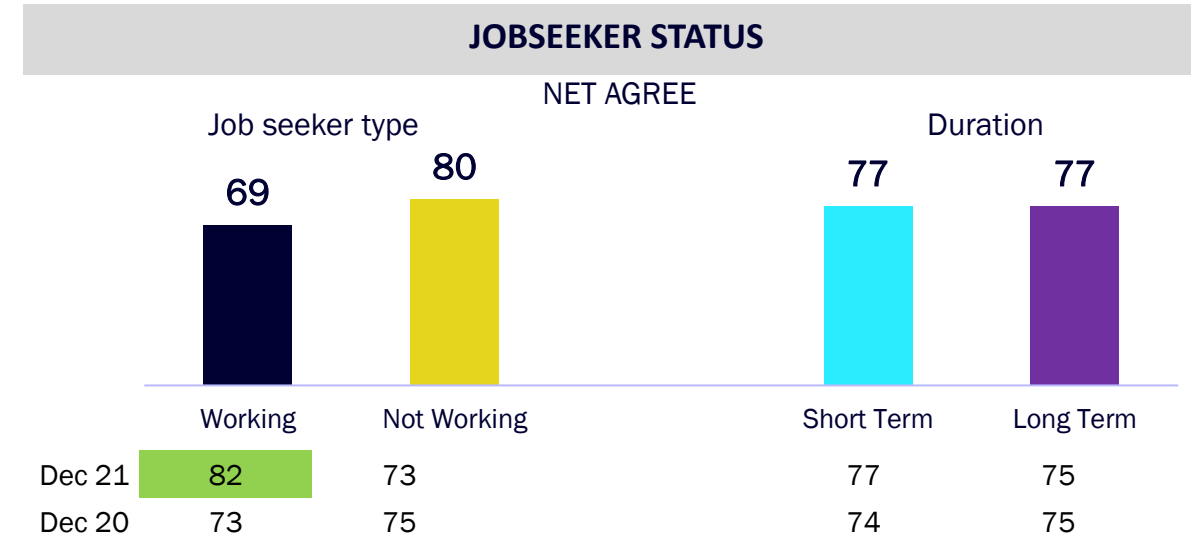
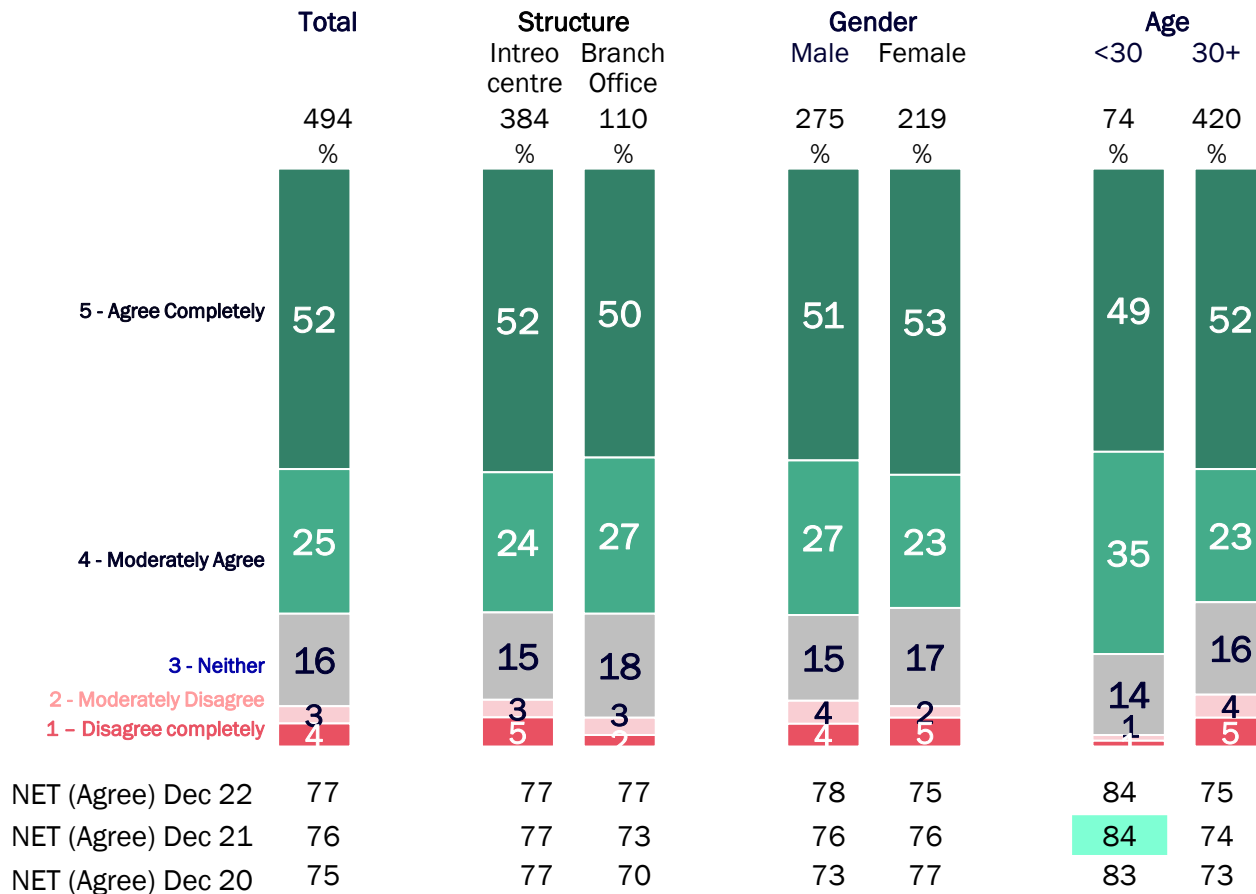


Information about connecting remotely with Department of Social Protection was easy to understand

Base: All Jobseeker Participants who had Telephone/Online Meetings N - 494

 Statistically higher than total
 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 up 1% on 2021.



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'.

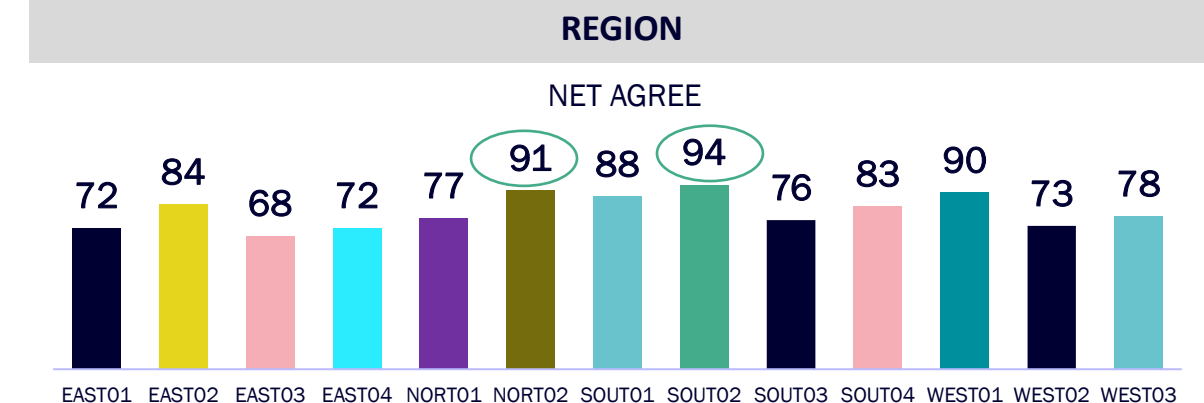
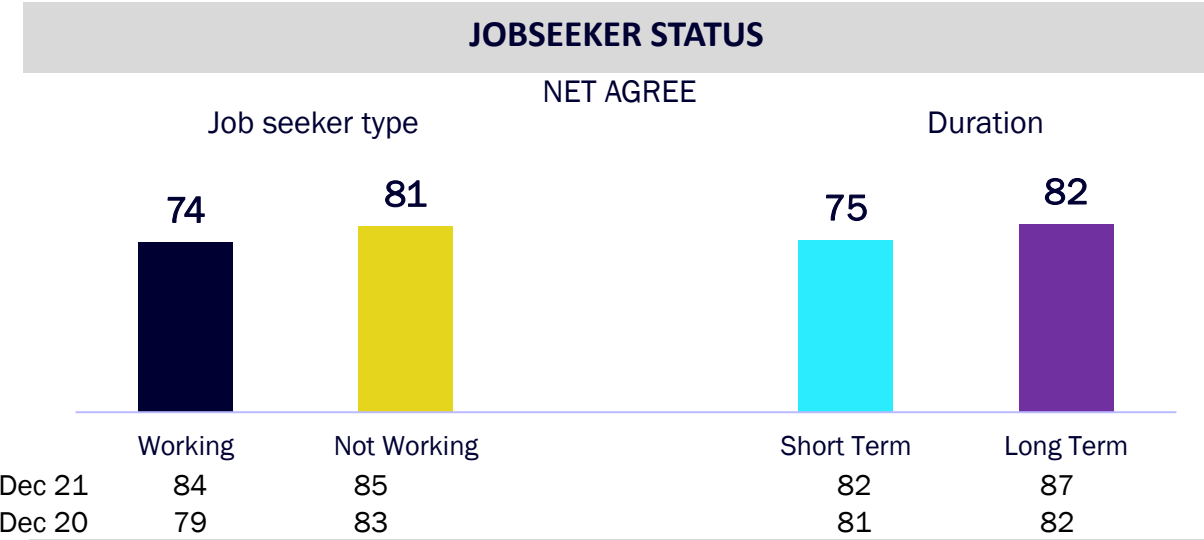
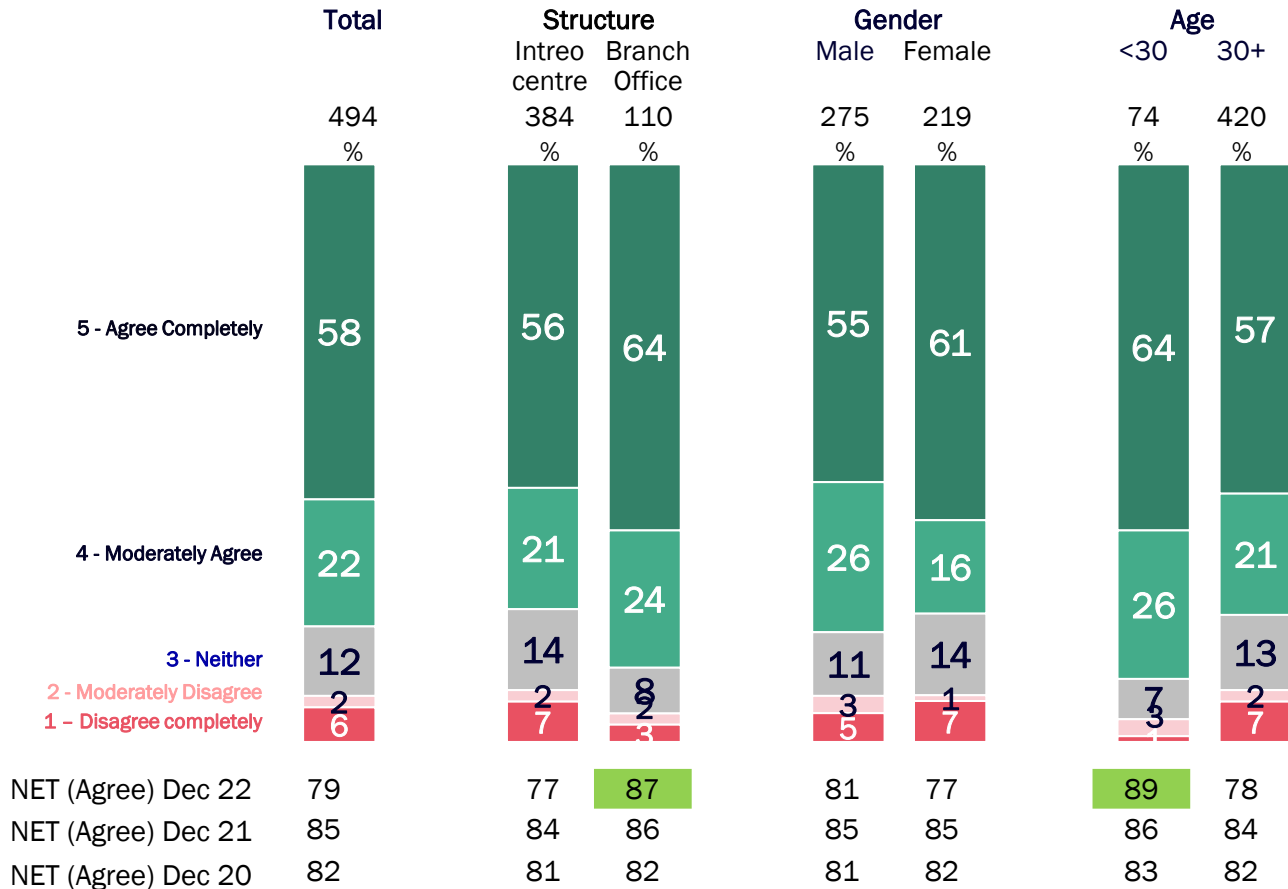
I was able to connect with my case officer online or over the phone



Base: All Jobseeker Participants who had Telephone/Online Meetings N - 494

 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 79% agreeing that this was the case. Satisfaction was highest for Branch Office at 87% and younger participants 89%. Those in the Nort02 and Sout02 displayed higher satisfaction at 91% and 94% respectively.



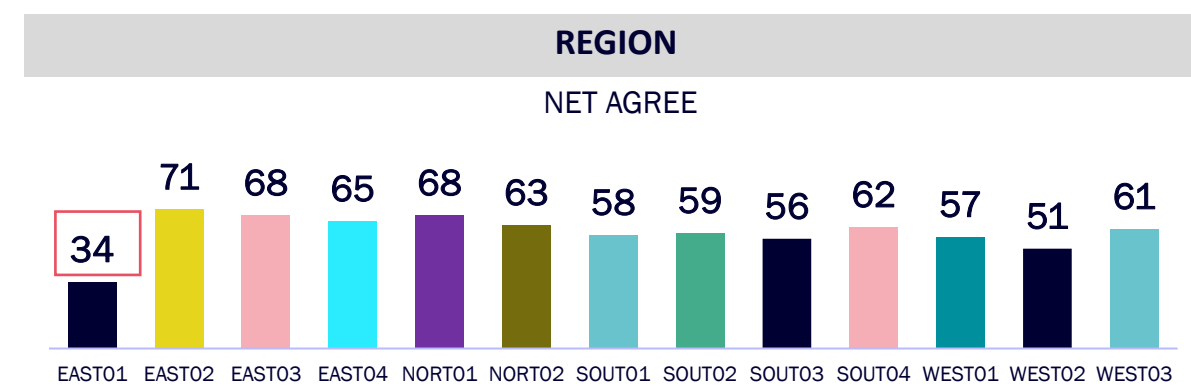
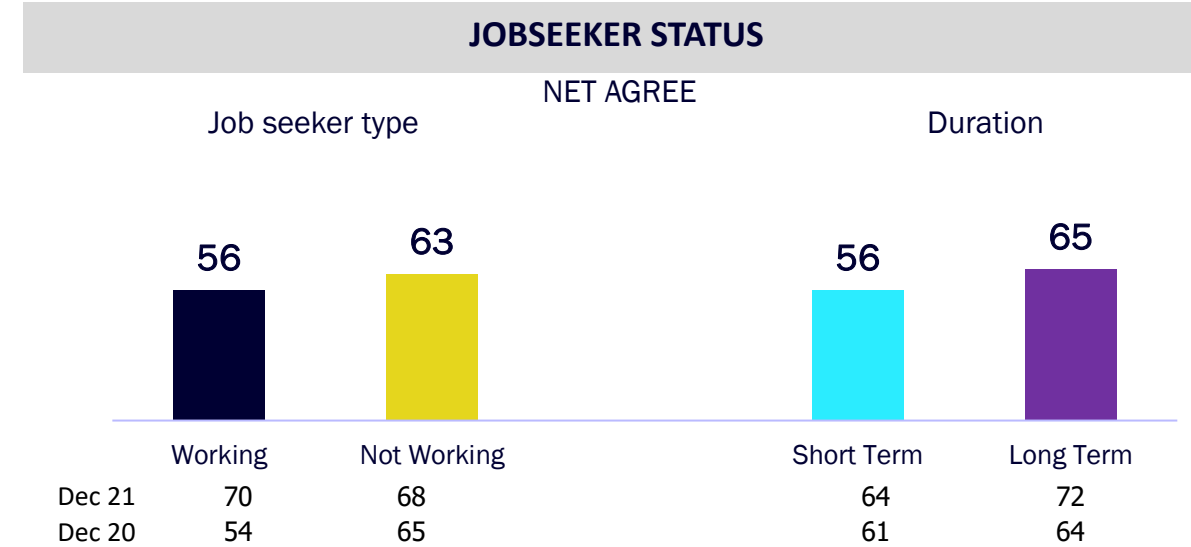
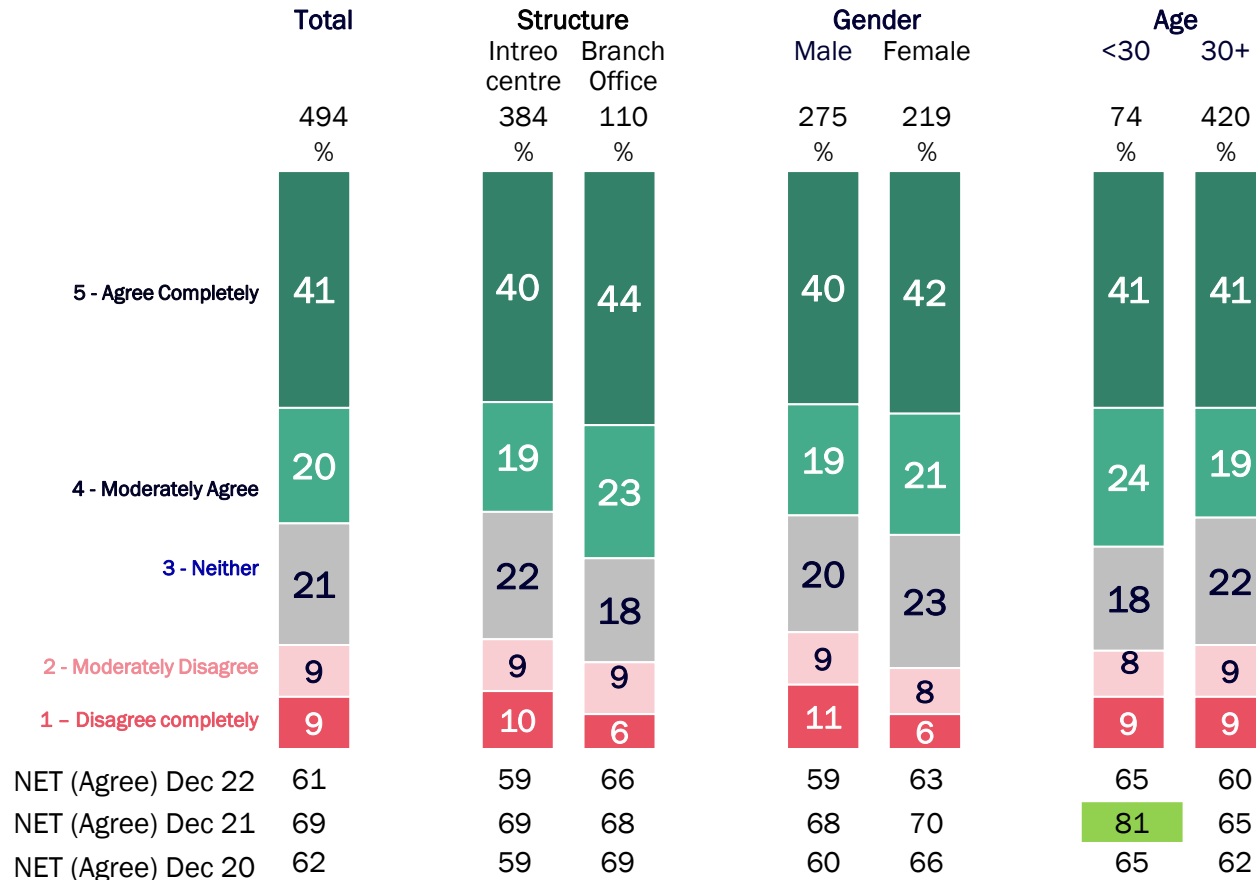
Q.2c Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.

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 - 494

 Statistically higher than total
 Statistically lower than total

There was a drop in agreement levels with the statement 'I preferred meeting over the phone or online' now at 61% (compared to 69% in December 2021). The East01 recorded the lowest satisfaction with any agree score of 34%.



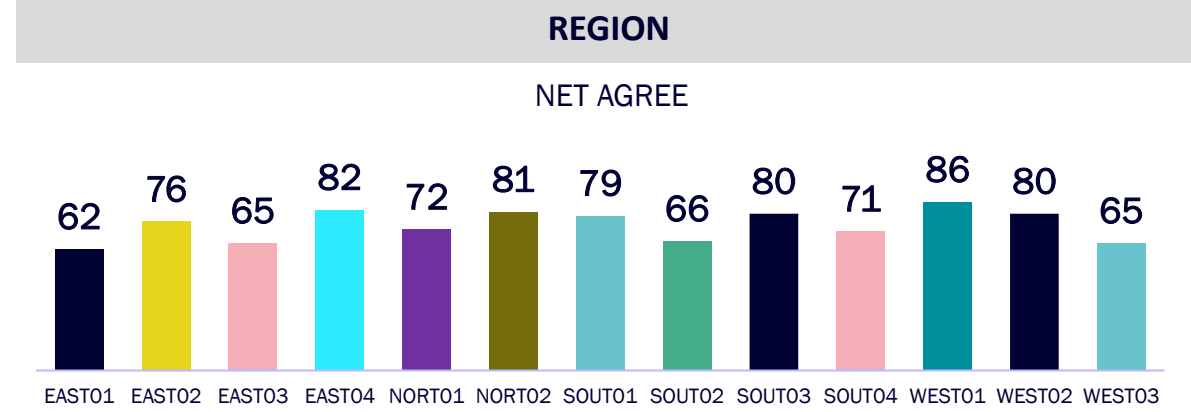
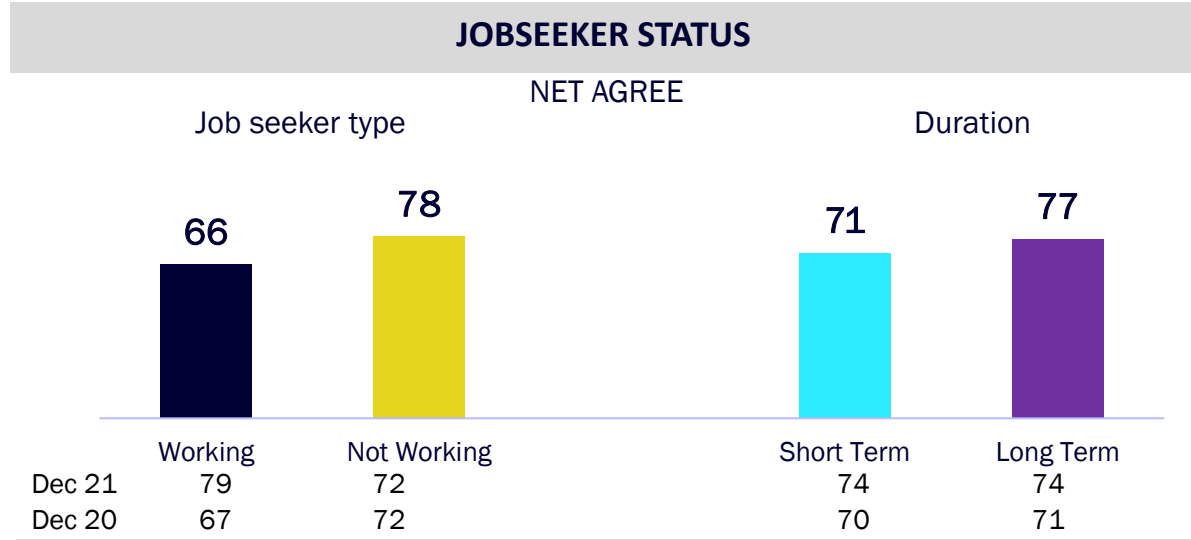
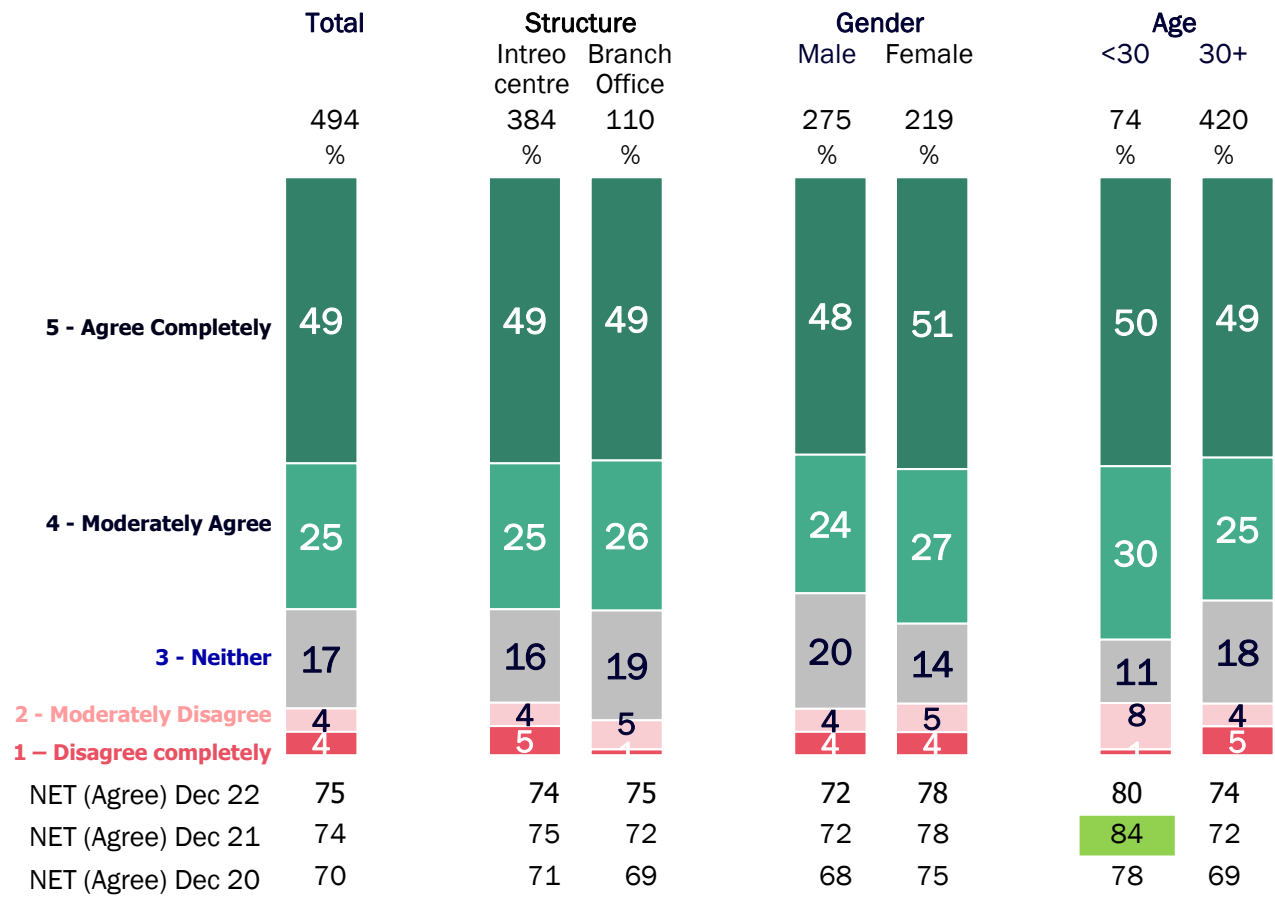
Information about connecting remotely with Department of Social Protection was easy to find



Base: All Jobseeker Participants who had Telephone/Online Meetings N - 494

 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 at 75% and this was highest for younger participants at 80%,

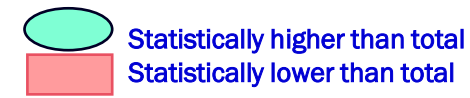




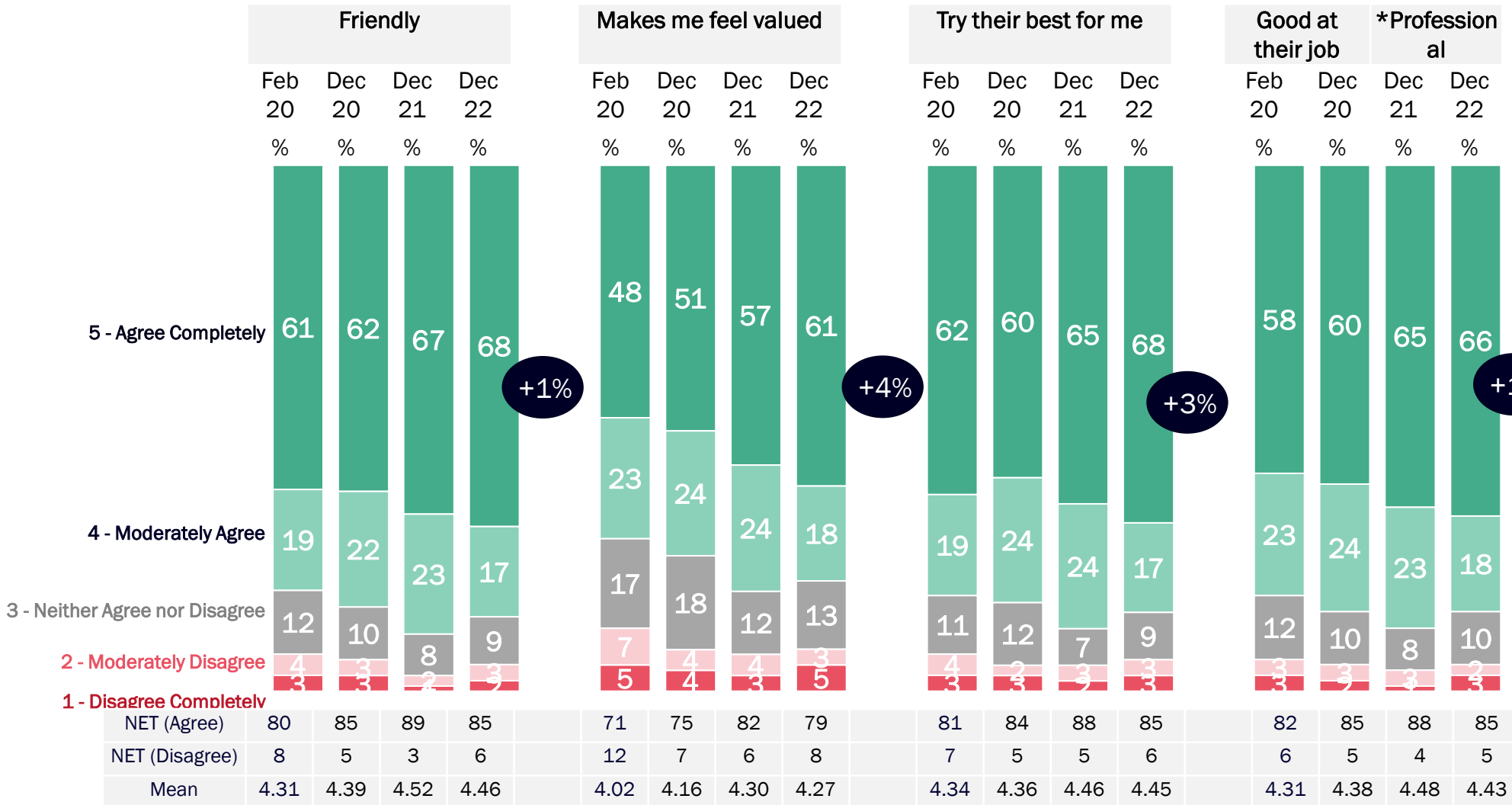
Staff



Overview of Staff Performance – December 2022



Base: All Jobseeker Participants N - 1024



The rating of Jobseeker staff is very high, with the agree completely score up across all factors vs December 2021.

A total of 61% now agree completely that staff makes them valued.

This has increased steadily from 48% recorded in February 2020.

*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'.

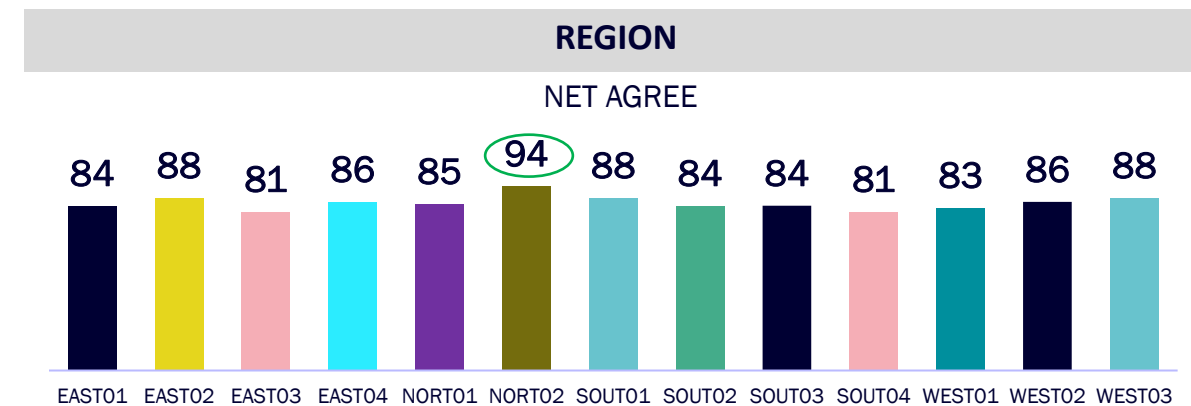
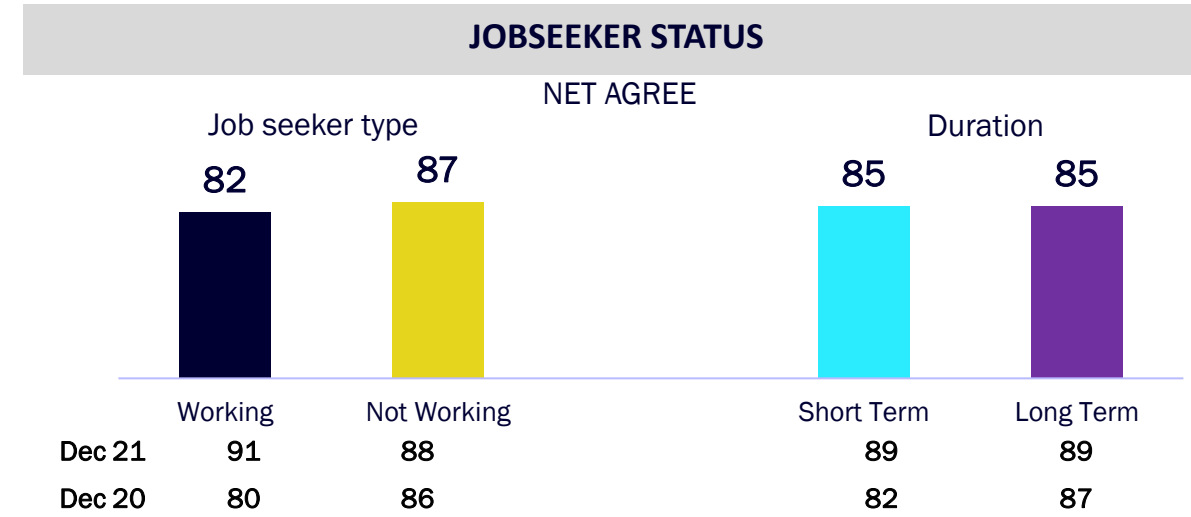
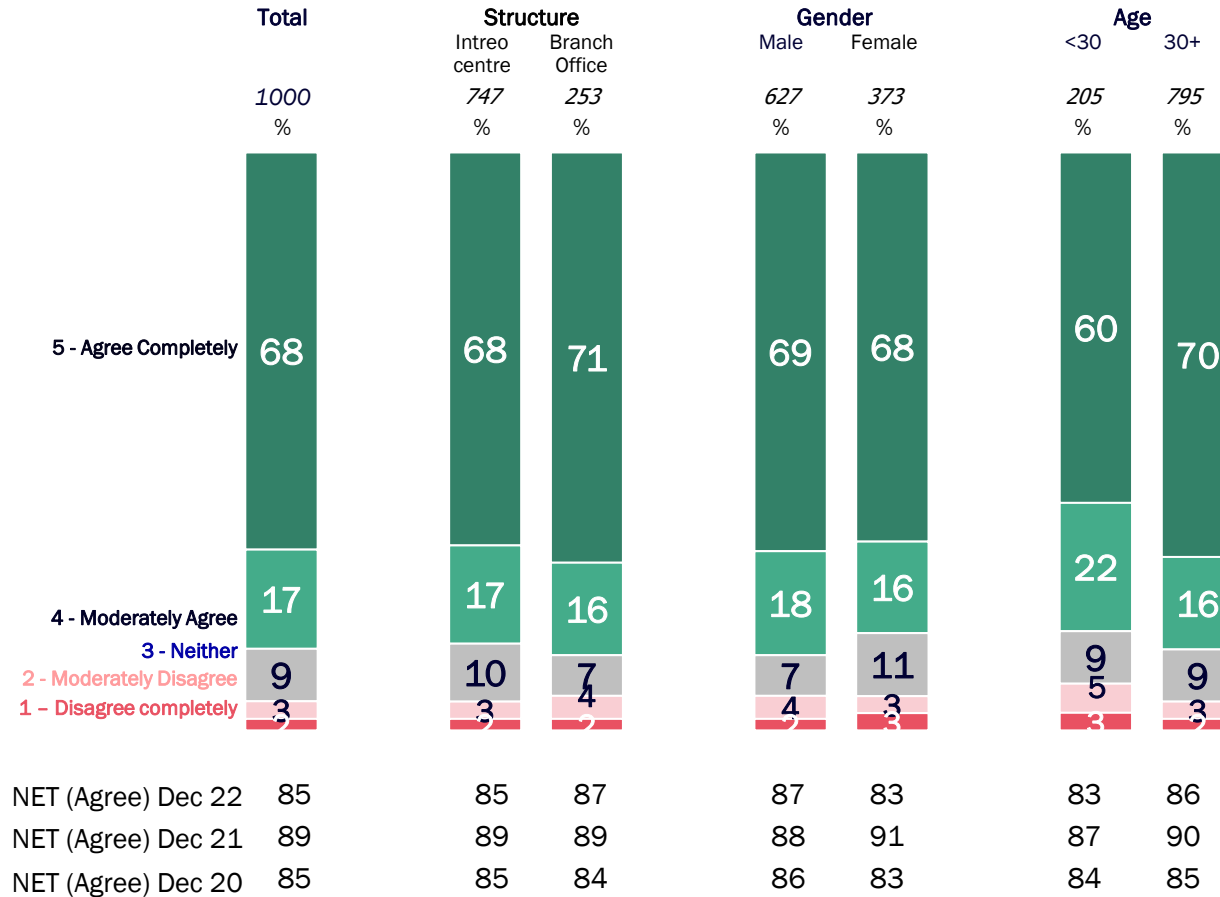
Staff are friendly

Base: All Jobseeker Participants N - 1024

○ Statistically higher than total
□ Statistically lower than total



85% of Jobseekers agree that staff are friendly and this is apparent across all cohorts, with those in the Nort02 significantly higher at 94%.



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'.

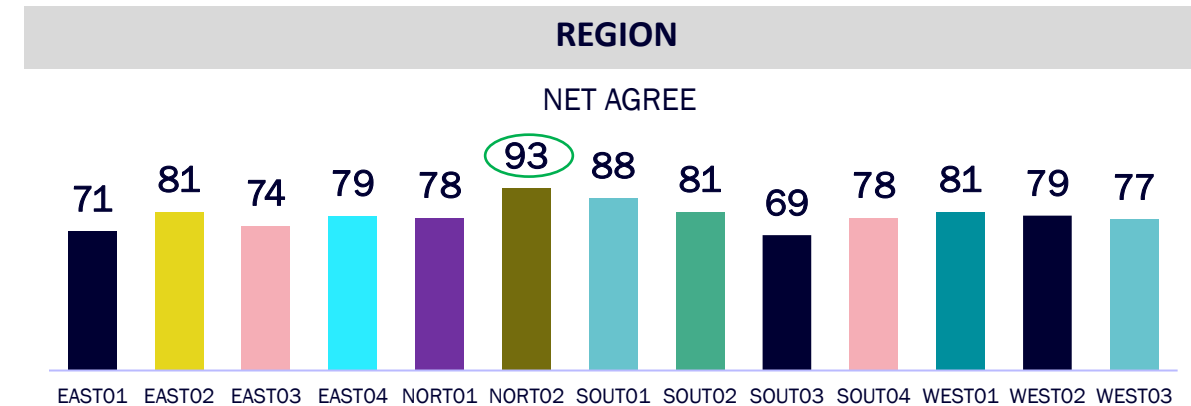
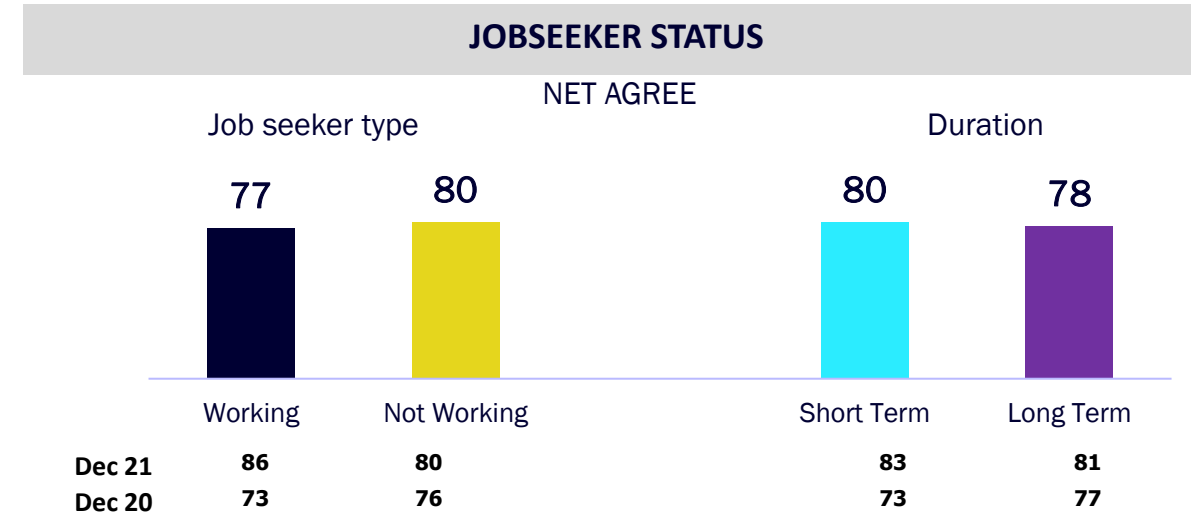
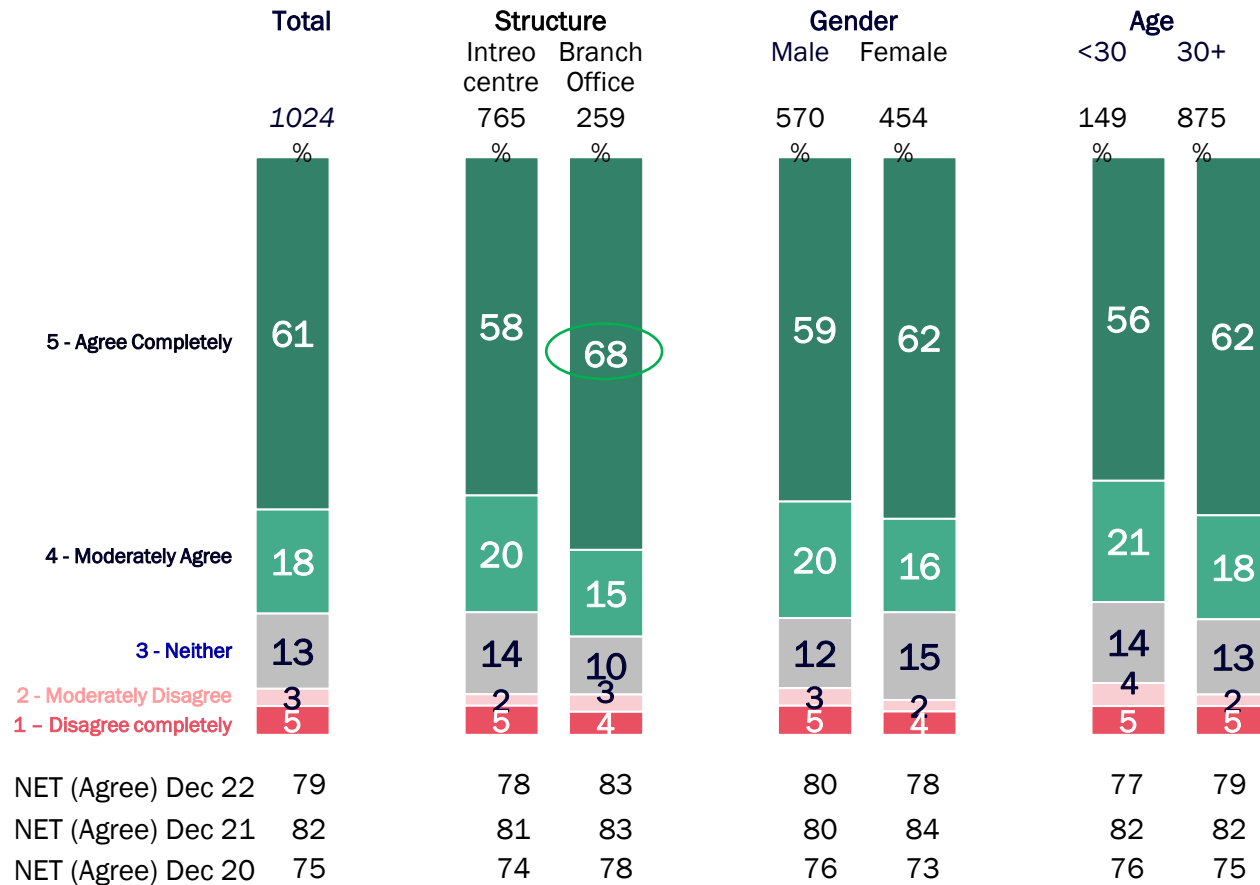
Staff make me feel valued

Base: All Jobseeker Participants N - 1024

○ Statistically higher than total
○ Statistically lower than total



79% of all Jobseeker participants agree that staff make them feel valued, and again this is significantly higher for Nor02 at 93%.



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'.

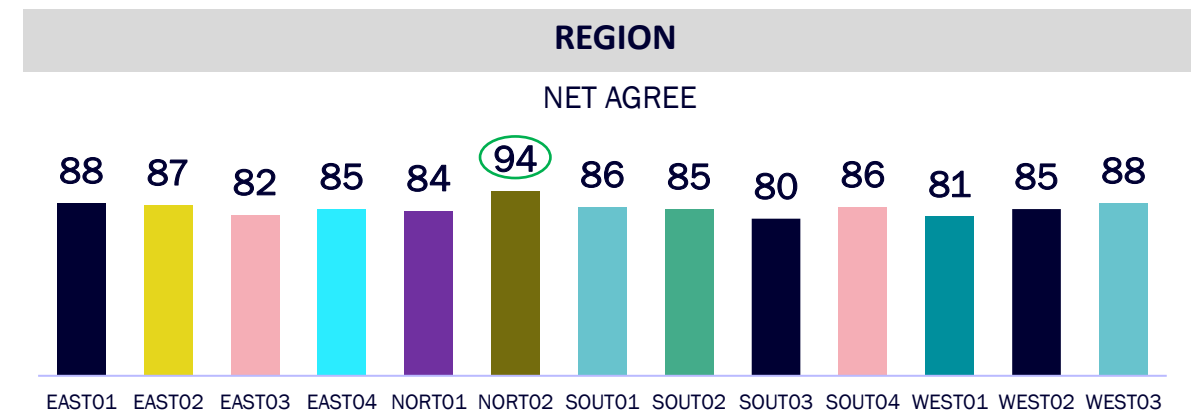
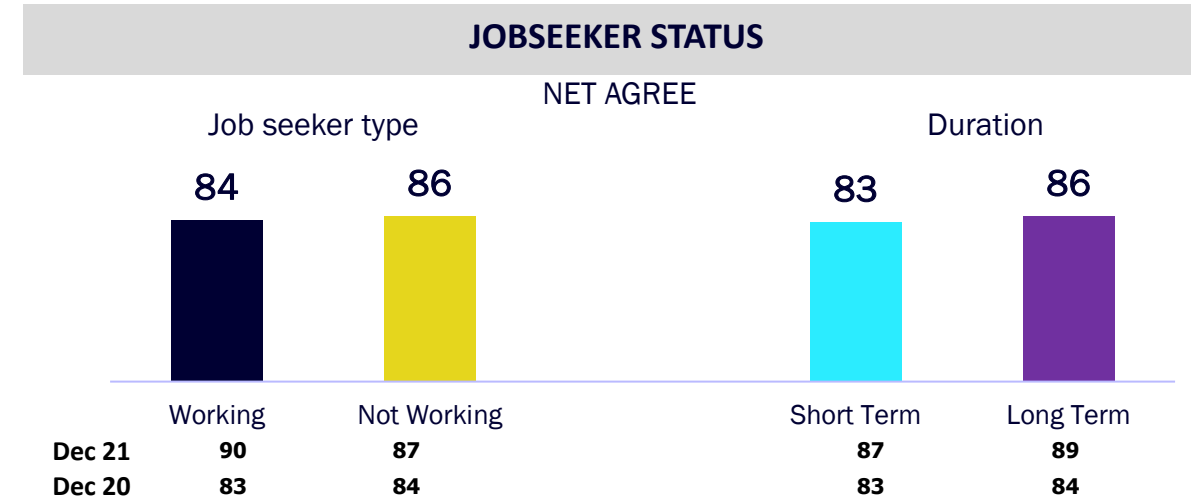
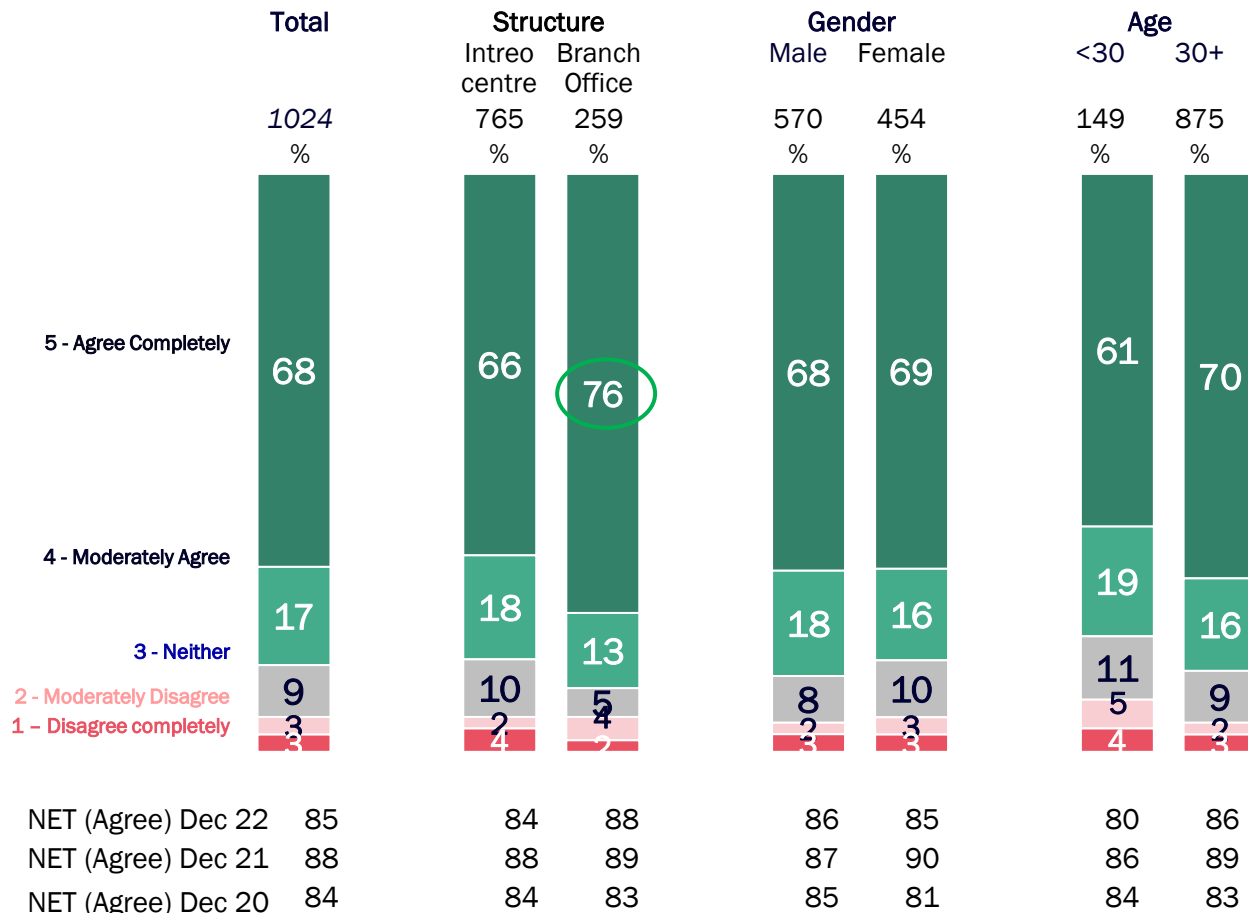
Staff try their best for me

Base: All Jobseeker Participants N - 1024

○ Statistically higher than total
□ Statistically lower than total



The vast majority (85%) of Jobseeker participants agree that staff are trying their best for them, and this is higher for branch office where 76% agree completely (88% net agree). Again, those in the Nort02 are particularly happy with 94% any 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'.

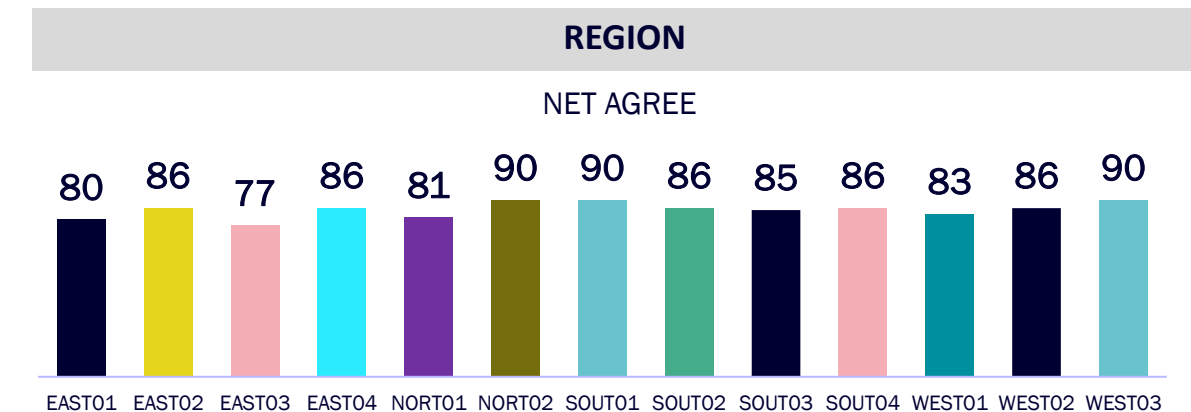
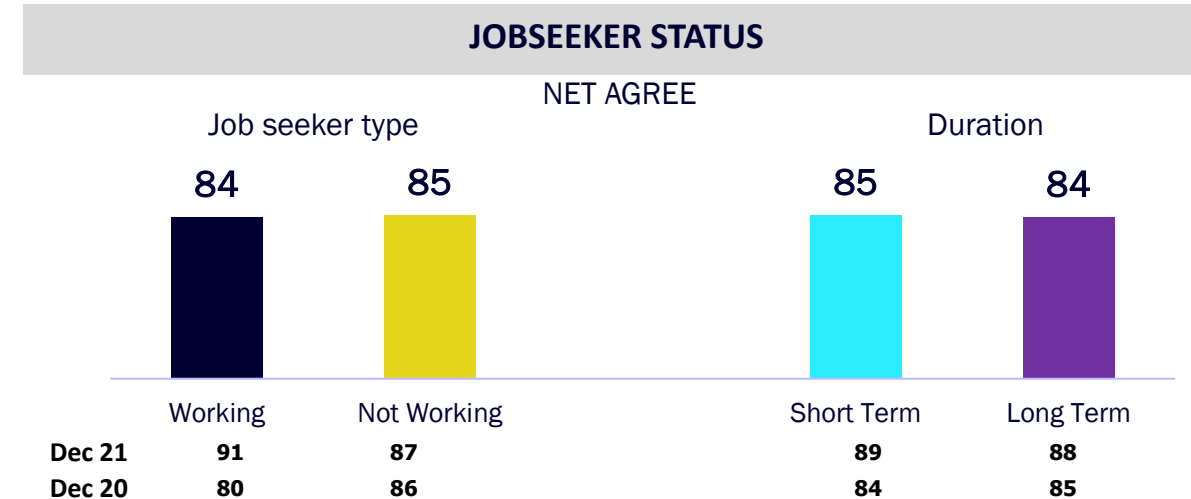
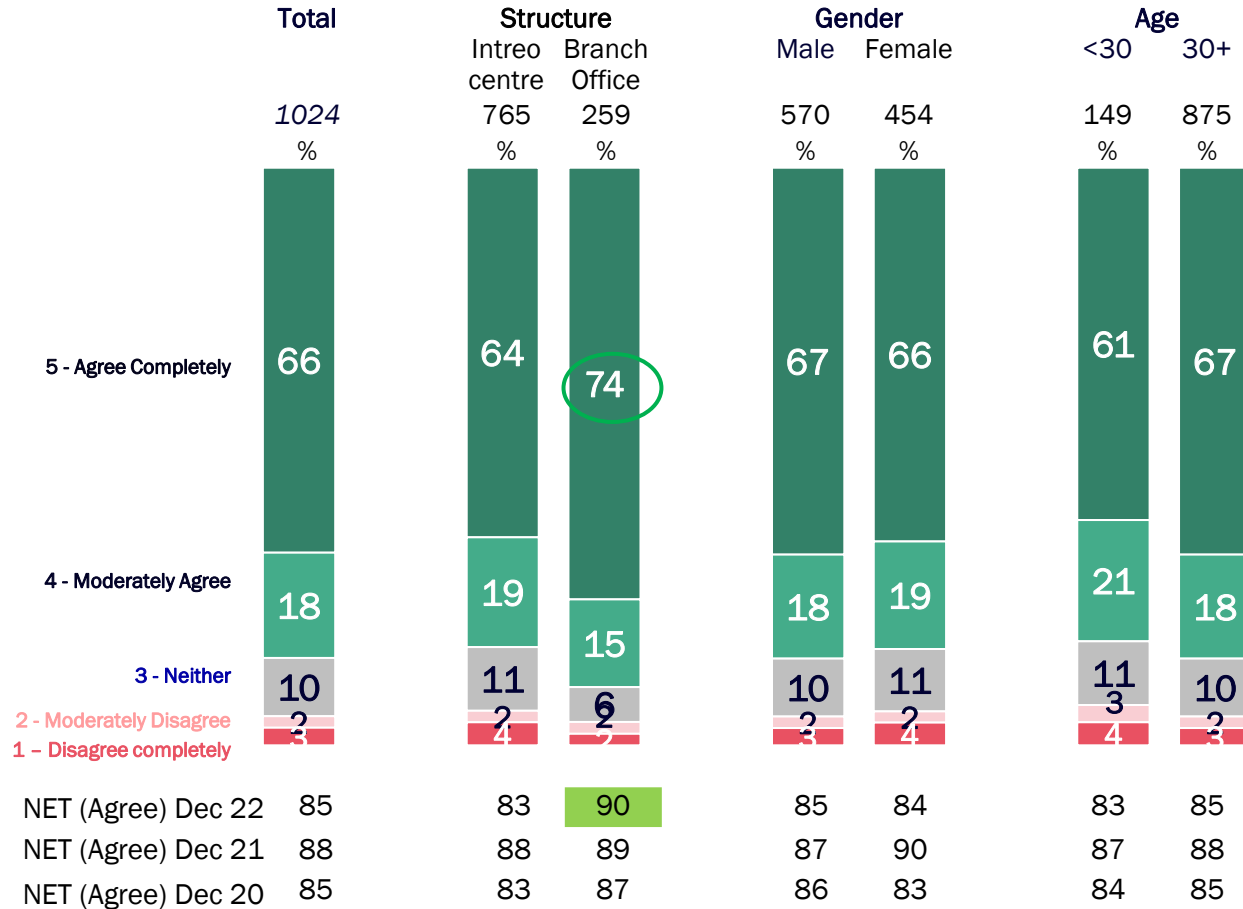
Staff are professional at their jobs*

Base: All Jobseeker Participants N - 1024

○ 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. Highest for Branch Office with 90% who agree. A number of the regional offices recorded a 90% agreement level (Nort02, Sout01 and West03).



*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 the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.





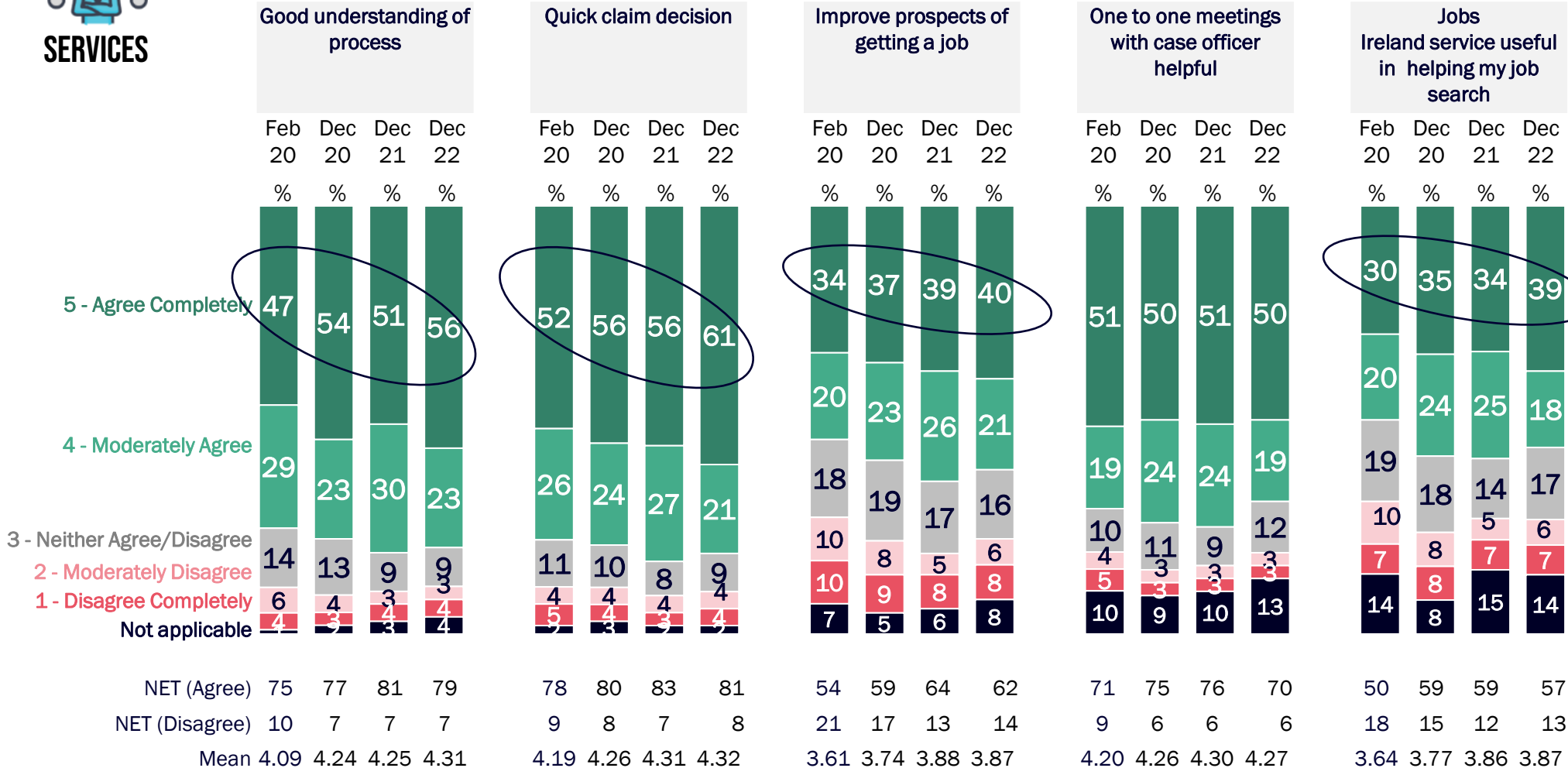
Services



Overview of services performance – December 2022

Base: All Jobseeker Participants N - 1024

 Statistically higher than total
 Statistically lower than total



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.



Note that the completely agree figure is up for four out of five factors measured under the service performance criteria.

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

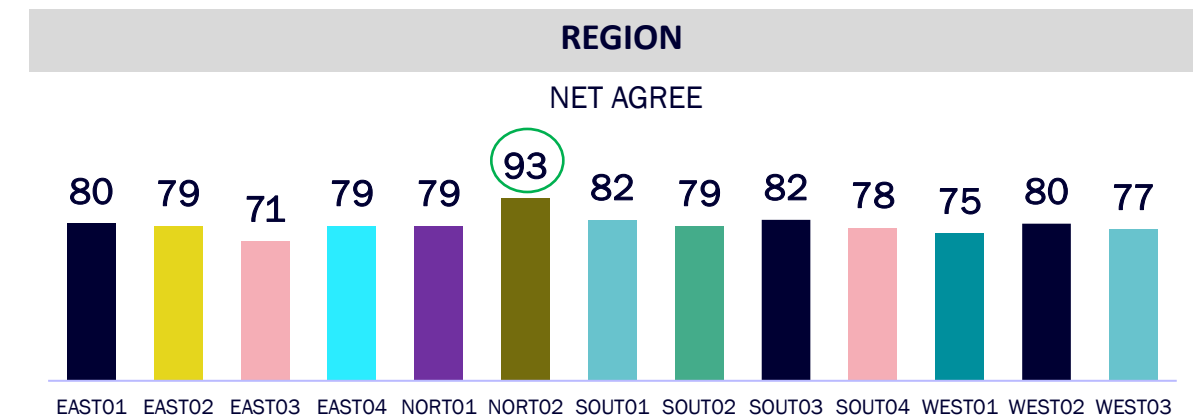
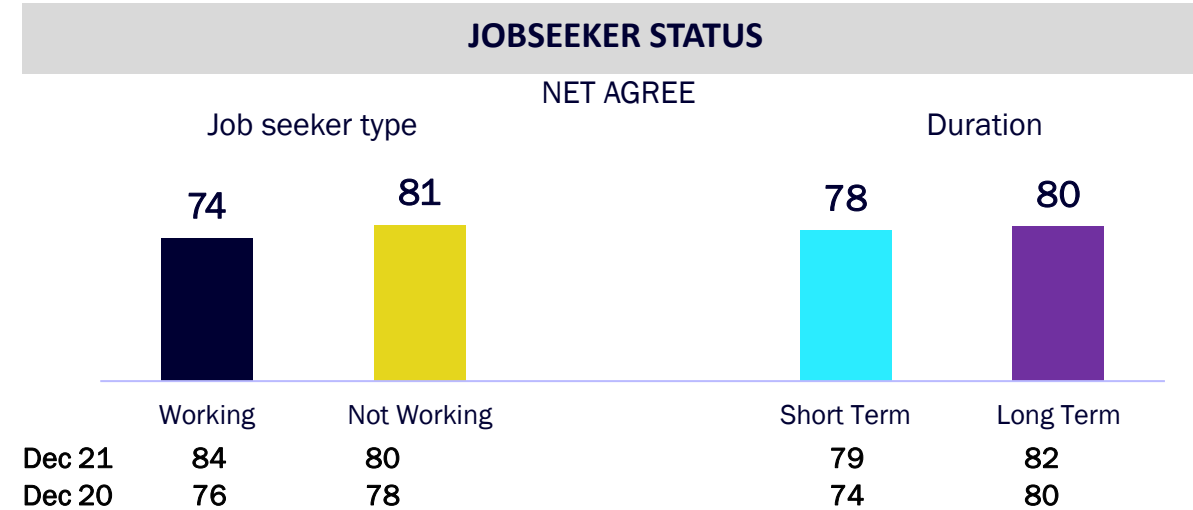
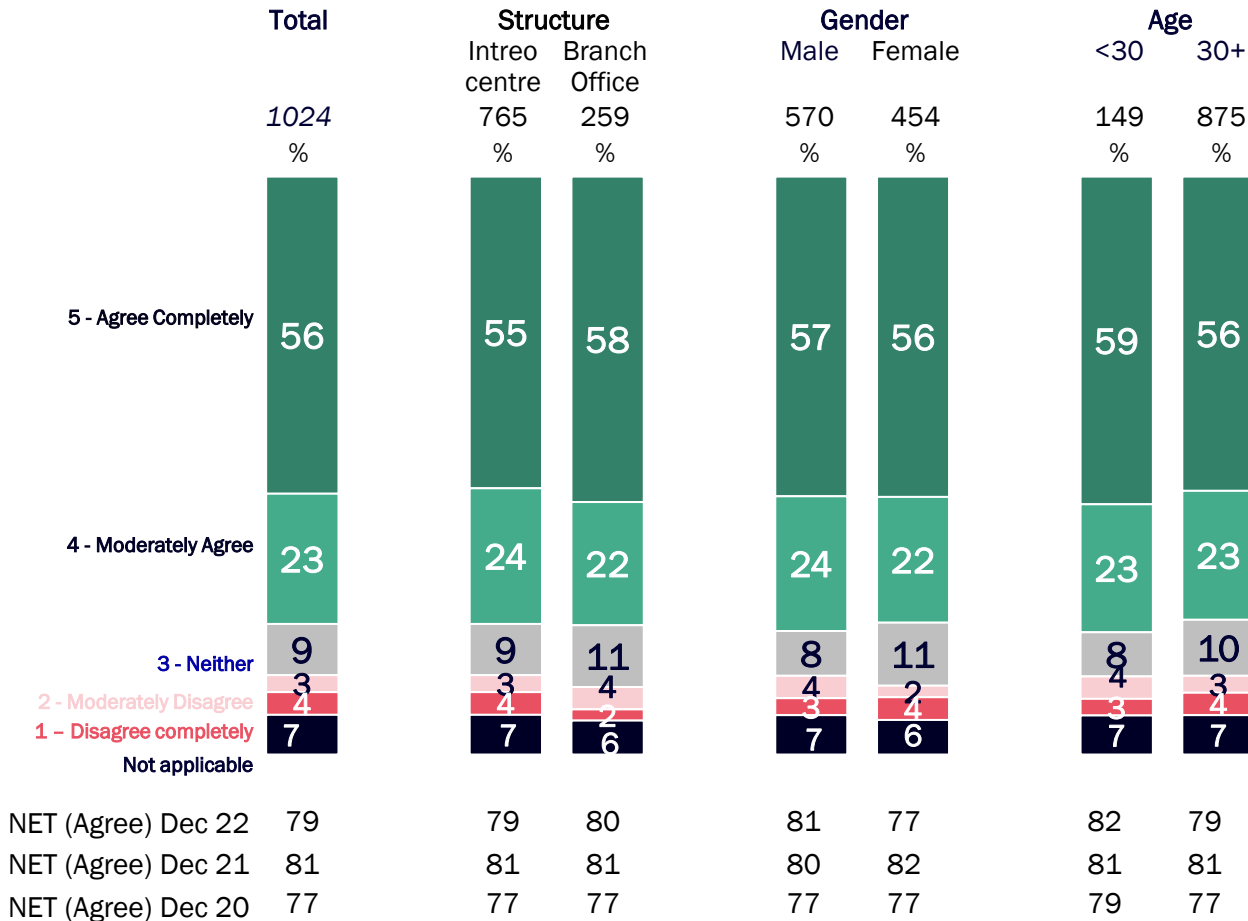
Base: All Jobseeker Participants N - 1024

 Statistically higher than total
 Statistically lower than total



B&A



Strong levels of agreement were evident for good understanding of the process by Jobseeker participant typology. Residents in the Nort02 are significantly more likely to agree at 93%.



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'.

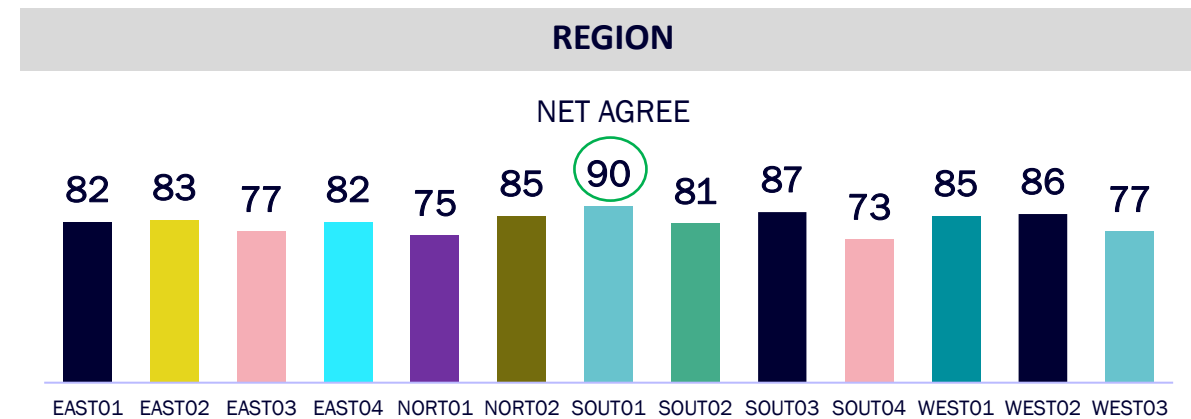
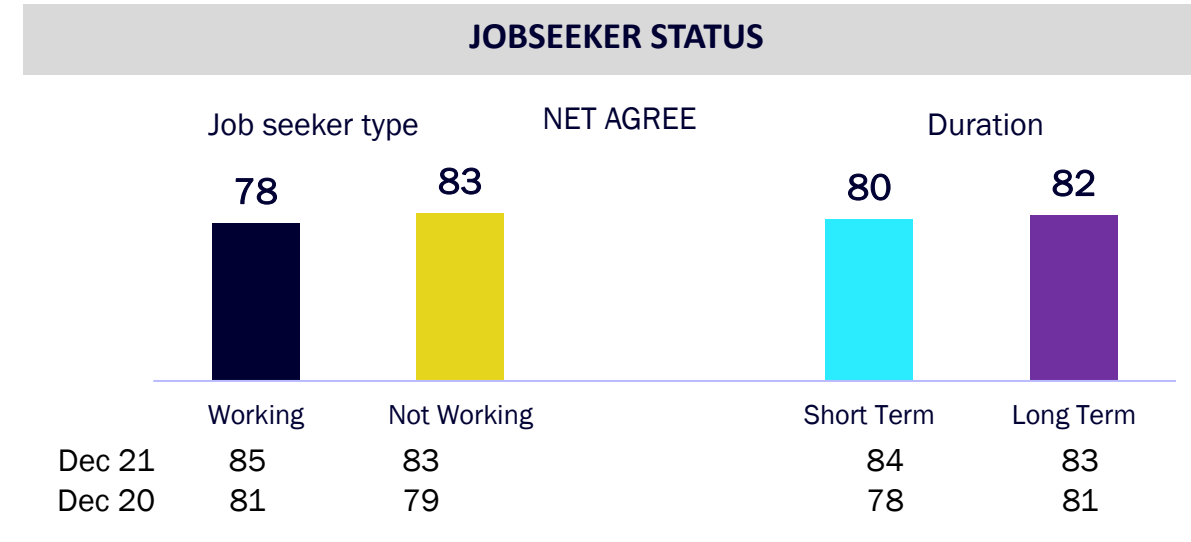
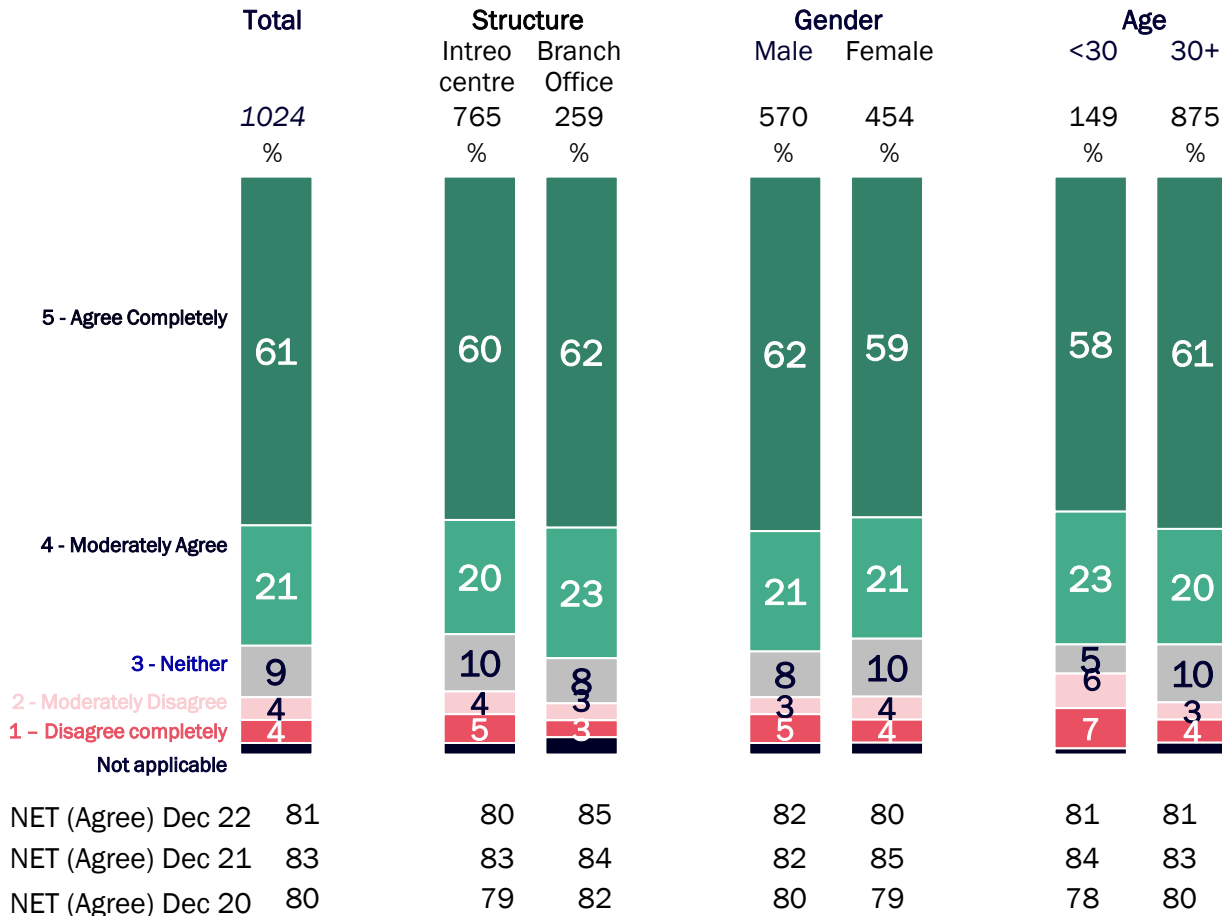
Quick claim decision

Base: All Jobseeker Participants N - 1024

 Statistically higher than total
 Statistically lower than total





Those in the Sout01 region are more likely than the average participant to allocate a high satisfaction score to quick claim decision at 90%.

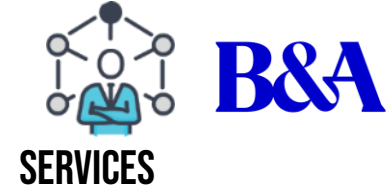


Q.4 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.

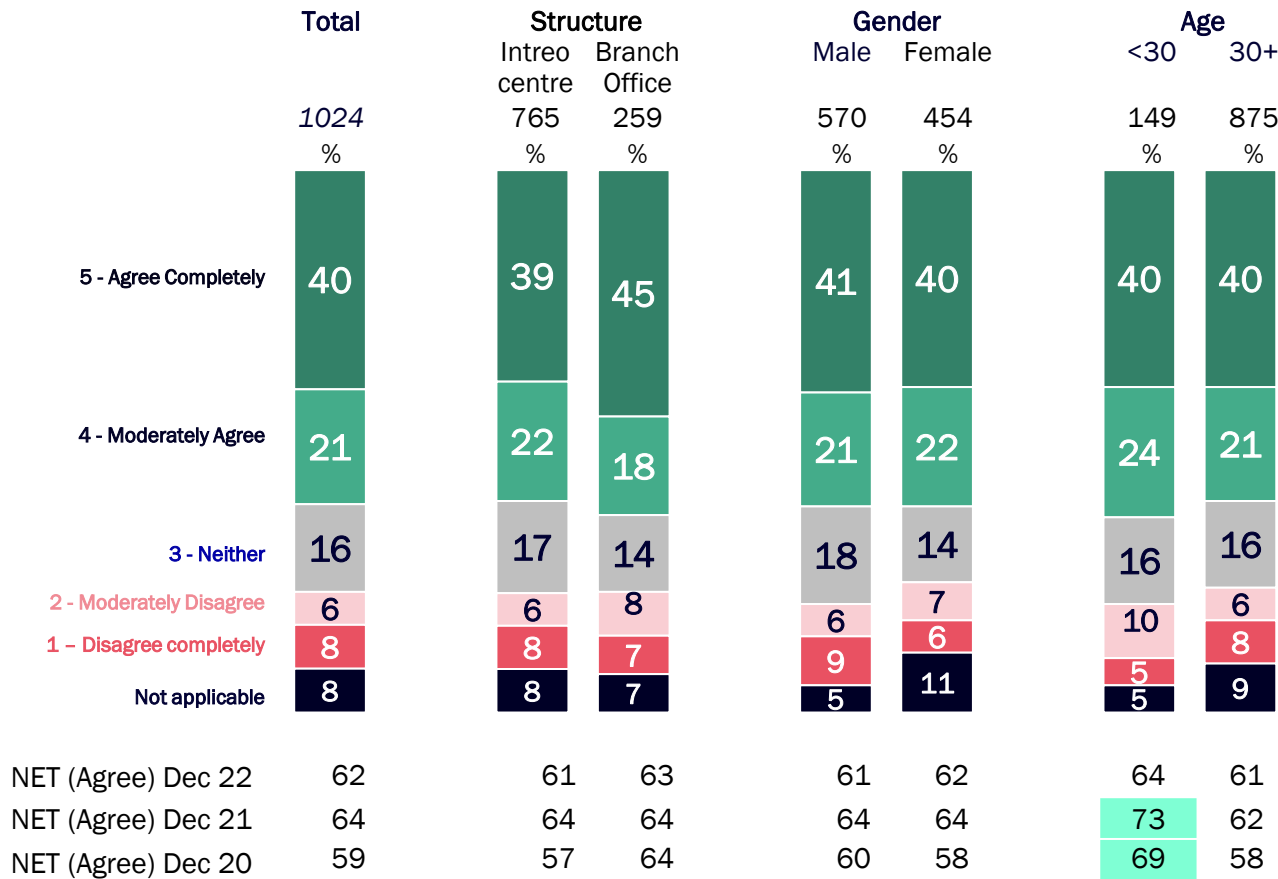
Improved prospects of getting a job

Base: All Jobseeker Participants N - 1024

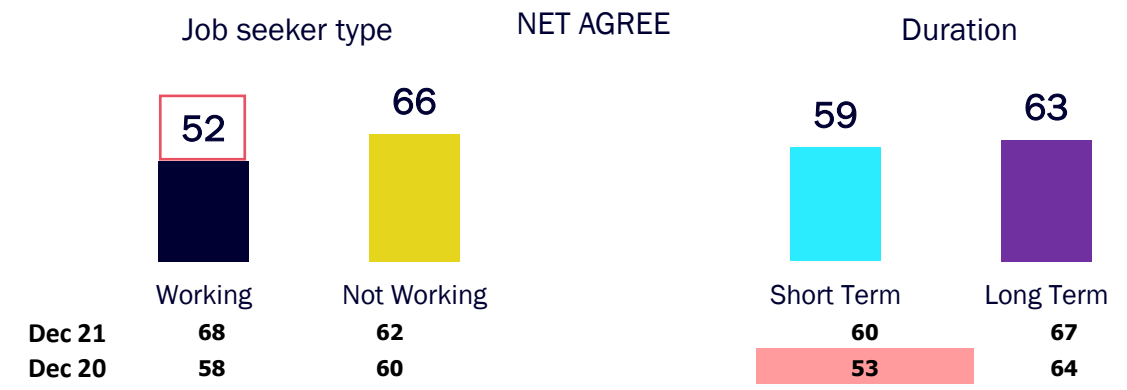
 Statistically higher than total
 Statistically lower than total



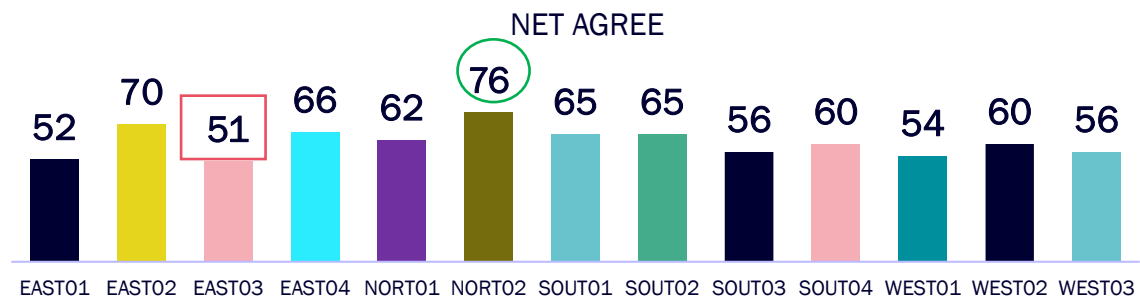
There is a decline of two percentage points versus 2021 for those who agree that the Intreo centre or Branch office process has helped me improve my prospects in getting a job (now at 62% any agree versus 64%). Agreement is lower for those who are currently working (52%) and those in the East03 region (51%). Agreement is highest for the Nort02 region at 76%.



JOBSEEKER STATUS





REGION



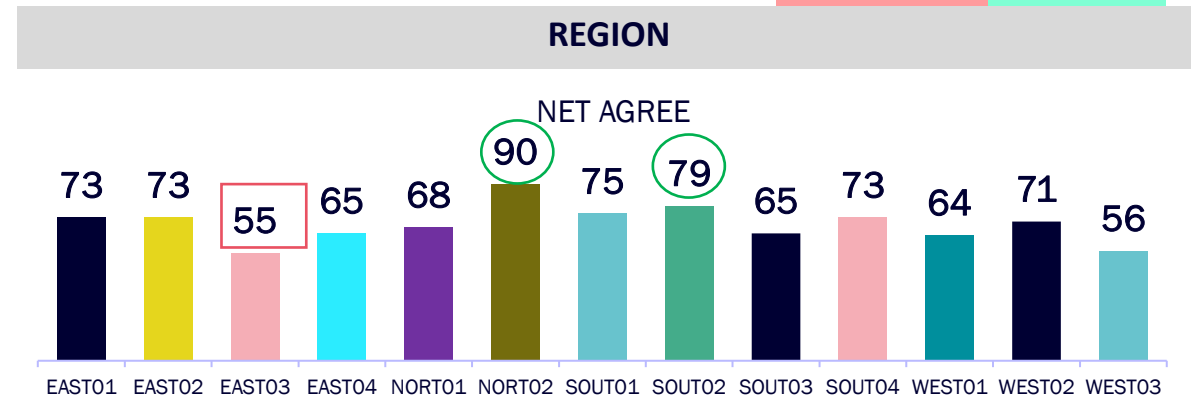
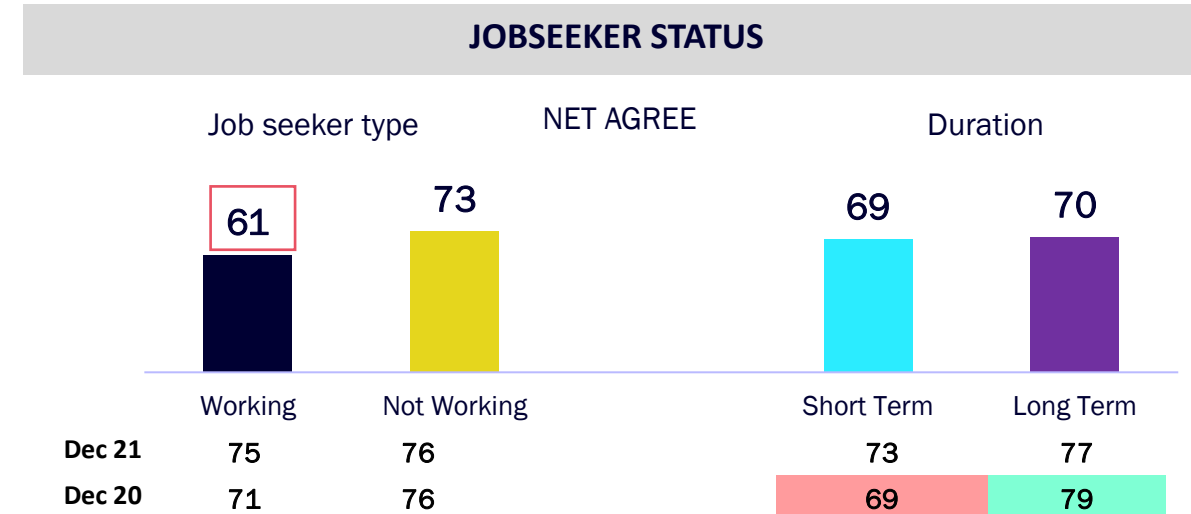
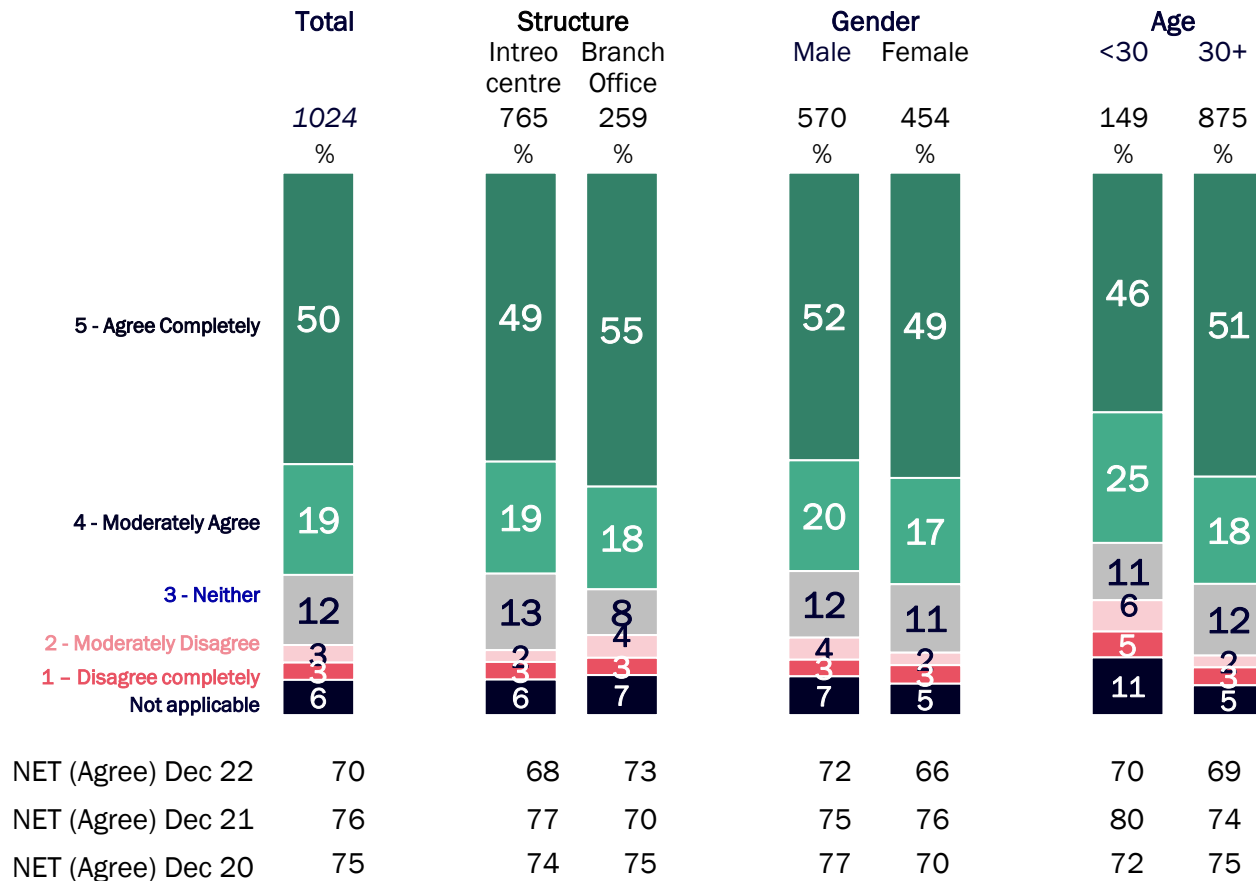
One to one meetings with case officer helpful

Base: All Jobseeker Participants N - 1024

 Statistically higher than total
 Statistically lower than total

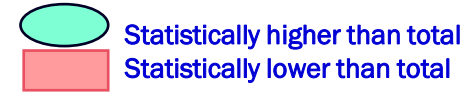


Participants in the Nort02 and Sout02 allocated the highest satisfaction scores for one-to-one meetings with case officers being helpful at 90% and 79% respectively. Those working (61%) and East02 (55%) registered significantly lower agreement levels.



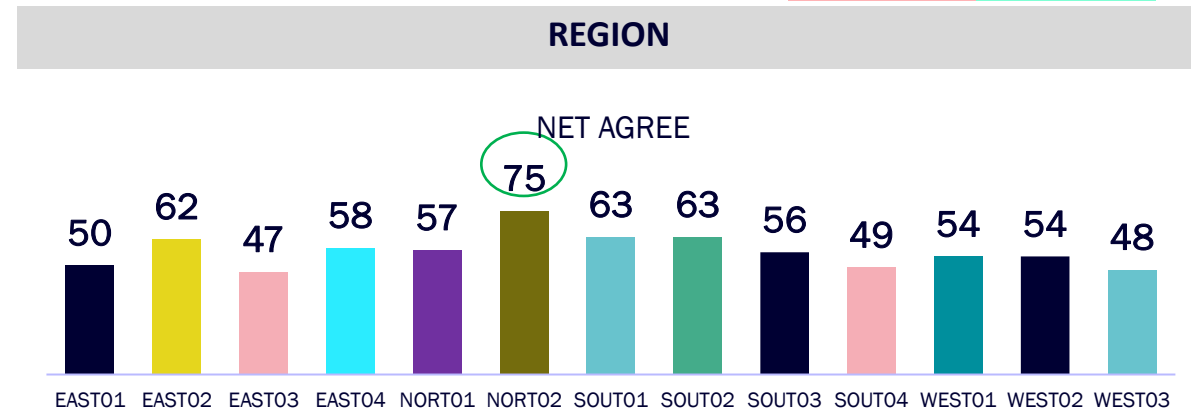
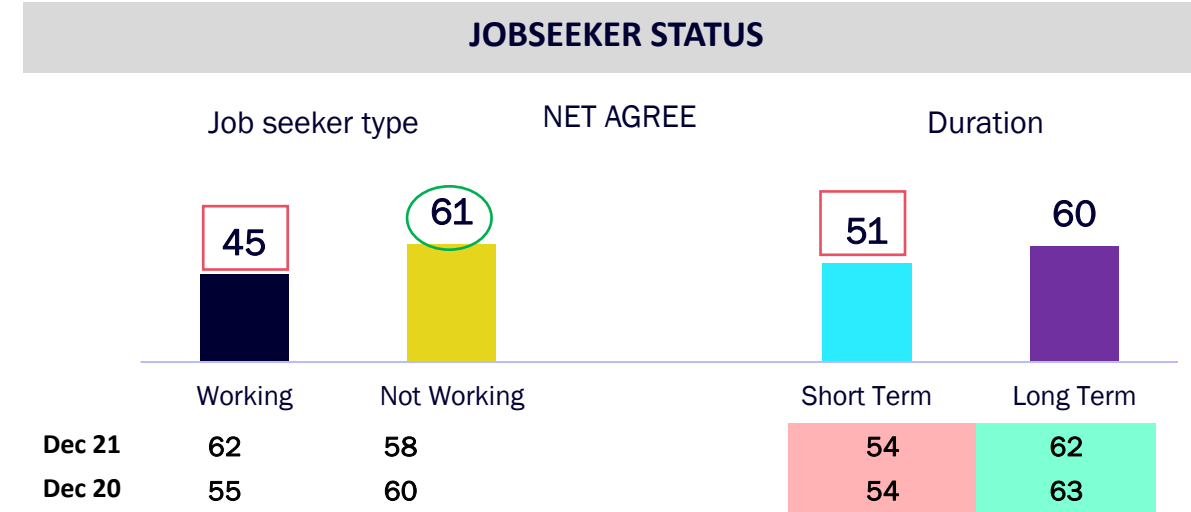
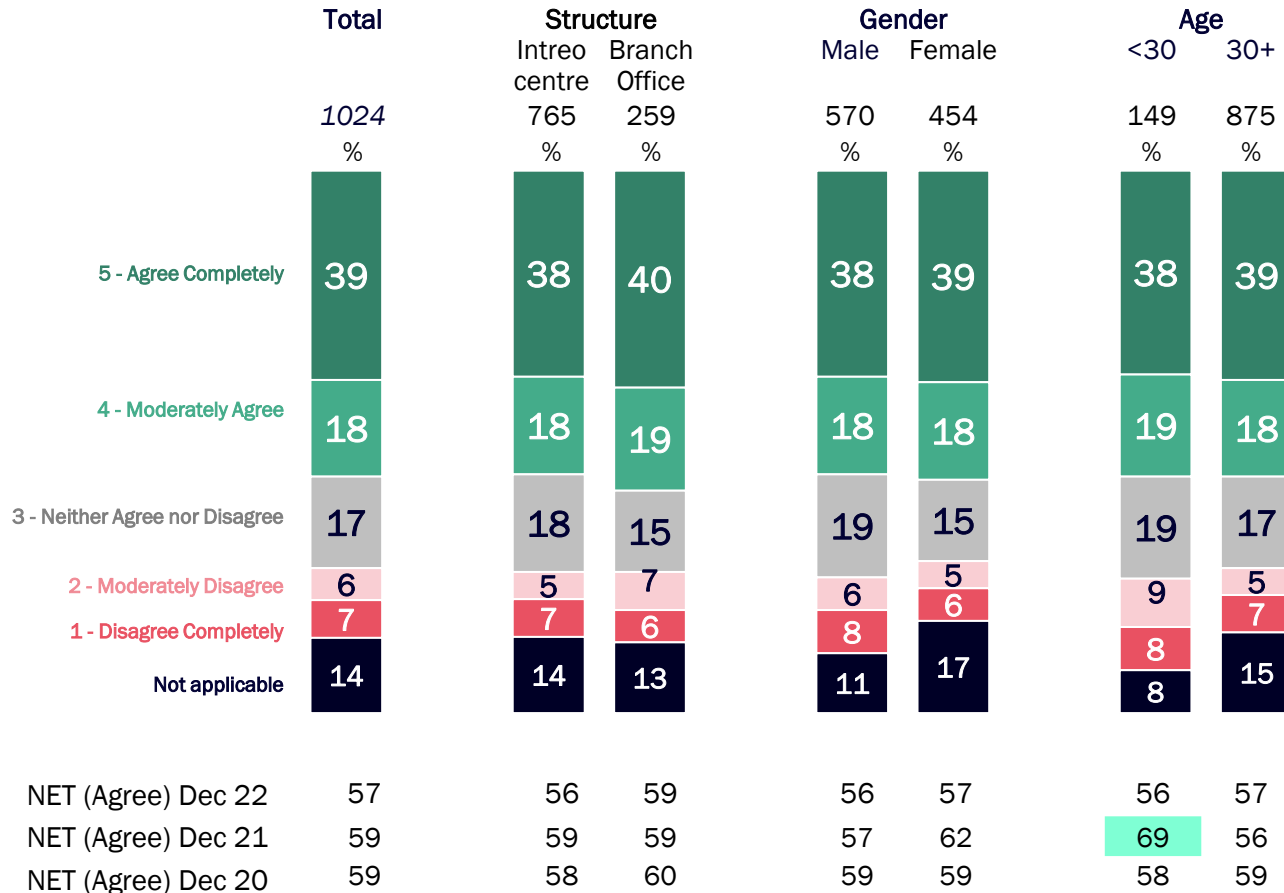
JobsIreland service useful in helping with my job search

Base: All Jobseeker Participants N - 1024



B&A

Satisfaction with the usefulness of the JobsIreland service in helping with job search is highest for those not working at 61% and again those in the Nor02 region (75%). This was lowest for those working (45%) and short-term jobseekers (51%).







Process



Overview of Process Performance – December 2021

 Statistically higher than total
 Statistically lower than total

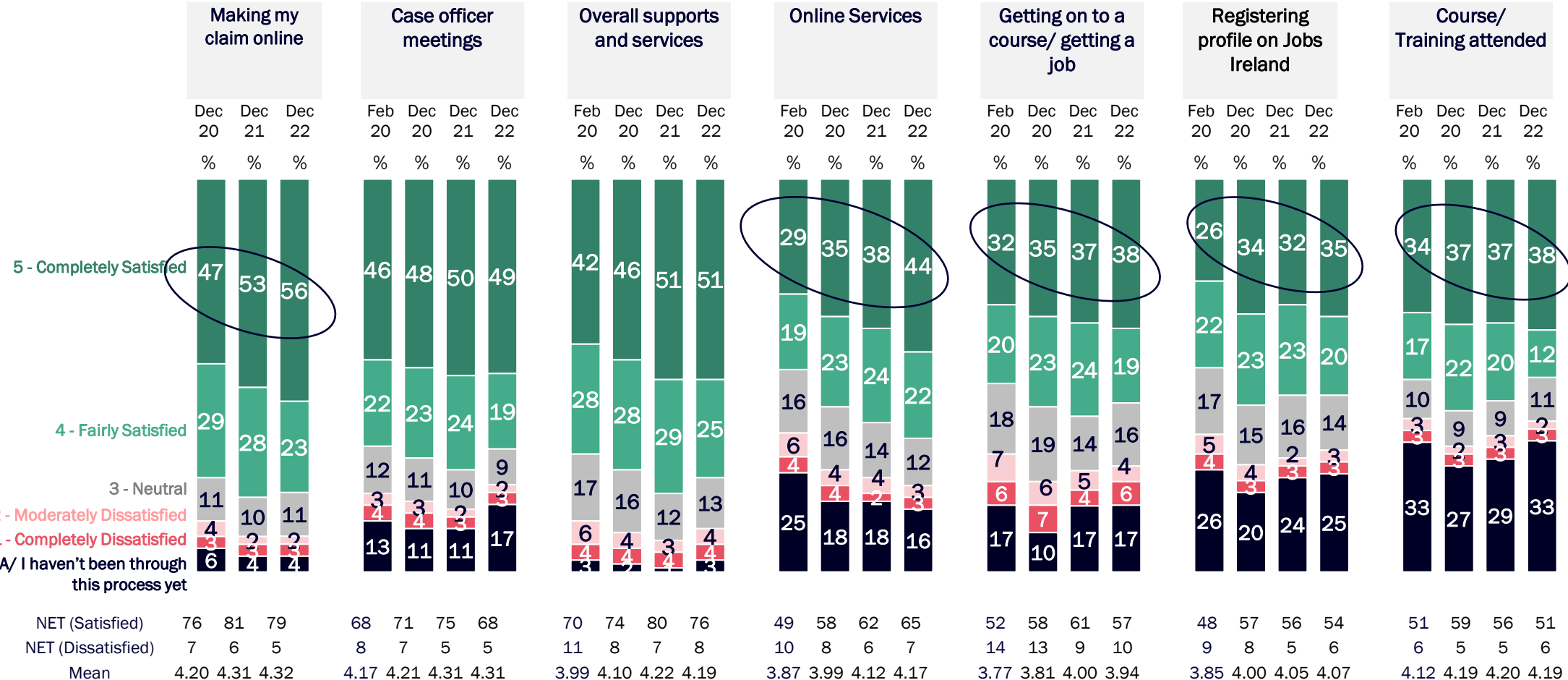
Base: All Jobseeker Participants N - 1024



Highest levels of satisfaction with process-related factors are registered for making my claim online and overall supports and services.

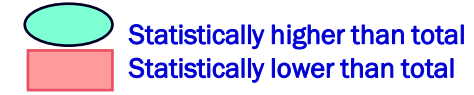
The completely agree metric (5 out of 5 score) has improved for four of the six factors.

Note a sizeable number reported they had not been through the process yet.

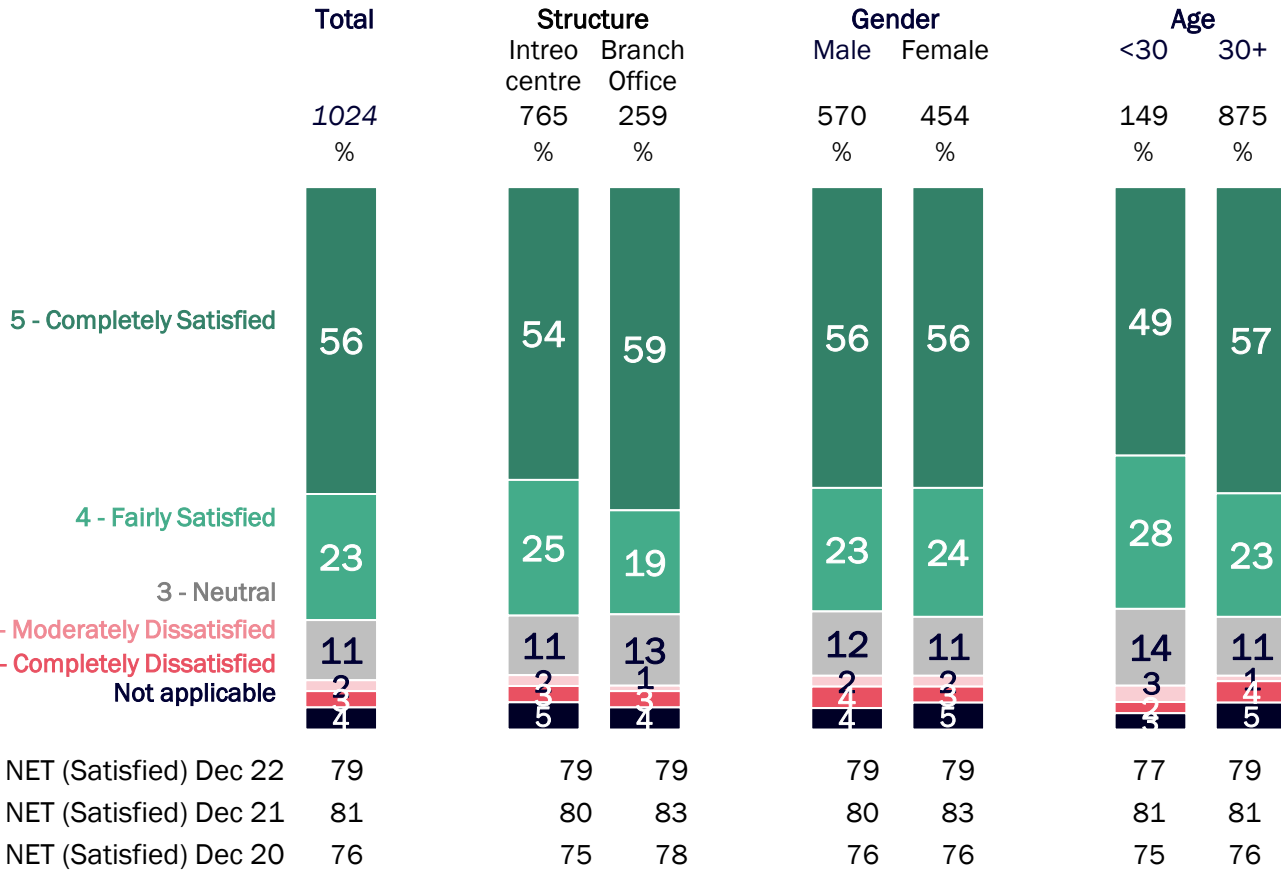


Making my claim online

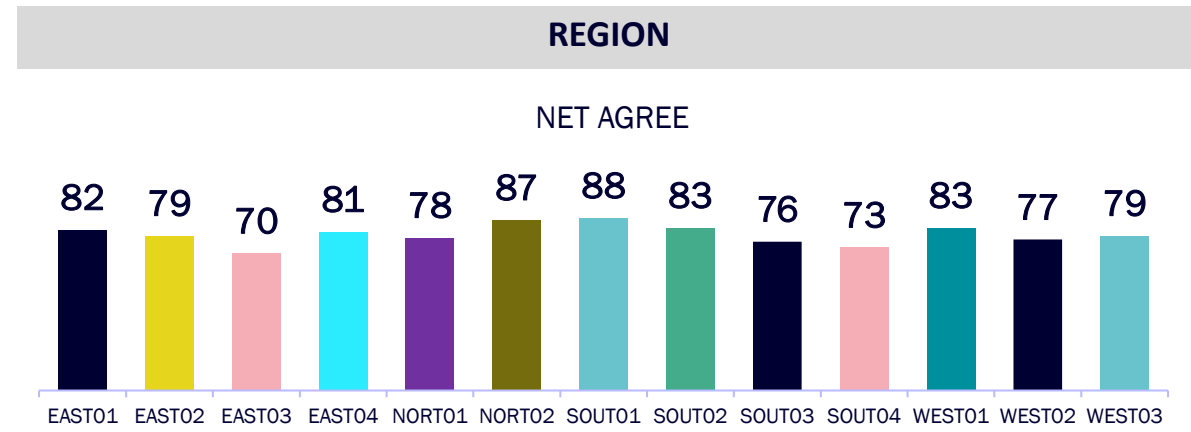
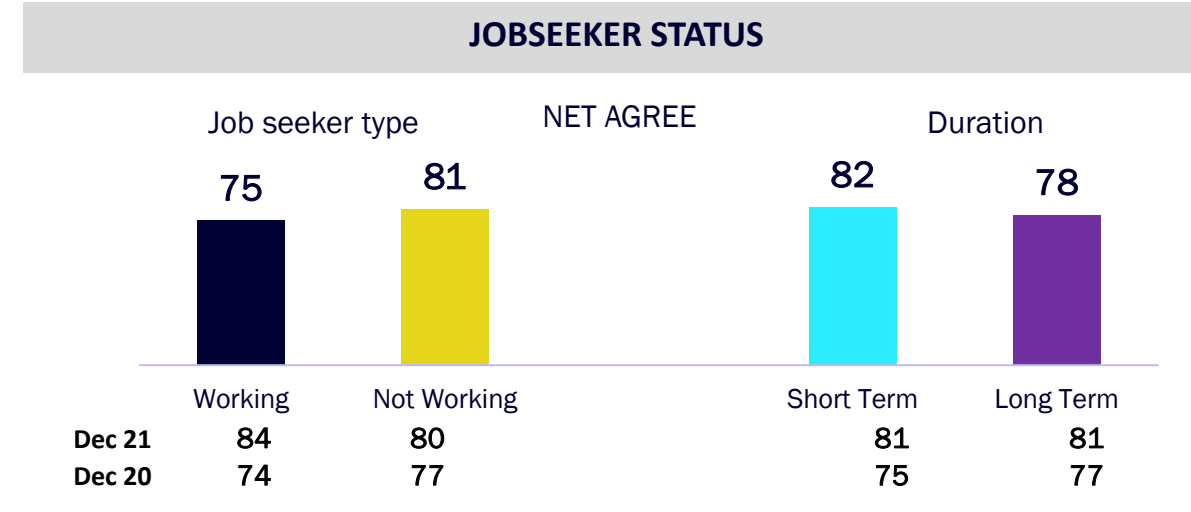
Base: All Jobseeker Participants N - 1024



79% of all Jobseeker participants are satisfied with the process of making their claim online with high satisfaction levels registered across all sub-groupings. While not statistically significant, those in East03 were least satisfied at 70% compared to the other divisional offices.

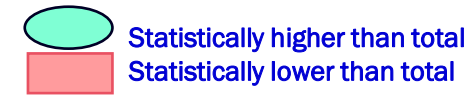


*Note: wording changed on this statement vs Feb 20 (Making my first claim)

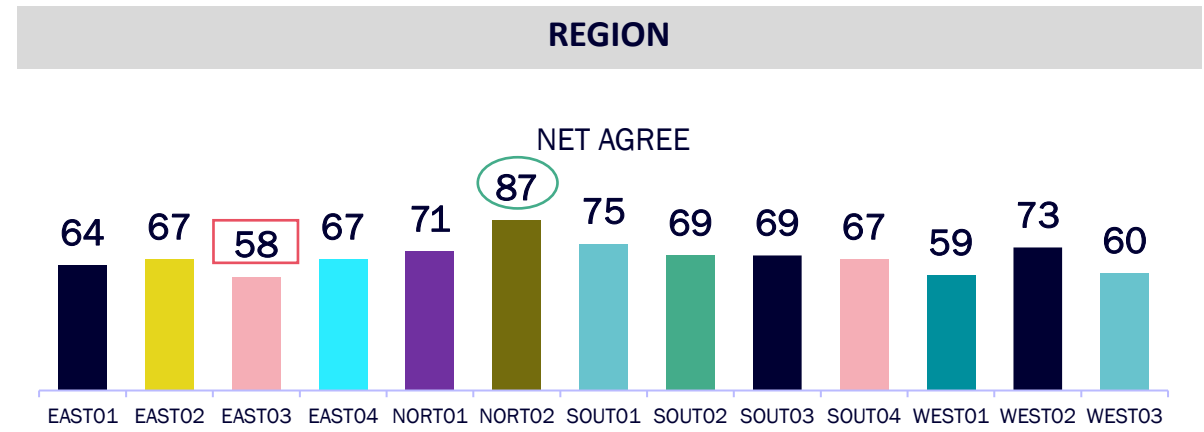
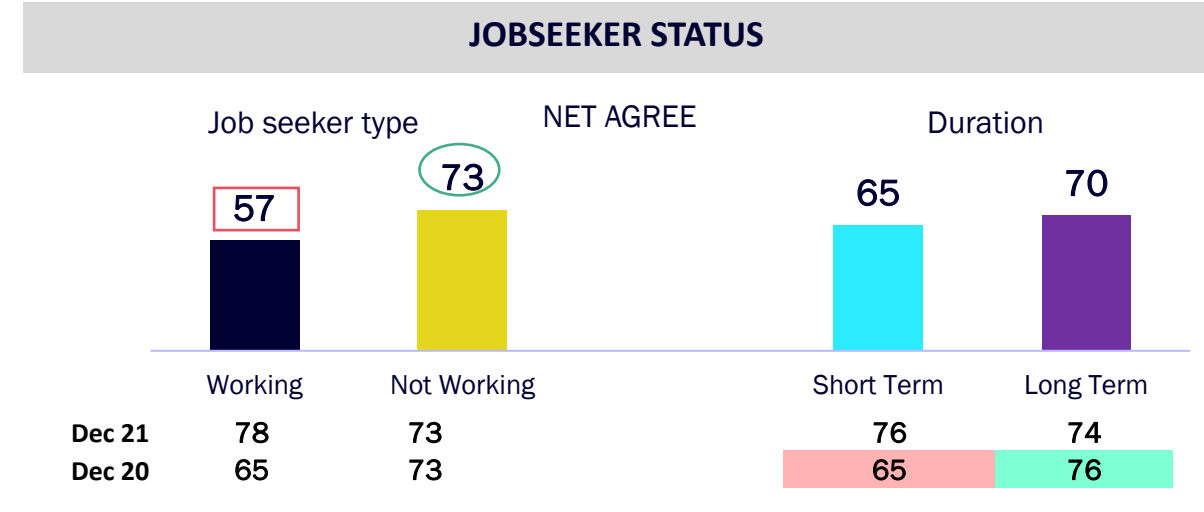
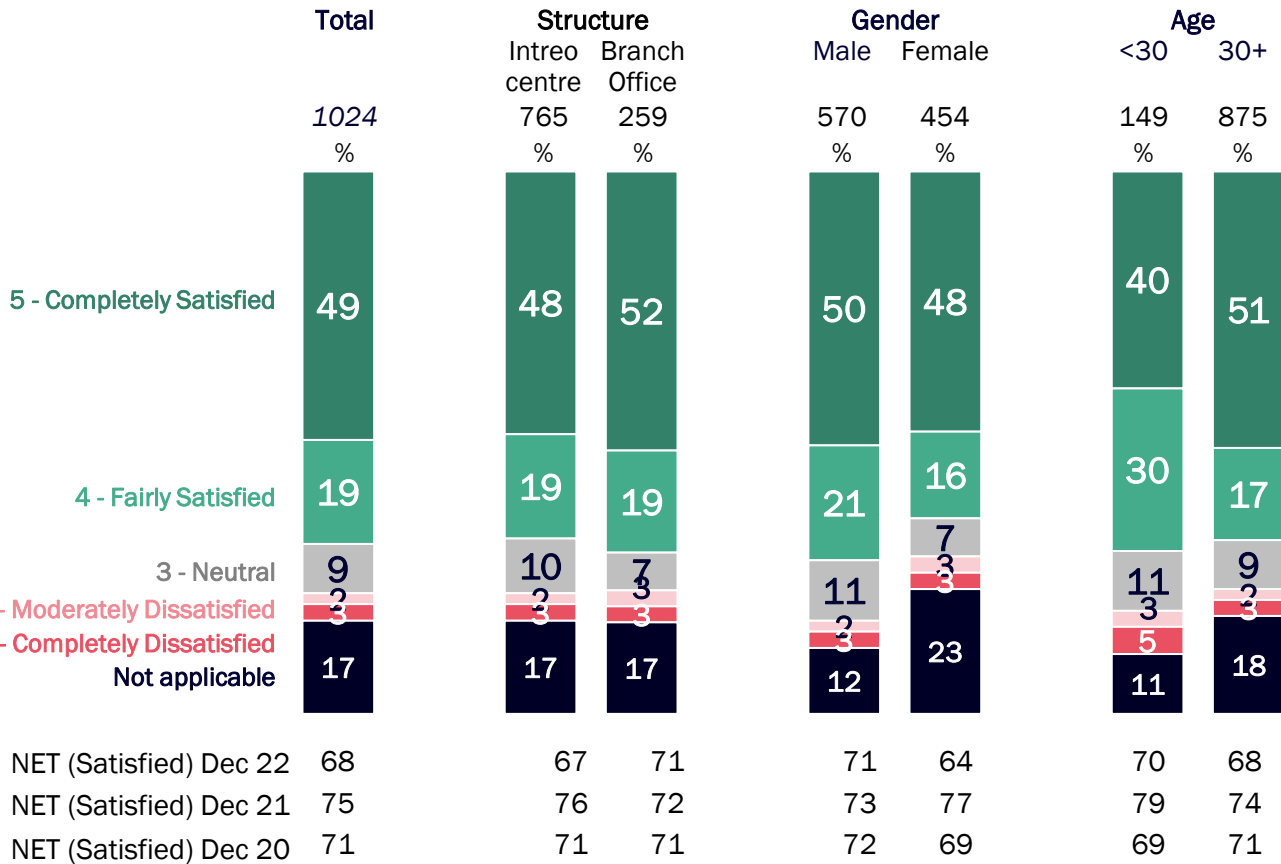


Meetings with my case officer

Base: All Jobseeker Participants N - 1024



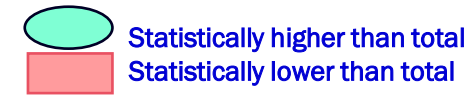
Lower levels of satisfaction for meetings with case officer were recorded at 68% versus the previous year (75%). This was higher for those who are not working (73%) and Nort02 at 87%. Least satisfied were those who are working 57% and East03 also on 57%.



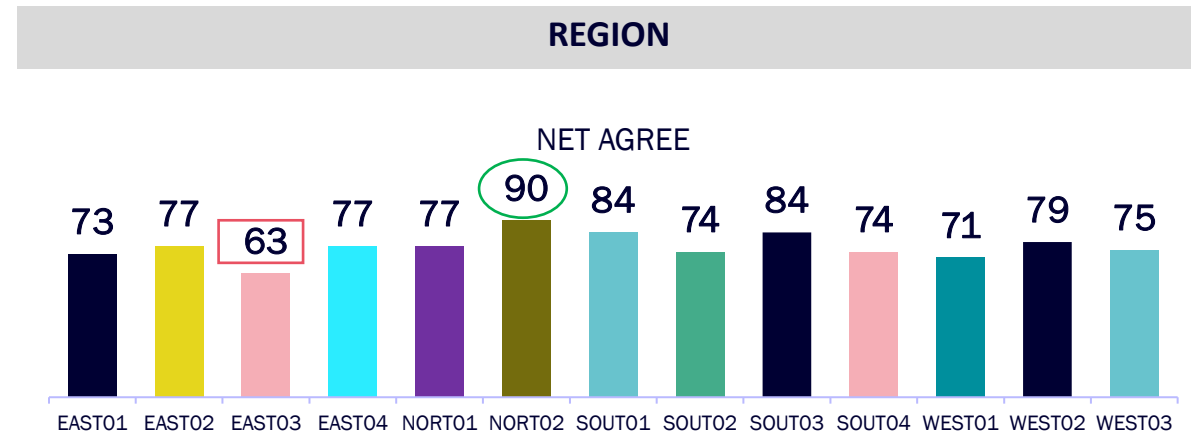
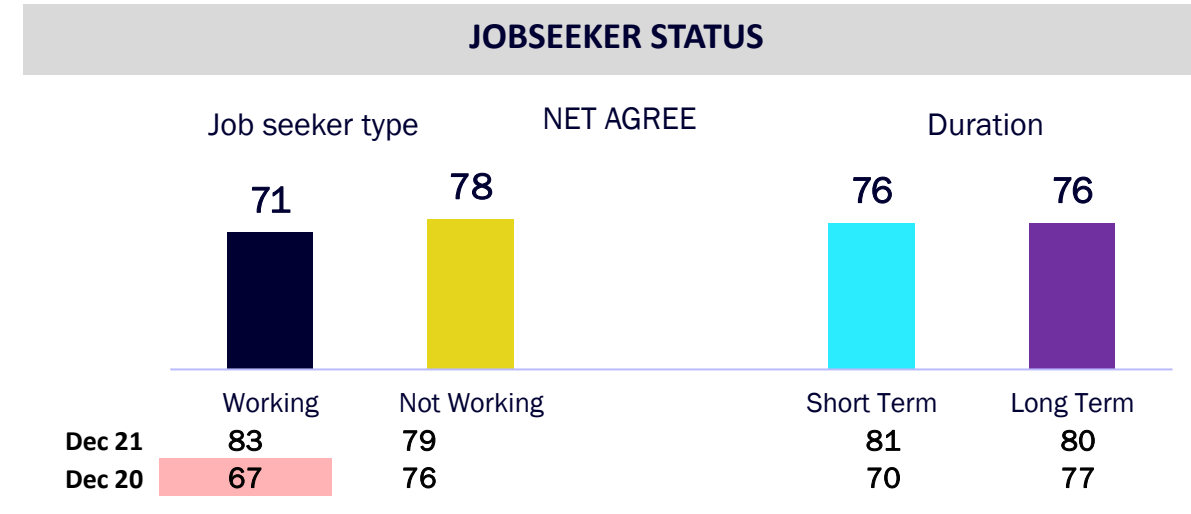
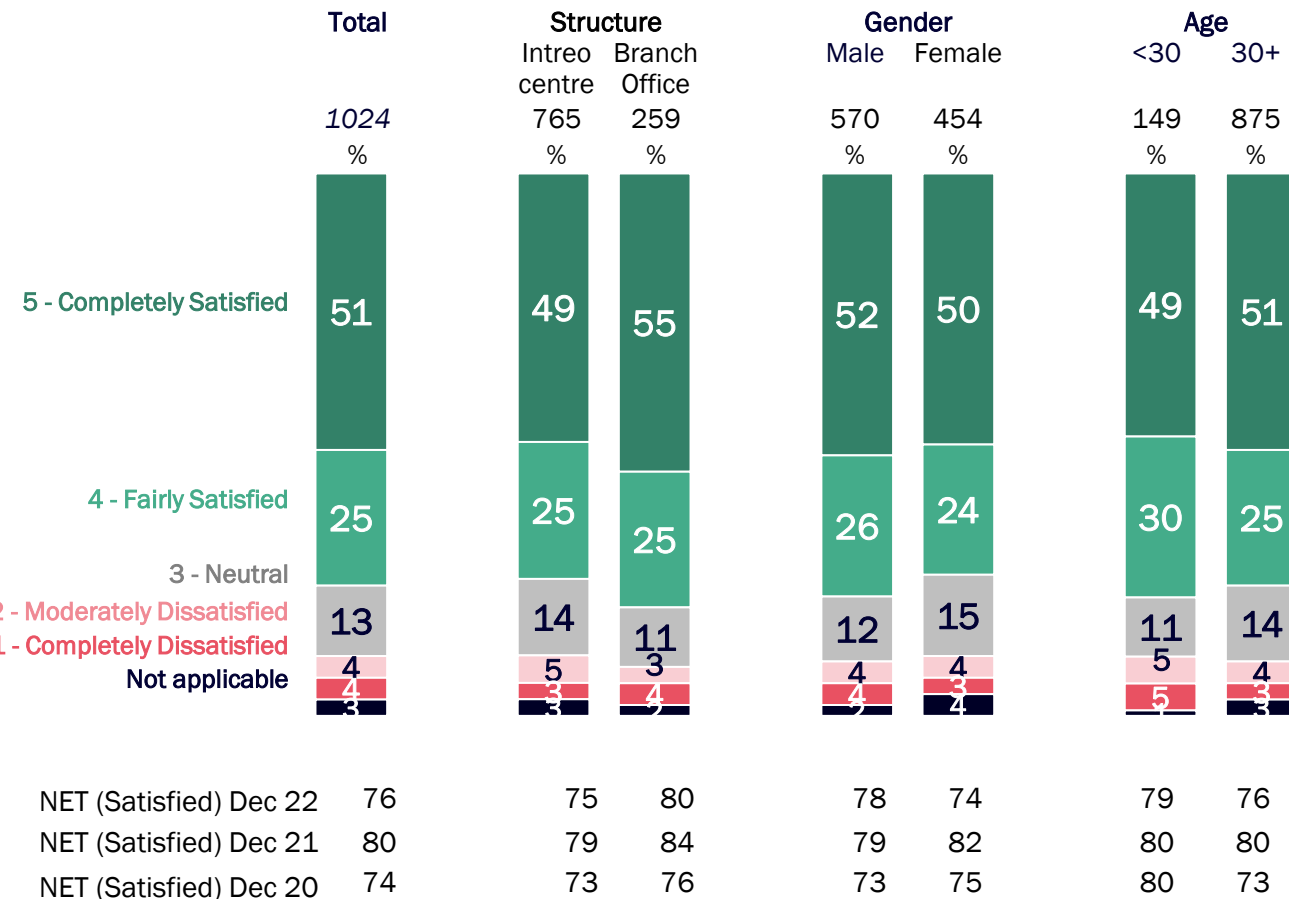
Q.5 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is completely dissatisfied and 5 is completely satisfied.

Overall supports and services

Base: All Jobseeker Participants N - 1024





The same pattern is evident when we look at satisfaction with overall supports and services, those in the East03 registering lower level at 63%, while those in the Nort02 record the highest satisfaction at 90%.



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.

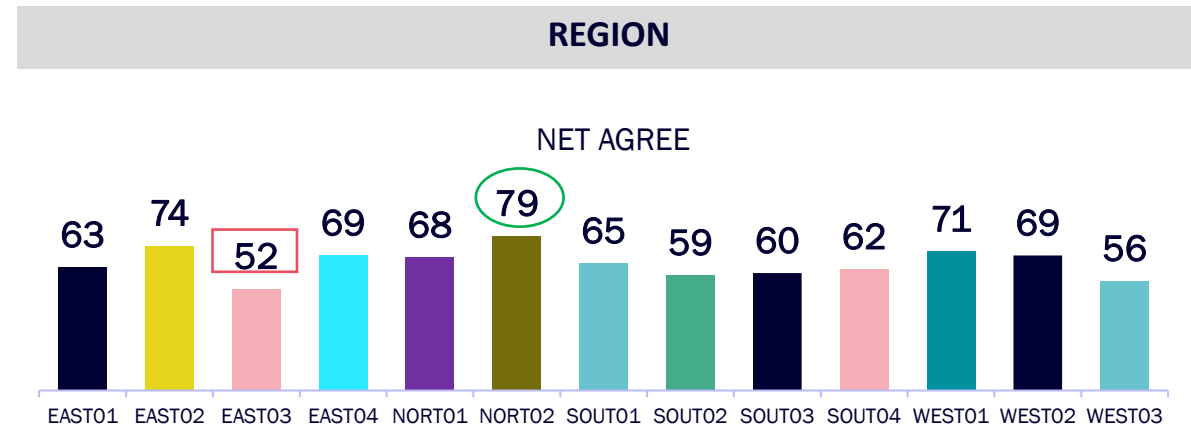
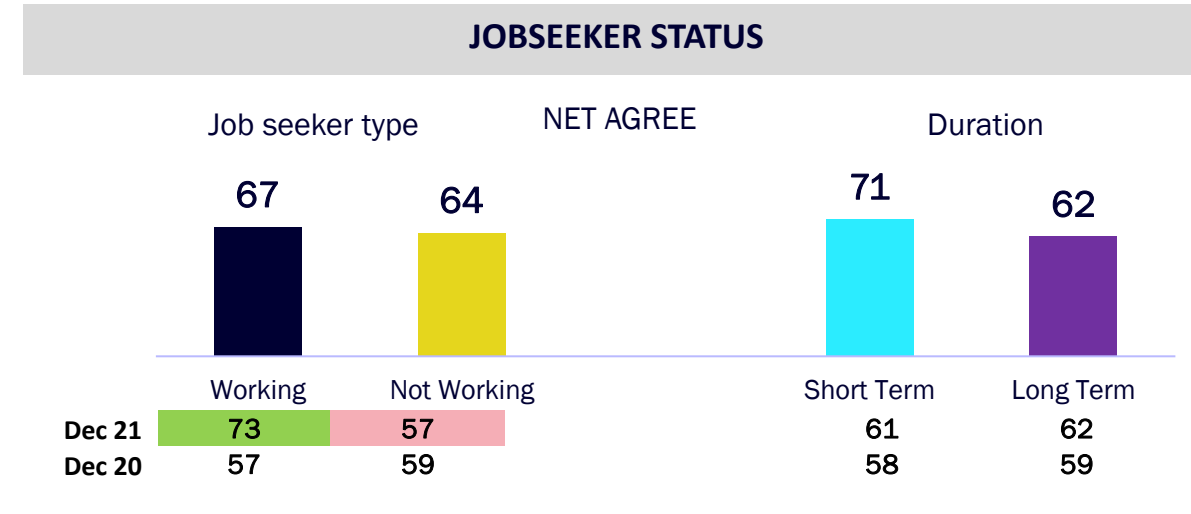
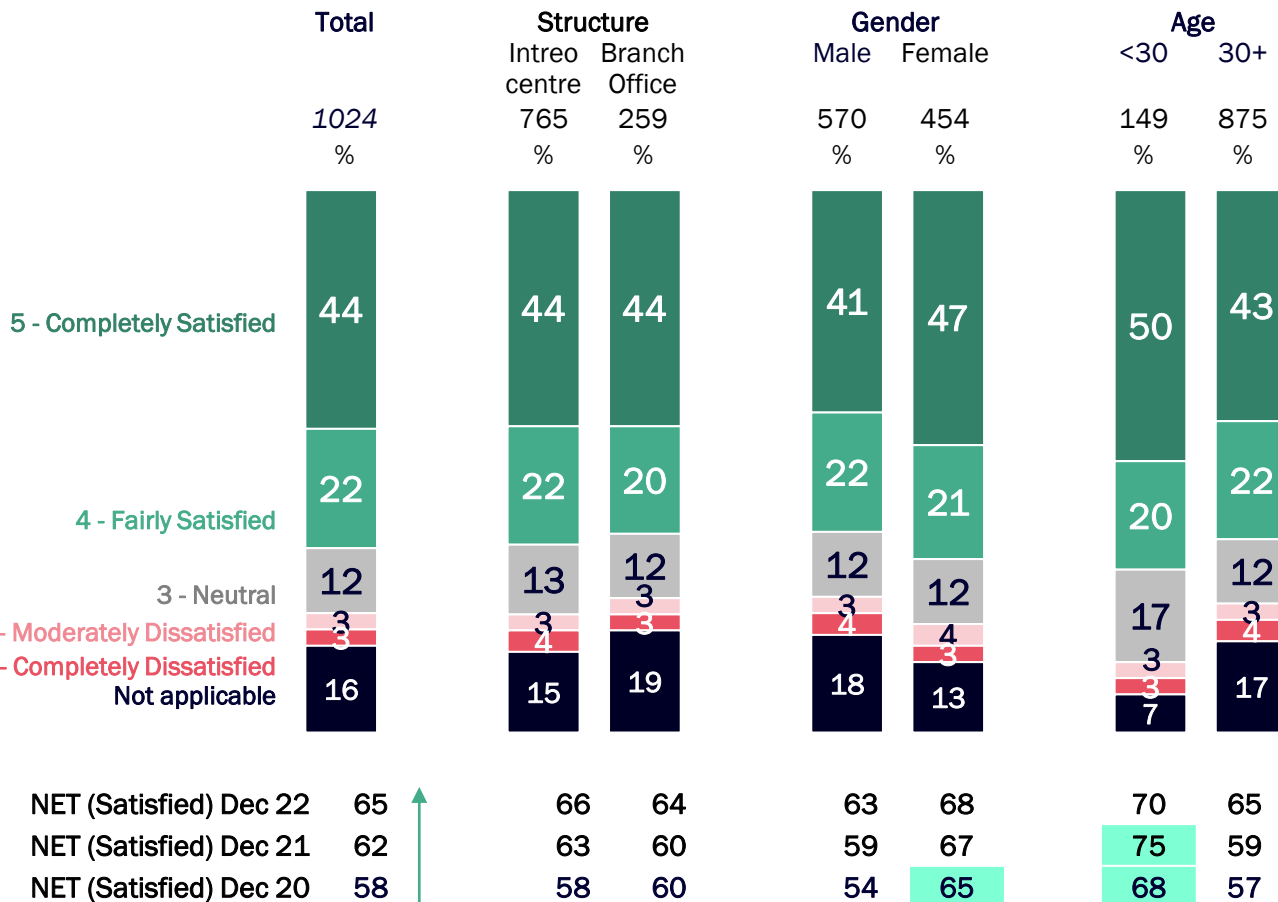
Access to/Use of Department of Social Protection Online Service

Base: All Jobseeker Participants N - 1024

 Statistically higher than total
 Statistically lower than total





Satisfaction with the ease of access and use of the Department of Social Protection's online service continues to increase year on year and now stands at 65% (up from 58% in December 2020).



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.

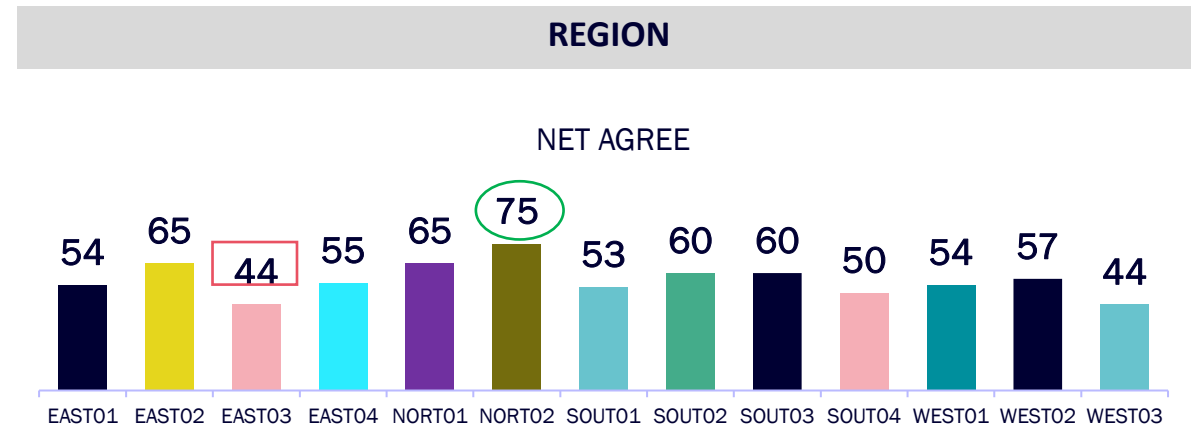
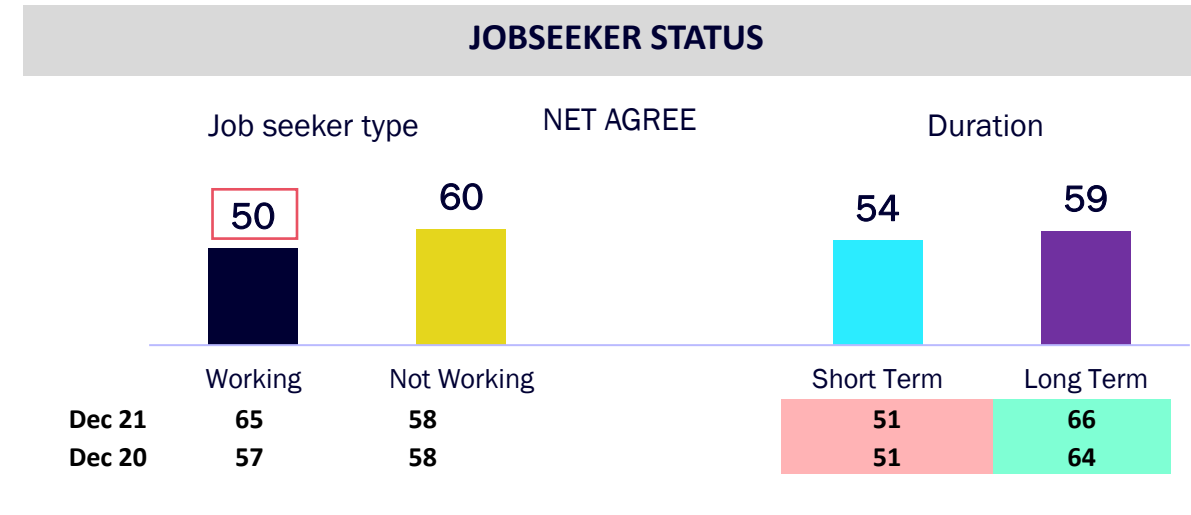
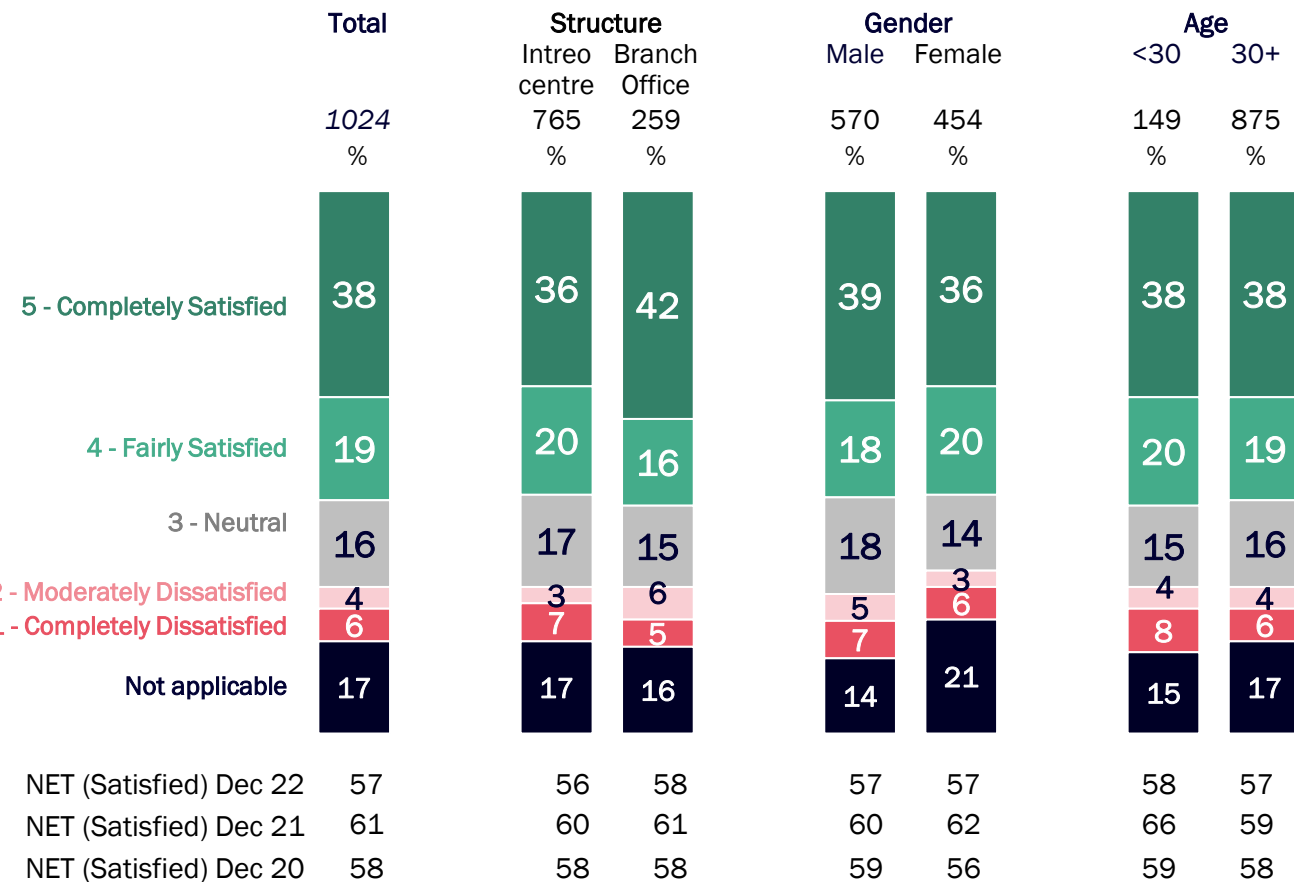
Getting on to a course/ getting a job

Base: All Jobseeker Participants N - 1024

 Statistically higher than total
 Statistically lower than total



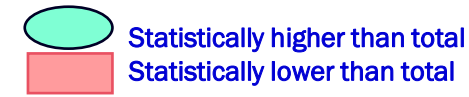
Those who are currently working and the East03 region displayed the lowest levels of satisfaction with getting onto a course/getting a job. The Nort02 division again displayed highest levels of satisfaction at 75%.



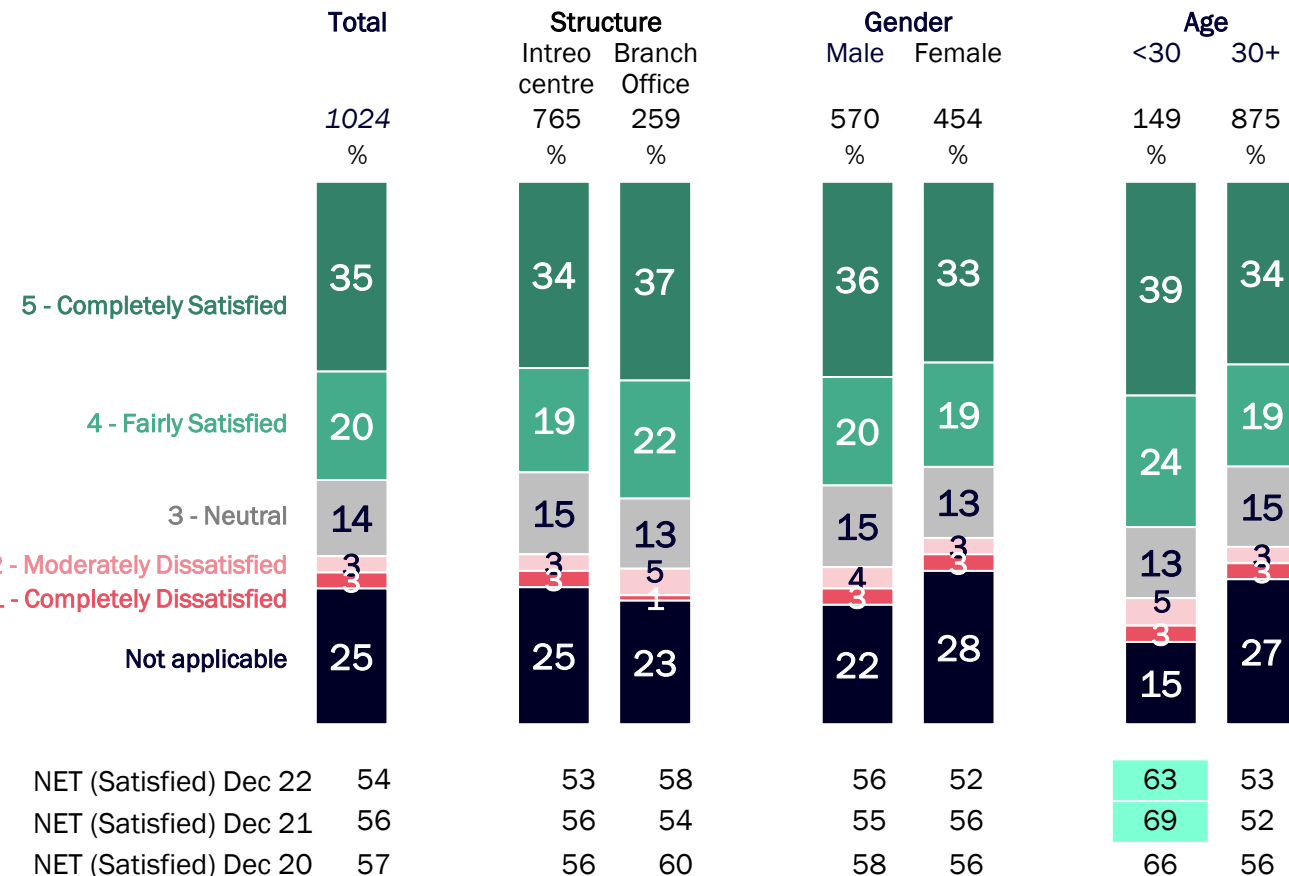
Q.5 Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is completely dissatisfied and 5 is completely satisfied.

Registering profile on Jobs Ireland

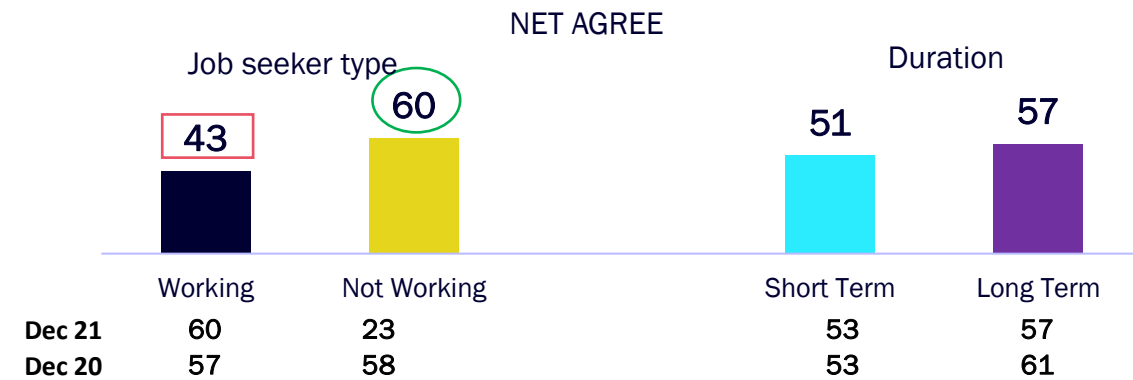
Base: All Jobseeker Participants N – 1,024



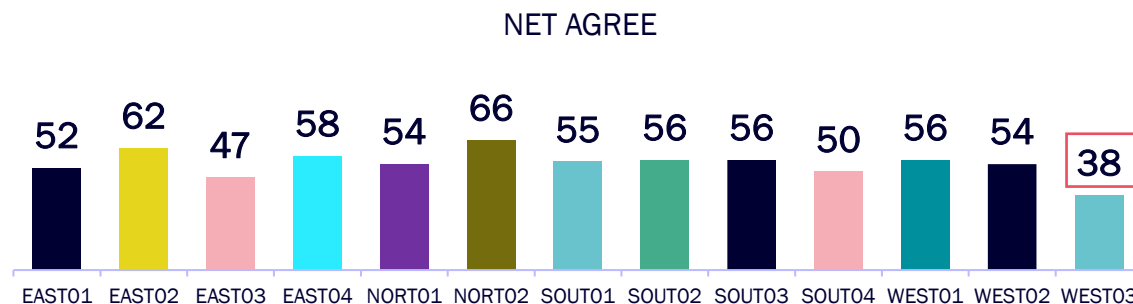
One in four of all Jobseeker participants have yet to register their profile on JobsIreland, with those aged under 30 and those not working the most satisfied with the experience. Those in the West03 were least satisfied at 38%.



JOBSEEKER STATUS

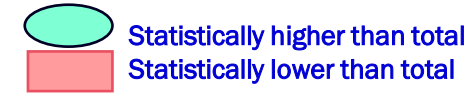


REGION

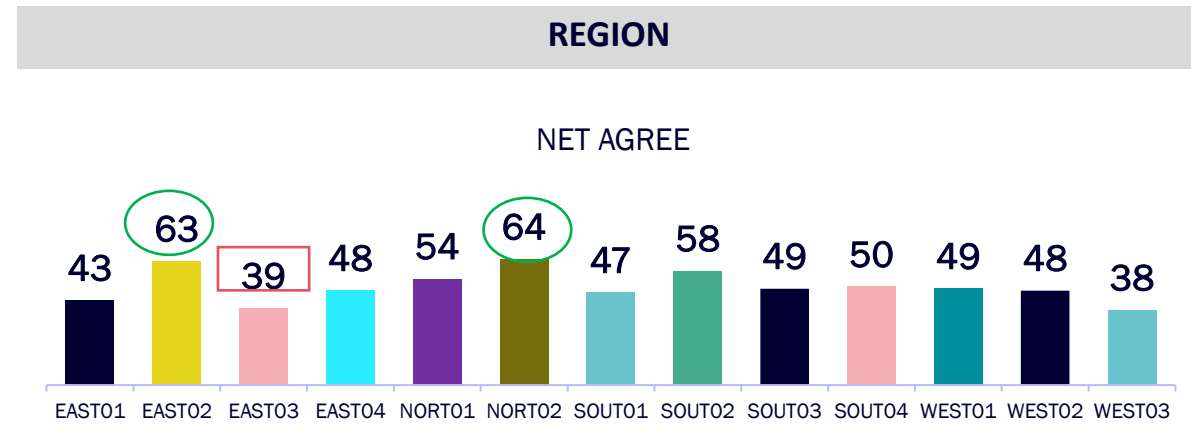
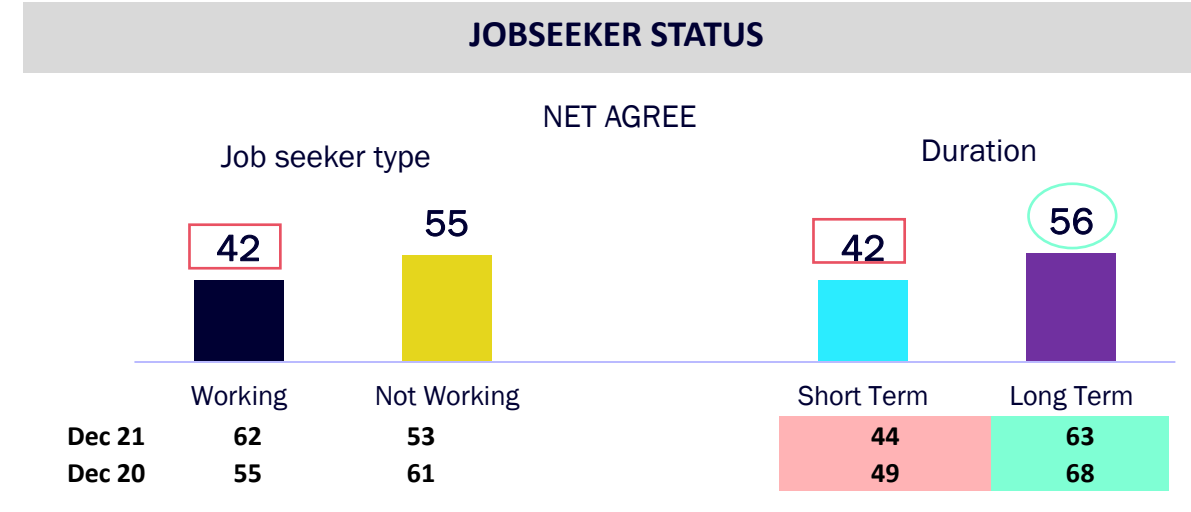
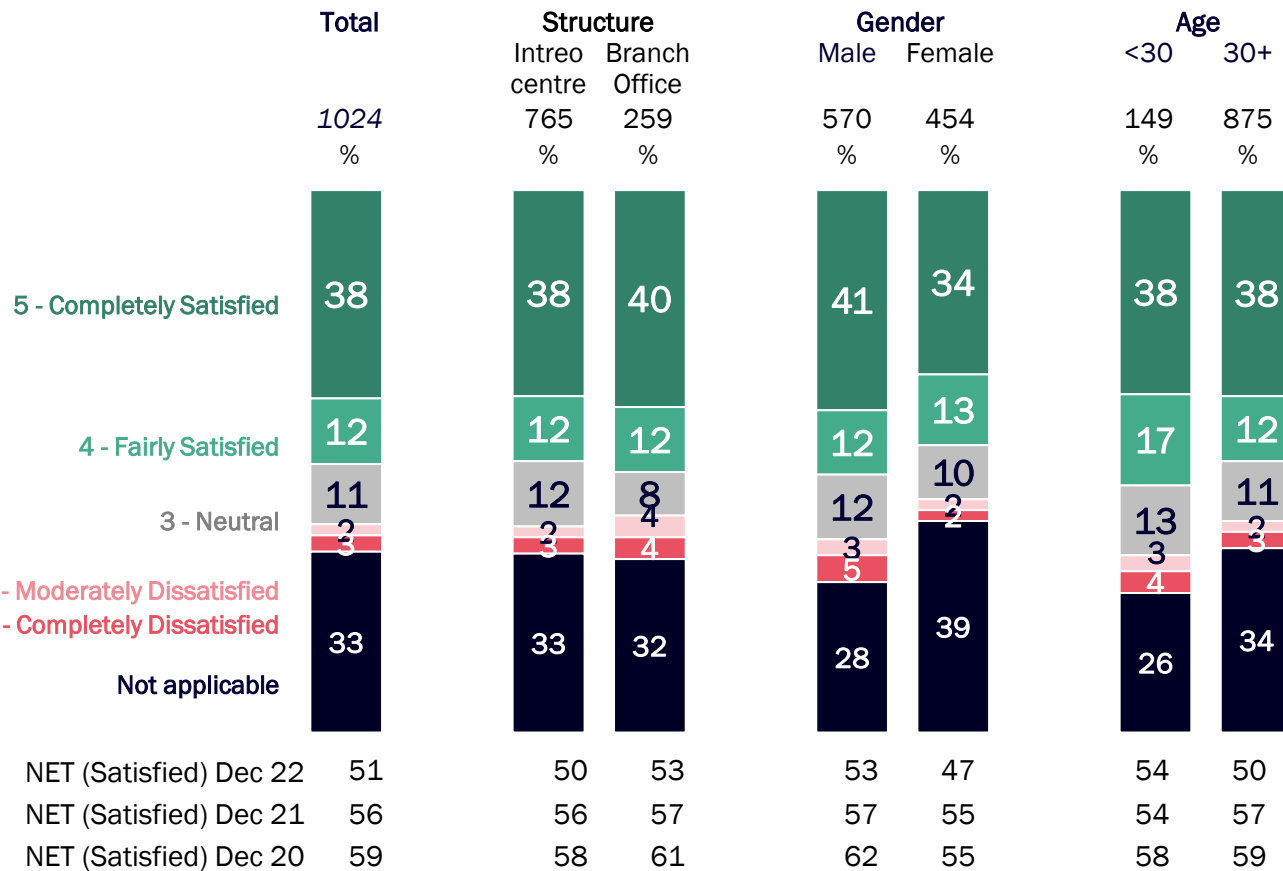


Course/Training attended

Base: All Jobseeker Participants N - 1024



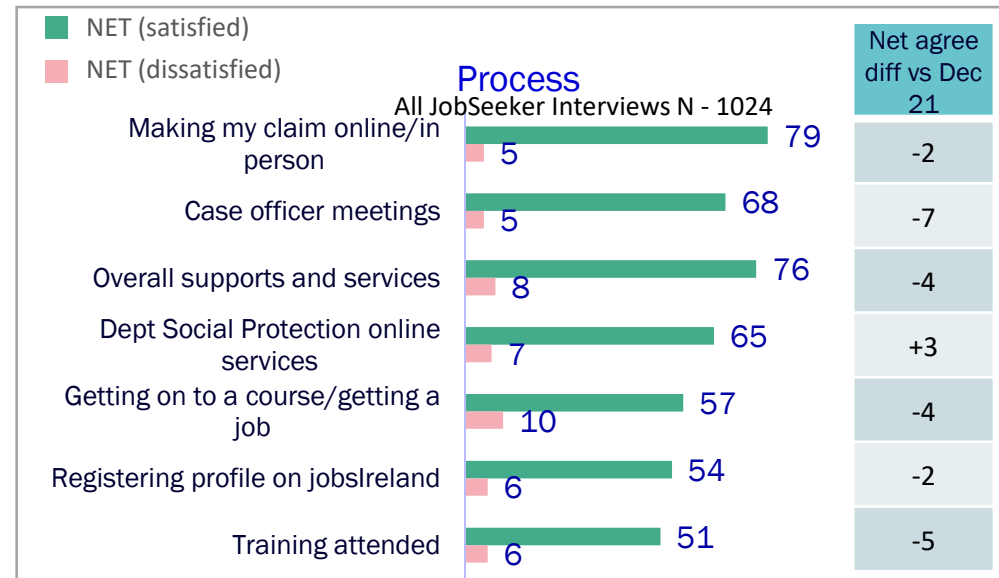
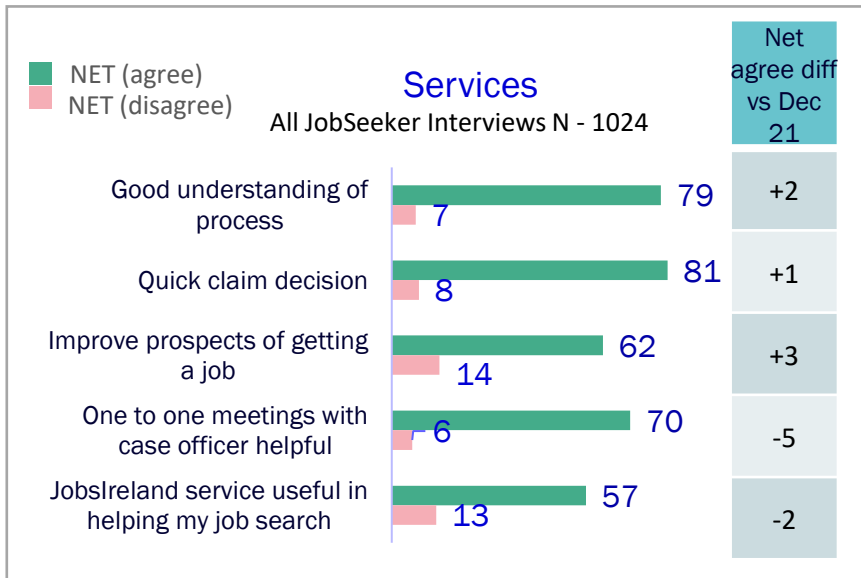
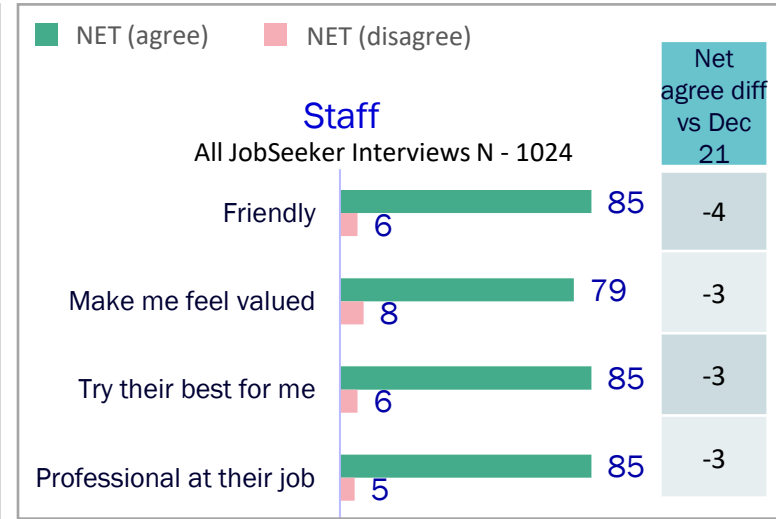
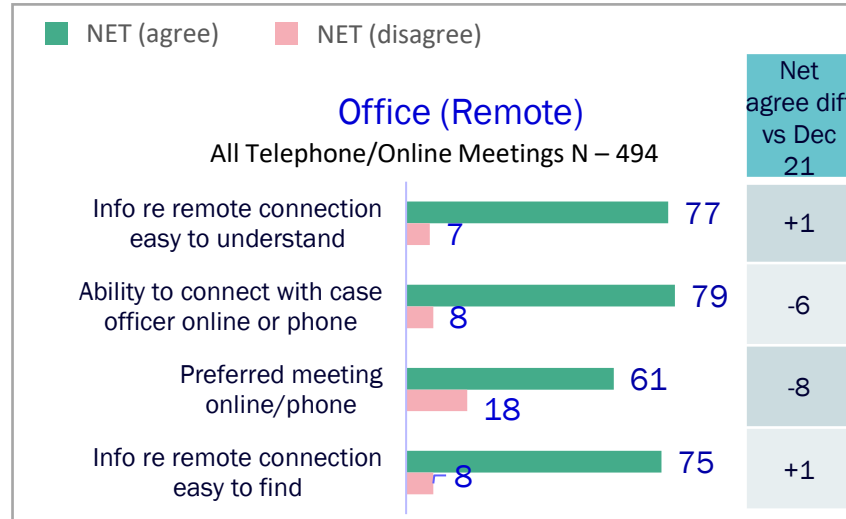
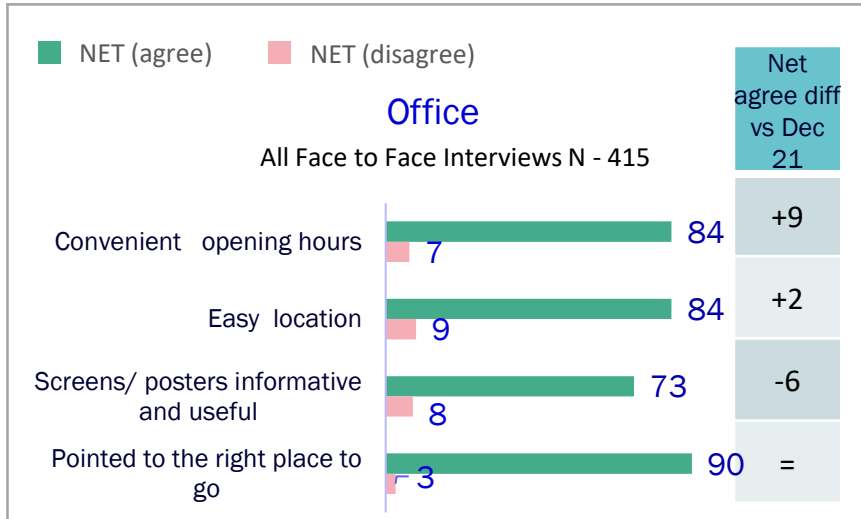
Longer term participants are significantly more likely than the average respondent to allocate high satisfaction scores on course/training attended, as did those in the East02 division and the Nort02. Those working and short-term participants were least satisfied, both registering a score of 42% with East03 attributing the lowest score at 39%.



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

Base: All Jobseeker Participants N – 1,024

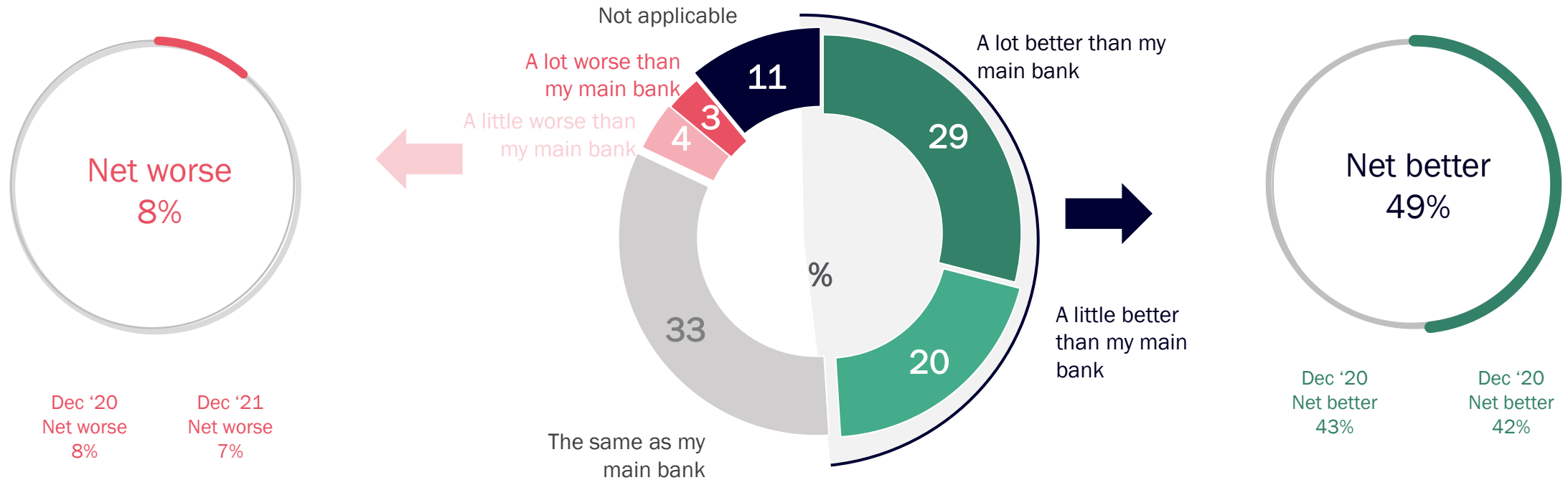


The summary illustrates the fact that levels of satisfaction with the Jobseekers service on all factors measured far outweighs dissatisfaction. Convenient opening hours and easy location increase for in person meetings, as does information re remote connection for remote meetings. Good understanding of process and improved prospects of getting a job also see an increase, while the satisfaction with the Department's online services has increased by 3%


Rating of Intreo/Branch Office compared to main bank

Base: All Participants N - 1024

A greater proportion rate the Intreo/Branch service as better than their main bank, by a difference of more than four in ten at +41%



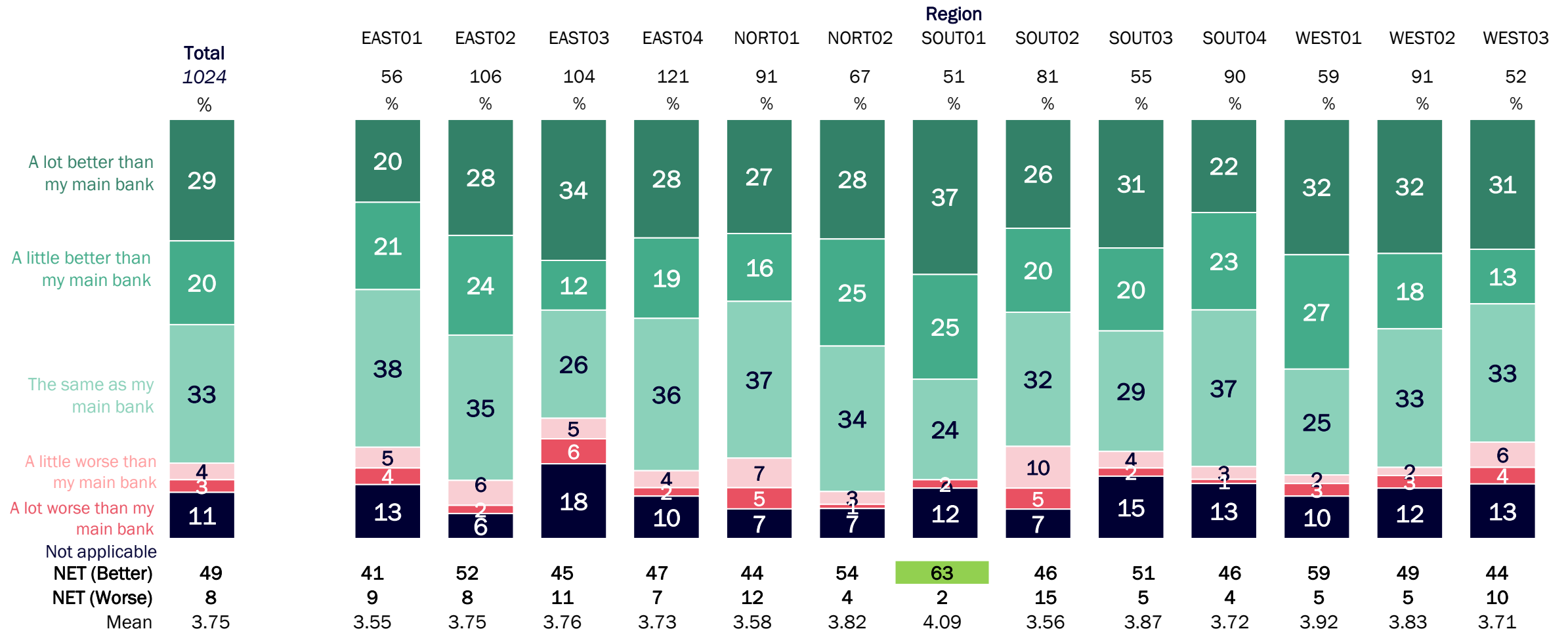
Rating of Intreo/Branch Office compared to main bank by Region

 Statistically higher than total
 Statistically lower than total



Base: All Participants N - 1024

South (01) Region (Mid West) participants attribute the highest rating for their Intreo/branch service being better than their main bank.

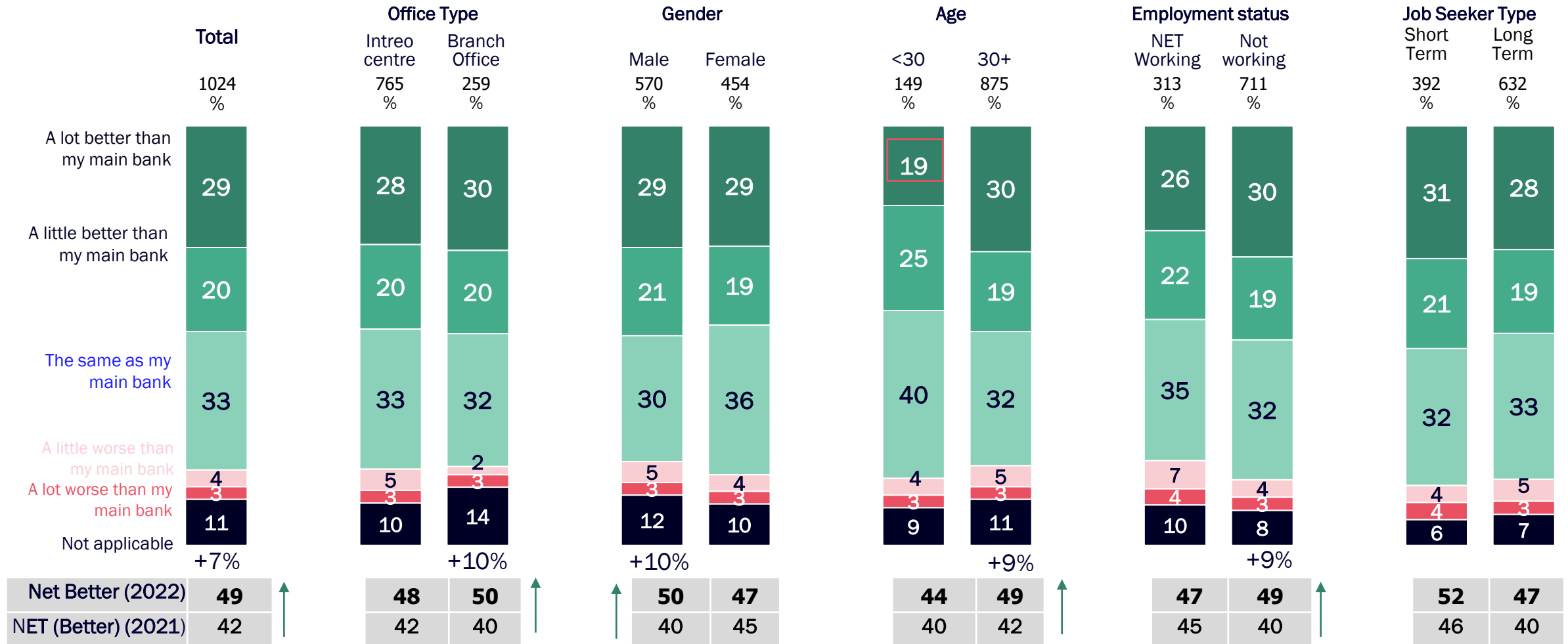


Rating of Intreo/Branch Office compared to main bank x demographics

Base: All Participants N - 1024

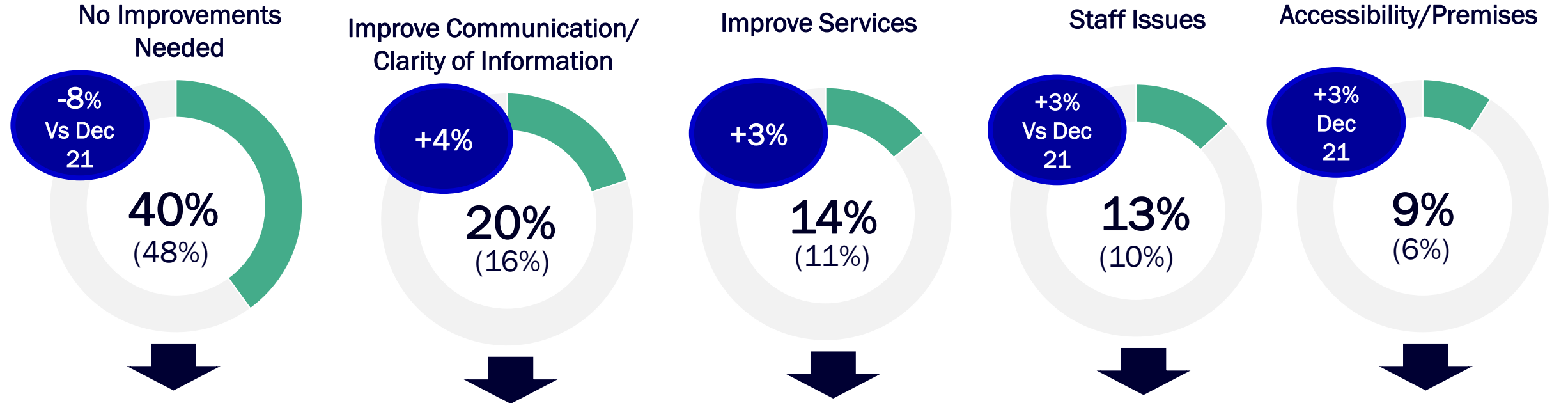
Statistically higher than total
 Statistically lower than total

The net better score comparison rating of the Intreo/Branch office compared to their main bank is significantly higher for branch office (up 10%), Men (up 10%), those aged 30 years+ (up 9%) and those not working (up 9%) compared with the previous year.



Suggested improvements to overall experience

Base: All Participants N - 1024



- 40% of Jobseekers report no improvements needed, they are happy with service (48% in Dec 21, 39% in Dec 20)
- Satisfaction was statistically higher for Branch office with 48% stating no changes needed vs 37% Intreo.
- Statistically lower satisfaction for those working (33%) vs 43% not working.
- Higher for men 43% vs 36% women
- Higher for those aged 30+ at 41% versus 34% for under 30's.

- Improve communication and clarity of information was highest for East01 at 38%.
- It was also statistically higher at 26% for those working.

- When we group the divisional offices into regional groupings, we see that improve services is statistically lower for those in the North of the country (9%) versus those in the East (Dublin) at 18%.

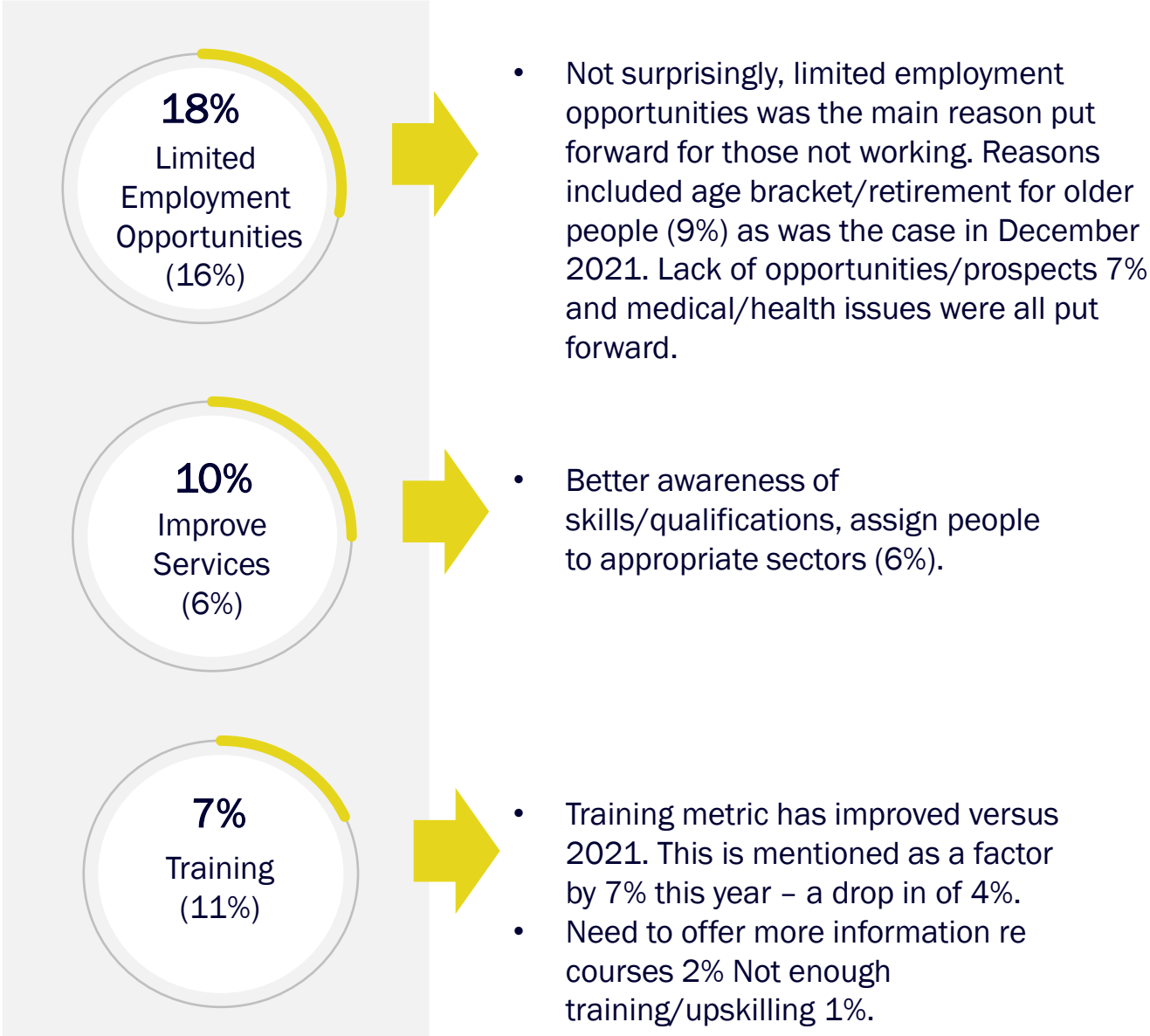
- Dissatisfaction with staff was higher for the under 30's at 19%, with 12% recorded for over 30's.
- Satisfaction was significantly higher for the Nort01 division at 25% and lowest for Sout02 at 6%.

- Accessibility was least likely to be an issue for under 30's at 5%.
- However it was mentioned by 11% of those working.

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

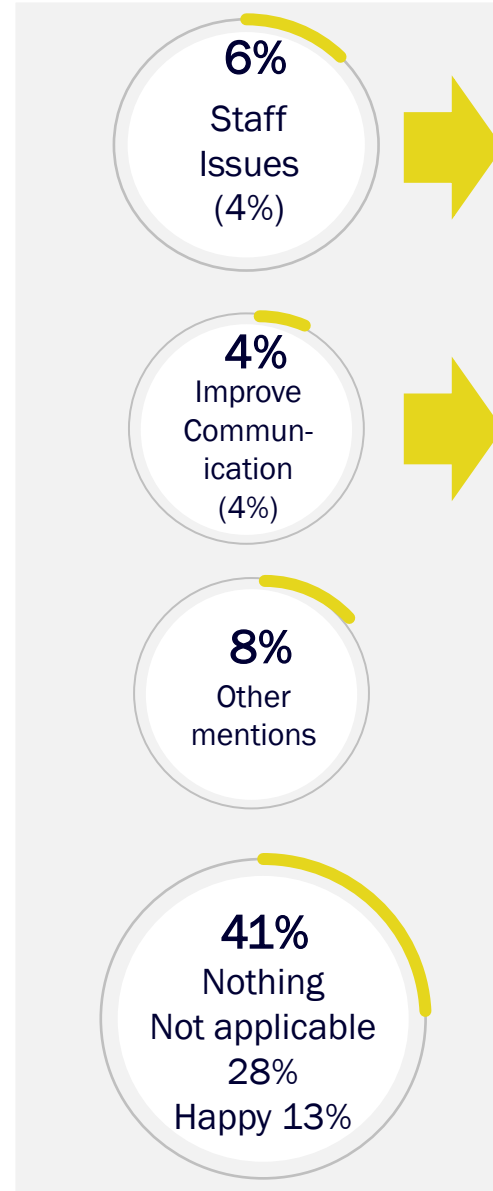
Base: All Participants Not Working N - 711



- Not surprisingly, limited employment opportunities was the main reason put forward for those not working. Reasons included age bracket/retirement for older people (9%) as was the case in December 2021. Lack of opportunities/prospects 7% and medical/health issues were all put forward.

- Better awareness of skills/qualifications, assign people to appropriate sectors (6%).

- Training metric has improved versus 2021. This is mentioned as a factor by 7% this year – a drop in of 4%.
- Need to offer more information re courses 2% Not enough training/upskilling 1%.



- Staff issues increased by 2%, but remains at a low level overall at just 6%.

- Communication is on a par with 2021 at just 4%. More communication, cohesion between Jobseeker and job provider 2%, little /no follow up mentioned by 3%

- Those who report no issue, is up 5% vs the 36% reported nothing/not applicable in December 2021.
- Covid was a factor in the 2021 survey with 14% mentioning this.

(Figures in brackets = Dec 2021)

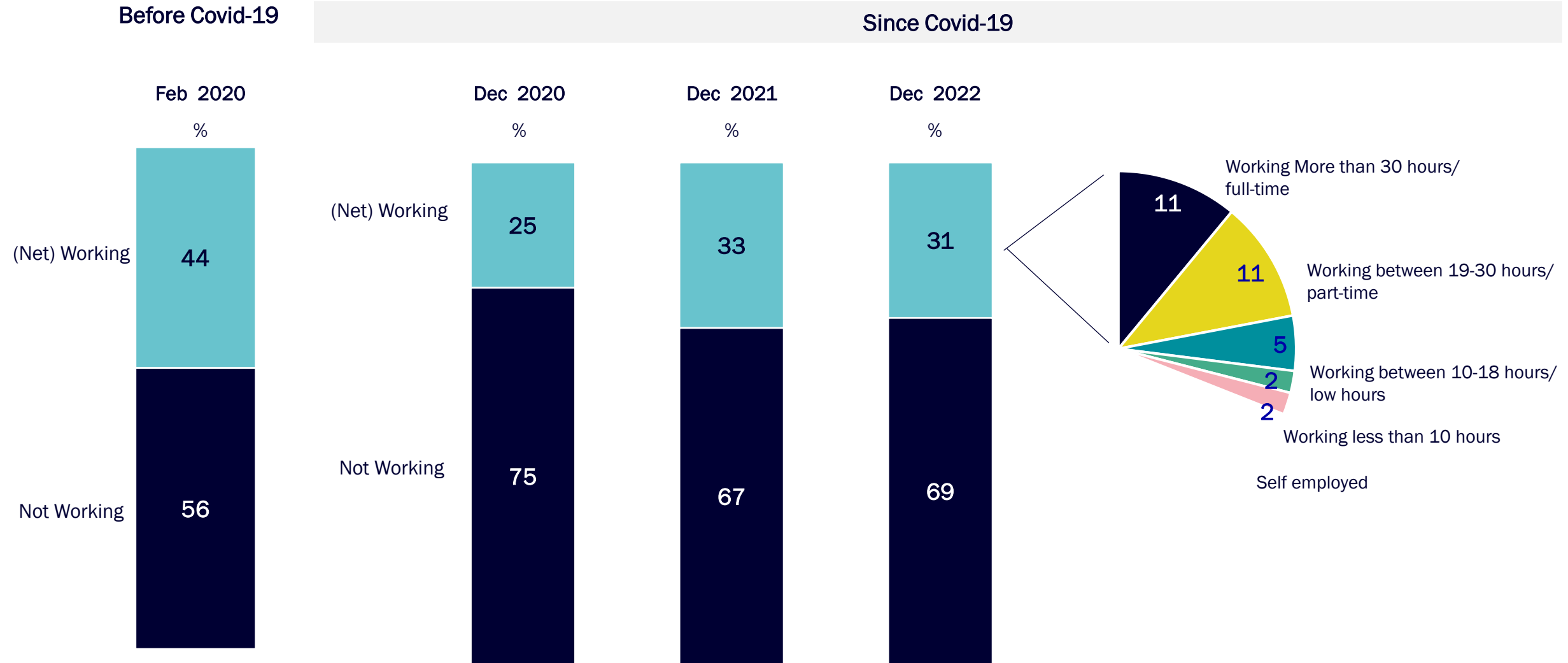


Sample Profile



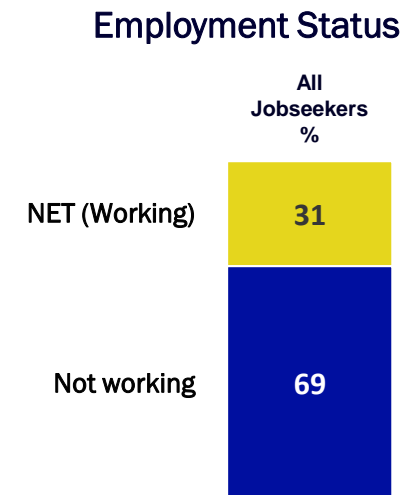
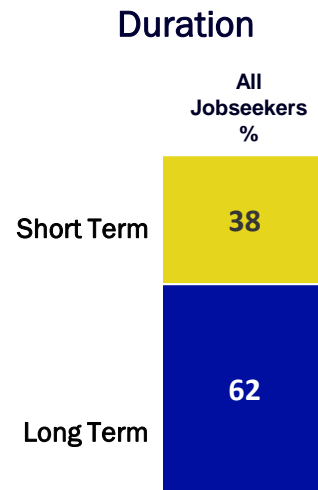
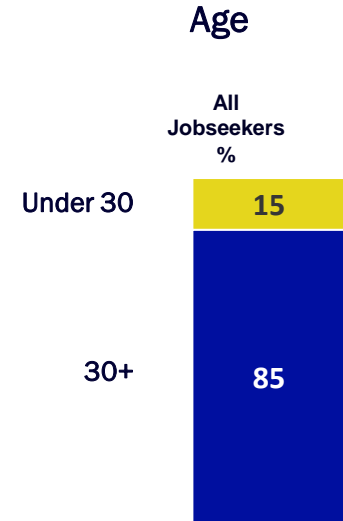
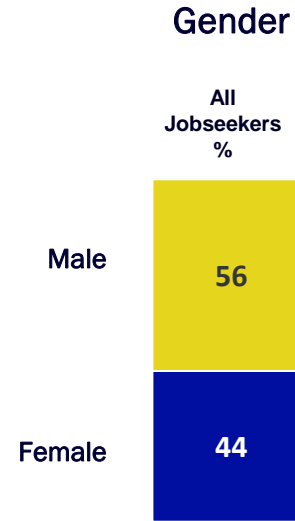
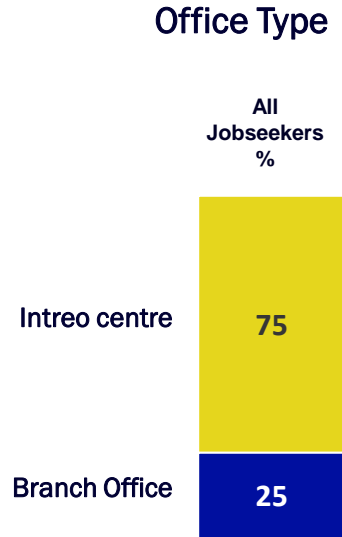
Employment Status

Base: All Jobseeker Participants N - 1024



Sample Profile - 2022

Base: All Jobseeker Participants N – 1,024





Appendices



Overall Satisfaction & Rating x Regional Codes

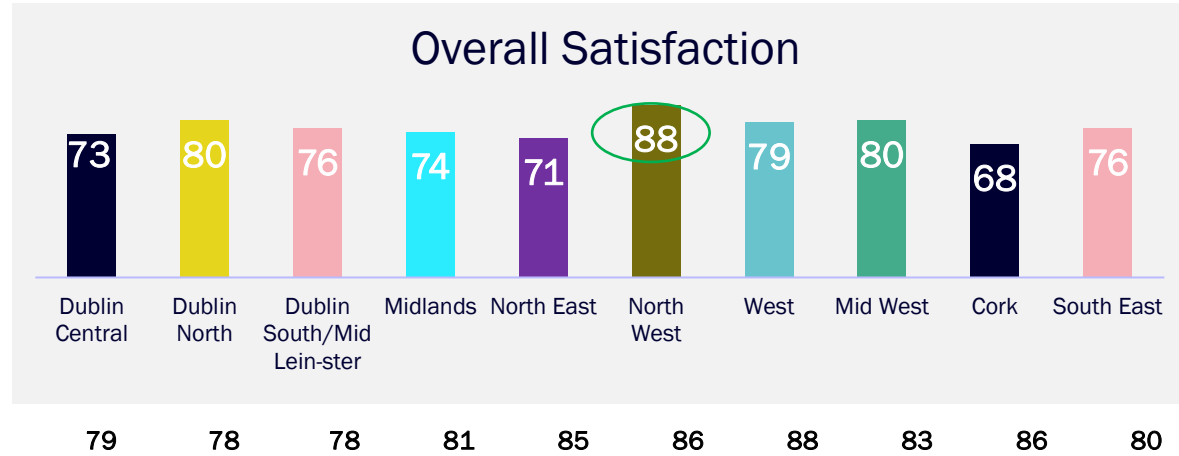
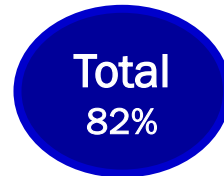
Base: All Jobseeker Participants N – 1,024

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'.

Dec 2022

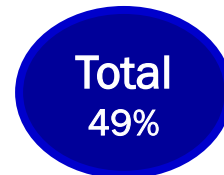


Dec 2021

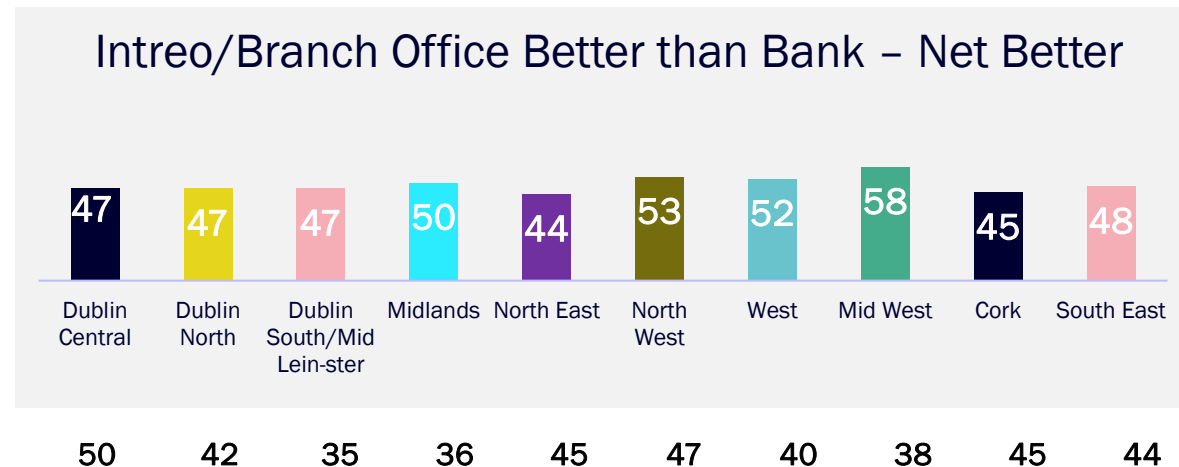
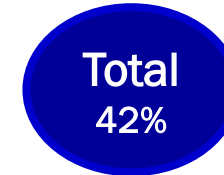


Q. 6 In general terms, how would you rate the Intreo centre/Branch office (as appropriate) services as compared to those offered by your main bank? Would you say the Intreo centre/Branch office (as appropriate) service is

Dec 2022



Dec 2021



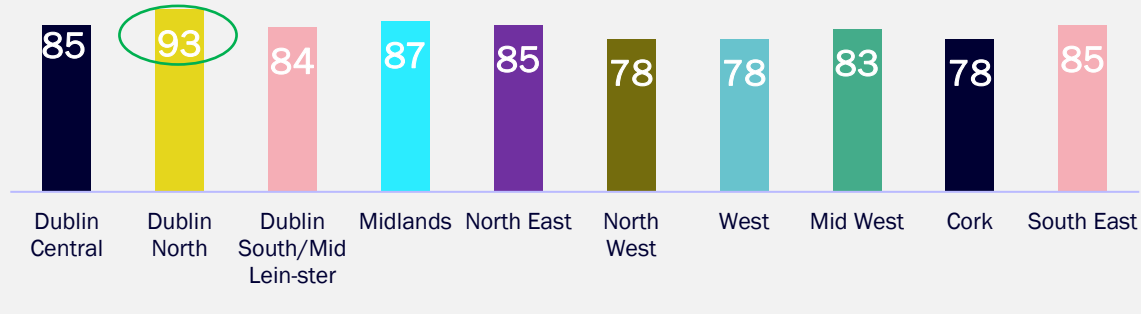
Overview of Office Performance: Face to Face Meetings Net Agree x Region



Base: All Jobseeker Participants who had Face to Face Meetings N - 415

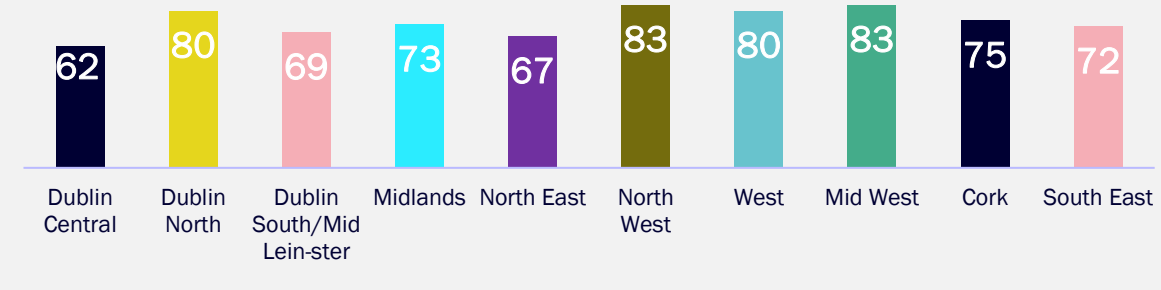
● Statistically higher than total
■ Statistically lower than total

Opening hours are convenient for me



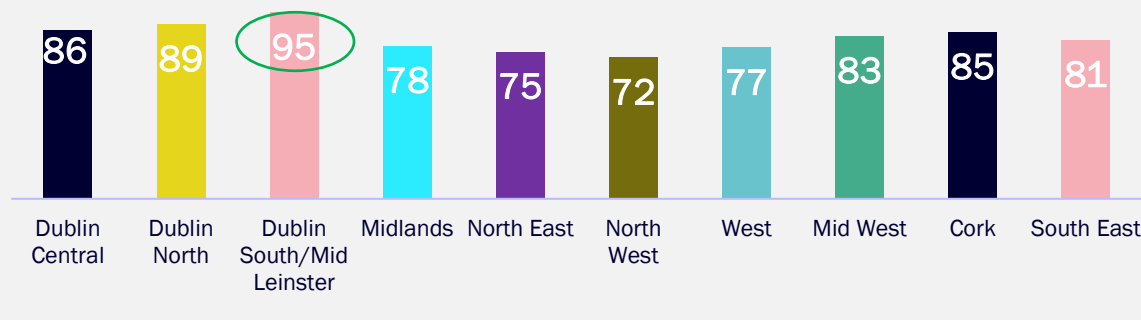
	Dublin Central	Dublin North	Dublin South/Mid Leinster	Midlands	North East	North West	West	Mid West	Cork	South East
Dec 21	86	78	86	72	54	67	73	74	81	77
Dec 20	83	82	81	88	72	74	75	82	77	76
Feb 20	84	87	79	84	88	75	88	85	74	84

Screens/ posters informative and useful



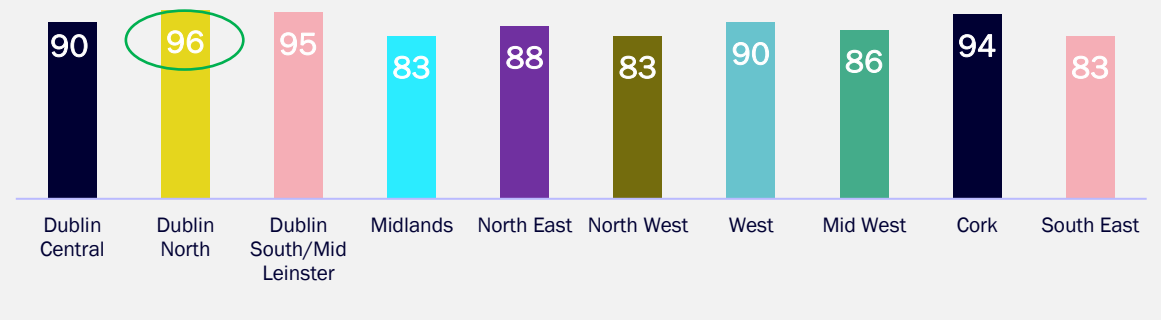
	Dublin Central	Dublin North	Dublin South/Mid Leinster	Midlands	North East	North West	West	Mid West	Cork	South East
Dec 21	75	83	95	78	75	78	85	74	74	81
Dec 20	81	71	81	82	67	74	67	70	83	68
Feb 20	65	72	68	84	71	70	71	72	62	70

Easy location



	Dublin Central	Dublin North	Dublin South/Mid Leinster	Midlands	North East	North West	West	Mid West	Cork	South East
Dec 21	86	89	95	78	75	72	77	83	85	81
Dec 20	89	79	80	90	83	79	75	84	89	84
Feb 20	84	87	79	84	88	75	88	85	74	84

Quickly pointed in the right place to go

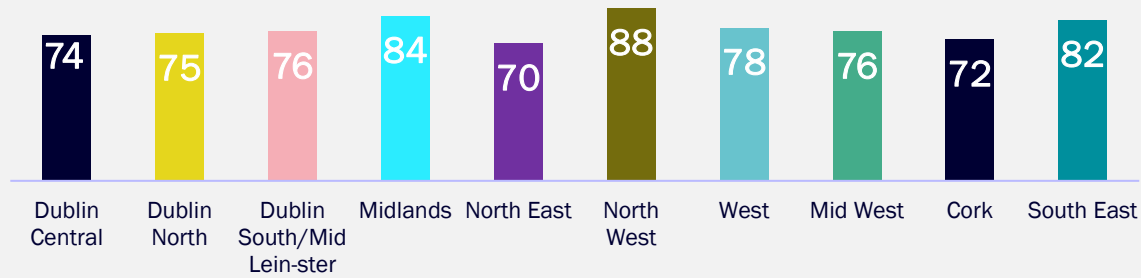


	Dublin Central	Dublin North	Dublin South/Mid Leinster	Midlands	North East	North West	West	Mid West	Cork	South East
Dec 21	75	89	90	83	96	89	96	87	100	92
Dec 20	92	89	91	90	89	84	83	86	86	80
Feb 20	94	86	84	84	85	75	89	91	77	84

Overview of Office Performance Remote Capabilities: Net Agree x Region

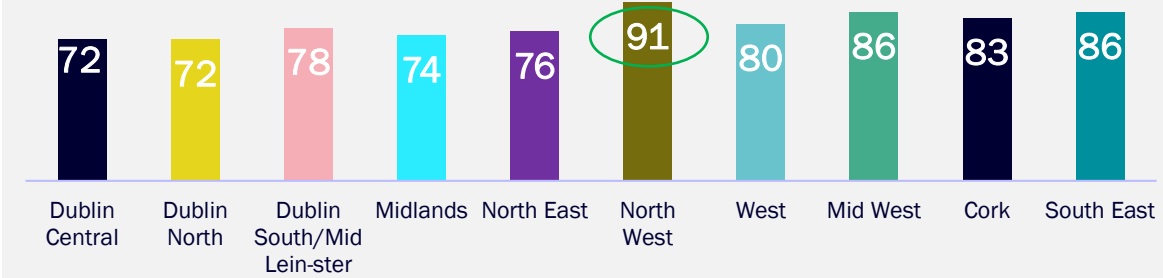
Base: All Jobseeker Participants who had Telephone/Online Meetings N - 494

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



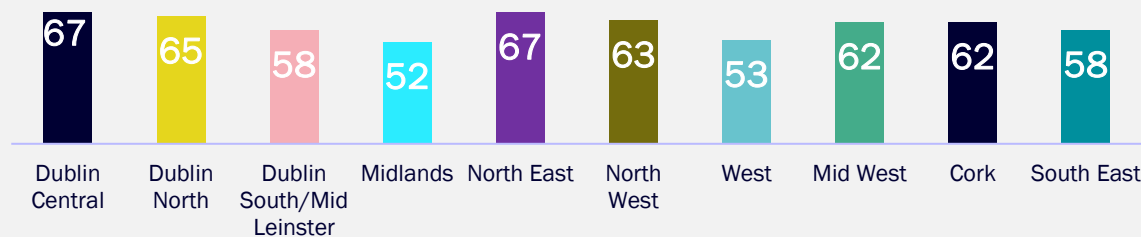
Dec 21	82	78	74	67	75	72	72	75	84	81
Dec 20	77	73	75	77	79	73	79	76	66	70

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



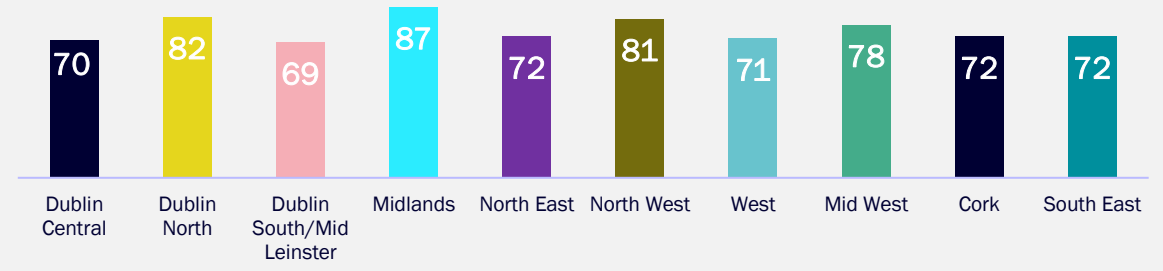
Dec 21	86	88	84	88	90	76	82	83	82	87
Dec 20	79	78	81	86	91	83	79	82	77	80

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



Dec 21	66	72	68	69	67	72	74	64	62	73
Dec 20	52	57	61	65	61	70	62	62	68	66

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

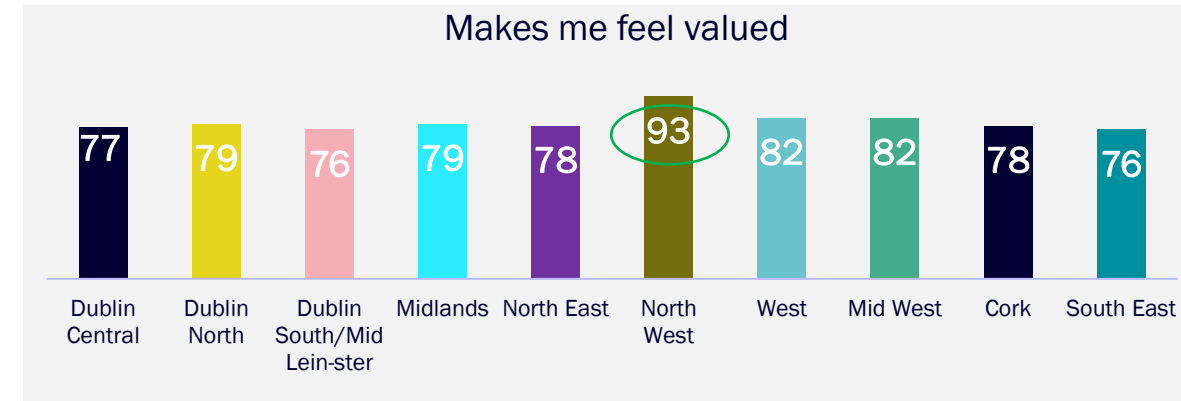
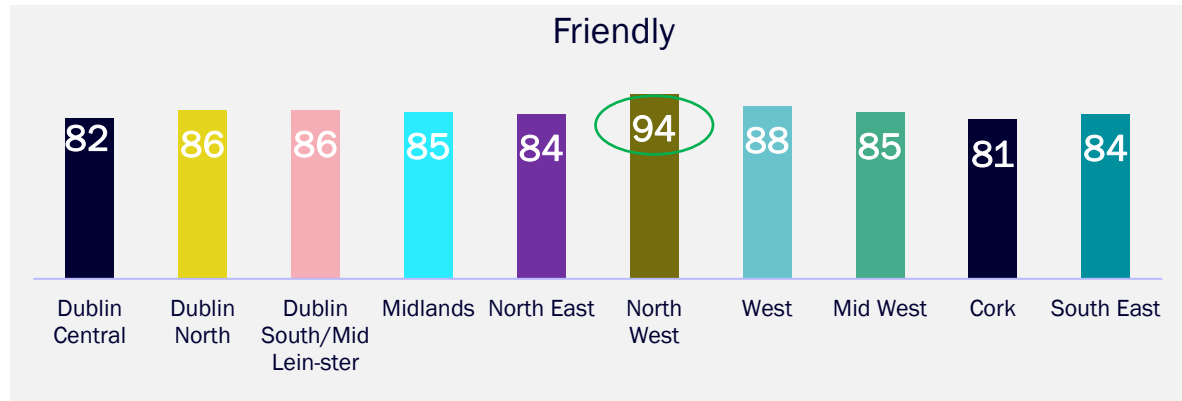


Dec 21	80	74	77	63	68	83	69	69	73	85
Dec 20	71	63	72	71	70	67	55	73	75	80

Overview of Staff : Net Agree x Region

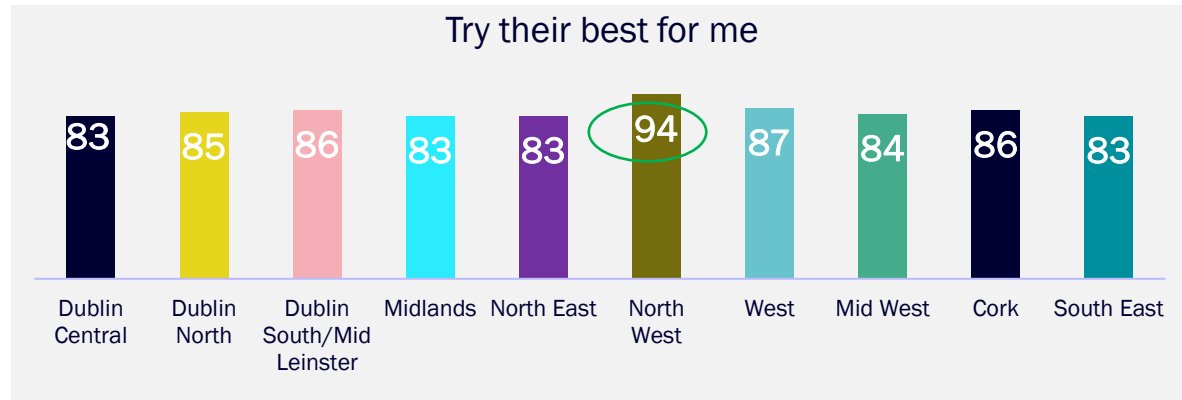


Base: All Jobseeker Participants N - 1,024



Dec 21	91	88	88	91	88	88	89	88	91	91
Dec 20	89	85	82	83	89	91	77	85	83	88

Dec 21	77	79	76	79	78	93	82	82	78	76
Dec 20	83	81	83	79	83	75	79	79	85	88
	71	79	77	72	85	87	64	76	74	72



Dec 21	91	87	85	88	91	89	85	84	91	93
Dec 20	87	83	83	82	85	89	77	82	85	84

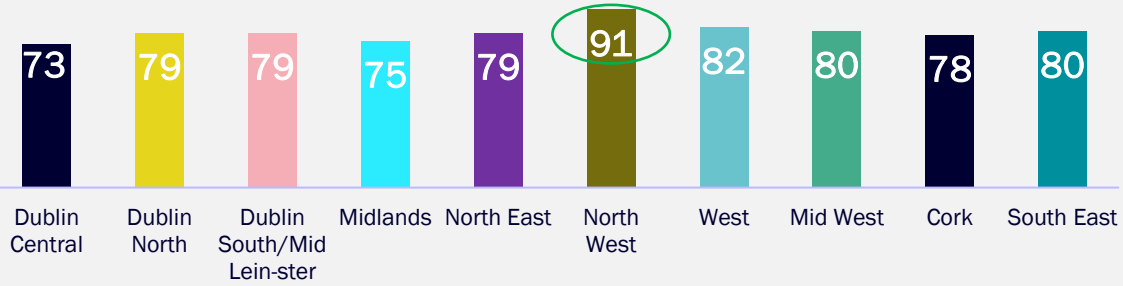
Dec 21	78	86	84	85	81	90	87	89	86	86
Dec 20	86	88	86	88	89	89	90	85	88	92
	89	83	84	85	85	89	77	84	84	87

Overview of Services Performance : Net Agree x Region



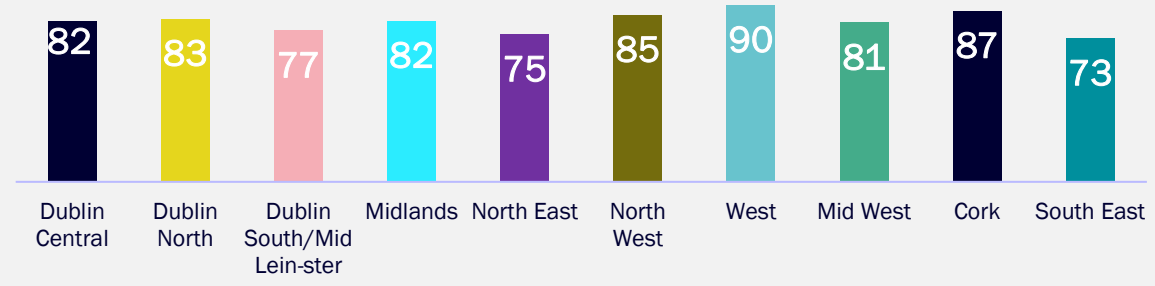
Base: All Jobseeker Participants N – 1,024

Good Understanding of the Process



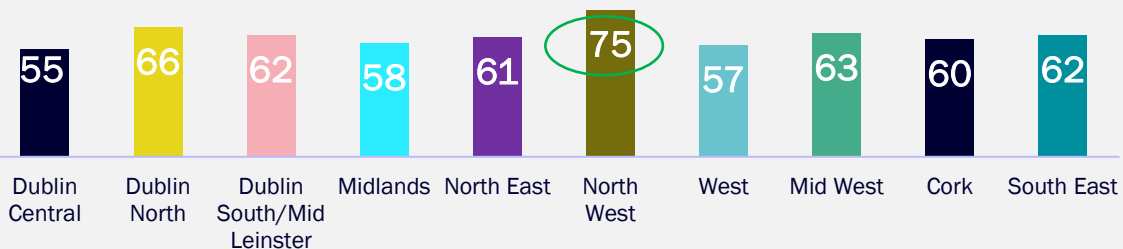
Dec 21	77	82	83	79	87	85	77	72	82	84
Dec 20	81	79	74	78	76	82	73	77	77	78

Quick Claim Decision



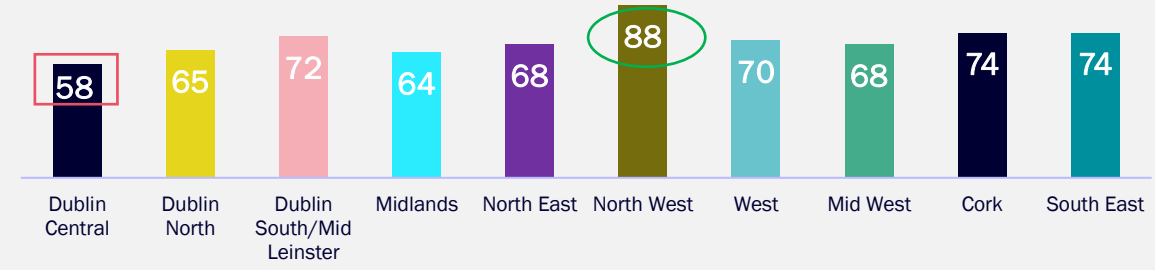
Dec 21	79	85	88	85	83	85	79	78	78	90
Dec 20	86	74	78	79	79	84	71	81	79	84

Improved Prospects of Getting a job



Dec 21	60	63	63	60	64	70	68	61	63	71
Dec 20	61	50	52	64	54	75	55	65	63	60

One to one meetings with case officer helpful

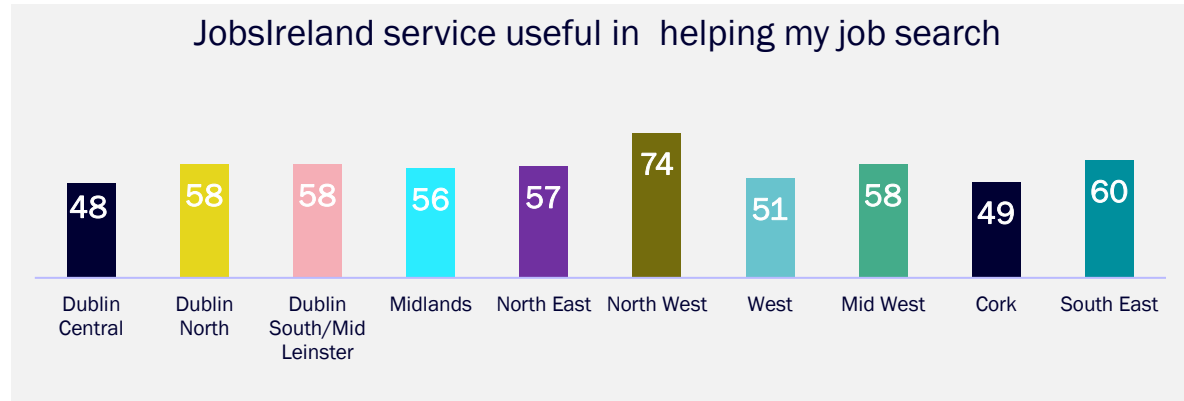


Dec 21	76	78	77	71	78	77	71	73	65	84
Dec 20	71	79	70	71	73	85	79	79	72	77



Overview of Services Performance : Net Agree x Region

Base: All Jobseeker Participants N – 1,024



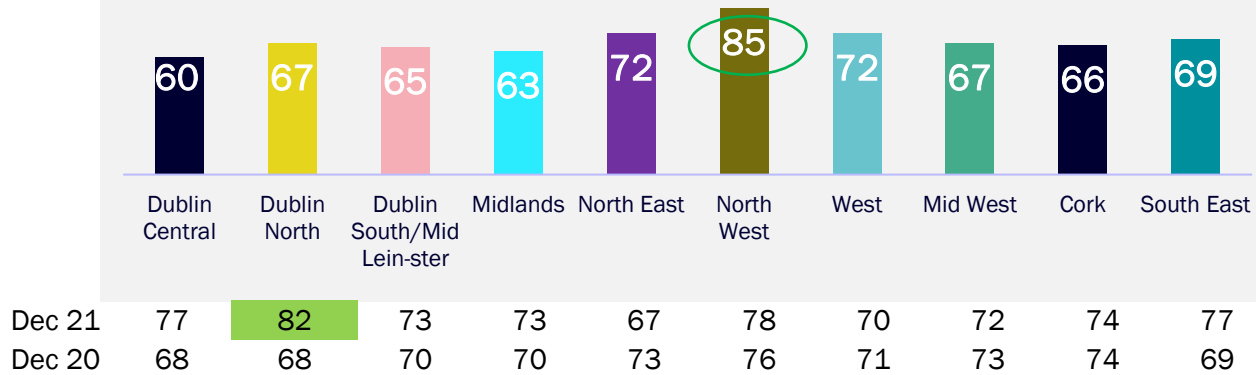
Dec 2021	56	62	61	55	61	60	55	51	55	70
Dec 2020	71	79	70	71	73	85	79	79	72	77



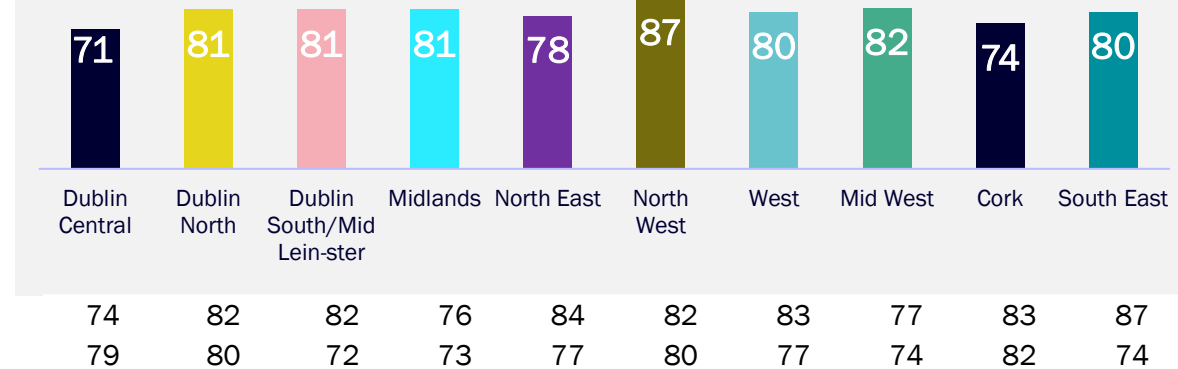
Overview of Process Performance : Net Agree x Region

Base: All Jobseeker Participants N – 1,024

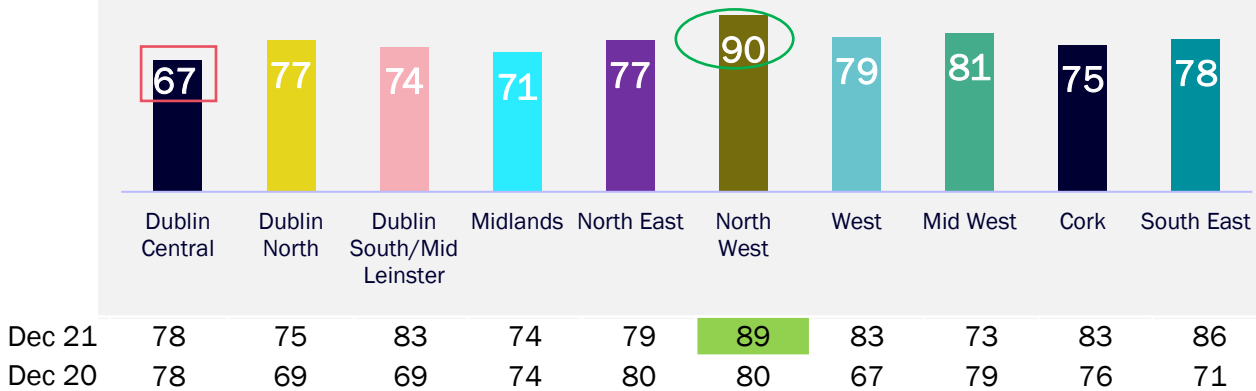
Meetings with my case officer



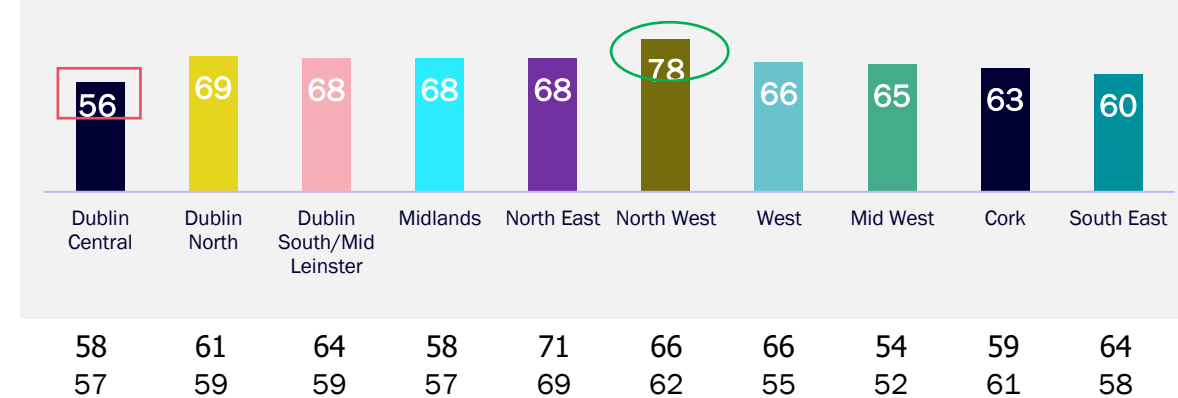
Making my claim online



Overall Supports & Services



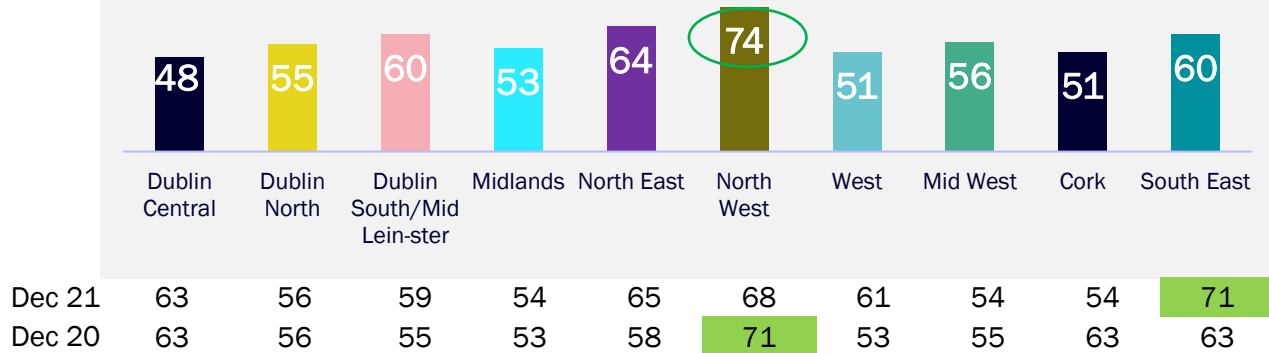
Access to/use of Department of Social Protection Online Service



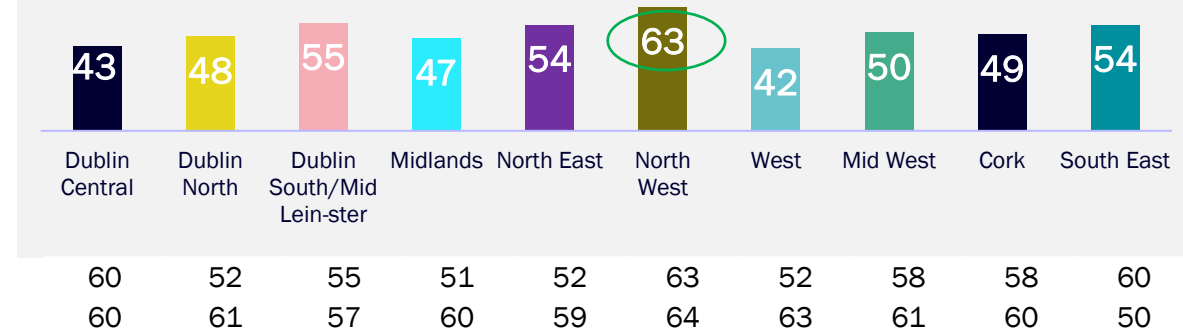
Overview of Process Performance : Net Agree x Region

Base: All Jobseeker Participants N – 1,024

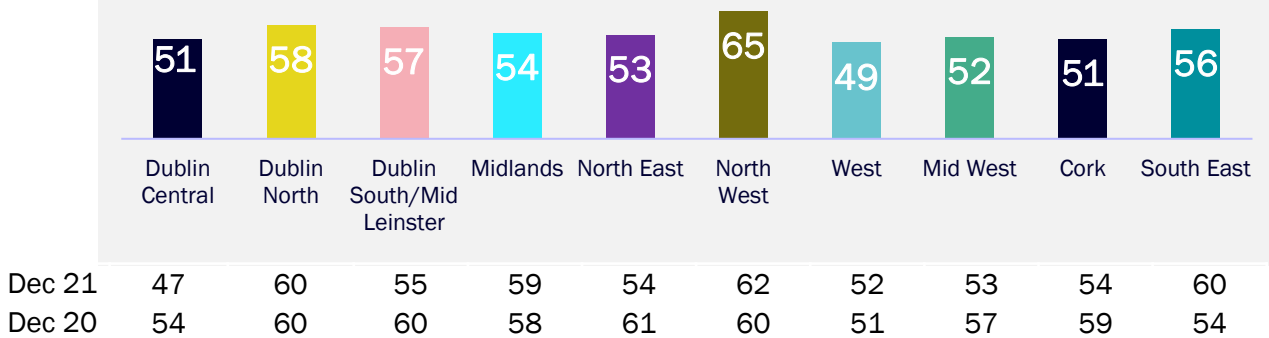
Getting on to a course/ getting a job



Course/Training attended



Registering profile on Jobs Ireland



Thank You



@behaviourandattitudes



Behaviour & Attitudes



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& Attitudes**

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Delve Deeper