



JobPath Satisfaction Survey January 2023

J.224122

B&A

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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 JobPath client survey took place between 3rd – 20th January 2023. 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 Turas Nua/Seetec
 - ❖ Satisfaction with Turas Nua/Seetec office
 - ❖ Satisfaction with Turas Nua/Seetec staff
 - ❖ Satisfaction with Turas Nua/Seetec services
 - ❖ Satisfaction with Turas Nua/Seetec processes
 - ❖ Rating of employment services provided by Turas Nua/Seetec compared to Intreo/Branch office.
 - ❖ Rating of satisfaction with personal advisor
 - ❖ Suggested improvements to overall experience
 - ❖ Reasons for dissatisfaction among those not working
- This report contains the combined results from the JobPath survey of 2,000 participants. Please note that the figures in the report are based on rounded percentages, rather than to multiple decimal places, for ease of review. This is a standard occurrence in market research statistics and does not negate the accuracy of findings

Research Methodology



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 2,000 JobPath survey respondents.



A representative sample of JobPath participants in terms of DSP region, JobPath type, gender and office type (Turas Nua and Seetec) was surveyed. For this 2022 and Dec 2021 wave, the LR passing 12 months has not been included in the Referral Group as the sample size was too small for reporting purposes .



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



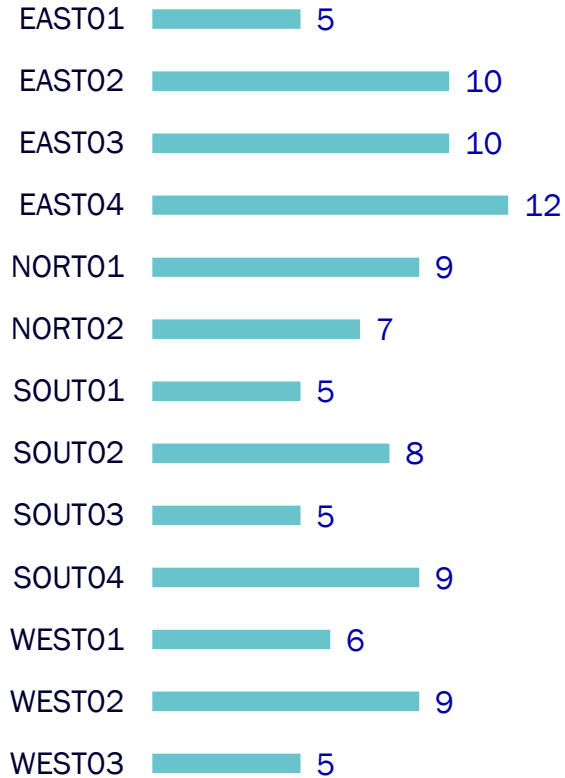
	Sample Size	Fieldwork dates
2022	2000	03/01/2023 - 20/01/2023
2021	2000	07/12/2021 - 12/01/2022
2020	2051	12/11/2020 - 14/12/2020
2020	2039	30/01/2020 - 14/02/2020
2018	2005	26/10/2018 - 20/11/2018
2017	2019	24/10/2017 - 04/11/2017
2016	2003	11/10/2016 - 21/10/2016
2021	2000	07/12/2021 - 12/01/2022

Sample Profile - Area

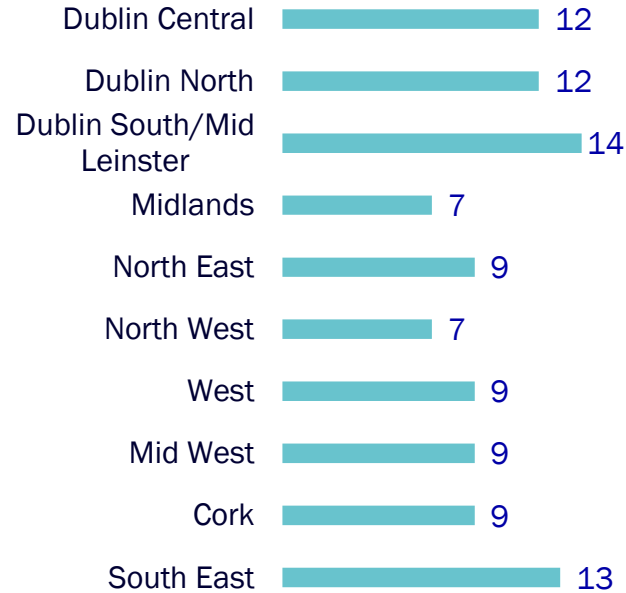
Base: All JobPath Participants N – 2,000

- 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)





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 (remote access was set up in line with Covid restrictions and has been retained as a practice that benefits all) 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 – 1,407 interviews in January 2023.)
 - Of those who had face-to-face meetings, 1,151 also said they had a telephone meeting. Those who had telephone or online contact answered questions regarding the remote experience (N – 1676 respondents in January 2023). The full list of touchpoints assessed are illustrated below:

OFFICE (Face to Face)

- Convenient opening hours
- Easy location
- The office is bright and airy
- Greeted in a friendly manner
- Appointment at a reasonable time

OFFICE (Remote)

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

Touchpoints Accessed



OFFICE

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



OFFICE (Remote)

- Info re remote connection easy to understand
- Ability to connect online or phone
- Ability to connect at the agreed times
- Info re remote connection easy to find



STAFF

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



SERVICES

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



PROCESS

- Advisor meetings
- Job search facilities
- Online services provided

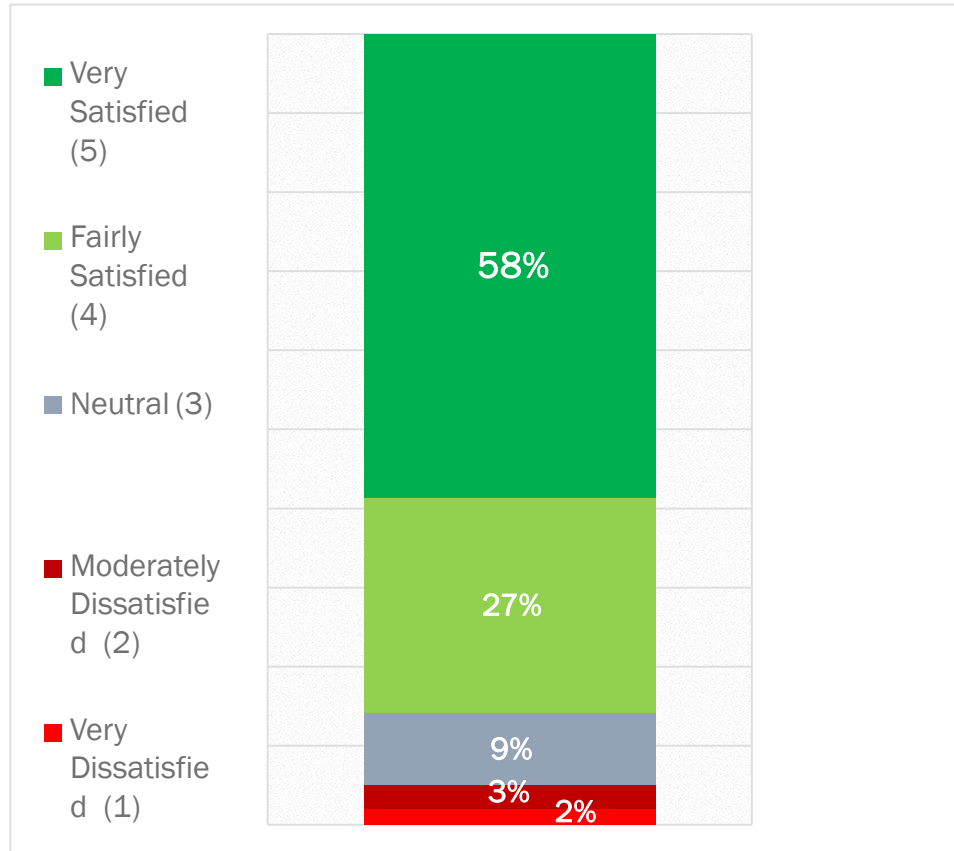
Question wording

Same format for all questions

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

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

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



Mean Score: 4.37



Executive Summary



Executive Summary - JobPath



Eight in ten (80%) report they are satisfied with their experience with Turas Nua/Seetec in overall terms – this is up +3% vs December 2021 (and an improvement of +6% vs December 2020),



This latest research demonstrates the value placed by JobPath participants on in person meetings. Friendly greeting, being seen at a reasonable time and convenient opening hours are all up substantially versus the previous wave where meetings were limited due to public health restrictions. Overall ratings for individual elements are all very strong.



JobPath clients are most satisfied with friendly greeting, being seen within a reasonable time, convenient opening hours, staff trying their best and advisor relationship. These are followed by feel valued, professional at their jobs, advisor meetings, and advisor contact (all at above the 4.5 mean score out of 5.0)

Biggest improvements versus 2021 were as follows:



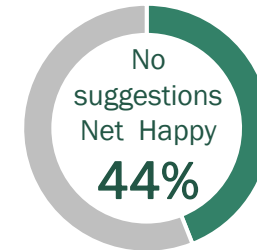
- Being seen within a reasonable time 96% (+15%)
- Bright & airy office 89% (+15%)
- Advisor meetings 85% (+11%)
- Easy location (+10%)
- Friendly greeting 95% (+9%)
- Convenient opening hours 94% (+9%)
- Feel valued 89% (+4%)

Biggest decline

- Good quality courses -4%*
(*26% not applicable)



The overall level of satisfaction with continuing contact with their personal advisor is registered at 80% by those who are now working.

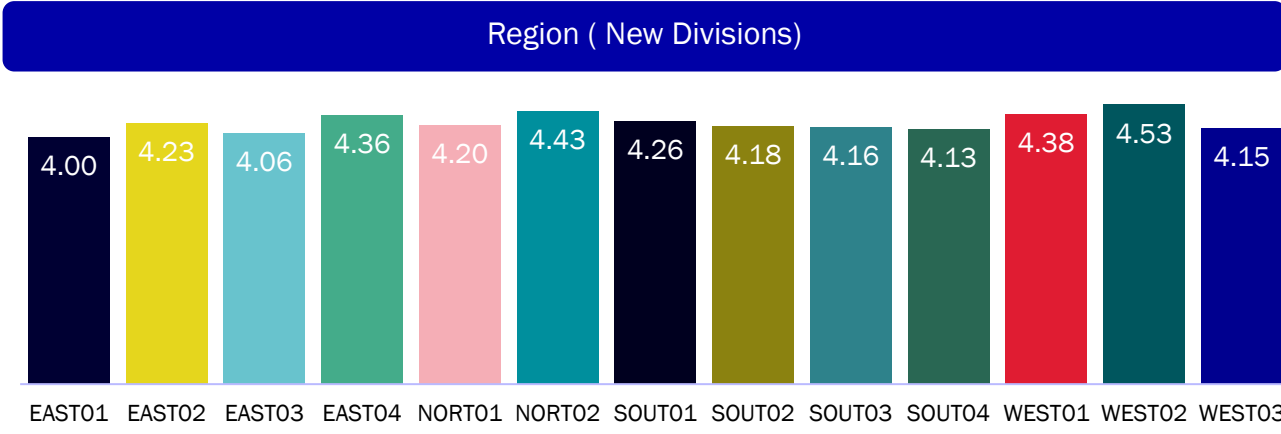
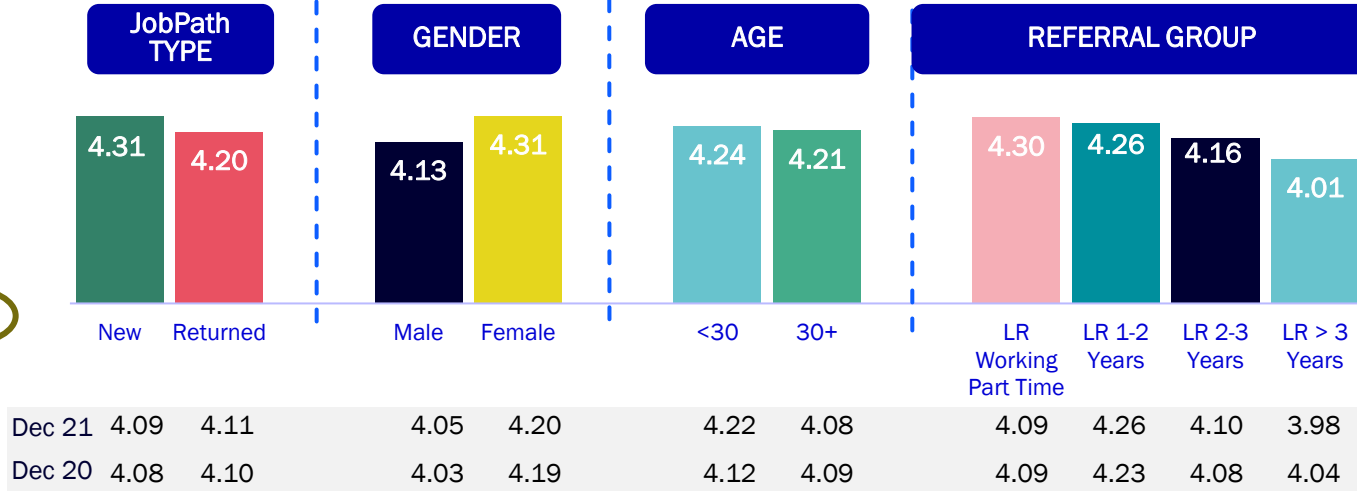
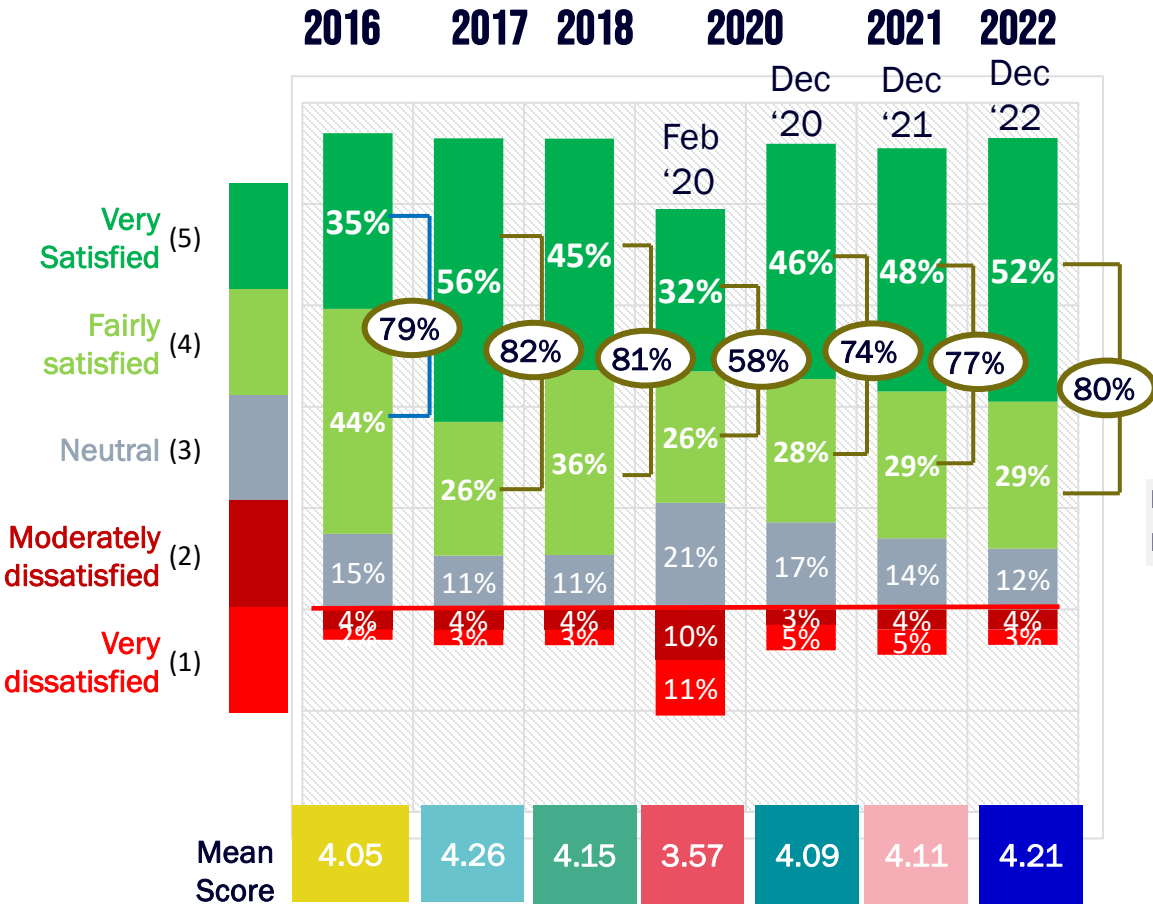


Those who were still unemployed following the interaction with JobPath mentioned a myriad of reasons for their lack of employment most unrelated to the service from JobPath. In fact, **44%** reported that their personal circumstances are preventing a job and/or they were happy with the service provided.

Overall Satisfaction



Overall Satisfaction score continues to improve – with net satisfaction up by 3% year on year.



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

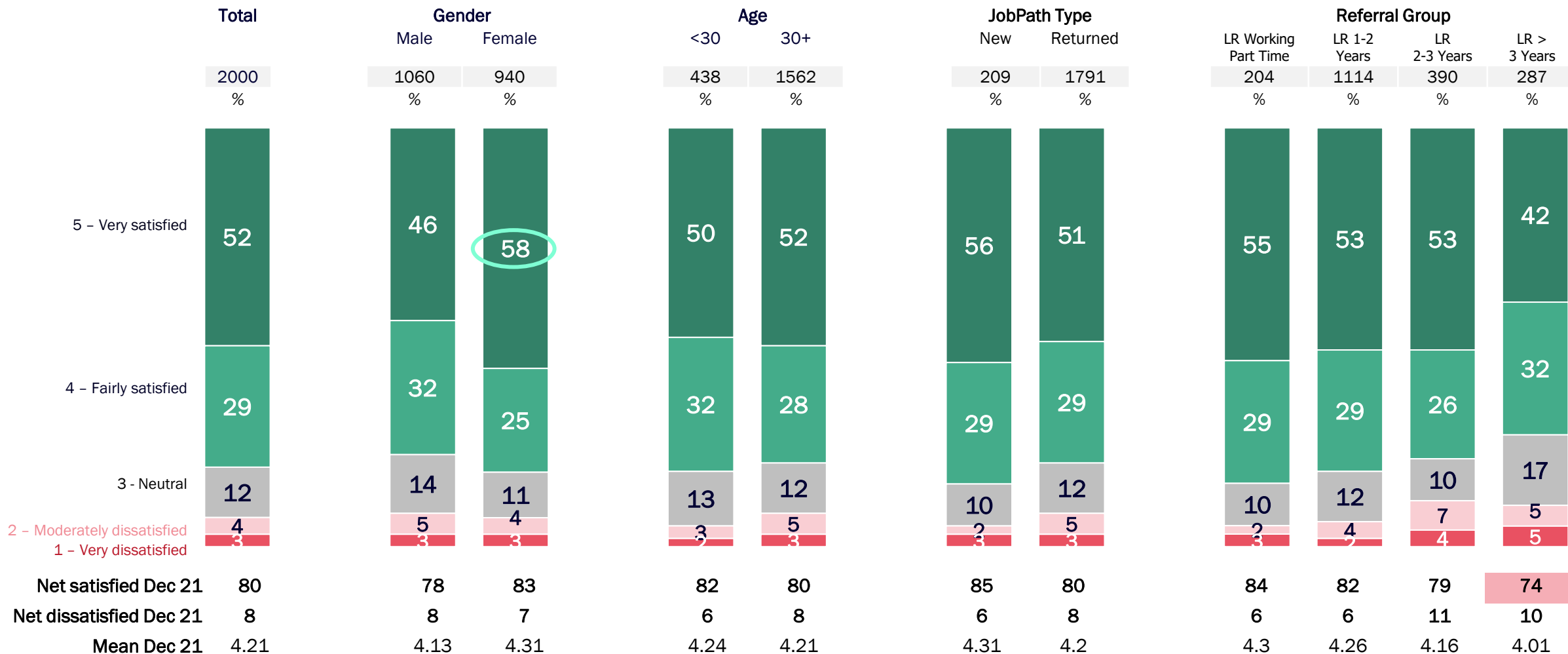
Overall Satisfaction – January 2023

■ Statistically higher than total
■ Statistically lower than total



Base: All JobPath Participants N – 2,000

Overall satisfaction is highest amongst those in the LR working part time referral group and women who attribute a significantly higher very satisfied top score. All cohorts register a higher satisfaction rating versus the top two score for December 2021 apart from the LR 3 years referral group who are least satisfied.



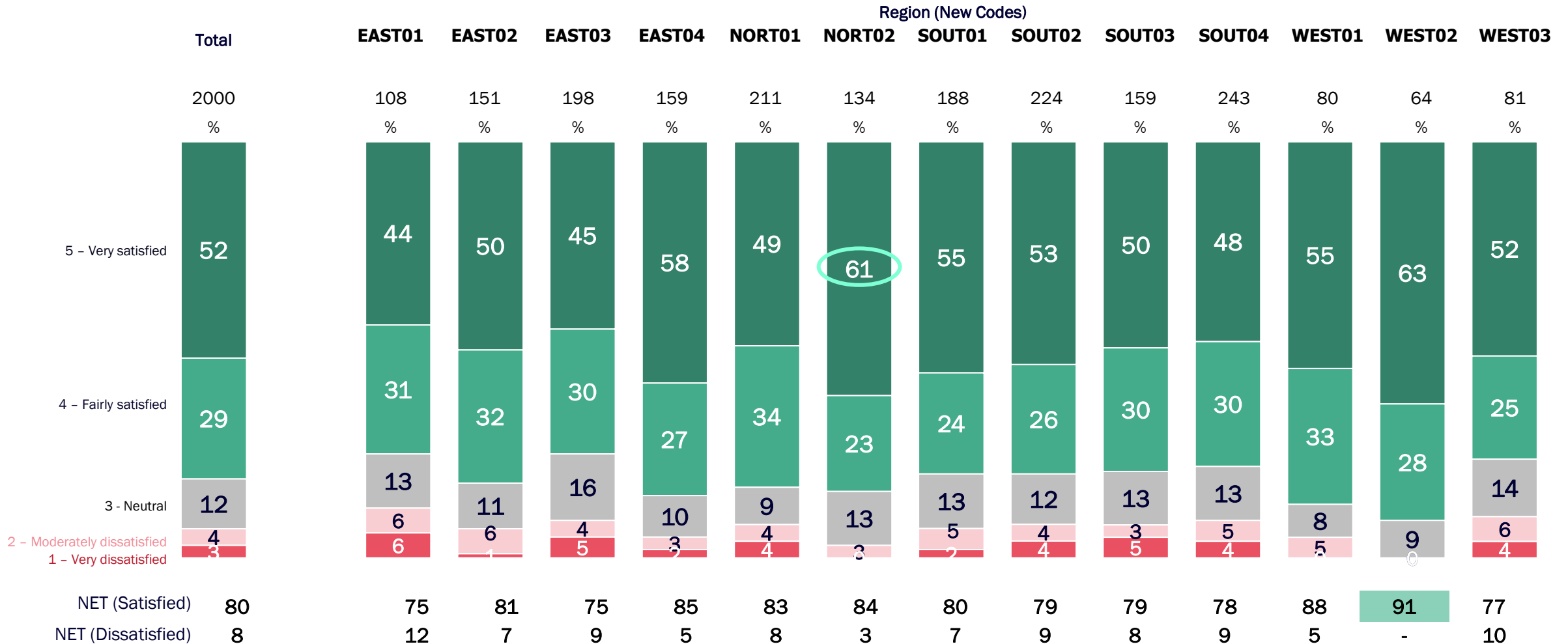
Overall Satisfaction – January 2023

■ Statistically higher than total
■ Statistically lower than total



Base: All JobPath Participants N – 2000

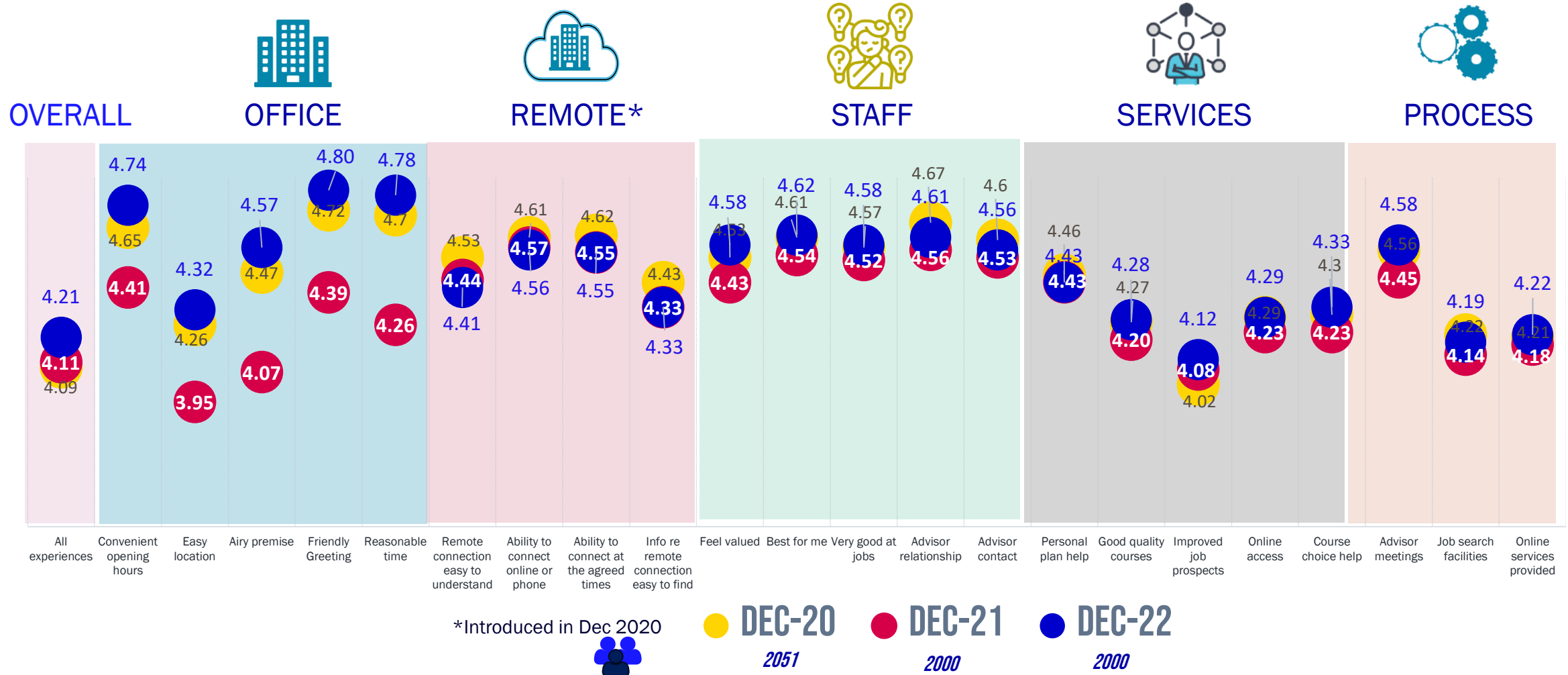
The West02 Division displayed highest satisfaction levels at 91% with the Nort02 also very satisfied attributing a top box score of 61%.



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 – Mean score

Base: All JobPath Participants N – 2,000



Overall ratings for individual elements are very strong, particularly for in person meetings. Friendly greeting, being seen at a reasonable time and convenient opening hours are all up substantially. These are all up on the previous two waves as are staff performance, staff try their best for me, professional at their jobs and advisor meetings.

Conversely the remote meetings are slightly lower for the latest fieldwork period.



Performance

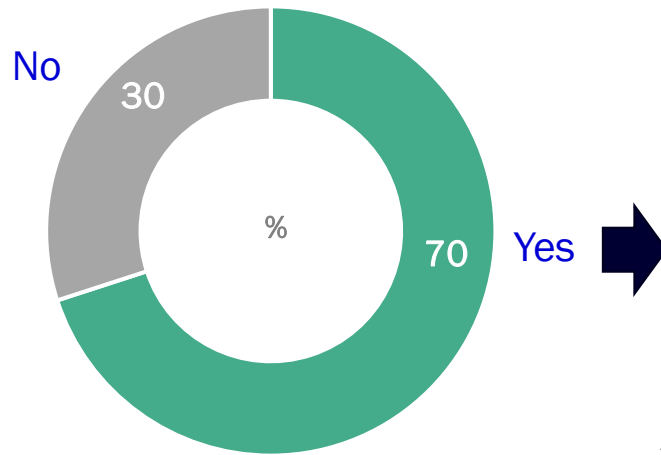




Face to Face Meetings

Overview of Performance – Face to Face Meetings

Base: All JobPath Participants N – 1,407



All who had In Person Meetings

	Convenient opening hours	Easy location	Airy Premises	Friendly greeting	Reasonable time
	1,407	1,407	1,407	1,407	1,407
	%	%	%	%	%
5 - Agree Completely	81	65	73	87	83
4 - Moderately Agree	13	15	17	8	13
3 - Neither Agree nor Disagree	5	10	7	3	3
2 - Moderately Disagree	0	5	2	1	1
1 - Disagree Completely	1	5	1	0	1
NET (Agree)	94	81	89	95	96
NET (Disagree)	1	9	4	1	1
Average (excl DK)	4.74	4.32	4.57	4.80	4.78

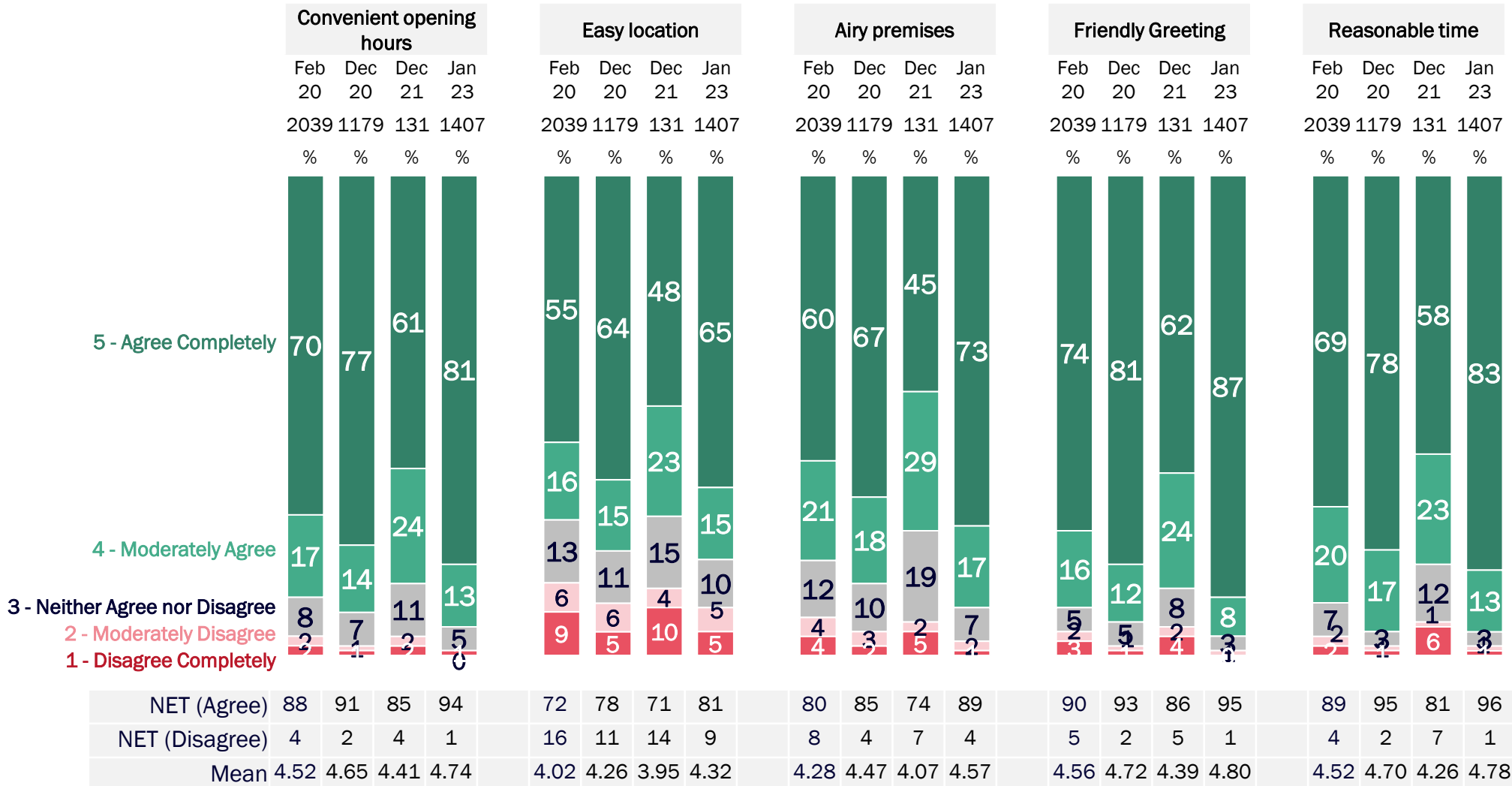
70% of JobPath participants had face to face meetings with their local officer in 2022.

As the graphic illustrates, satisfaction is extremely high with being seen in a reasonable time at **96%**, friendly greeting **95%** and convenient opening hours at **94%**.

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 – January 2023

Base: All JobPath Participants N – 1407



*Low base size in 2021

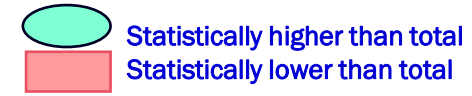
In reviewing the trended data it can be seen the value of in person meetings has increased on all metrics and is at its highest level over the past four waves.

87% allocated a top box score for friendly greeting, 83% top box score for being seen within a reasonable time and 81% top score for convenient opening hours.

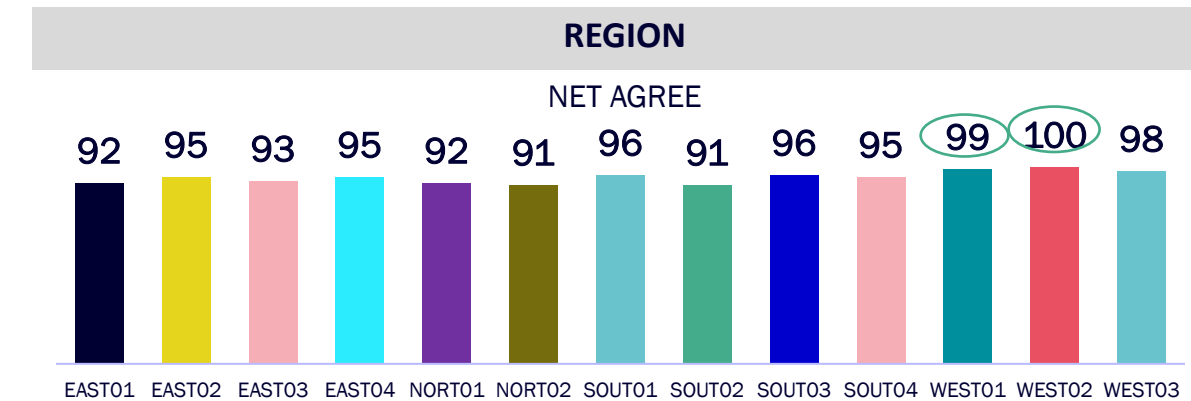
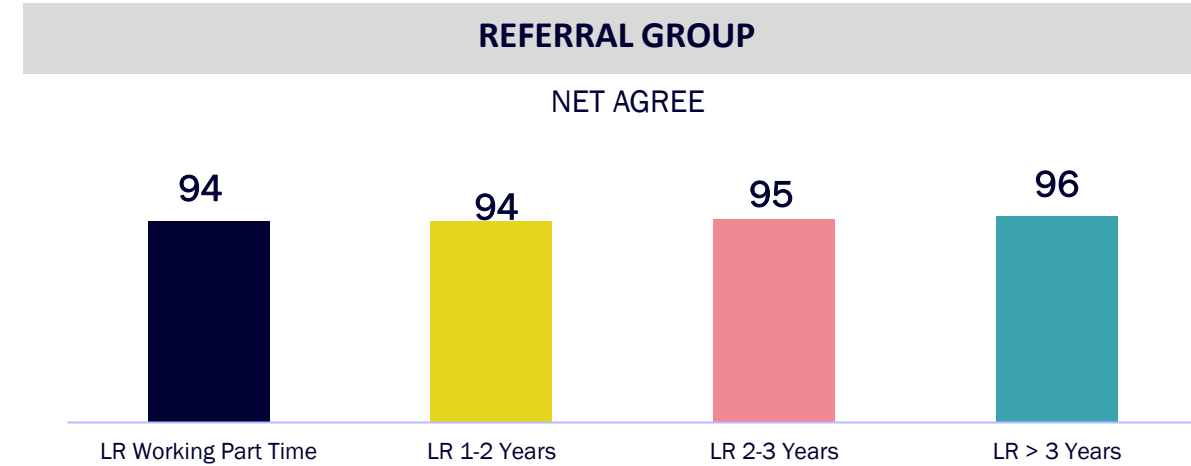
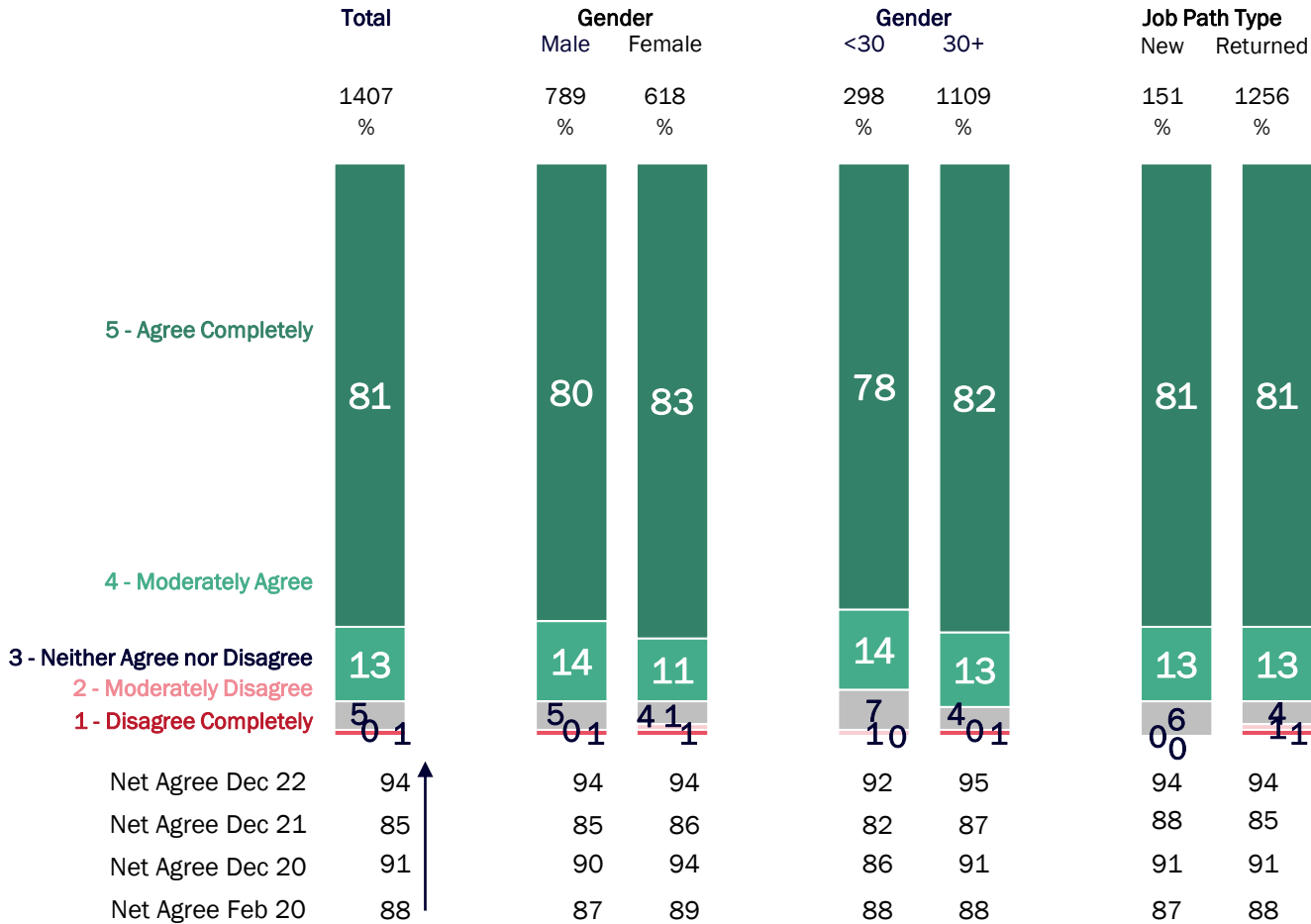
Q.2b Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Convenient Opening Hours

Base: All JobPath Participants who had Face to Face Meetings N - 1407





Over nine in ten (94%) of those who had a face-to-face meeting in 2022 found the opening hours to be convenient for them. Satisfaction levels were universally high, with those in the West01 and West02 in full agreement at 99% and 100% respectively.



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

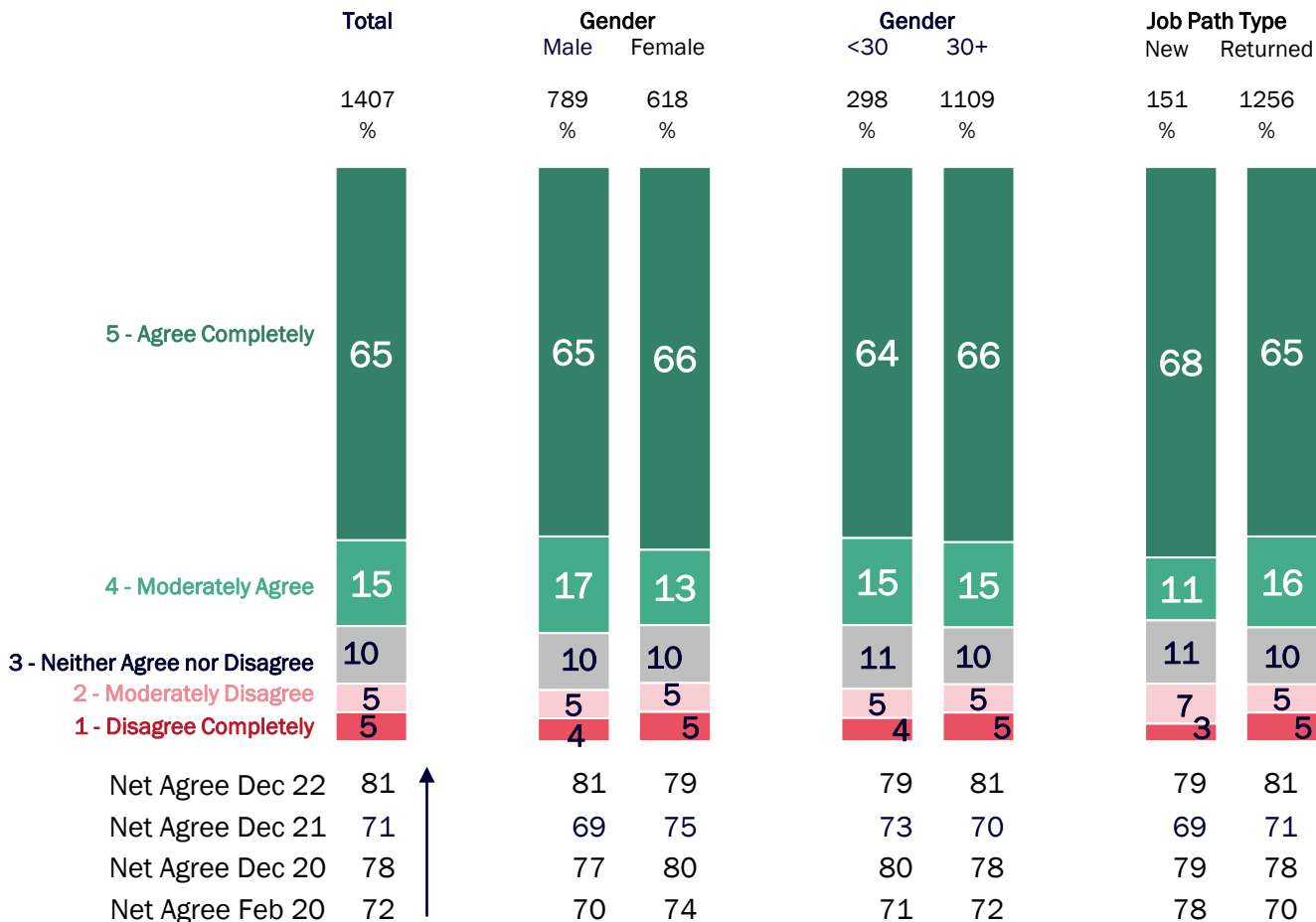
Easy Location

Base: All JobPath Participants who had Face to Face Meetings N - 1407

 Statistically higher than total
 Statistically lower than total

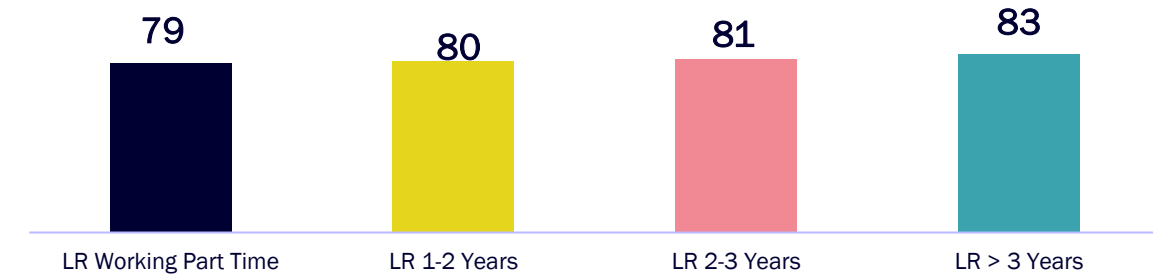


Eight in ten (81%) agreed with the statement that travelling to the office was easy for them. Levels of satisfaction varied by region with those in the East02 most satisfied.



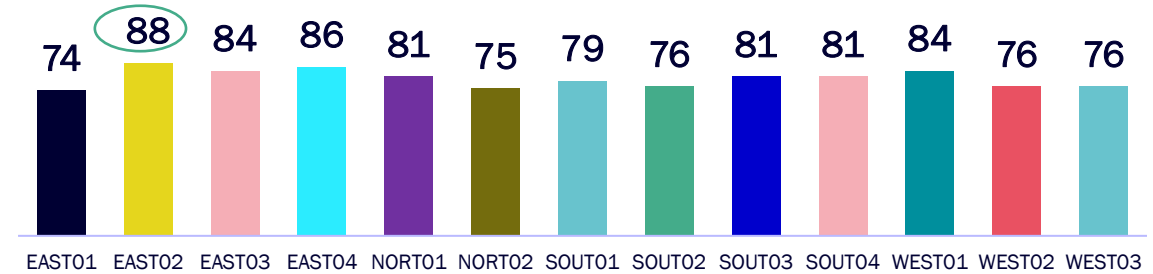
REFERRAL GROUP

NET AGREE



REGION

NET AGREE



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

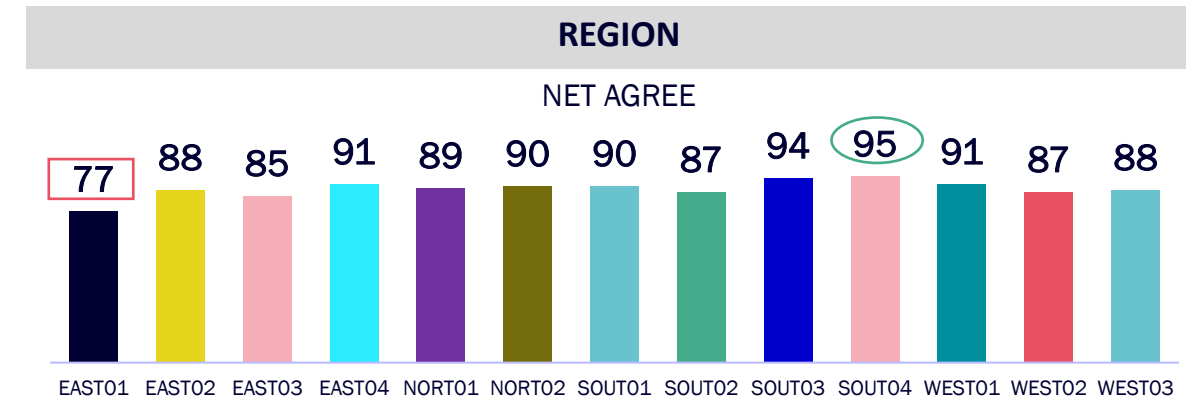
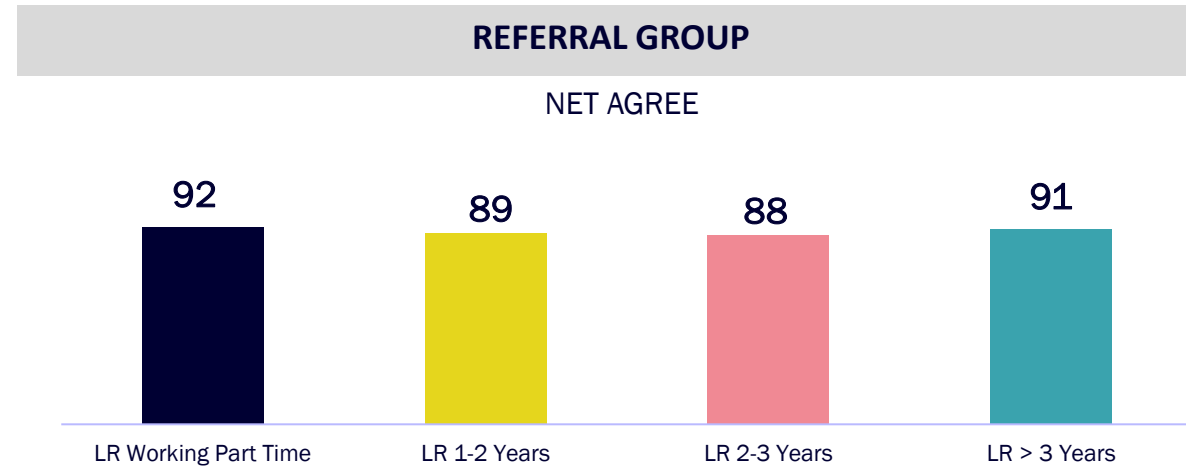
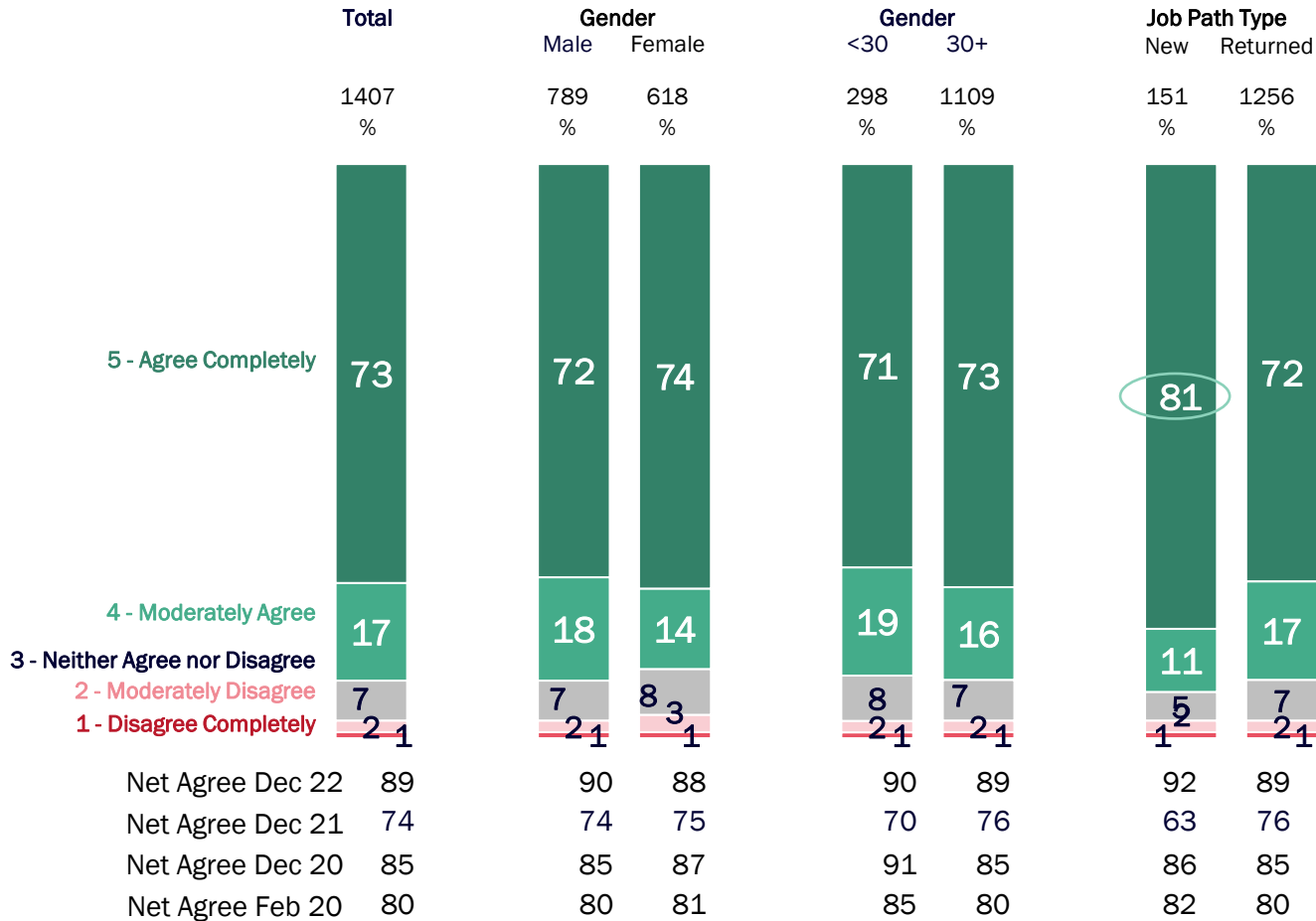
Airy Premises

Base: All JobPath Participants who had Face to Face Meetings N - 1407

○ Statistically higher than total
□ Statistically lower than total





Again, there were high levels of agreement that the office is bright and airy and a nice place to be (+15% on Dec 21 and +4% vs Dec 20). New JobPath participants were most likely to agree with 81% agreeing completely. In terms of region, lower levels for agreement were evident for East01 at 77% while those in South04 were happiest at 95%.



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

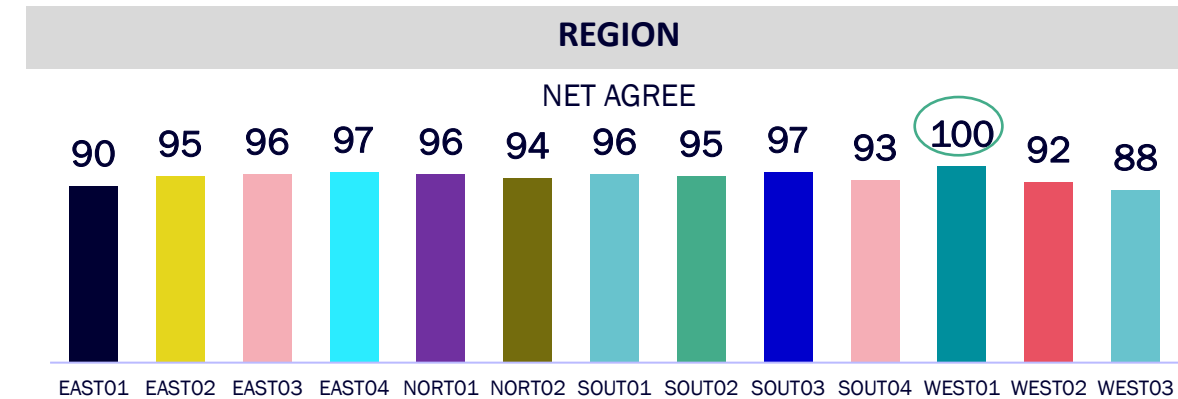
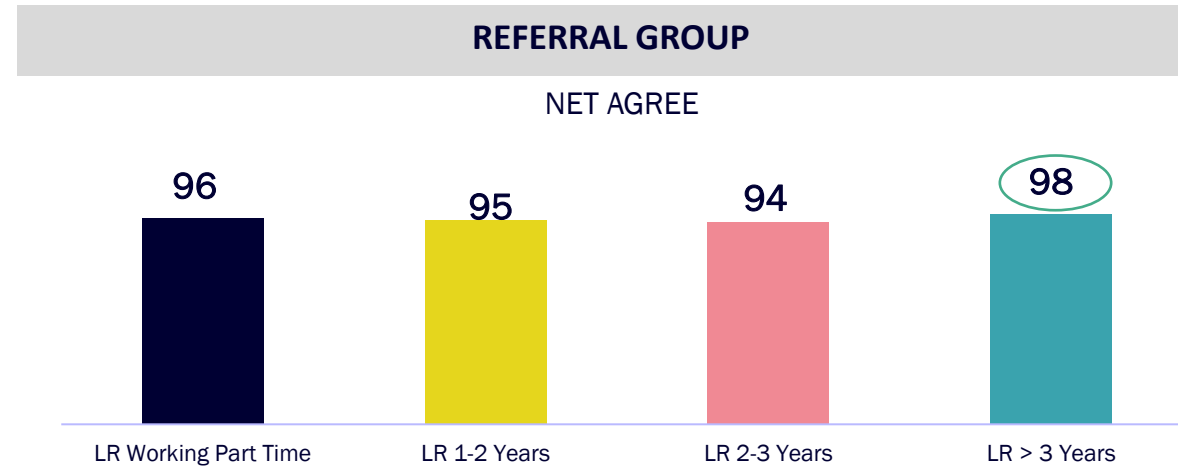
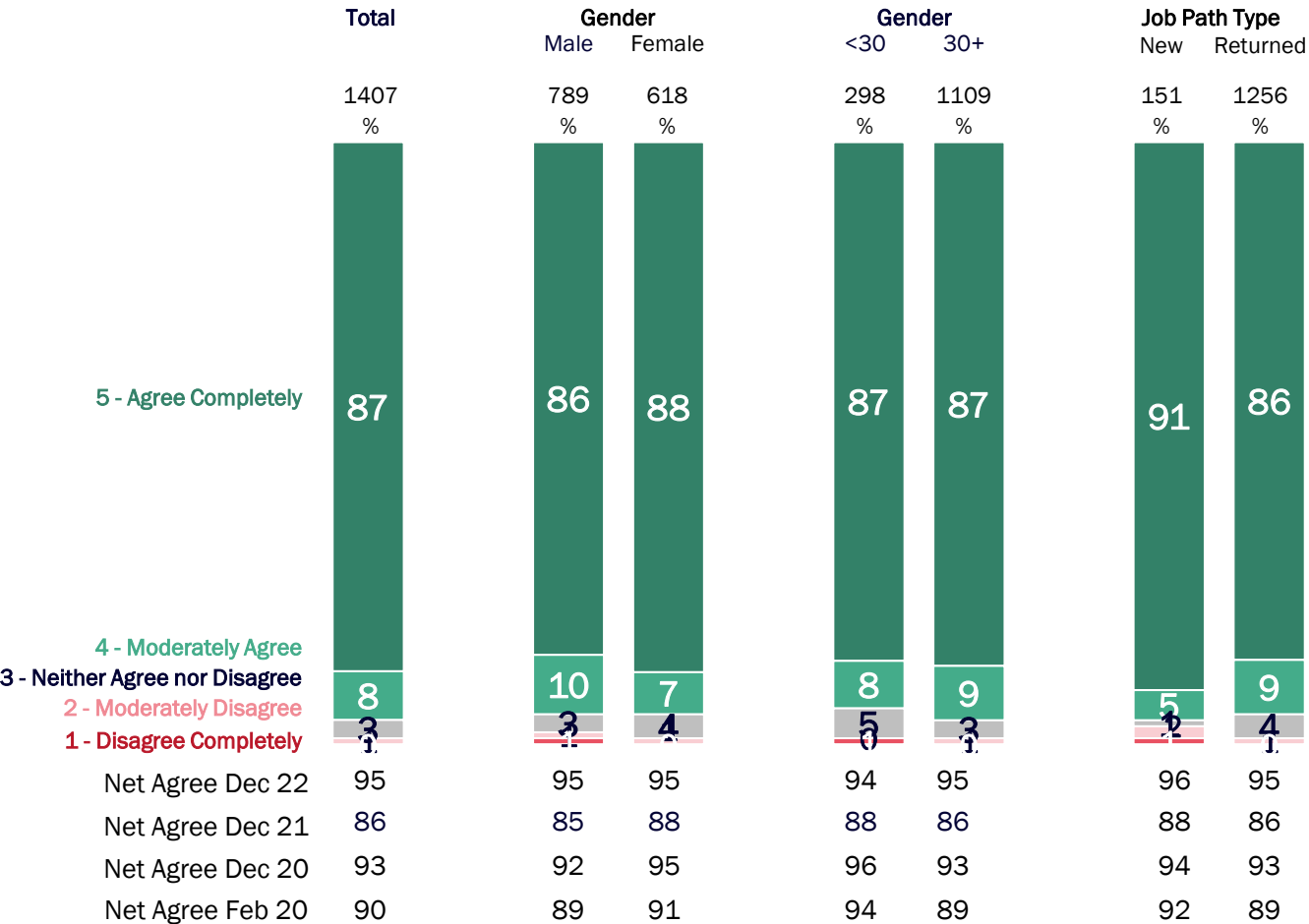
Friendly Greeting

Base: All JobPath Participants who had Face to Face Meetings N - 1407

 Statistically higher than total
 Statistically lower than total





Extremely high levels of agreement were registered for friendly greeting at 95% on an overall basis. This rose to 98% for those in the referral group of over three years and the West01 region at 100%.



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'.

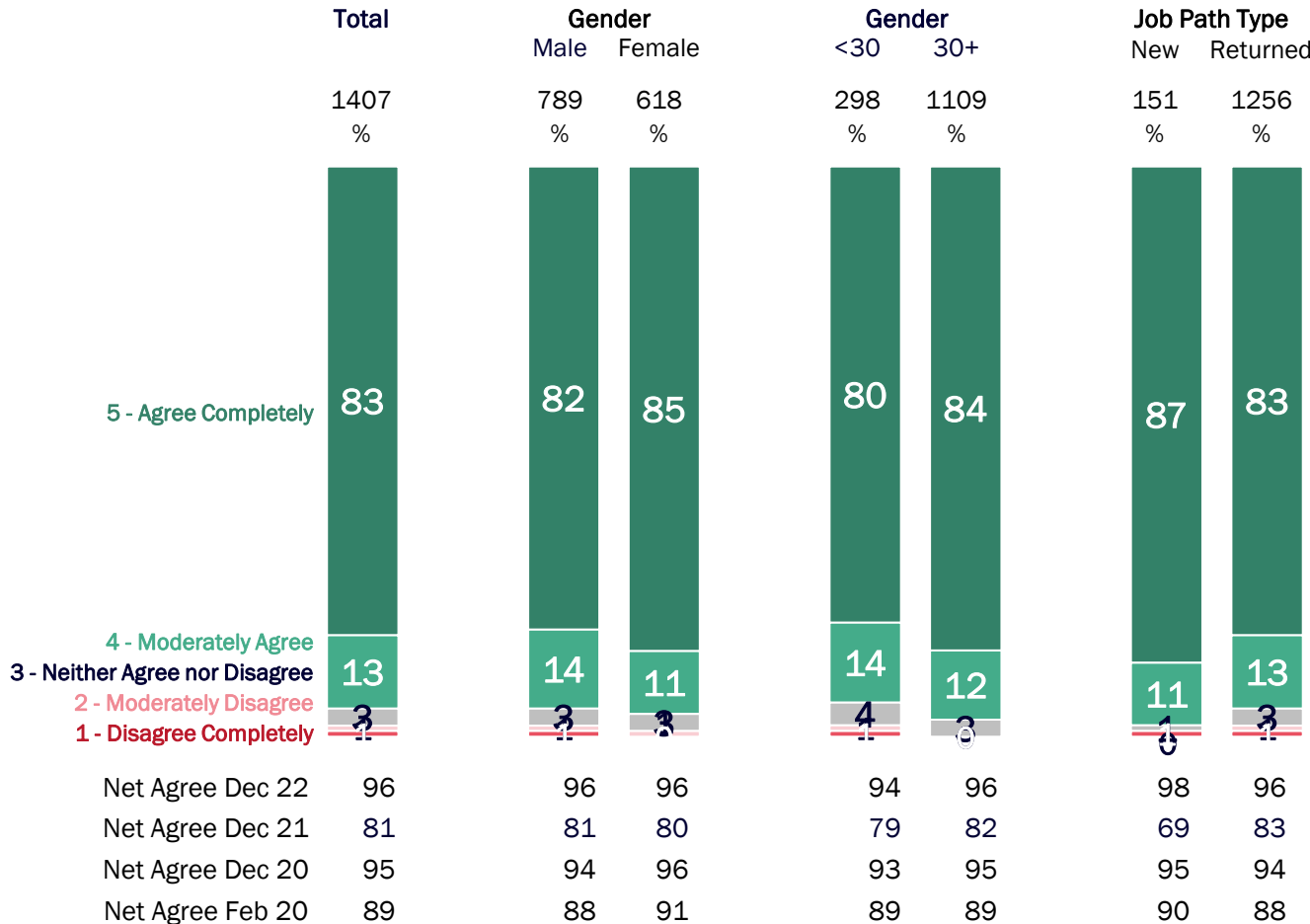
Reasonable Time

Base: All JobPath Participants who had Face to Face Meetings N - 1407

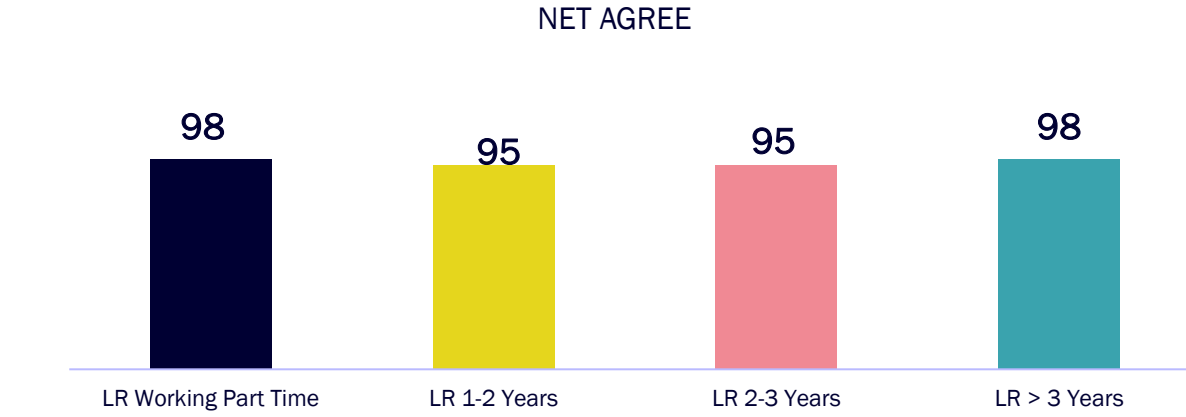
 Statistically higher than total
 Statistically lower than total



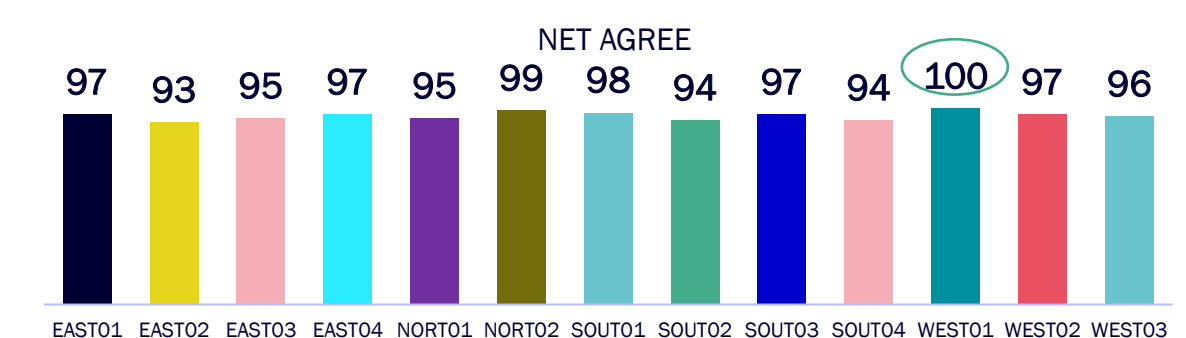
Satisfaction with the amount of time it takes to be seen for pre-arranged appointments is also very high this wave with overall agreement at 96%.



REFERRAL GROUP



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'.

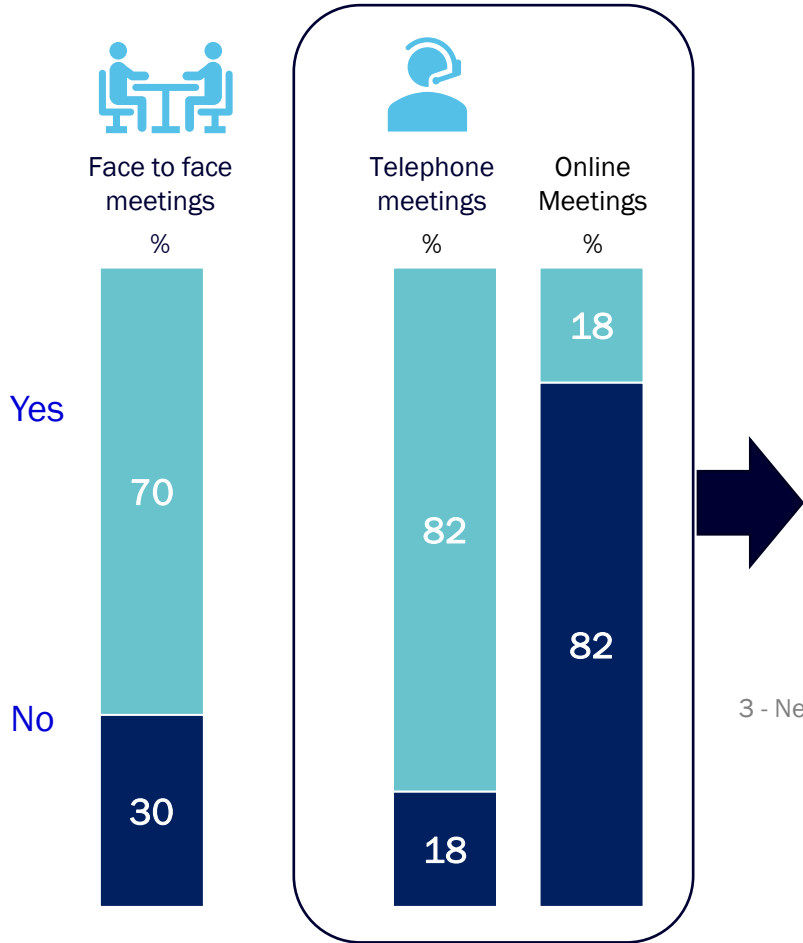


Remote Facilities

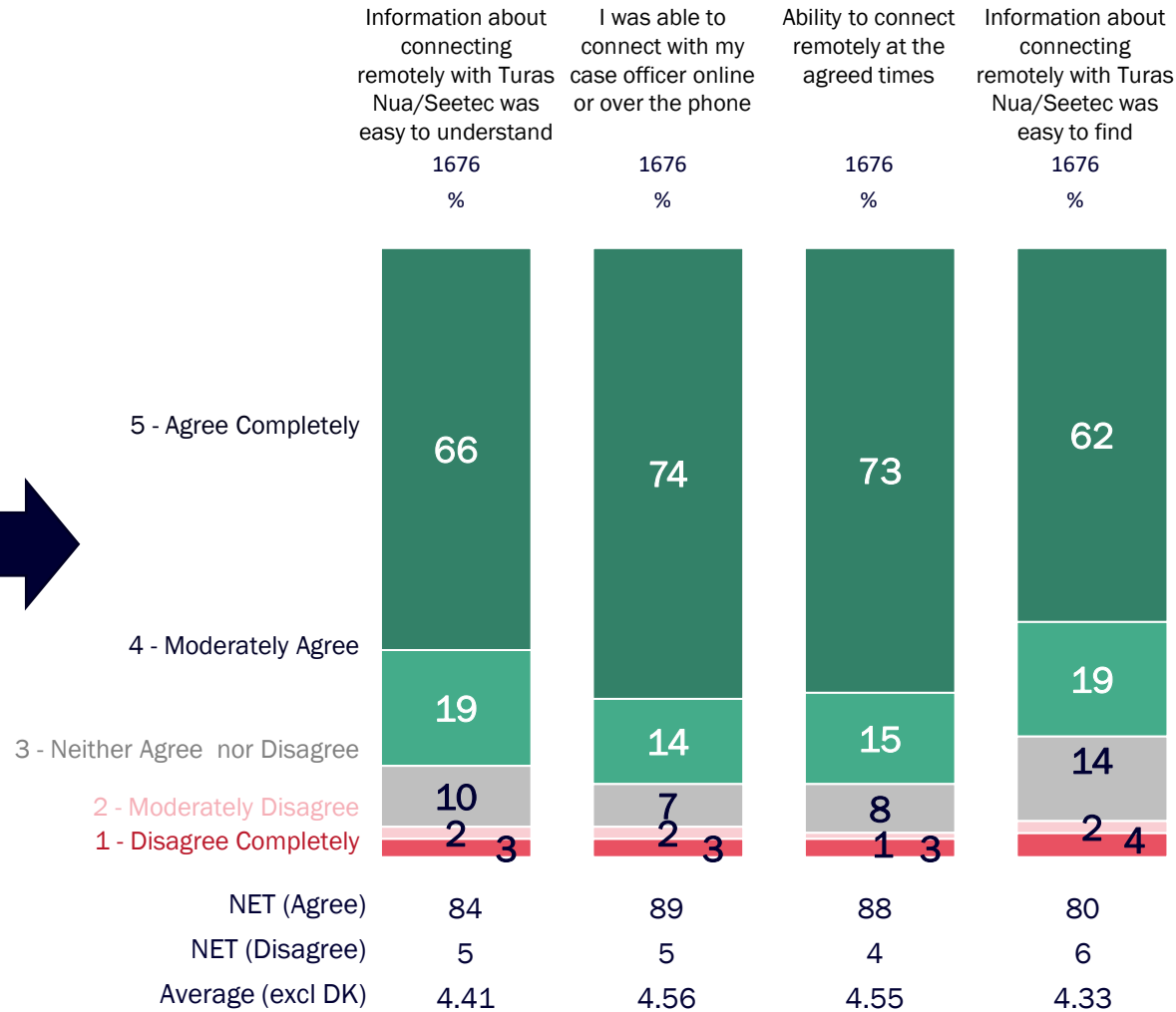


Overview of Performance – Remote Capabilities

Base: All JobPath Participants N – 1676



All who had Telephone/Online Meetings

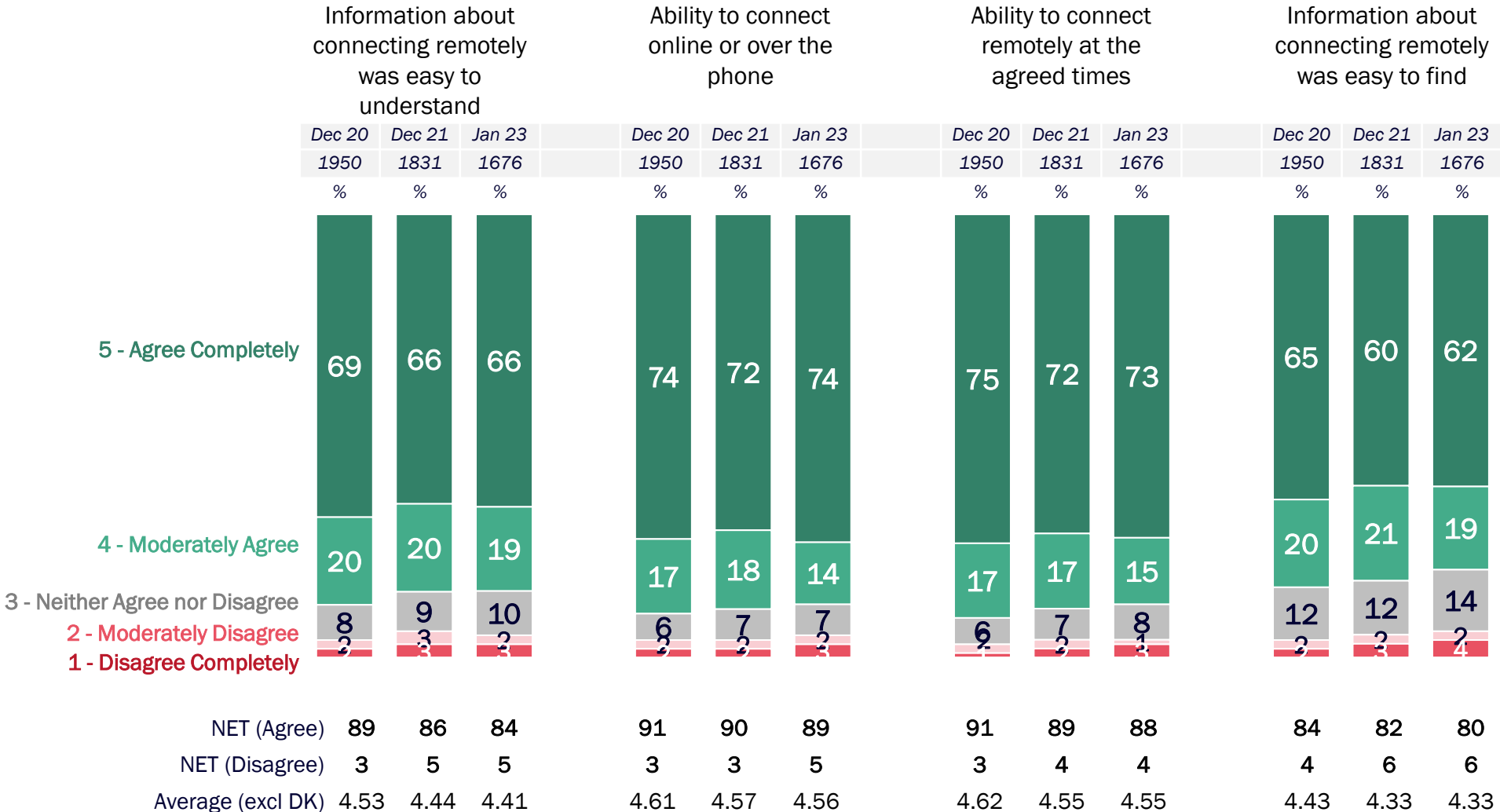


80% of all JobPath participants had telephone meetings with their local office during 2022.

1,407 had face to face meetings, of those who had face to face meetings, 1,151 also said they had a telephone meeting. 18% participated in online meetings.

Overview of Office Performance Remote Capabilities – January 2023



Base: All JobPath Participants who had Telephone/Online Meetings



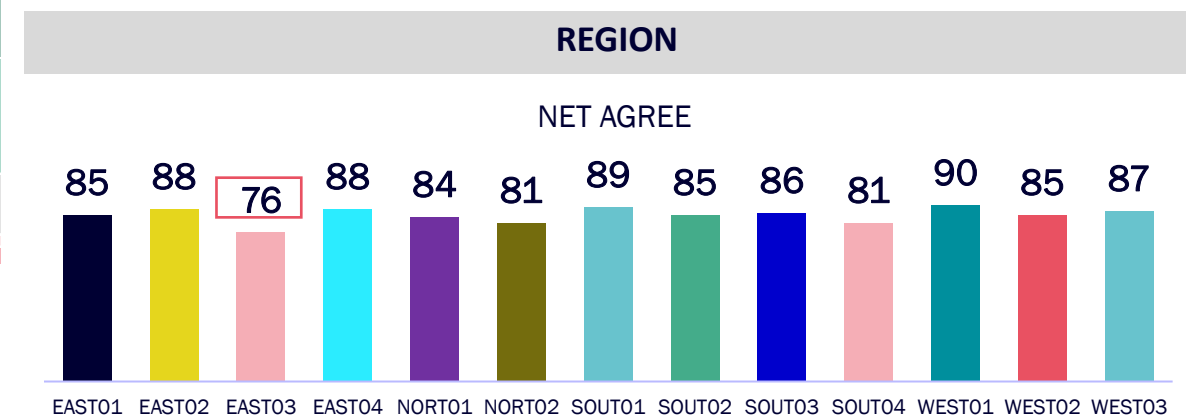
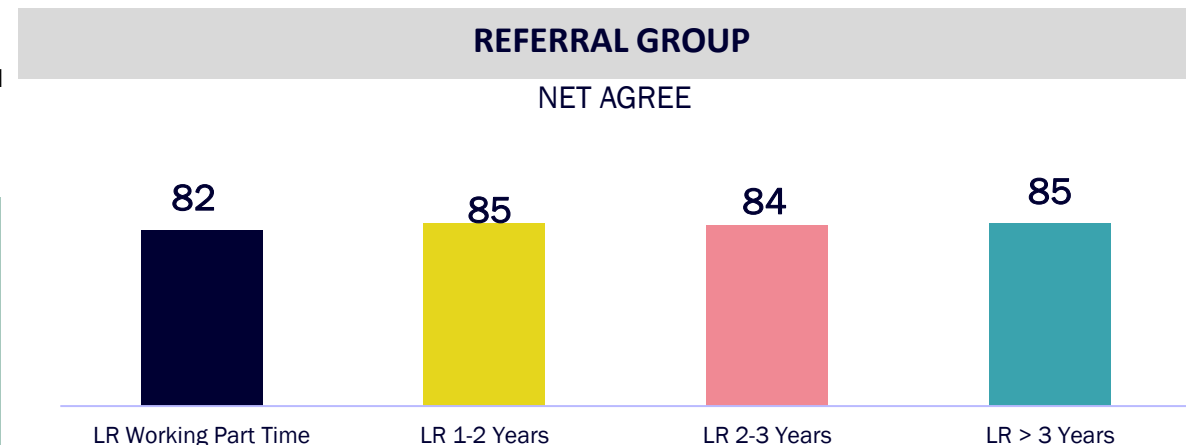
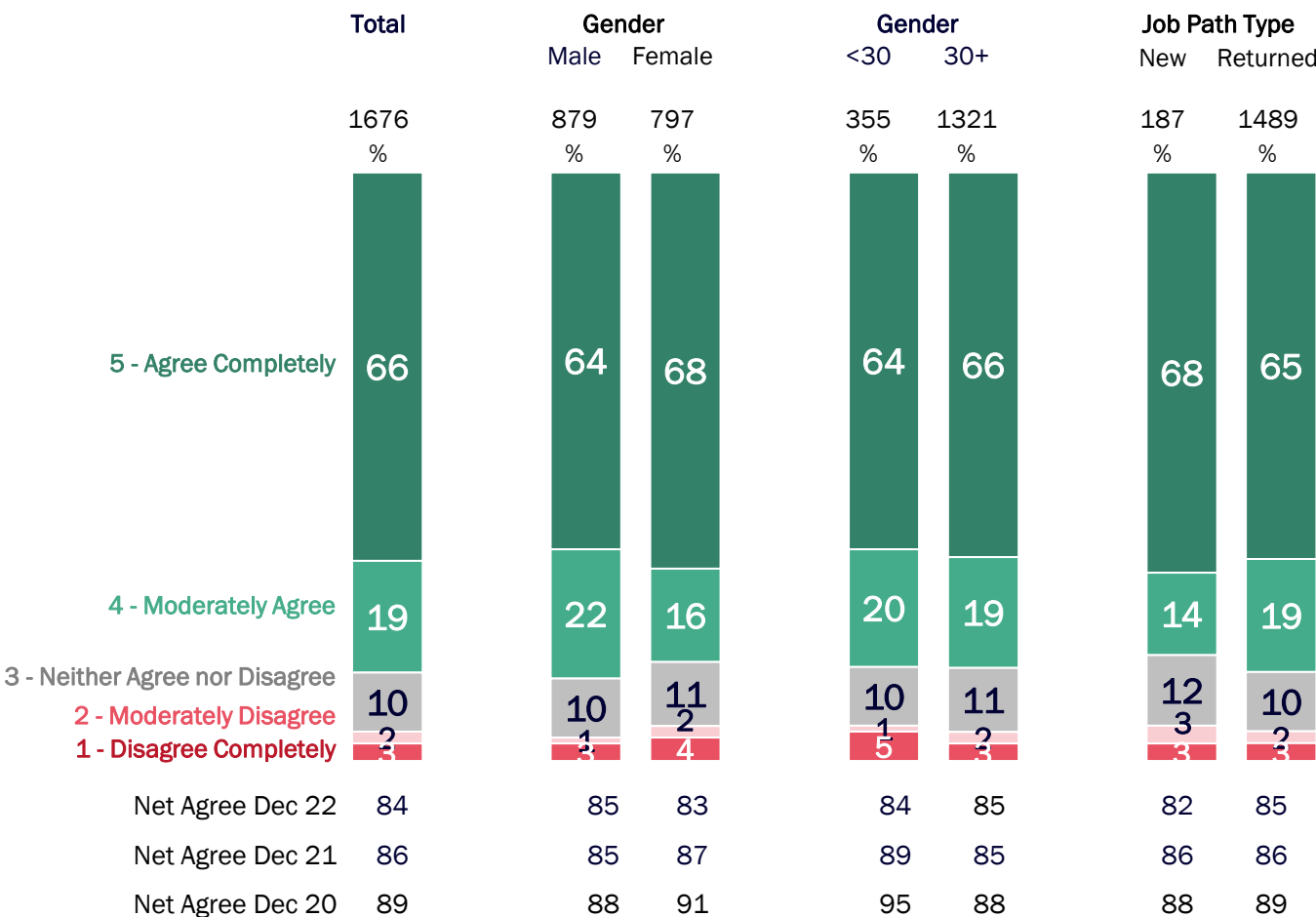
Satisfaction was highest for the ability to connect with case officer over the phone or online at **89%** followed closely by ability to connect remotely at the agreed times **88%**.

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

Base: All JobPath Participants who had Telephone/Online Meetings N - 1676



 Statistically higher than total
 Statistically lower than total

Over 8 in 10 (84%) of those who had telephone/online meetings agreed that the information about connecting remotely was easy to understand, with just 5% disagreeing. This was lower for East03 (Dublin Central) at 76%.



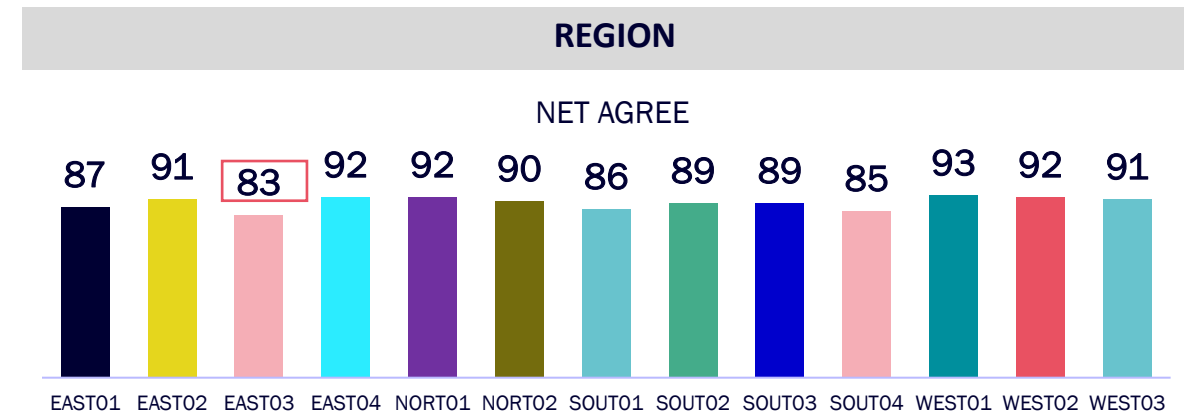
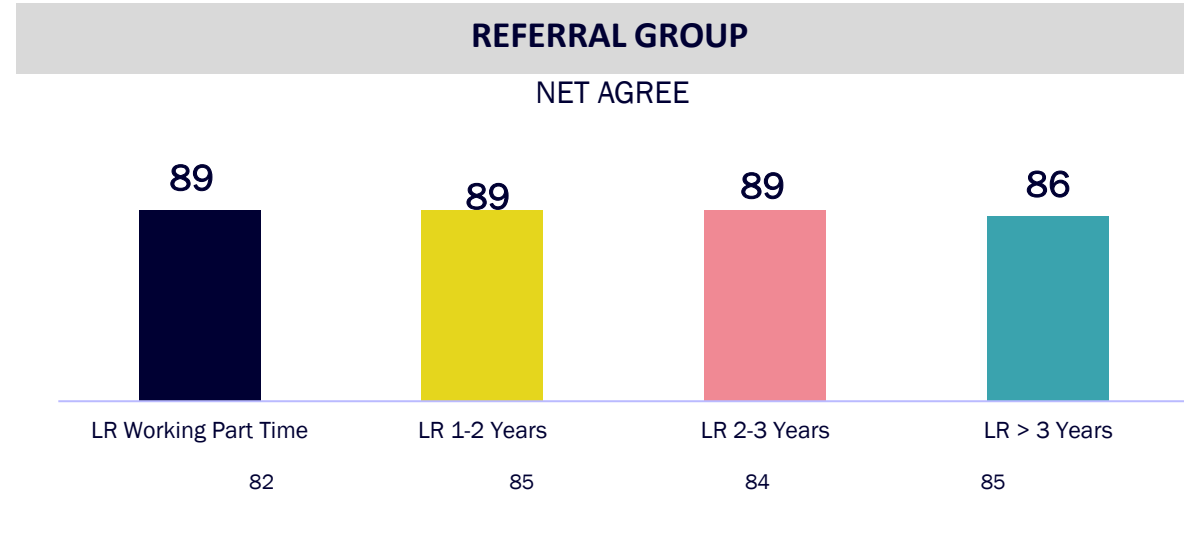
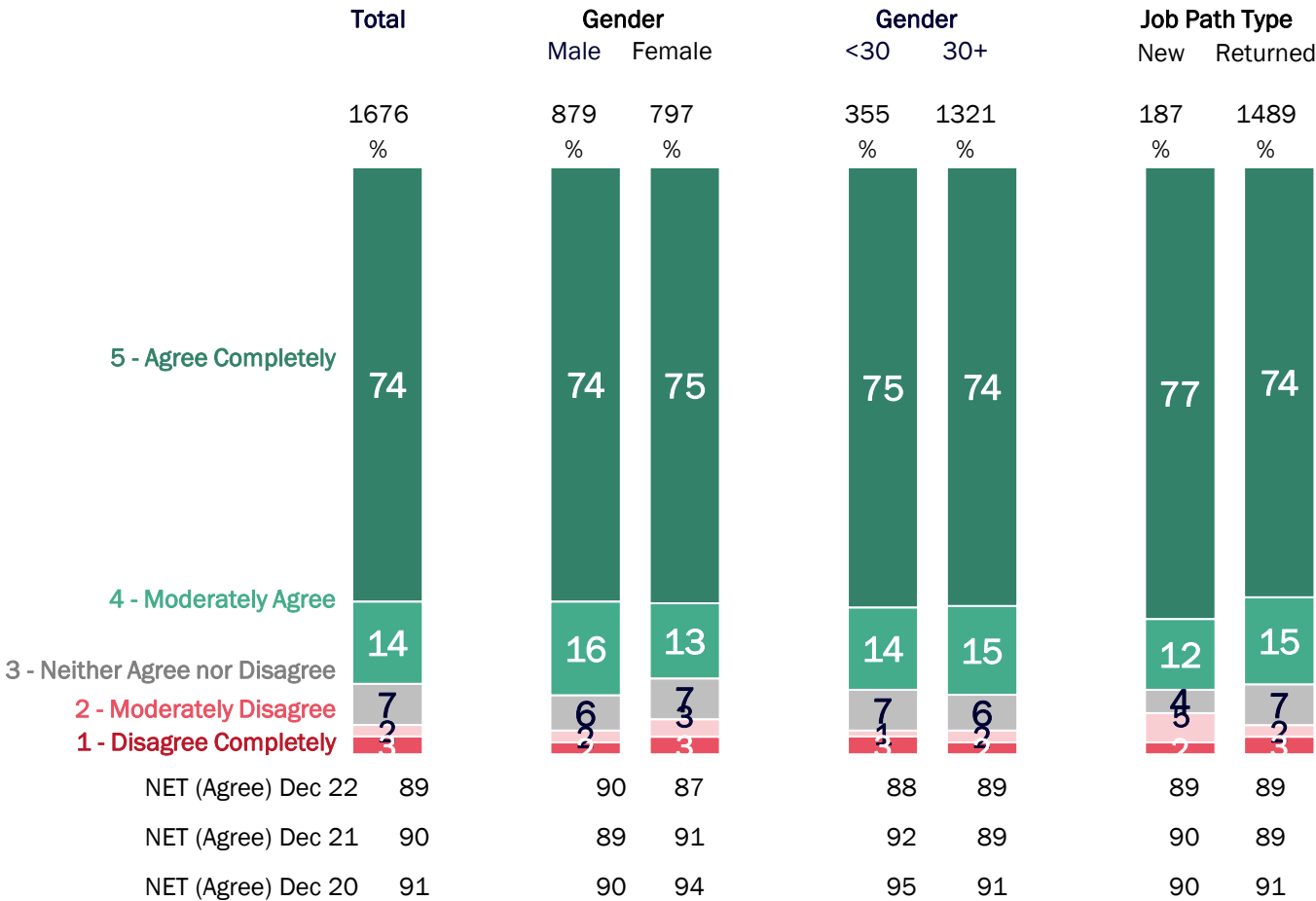
Ability to Connect Online or Over Phone

Base: All JobPath Participants who had Telephone/Online Meetings N - 1676

 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 89% agreeing that this was the case. Agreement was highest in the North and West regions at +90%, lowest for East03 at 83%.



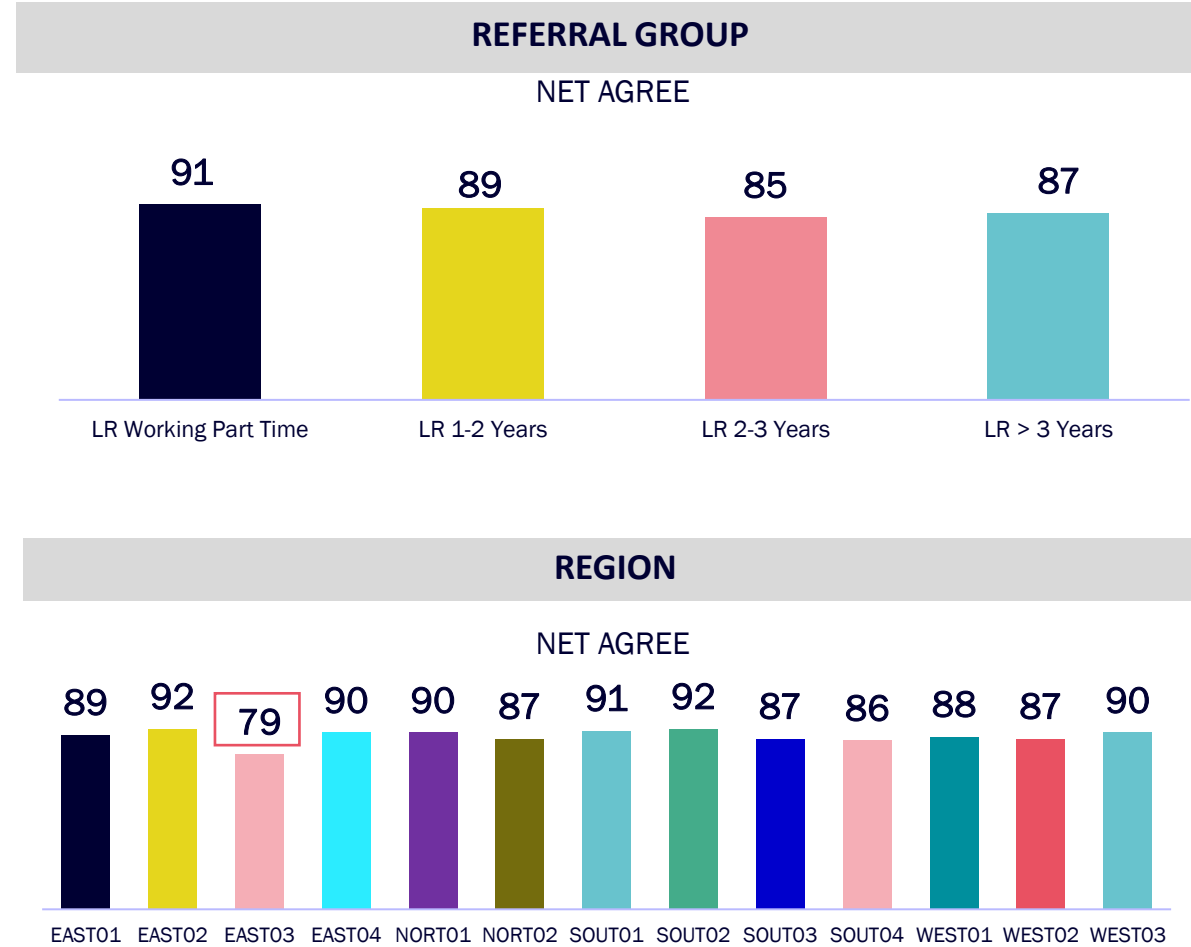
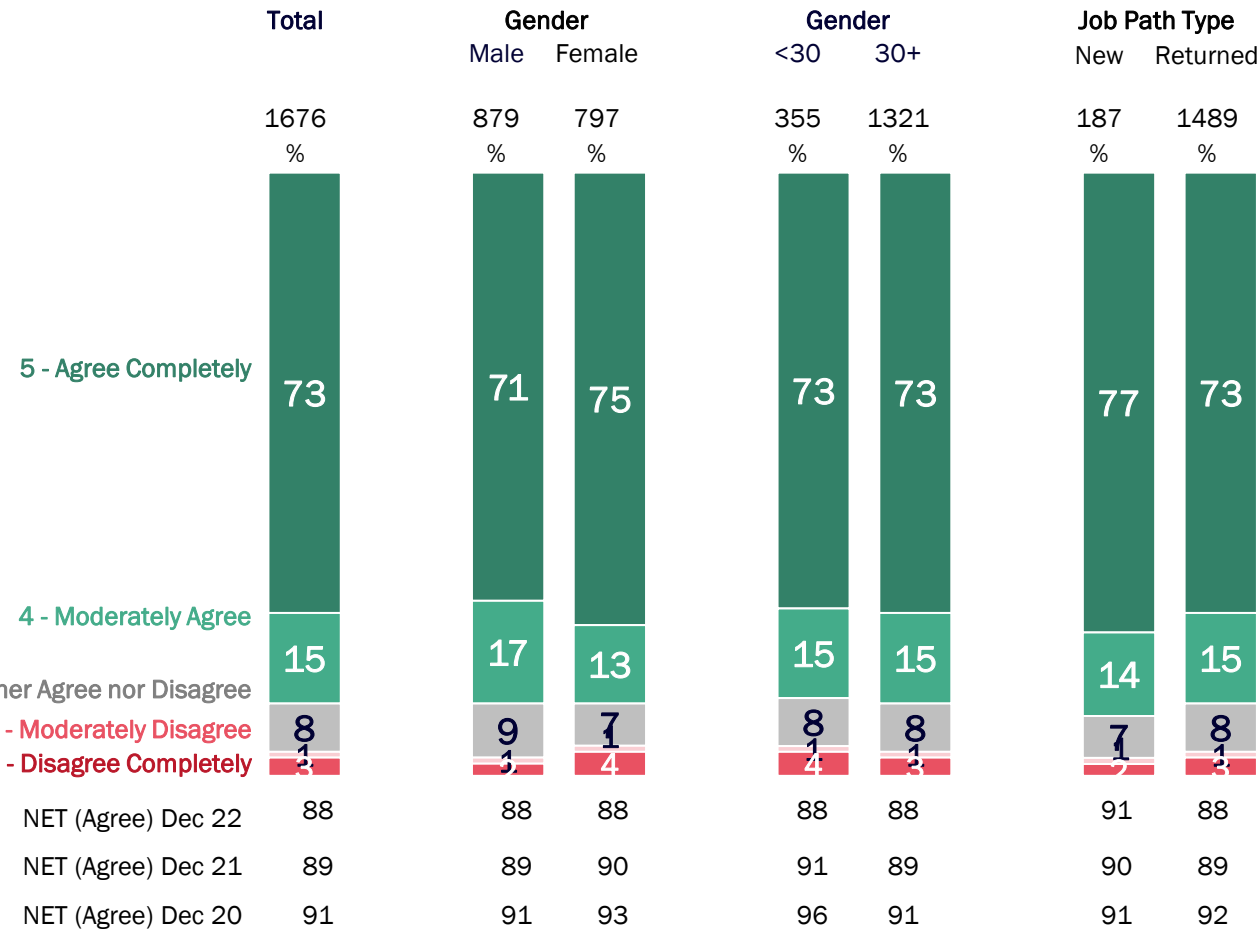
Q.2c Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Ability to Connect Remotely at the Agreed Times

Base: All JobPath Participants who had Telephone/Online Meetings N - 1676

 Statistically higher than total
 Statistically lower than total

A total of 88% of JobPath participants agreed that they were able to connect remotely at the agreed times. This rose to 91% for New participants and those working part-time. The East03 displayed lower levels of agreement at 79%.



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

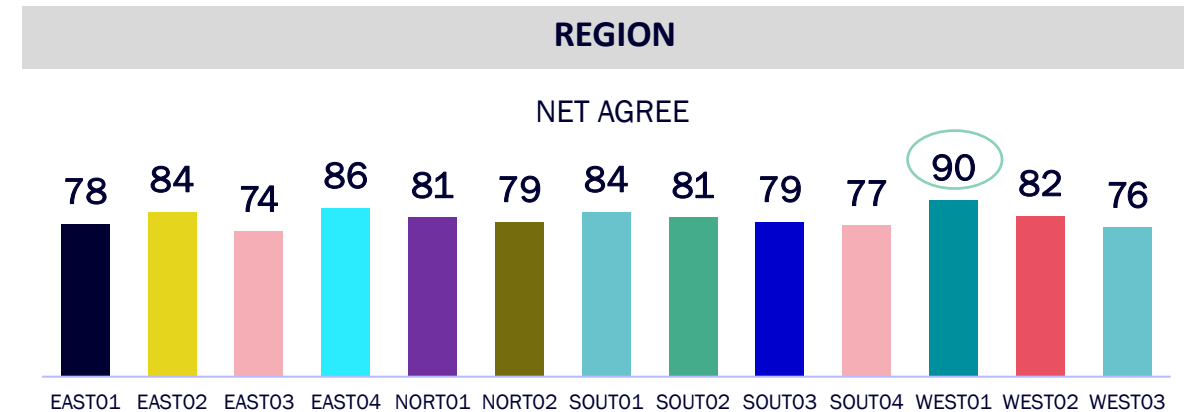
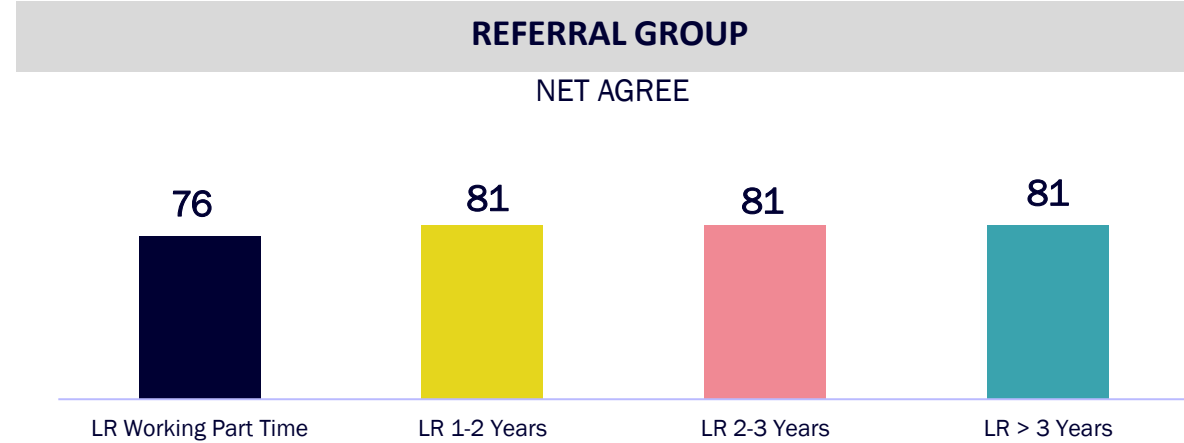
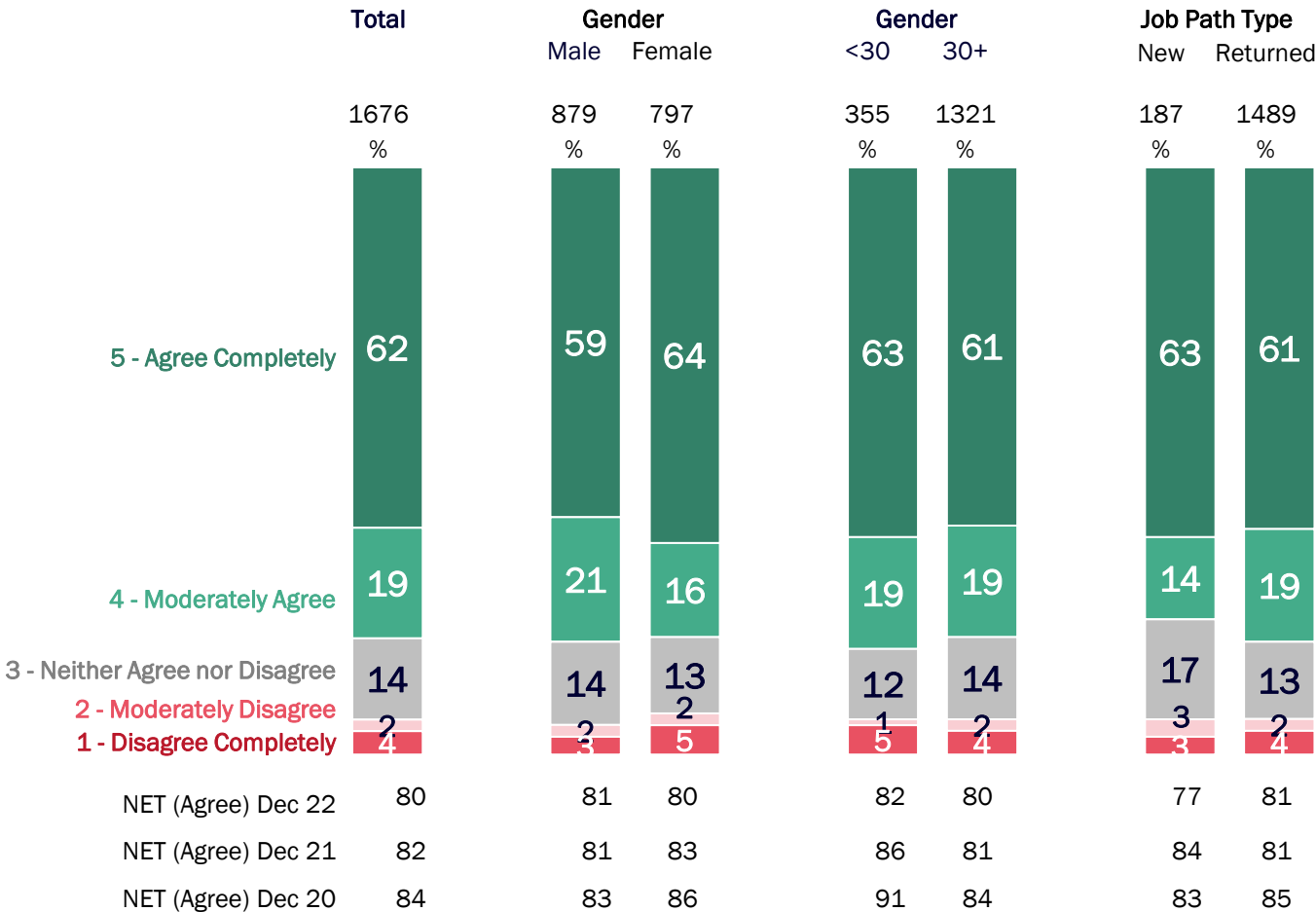
Information about connecting remotely was easy to find



Base: All JobPath Participants who had Telephone/Online Meetings N - 1676

 Statistically higher than total
 Statistically lower than total

There were high agreement levels that information about connecting remotely was easy to find at 80% and this was highest for those in the West01 region at 90%.



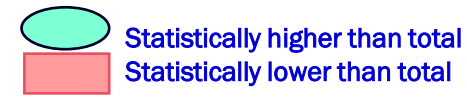
Q.2c Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.



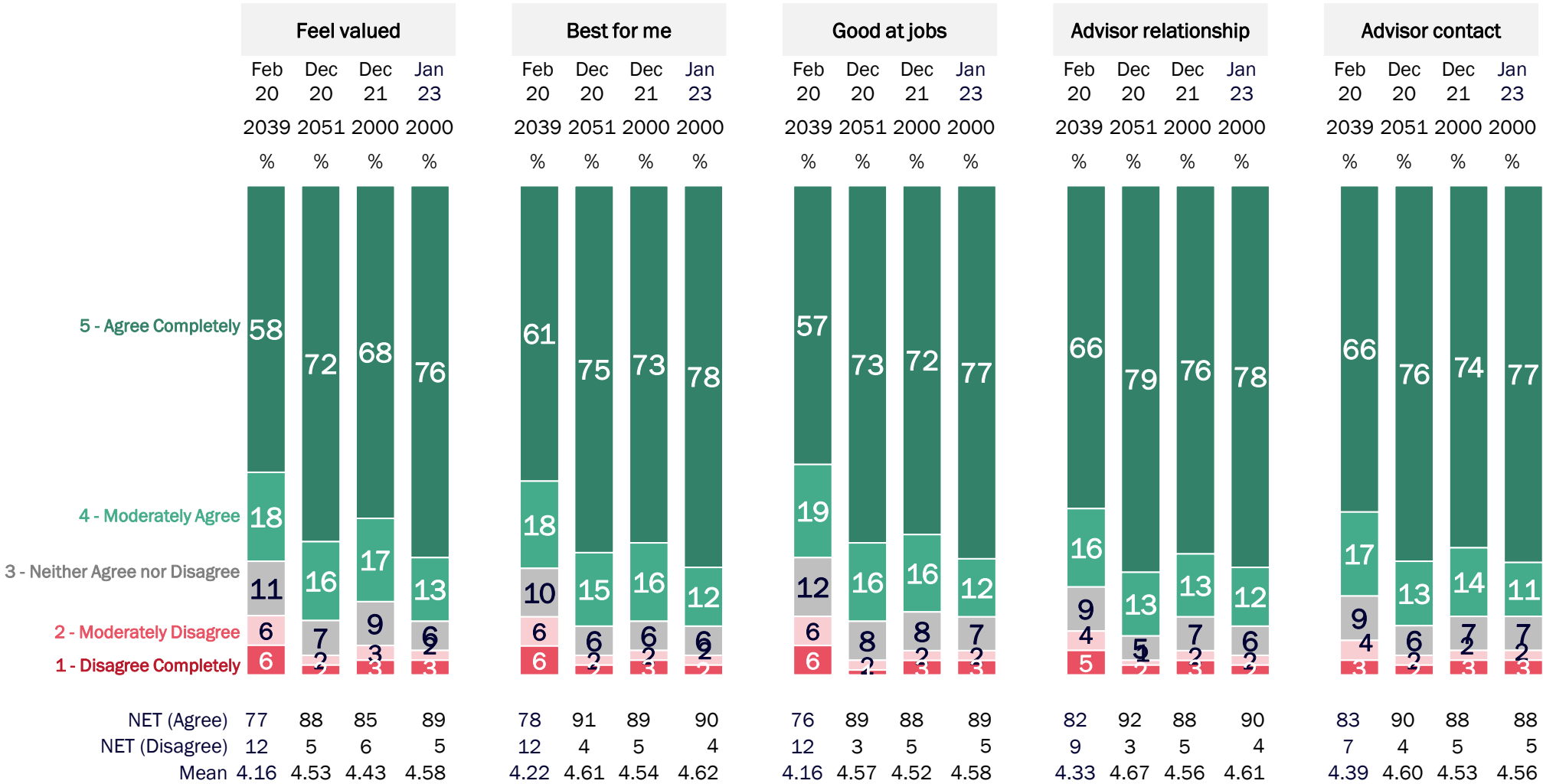
Staff



Overview of Staff Performance – January 2023



Base: All JobPath Participants N - 2000



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

All metrics score above 88% on net agree.

The biggest year on year improvement is registered for 'staff make me feel valued' up 4% from 85% to 89% in the latest wave.

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

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

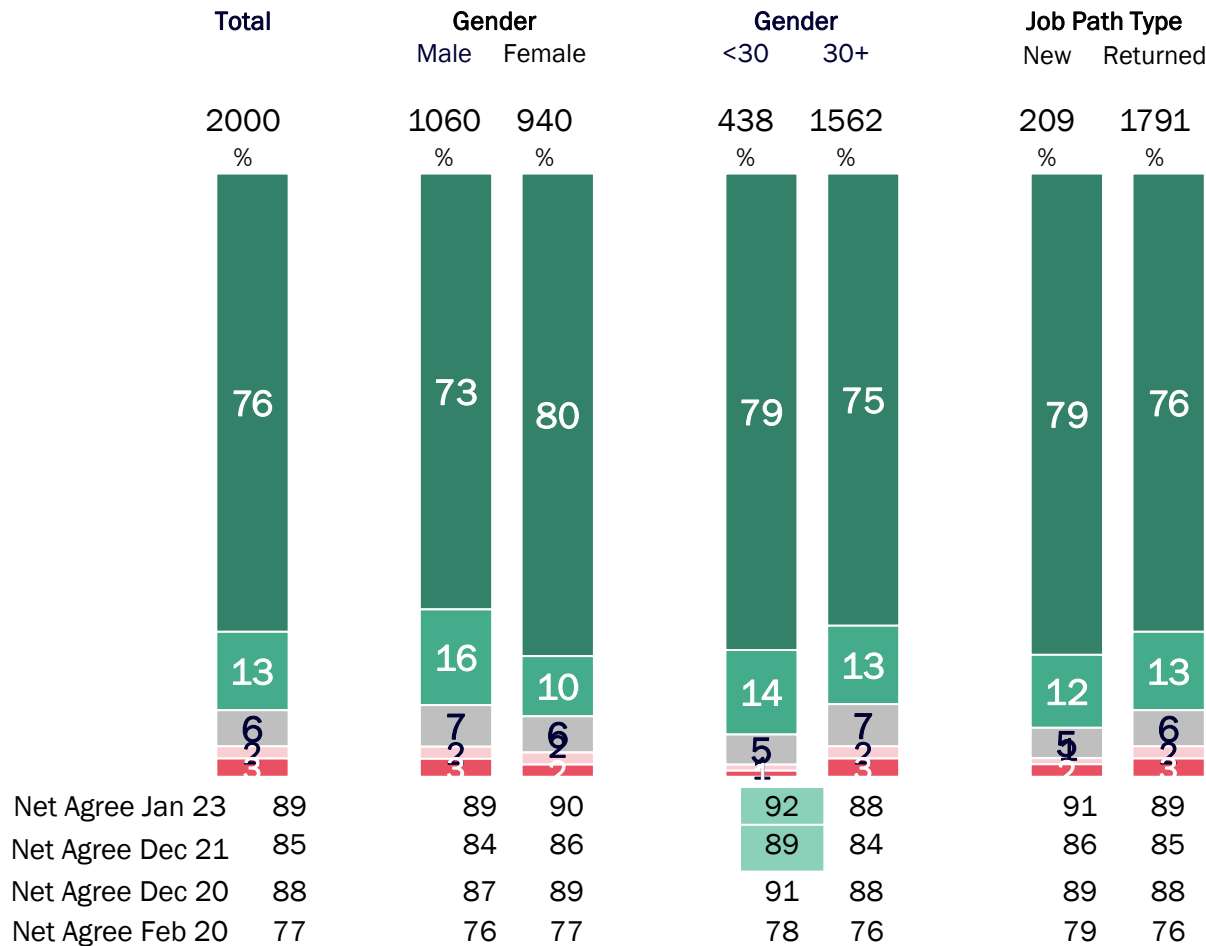
Feel valued

Base: All JobPath Participants N - 2000

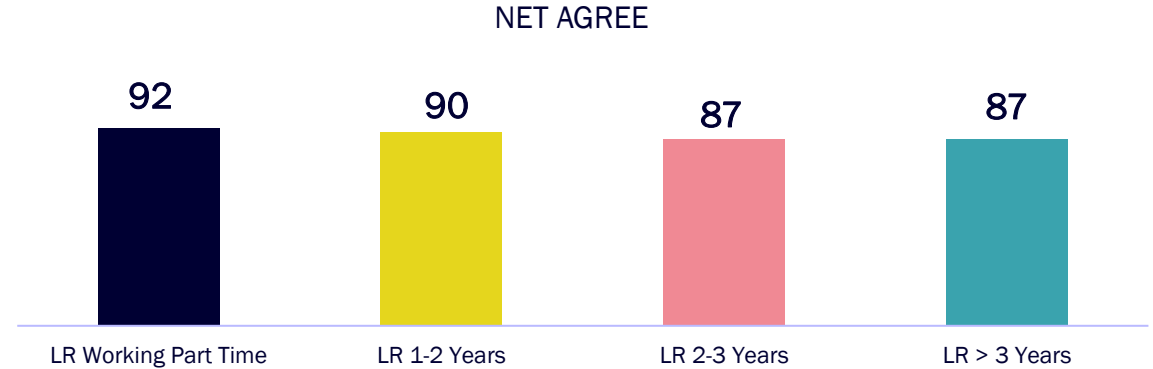
○ Statistically higher than total
□ Statistically lower than total



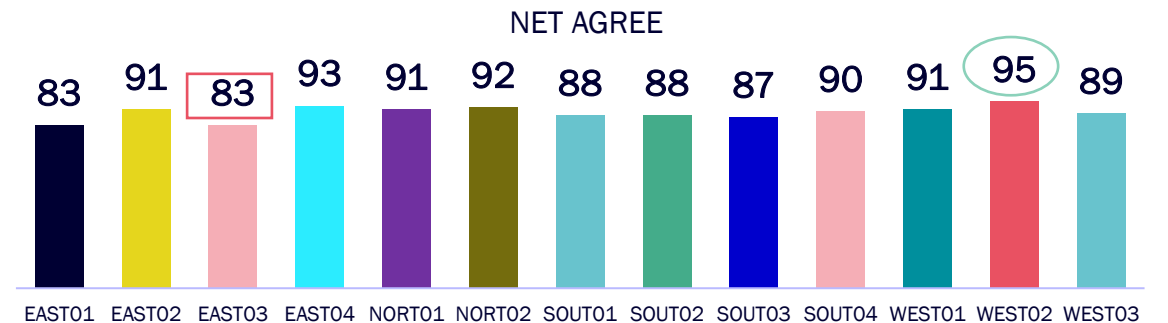
89% of JobPath respondents agree that staff make me feel valued. This is up 4% on December 2021 and is highest for those aged under 30 at 92%. Those in the West02 display higher agreement levels at 95%, while those in East03 are lowest at 83%.



REFERRAL GROUP



REGION



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

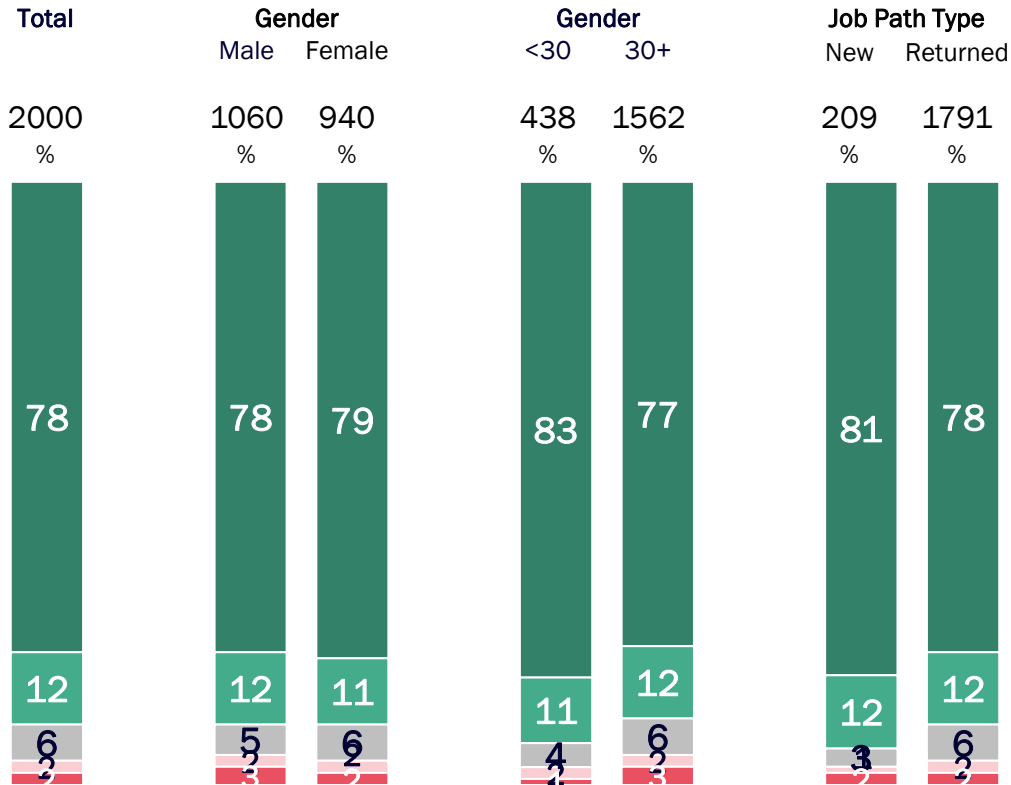
Staff try their best for me

Base: All JobPath Participants N - 2000

○ Statistically higher than total
○ Statistically lower than total

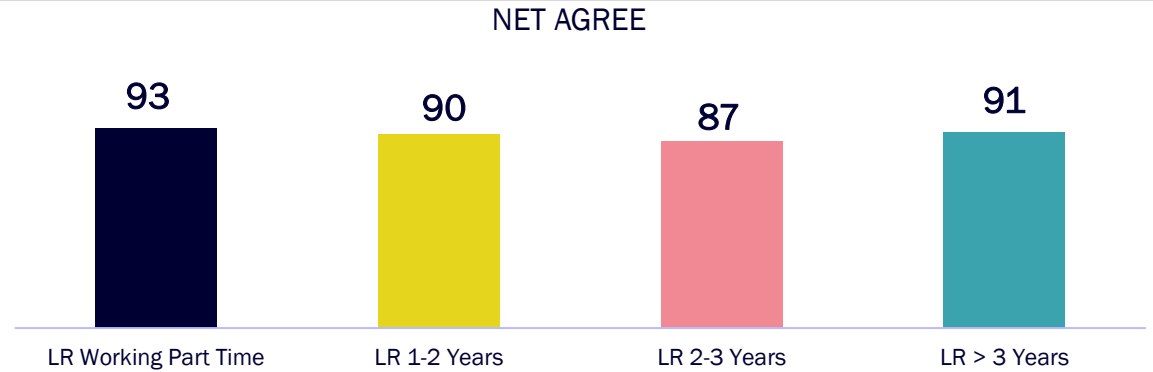


Nine in ten agree with the statement 'staff try their best for me', this is statistically higher for younger participants (under 30 years) at 93% and those in the East04 region at 94%.

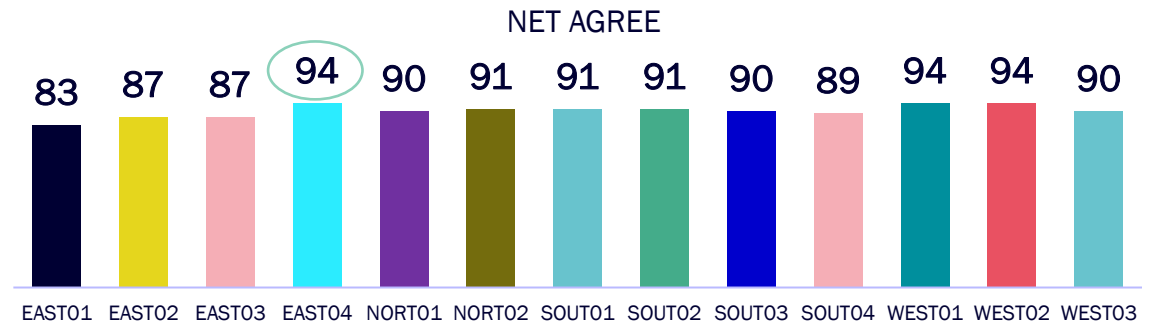


Time Period	Total	Male	Female	<30	30+	New	Returned
Net Agree Jan 23	90	90	90	93	89	93	90
Net Agree Dec 21	89	89	89	92	88	90	89
Net Agree Dec 20	91	90	92	93	91	91	91
Net Agree Feb 20	78	78	79	82	78	82	77

REFERRAL GROUP





REGION



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

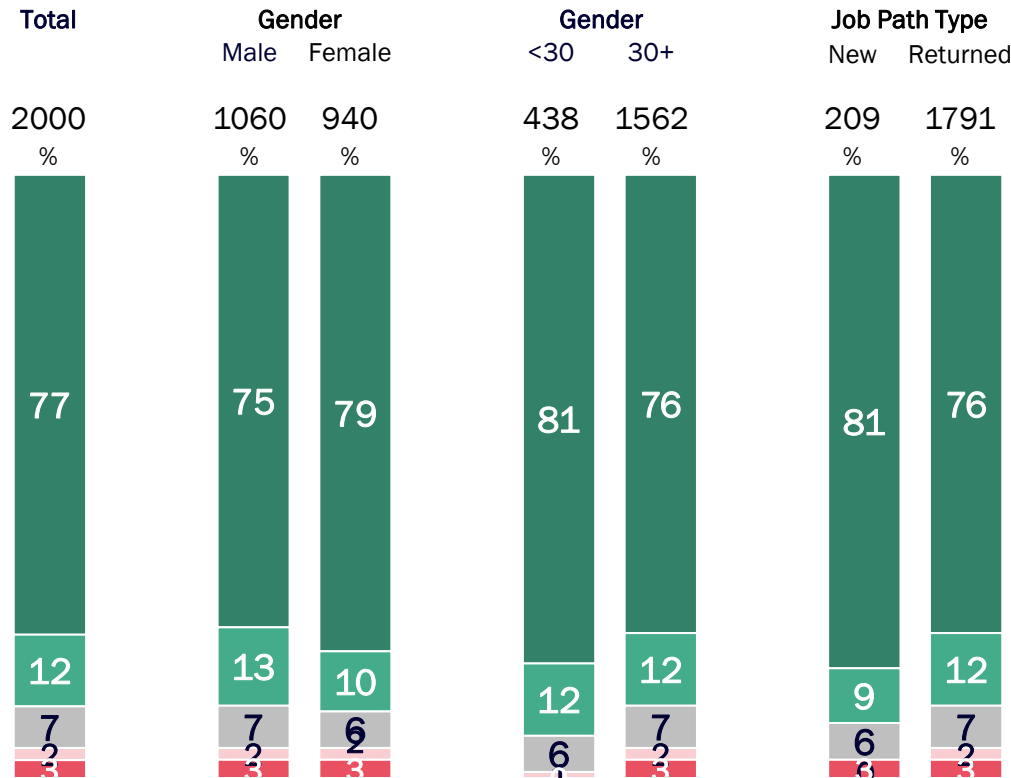
Good at jobs

Base: All JobPath Participants N - 2000

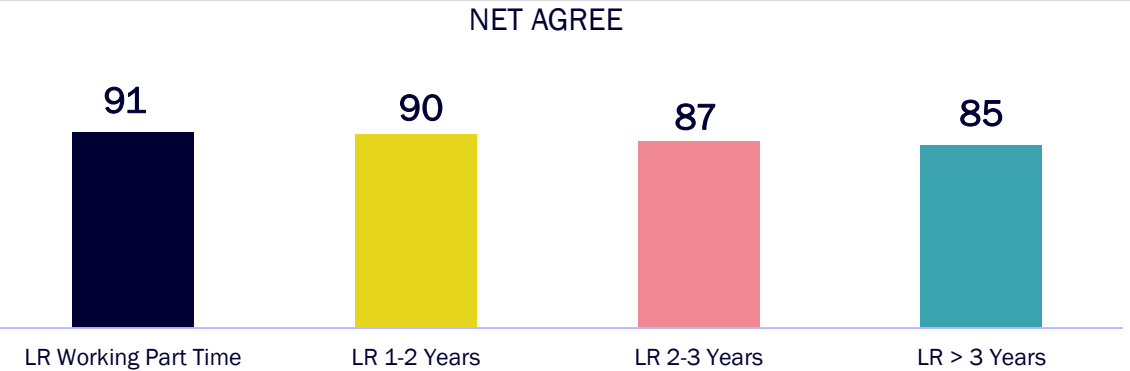
 Statistically higher than total
 Statistically lower than total



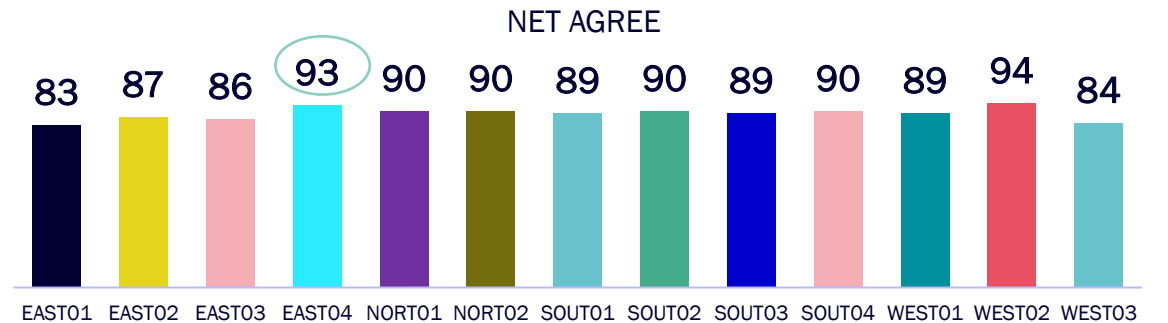
The vast majority (89%) of JobPath participants agree that staff very good at their jobs, and this is again higher for under 30's (93% any agree). Those in the East04 (sample size 159) also display higher agreement at 93%.



REFERRAL GROUP



REGION





	Total	Gender Male	Gender Female	Gender <30	Gender 30+	Job Path Type New	Job Path Type Returned
Net Agree Jan 23	89	88	89	93	88	90	89
Net Agree Dec 21	88	87	88	90	87	86	88
Net Agree Dec 20	89	88	90	90	89	89	89
Net Agree Feb 20	76	76	76	83	75	80	75

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



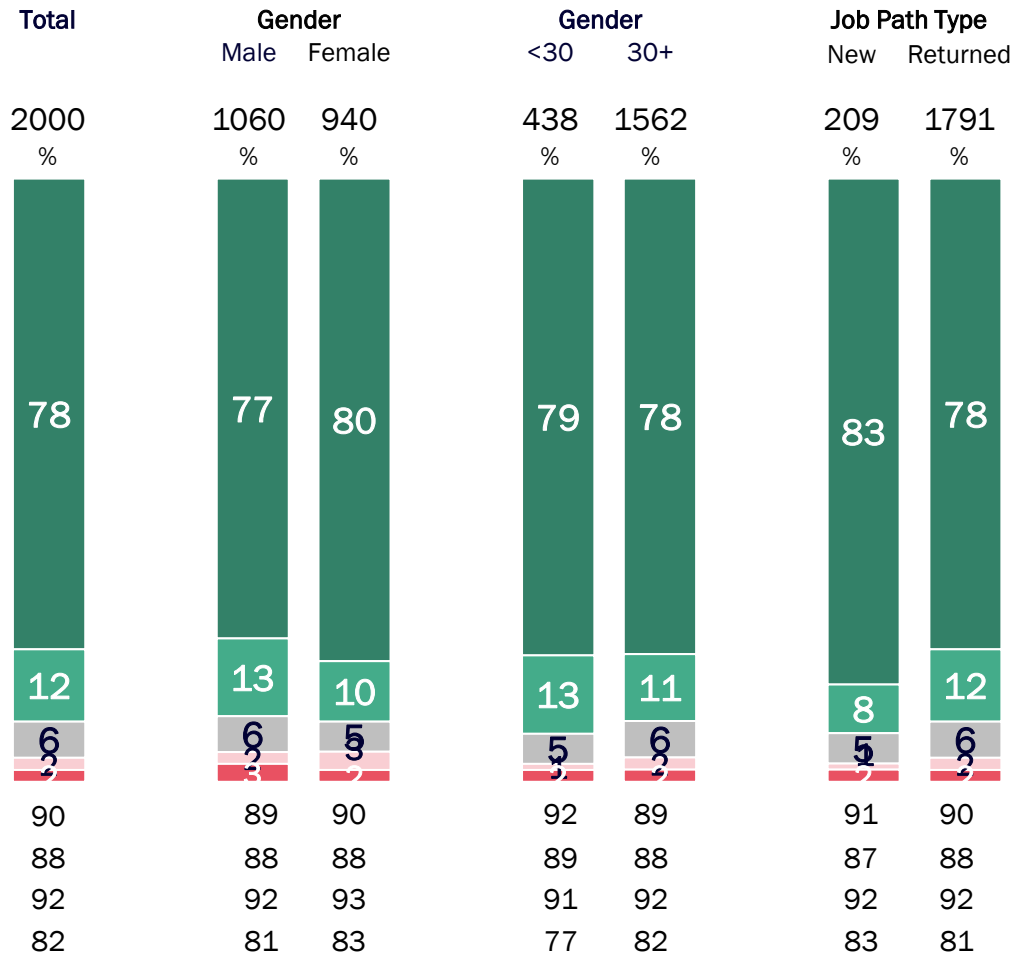
Advisor relationship

Base: All JobPath Participants N - 2000

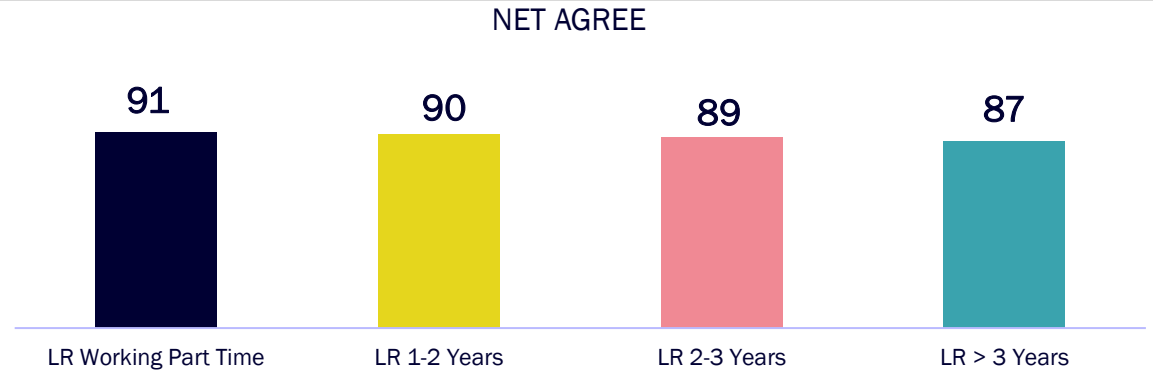
 Statistically higher than total
 Statistically lower than total



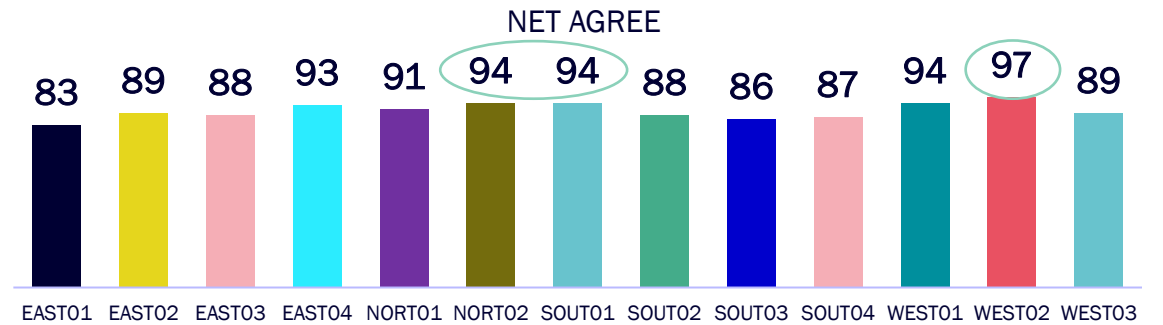
Working relationships with Turas Nua/Seetec personal advisors are registered at the 90% net agree rating and those in the Nort02, Sout02 score above average at 94% with the West02 attributing a 97% top two box score.



REFERRAL GROUP



REGION





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



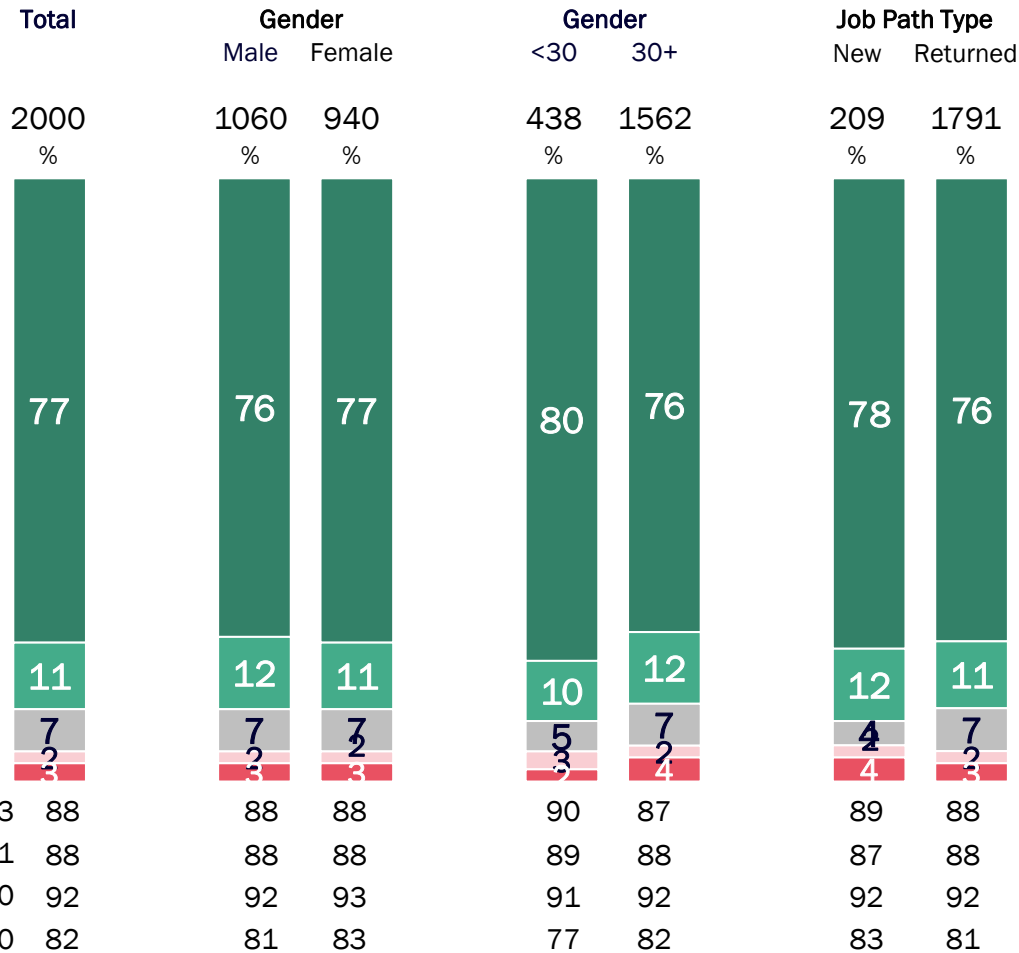
Advisor contact

Base: All JobPath Participants N - 2000

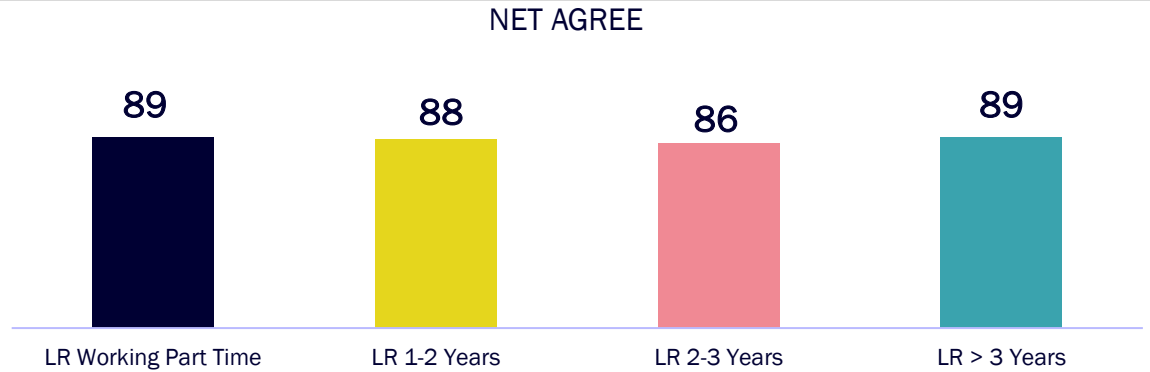
 Statistically higher than total
 Statistically lower than total



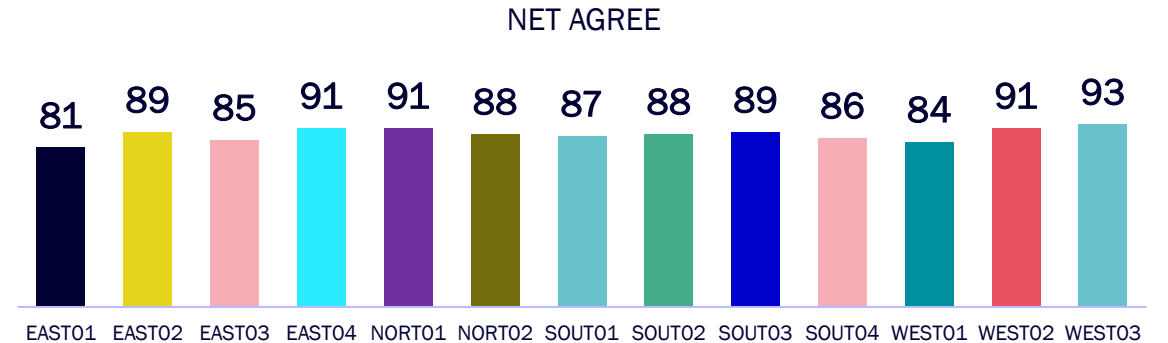
JobPath participants display consistently high scores across this metric.



REFERRAL GROUP



REGION



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





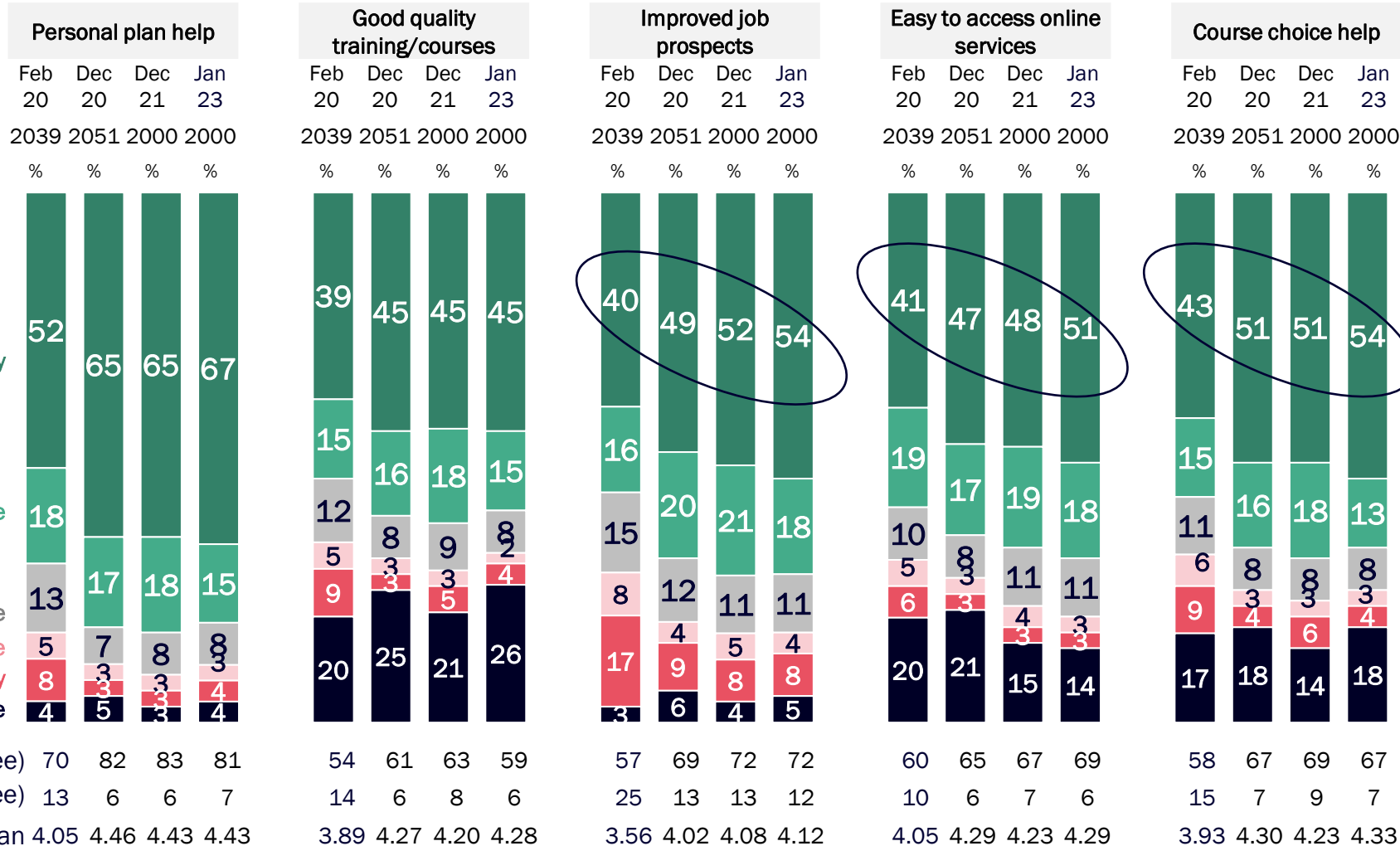


Services

Overview of services performance – January 2023

Base: All JobPath Participants N - 1024

 Statistically higher than total
 Statistically lower than total



In terms of services performance, the highest levels of satisfaction are with personal plan help 81%.

The completely agree figure is up for three out of five factors measured under the service performance criteria. This includes improve prospects of getting a job up year on year from 40% in February 2020 to 54% in January 2023.

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

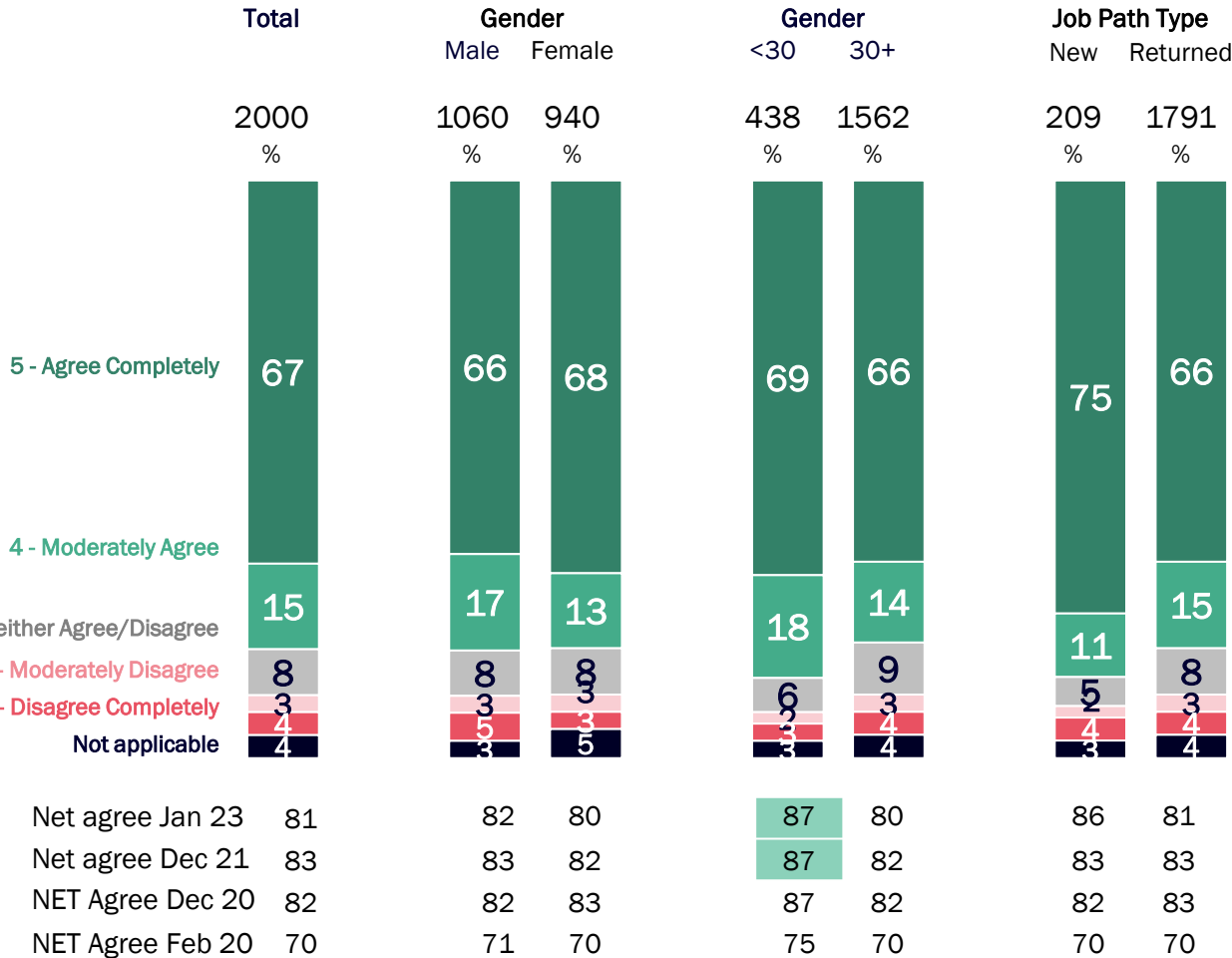
Personal plan help

Base: All JobPath Participants N - 2000

 Statistically higher than total
 Statistically lower than total

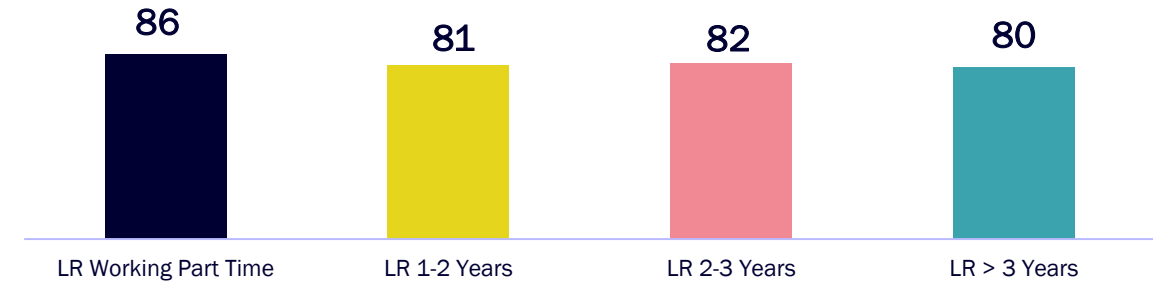


Satisfaction with their advisor helping them develop a personal plan to set goals on finding a job are highest for younger participants at 87% and those in the East04 and West01 region.



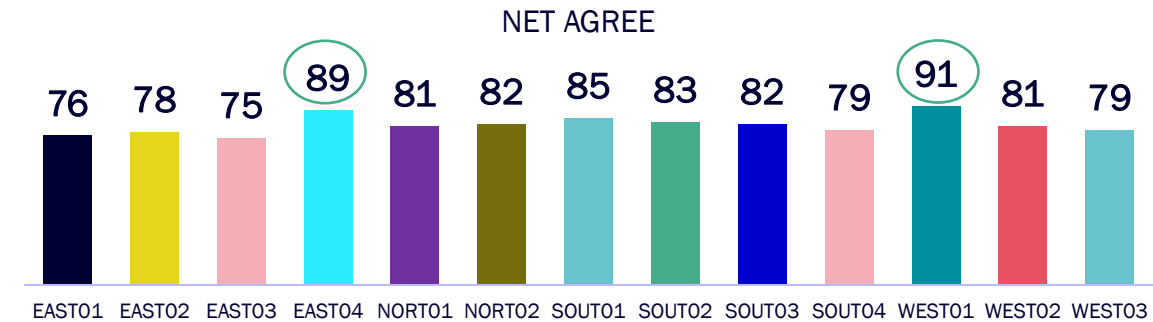
REFERRAL GROUP

NET AGREE



REGION

NET AGREE



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

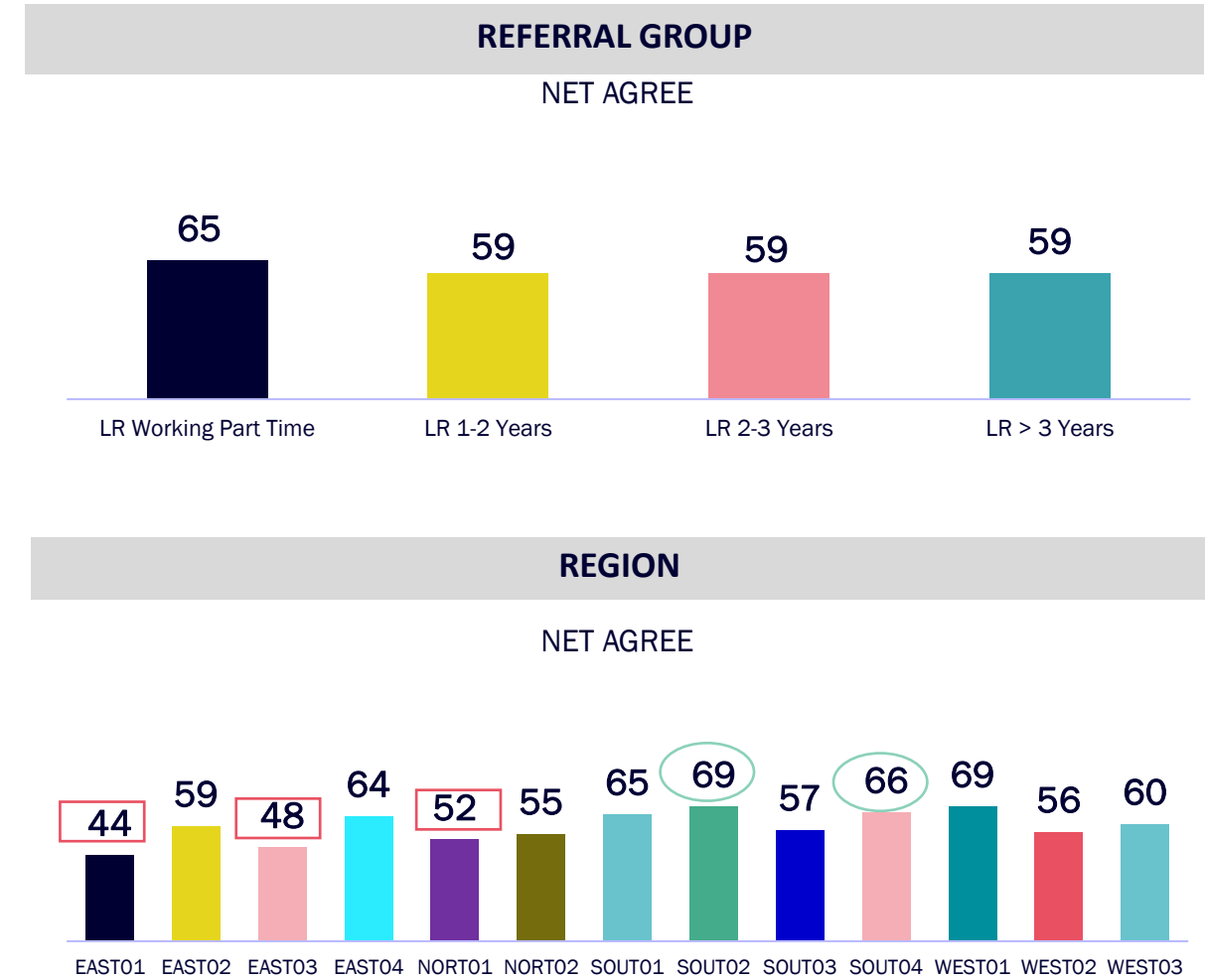
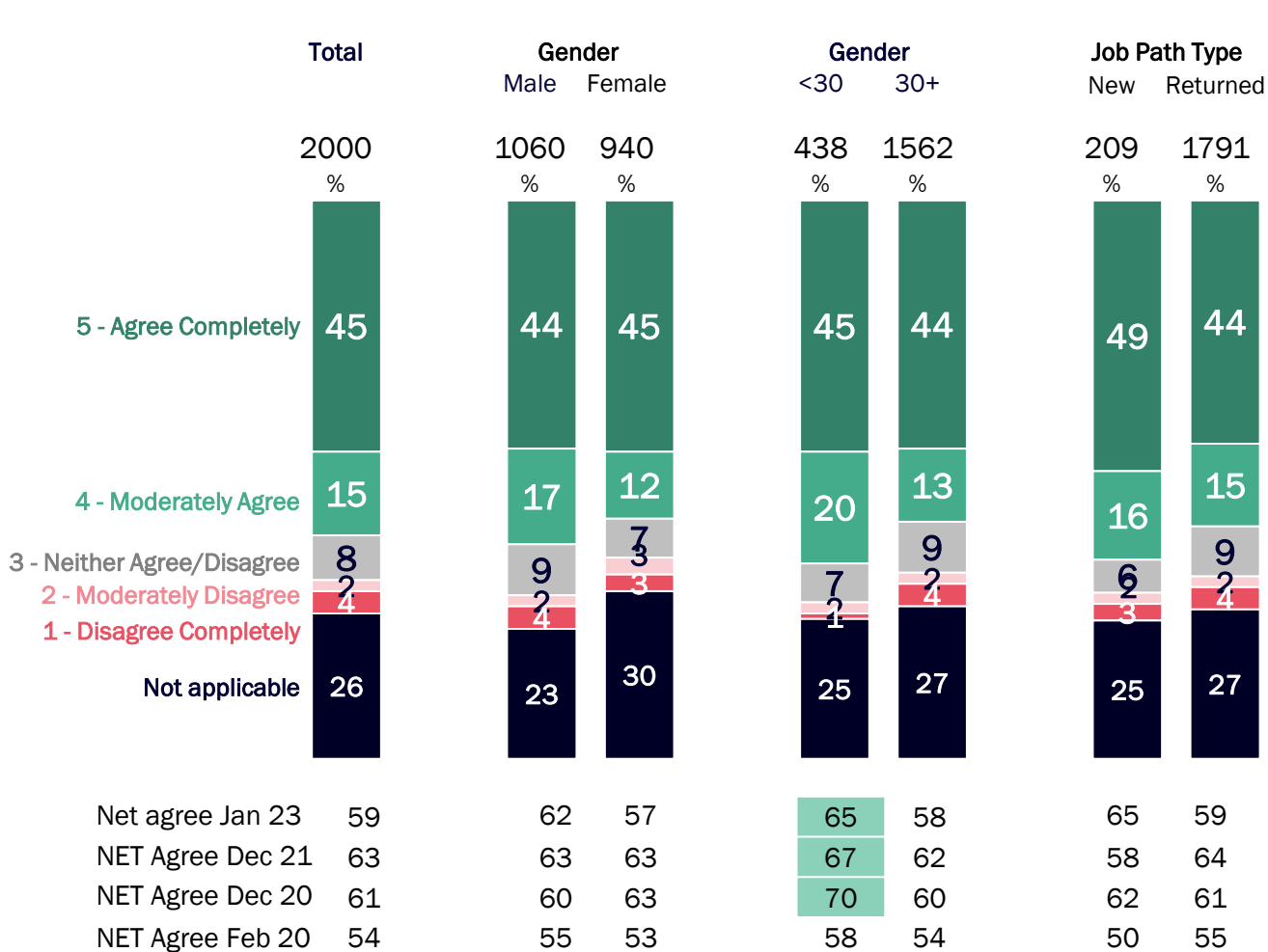
Good quality training courses

Base: All JobPath Participants N - 2000

 Statistically higher than total
 Statistically lower than total



There is a high number of over a quarter (26%) who mentioned that they had not been on a course yet. Younger participants are most likely to agree that the training/courses are of good quality. East01 and East03 display lower levels of agreement, while those in Sout02 and Sout04 are more likely to agree with the statement.



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

Improved job prospects

Base: All JobPath Participants N = 2000

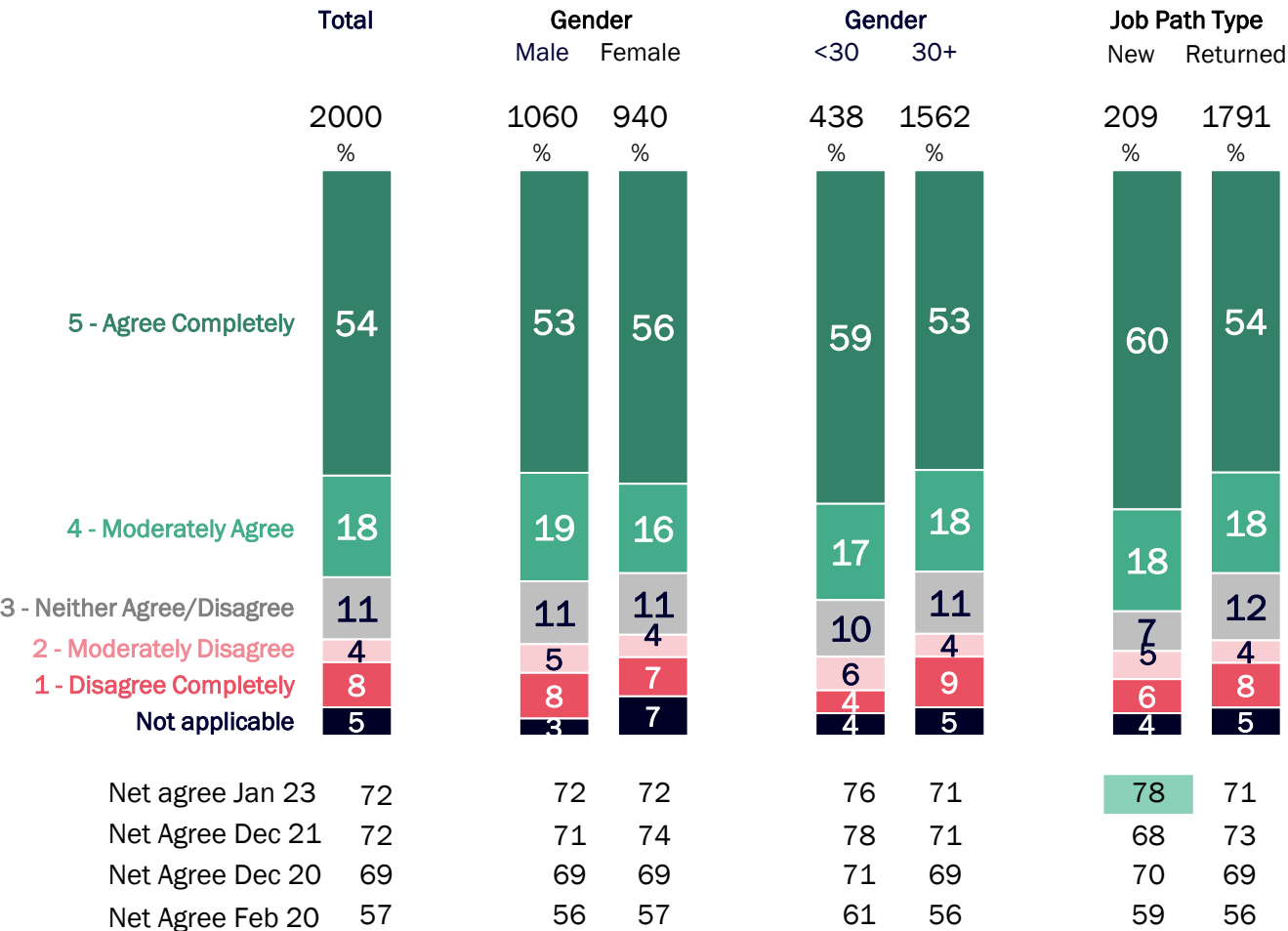
78 Statistically higher than total
61 Statistically lower than total



B&A

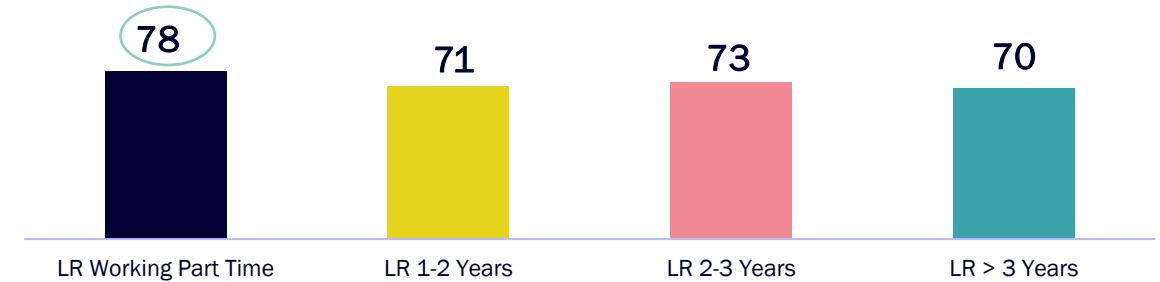
SERVICES

Satisfaction with improved job prospects has maintained its increased score of 72% in line with December 2021. This aspect of customer experience rates particularly well for new JobPath participants and those working part-time. East04 and West01 respondents also registered higher agreement levels with East01 attributing a lower rating of 61% net agree.



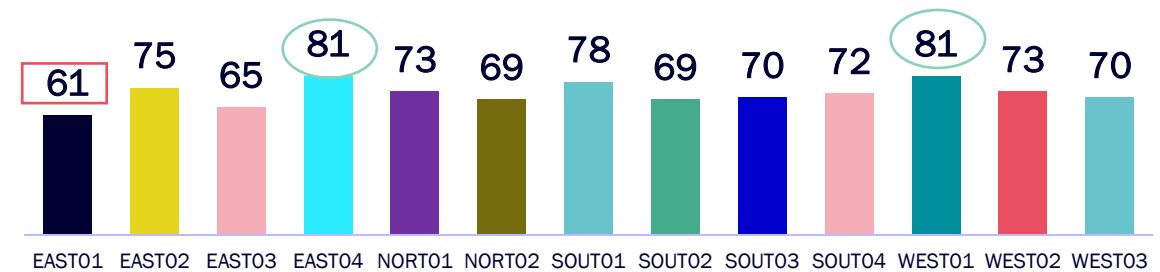
REFERRAL GROUP

NET AGREE



REGION



NET AGREE



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

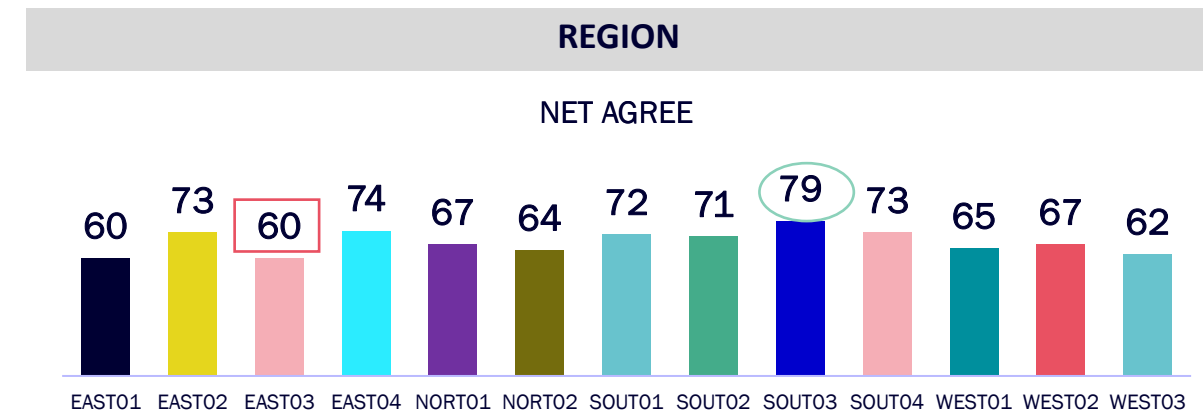
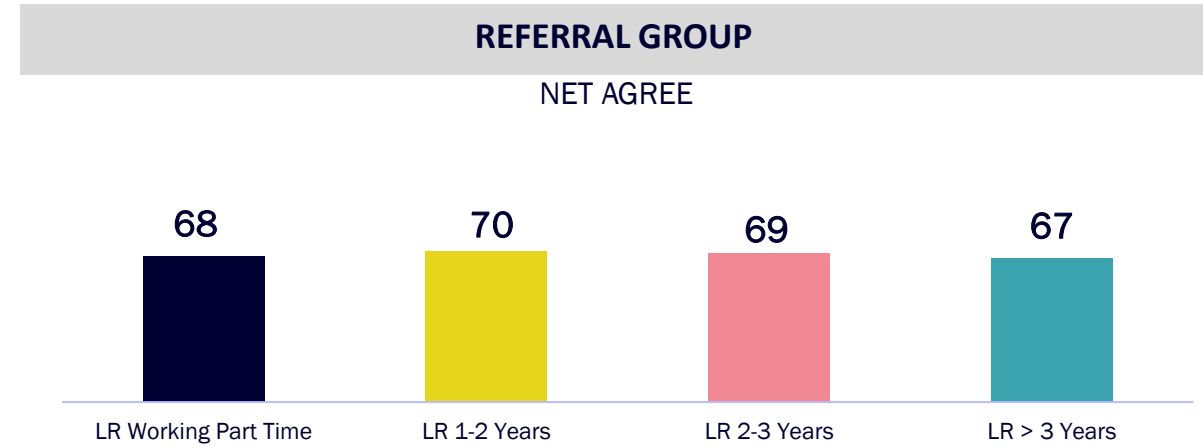
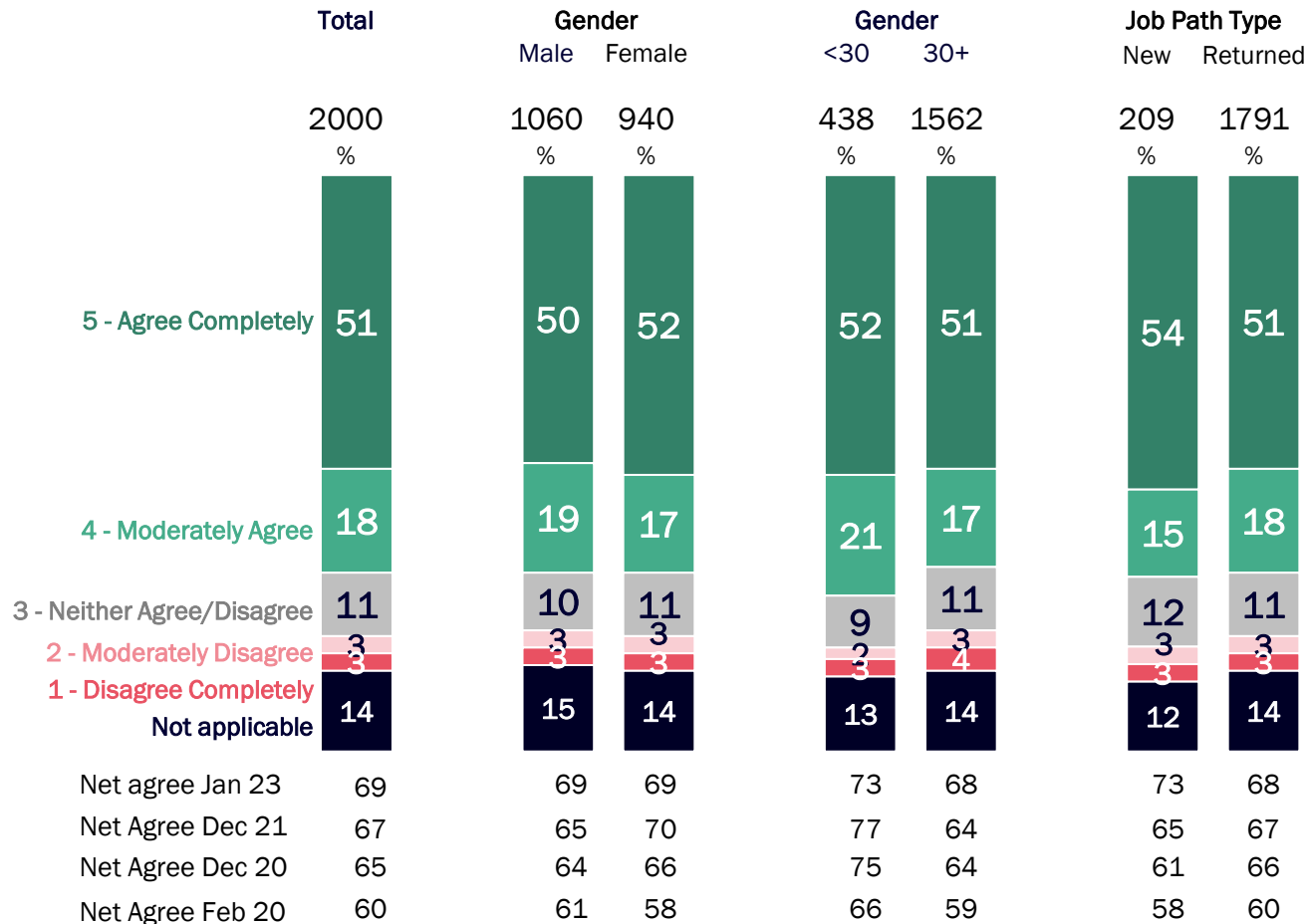
Ease of Online access

Base: All JobPath Participants N - 2000

 Statistically higher than total
 Statistically lower than total





Ease of online access is up 2% at an overall level versus December 2021. It is rated most positively by those in the Sout03 region.



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

Course choice help

Base: All JobPath Participants N - 2000

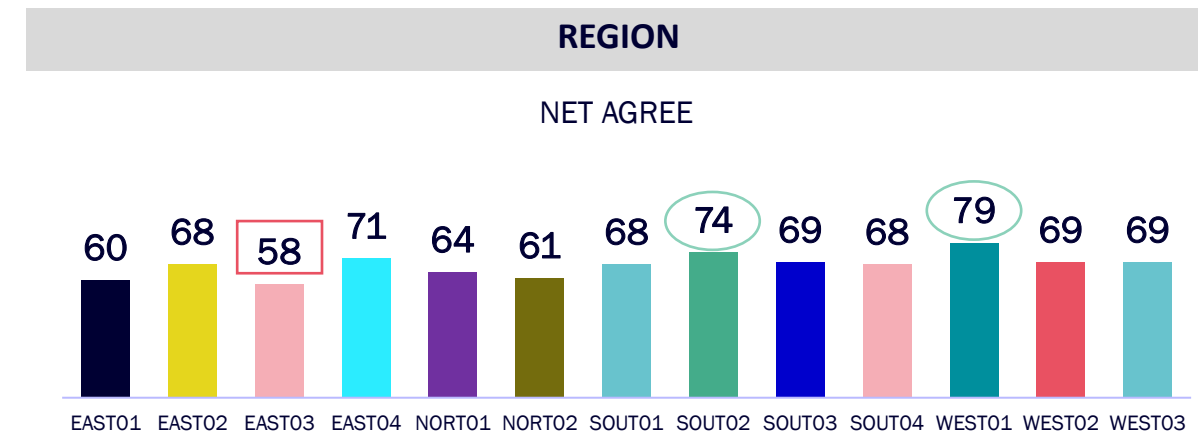
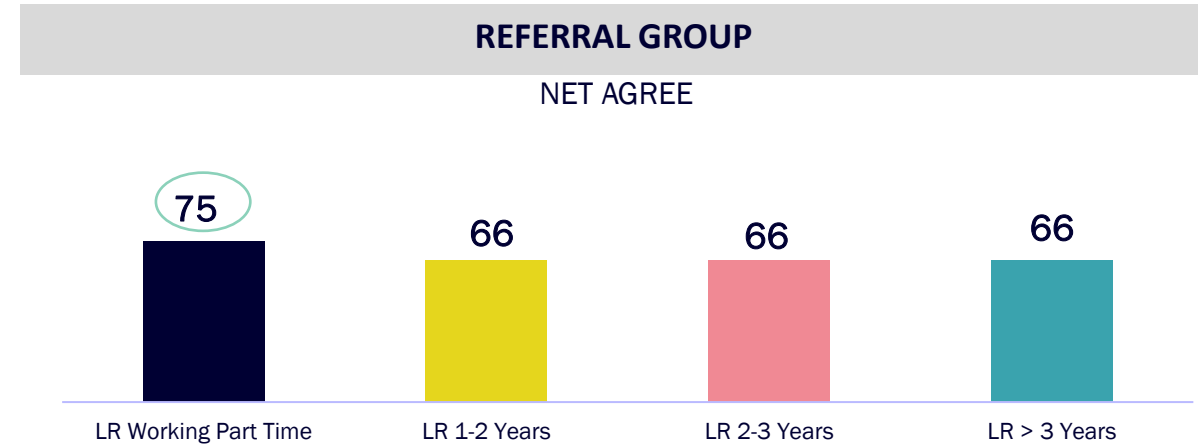
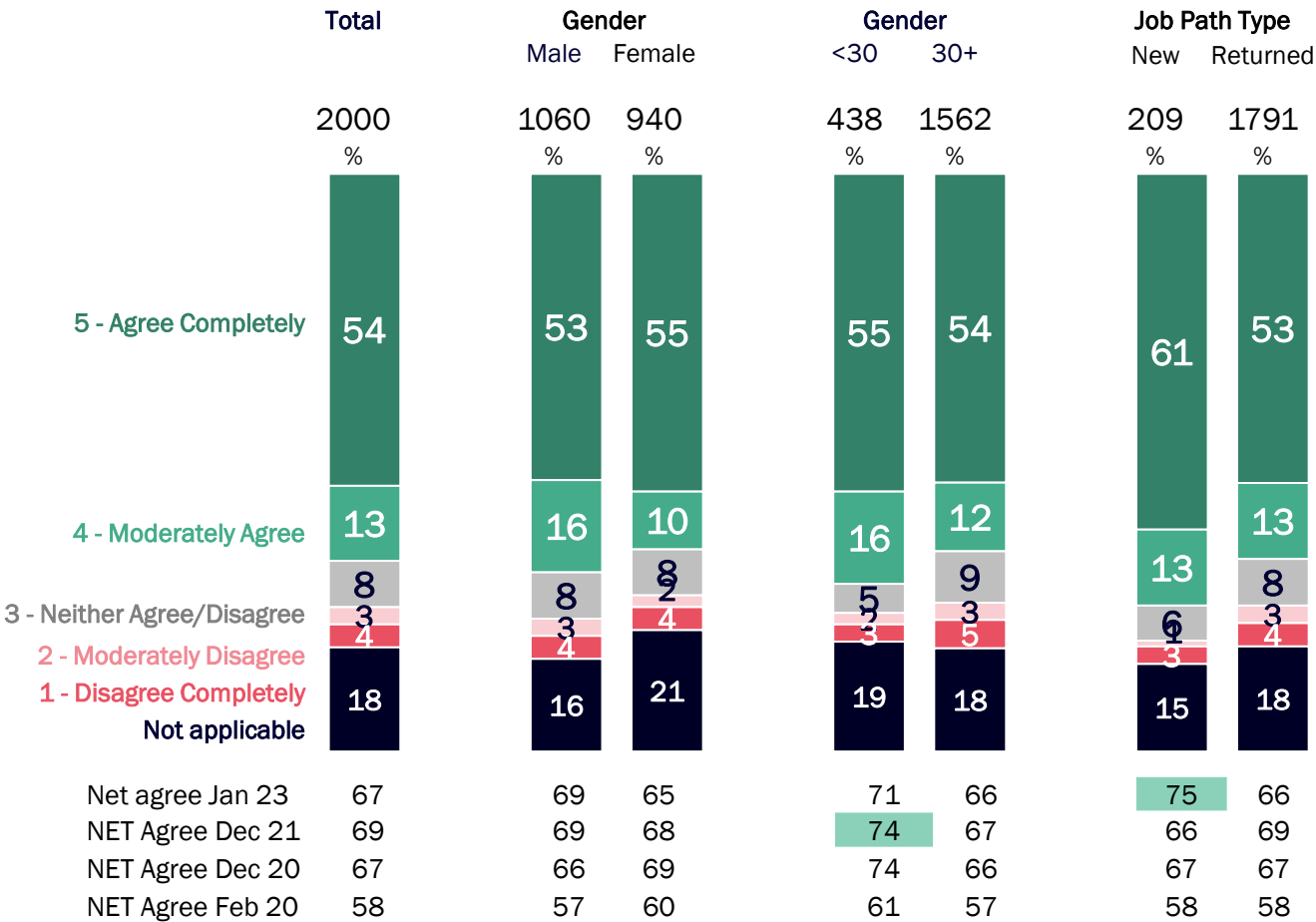
 Statistically higher than total
 Statistically lower than total



B&A

SERVICES

Help with course choices is rated most positively by new JobPath participants and those in the South02 and West 01 regions. Those in East03 attributed a lower than average rating.



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





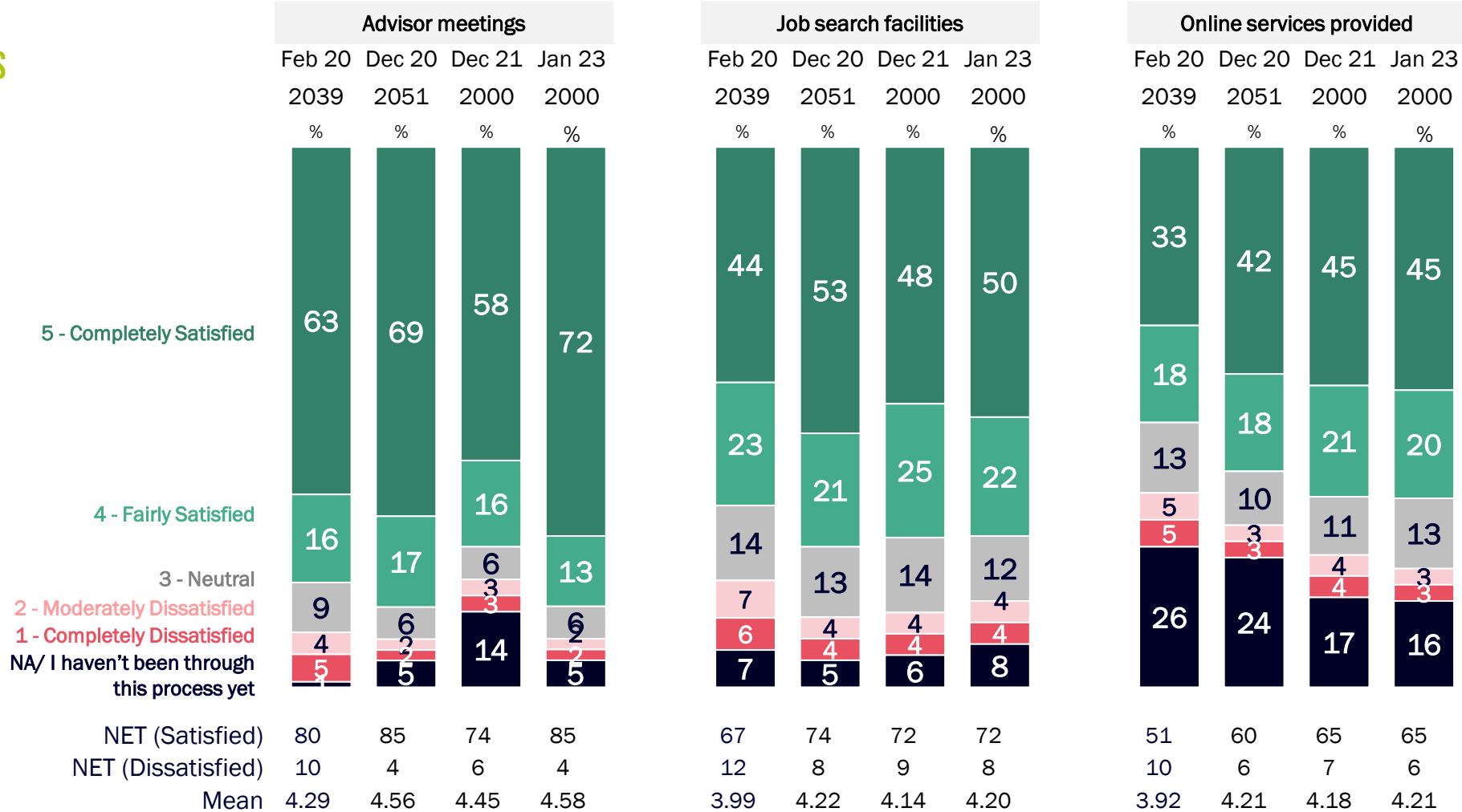
Process



Overview of Process Performance – January 2023

Base: All JobPath Participants N - 2000

 Statistically higher than total
 Statistically lower than total





The highest levels of satisfaction with process-related factors are registered for advisor meetings at **85%**.

Q.5 Now thinking about the Turas Nua/Seetc 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.

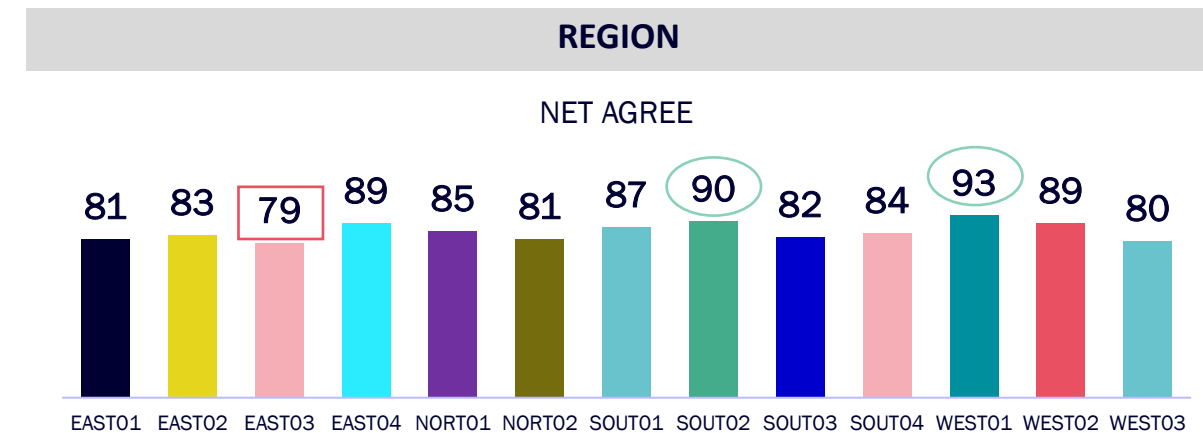
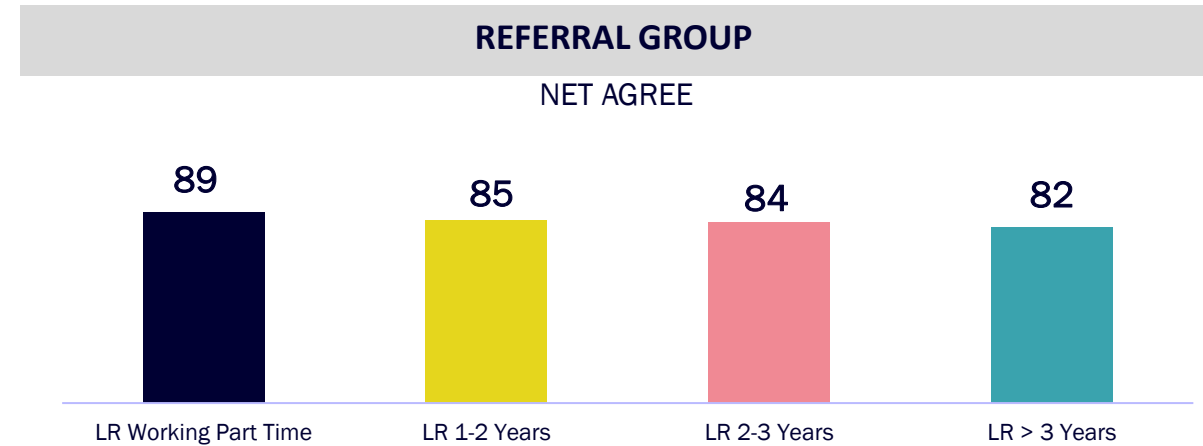
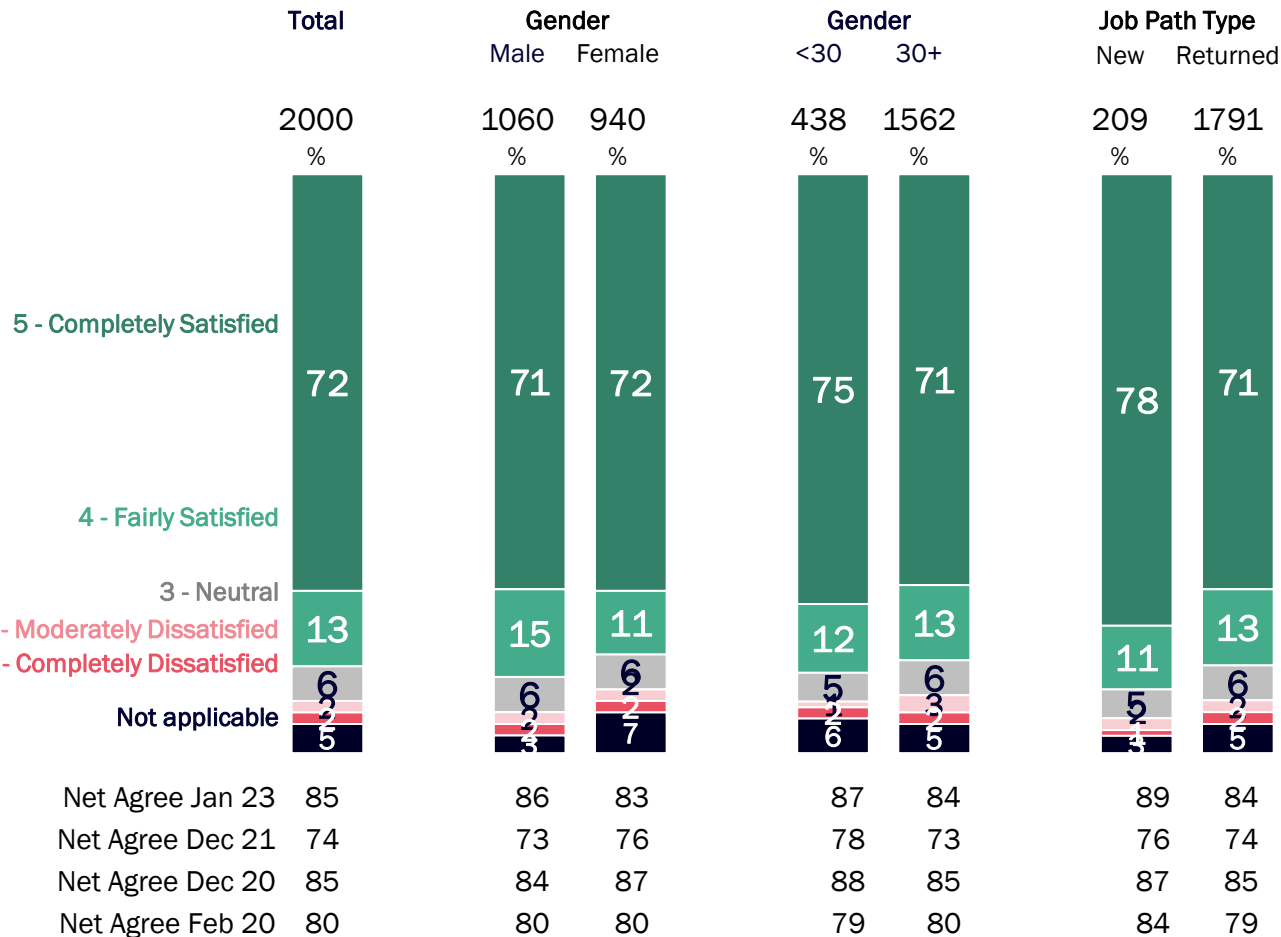
Advisor meetings

Base: All JobPath Participants N – 2,000

 Statistically higher than total
 Statistically lower than total





Satisfaction levels with one-to-one meetings with personal advisors have regained their pre-Covid level of 85%. This was highest for Sout02 and Westo01 at 90% for the former and 93% for the latter.



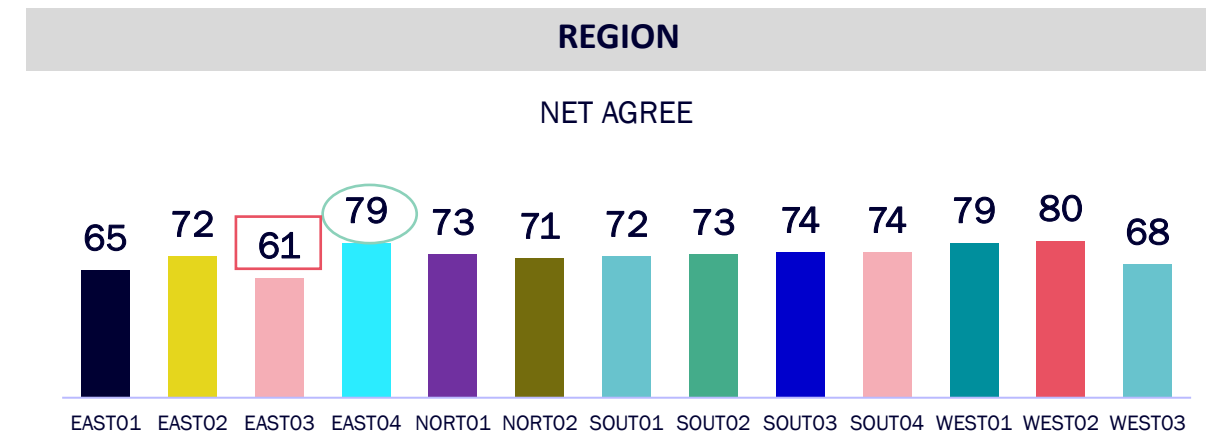
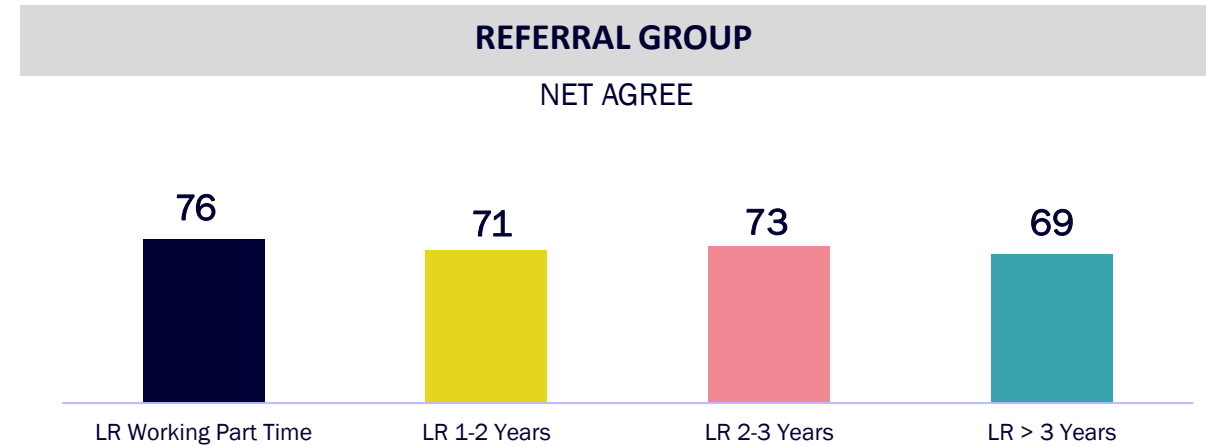
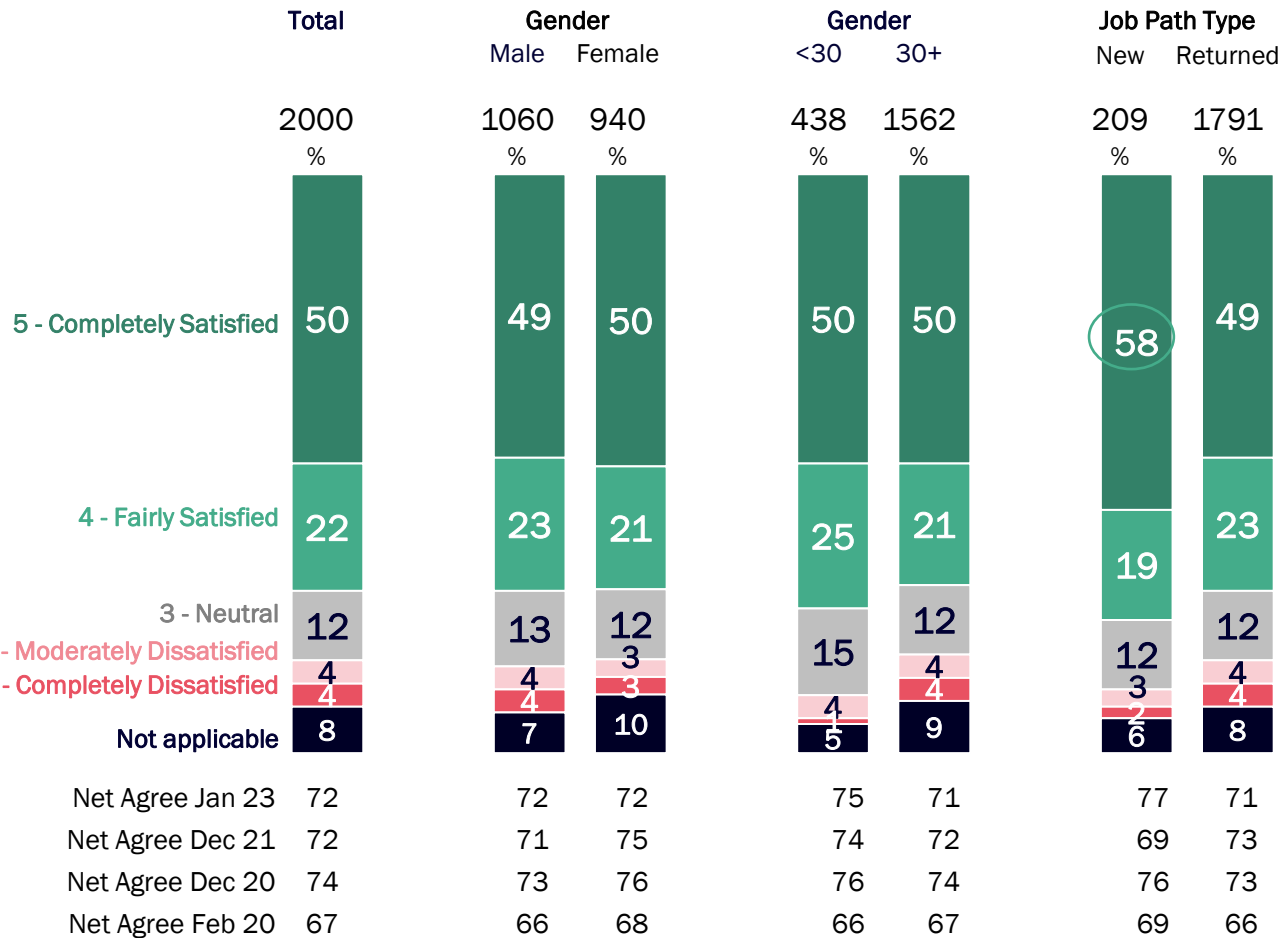
Job search facilities

Base: All JobPath Participants N – 2,000



 Statistically higher than total
 Statistically lower than total



Job search facilities are rated particularly well by new participants, and those in the East04 region.



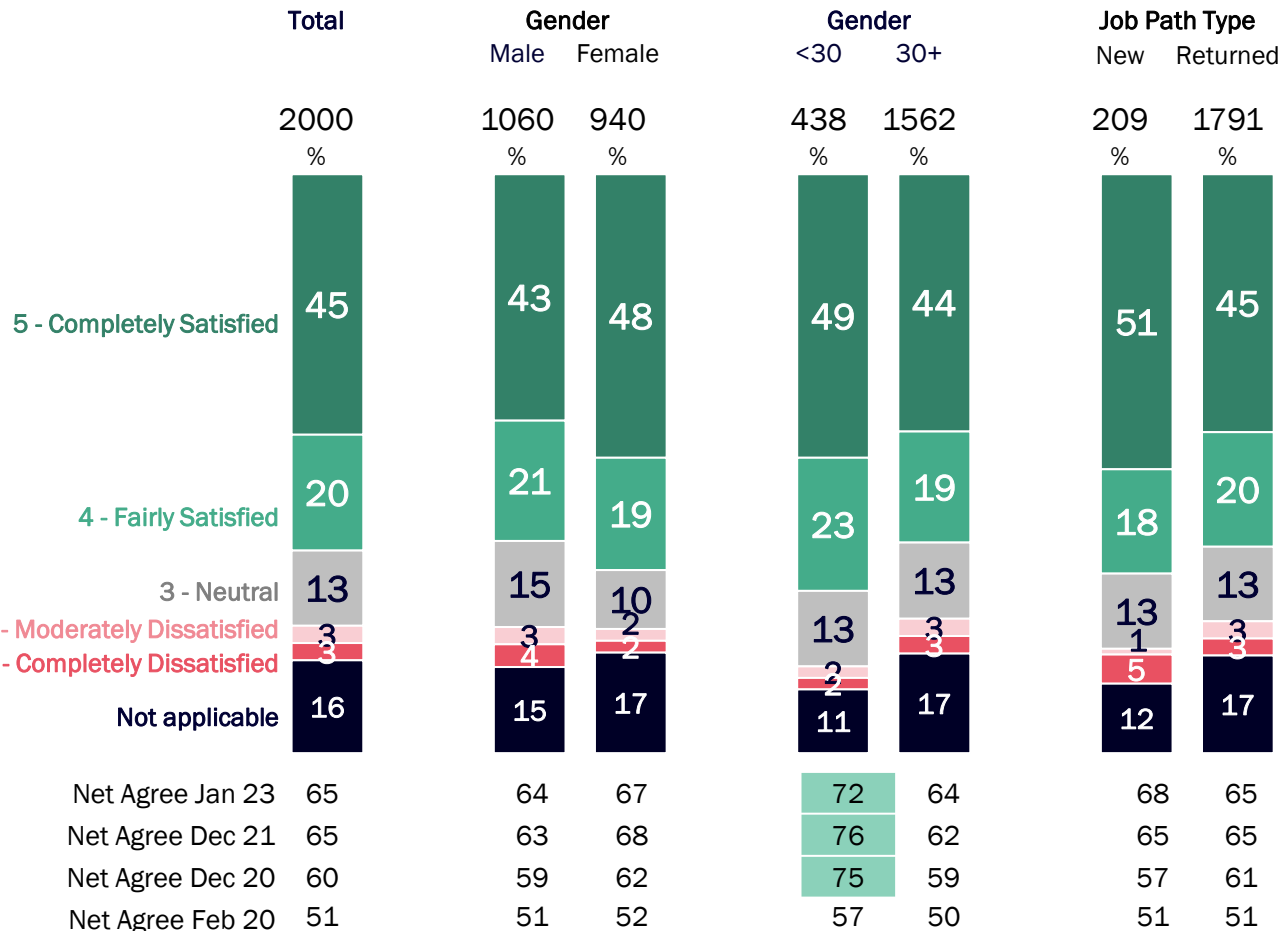
Online services provided

Base: All JobPath Participants N – 2,000



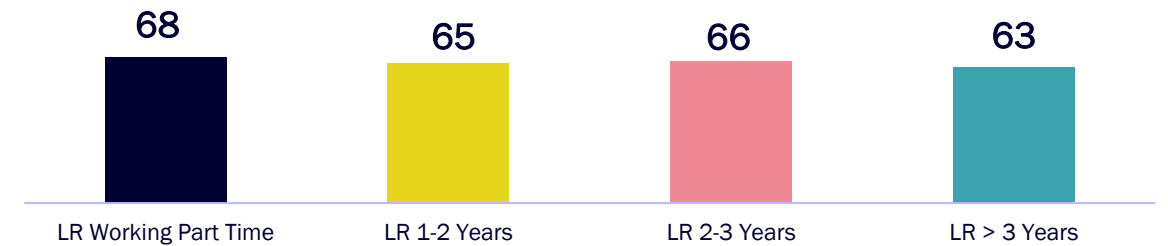
 Statistically higher than total
 Statistically lower than total

The under 30's most satisfied overall with the online services provided (in line with previous years). Note; there is a sizeable proportion who had not been through the process yet.



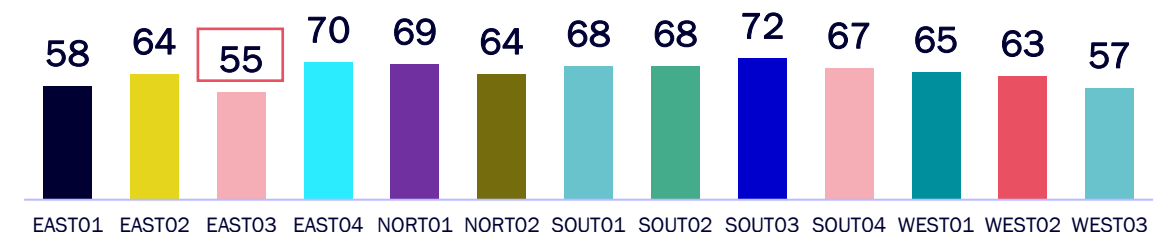
REFERRAL GROUP

NET AGREE



REGION

NET AGREE

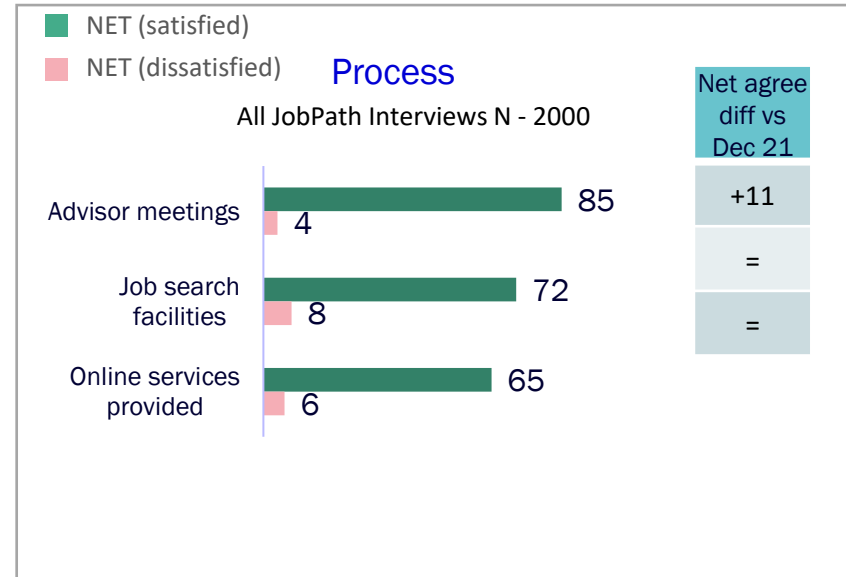
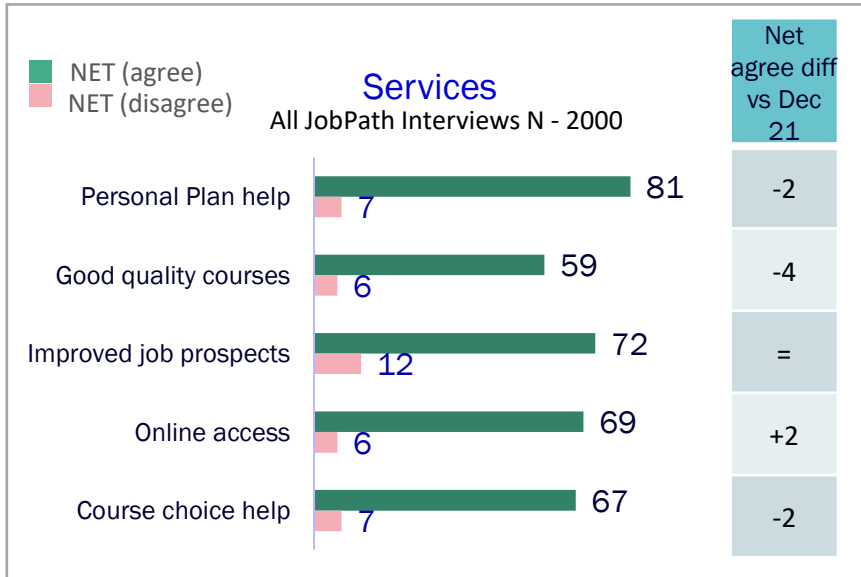
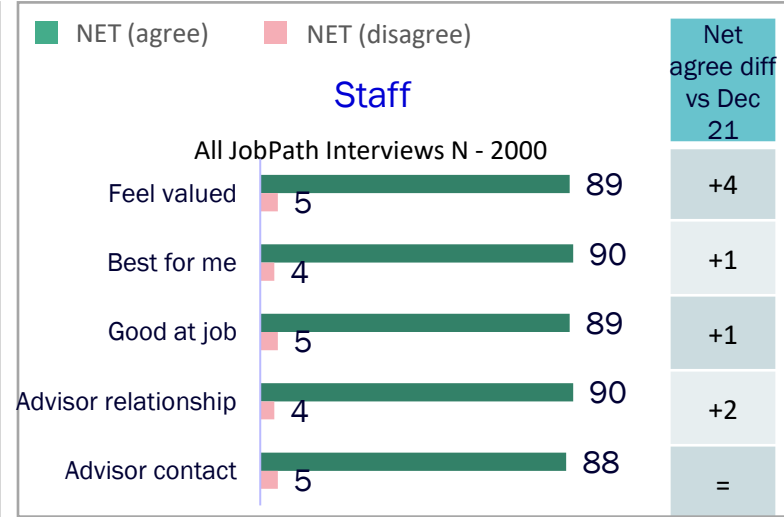
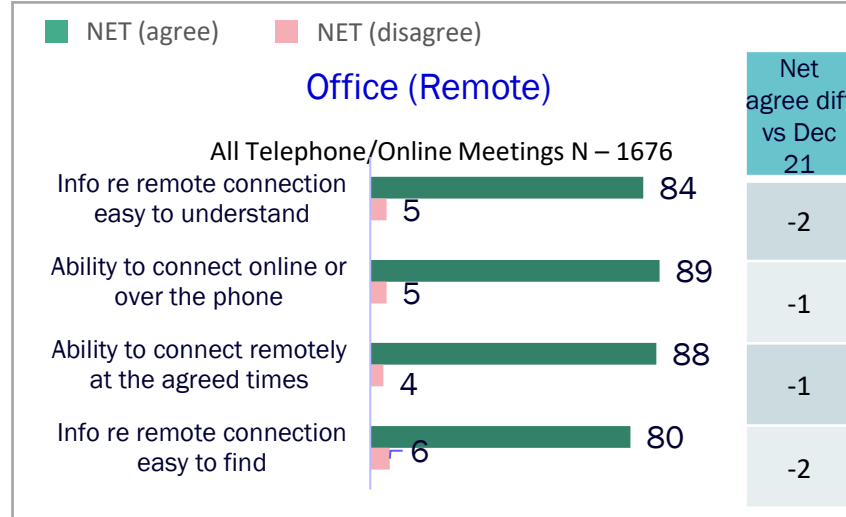
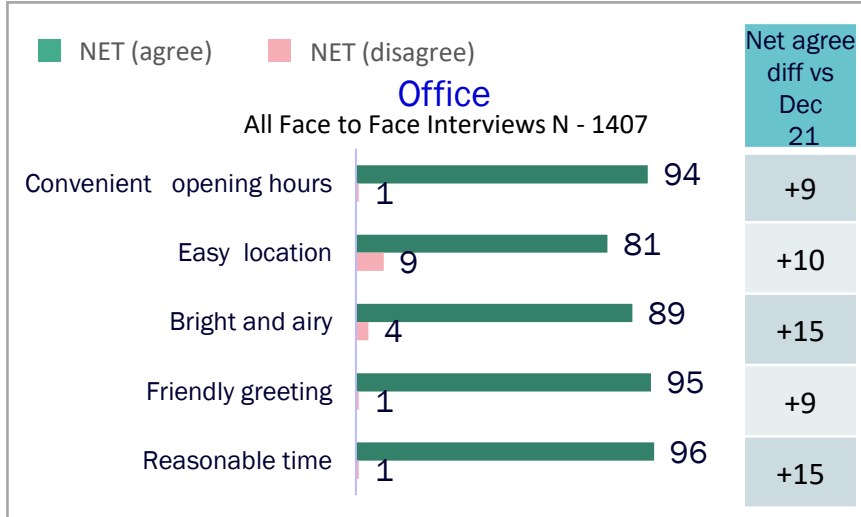


Q.5 Now thinking about the Turas Nua/ Seetec office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'

Net Positive/Negative Rating of JobPath Service Summary



Base: All JobPath Participants N – 2000

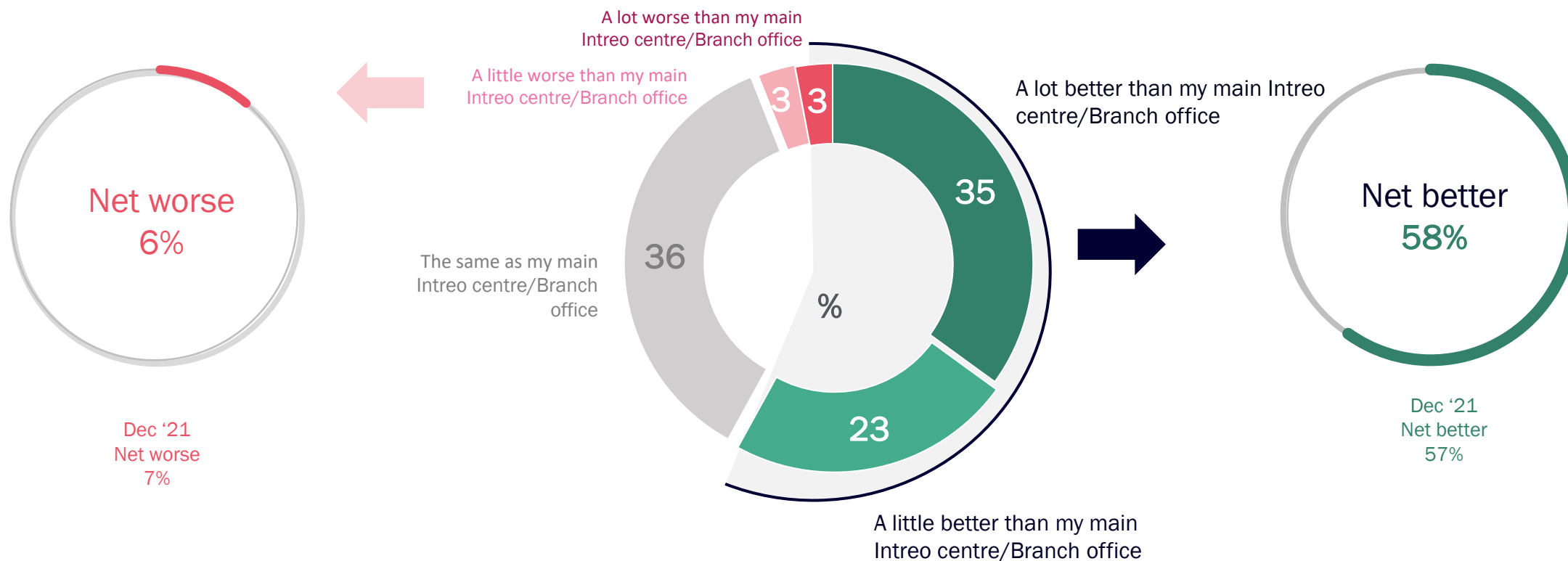


The ratings this wave underline the enormous value placed on in person meetings. Scores were down in the previous Dec 2021 research due to limited numbers having face to face meetings with their personal advisor. Staff ratings also up, feel valued +4% and advisor meetings up by 11%. There was a drop of -4% for good quality courses, however it should be borne in mind that a large number (26%) had not been on a course or said not applicable at this option.

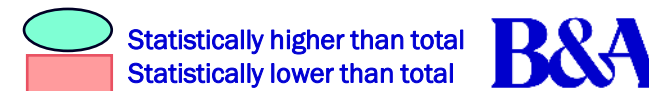
Rating of Turas Nua/Seetec Employment services compared to Intreo/Branch Office

Base: All JobPath Participants N - 2000

The majority rate the Turas Nua/Seetec employment services as better than the Intreo Office service, by over half (+52% percentage points).

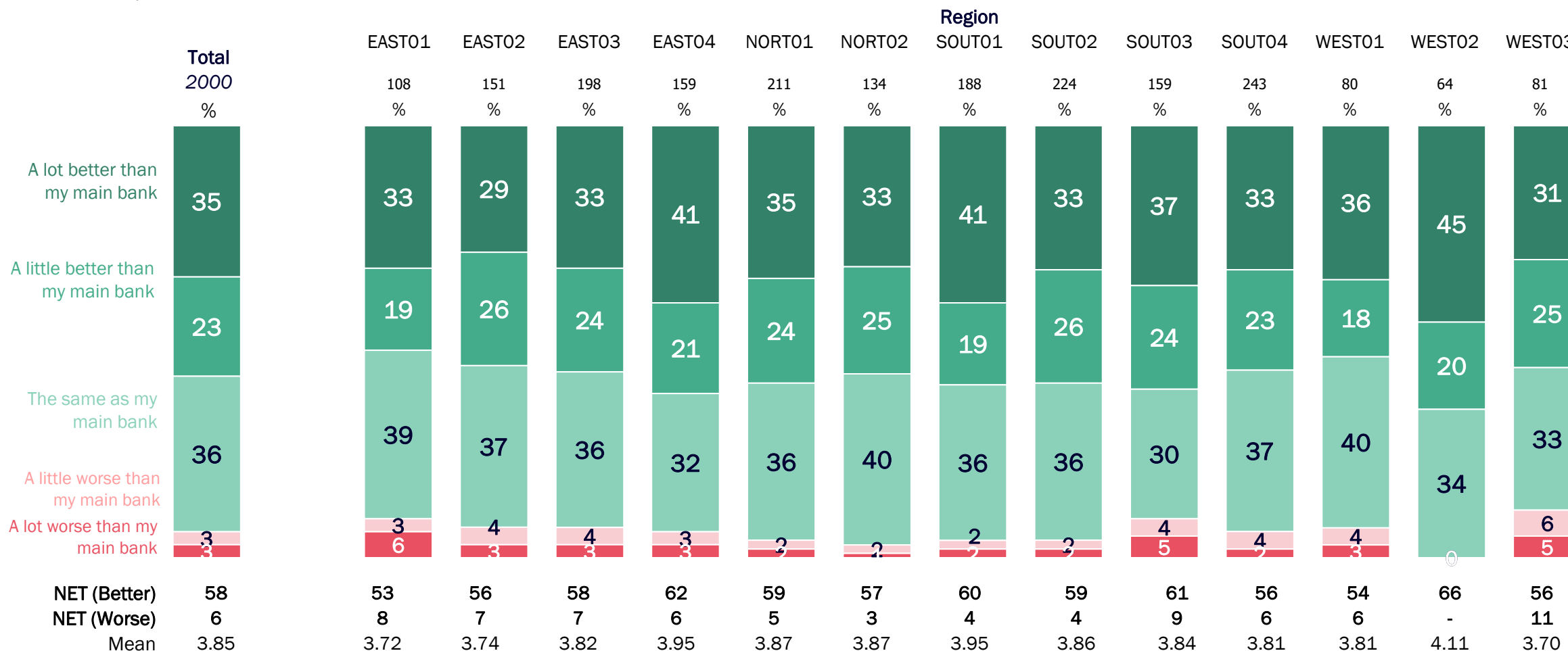


Rating of Turas Nua/Seetec Employment services compared to Intreo/Branch Office x Area



Base: All JobPath Participants N - 2000



Ratings for the Turas Nua/Seetec service as being better than the Intreo Branch Office service are at 58% year (up 1% versus Dec 2021). There are no statistical differences between the divisional offices.



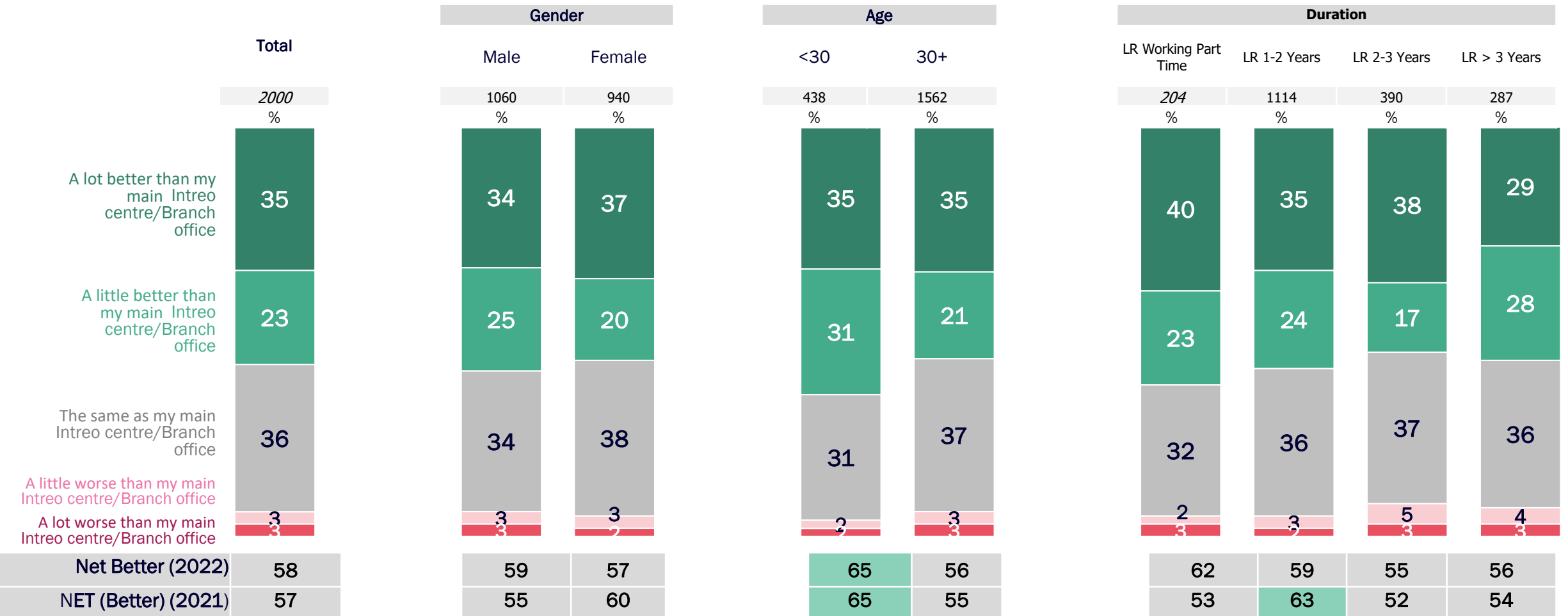
Q. 6 In general terms, how would you rate the Intreo centre/Branch office (as appropriate) services as compared to those offered by your main bank? Would you say the Intreo centre/Branch office (as appropriate) service is

Rating of Turas Nua/Seetec Employment services compared to Intreo/Branch Office **B&A** x demographics

Base: All JobPath Participants N - 2000

 Statistically higher than total
 Statistically lower than total

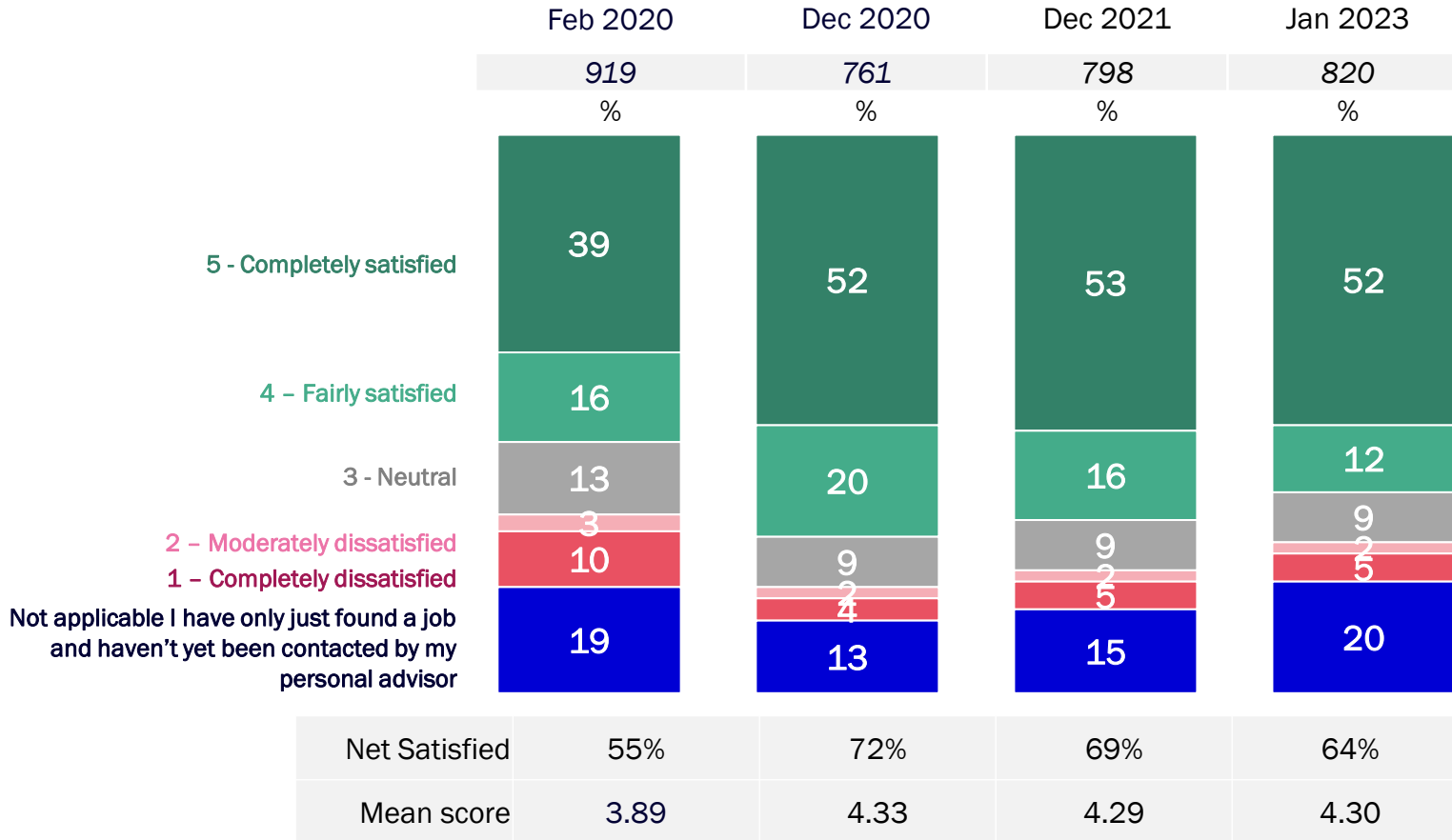
The net better score comparison rating of the Turas Nua/Seetec compared to Intreo/Branch office is significantly higher for younger participants at 65%.



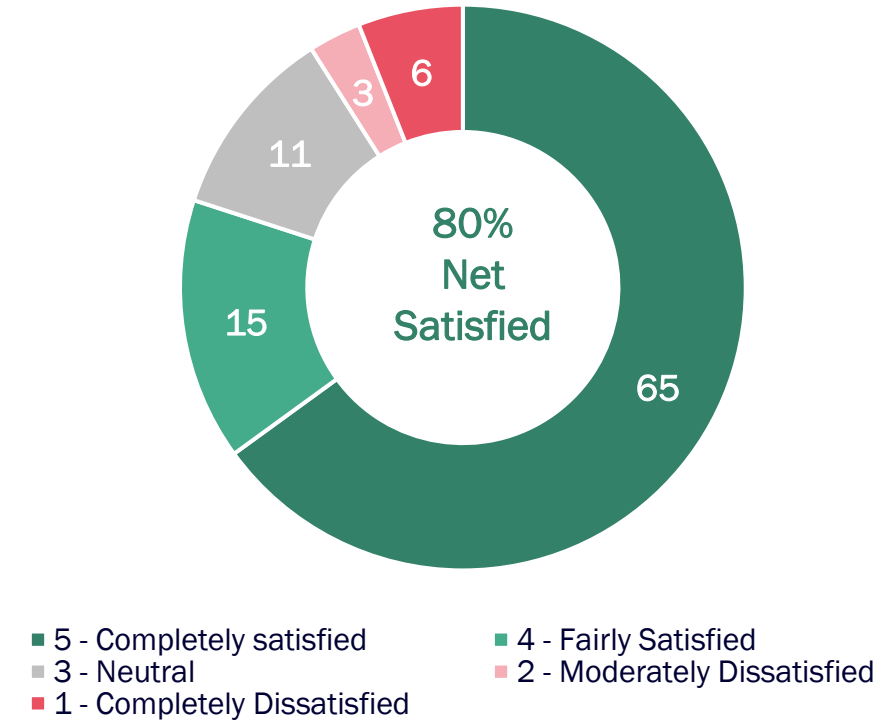
Level of satisfaction with continuing contact with personal advisor

Base: All JobPath Participants Working N - 653

■ Statistically higher than total
■ Statistically lower than total



All JobPath participants working
(excluding those who have not been contacted yet)
N - 653



When we exclude those who have not been in contact with their personal advisor yet, we can see that the level of satisfaction with continuing contact with their personal advisor is at 65% who say they are completely satisfied and 80% at an overall satisfaction level.



Suggested improvements to overall experience

Base: All JobPath Participants N – 2,000



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

All other answers 1% or less for total Jan 2023



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

Suggested improvements to overall experience



Base: All JobPath Participants N - 2000

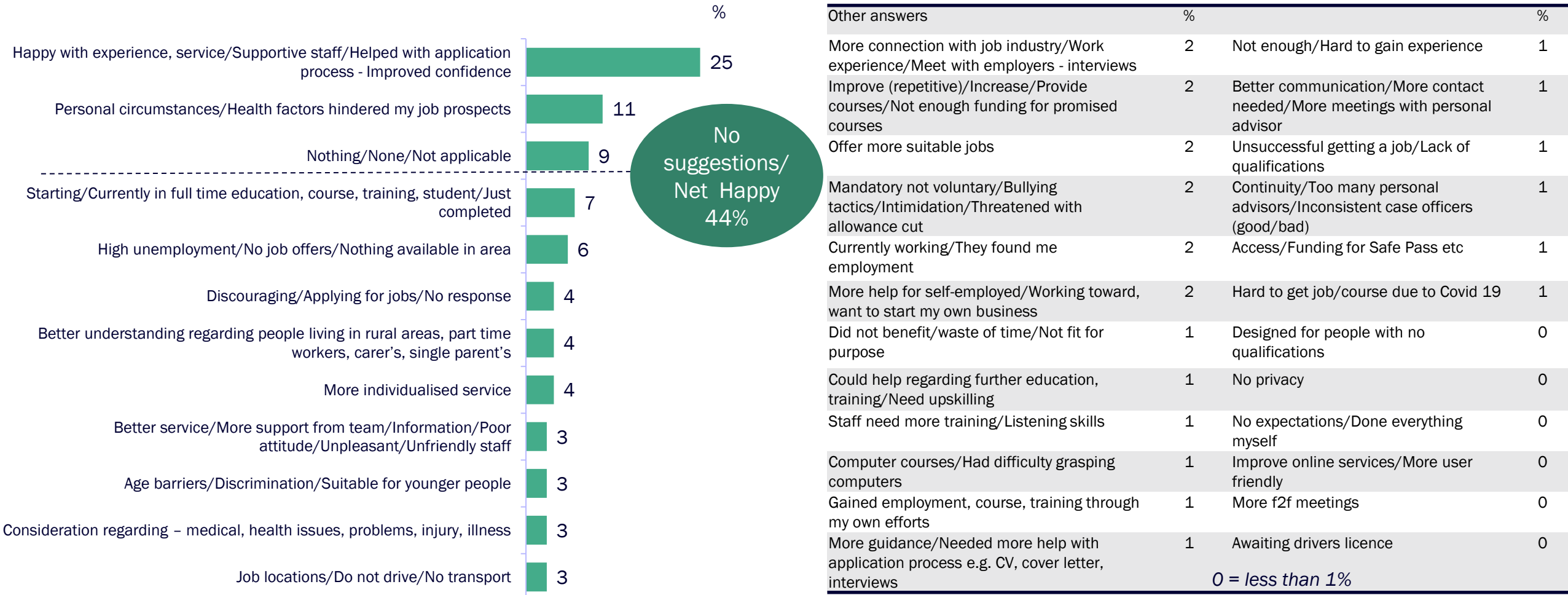
	Total	Gender		Age		Duration				Completed Previous Engagement	
		Male	Female	Under 30	30 and older	LR Working Part Time	LR 1-2 Years	LR 2-3 Years	LR > 3 Years	Yes	No
UNWTD	2000	1060	940	438	1562	204	1114	390	287	475	1525
	%	%	%	%	%	%	%	%	%	%	%
Happy/Great/Good/Fine/Grand/Okay/Satisfied/No problems, complaints, issues	32	32	32	37	31	36	34	29	26	28	33
Nothing/None/Not applicable	15	15	16	18	14	14	15	15	16	18	14
Increase/Improve/Better/More education, training, courses - more physical, hands-on courses	7	8	7	5	8	7	8	6	8	8	7
Supportive/Professional/Friendly/Pleasant/Helpful advisors, staff regarding job offers, courses, computers, CV, interviews	7	7	7	3	8	6	7	9	5	6	7
More support, advice, guidance/Information, help with courses, job offers/Regular meetings one on one with advisors/Organisation - help with CV, mock interview	7	7	6	4	7	6	7	7	6	6	7
Better communication/More contact needed/Answer phones	5	5	5	4	5	1	5	5	6	5	5
Individualised/More opportunities/Accommodate my qualifications, skill set, abilities, interests	5	5	4	4	5	5	5	3	6	3	5
No improvement/Excellent service/Enjoyable experience/Confidence builder - secured employment	5	5	6	4	6	7	5	5	5	4	6
Limited employment opportunities/Offer more suitable jobs	3	3	2	1	3	2	3	2	4	4	2
Be more flexible, understanding/Availability to attend appointment/Employment suitability - single parent, carer, part time workers	3	2	4	2	3	2	2	4	2	2	3
Contact via email regarding job availability - less meetings, missed phone calls when working	3	3	3	4	2	5	3	2	3	3	3
Don't know	3	4	3	4	3	5	3	4	3	5	3
Staff need more training/Recruitment training/Listening skills - need to be more interactive, engaging	2	1	2	1	2	1	2	1	2	2	2
Unsupportive/Unprofessional/Unfriendly/Unpleasant/Rude/Condescending staff, advisors	2	1	2	0	2	1	1	2	3	2	2
Improve/Better online, web services/Outdated/Better online courses, jobsearch/User friendly	2	2	2	3	2	2	2	1	4	3	2
Too many personal advisors/Changing too much/No rapport achieved/Inconsistent, misleading information	2	2	2	2	2	1	2	2	2	1	2
Better Communication with other agencies and employers	2	3	2	0	3	3	2	2	3	2	2

Suggested improvements are reasonably consistent across the different JobPath groupings, with the Under 30 age group happiest and those in the North West stating no complaints at 41%. Participants in the North East attributed a higher score of 12% for supportive friendly advisors.



Reasons employment expectations not met – January 2023

Base: All JobPath Participants not working N – 1179



Those who were still unemployed following the interaction with JobPath mentioned a myriad of reasons for their lack of employment most unrelated to the service from JobPath. In fact 44% reported that their personal circumstances are preventing a job and/or they were happy with the service provided. Of the balance there are a wide range of factors put forward including 7% who are on a course or in full time education, followed by limited or unsuitable job opportunities in their area or due to age or circumstances.





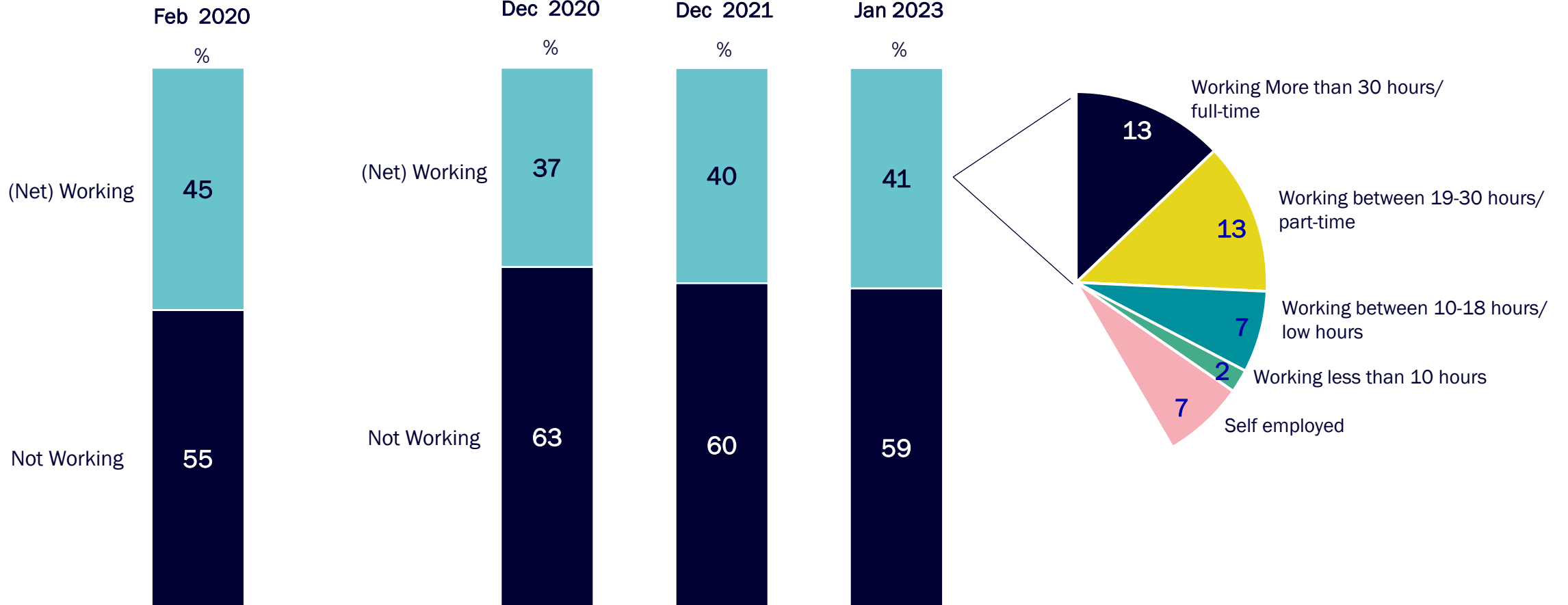
Sample Profile

Employment Status

Base: All JobPath Participants N - 2000

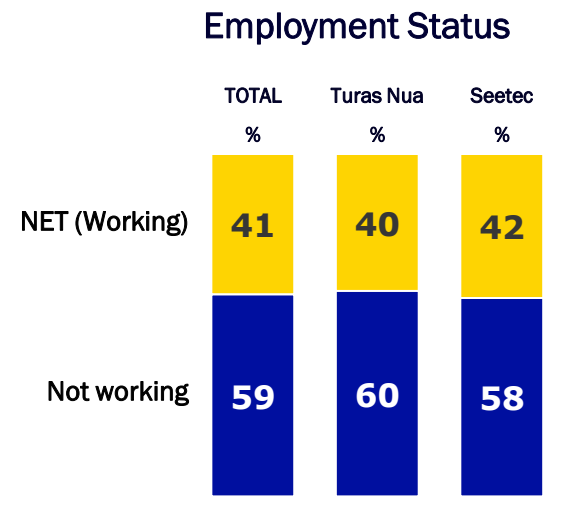
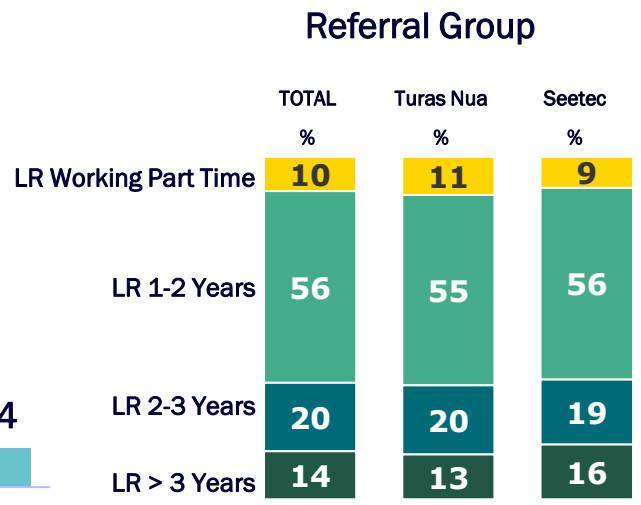
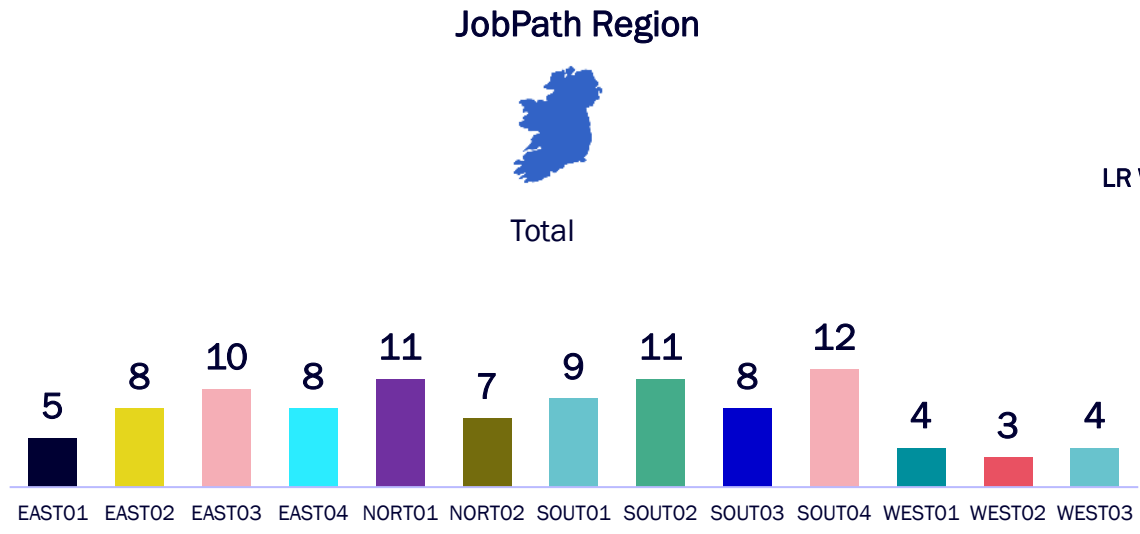
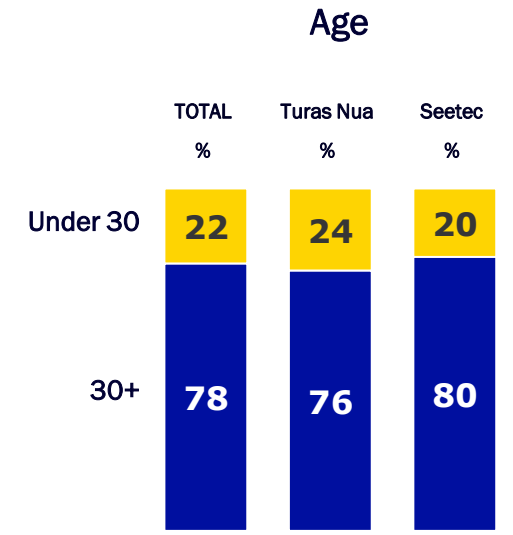
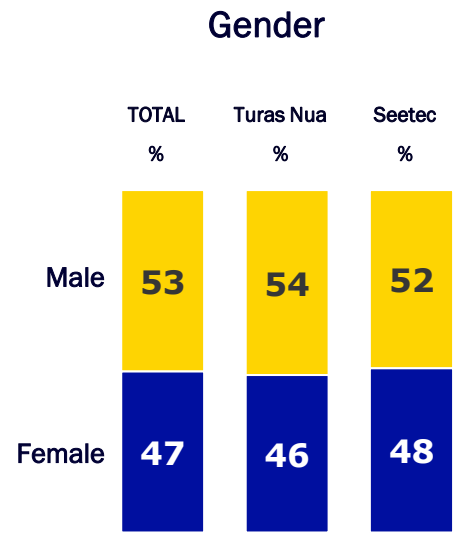
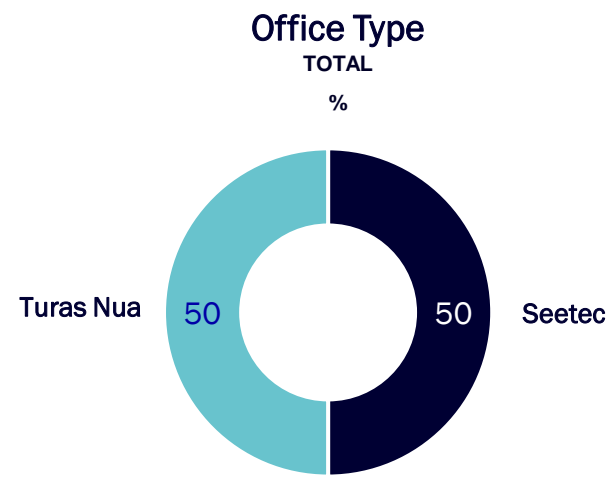
Before Covid-19

Since Covid-19



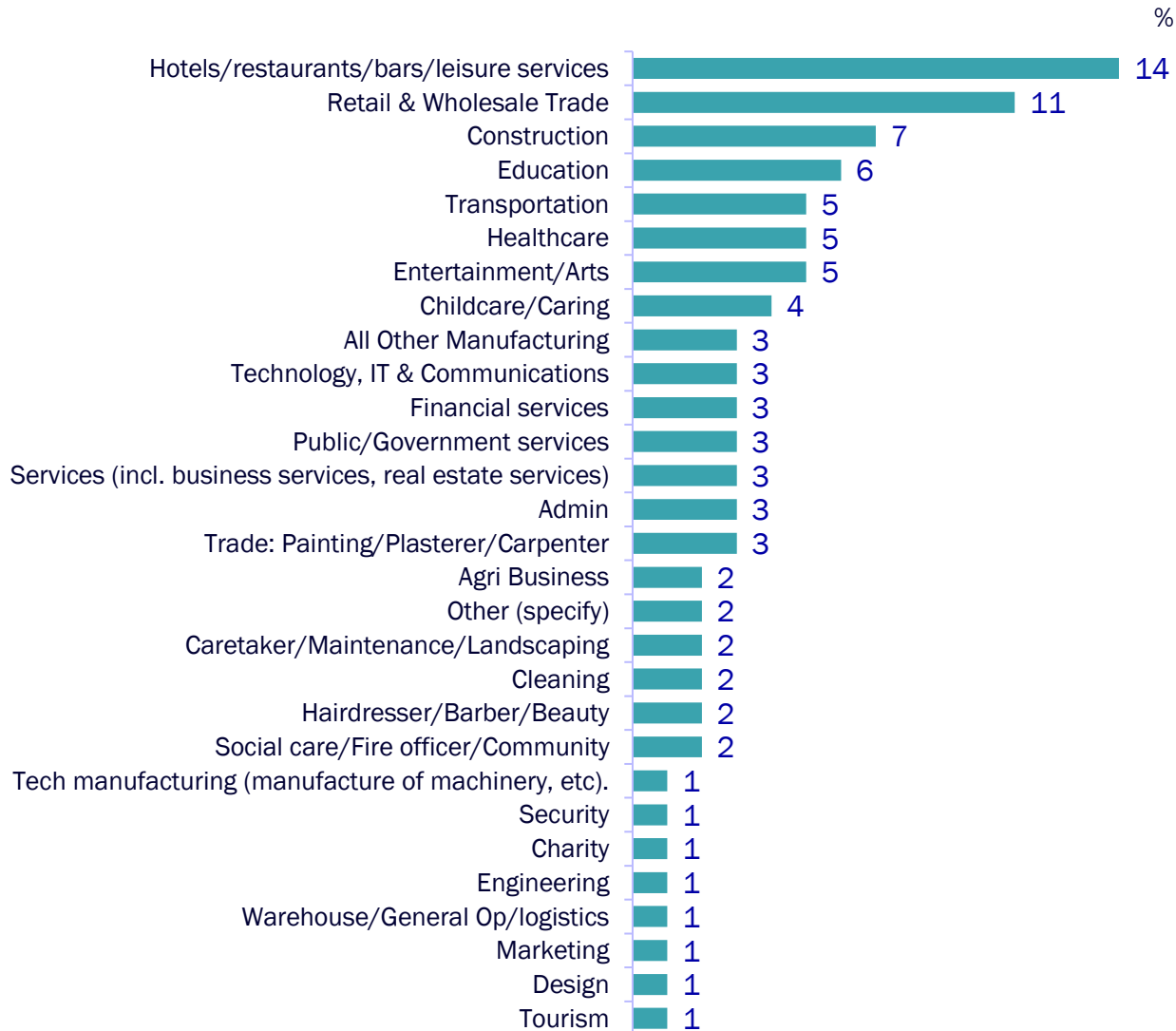
Sample Profile

Base: All JobPath Participants N – 2,000



Industry Work In

Base: All JobPath Participants Working N - 820



All other answers less than 1% for total Jan 2023

A large range of sectors is represented amongst workers, with hotels, restaurants up 6% versus last survey in December 2021.

Retail and wholesale trades account for 11%, followed by construction 7% and education at 6%.

Employment Status

Base: All JobPath Participants N - 2000

	Total	Gender		Age		Duration				Completed Previous Engagement		Area												
		Male	Female	Under 30	30 and older	LR Working Part Time	LR 1-2 Years	LR 2-3 Years	LR > 3 Years	Yes	No	EAST 01	EAST 02	EAST 03	EAST 04	NORT 01	NORT 02	SOUTO 1	SOUTO 2	SOUTO 3	SOUTO 4	WEST 01	WEST 02	WEST 03
UNWTD	2000	1060	940	438	1562	204	1114	390	287	475	1525	108	151	198	159	211	134	188	224	159	243	80	64	81
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Working More than 30 hours/ full-time	13	14	12	16	12	7	16	13	8	7	15	15	13	15	11	13	11	9	14	14	15	9	17	17
Working between 19-30 hours/part-time	13	12	14	8	15	37	10	11	10	13	13	13	17	17	10	13	14	13	9	11	11	18	17	15
Working between 10-18 hours/low hours	7	5	8	4	7	21	5	7	4	8	6	6	6	4	9	9	8	5	5	8	9	4	5	6
Working Less than 10 hours	2	1	2	1	2	2	2	2	1	1	2	2	2	2	3	0	3	2	1	2	1	3	2	1
Self-employed	7	8	5	4	8	20	7	4	2	8	7	5	4	6	5	6	9	6	8	8	7	9	11	10
Not working	59	59	59	67	57	13	62	64	75	62	58	59	59	58	62	59	54	66	64	58	57	59	48	51

Thank You



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Delve Deeper