

Jobseeker Satisfaction Survey Detailed Report January 2023

J.235054



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Introduction



B&A

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 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:
 - ❖ Overall satisfaction with Intreo centre / Branch office
 - ❖ Satisfaction with Intreo / Branch offices
 - ❖ Satisfaction with Intreo / Branch Staff
 - ❖ Satisfaction with Intreo / Branch services
 - ❖ Satisfaction with Intreo / Branch processes
 - ❖ Rating of Intreo/Branch office compared to main bank
 - ❖ Suggested improvements to overall experience
 - ❖ Reasons for dissatisfaction
- The report contains the results from the JobSeeker survey of 1,000 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



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

A structured questionnaire was administered to the sample of 1,000 Jobseeker survey respondents.



A 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
2023	1000	16 th Nov – 15 th Dec 2023
2022	1024	1st – 20th December 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

Touchpoints Accessed

The questionnaire was modified in December 2020 to take account of those who interacted with the office either in person, or via telephone or on an online 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 is split as follows:

- Those who had face-to-face meetings answered questions regarding the face to face experience (N – 672 interviews in December 2023)
- Those who had telephone or online contact answered questions regarding the remote experience (N – 315 respondents in December 2023). The full list of touchpoints assessed are illustrated below:

OFFICE (Face to Face)

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

OFFICE (Remote)

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



Touchpoints Accessed



OFFICE (Face to Face)

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



OFFICE (Remote)

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



STAFF

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



SERVICES

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



PROCESS

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



Executive Summary



Executive Summary - Jobseeker



78% of **Jobseekers** report that they are **satisfied** with the Intreo centre/branch office and services (up 2% compared to 2022).

Improvements versus 2022 were noted in particular for:



Friendly staff 88% (+3%)
Dept Social Protection Online services 68% (+3%)

Biggest decline

Preferred meeting online/phone -6%
Training attended -5%

(training decline possibly due to the large number who said this was not applicable, they had not been through the process yet).



OFFICE MEETINGS

Satisfaction with convenient opening hours continues to increase (now at 85%). Pointed in the right place to go is very high at 88%. Over 8 in 10 agree on easy location at 81%.



REMOTE MEETINGS

The preference for remote meetings continues to decline now down to 55% who agree with 28% disagreeing that they prefer to meet remotely.



STAFF

The rating of Jobseeker staff is very high, 88% agree that staff are friendly (up 3%), 87% agree staff are professional at their jobs while 86% agree that staff try their best for them.



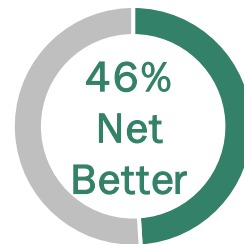
SERVICE

The highest levels of satisfaction are with good understanding of process (80%) quick claim decision (79%) and one-to-one meetings with case officers being helpful (70%).

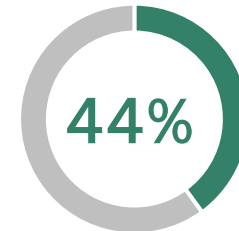


PROCESS

Highest levels of satisfaction are for making my claim online 81% and overall supports and services 78%. Online services continue to improve and satisfaction is now at 68% (its highest level since the series began).



A greater proportion rate the Intreo/Branch service as better than their main bank, by a difference of more than four in ten at +37%

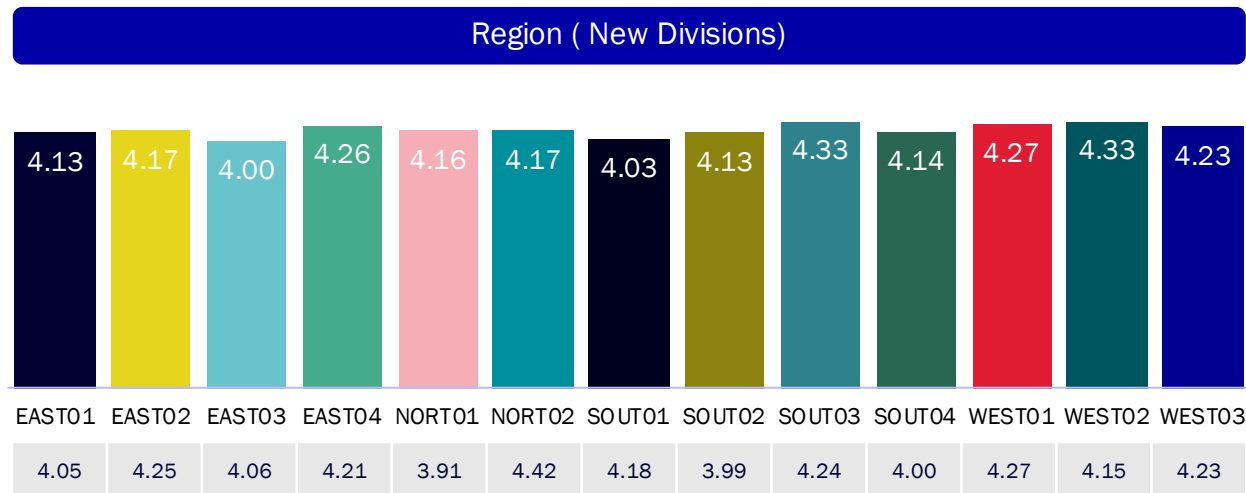
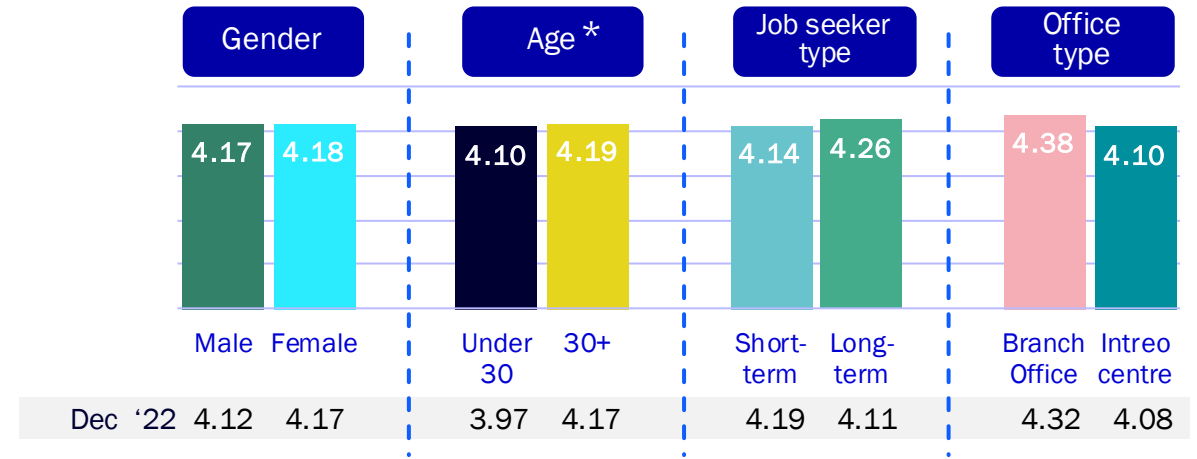
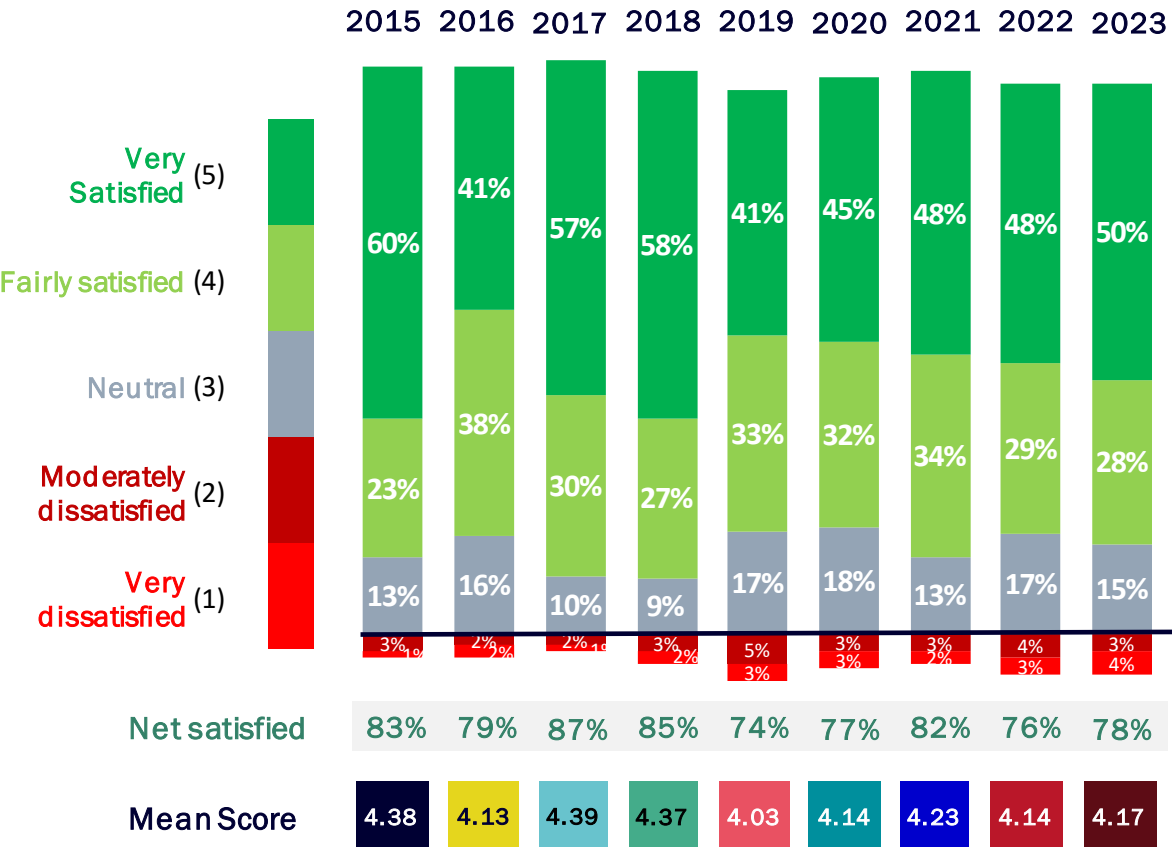


Over four in ten of **Jobseeker clients (44%)** would not change anything about their experience with the Intreo centre/Branch office. Of those who did put forward suggestions, 23% suggested improve communication, 13% suggested improve accessibility, this was more of a factor for those working or on short term unemployment.

Overall Satisfaction

Base: All Jobseeker Participants N – 1,000



Overall Satisfaction score is high at 78% up 2% on 2022 score



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'.



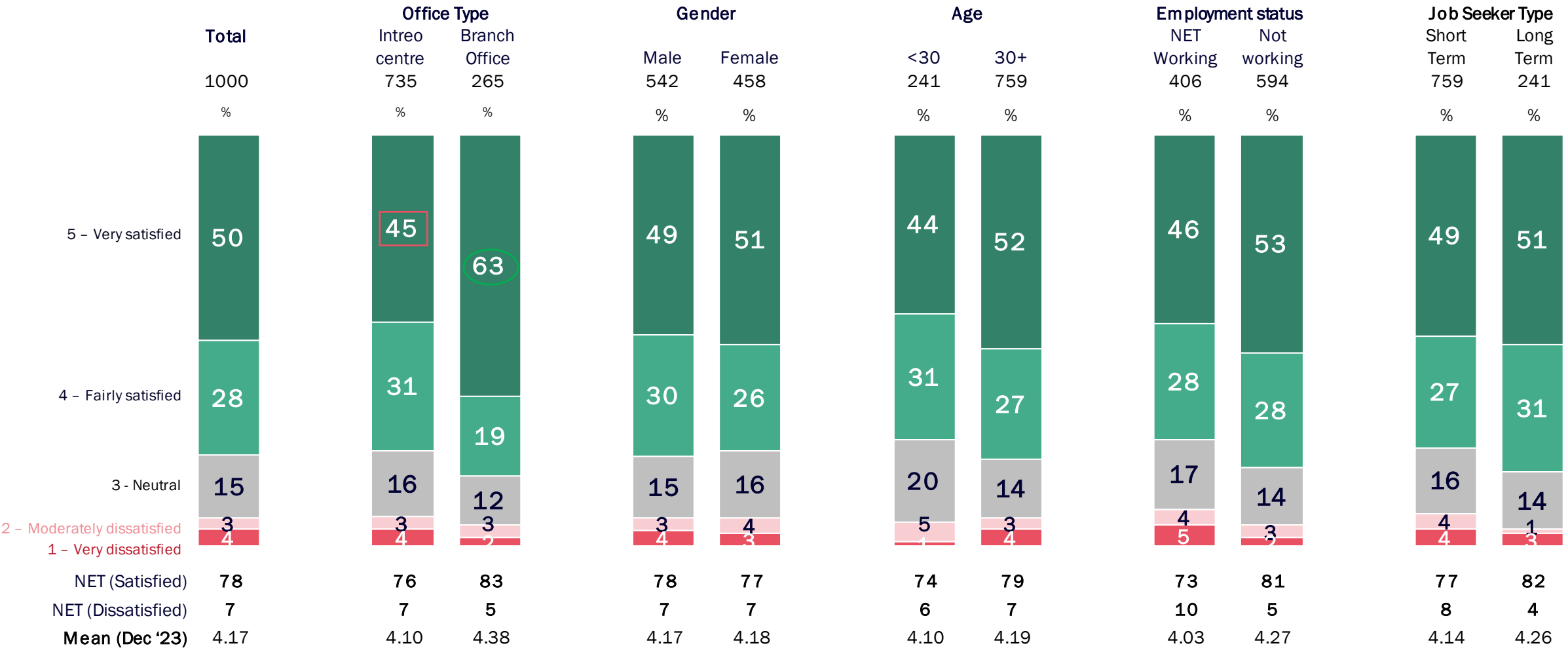
Overall Satisfaction – December 2023

 Statistically higher than total
 Statistically lower than total



Base: All Jobseeker Participants N – 1,000

Over three-quarters of all participants attributed a net satisfaction rating of 78%. This was highest for Branch office with 63% of respondents reporting that they are very satisfied rising to 83% for any satisfied. Intreo Centre Jobseekers were less satisfied with 45% reporting they were very satisfied (statistically significant difference). Long-term Jobseekers reported a net satisfaction rating of 82%.



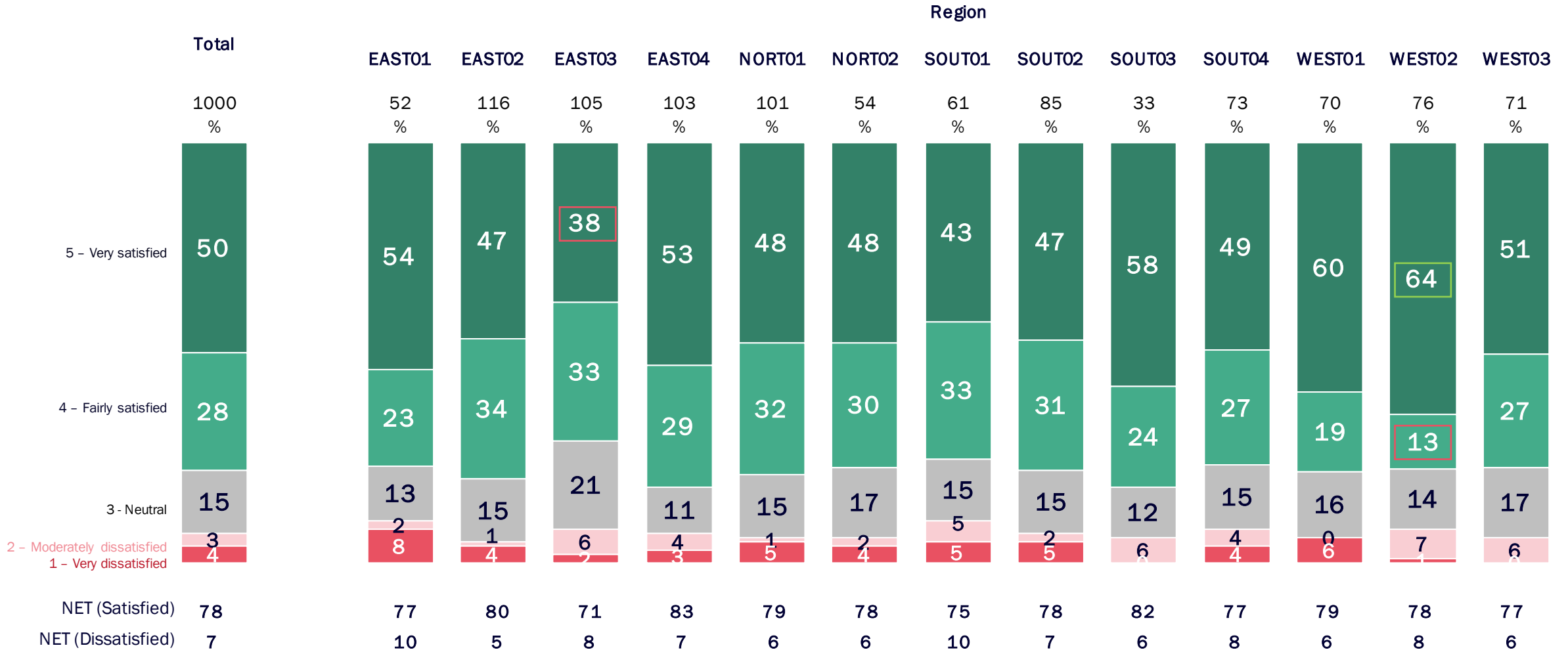
Overall Satisfaction – December 2023

■ Statistically higher than total
■ Statistically lower than total



Base: All Jobseeker Participants N – 1,000

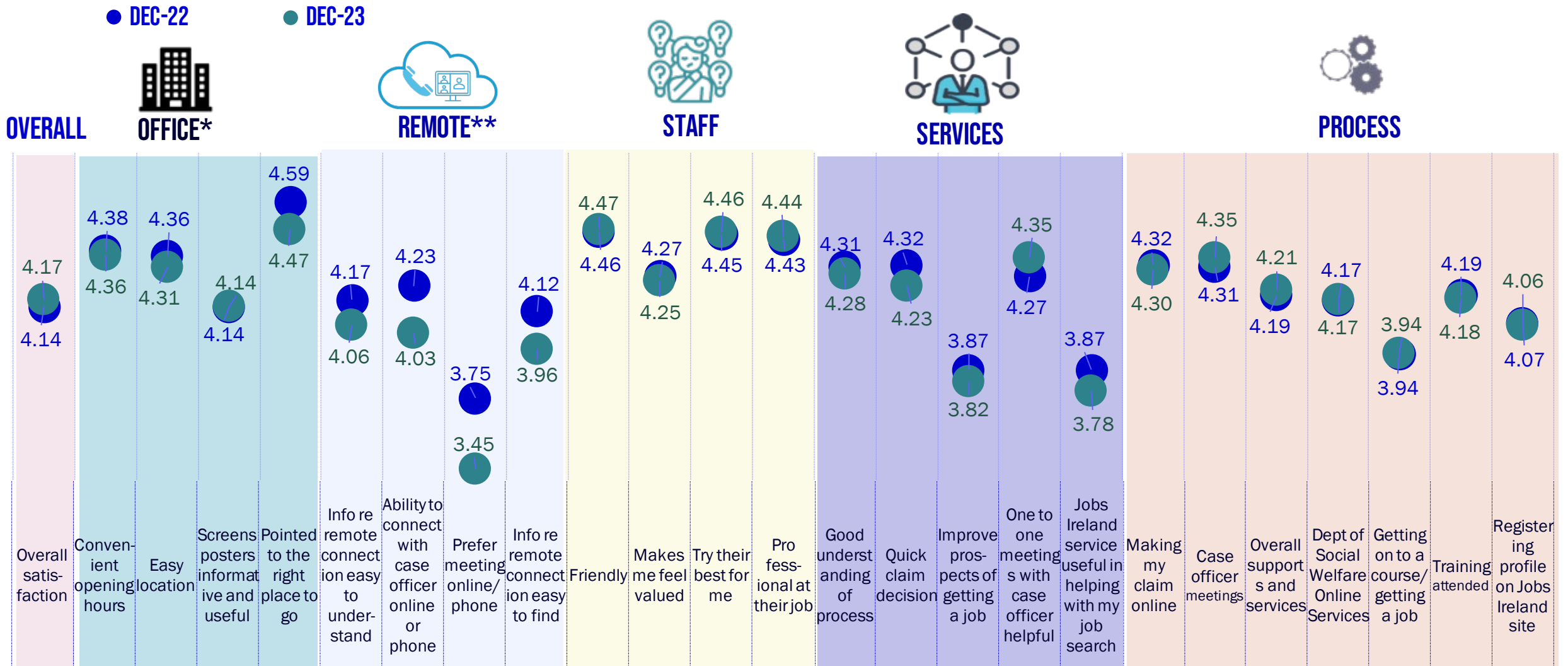
The West 02 Division displayed highest satisfaction levels with 64% stating they are very satisfied. Lower satisfaction ratings were registered for East03 with just 38% reporting they are very satisfied.



Overview of Performance – Mean Scores

Base: All Jobseeker Participants 1,000

Most metrics are aligned with the December 2022 findings. The preference for remote meetings continues to decline.

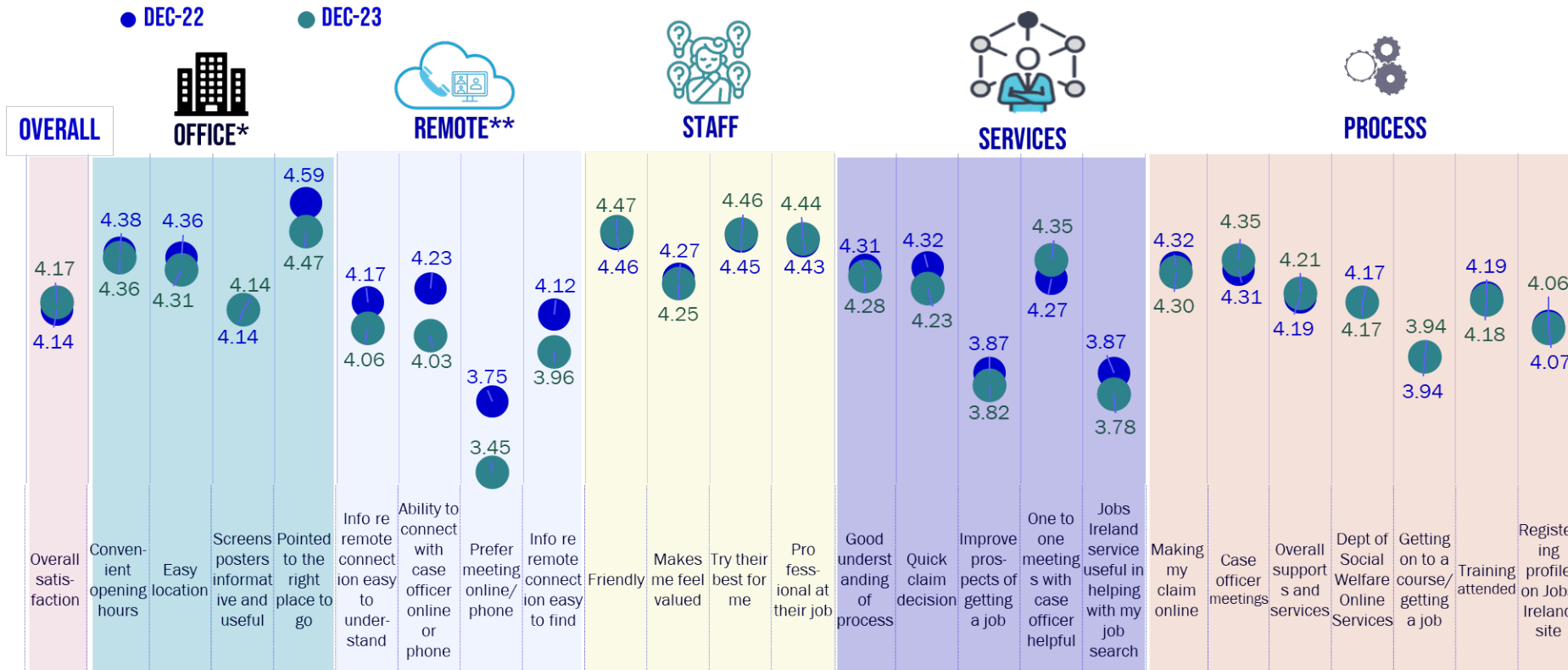


*Asked of those who had in-person meetings

**Asked of those who had remote meetings (telephone or online)

Overview of Performance

Base: All Jobseeker Participants 1,000



*Asked of those who had in-person meetings

**Asked of those who had remote meetings (telephone or online)

The top five satisfaction scores are in line with the December 2022 survey; pointed to the right place to go, friendly staff, staff trying their best for me, professional at their jobs and convenient opening hours.

These are followed by one-to-one meetings with case officers helpful, easy location, case officer meetings, quick claim decision, making my claim online, (all above the 4.3 mean score level). Many of the scores are above or in line with the 2022 rating.

Lowest satisfaction for preferred meeting online/phone, improved prospects of getting a job and the JobsIreland service useful in my jobsearch (as in 2022).



Performance



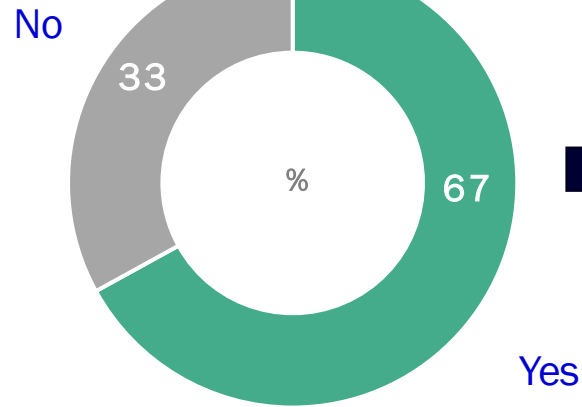
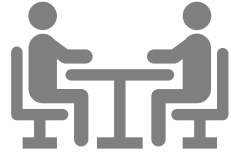


Face to Face Meetings



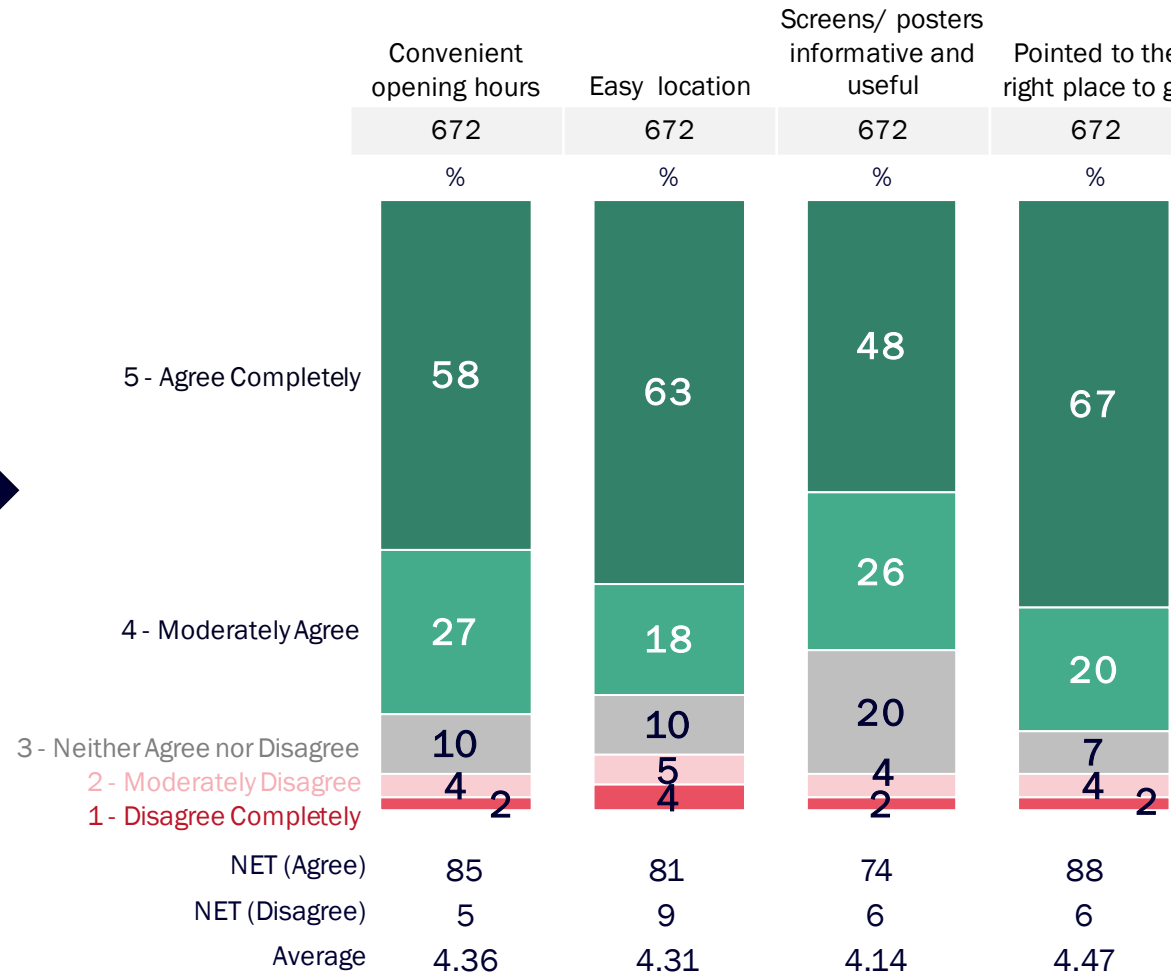
Overview of Performance – Face to Face Meetings

Base: All Jobseeker Participants N – 1,000



Percentage who had face to face meetings	
Dec 2022	41%
Dec 2021	23%
Dec 2020	40%

All who had In Person Meetings



67% of Jobseeker participants had face to face meetings with their local officer in 2023.

Satisfaction was highest for being pointed in the right place to go with an any agree score of 88%.

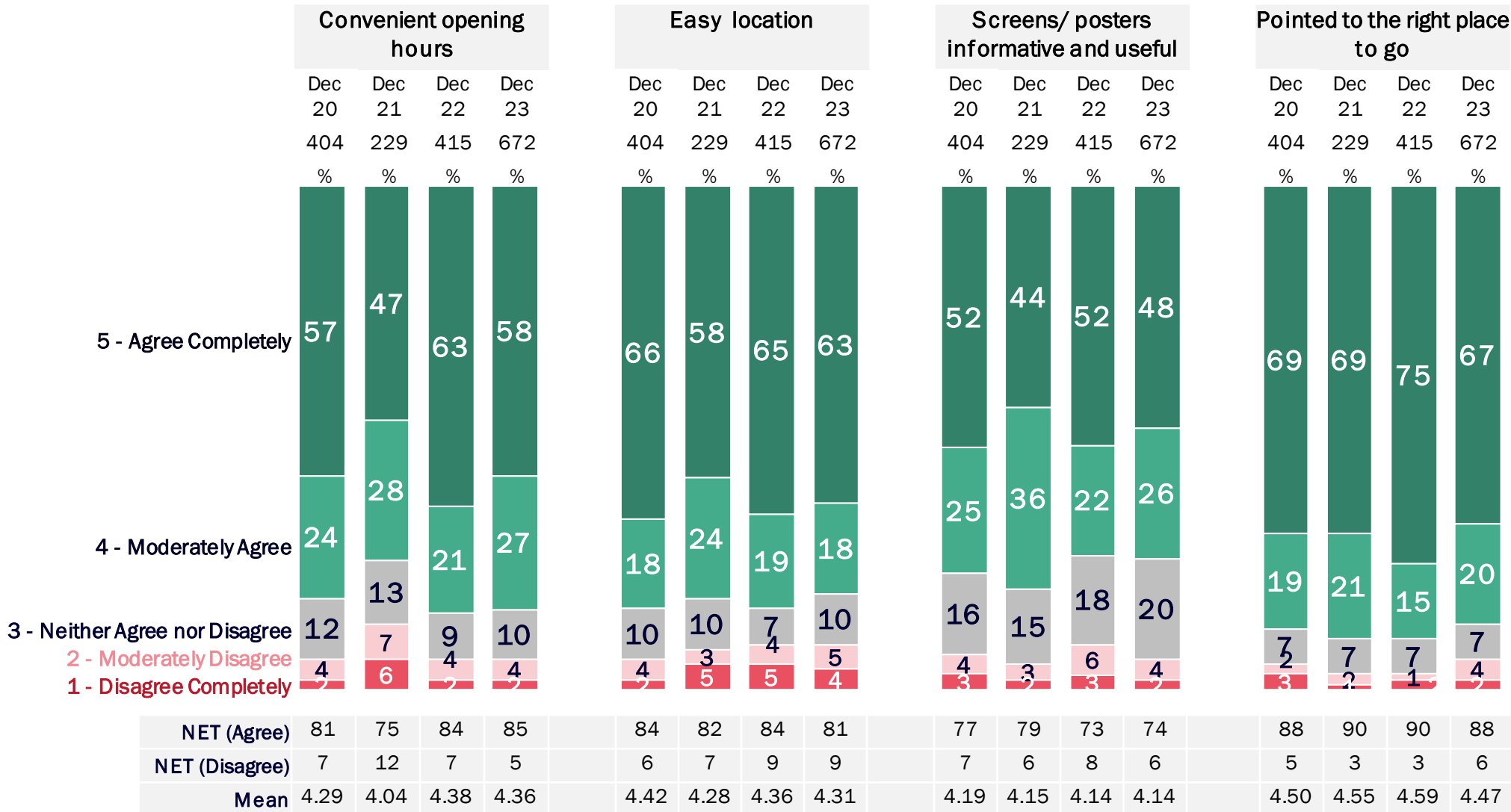
This was followed by convenient opening hours at 85% and easy location at 81%.

Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2023)?

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

Overview of office performance – December 2023

Base: All Jobseeker Participants N – 672



It can be seen that satisfaction with convenient opening hours continues to increase (now at **85%**).
Pointed in the right place to go remains high at 88%. Over 8 in 10 agree on easy location at 81%.

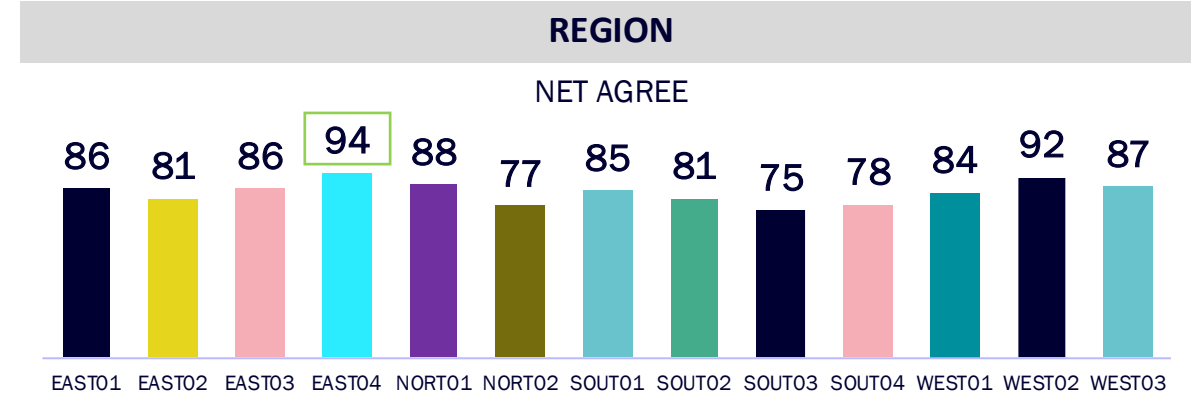
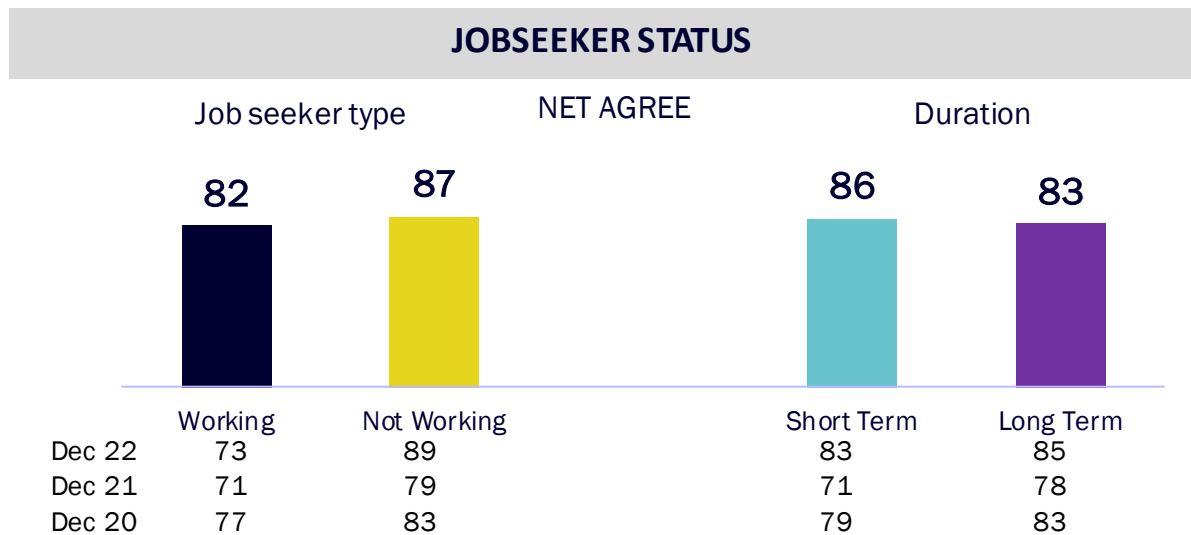
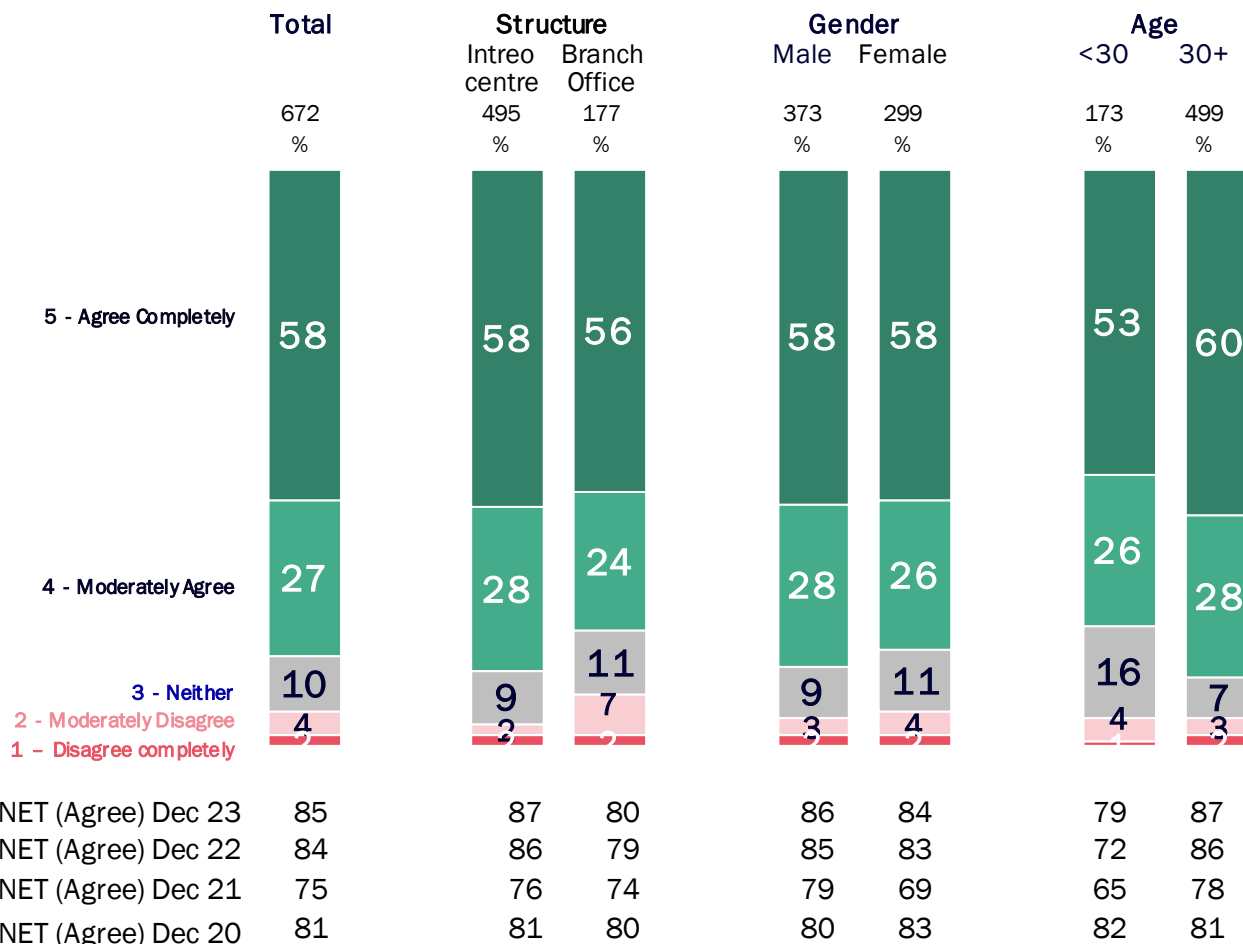
Opening hours are convenient for me

Base: All Jobseeker Participants who had Face to Face Meetings N - 672

○ Statistically higher than total
○ Statistically lower than total



85% of those who had a face-to-face meeting in 2023 found the opening hours to be convenient for them. Levels of satisfaction varied by region with those in the East04 most satisfied at 94%. Under 30's and those currently working were attributed lower than the average agreement levels on the convenience of opening hours (as was the case in previous waves).



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

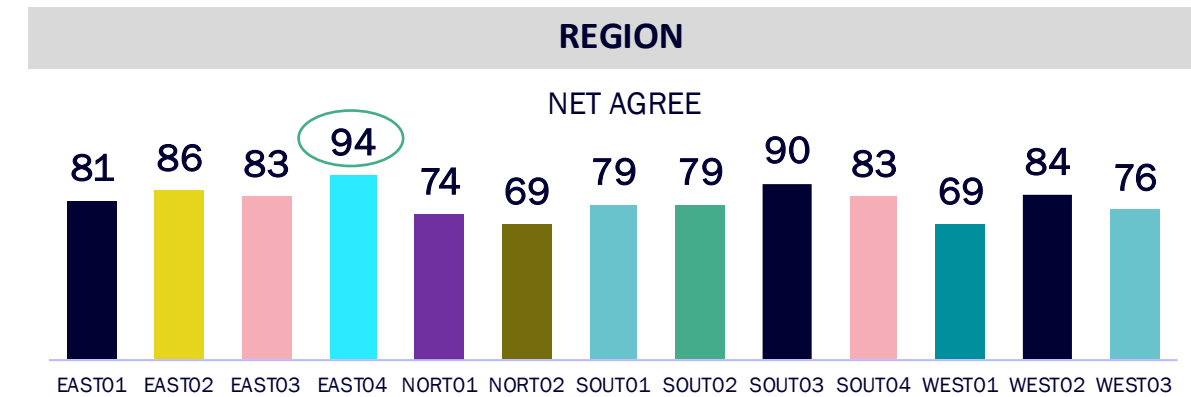
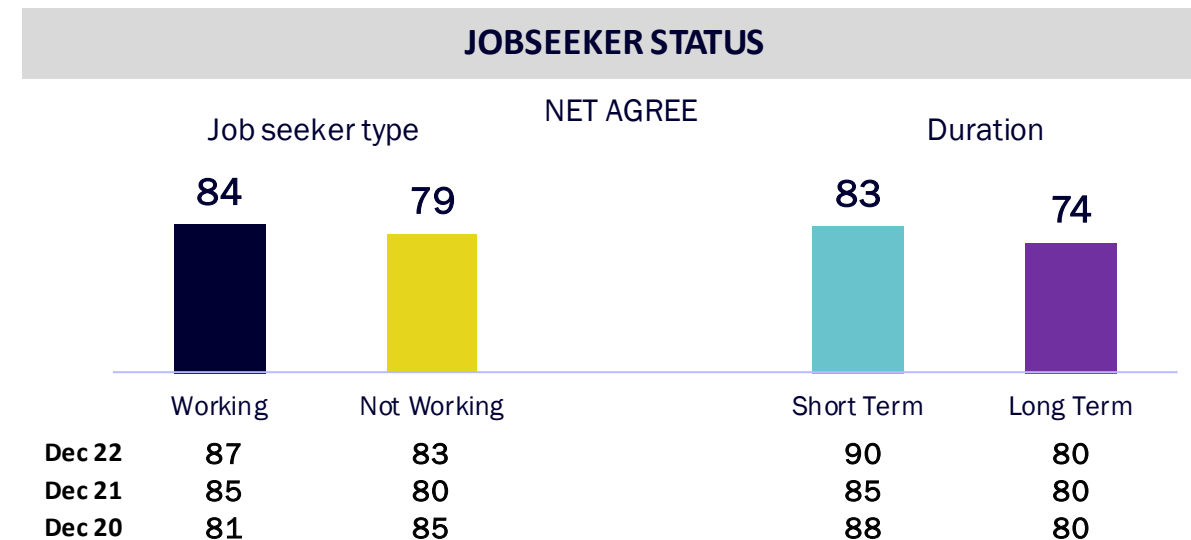
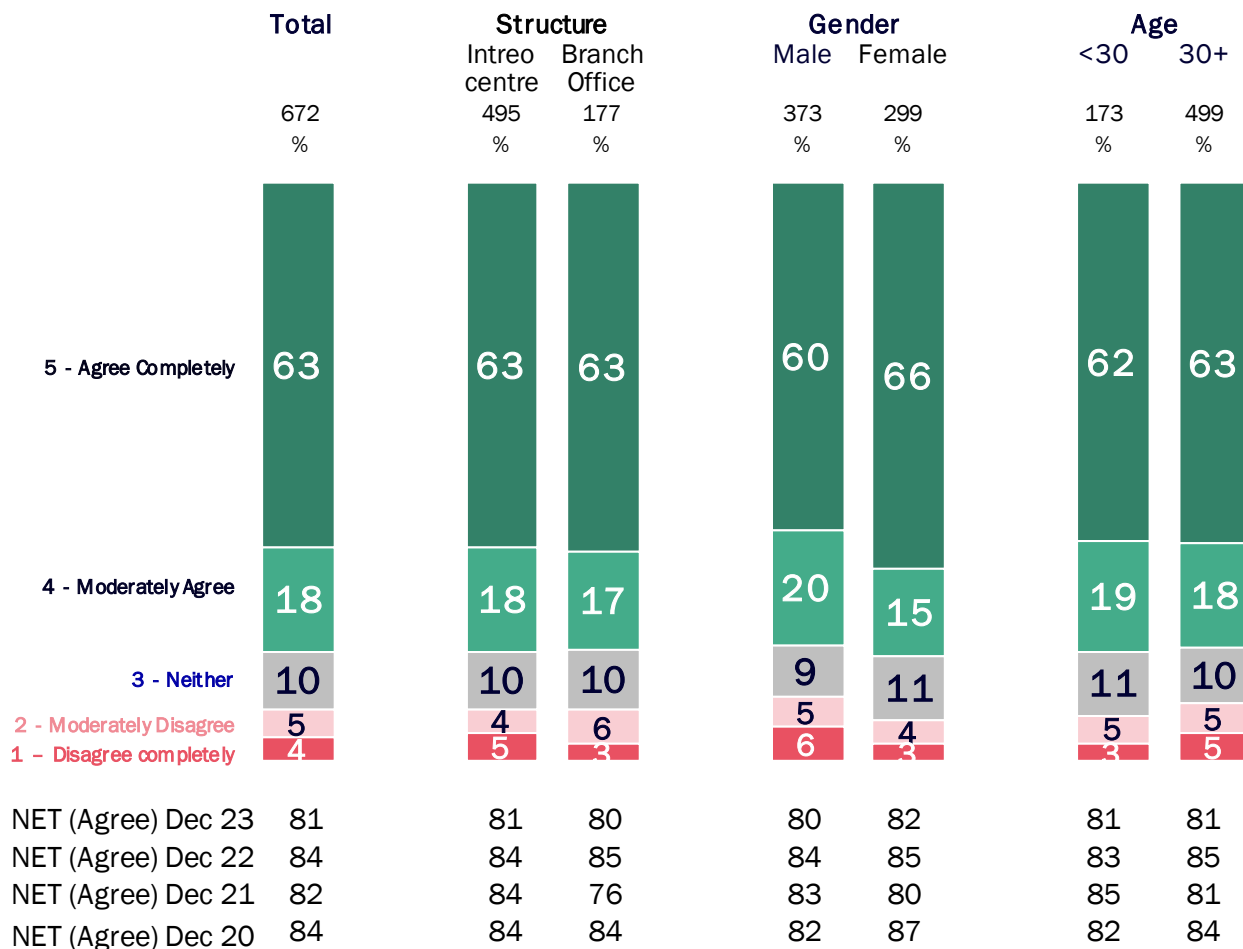
Easy location

Base: All Jobseeker Participants who had Face to Face Meetings N - 672

 Statistically higher than total
 Statistically lower than total



Satisfaction with easy location at 81% is consistently high across all of the Jobseeker participants who had face to face meetings over the course of 2023, although this is slightly lower than the 84% registered in 2022. Short-term jobseekers and those in East04 regions were most likely to agree, recording a score of 84% and 94% respectively. Those in the Nort02 and West 01 area were least likely to 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'.

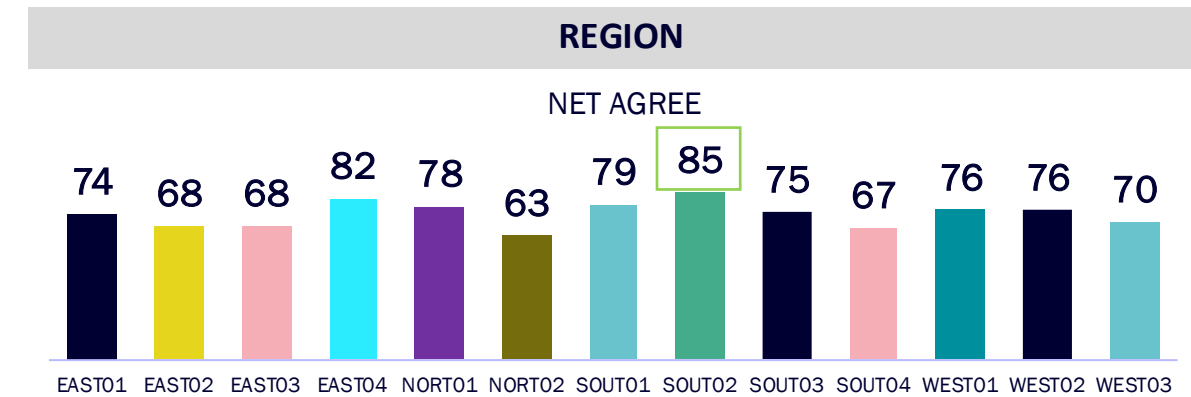
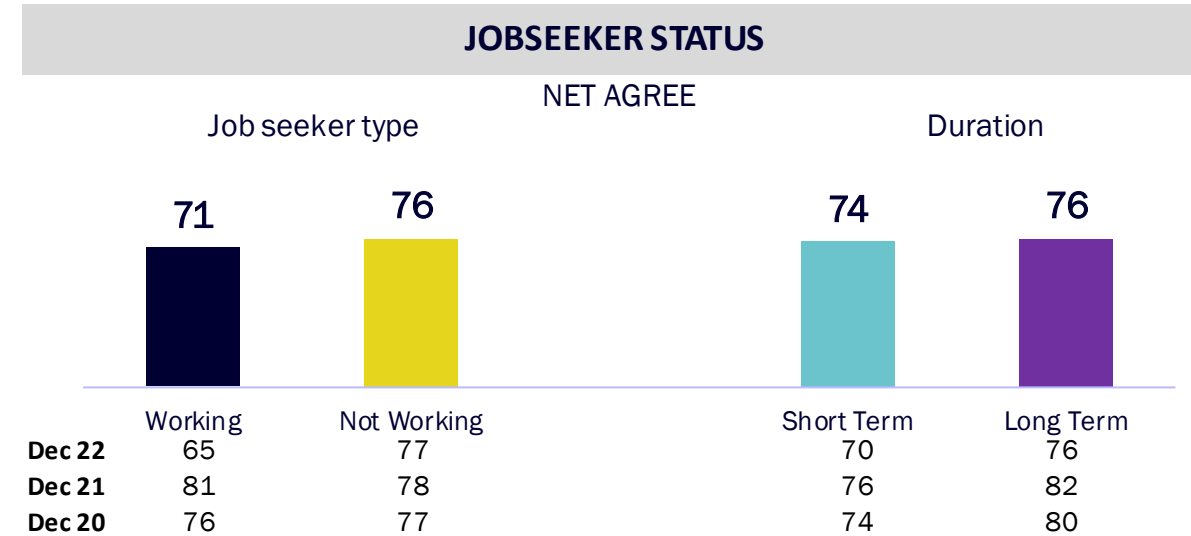
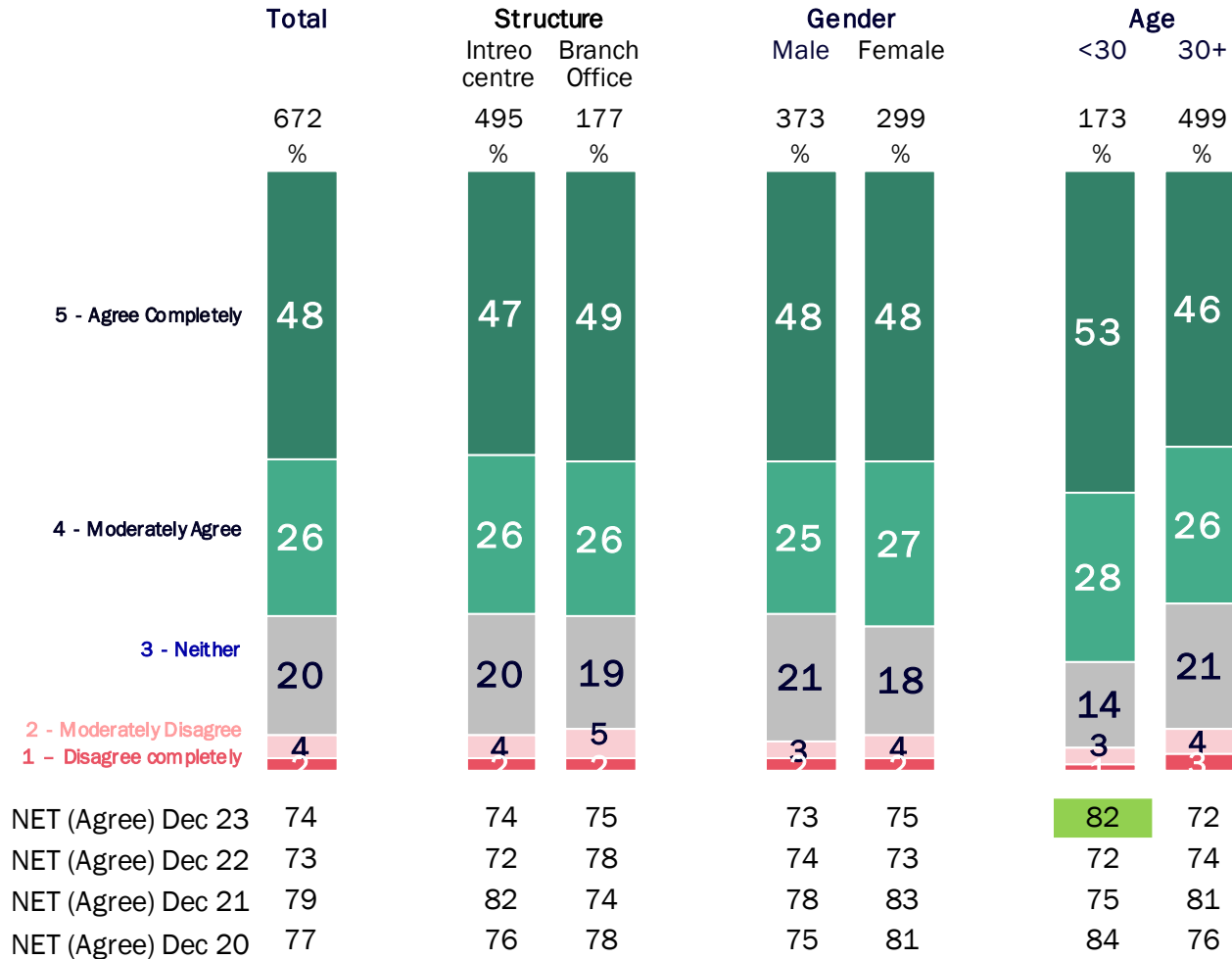
Screens/posters informative and useful

Base: All Jobseeker Participants who had Face to Face Meetings N - 672

○ Statistically higher than total
○ Statistically lower than total



Agreement levels with the extent to which the screens/posters are informative has increased by one percentage point (now stands at 74% versus 73% in 2022 and 79% in 2021). The under 30 year olds recorded a high of 82%. Those in the Sout02 area registered strongest agreement at 85% while those in Nort02 recorded the lowest agreement levels at 63% 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'.

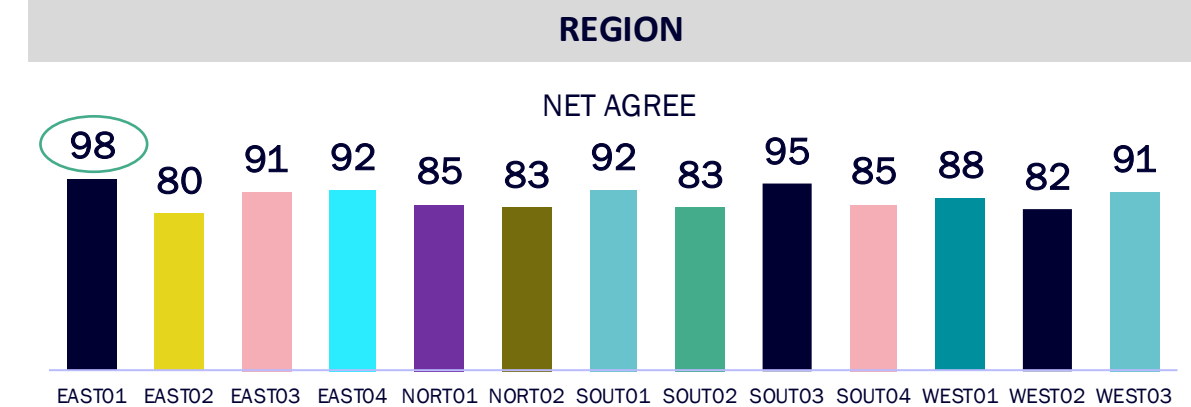
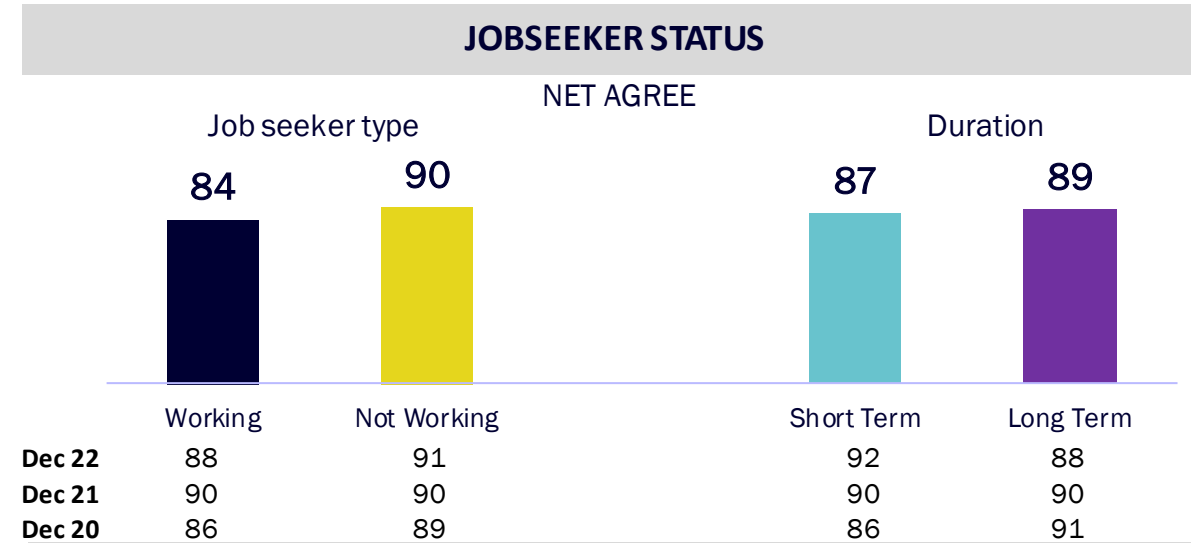
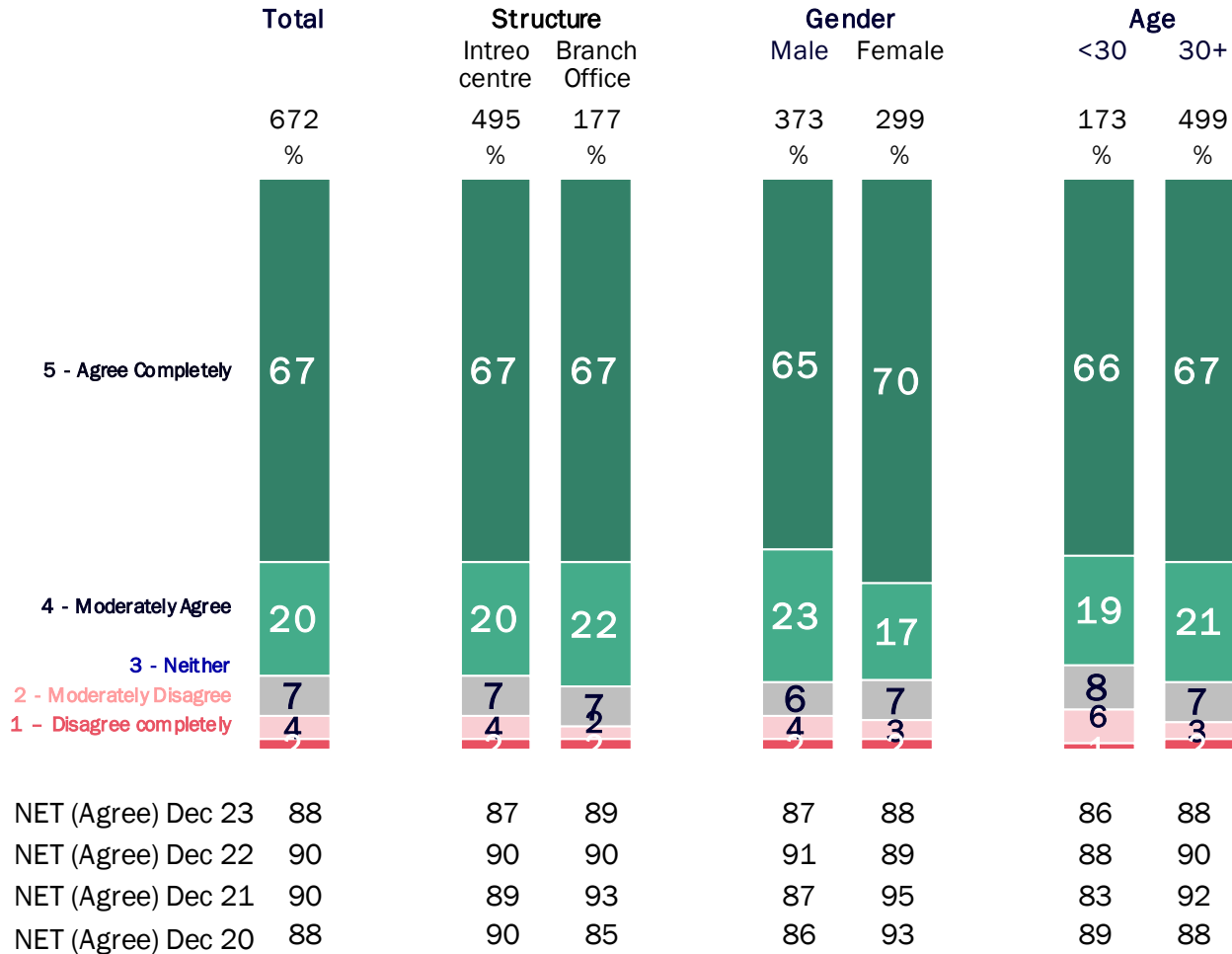
Quickly pointed to the right place to go

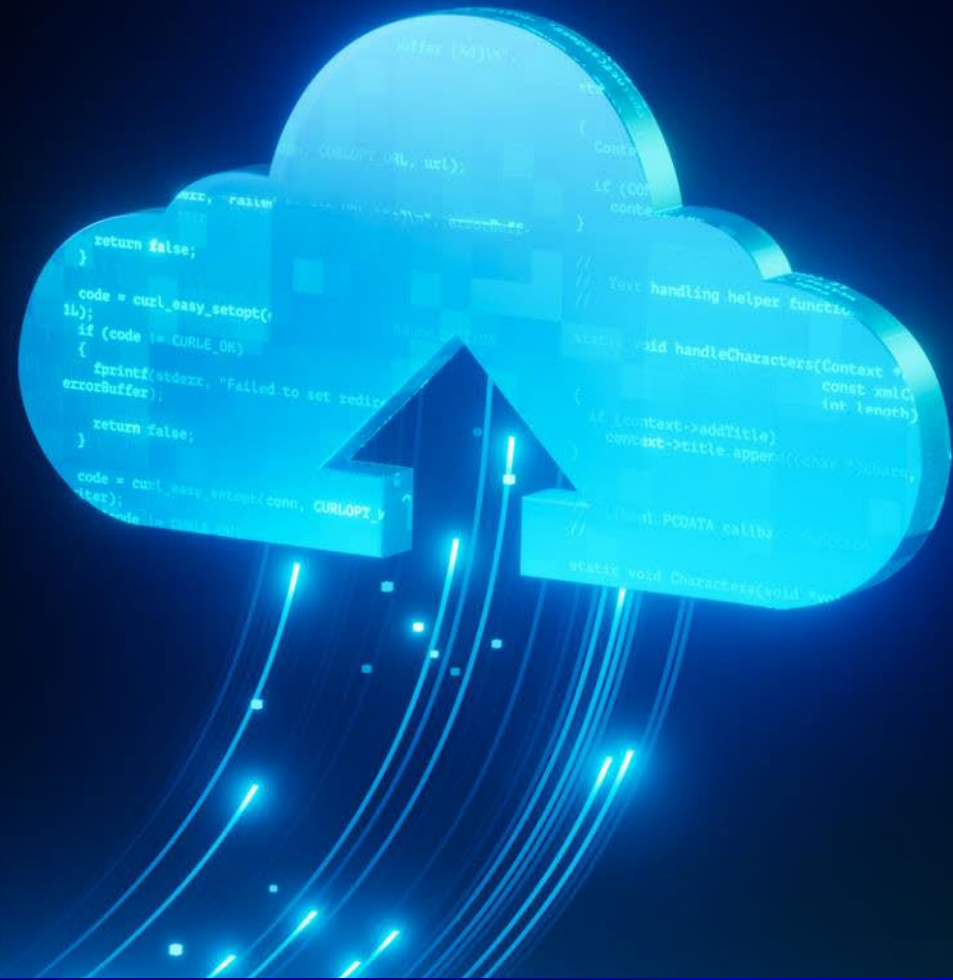
Base: All Jobseeker Participants who had Face to Face Meetings N - 672

 Statistically higher than total
 Statistically lower than total



Satisfaction with being quickly pointed to the right place to go remains very high at 88% amongst all of those who had a face-to-face meeting. This is highest for East01 region at 98%.

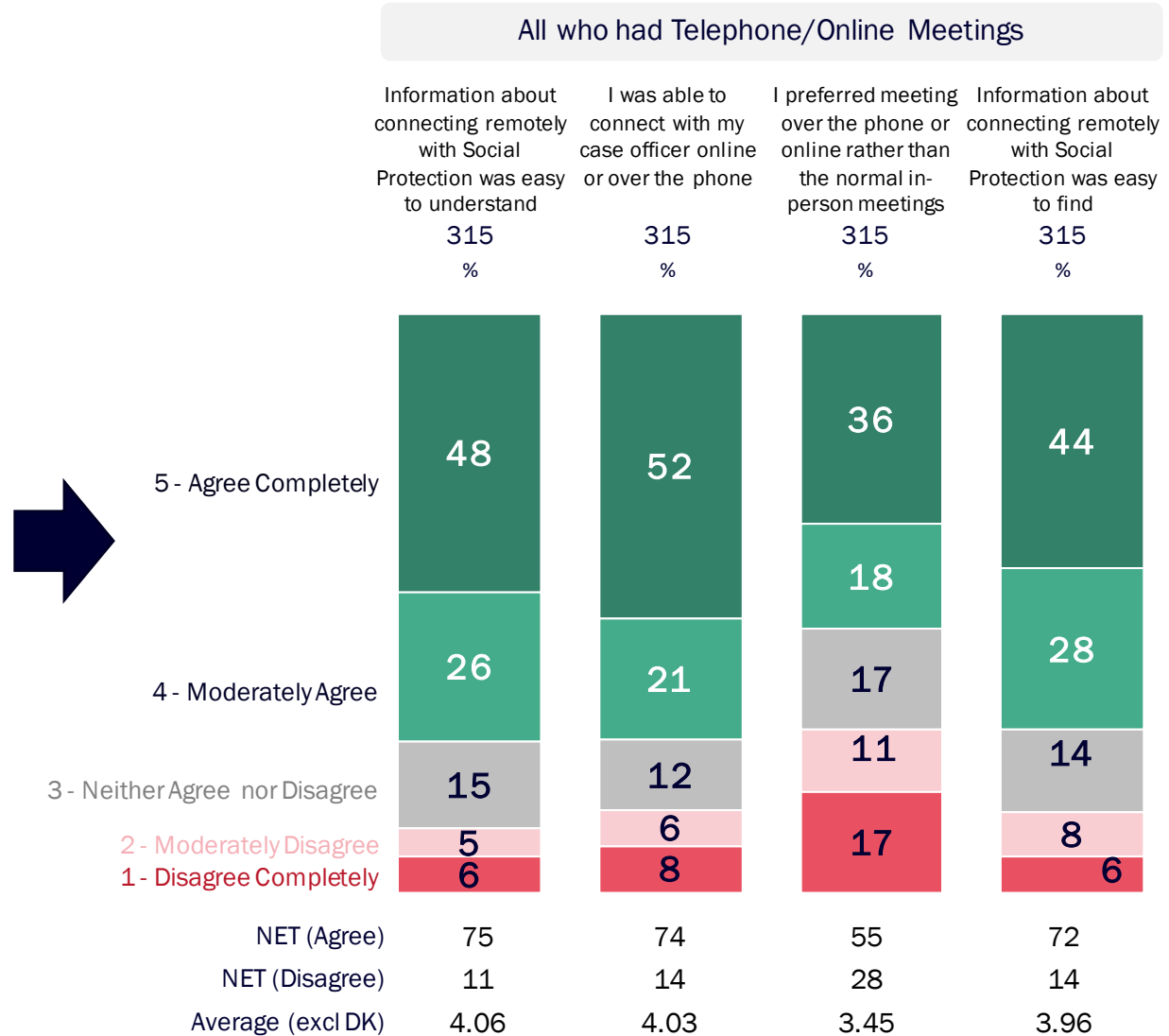
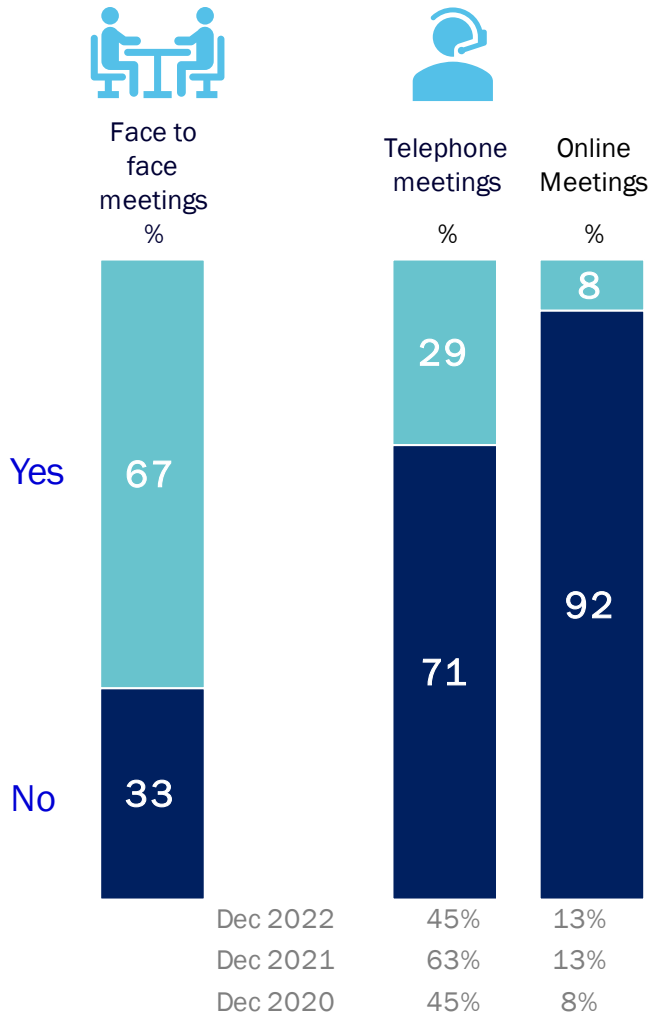




Remote Facilities

Overview of Performance – Remote Capabilities

Base: All Jobseeker Participants N – 1000



29% of all Jobseeker participants had telephone meetings with their local office during 2023, with 8% participating in online meetings.

Satisfaction was highest for ease of understanding information about connecting remotely at 75%.

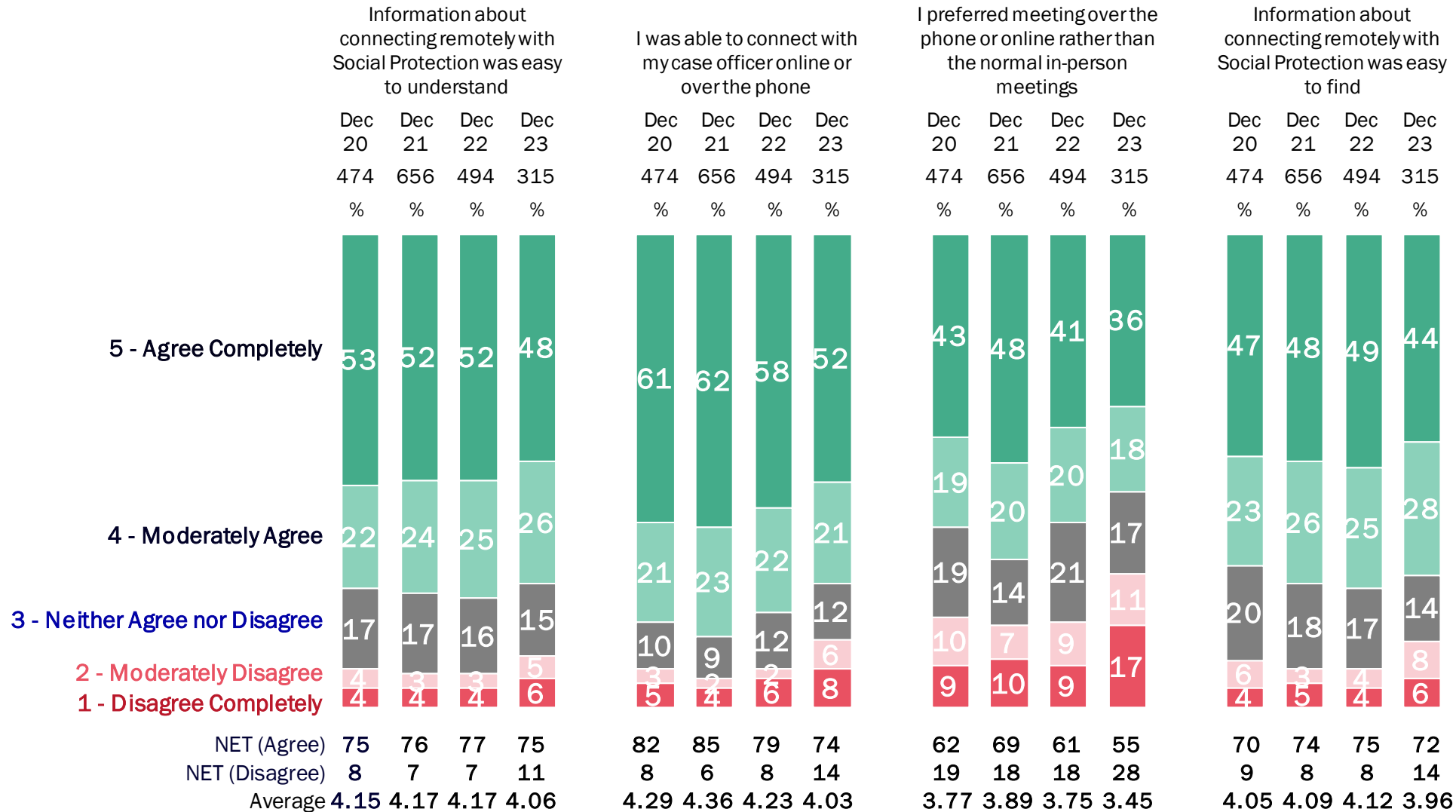
Agreement levels with the statement 'I preferred meeting over the phone' was low at 55%.

Q.2a Did you have any telephone, online or face-to-face meetings with your local office this year (i.e. in 2023)?

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

Overview of Office Performance Remote Capabilities – Dec 2023

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 ease of understanding about how to connect at 75%.

Ability to connect with their case officer online or over the phone dropped from 79% to 74% this year.

There is also a continuing decline in agreement for those who said they preferred meeting over the phone or online down from 69% in December 2021 to 61% in 2022 and now stands at 55% in the latest findings.

*Please note the sample size who reported having remote meetings (telephone/online) is lower in 2023 than in previous three years.

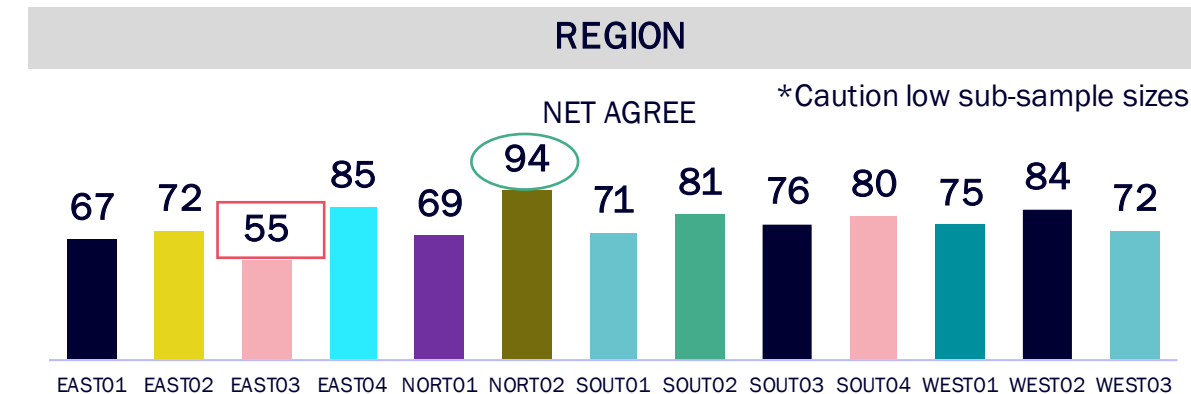
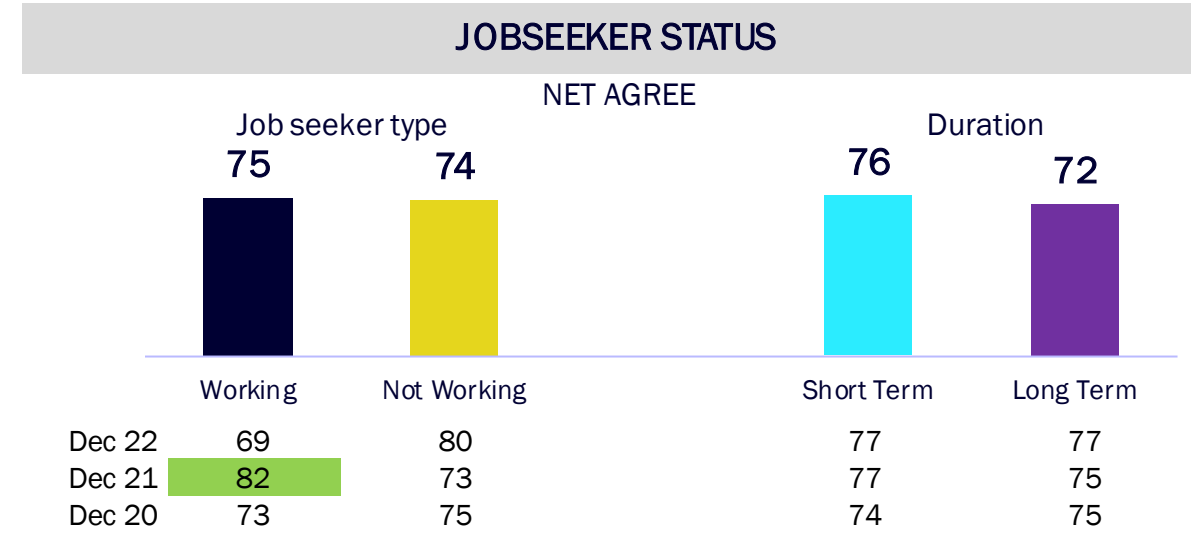
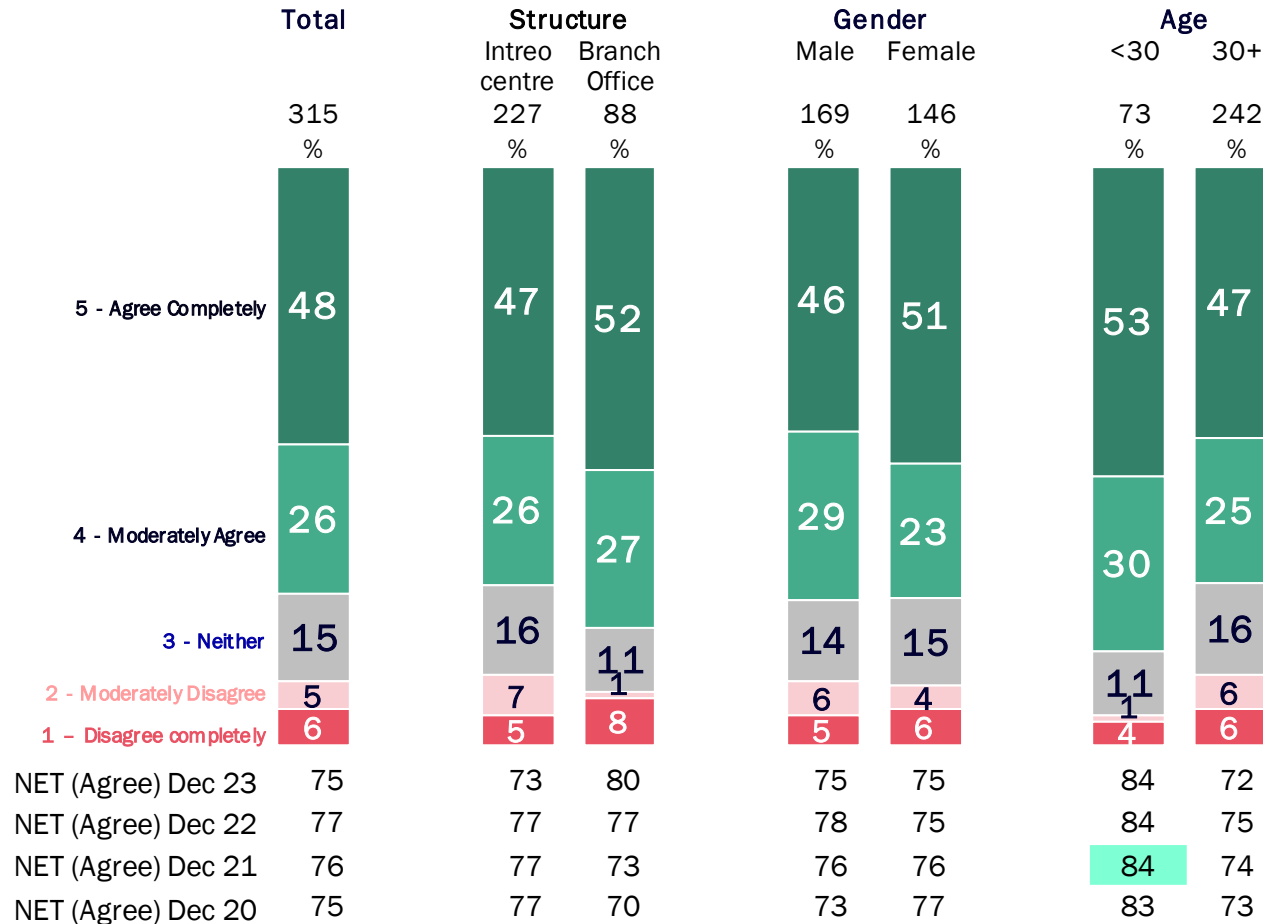


Information about connecting remotely with Department of Social Protection was easy to understand

Base: All Jobseeker Participants who had Telephone/Online Meetings N - 315

○ Statistically higher than total
□ Statistically lower than total

Three-quarters (75%) of those who had telephone/online meetings agreed that the information about connecting remotely with social protection was easy to understand. Agreement was highest for those in the Nort02 region (94%) and lowest in the East 03 region at 55%.

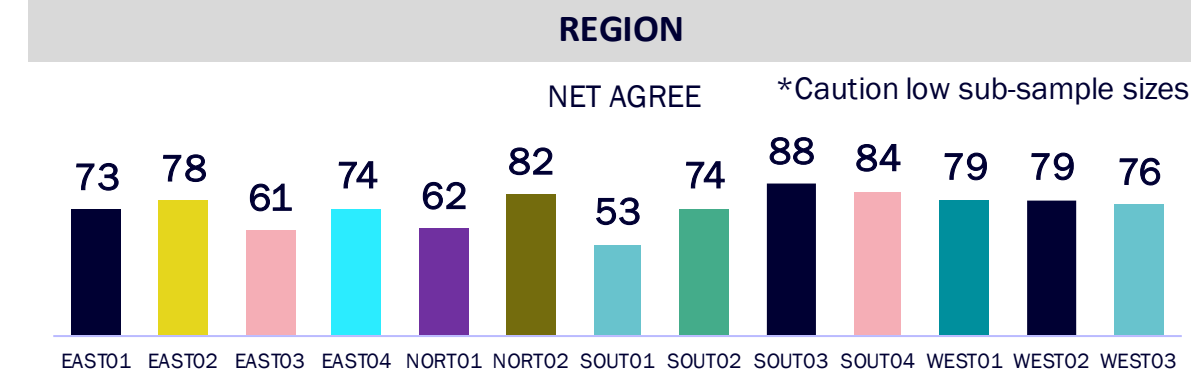
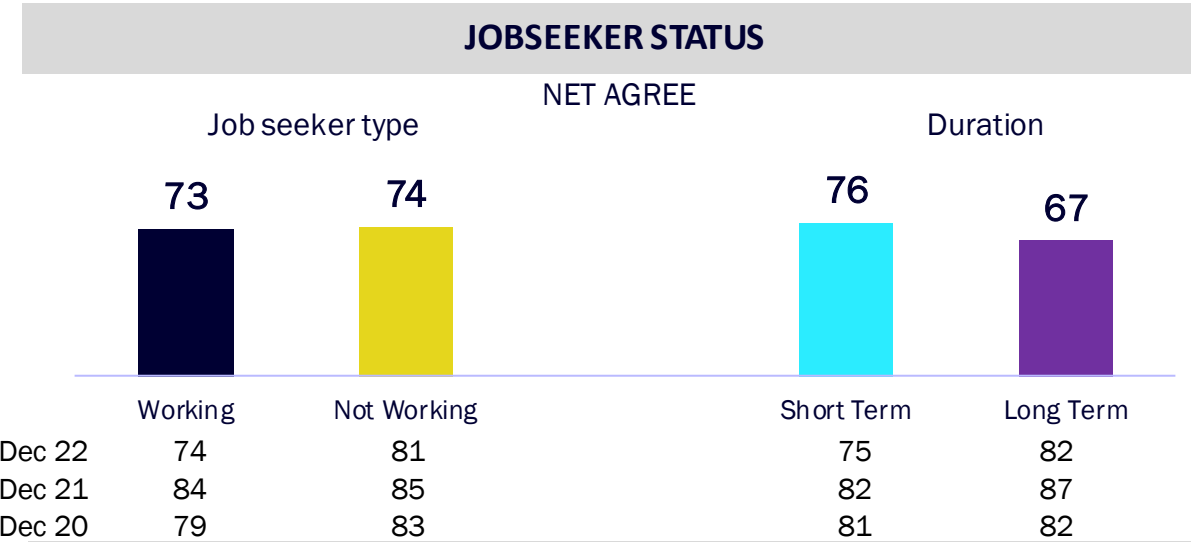
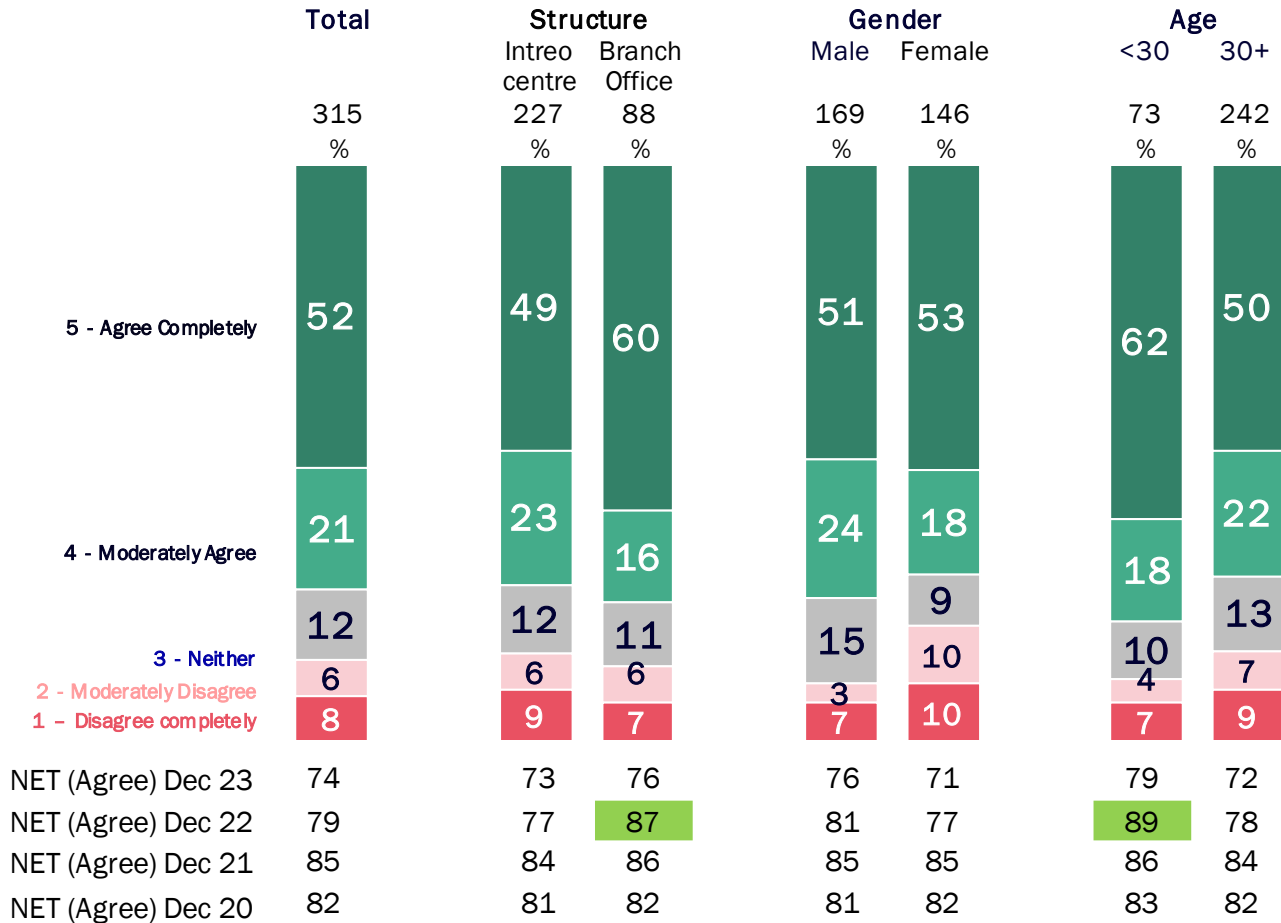


I was able to connect with my case officer online or over the phone

Base: All Jobseeker Participants who had Telephone/Online Meetings N - 315

Statistically higher than total
 Statistically lower than total

74% of participants reported being able to connect with their case officer online or over the phone – this is down 5% compared to 2022. Agreement was highest for younger participants 79%. Those in the South and West regions displayed higher satisfaction levels in general, however those in the East 03, Nort 01 and South 01 displayed lower levels.



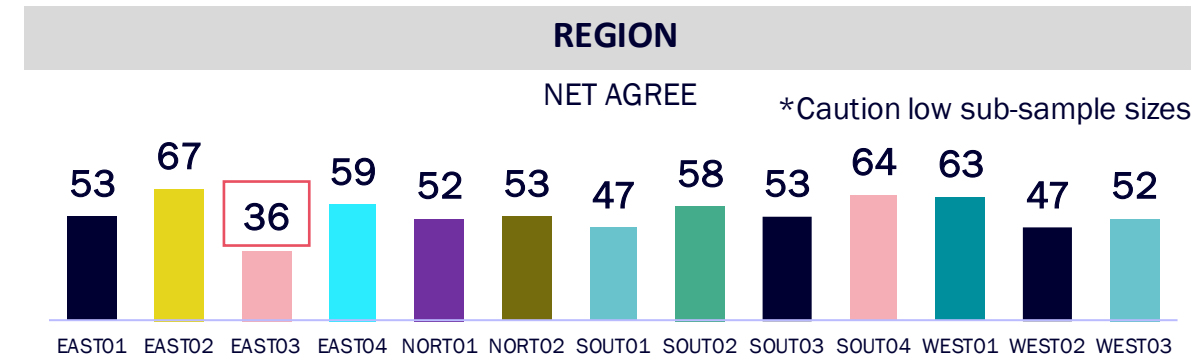
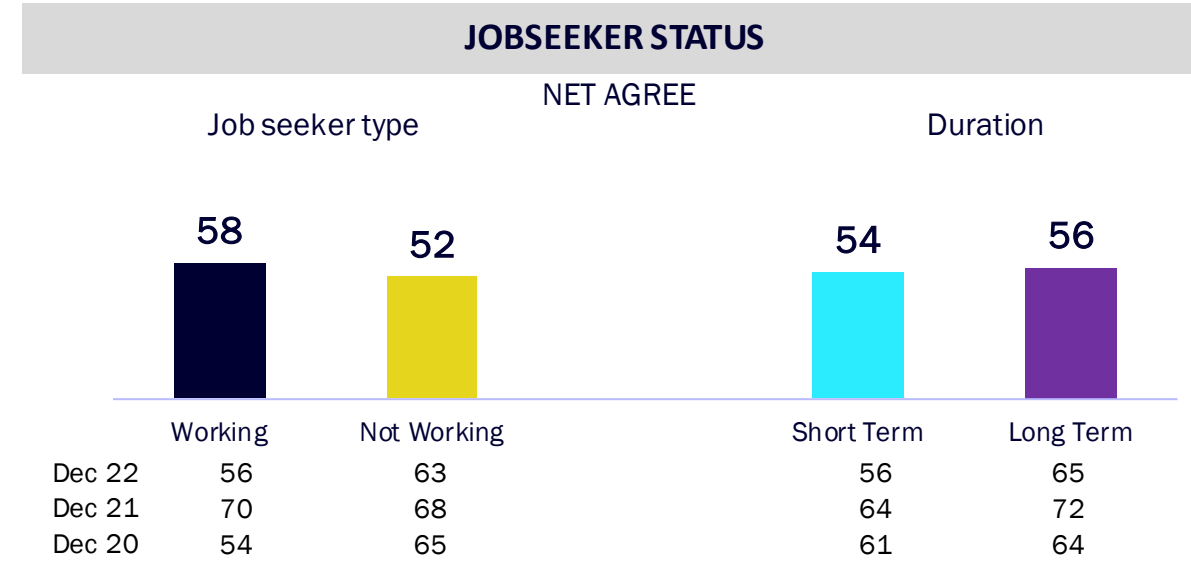
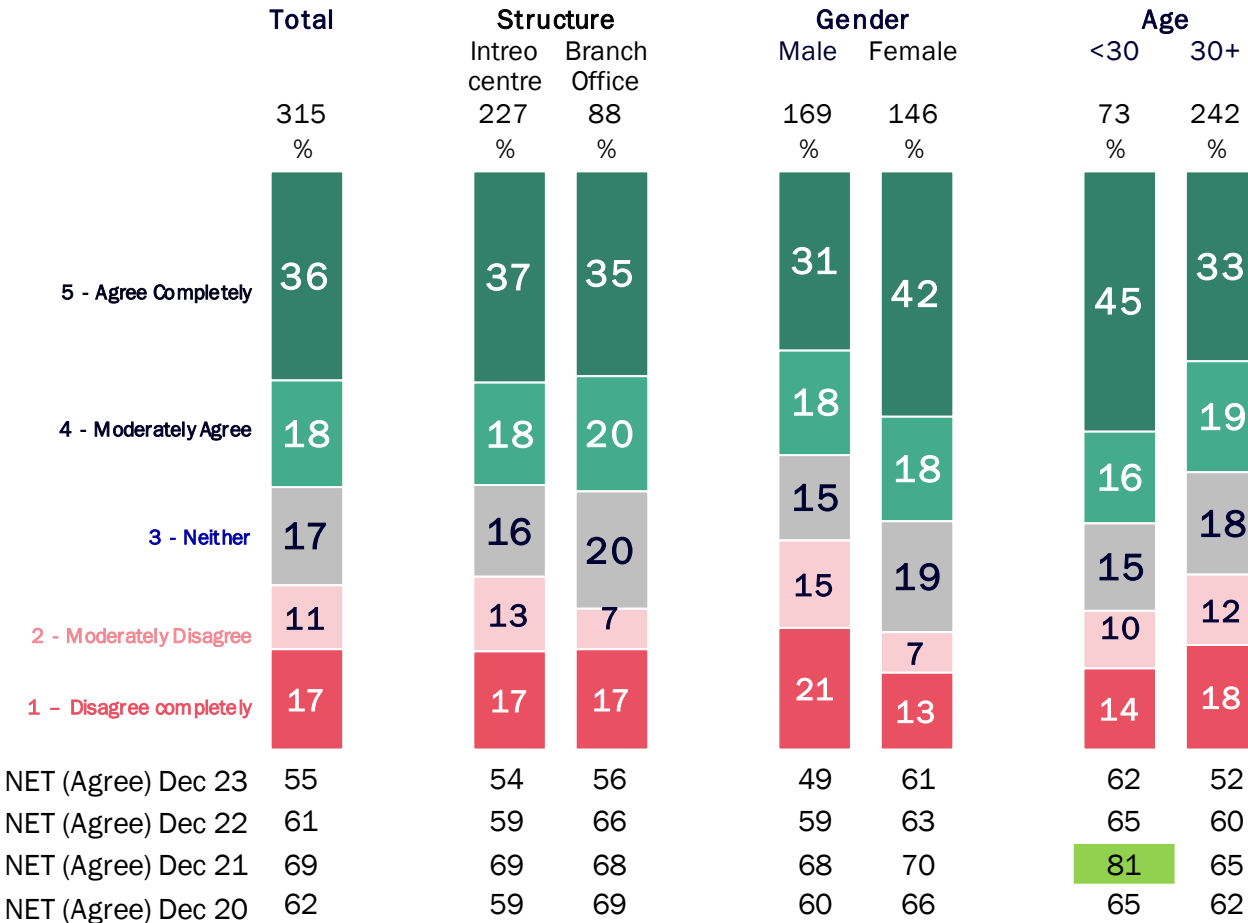
Q.2c Now thinking about the Intreo centre/Branch office (as appropriate). Please indicate your level of agreement with the following statements. For each statement, please use a scale of 1 to 5, where 1 is 'Disagree Completely' and 5 is 'Agree Completely'.

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 - 315

 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 55% (compared to 61% in December 2022 and 69% in December 2021). The East03 were least likely to agree at 36%.

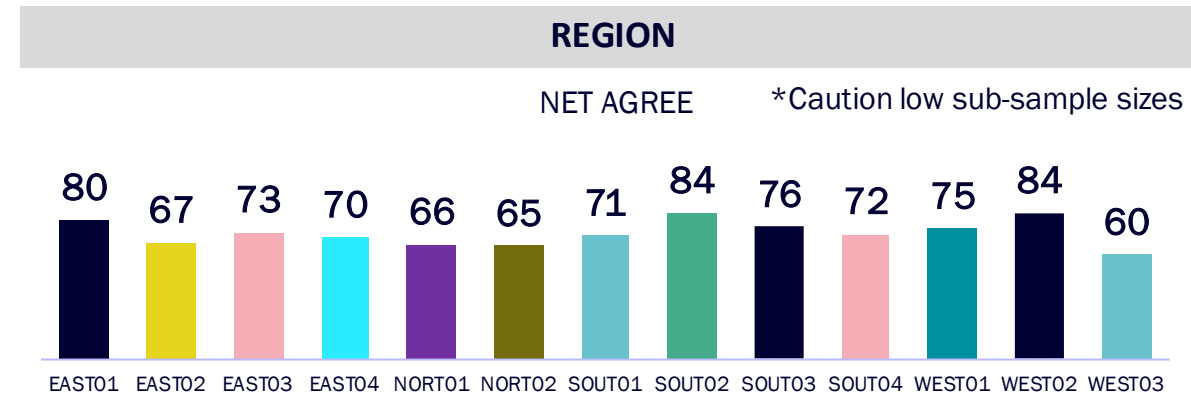
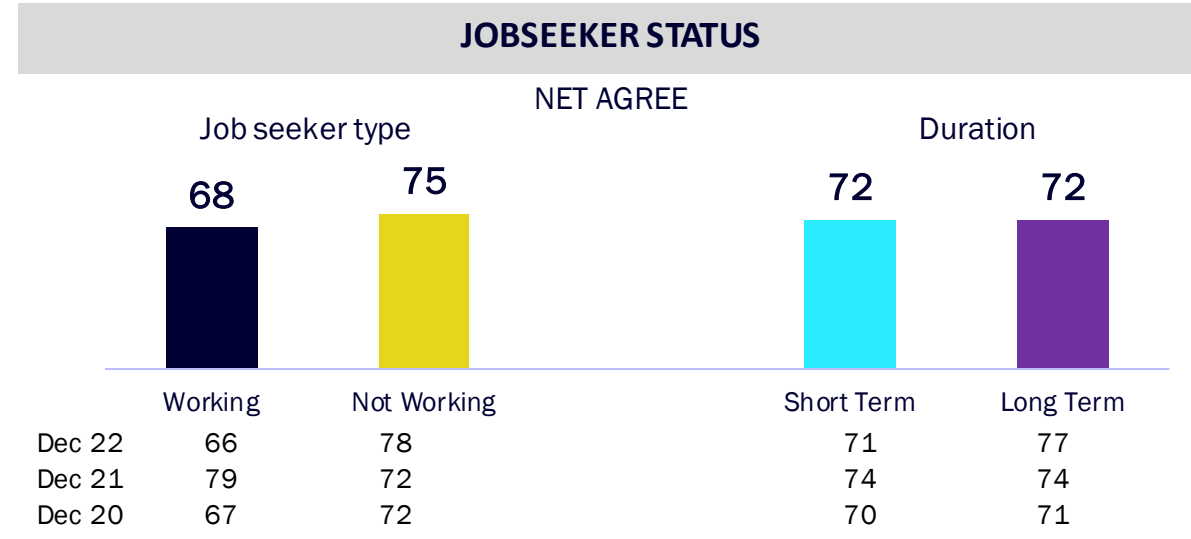
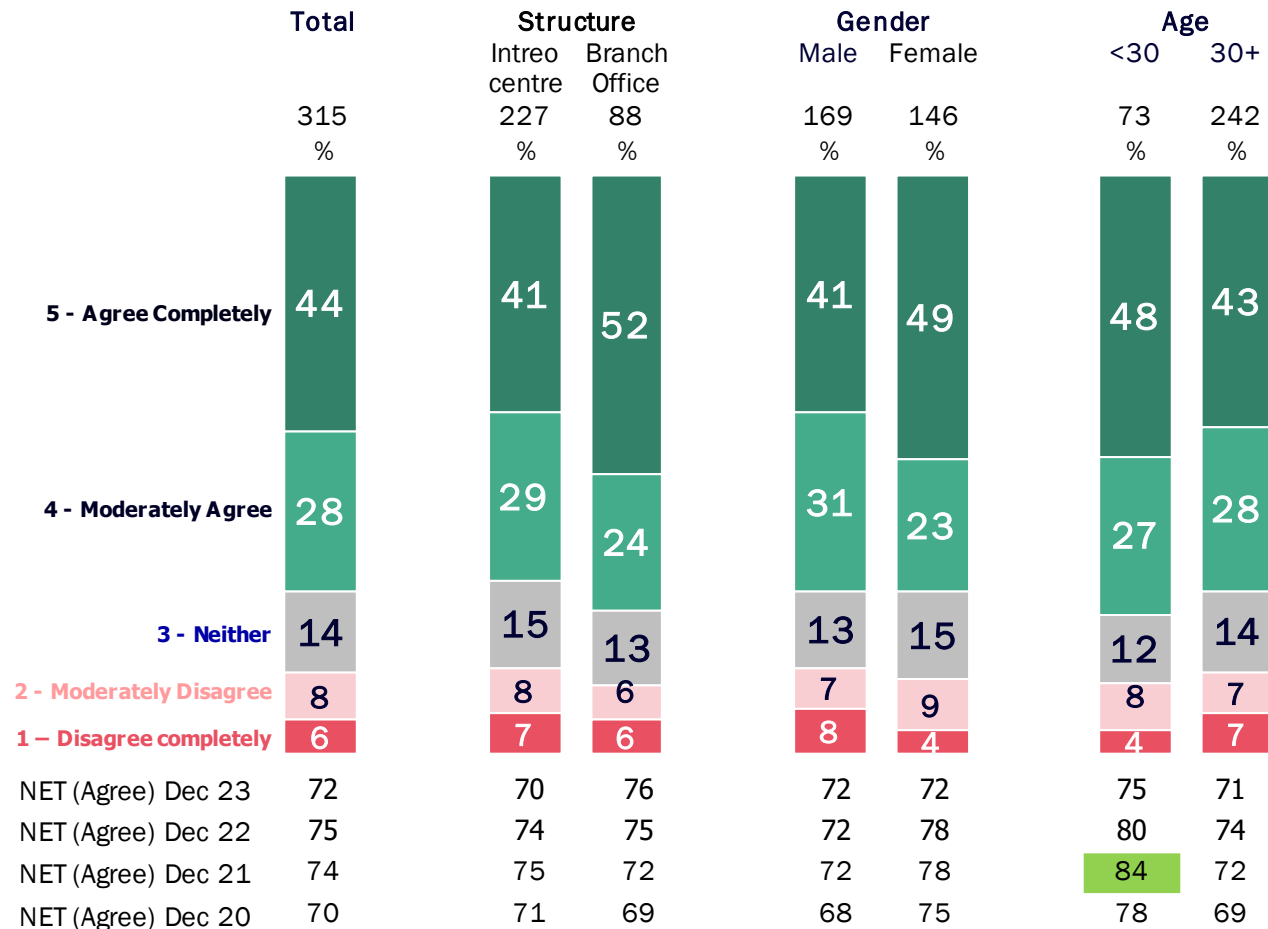


Information about connecting remotely with Department of Social Protection was easy to find

Base: All Jobseeker Participants who had Telephone/Online Meetings N - 315

Statistically higher than total
 Statistically lower than total

Over seven in ten agreed that information about connecting remotely with the Department was easy to find at 72%. Levels of agreement varied by region with those in South 02 and West02 most likely to agree at 84%.





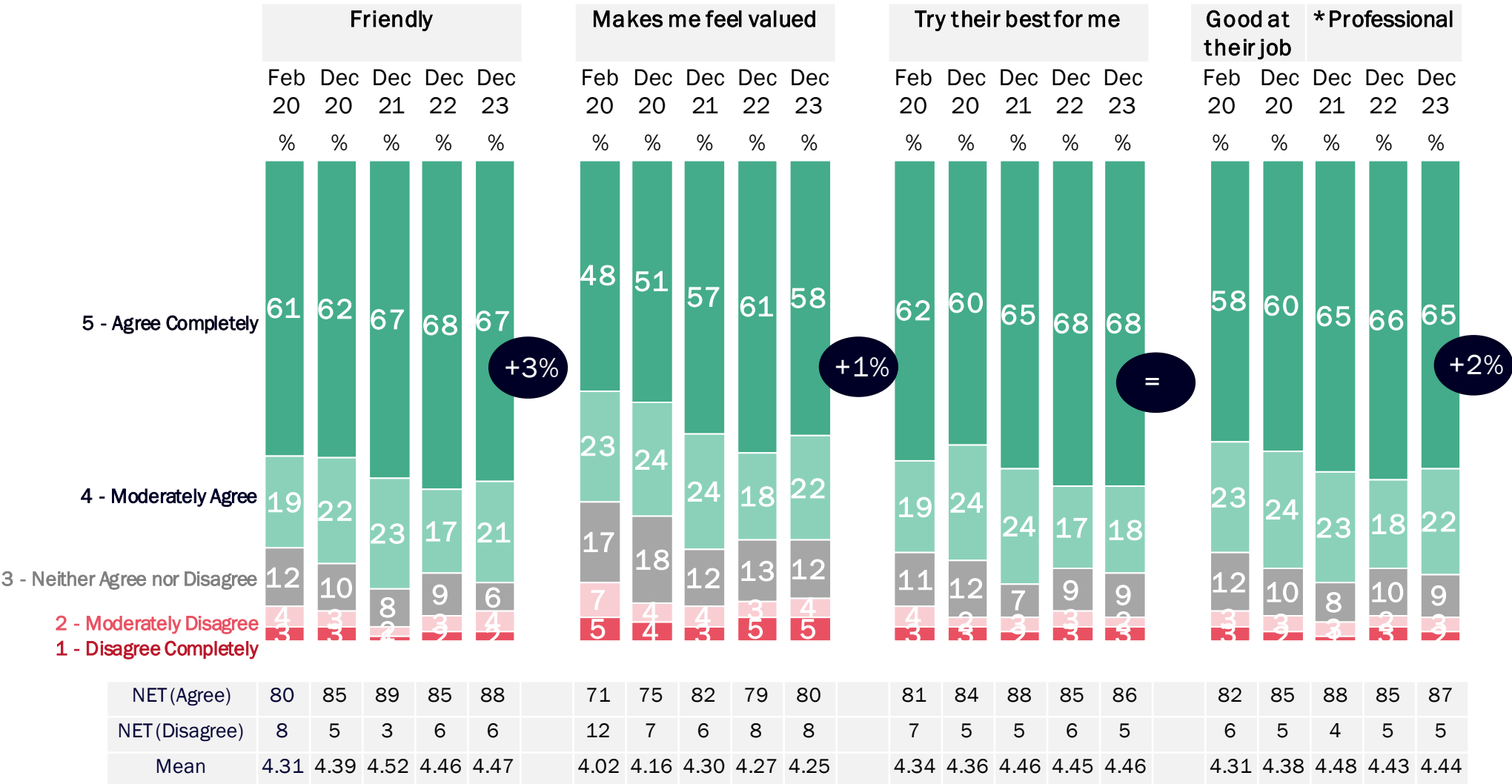
Staff



Overview of Staff Performance – December 2023

○ Statistically higher than total
□ Statistically lower than total

Base: All Jobseeker Participants N - 1000



The rating of Jobseeker staff continues to be very high, with the any agree score up across all factors vs December 2022.

88% agree that staff are friendly (up 3%), 87% agree staff are professional at their jobs while 86% agree that staff try their best for them.

A total of 80% now agree that staff make them feel valued.

This has increased steadily from 71% recorded in February 2020.

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



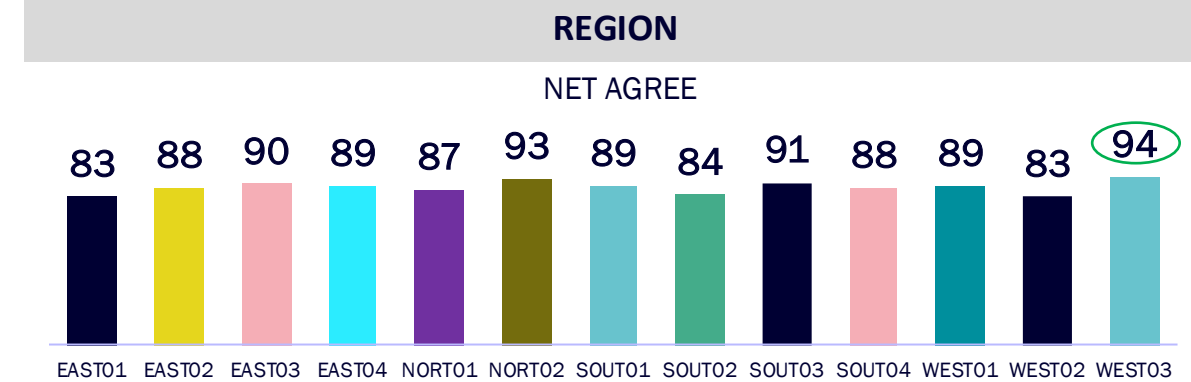
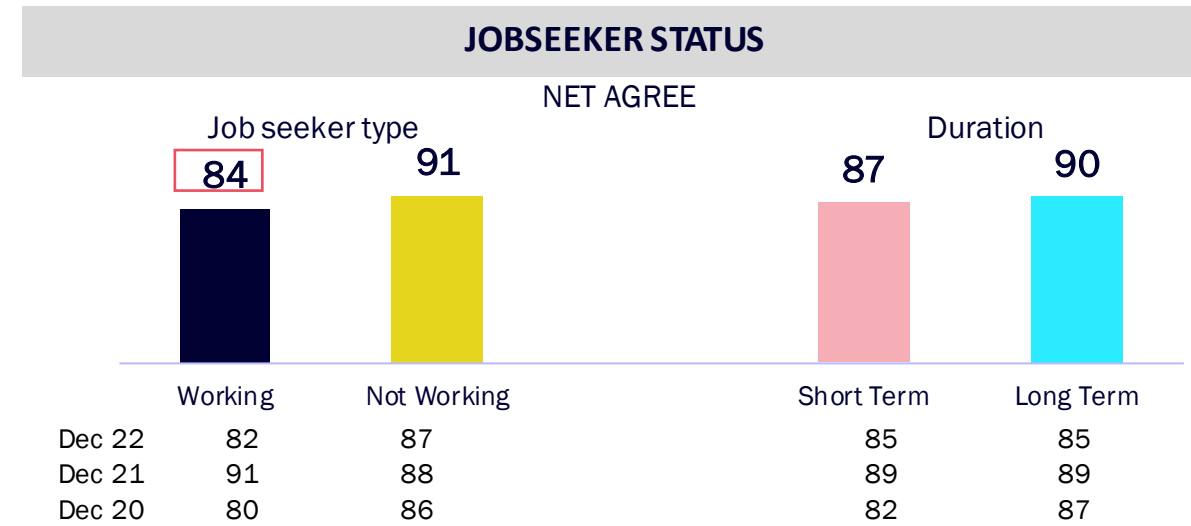
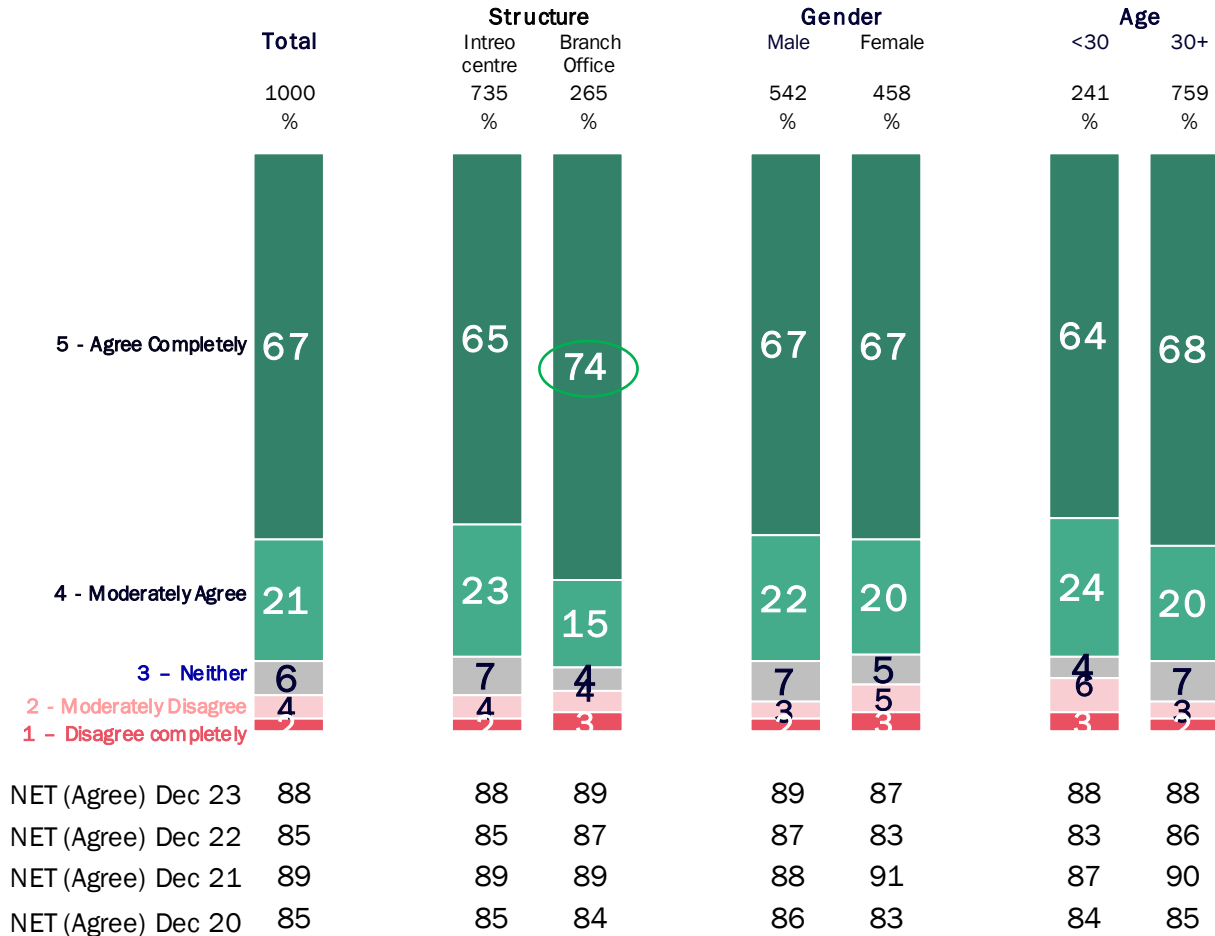
Staff are friendly

Base: All Jobseeker Participants N - 1000

○ Statistically higher than total
□ Statistically lower than total





88% of Jobseekers agree that staff are friendly, (up 3% on December 2022). 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'.

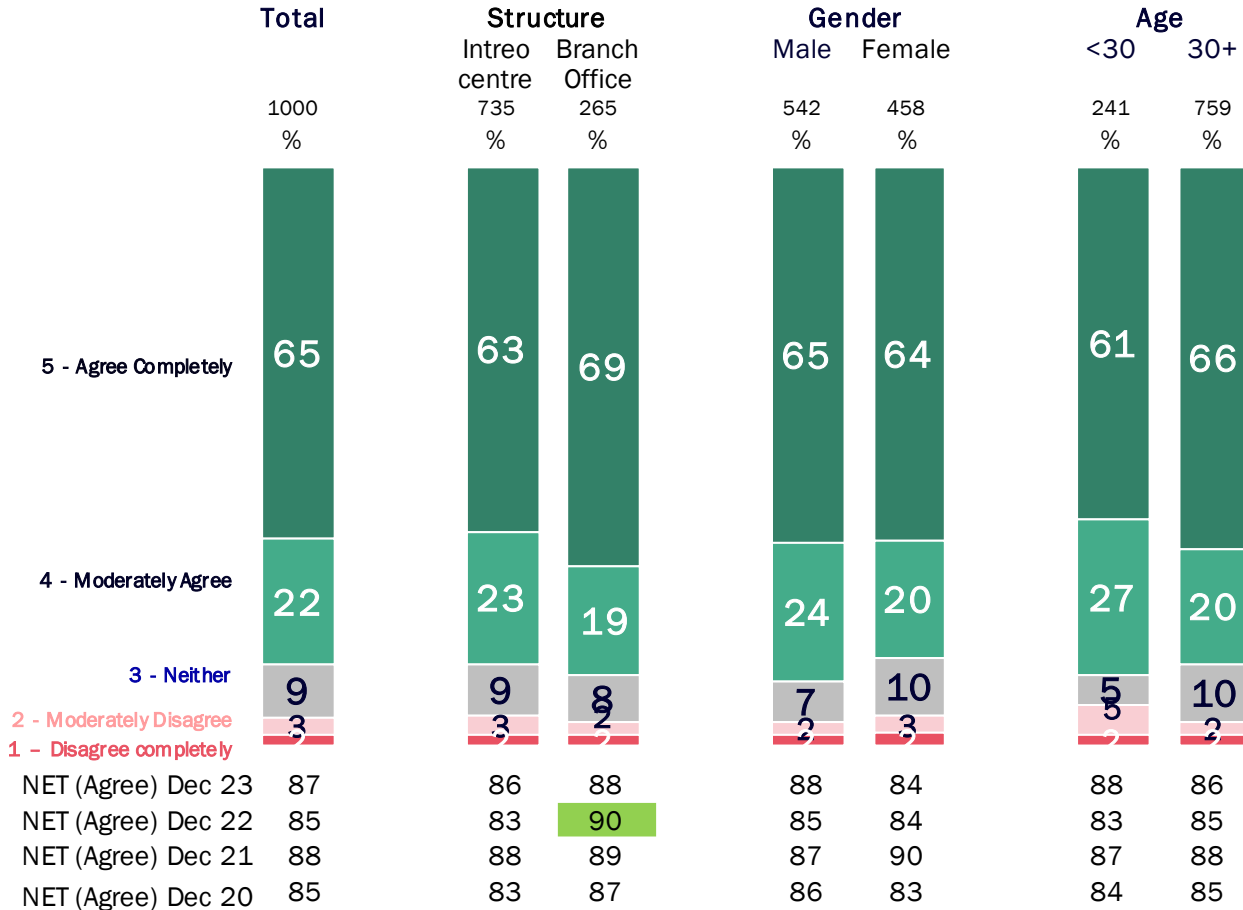
Staff are professional at their jobs*

Base: All Jobseeker Participants N - 1000

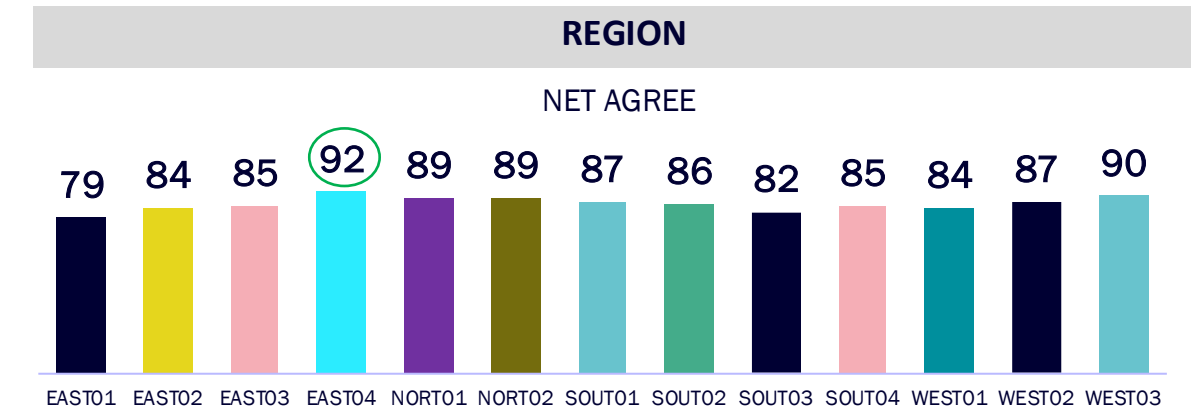
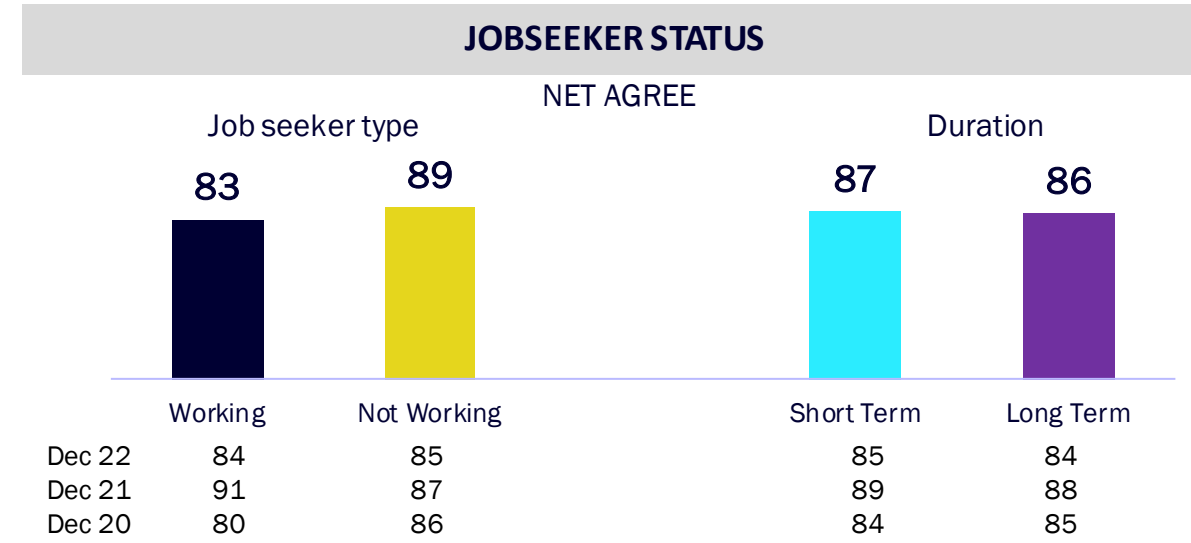
 Statistically higher than total
 Statistically lower than total



There were high agreement levels across the board with the statement that Jobseekers staff are professional at their jobs (up 2% to 87% in December 2023). Satisfaction was highest for the East04 with over nine in ten agreeing (92%).





*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'.

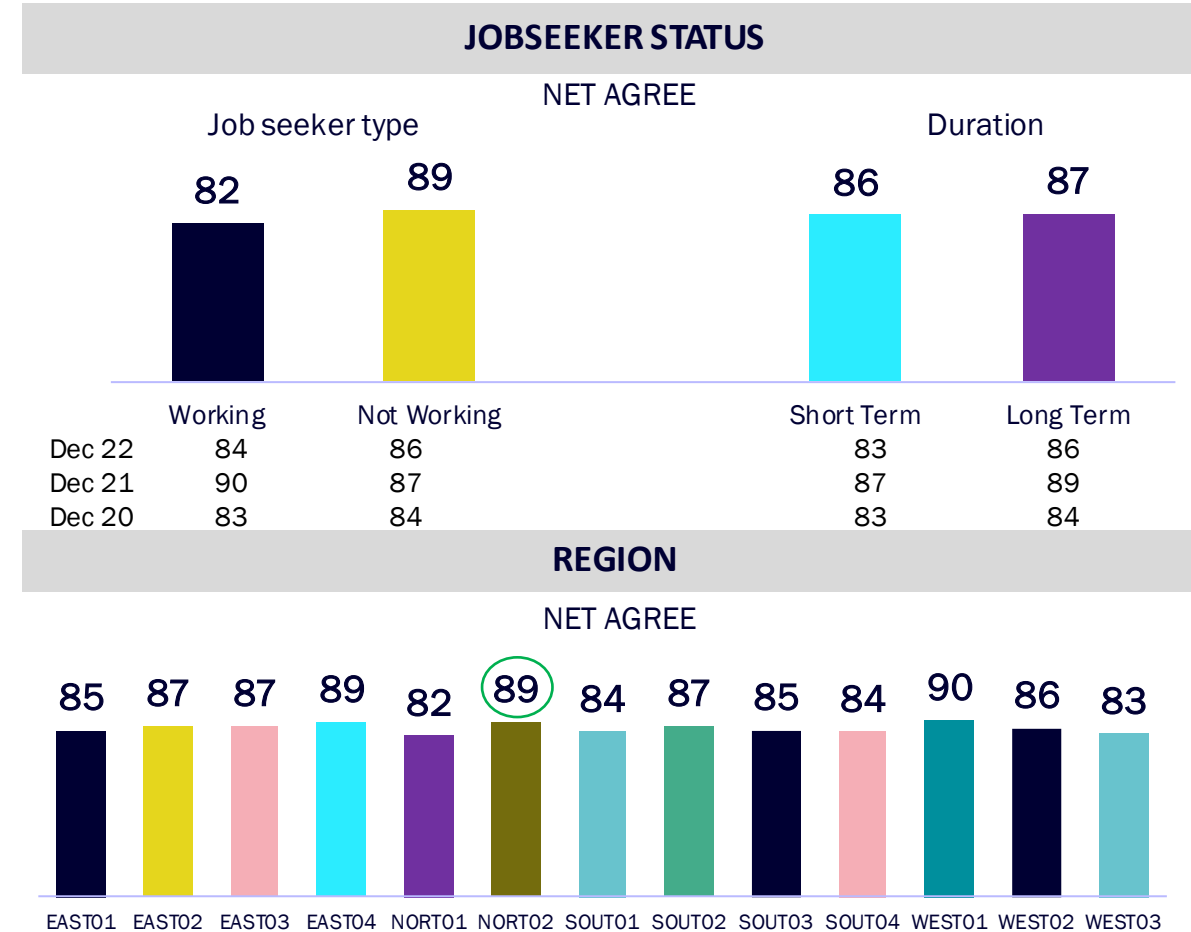
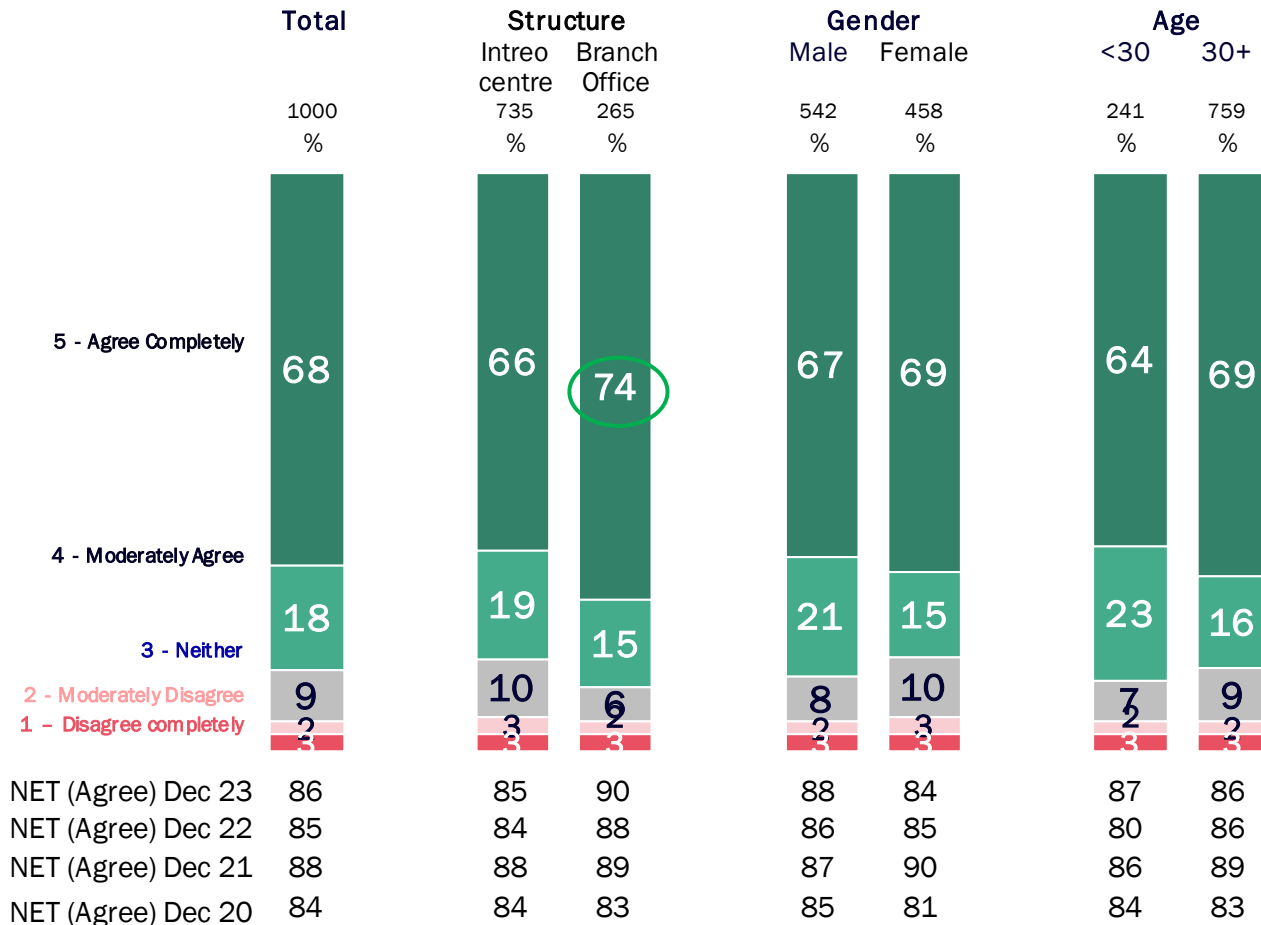
Staff try their best for me

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



The vast majority (86%) of Jobseeker participants agree that staff are trying their best for them, and this is higher for branch office where 74% agree completely (90% net agree). Those in the Nort02 are particularly happy with 89% 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'.

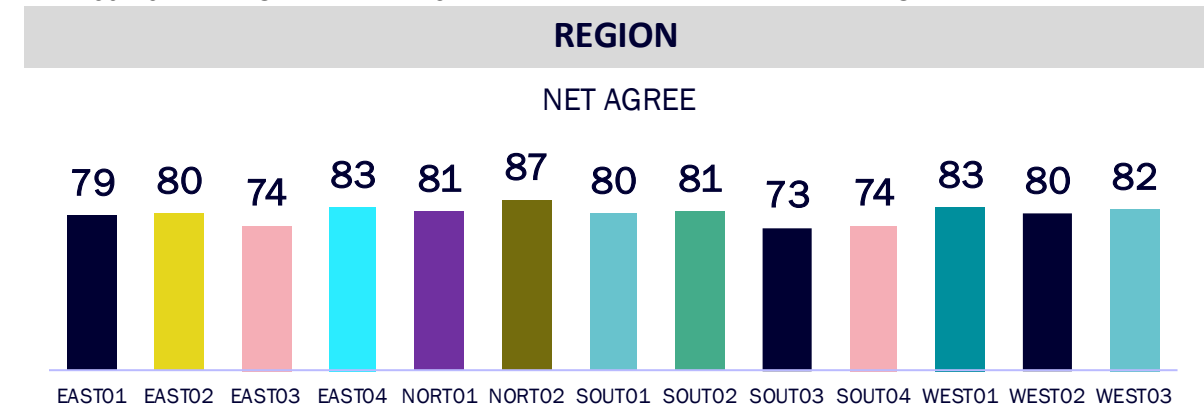
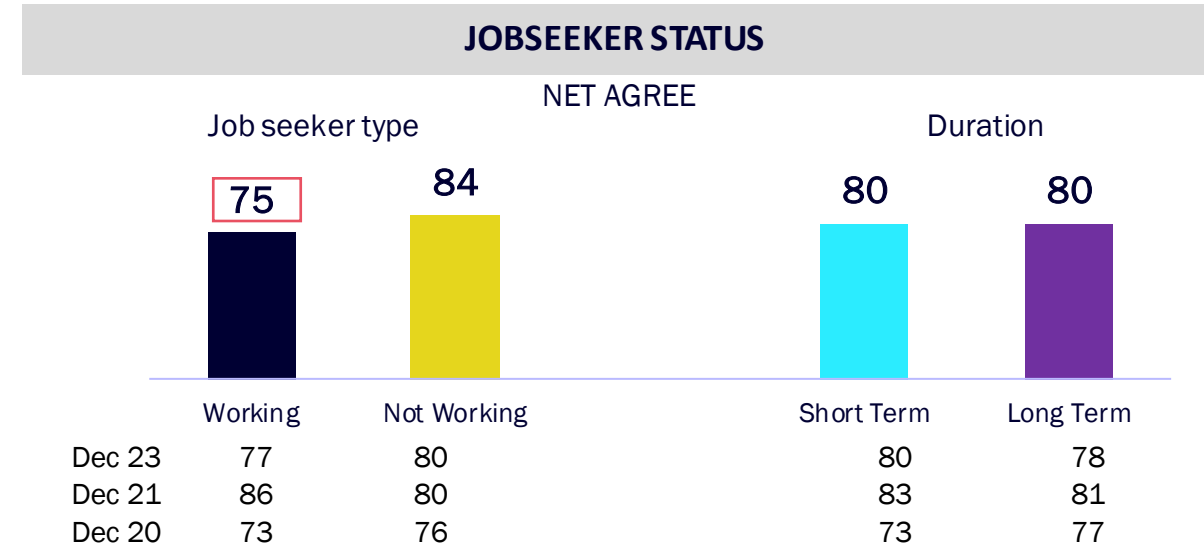
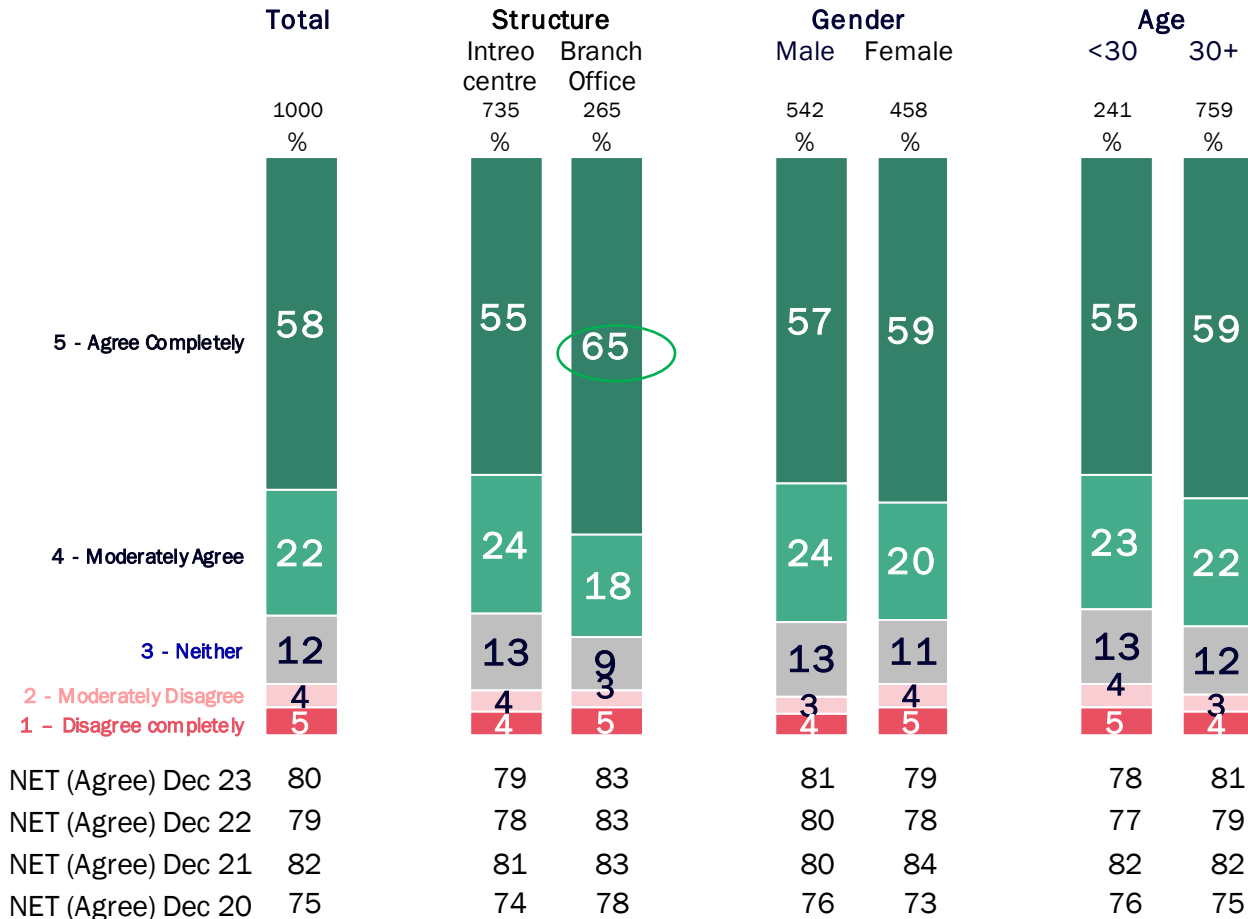
Staff make me feel valued

Base: All Jobseeker Participants N - 1000

○ Statistically higher than total
□ Statistically lower than total



Eight in ten (80%) of all Jobseeker participants agree that staff make them feel valued, and this is marginally higher for branch office where 65% agree completely with 83% agreeing at a total level.



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'.





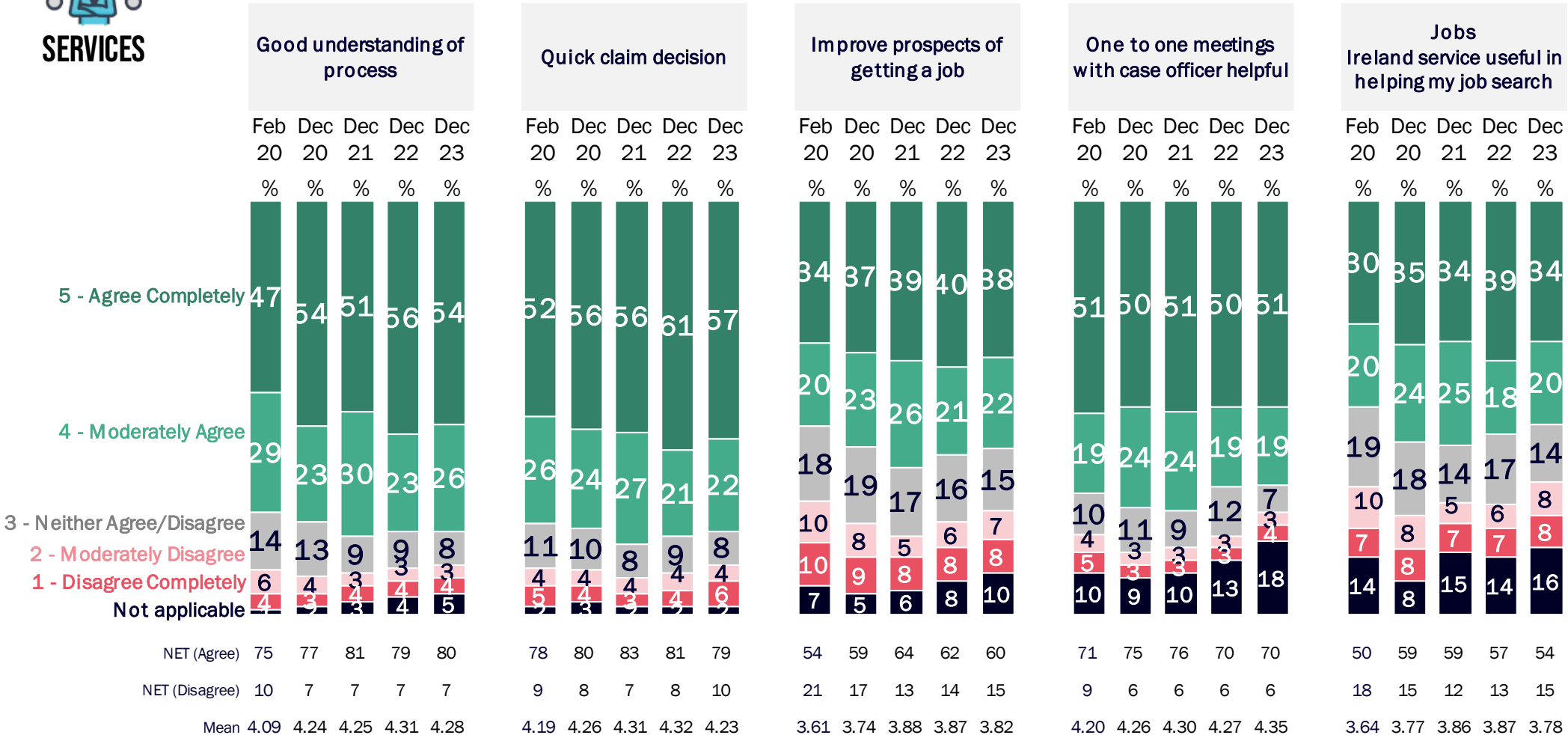
Services



Overview of services performance – December 2023

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total




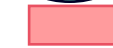
In terms of service performance, the highest levels of satisfaction are with good understanding of process (80%) quick claim decision (79%) and one-to-one meetings with case officers being helpful (70%).

54% agree that Jobs Ireland service is useful in helping with their job search while 60% agree that the service improves their prospects of getting a job.



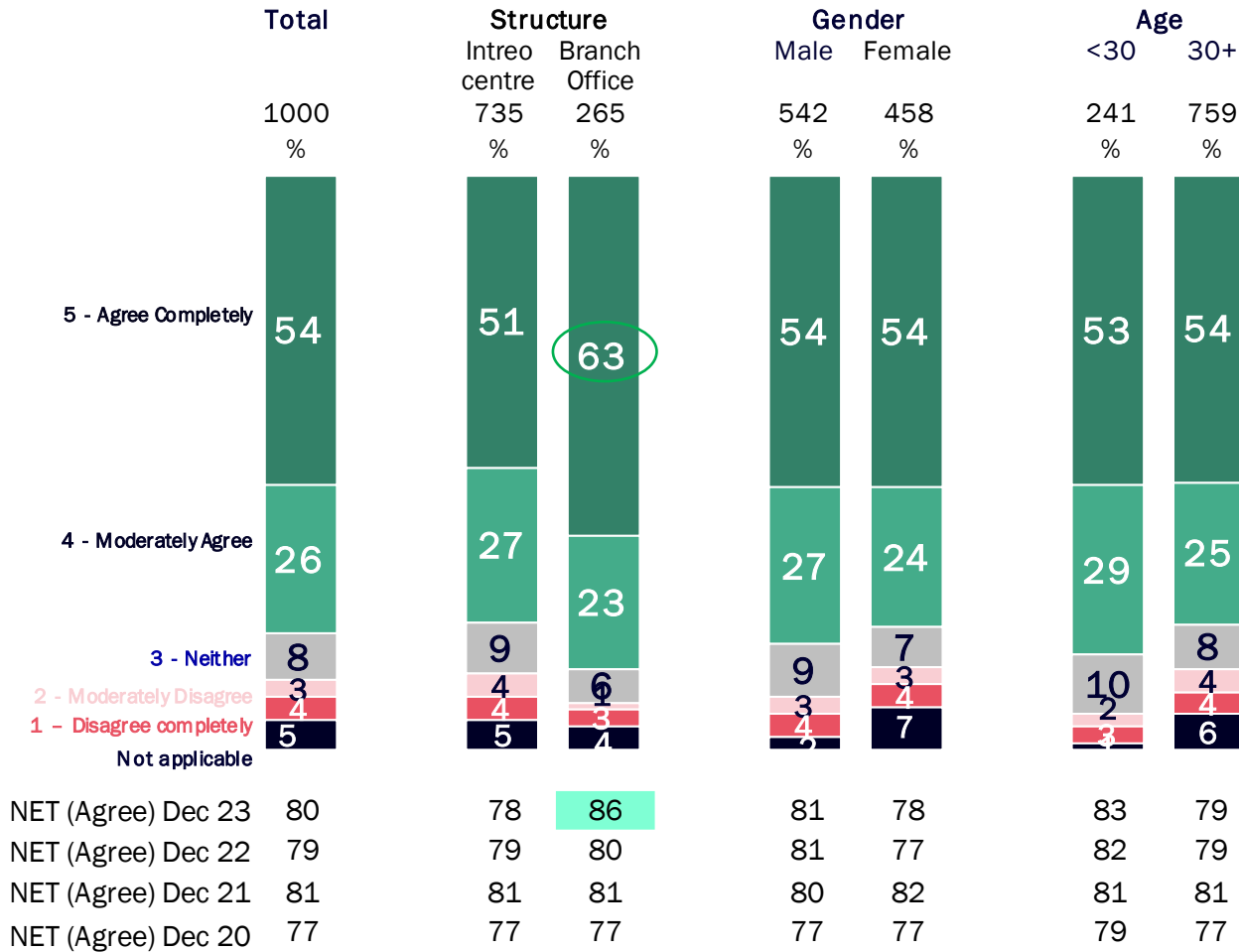
Good Understanding of Process

Base: All Jobseeker Participants N - 1000

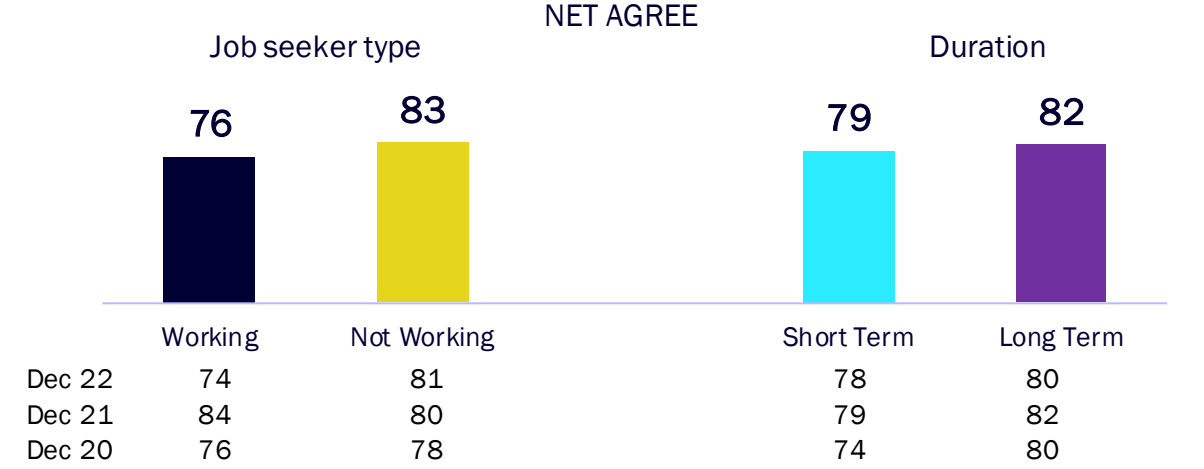
 Statistically higher than total
 Statistically lower than total



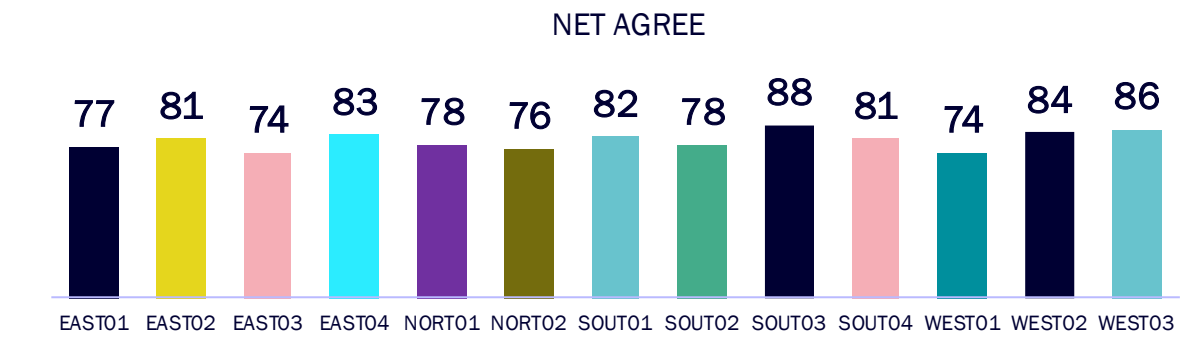
Strong levels of agreement were evident for good understanding of the process by Jobseekers. Ratings for branch office were statistically higher at 86% (63% agreeing completely).



JOBSEEKER STATUS




REGION



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

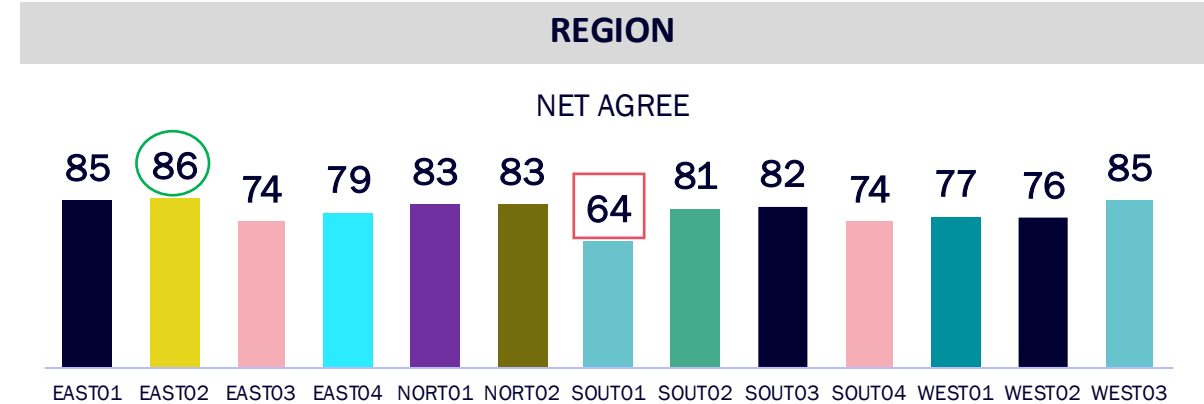
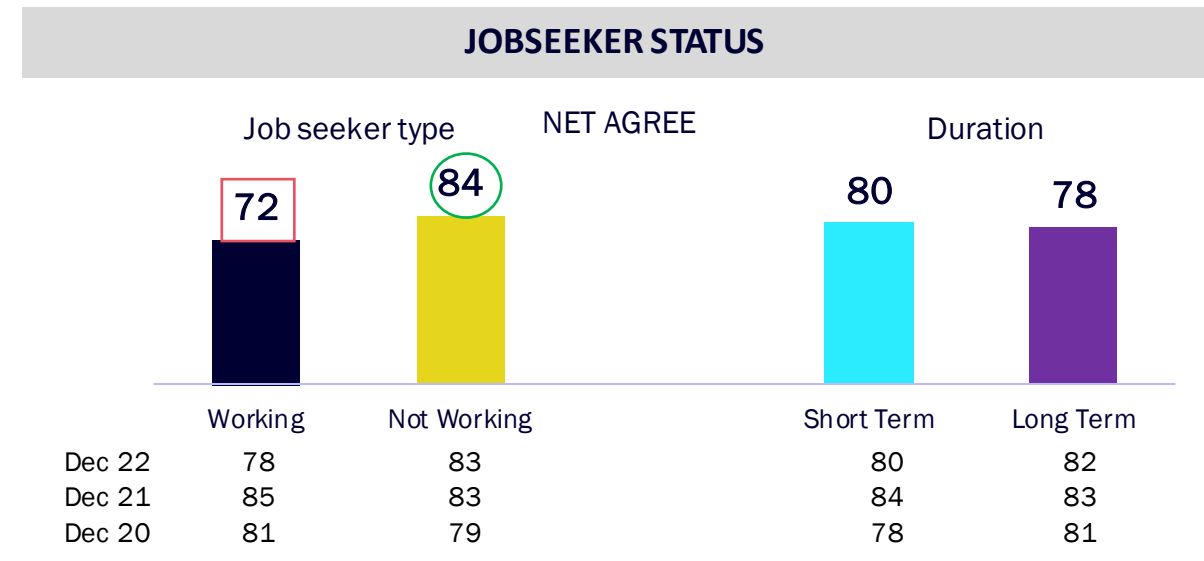
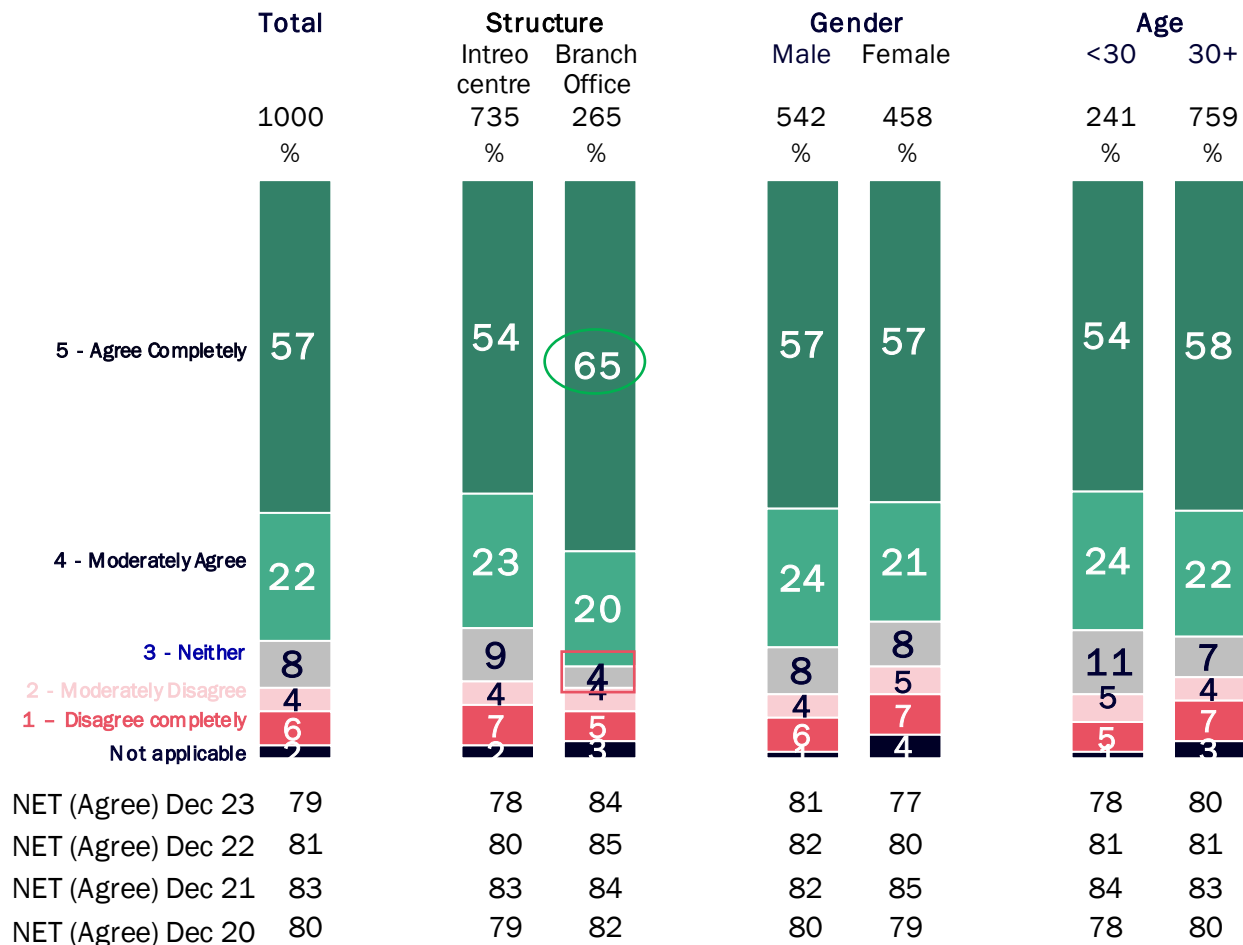
Quick claim decision

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



Agreement levels with the statement a decision on my jobseeker claim was made quickly were higher for those not working (84%) and those interacting with branch office (84%). In terms of region, the East02 attributed highest agreement at 86% with those in the Sout01 showing significantly lower agreement at 64%.



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

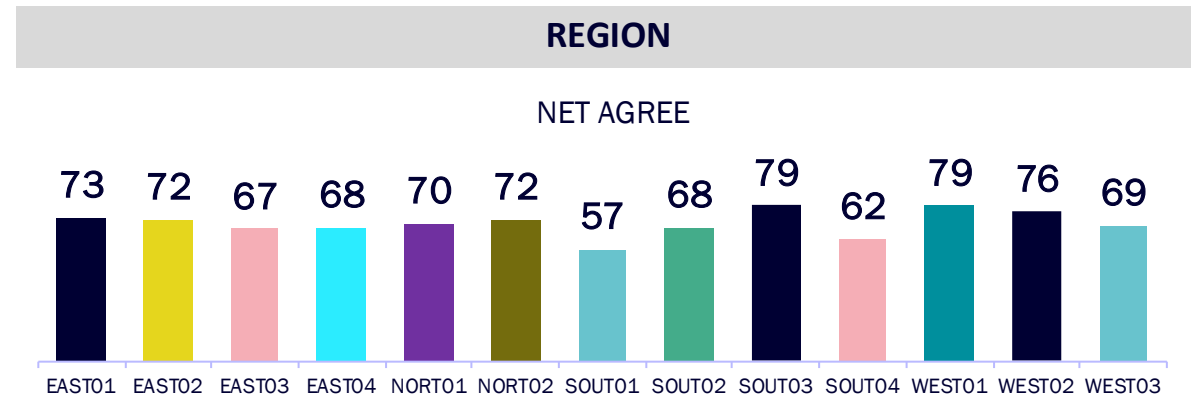
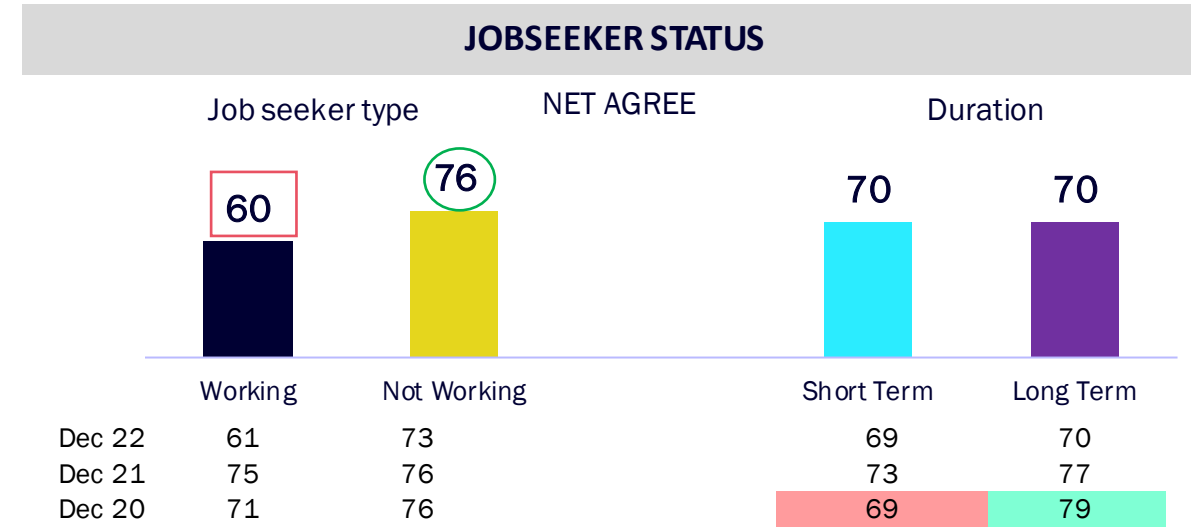
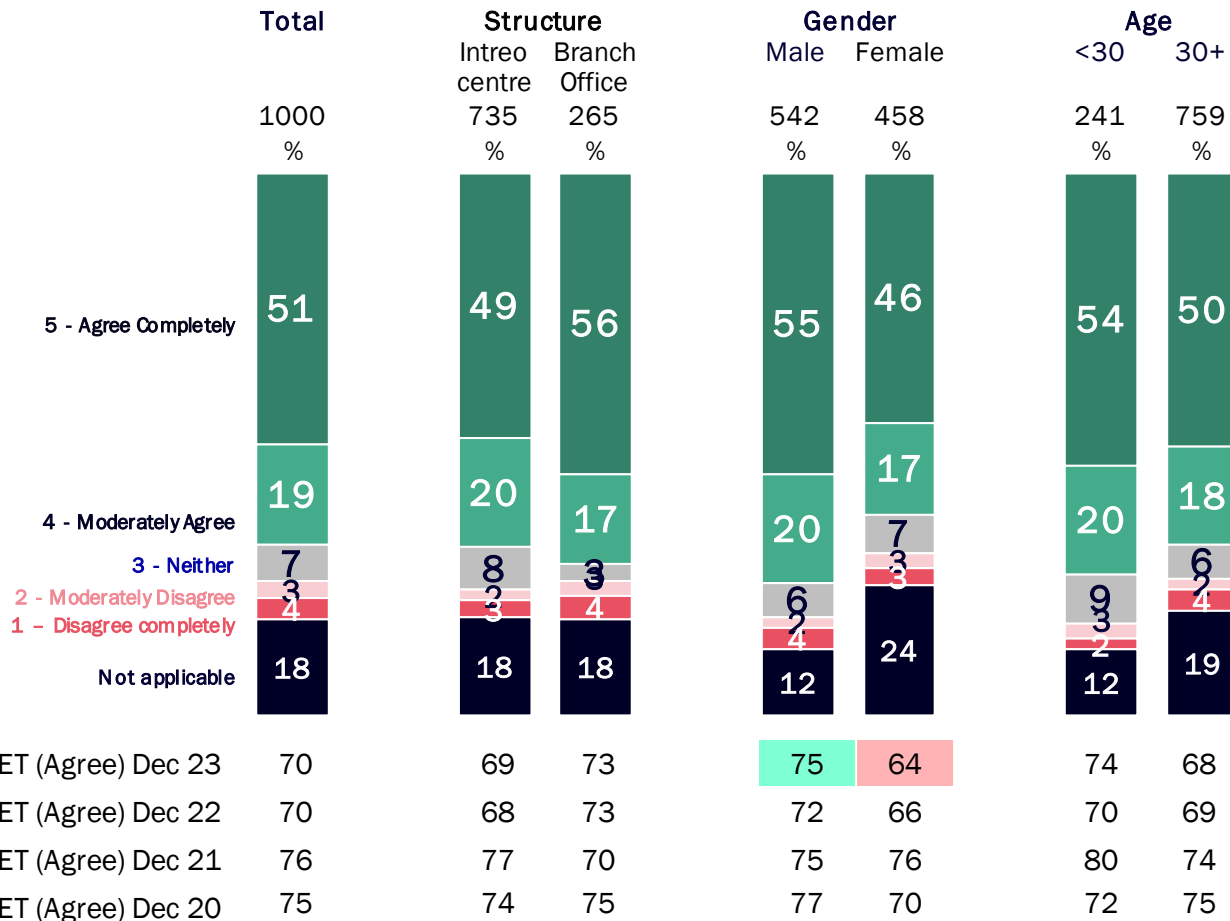
One to one meetings with case officer helpful

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



70% of Jobseeker participants attributed a top two score, for one-to-one meetings with case officers being helpful as was the case in December 2022. Men were significantly more likely to agree at 75% compared to women at 64%. Those working were also less likely to agree at 60% compared to 76% not working.



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

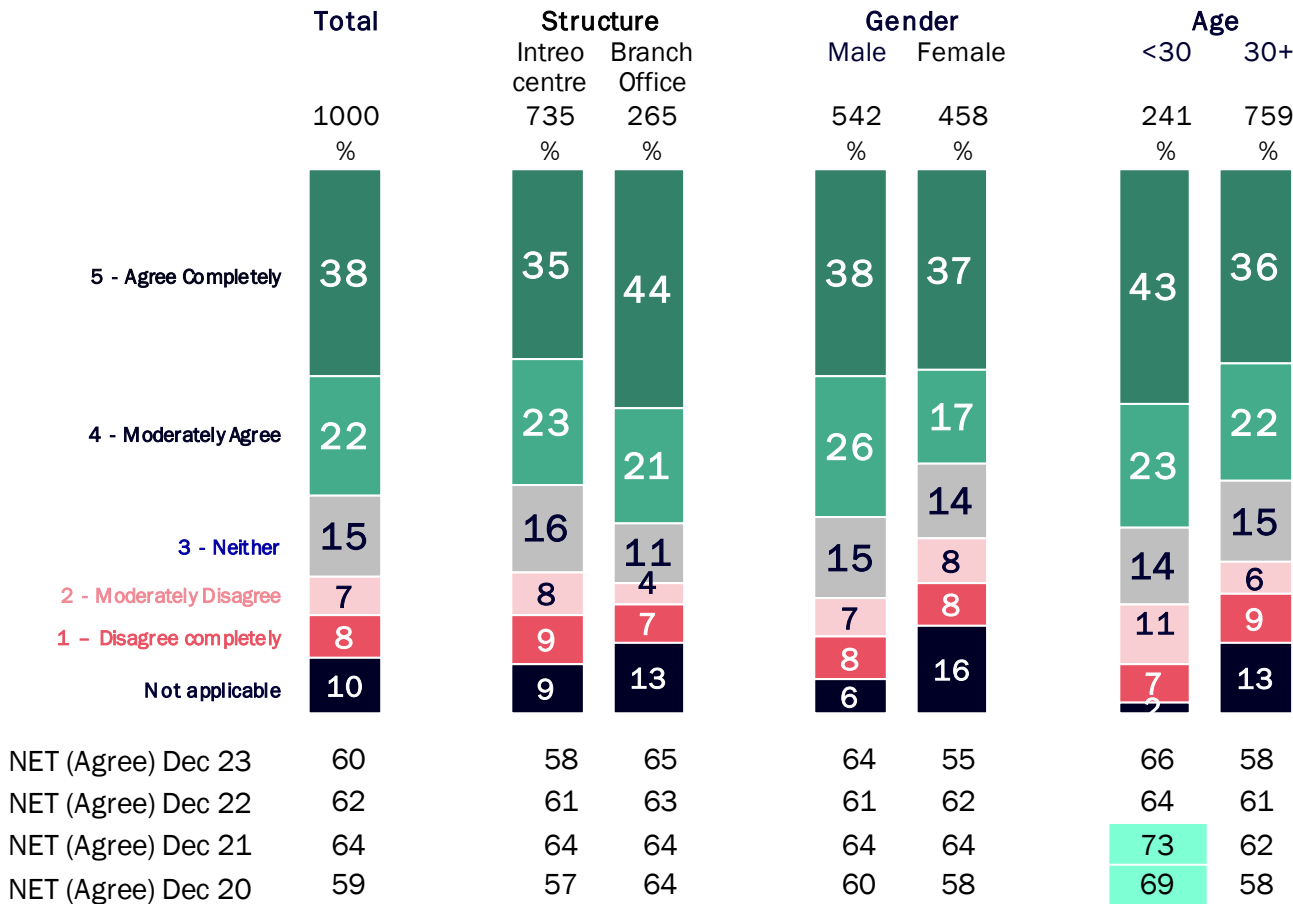
Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total

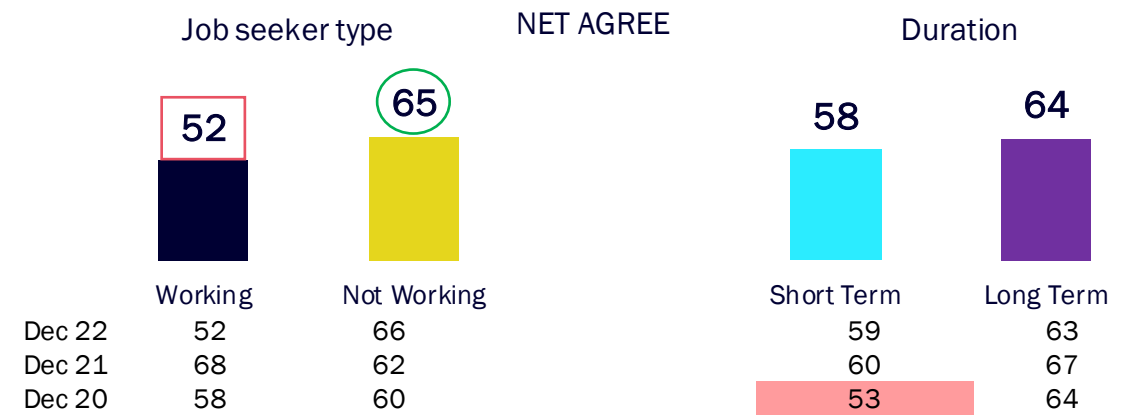


SERVICES

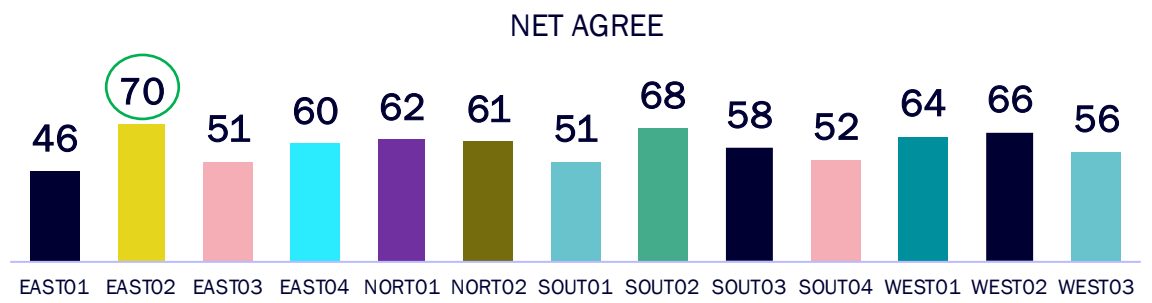
There is a decline of two percentage points versus 2022 and four percent compared to 2021 for those who agree that the Intreo centre or Branch office process has helped me improve my prospects in getting a job (now at 60%). Agreement is lower for those who are currently working (52%) and those in the East03 region (51%). Agreement is significantly higher in East 02 at 70%.



JOBSEEKER STATUS





REGION



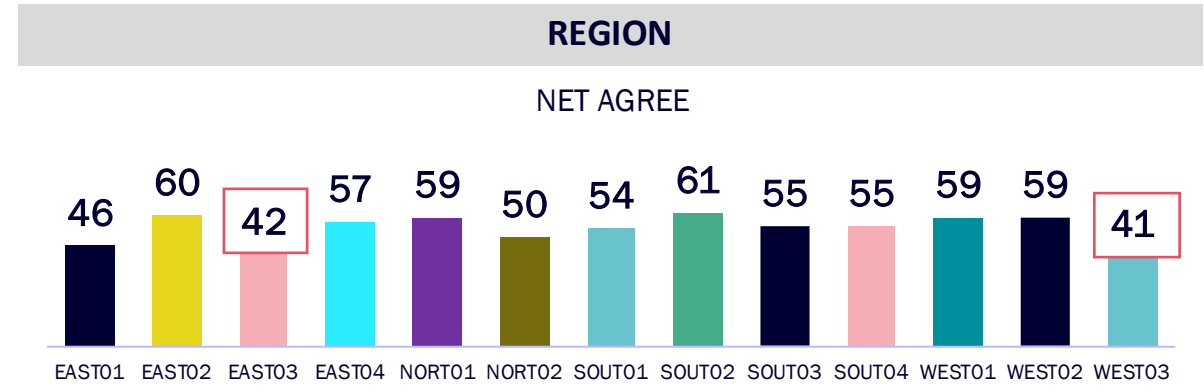
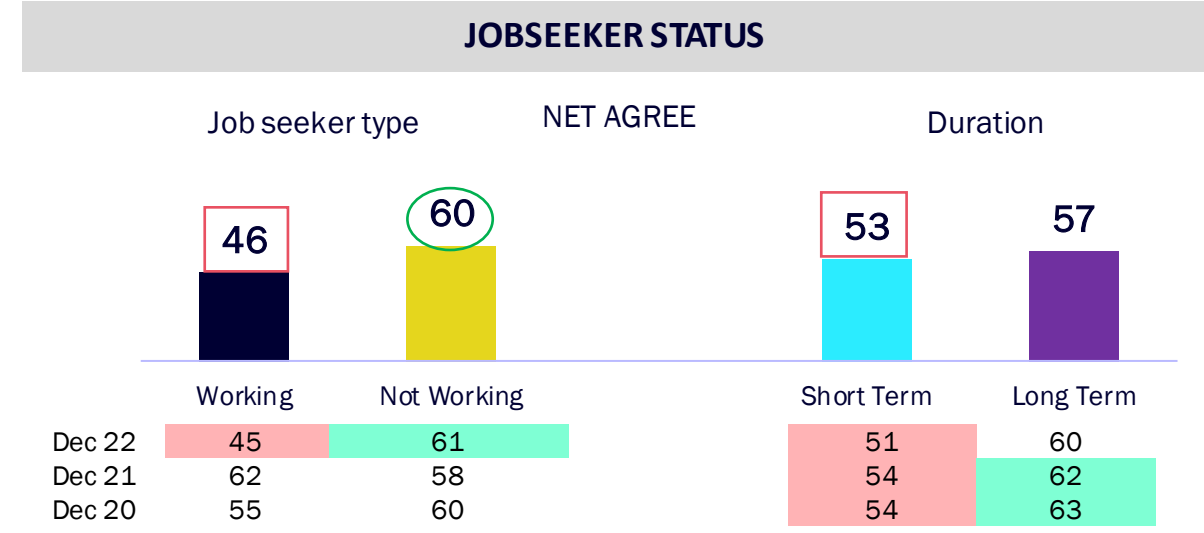
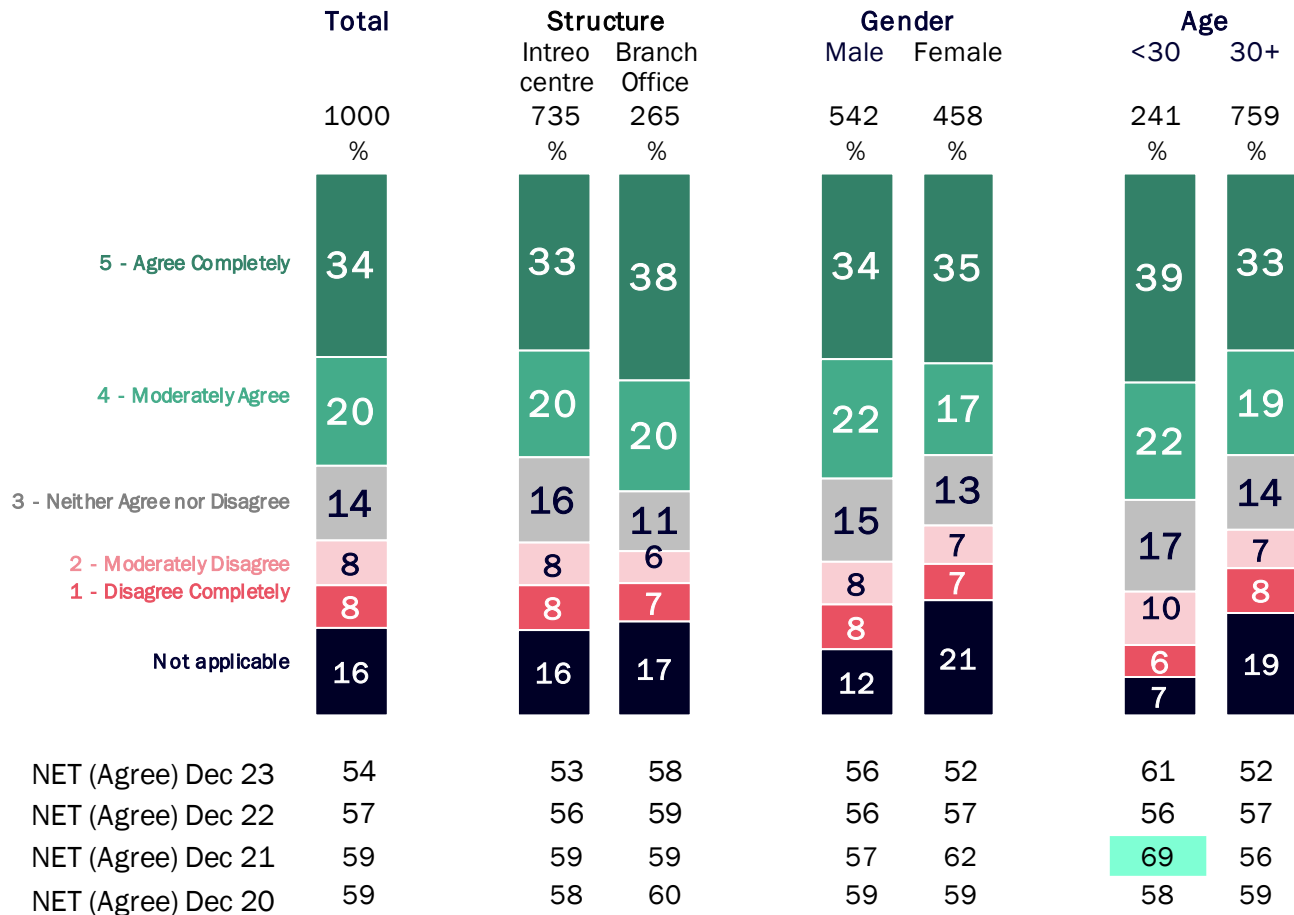
JobsIreland service useful in helping with my job search

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



Satisfaction with the usefulness of the JobsIreland service in helping with job search is highest for those aged under 30 years at 61% and those not working at 60%. Jobseekers in the East03 and West03 regions displayed lower agreement levels at 42% and 41% respectively. A high proportion of 16% reported that this was not applicable.





Process



Overview of Process Performance – December 2023

Base: All Jobseeker Participants N - 1000

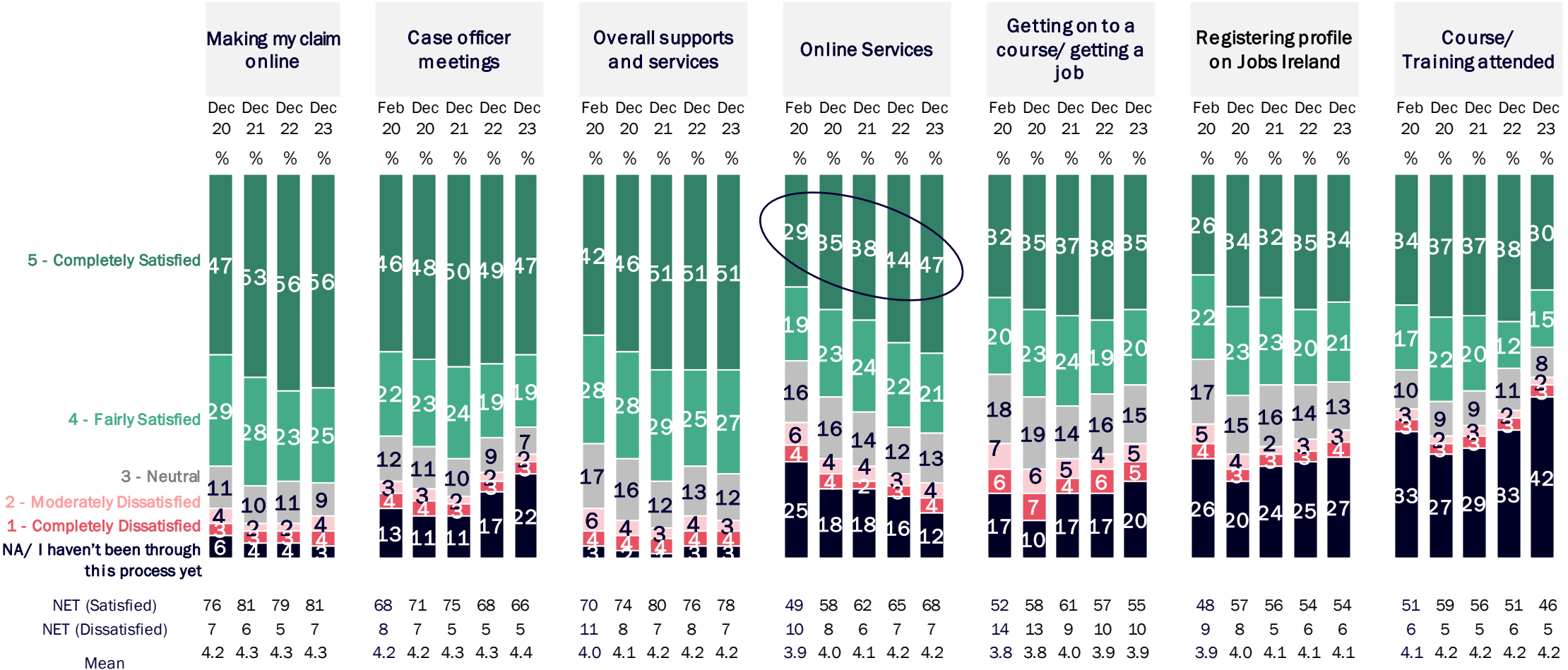


○ Statistically higher than total
■ Statistically lower than total

Highest levels of satisfaction with process-related factors are registered for making my claim online and overall supports and services (as was the case in 2022).



Online services continue to improve and satisfaction is now at 68% (its highest level since the series began).

Note a sizeable number reported they had not been through some processes yet and this is particularly true for course/training at 42%.



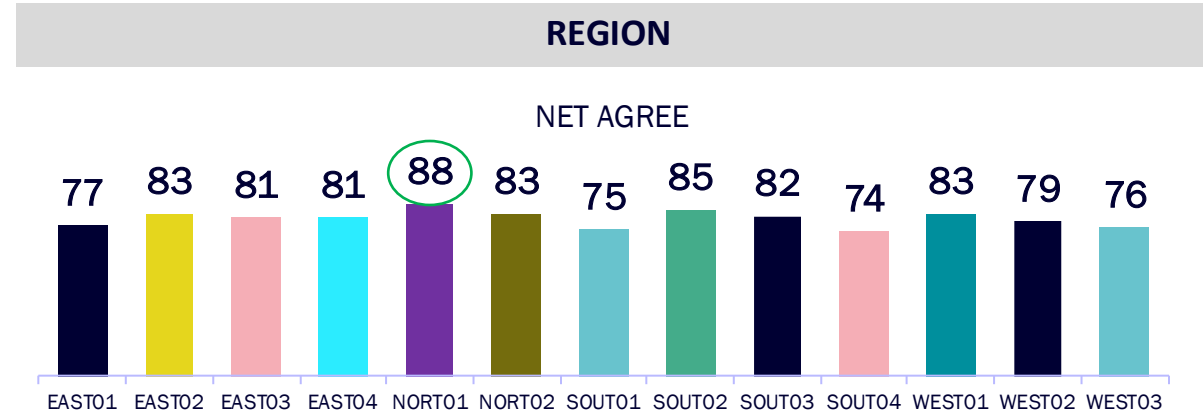
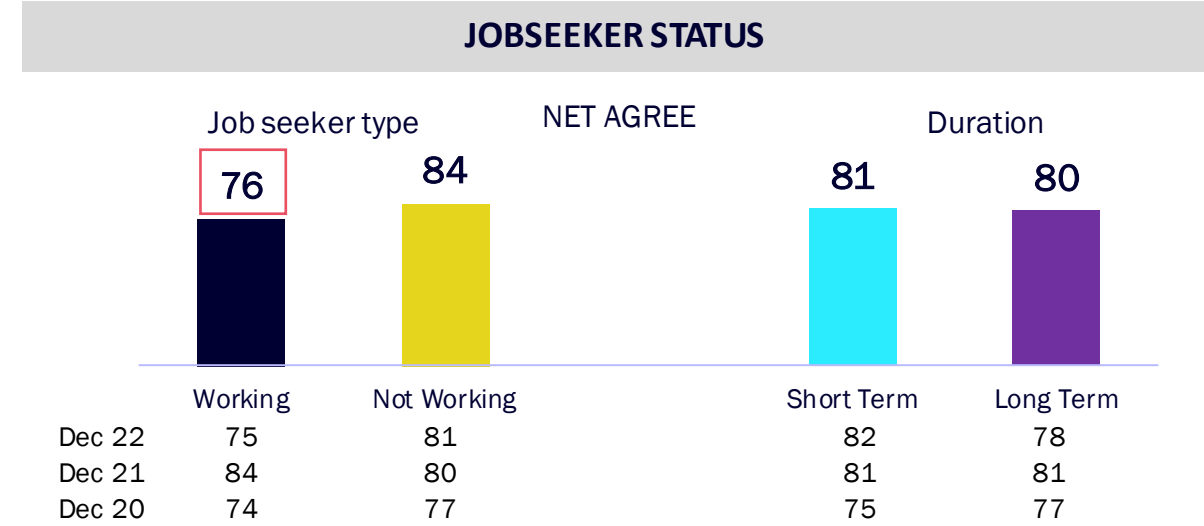
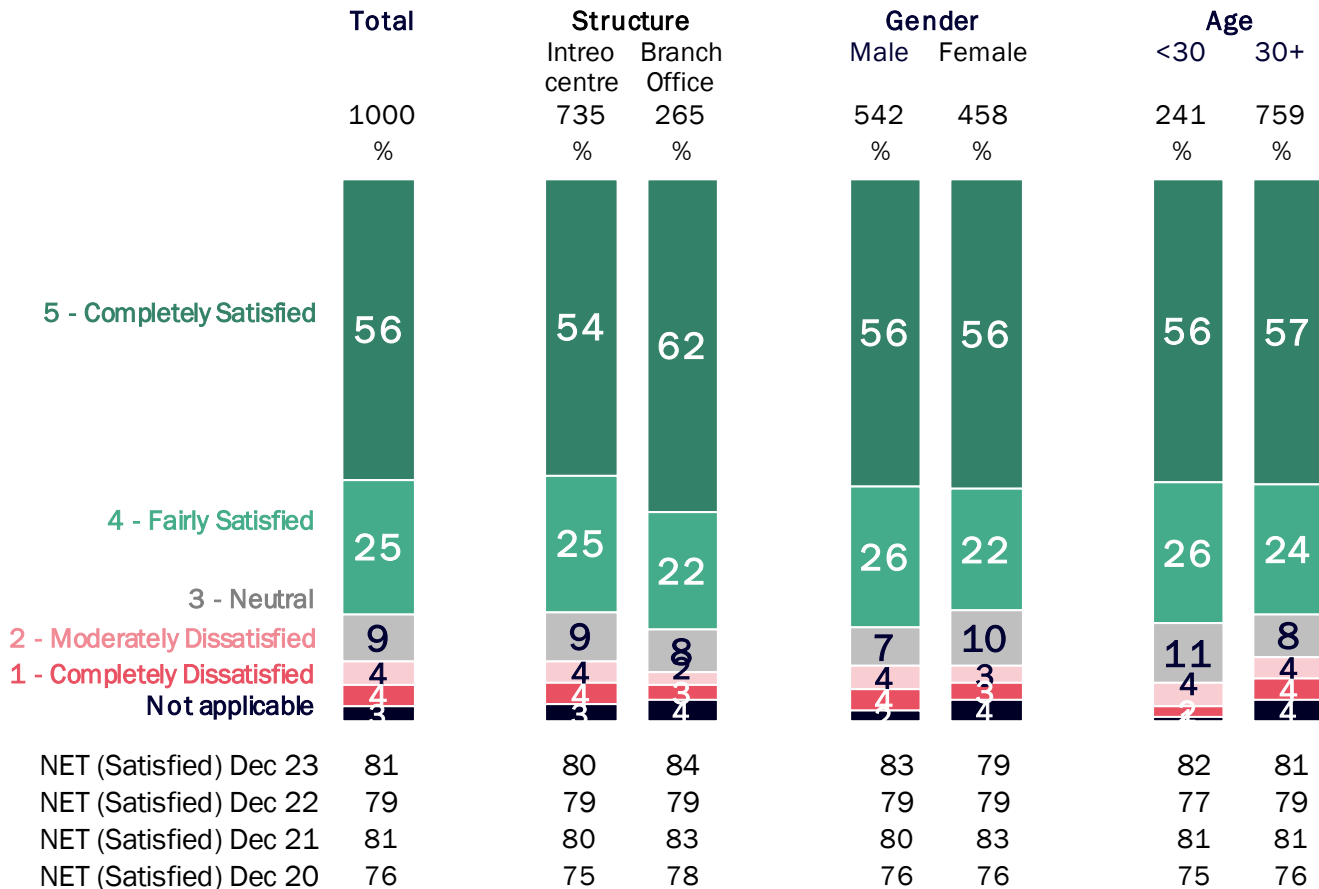
Making my claim online

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



81% of all Jobseeker participants are satisfied with the process of making their claim online with high satisfaction levels registered across all sub-groupings. Satisfaction was highest for the Nort01 region at 88%.





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



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

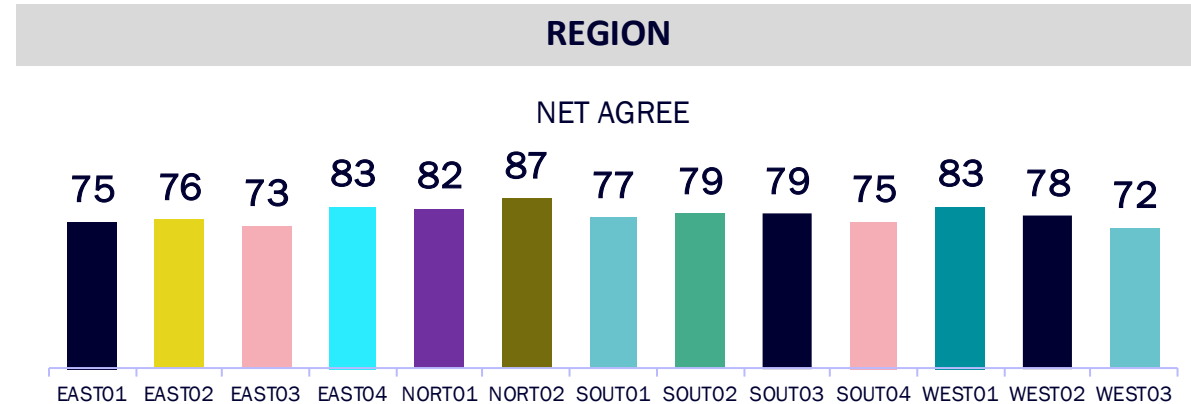
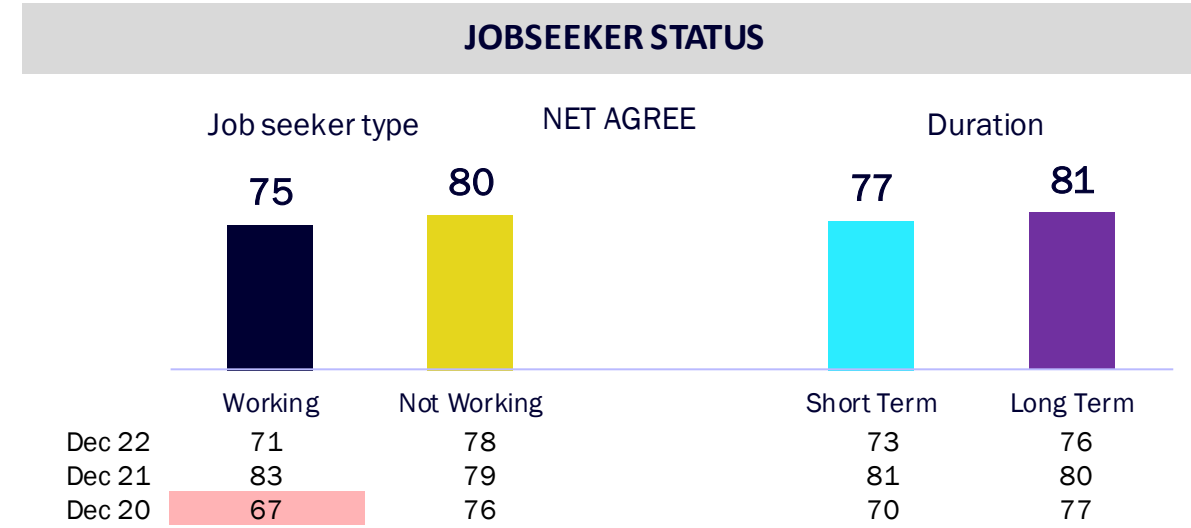
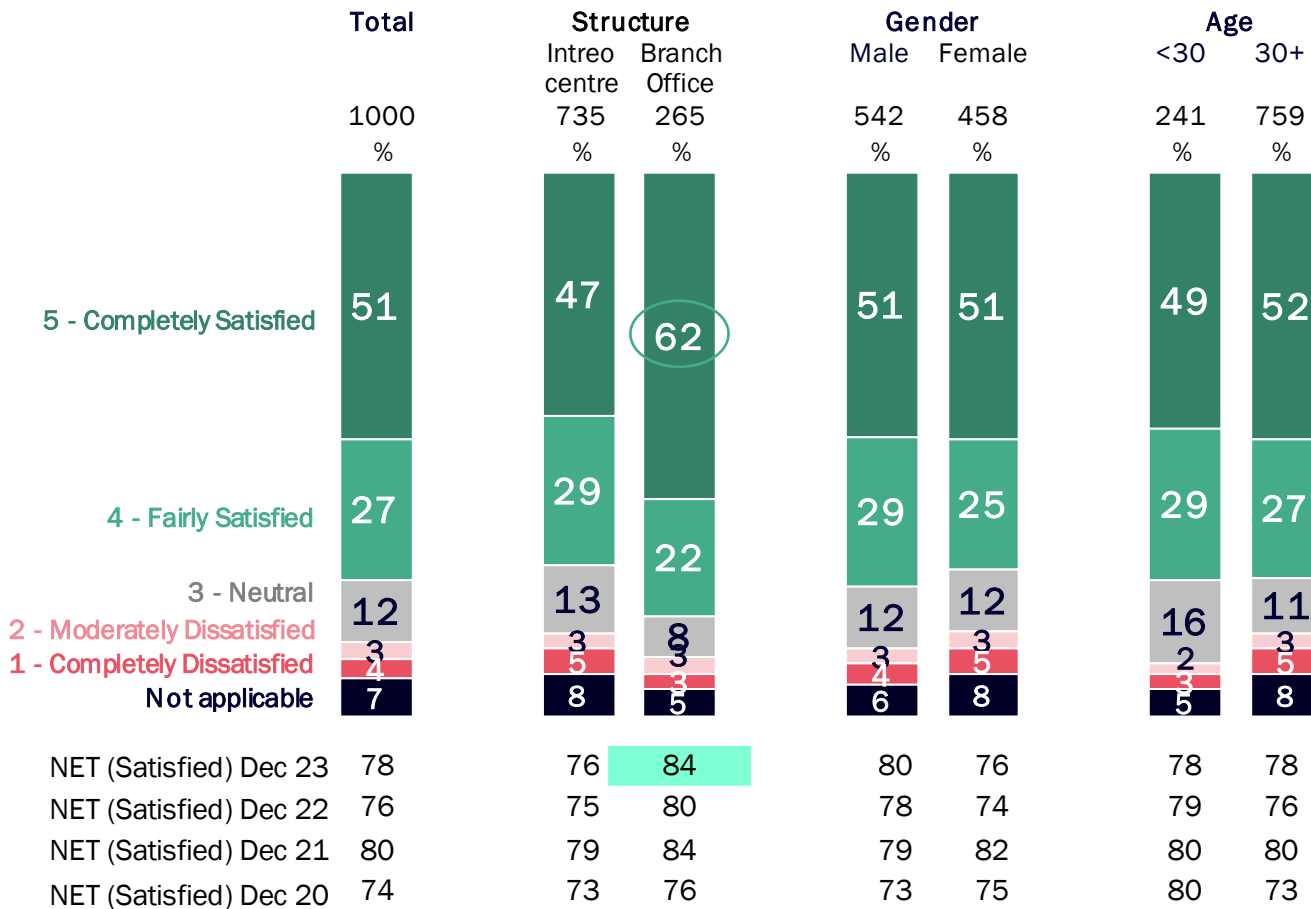
Overall supports and services

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



Satisfaction with overall supports and services are up by 2 percentage points (from 76% in December 2022 to 78% in the latest wave). This is higher for branch office users at 84%.



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

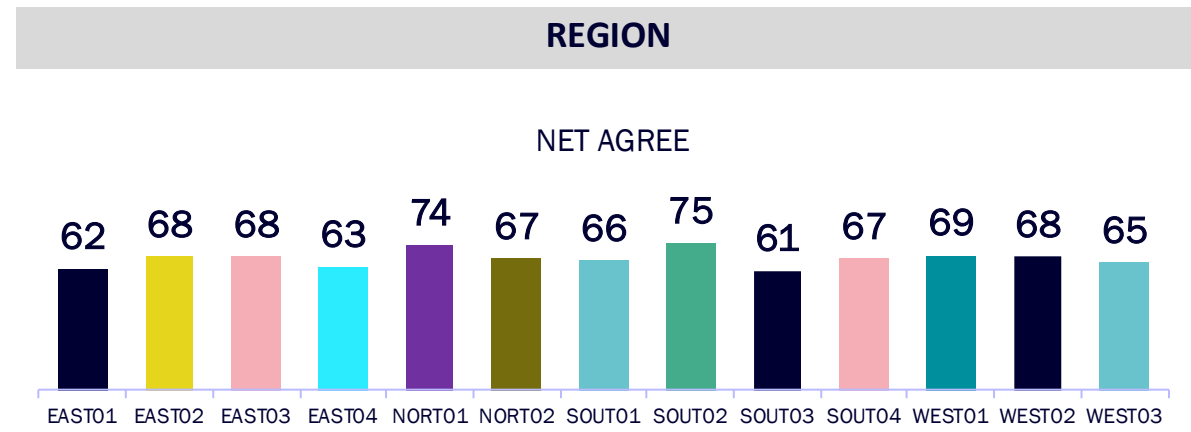
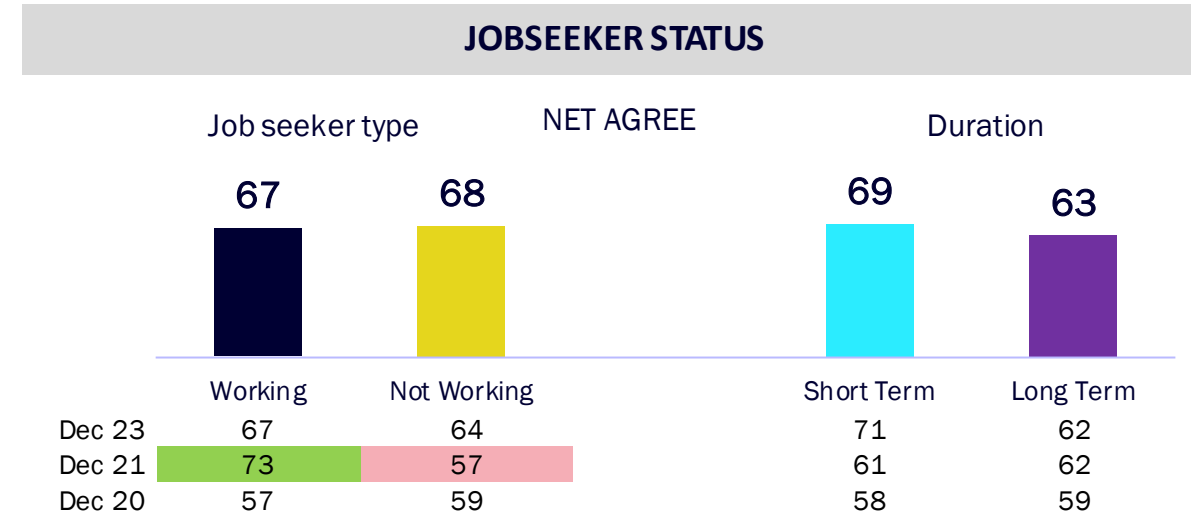
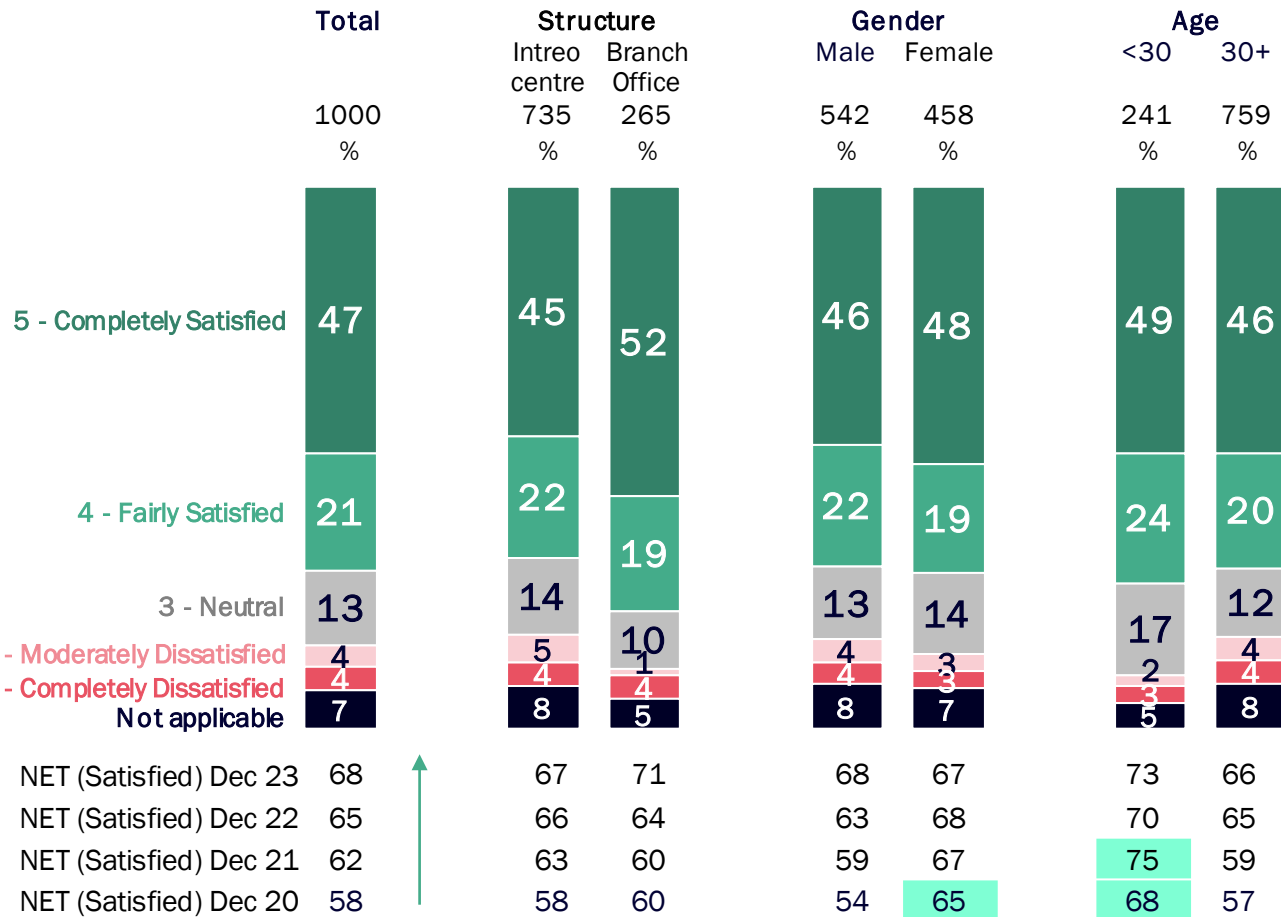
Access to/Use of Department of Social Protection Online Service

Base: All Jobseeker Participants N - 1000



 Statistically higher than total
 Statistically lower than total



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 68% (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.

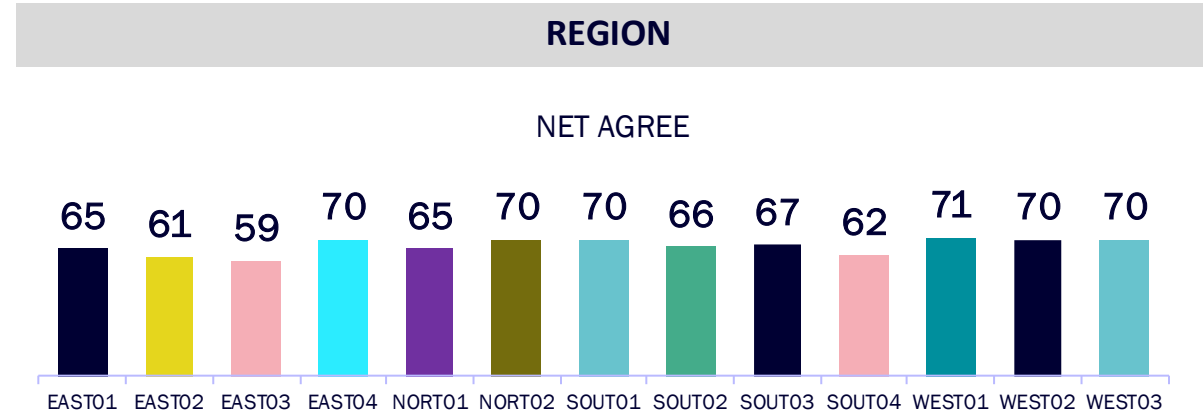
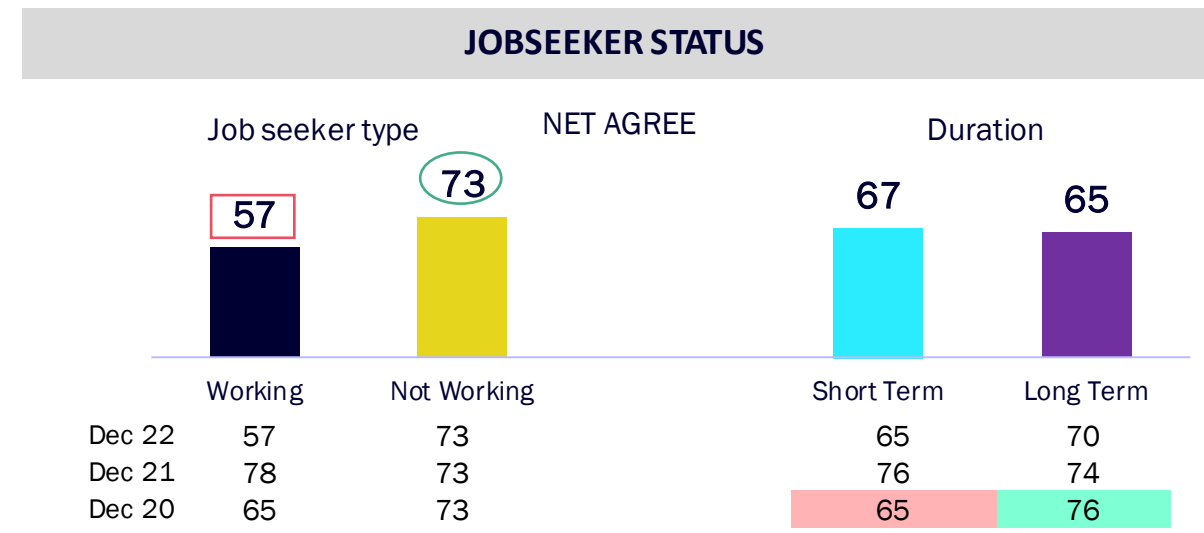
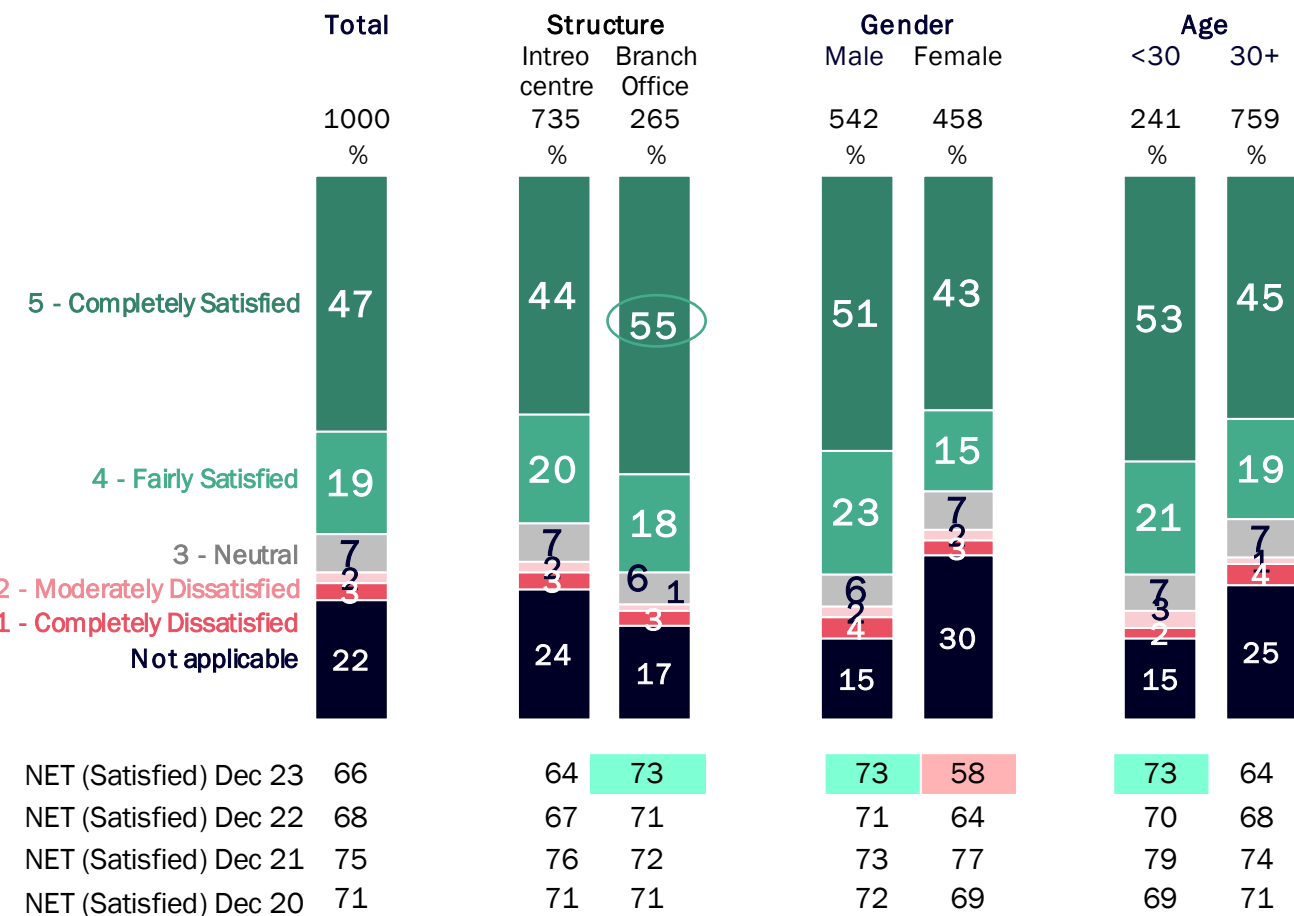
Meetings with my case officer

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



Note: there was a high proportion who reported that meetings with their case officer was not applicable or that they had not been through the process yet at 22% rising to 30% for females. Overall satisfaction stands at 66%. This is higher for branch office at 73%, male 73% and under 30 years 73%.



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

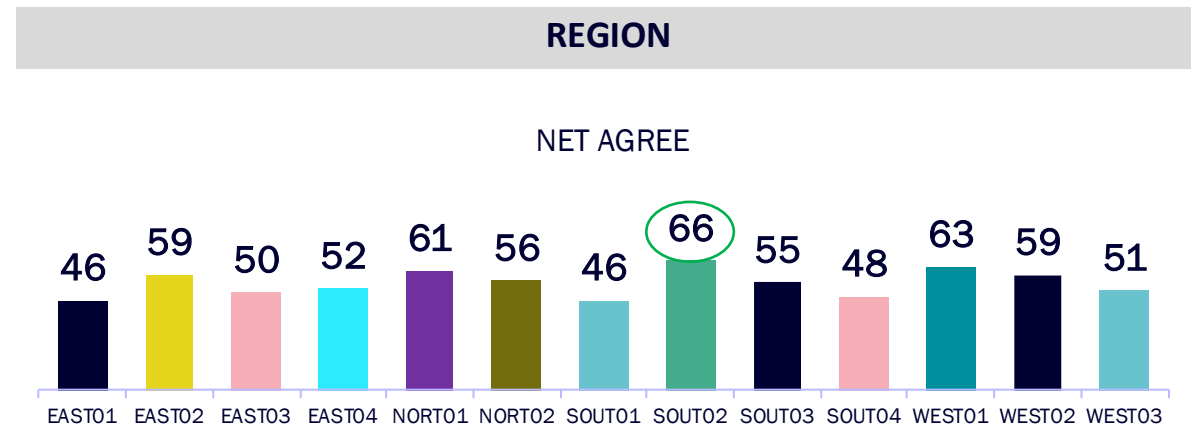
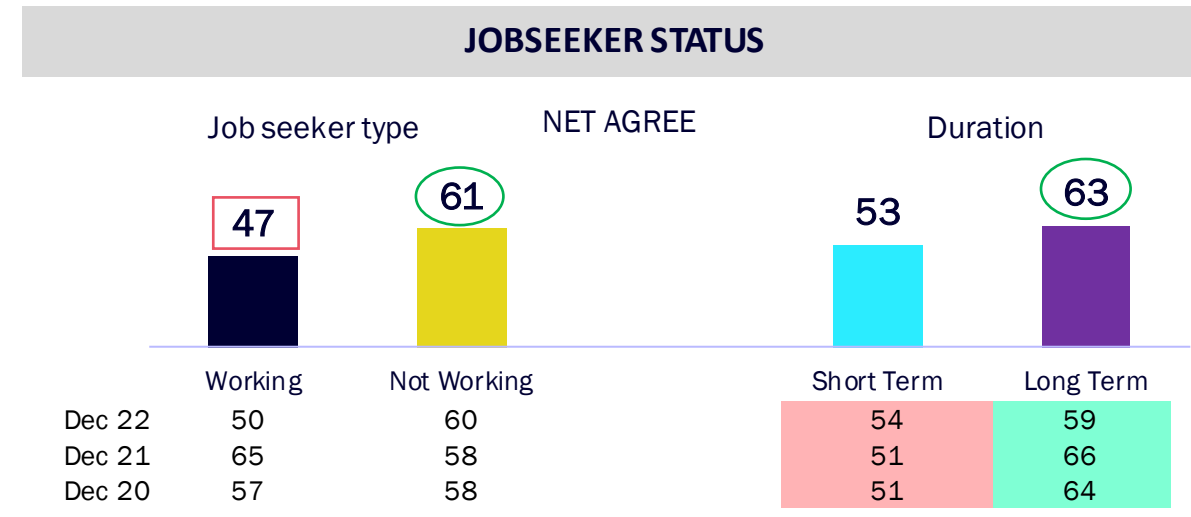
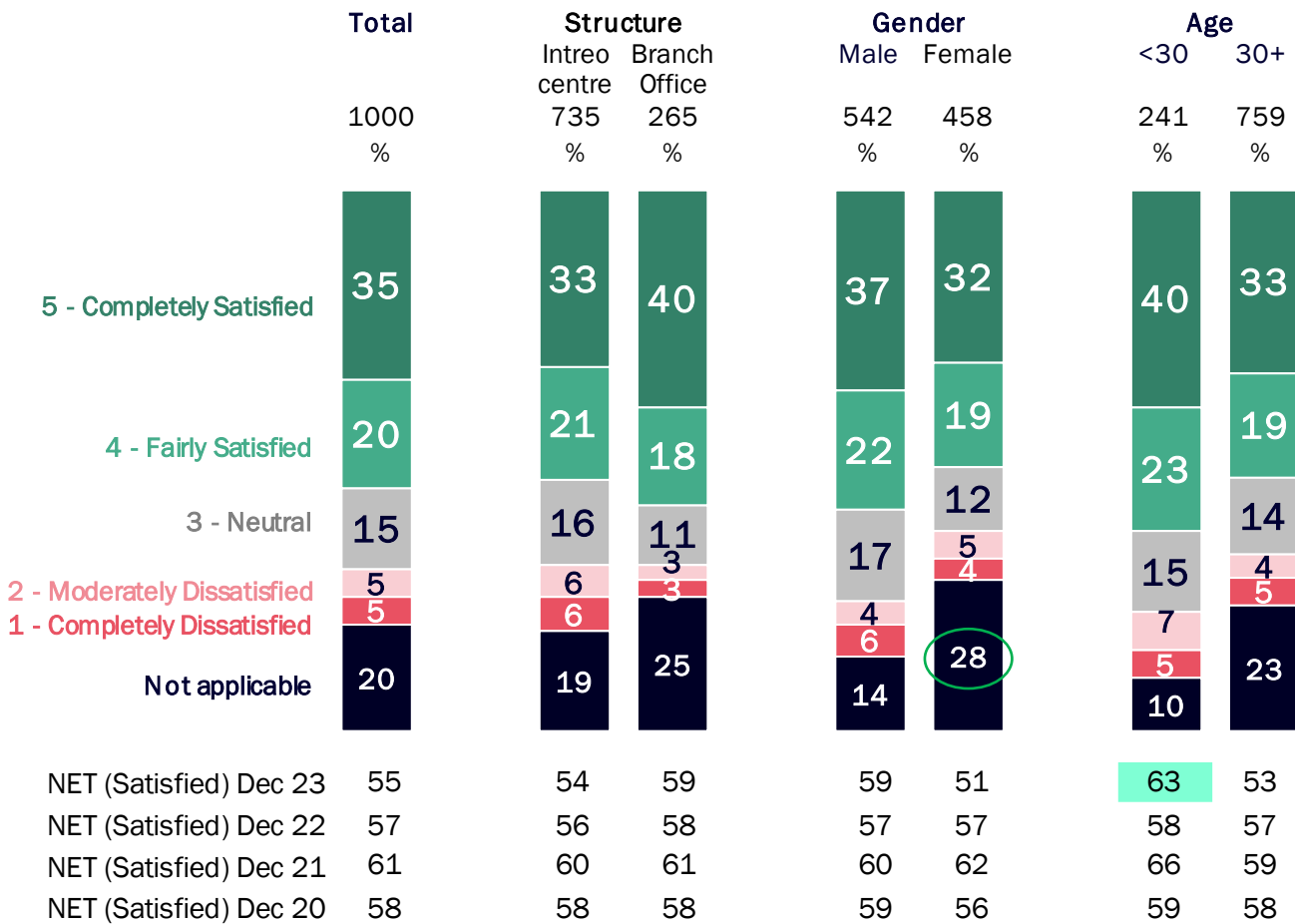
Getting on to a course/ getting a job

Base: All Jobseeker Participants N - 1000

 Statistically higher than total
 Statistically lower than total



Those who are currently working displayed the lowest levels of satisfaction with getting onto a course/getting a job at 47%. Satisfaction was highest for the Under 30's at 63%, those not working 61% and longer term unemployed 63%. The Sout02 division registered highest levels of satisfaction at 66%. It should be noted that there is a high number of females who stated not applicable or had not been through the process yet. This is twice as high for women 28% compared to men (14%).



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.

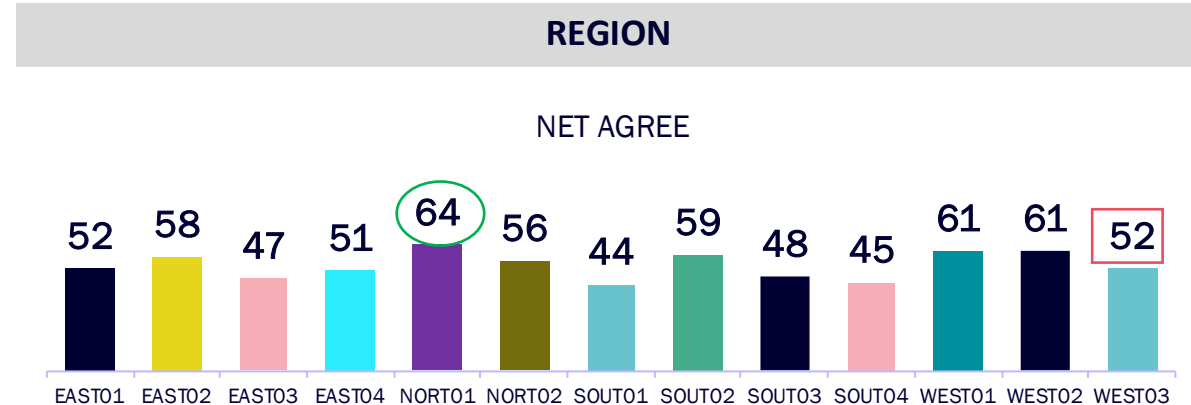
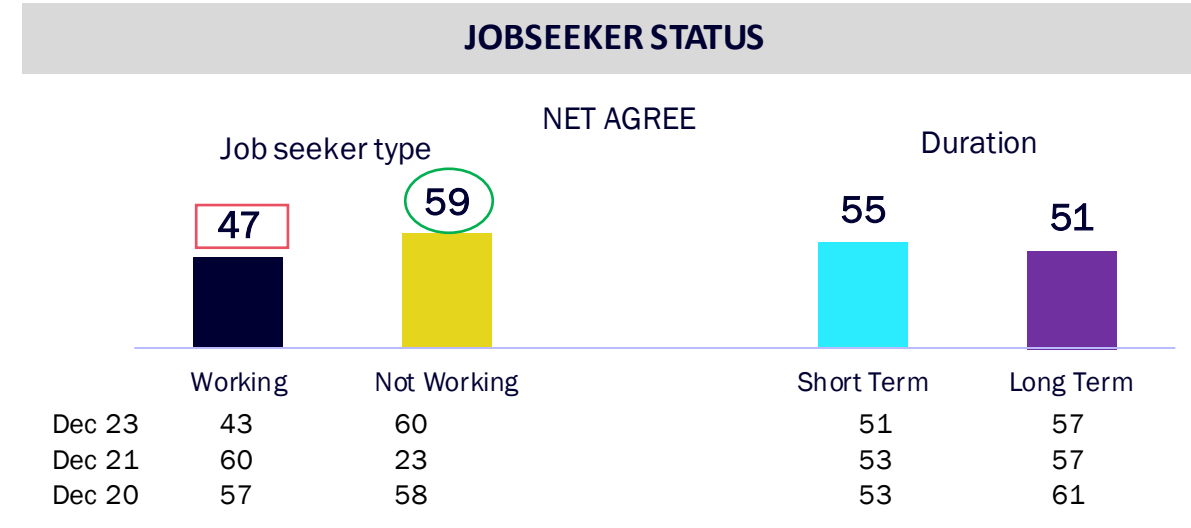
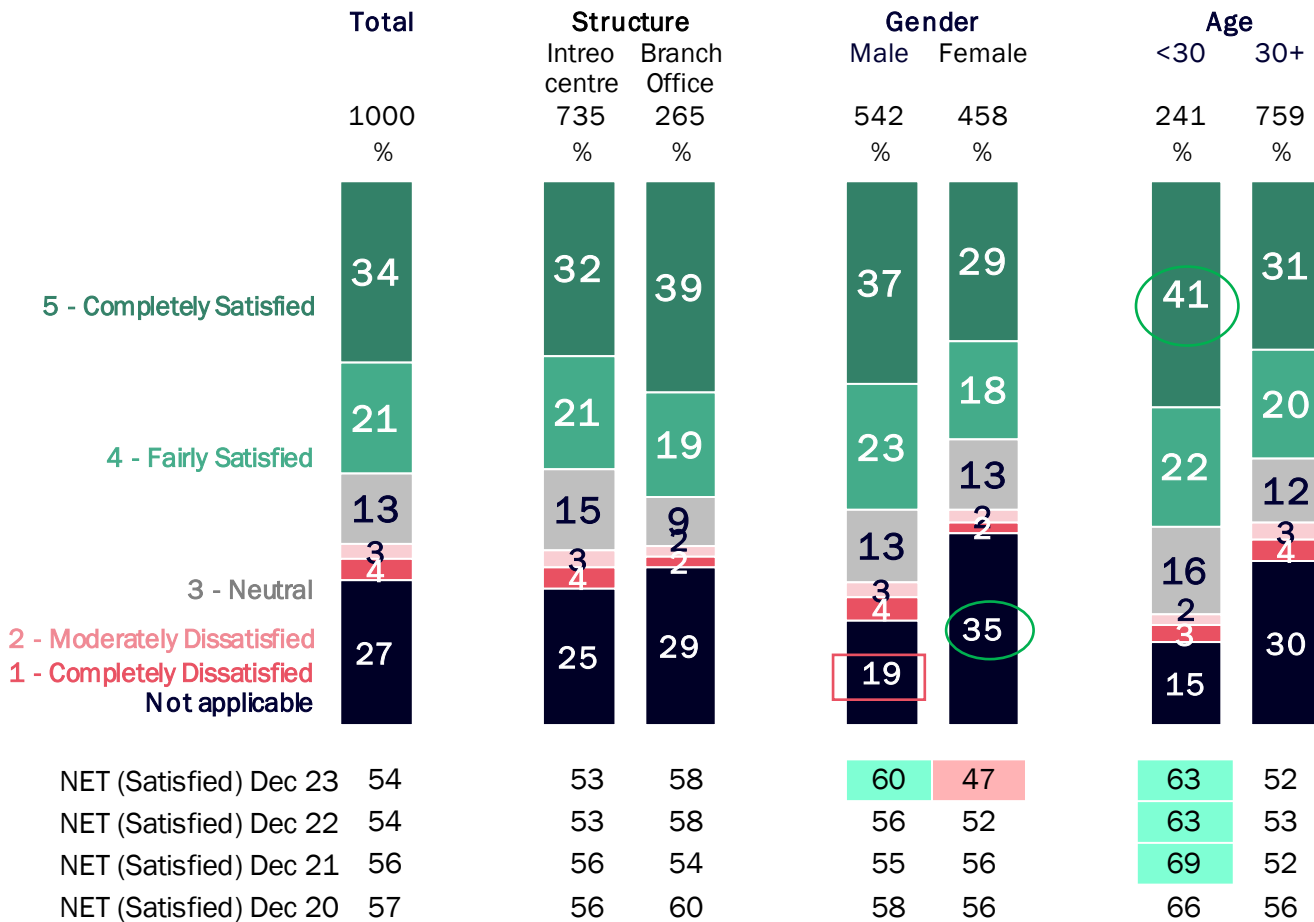
Registering profile on Jobs Ireland

Base: All Jobseeker Participants N – 1,000

 Statistically higher than total
 Statistically lower than total



Over one in four of all Jobseeker participants have yet to register their profile on JobsIreland, with those aged under 30, males and those not working the most satisfied with the experience. The higher number of females who stated not applicable or have yet to go through the process at 35% is driving a lower satisfaction score of 47%.



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

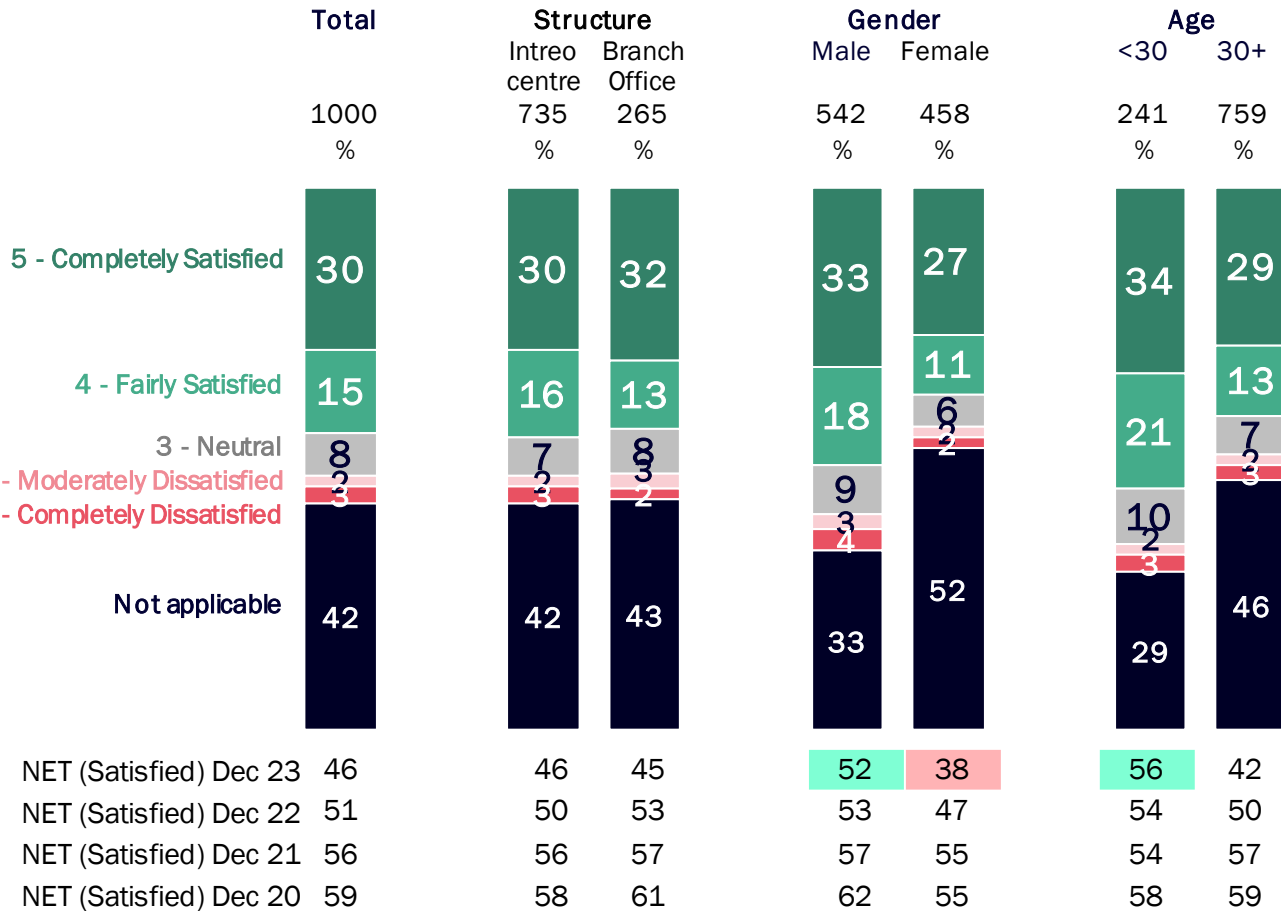
Course/Training attended

Base: All Jobseeker Participants N - 1000

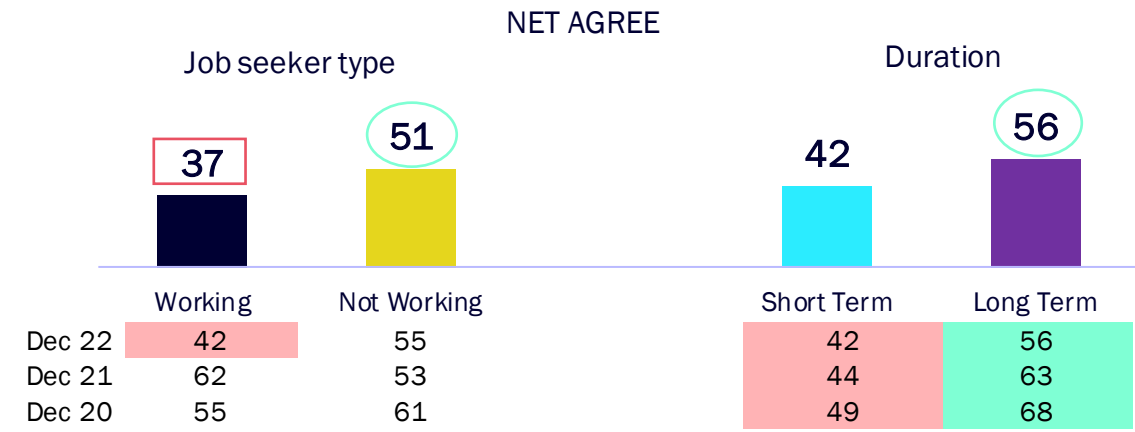
 Statistically higher than total
 Statistically lower than total



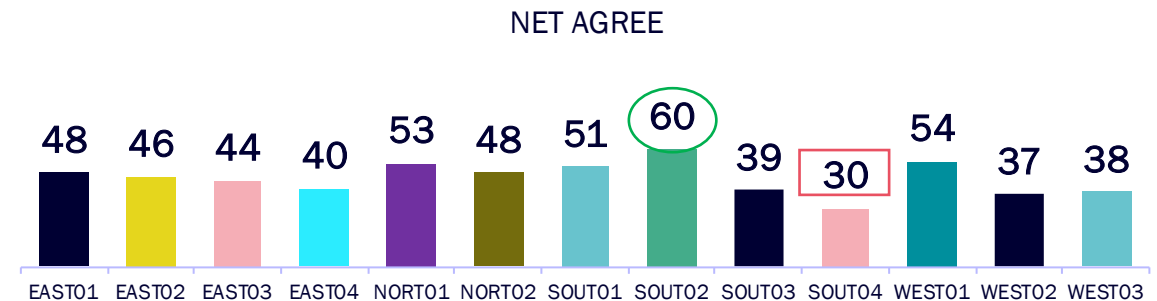
A large proportion (42%) stated they had not been on a course or attended training. This is highest for women at 52%. Males (52%) and under 30's (56%) report highest satisfaction with the course or training attended. Longer-term participants (56%) and those not working (51%) are significantly more satisfied than the average respondent to allocate high satisfaction scores on course/training attended. The Sout02 region displayed the highest satisfaction at 60% with the lowest satisfaction in the South 04 at just 30%.



JOBSEEKER STATUS

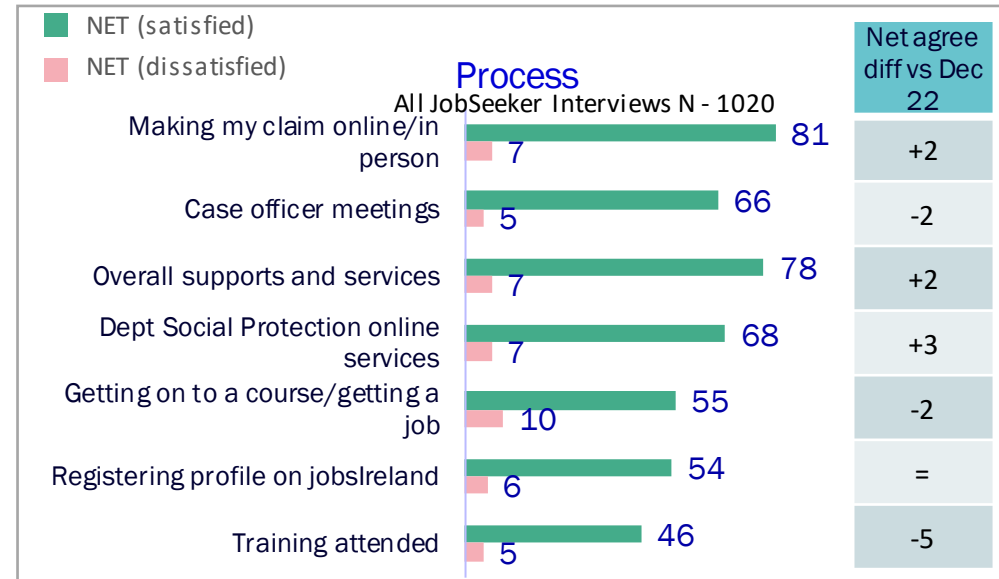
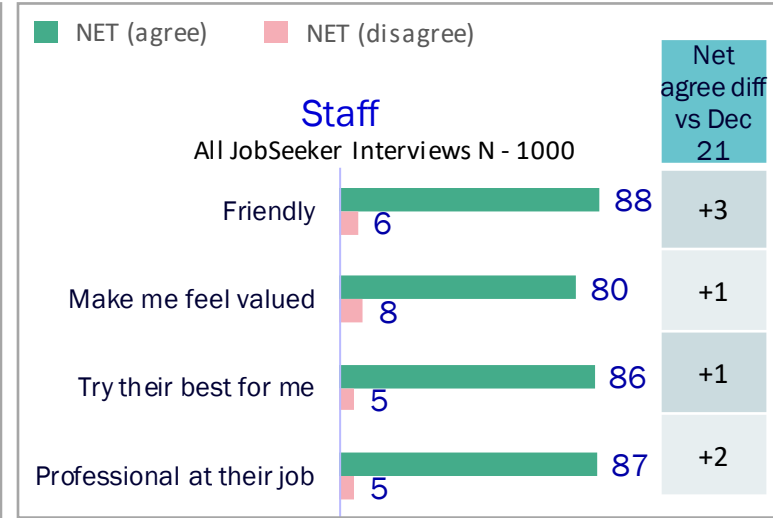
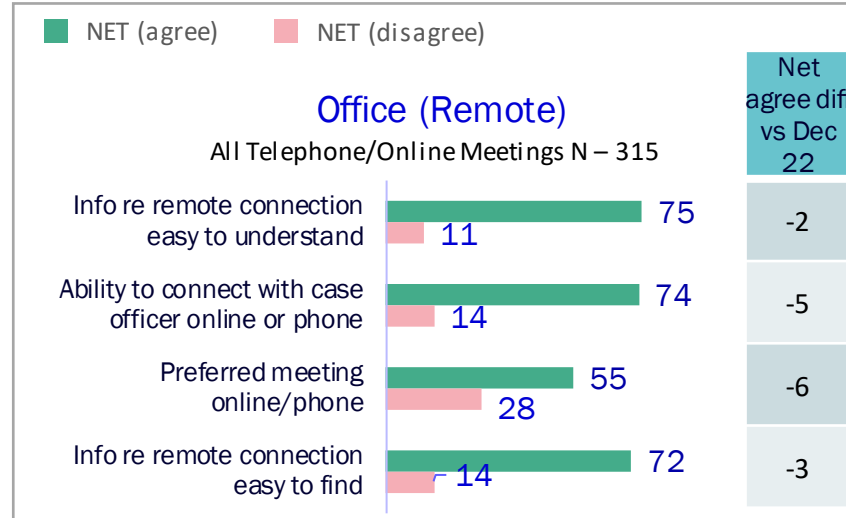
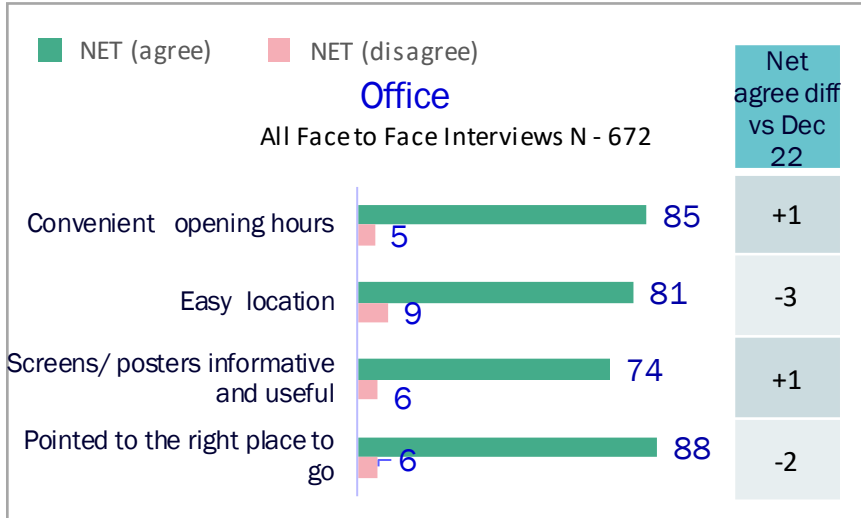


REGION



Net Positive/Negative Rating of Jobseekers Service

Base: All Jobseeker Participants N – 1,000

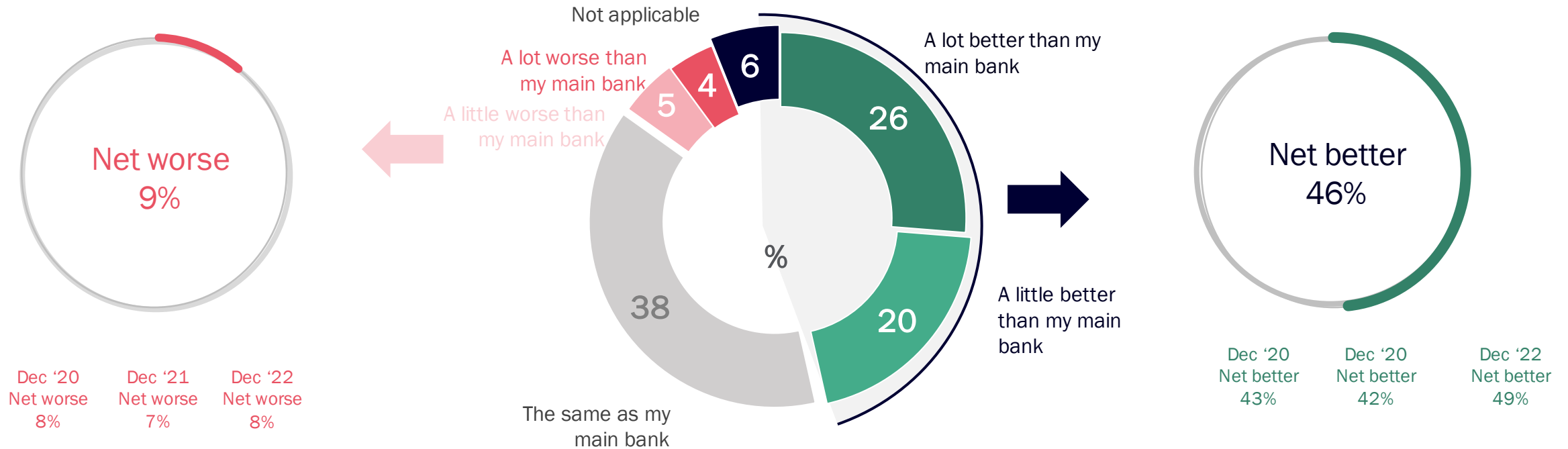


The summary overview shows highest levels of satisfaction for those who had face-to-face meetings. Those who said they preferred meeting remotely is down 6 percentage points. Satisfaction with staff is high with all staff metrics recording an increase. Satisfaction with the Department's online services has increased by 3% vs 2022. Satisfaction with training has registered a 5% dip but this is likely due to the high number who say they have not been through the process yet.

Rating of Intreo/Branch Office compared to main bank



Base: All Participants N - 1000

A greater proportion rate the Intreo/Branch service as better than their main bank, by a difference of more than +37%

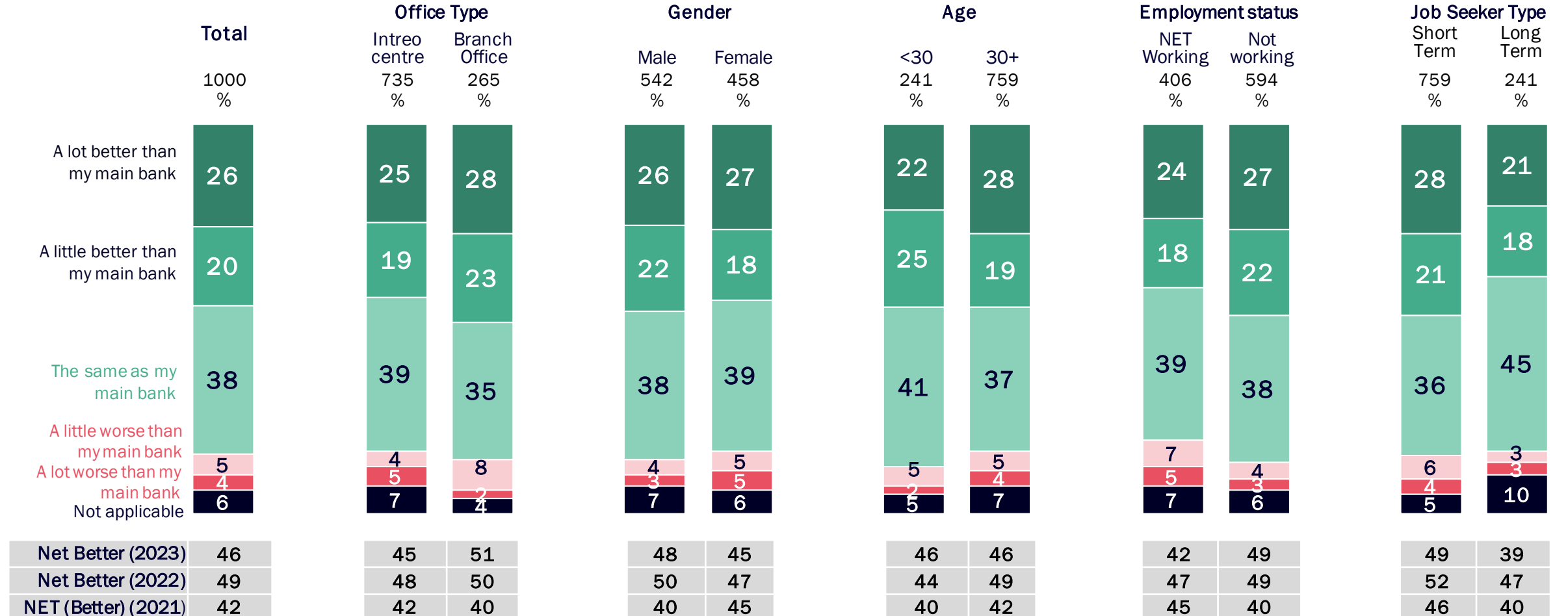


Rating of Intreo/Branch Office compared to main bank x demographics

Base: All Participants N - 1000

 Statistically higher than total
 Statistically lower than total

The net better score for comparison rating of the Intreo/Branch office vs. main bank is slightly lower for 2023;46% compared to 49% recorded in 2022. It is higher for Short Term jobseekers at 49% and lower for Long Term Job seekers at 39%.



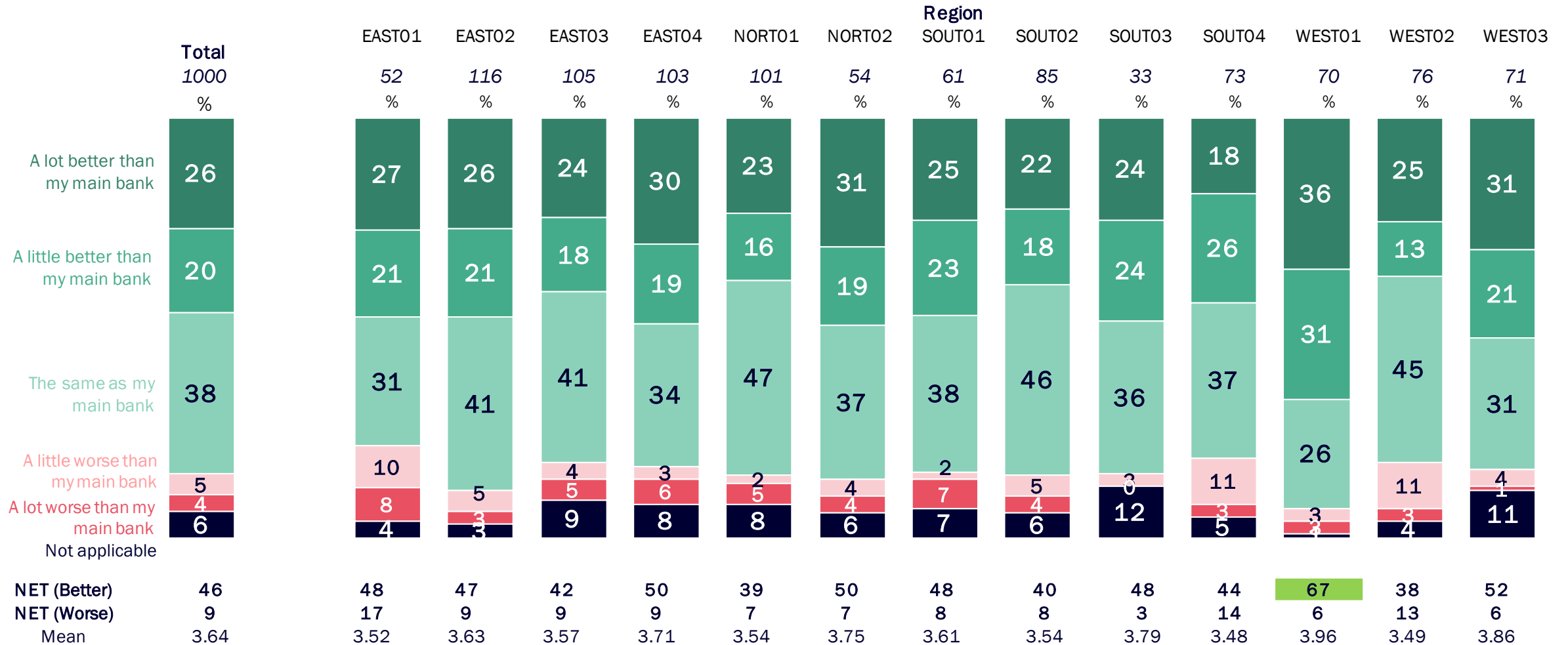
Rating of Intreo/Branch Office compared to main bank by Region

○ Statistically higher than total
○ Statistically lower than total



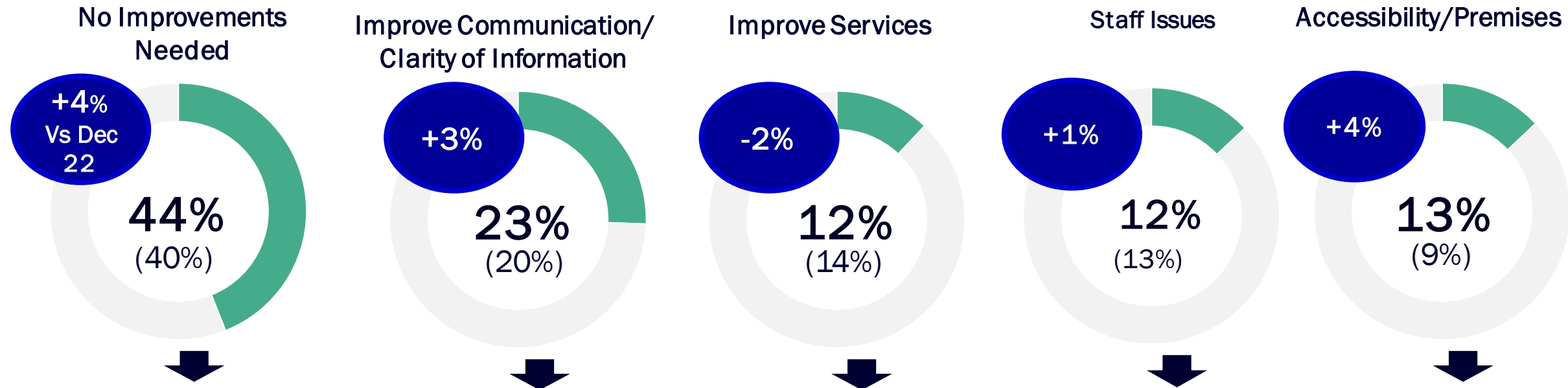
Base: All Participants N - 1000

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



Suggested improvements to overall experience

Base: All Participants N - 1000



- 44% of Jobseekers report no improvements needed, they are happy with service (40% in Dec 22, 48% in Dec 21,).
- Satisfaction was statistically higher for Branch office with 56% stating no changes needed vs 40% Intreo.
- Statistically lower satisfaction for those working (37%) vs 49% not working.
- Higher for men 49% vs 39% women
- Higher for those aged 30+ at 46% versus 40% for under 30's.

- Improve communication and clarity of information was highest for women at 30% compared to 18% of men.

- 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 (6%) versus those in the East at 15% (East01 at 21% East02 at 18% and East 04 17%, East03 8%).

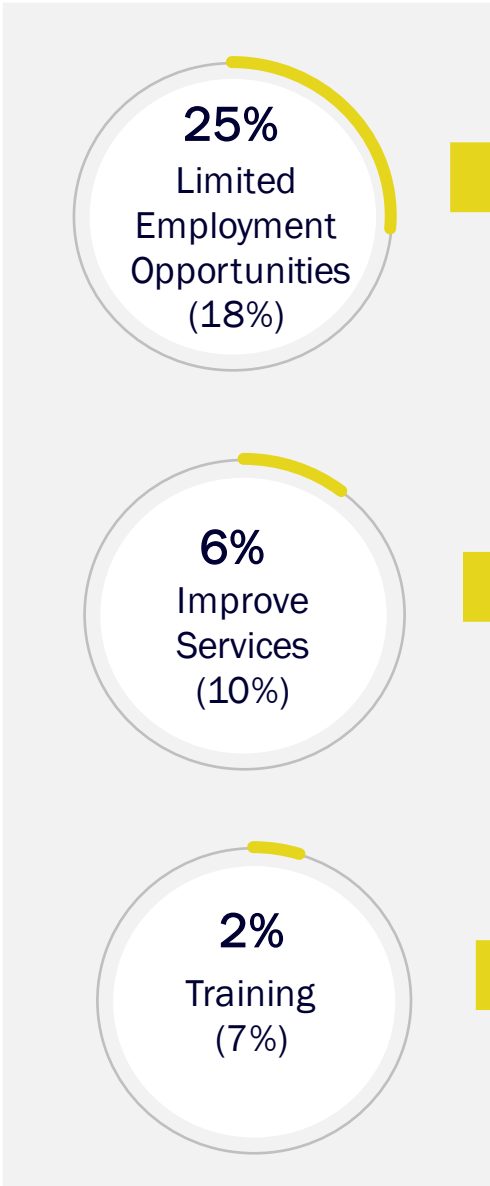
- Dissatisfaction with staff was higher for the under 30's at 17%, with 11% recorded for over 30's.
- Staff issues was higher for the Sout01 area at 21%.

- There were no significantly statistical difference between the sub-groups for accessibility, however it was more of a factor for those working 15% versus those not working 11%.
- It registered at 14% for short term unemployed versus 9% for those +1 yr unemployed.

(Figures in brackets = 2022)

Reasons for dissatisfaction

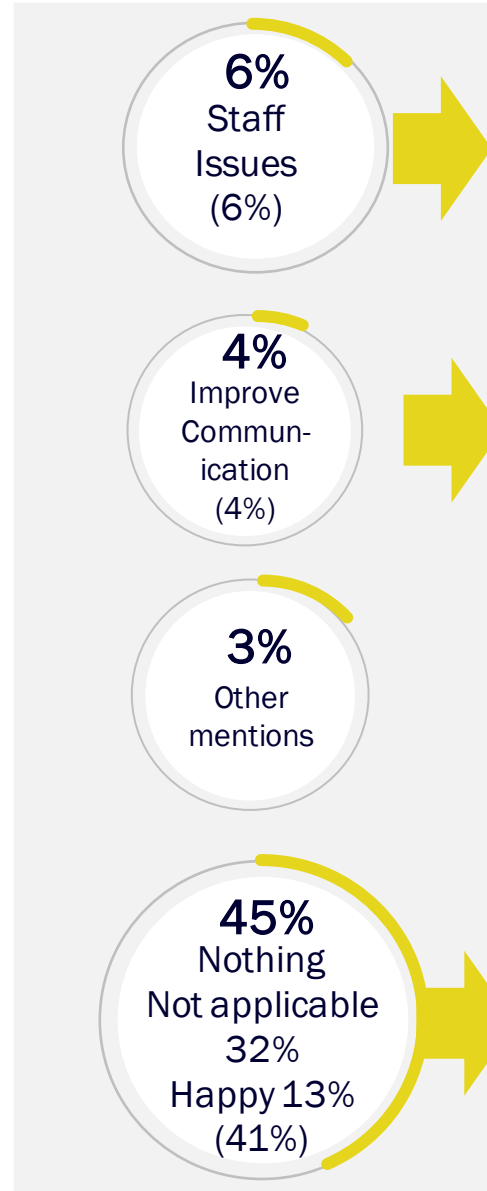
Base: All Participants Not Working N - 594



- Not surprisingly, limited employment opportunities was the main reason put forward for dissatisfaction by those not working. Reasons included lack of prospects/no choice/had to return to unnecessary education (9%) age bracket/retirement for older people (8%). 7% cited medical/health issue or injury.

- 6% of those not working said the reason for dissatisfaction was that they require better services ; Better awareness of skills/qualifications, assign people to appropriate sectors (2%).

- Fewer of those not working attributed dissatisfaction to training as compared to '22. Just 2% mentioned improve training courses/more variety.



- Staff issues remains at a low level overall at just 6%.

- Communication is on a par with 2022 and 2021 at just 4%.

- Of those who are not working, almost half said there is no issue with satisfaction, this is up 4% vs the 41% reported nothing/not applicable in December 2022. The not applicable figure was highest in the West03 region at 47%.

(Figures in brackets = Dec 2022)

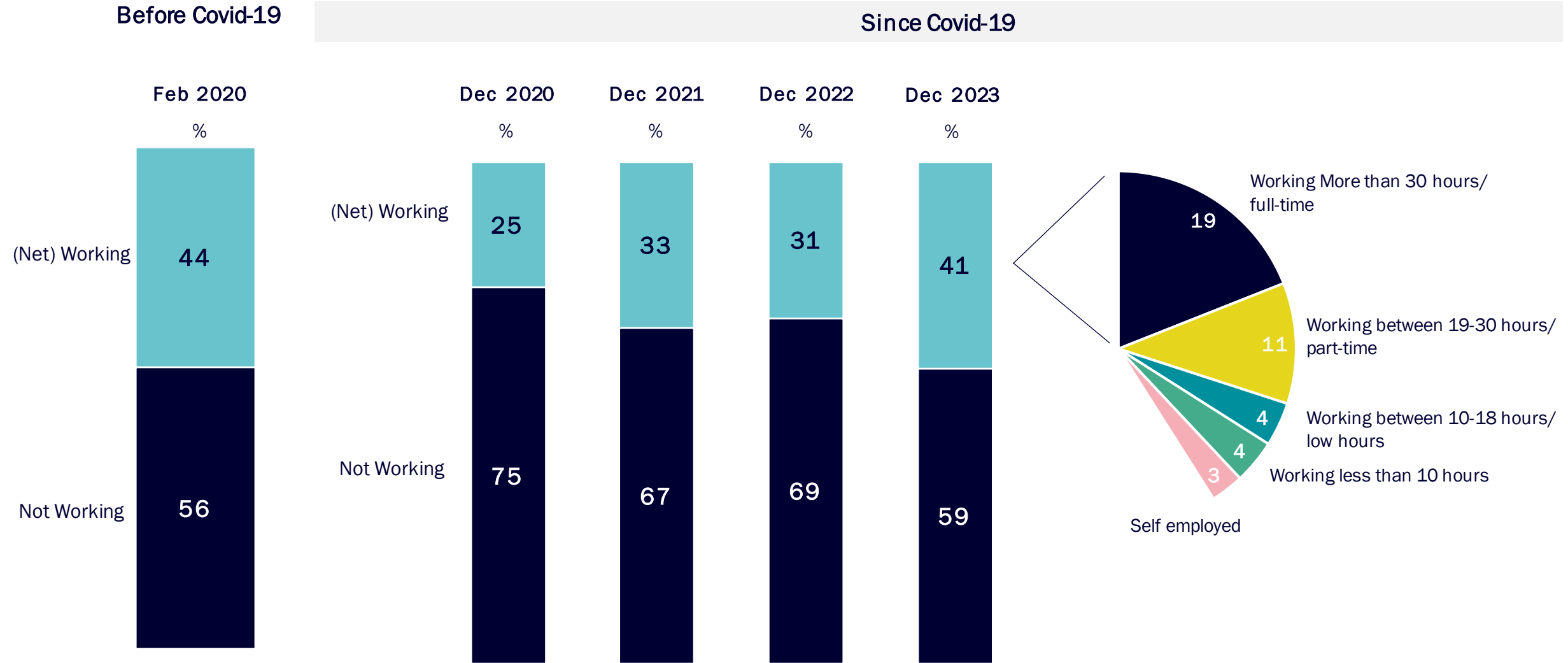


Sample Profile



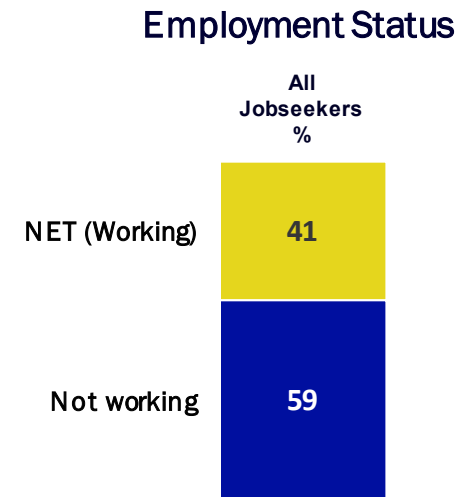
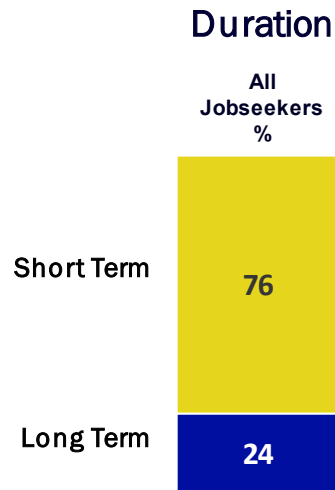
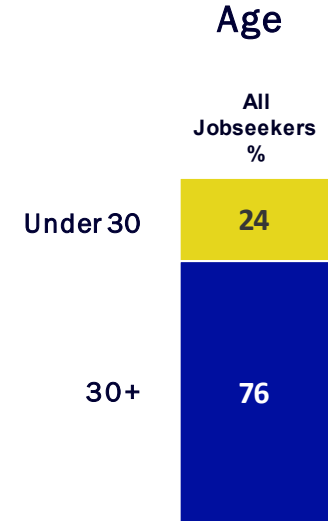
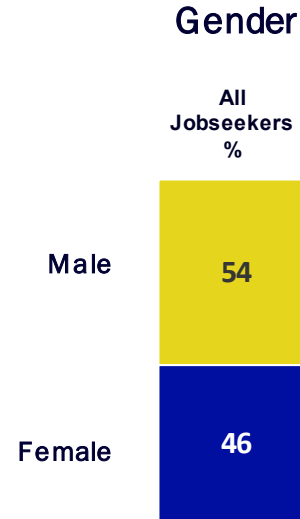
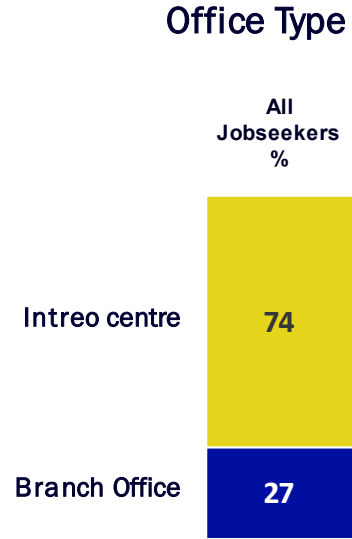
Employment Status

Base: All Jobseeker Participants N - 1000



Sample Profile - 2023

Base: All Jobseeker Participants N – 1,000



Thank You



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