Irish Civil Service
Customer Satisfaction Survey 2019
3rd September 2019

Ipsos MRBI

Contents

An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

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Civil Service Customer Satisfaction Survey 2019

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CUSTOMER SATISFACTION

85% ARE SATISFIED OVERALL WITH THE SERVICE — 83% IN 2017

85% ARE SATISFIED OVERALL WITH THE OUTCOME — 82% IN 2017

89% FELT THEIR EXPECTATIONS WERE MET OR EXCEEDED — 87% IN 2017

87% WERE SATISFIED WITH THE HELPFULNESS OF STAFF BY PHONE — 83% IN 2017

87% WERE SATISFIED WITH THE KNOWLEDGE OF STAFF IN PERSON — 87% IN 2017

68% WERE SATISFIED WITH THE AUTOMATED TELEPHONE SERVICE — 51% IN 2017

37% OF CUSTOMERS FELT THE QUALITY OF THE CIVIL SERVICE WAS IMPROVING* — *NEW QUESTION

INTERACTION LEVELS

48% HAVE HAD AN INTERACTION WITH THE CIVIL SERVICE WITHIN THE PAST YEAR

MAIN METHOD OF INTERACTION
E-MAIL IS NOW THE NO.1 PRIMARY INTERACTION METHOD

29% BY E-MAIL — 9% IN 2017

28% BY PHONE — 42% IN 2017

23% IN PERSON — 29% IN 2017

6% IN WRITING — 12% IN 2017

MAIN INTERACTIONS BY DEPARTMENT

18% INTERACTED WITH THE REVENUE COMISSIONERS — 14% IN 2017

15% INTERACTED WITH THE PASSPORT OFFICE — 8% IN 2017

GENERAL PERCEPTIONS

68% OF ADULTS ARE CONFIDENT THAT ANY PERSONAL DATA SUPPLIED TO THE CIVIL SERVICE WOULD BE SECURLEY MANAGED — 59% IN 2017

63% OF ADULTS FELT THE CIVIL SERVICE CAN BE TRUSTED TO DO WHAT IT SAYS IT WILL* — *NEW QUESTION

57% OF ADULTS STATED IT WAS SIMPLE AND EASY TO INTERACT WITH THE CIVIL SERVICE* — *NEW QUESTION

CONTACT CONVENIENCE

80% OF ADULTS PERCEIVE TELEPHONE TO BE A CONVENIENT INTERACTION METHOD

67% OF ADULTS PERCEIVE IN PERSON CONTACT AS A CONVENIENT INTERACTION METHOD

67% OF ADULTS PERCEIVE E-MAIL AS A CONVENIENT INTERACTION METHOD

MAIN REASONS FOR NOT INTERACTING ONLINE

34% PREFER FACE TO FACE INTERACTION

31% PREFER PHONE INTERACTION

21% UNFAMILAR WITH THE INTERNET

15% DISLIKE SOCIAL MEDIA

ONLINE INTERACTION

60% STATE THEY WOULD BE LIKELY TO INTERACT WITH GOVERNMENT SERVICES ONLINE

TECHNICAL DETAILS

- SURVEY CONDUCTED BY IPSOS MRBI
- 2,019 INTERVIEWS COMPLETED
- FACE TO FACE SURVEY
- SAMPLE OF ADULTS AGED 18+
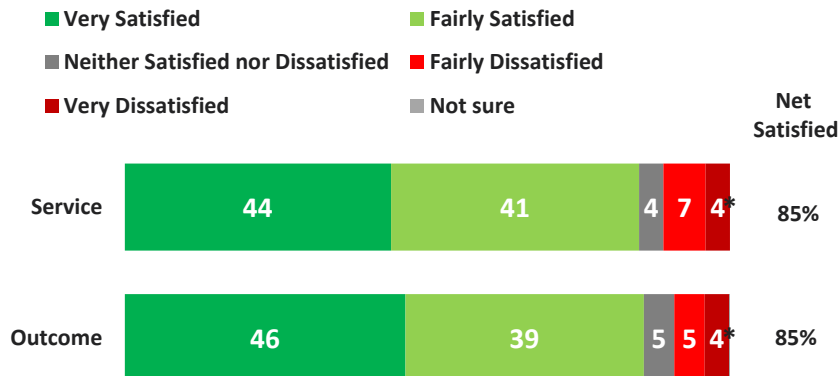- FIELDWORK: MARCH - MAY 2019

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Executive Summary
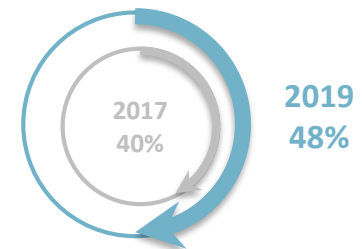
Executive Summary - I

OVERALL FINDINGS

- The 2019 survey has recorded a number of positive findings ranging from overall satisfaction, to positive perceptions of the Civil Service.

- Interaction with the Civil Service has increased, returning to levels recorded in previous years.

- Satisfaction with both overall service (85%) and overall outcome (85%) remain high.

Legend:
- 🟩 Very Satisfied
- 🟩 Fairly Satisfied
- ⬛ Neither Satisfied nor Dissatisfied
- 🟥 Fairly Dissatisfied
- 🟥 Very Dissatisfied
- ⬛ Not sure

	Very Satisfied	Fairly Satisfied	Neither	Fairly Diss.	Very Diss.	Net Satisfied
Service	44	41	4	7	4*	85%
Outcome	46	39	5	5	4*	85%

LEVEL OF INTERACTIONS

- 48% of the public have had an interaction with the Civil Service in the past year.

- The Departments with the top three highest levels of interaction were as follows;

  – The Office of the Revenue Commissioners (18%)

  – The Passport Office (15%)

  – Department of Employment Affairs and Social Protection (13%).
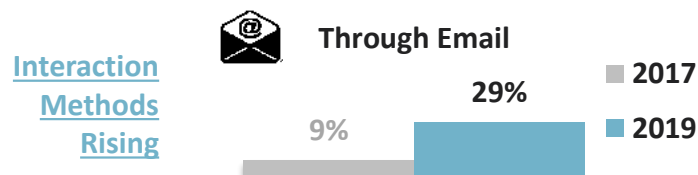
Interaction within the past year

2017 40%

2019 48%

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INTERACTION METHODS

- E-mail interactions have recorded large increases for 2019.

- In previous years, the main interaction method was by phone, however for the first-time e-mail is now the main interaction method at 29% (9% in 2017).

- Telephone is the second highest interaction method at 28% (down 14 points from 42% in 2017).

- Other online interactions were recorded at 14% overall. This includes any interactions through an app, through webchat, through social media or any other online/websites.

SATISFACTION WITH INTERACTIONS

- Just under 9 in 10 respondents felt that their expectations of the Civil Service were met or exceeded in 2019. This score has been gradually increasing since 2009.

- Satisfaction for each interaction method was questioned in detail, with a number of attributes rated for each type of interaction.

- The interaction methods were divided up as follows; by phone, in writing, in person, by e-mail and online interactions. Online interactions included through an app, through social media, through webchat or any other online/websites.

- Across the board, staff within the Civil Service were praised for being helpful and knowledgeable.

Interaction Methods Rising

Through Email

■ 2017
■ 2019

29%

9%

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Executive Summary - III

UNDERSTANDING DISSATISFACTION

- The survey provides the opportunity to explore any aspect of dissatisfaction that may have been present and this question is asked of all customers, regardless of their overall satisfaction.

- Dissatisfaction is at its lowest level since 2009. It has declined from 39% in 2009 to 20% in 2019.

- Among those that were dissatisfied, the top reasons cited were 'process was too slow' at 49% and 'waiting time on phone/automated service' at 32%.
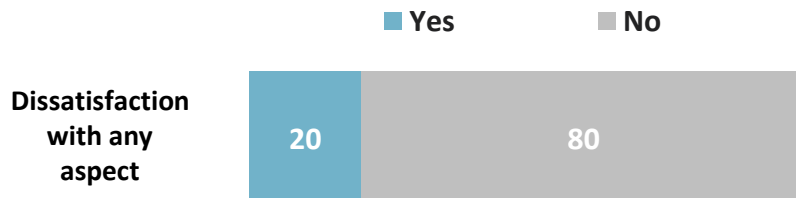
■ Yes   ■ No

Dissatisfaction with any aspect	20	80

OPENNESS TO ONLINE SERVICES

- When asked about the perceived convenience of different interaction channels, increases were recorded for electronic approaches such as e-mail, apps and social media.

- Over 64% believe that having a single digital identifier to access Government services would be convenient.

- When asked about possible future interactions, there was an openness to using online services for most options. The highest of which were 'requesting a form' and 'seeking general information' with 68% stating they would be likely to avail of each online.

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Executive Summary - IV

CIVIL SERVICE GENERAL PERCEPTIONS

- Two in three (66%) agree that the Civil Service treats people in a fair and equal way and the same proportion (66%) believe that the Civil Service is independent and trustworthy.

- Confidence in data security has increased by 9 points to 68% in 2019. The level was higher among those who had interacted with the Civil Service at 76%. It is worth noting that GDPR was introduced in 2018, so an increase in this score is particularly positive.

The Civil Service deals with people in a fair and equal way

2017
56%

2019
66%

The Civil Service is independent and trustworthy

2017
58%

2019
66%

OTHER SERVICES

- 3% have used services in Irish, and those that have rate the service highly, with 84% satisfaction.

- A number of new questions were added for 2019 to asses and review other services which include Eircode, MotorTax.ie and other online services.

- 37% always/frequently use their Eircode.

- 53% have used MotorTax.ie to pay for car tax in the past 12 months.

- 80% are aware of the Online Passport Renewal Service, while 27% have used the service. 68% are aware of the Revenue MyAccount Service, while 32% have used the service.

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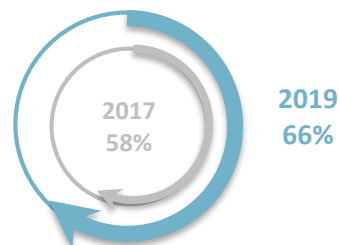
INTRODUCTION

Background & Objectives

Background

- **Scope:**

  This is the eighth survey that has been carried out among the Irish general public to determine customer satisfaction levels of the Irish Civil Service (covering all Departments & Offices.)

- **History:**

  Previous surveys were carried out in 1997, 2002, 2005, 2008, 2009, 2015 & 2017. Data from the 2019 study is compared to the relevant previous surveys where appropriate.

- **Design:**

  Questionnaire designed in consultation with the Reform Evaluation Unit in DPER, retaining the majority of previous content to allow for comparisons. New content for 2019 is highlighted where relevant.

Objectives

- **Interaction & Satisfaction Levels**

  Analysing the experience of the general public customers in their interaction with the Civil Service.

- **Areas for Improvement**

  To gauge possible reasons for any dissatisfaction with the service and determine areas for improvement.

- **Perceptions of the Civil Service**

  Assessing attitudes to and perceptions of the Civil Service among the general public.

- **Benchmarking**

  To assess progress since the previous surveys.

- **Our Public Service 2020**

  As part of the OPS 2020 framework, some of the findings are linked back to the outcomes identified to measure success, in this case, for the civil service

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Our Public Service 2020: Irish Civil Service Customer Satisfaction Survey 2019

Our Public Service 2020 (OPS 2020) provides the framework for continuing development and innovation in the Irish public service. The framework is an initiative covering the entire public service – i.e. Civil Service; Education; Health; Justice; Local Government; Defence; non-Commercial State Agencies – designed to move the focus of reform to outcomes and to ensure that evidence-informed policy making underpins development and innovation.

Under OPS 2020 six high-level outcomes have been identified to measure success for the whole public service over the longer term – see diagram. While it is acknowledged that identifying outcome indicators and measuring outcomes may be challenging in many instances, surveys and metrics – e.g. customers and employees' surveys; Central Statistics Office and EUROSTAT metrics – can provide useful tools in terms of data gathering and facilitating trend analysis.

The Irish Civil Service Customer Satisfaction Survey 2019 provides findings for 1 Sector – the Civil Service. Relevant findings are mapped against 5 of the 6 OPS 2020 high level outcomes (see below).

High level outcome 6 (Greater employee engagement) is not encompassed   by the current survey exercise – which is customer focused.

OPS 2020 Outcomes: Summary of Survey Findings

Increased Customer Satisfaction — 1
1. Summary of key customer satisfaction indicators
2. Overall satisfaction with service/outcomes
3. Satisfaction with service by phone, in writing, in person, by email & online
4. Satisfaction with access to services among those whose first language is not Irish/English

Increased Public Trust — 2
1. Veracity index 2019 – who do we trust the most
2. Summary of general perceptions of civil service
3. Advocacy towards civil service (2009-2019)
4. Civil service perceptions
5. Perceptions of trust, independence & equality (2017-2019)
6. Perceptions of personal data security (2017-2019)

Greater Use of Digital — 3
1. Online services
2. Likelihood of using services online in future
3. Openness to online services if easy to find/use
4. Usage of motortax.ie in the past year

Better Government Effectiveness — 4
1. Impression of civil service efficiency (2009-2019)
2. Meets the needs of the public customers vs. non customers

Quality of Certain Public Services — 5
1. Meeting service expectations
2. Perceived quality of service provided
3. Ratings of access to language services

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Research Methodology

Quantitative **face-to-face** survey, carried out by Ipsos MRBI.

Nationally representative sample of the general public.

2,019 interviews were completed to allow for greater data interrogation.

Respondents were **adults aged 18+**.

Fieldwork during **March – May 2019**

– Fieldwork for the 2017 survey was carried out in January & February 2017.

– Fieldwork for the 2015 survey was carried out in January & February 2015.

– Fieldwork for the 2009 survey was carried out in September & October 2009.

Interviewing was conducted at **170 sampling points** in Ireland;

- 3,440 Electoral Divisions (EDs) in Ireland provided the basis for the sampling frame
- Using a random systematic selection process 170 EDs were selected spread across the entire country
- At each sampling point a random address was selected using the GeoDirectory database.

Quota controls were applied to ensure the sample was **representative** of;

– age
– gender
– region
– social class

The highest **quality control standards** were adhered to and met by all Ipsos MRBI interviewers.

All data within the research was fully anonymised in line with GDPR regulation. Ipsos MRBI is fully GDPR compliant.

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2019 Survey Findings

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Research Highlights 2019

The 2019 survey has recorded a number of positive findings across the board.

Interaction with the Civil Service has increased, returning to levels recorded in previous years.

Satisfaction with both overall service overall outcome remain high.

E-mail interactions have recorded large increases for 2019.

Dissatisfaction with the Civil Service records its lowest figure to date.

Trust in data security has increased, a positive finding in the post-GDPR era.

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Civil Service Interaction

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Civil Service Interaction

48% of all Irish adults have had reason to interact with a Civil Service Department or Office in the past 12 months. This represents a return to levels recorded in previous years after a decrease in 2017 to 40%.

The Dept. of Employment Affairs and Social Protection recorded a decline in interactions, from 16% in 2017 to 13% in 2019.

The Passport Office recorded the highest increase in interactions for 2019, moving from 8% in 2017 to 15% in 2019.

The Office of the Revenue Commissioners is the department with the highest levels of interactions at 18%.

Any Interaction With Govt. Departments/ Offices In Past 12 Months

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Detailed explanation given to each respondent to ensure comprehension of what did and did not constitute an interaction with the Civil Service.

Interactions included by phone, post, e-mail, in person, via an app, webchat or online.
Specific exclusions clarified, e.g. the following does not constitute interaction: motortax.ie, HSE, post offices for social welfare payments, An Garda Siochána, annual statements from Revenue.

Definition of Civil Service provided and all relevant Departments & Offices was read out to each respondent to ensure clarity.

**After recording a decline in interactions in 2017, the 2019 result sees an increase in interactions, returning to levels recorded in previous years.
Just under half of all adults aged 18+ in Ireland have had an interaction with the Civil Service in the past 12 months.**

■ **2009**   ■ **2015**   ■ **2017**   ■ **2019**

49%   50%   40%   **48%**

Q1a   I have here a list of Civil Service organisations. For each one I read out to you, can you tell me whether or not you have had any interaction with them over the <u>past 12 months.</u>*
Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009)

*Q1a full question text provided in appendix

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Any Interaction With Govt. Departments/ Offices In Past 12 Months

Historically, the Department of Employment Affairs and Social Protection had the highest levels of interaction overall, however in 2019 the Office of the Revenue Commissioners recorded the highest level of interactions overall, followed by the Passport Office.

Any Interaction

Department/Office	2019	2017
Office of the Revenue Commissioners	18%	14%
*The Passport Office	15%	8%
Dept. of Employment Affairs and Social Protection	13%	16%
Dept. of Health	10%	5%
Dept. of Education & Skills	6%	6%
**Dept. of Housing, Planning and Local Government	5%	4%
Dept. of Transport, Tourism & Sport	4%	2%
Dept. of Agriculture, Food and the Marine	3%	3%
The Property Registration Authority	3%	2%
Dept. of Children & Youth Affairs	3%	2%
The Courts Service	3%	1%
Dept. of Finance	2%	1%
Dept. of Justice & Equality	2%	1%

All other interactions at 1% or less in 2019

2017: Comparison to relevant equivalent Department/Office

Q1a   I have here a list of Civil Service organisations. For each one I read out to you, can you tell me whether or not you have had any interaction with them over the past 12 months. #

Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017)

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 # Q1a full question text provided in appendix

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Department/Office
- <u>Most Recent Interaction</u>

In addition to overall interactions, respondents were also asked about their most recent interaction. The top mentions for <u>most recent interaction</u> were Office of the Revenue Commissioners, Department of Employment Affairs and Social Protection and the Passport Office.

Office of The Revenue Commissioners — 22% (2017), 21% (2019)

Dept. of Employment Affairs and Social Protection — 30% (2017), 17% (2019)

The Passport Office* — 9% (2017), 17% (2019)

Dept. of Health — 6% (2017), 10% (2019)

Dept. of Education & Skills — 6% (2017), 6% (2019)

****Dept. of Housing, Planning and Local Government** — 5% (2017), 5% (2019)

Dept. of Agriculture, Food and the Marine — 7% (2017), 5% (2019)

■ 2017 ■ 2019

All other interactions at 4% or less

Q.1c   Which Government Dept or Office have you interacted with most recently?
Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office in the last 12 months
(n=964 in 2019, n=805 in 2017)

<u>Note</u>:
*The Passport Office asked separately in 2017 (formerly incl. in Dept. of Foreign Affairs & Trade -- which includes Passport Office)
**Dept. of the Environment, Community & Local Government in 2015 /Department of Housing, Planning, Community and Local Government in 2017

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Nature of Most Recent Interaction (2019)
Revenue, Passport Office, Social Protection & Other
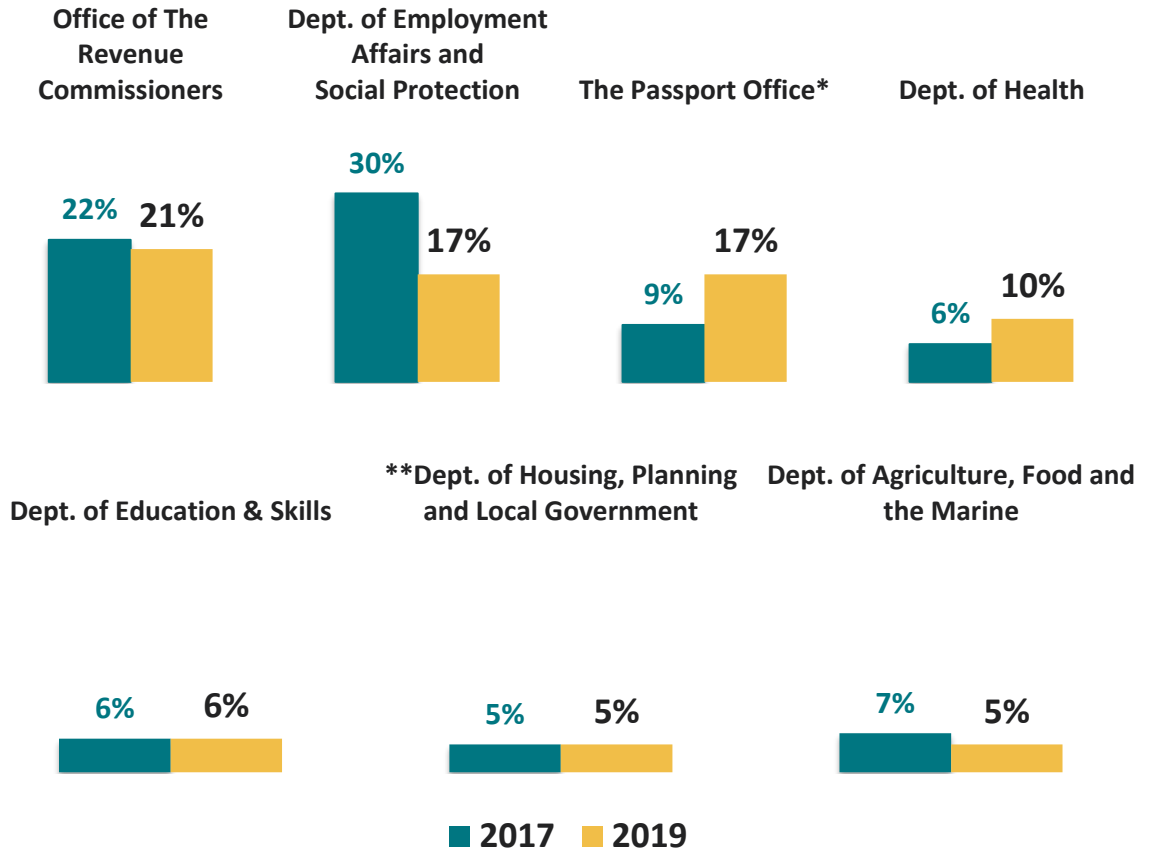
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Enquiring about a particular service, entitlement or application was the main reason for interaction overall, however this varied by department.

	2019				
	Total (n=964)	**Office of The Revenue Commissioners (n=364)**	**The Passport Office (n=296)**	**Department of Employment Affairs and Social Protection (n=263)**	**Other Dept. (n=253)**
	%	%	%	%	%
Enquiring about a particular service/entitlement/application	22	20	16	30	24
Seeking general information	20	20	15	19	23
Carrying out a transaction	16	18	27	5	13
Providing information	12	13	12	10	15
Resolving an issue/querying the meaning or accuracy in documentation received	9	11	8	10	9
Seeking payment/collecting allowance	8	9	5	16	4
Requesting a form	7	6	11	5	4

Q.2   Thinking about your most recent interaction with a Civil Service Dept. or Office, which of the following best describes the nature of this interaction?
Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office in the last 12 months
(n=964 in 2019)

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Note: Respondents were allowed answer yes to multiple departments, hence sum does not add up to 964.

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Interaction Method

E-mail has recorded a large increase of since 2017, both in overall usage (up 18 points to 50%) and as the primary means of interaction.

E-mail is now ranked as the top method of interaction overall at 29%.

As more customers are using electronic channels, interaction by telephone, though still popular, has decreased in the same timeframe (down 14 points to 28%). Written interactions have also declined from 12% to 6%.

Interaction in person has declined overall (from 29% to 23%), however this remains the preference for those dealing with the Department of Employment Affairs and Social Protection.

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Primary Method of Most Recent Interaction (2009-2019)

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E-mail recorded a significant increase of 20 points to 29%.

It is now the main interaction method, narrowly ahead of telephone for the first time.

Through e-mail
- 2019: 29%
- 2017: 9%
- 2015: 8%
- 2009: 2%

By phone
- 2019: 28%
- 2017: 42%
- 2015: 44%
- 2009: 41%

In person
- 2019: 23%
- 2017: 29%
- 2015: 31%
- 2009: 41%

In writing
- 2019: 6%
- 2017: 12%
- 2015: 9%
- 2009: 12%

Any other online/websites
- 2019: 11%
- 2017: n/a
- 2015: n/a
- 2009: n/a

Through an app
- 2019: 2%
- 2017: n/a
- 2015: n/a
- 2009: n/a

Through webchat
- 2019: 1%
- 2017: n/a
- 2015: n/a
- 2009: n/a

Through social media
- 2019: *
- 2017: n/a
- 2015: n/a
- 2009: n/a

Legend:
- 2019
- 2017
- 2015
- 2009

Any Online interaction (2019) 14%
(vs. 17% in 2017)

Q.4a   Thinking about this most recent interaction (Q.1c), did you mainly deal with the relevant Department or Office by telephone, in writing, in person, by e-mail or online (including social media, webchat or other websites)?

Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office in the last 12 months
(n=964 in 2019, n=805 in 2017, n=974 in 2015, n=992 in 2009, n=564 in 2005)

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Other Methods of Most Recent Interaction (2015-2019)

When asked about all previous communication methods, telephone still ranks number one.

E-mail and in person contact rank joint second.

	2015	2017	2019	
By phone	73%	73%	66%	
In person	49%	51%	50%	
Through e-mail	25%	32%	50%	
In writing	27%	36%	22%	
Net Online	21%	27%	29%	

By phone
Through e-mail
In person
In writing
Net Online
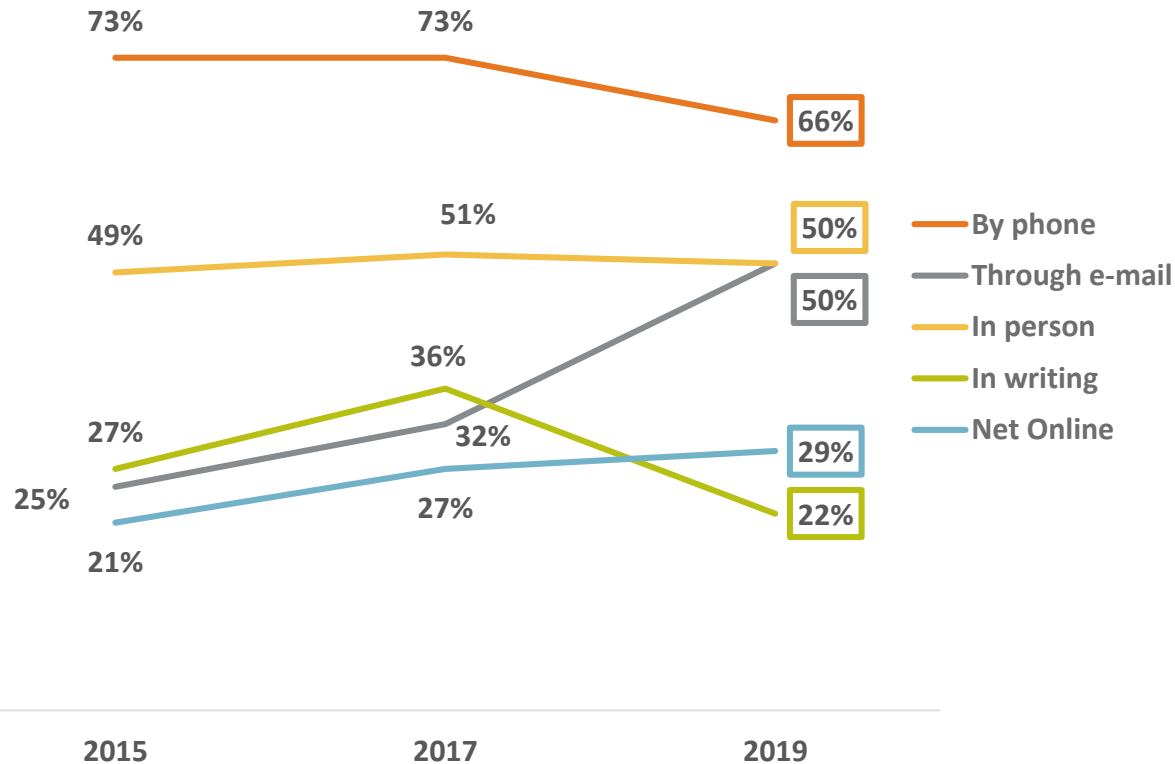
Q.4b   Which other methods of communication have you ever used to interact with any Government Department or Office?
Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office in the last 12 months
          (n=964 in 2019, n=805 in 2017, n= 974 in 2015)

Current Use of Technology
(Source: Ipsos MRBI, 2019)

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86% of Irish homes now have home broadband access.

82% of adults aged 15+ own a smartphone.

90% of adults aged 15+ have access to digital TV services.

68% of adults aged 15+ have access to a tablet.

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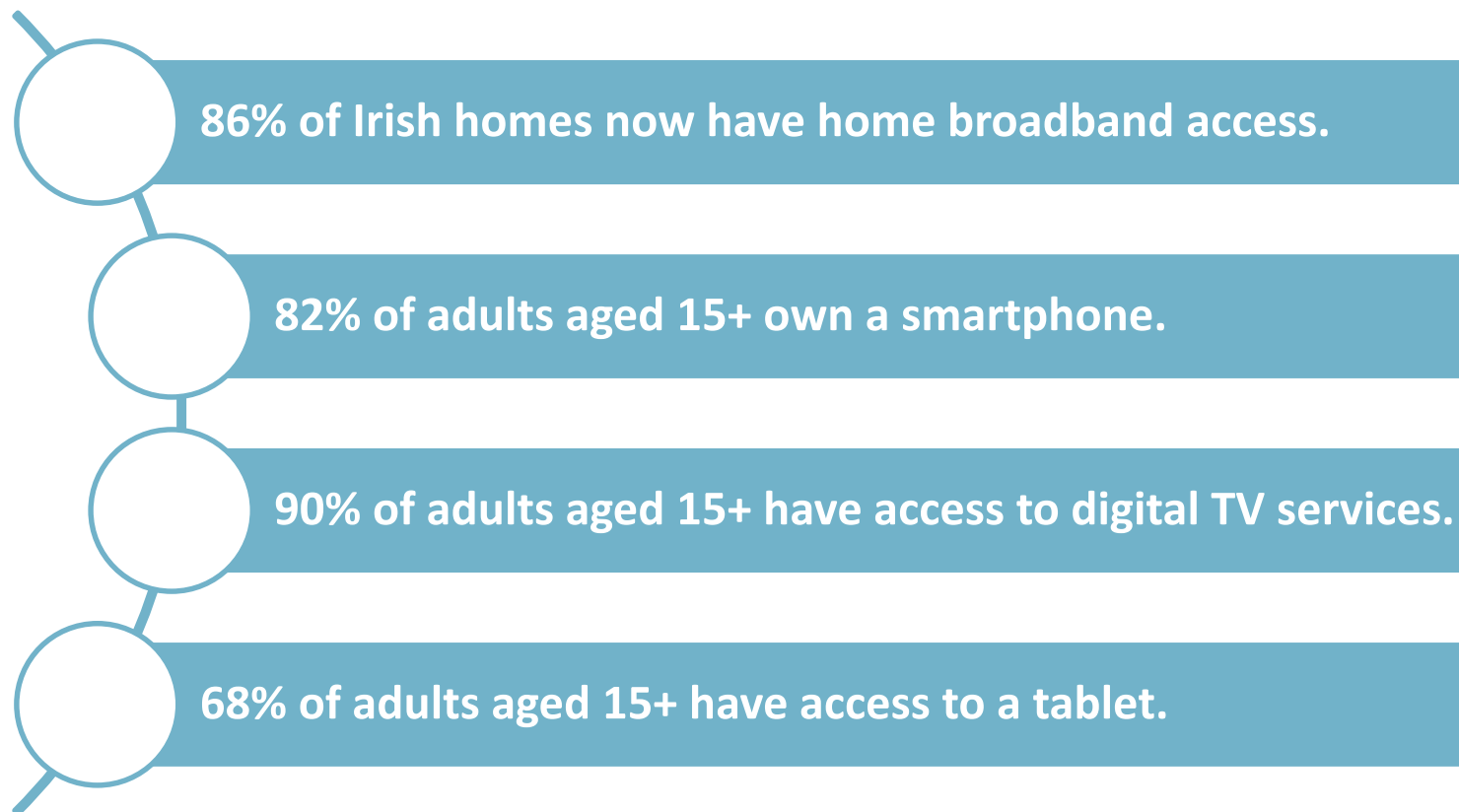
Device Used to Interact Online
(New Question 2019)

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While 30% used a smartphone to interact with the relevant Departments/Offices, using a Laptop/PC was the most common approach used by those interacting online at 55%.

Smartphone
30%

Laptop/PC
55%
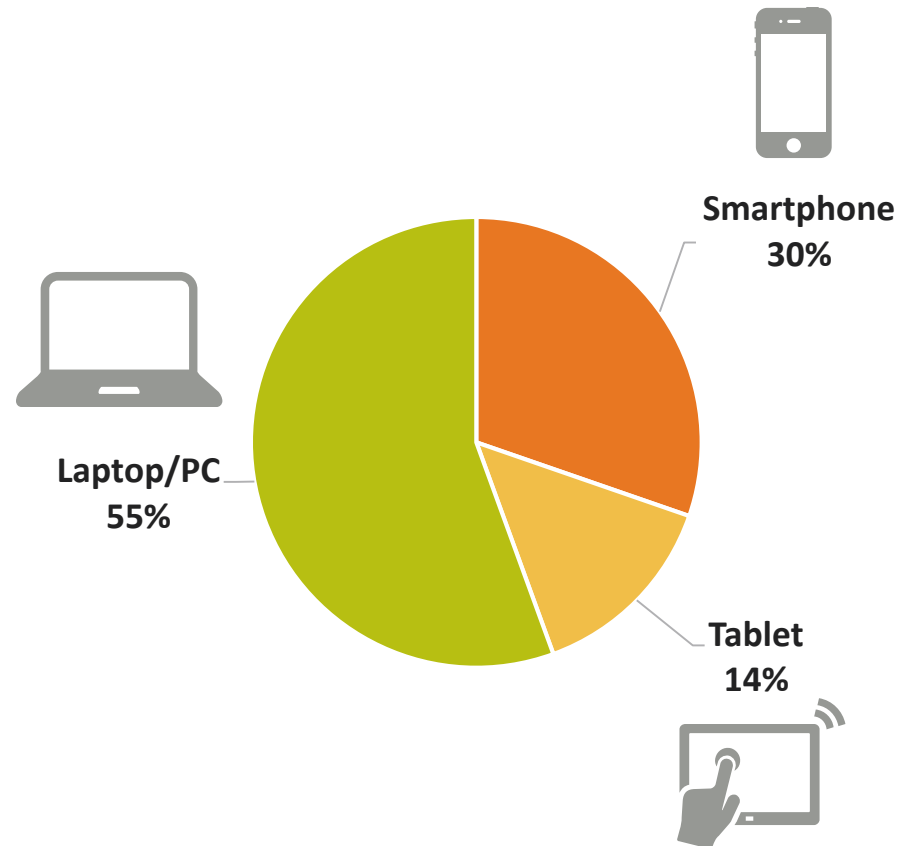
Tablet
14%

Q.14d   You mentioned your recent interaction was <insert option from Q4a>, did you mainly use a PC/Laptop, a smartphone or a tablet when dealing with the relevant Department or Office?
Base: All customers who interacted online: 415

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Reasons For Not Interacting Online
(Spontaneous, unprompted)

Reason you did not interact with a Government Department or Office online

> **Those who chose not to interact online cited reasons such as a preference for face to face or phone interactions, or a lack of familiarity with the internet.**

Reason	2019	2017
Prefer face to face interaction	35%	24%
Prefer phone interaction	28%	27%
Unfamiliar with the internet	12%	10%
I am not confident in the use of internet	11%	n/a
My requirement was not suitable for online	11%	n/a
Prefer written interaction	10%	8%
I wasn't aware it was available online	5%	5%
Limited internet access	4%	6%
Concerns about confidentiality	4%	n/a
The online service requires improvement	3%	n/a
Don't have a tablet/smartphone	3%	n/a
Dislike social media	3%	n/a
Other	3%	3%
Not sure	9%	17%

■ 2019 ■ 2017

All others < 1%
* N/a in 2017 = new code for 2019

Q.4c   Was there any reason in particular why you did not interact with a Government Department or Office online? (Spontaneous, Unprompted)
Base: All who have not interacted with a Govt. Dept. / Office online (n=349) in 2019, (n=588) in 2017

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Satisfaction with Service

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Satisfaction with Service

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Satisfaction with both overall service and outcome remains high, both marginally increasing and both at 85% for 2019.

89% of customers state the level of service received for the most recent interaction either met or exceeded their expectations.

The service delivered by Civil Service staff continues to rate favourably across customers, while interactions by telephone show particularly strong improvements.

Satisfaction for e-mail remains high, with particular improvements for speed and efficiency.

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Overall Satisfaction with <u>Service</u> (2009-2019)

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Overall satisfaction with service is 85% in 2019, the highest score recorded to date.

■ Very Satisfied   ■ Fairly Satisfied
■ Neither Satisfied nor Dissatisfied   ■ Fairly Dissatisfied
■ Very Dissatisfied   ■ Not sure

All satisfied

Year	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Not sure		All satisfied
2019	44	41	4	7	4		*	85%
2017	48	35	5	6	6		-	83%
2015	35	41	7	8	8		-	77%
2009	37	41	5	8	7	1		78%
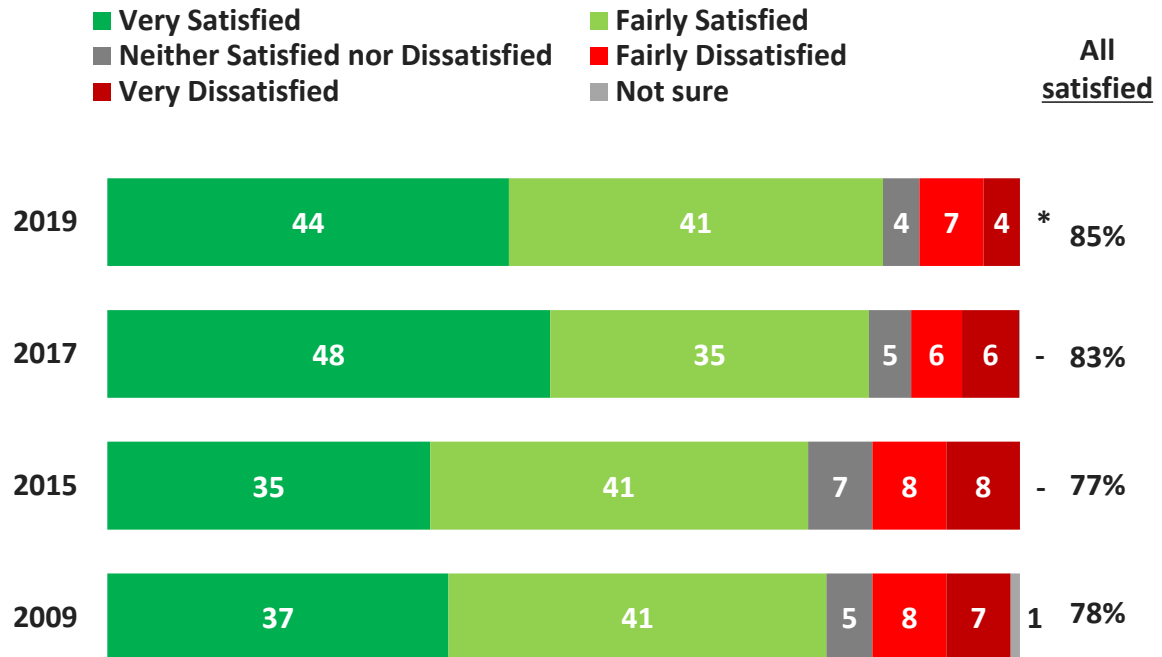
Q.5a   Thinking of the most recent interaction you had with a Civil Service Department or Office – overall how satisfied or dissatisfied were you with the service you received?

Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office in the past 12 months (n=964 in 2019, n=805 in 2017, n=974 in 2015, n=992 in 2009)

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Overall Satisfaction with <u>Outcome</u> (2009-2019)

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- ■ Very Satisfied
- ■ Fairly Satisfied
- ■ Neither Satisfied nor Dissatisfied
- ■ Fairly Dissatisfied
- ■ Very Dissatisfied
- ■ Not sure

Overall satisfaction with outcome stands at 85% for 2019.

This score has steadily increased since 2009.

All satisfied

Year	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Not sure	All satisfied
2019	46	39	5	5	4	*	85%
2017	50	32	5	5	6	1	82%
2015	36	40	8	7	9	1	76%
2009	39	39	7	6	8	2	77%

Q.5b   Thinking of the most recent interaction you had with a Civil Service Department or Office – overall how satisfied or dissatisfied were you with the outcome of the interaction you had?

Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office in the past 12 months (n=964 in 2019, n=805 in 2017, n=974 in 2015, n=992 in 2009)

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Meeting Service Expectations (2009-2019)

Just under 9 in 10 felt that their expectations of the Civil Service were met or exceeded in 2019.

This score has been gradually increasing since 2009.

- ■ Better than expected
- ■ Worse than expected
- ■ Same as expected
- ■ Don't know/no answer

% of people whose expectations were met or exceeded

Year	Better	Same	Worse	DK	Met or exceeded
2019	33	57	10	1	89%
2017	29	58	12	1	87%
2015	19	64	15	2	83%
2009	21	61	15	3	82%

Q.5c   Thinking of the most recent interaction you had with a Civil Service Department or Office – was the service you received, better than expected, the same as expected or worse than expected?
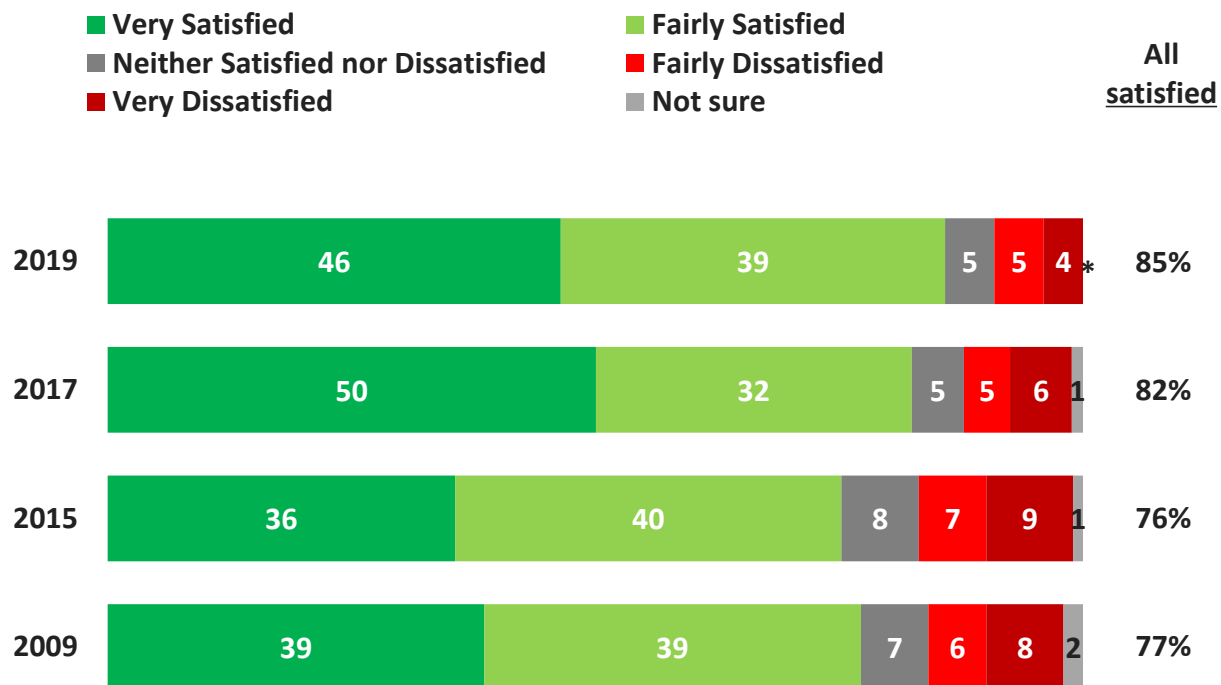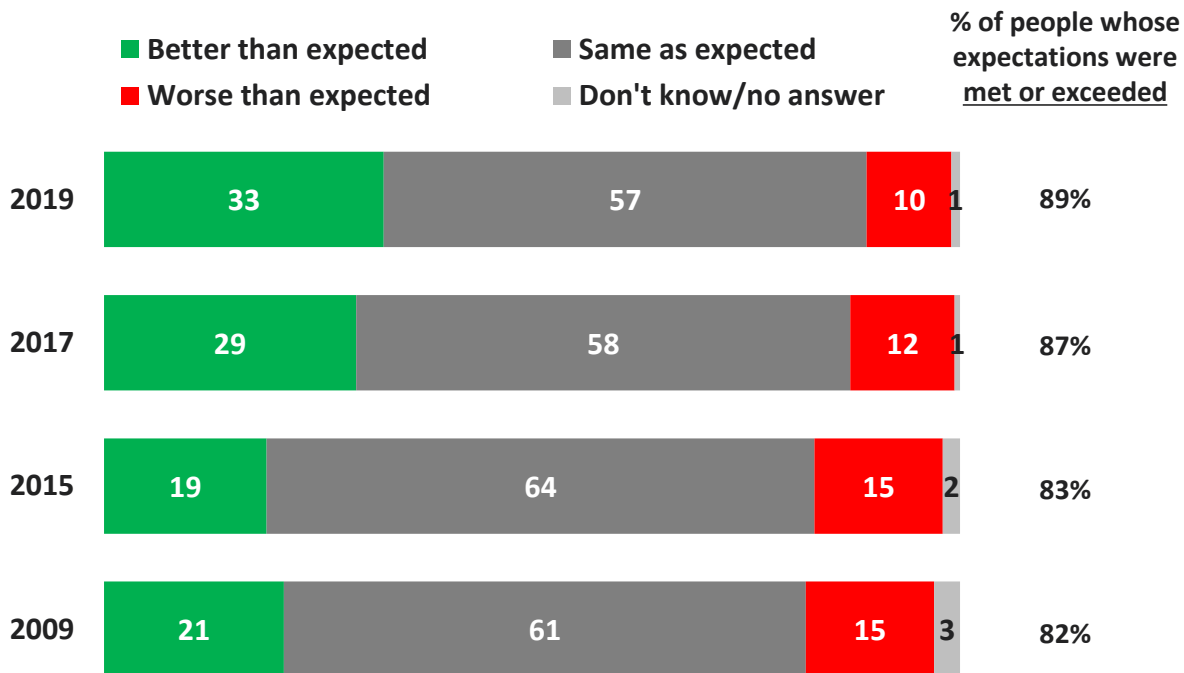
Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office in the past 12 months (n=964 in 2019, n=805 in 2017, n=974 in 2015, n=992 in 2009)

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Satisfaction With Each Interaction Method - I

For each interaction method used, a series of questions were asked to rate satisfaction using a 5 point scale shown below:

■ Very Satisfied   ■ Fairly Satisfied   ■ Neither satisfied nor dissatisfied   ■ Fairly dissatisfied   ■ Very dissatisfied

Each set of questions were divided up into five sections, each shown below based on their interaction method:

By Phone	Through an App
In Writing	Through social media
In Person	Through webchat
By E-mail	Any other online/websites

Online Interaction

Satisfaction With Each Interaction Method - II

Satisfaction with staff by phone remains high, in particular helpfulness and knowledge of staff.

All aspects of interactions in writing recorded satisfaction scores over 70%.

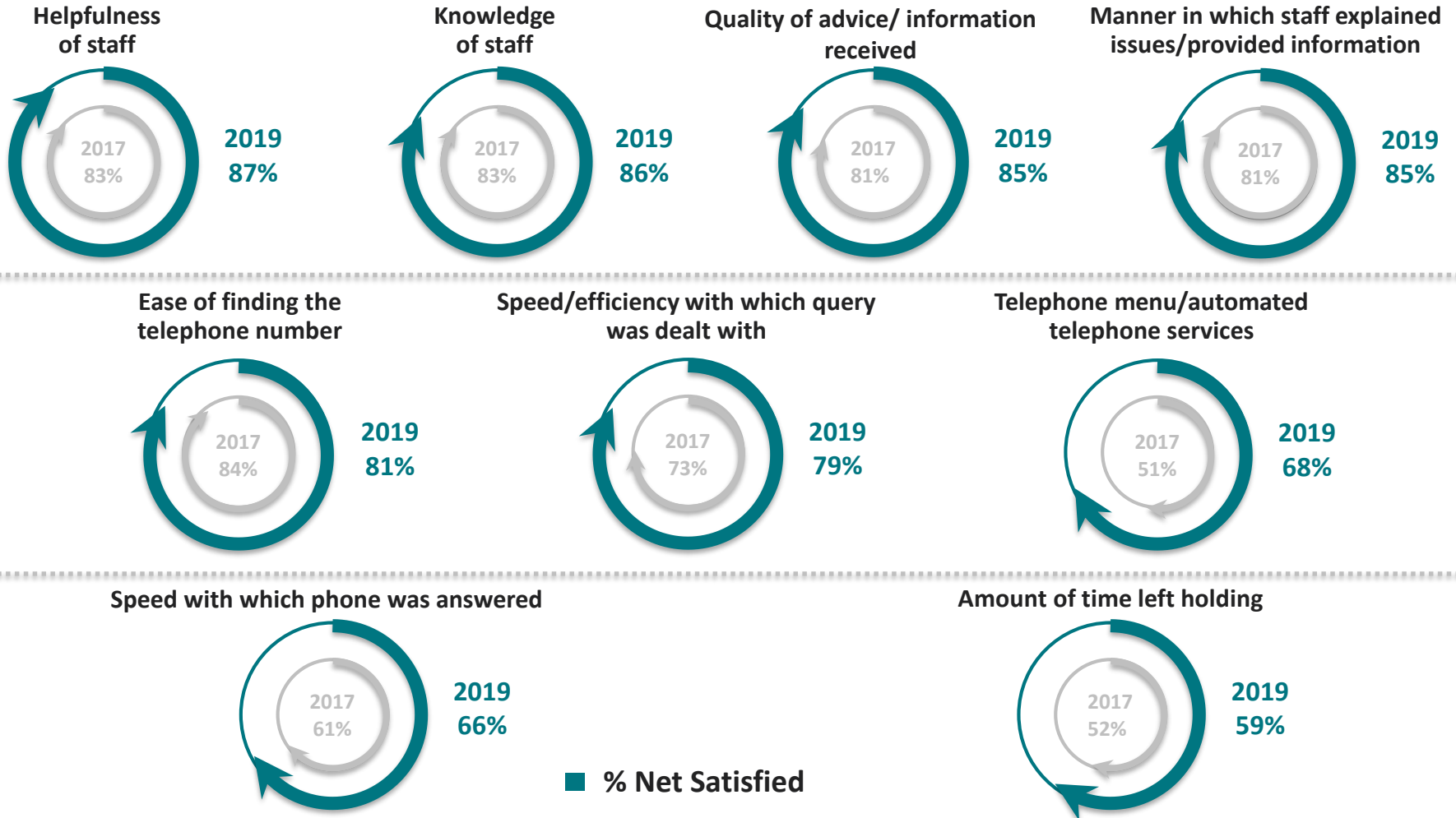Staff were also praised with interactions in person, *in particular* helpfulness and knowledge of staff recorded high levels of satisfaction.

Over 80% satisfaction was recorded for each e-mail attribute, with clarity of the language used in the e-mail recording 86% satisfaction.

All satisfaction for online attributes recorded 85% or higher. The highest score was for 'ease of finding the website' at 92%.

Satisfaction With Service <u>By Phone</u> – Summary

Helpfulness of staff

2017 83%
2019 87%

Knowledge of staff

2017 83%
2019 86%

Quality of advice/ information received

2017 81%
2019 85%

Manner in which staff explained issues/provided information

2017 81%
2019 85%

Ease of finding the telephone number

2017 84%
2019 81%

Speed/efficiency with which query was dealt with

2017 73%
2019 79%

Telephone menu/automated telephone services

2017 51%
2019 68%

Speed with which phone was answered

2017 61%
2019 66%

■ **% Net Satisfied**

Amount of time left holding
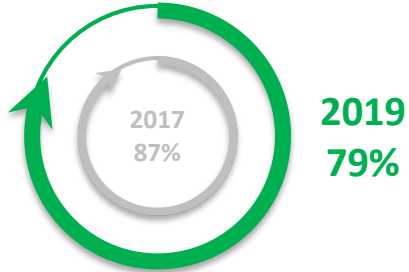
2017 52%
2019 59%

Q.6   Thinking of the most recent interaction you had by phone, please tell me how satisfied or dissatisfied you were with the following?
Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office by phone in the past 12 months
(excluding not sure)

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Satisfaction With Service <u>In Writing</u> – Summary

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Department of Public Expenditure and Reform

Ease of finding correct address/contact person

2017 87%
2019 79%

Quality of advice/ information received

2017 78%
2019 79%
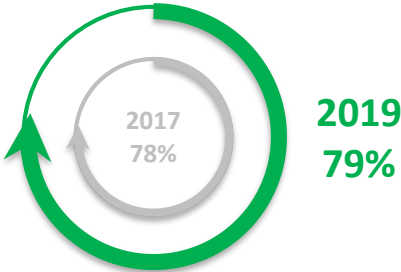
Clarity of language used in written communication

2017 81%
2019 77%

Design & layout of forms

2017 80%
2019 73%

Speed & efficiency of response to query

2017 71%
2019 71%
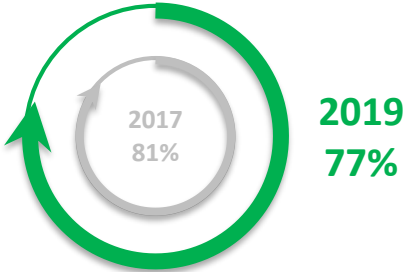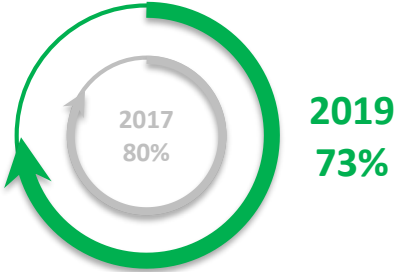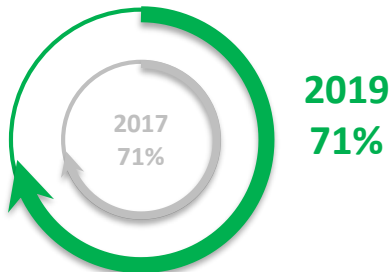
■ **% Net Satisfied**

Q.7   Thinking of the most recent interaction you had in writing, please tell me how satisfied or dissatisfied you were with the following?
Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office in writing in the past 12 months
        (excluding not sure)

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Satisfaction With Service <u>In Person</u> – Summary

An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

Helpfulness of staff
2017 85%
2019 87%

Knowledge of staff
2017 87%
2019 87%

Manner in which staff explained issues/provided information
2017 83%
2019 86%

Quality of advice/ information received
2017 84%
2019 85%

Welcome/reception received
2017 83%
2019 82%

Design & layout of forms
2017 75%
2019 81%

Location of Dept/Office
2017 84%
2019 80%

Public service area facilities
2017 78%
2019 80%

Privacy of conversation/ transaction
2017 72%
2019 80%

Speed/efficiency with which query was addressed
2017 75%
2019 79%

Hours of business
2017 80%
2019 77%

Queuing system
2017 75%
2019 75%

Q.8   Thinking of the most recent interaction you had in person, please tell me how satisfied or dissatisfied you were with the following?
Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office in person in the last 12 months
(excluding not sure)

■ **% Net Satisfied**

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Satisfaction With Service By <u>E-mail</u> – Summary

Clarity of language used in e-mail

2017
88%

**2019
86%**

Ease of finding correct e-mail address/contact
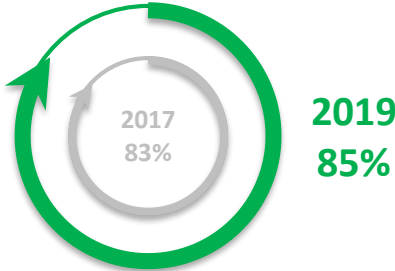
2017
83%

**2019
85%**

Quality of advice/ information received

2017
82%

**2019
84%**

Speed/efficiency of response to query

2017
76%

**2019
82%**
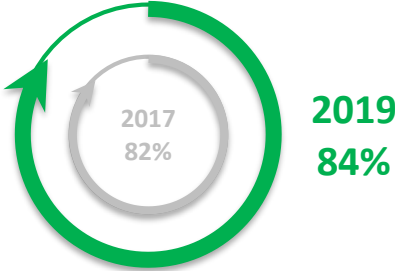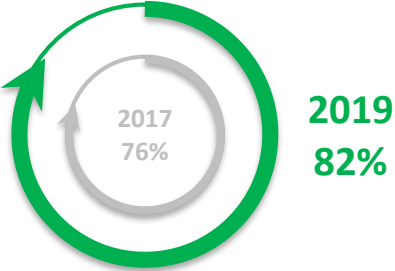
■ **% Net Satisfied**

Q.9   Thinking of the most recent interaction you had through e-mail, please tell me how satisfied or dissatisfied you were with the following?
Base: All Customers i.e. all who had any interaction with a Govt. Dept./Office by e-mail in the last 12 months
        (excluding not sure)

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Satisfaction With Service <u>Online*</u> – Summary

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Expenditure and Reform

Online includes social media, webchat, apps and other online websites

Ease of finding website
2017 95%
2019 92%

Quality of advice/ information received
2017 83%
2019 87%

Ease of navigating website
2017 87%
2019 86%

Information/documents available on website
2017 82%
2019 86%

Speed/efficiency of response to query
2017 76%
2019 85%

Clarity of on-line forms
2017 79%
2019 86%

Presentation or layout of website
2017 85%
2019 86%

Regarding Interactive Services

Ease of using service
2017 83%
2019 87%

Comprehensiveness of service
2017 80%
2019 87%

Efficiency of service
2017 79%
2019 86%
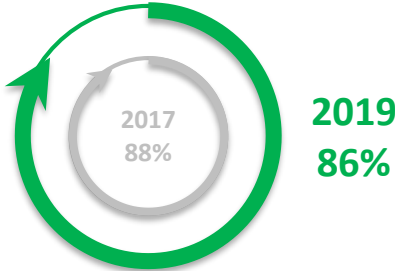
Q.10 Thinking of the most recent interaction you had online, please tell me how satisfied or dissatisfied you were with the following? Online includes social media, webchat or other websites, whether you contacted via a Smartphone, Tablet, PC or Laptop.

Base: All Customers - all who had any interaction with a Govt. Dept./Office online via a PC, laptop, smartphone or tablet in the last 12 months (excluding not sure)

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■ **% Net Satisfied**

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Understanding Dissatisfaction

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- There has been a significant decline in dissatisfaction, which now stands at 20% (down 7 points).

- Though declining, dissatisfaction can still be caused by a number of factors and perceptions (which are consistent with previous surveys);
  - (Lack of) <u>speed</u> of process and/or response time
    - In 2019, those stating dissatisfaction due to waiting times on the phone have declined from 41% in 2017 to 32% in 2019.
  - (Lack of) <u>efficiency</u> of process (ownership and communications)
  - (Lack of) <u>outcome</u>
  - (Lack of) <u>response</u>, whereby a query is unresolved.

- Positively, 2019 records the lowest levels of dissatisfaction since the question was introduced in 2009 when 39% were dissatisfied.

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Dissatisfaction with <u>Any Aspect</u> Service/ Interaction (2009-2019)

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This question was introduced in 2009 to fully explore <u>any aspect</u> of dissatisfaction that may have been present and was asked of all customers, <u>regardless of overall satisfaction</u>.

■ **Yes**   ■ **No**

Year	Yes	No
2019	20%	80%
2017	27%	72%
2015	28%	71%
2009	39%	67%

Dissatisfaction is at its lowest level to date at 20%. This is almost half the level it was in 2009 when the question was introduced.
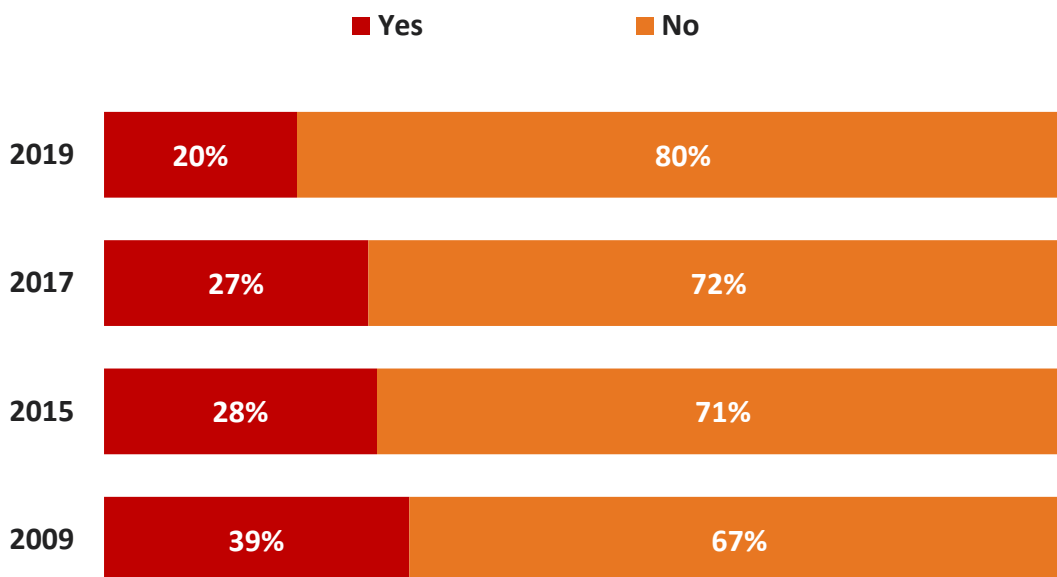
Q.11   Have you been very or fairly dissatisfied <u>with any aspect of service/interaction you received</u> from a Civil Service Department or office in the past 12 months?
Base: All Customers i.e. all who had any interaction with a Govt. Dept. or Office in the past 12 months
(n=964 in 2019, n=805 in 2017, n=974 in 2015, n=992 in 2009)

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Reasons for Dissatisfaction with Service/ Interaction *(Among those with some degree of dissatisfaction)*

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Reasons why respondents were dissatisfied

> **Speed is the main reason for dissatisfaction with slow processes overall or waiting times on the phone cited as the top two reasons for dissatisfaction.**

Reason	2019	2017
Process was too slow	49%	45%
Waiting time on phone/holding time/automated service	32%	41%
Multiple people dealing with enquiry/being passed around	24%	28%
Dissapointing outcome(e.g. not entitled to benefit/pension)	21%	20%
Lack of communication between staff/Departments	20%	20%
Attitude of staff/felt rushed	18%	16%
Poor customer care/staff not trained to deal with customers	17%	15%
Issue/problem/error was not resolved	16%	18%
No response to written query/email/phone message/social...	15%	18%
Lack of knowledge of staff	14%	19%
Provided with wrong information	14%	16%
Not enough staff on duty	12%	20%
Lack of privacy	9%	15%
Nothing left me particularly dissatisfied	6%	1%
Other	5%	5%

■ 2019
■ 2017

Pre-coded Responses
All other reasons at 3% or less

Q.11a   Can you tell me more about the reasons why you were dissatisfied? *(spontaneous, unprompted)*
Base: All Customers who are dissatisfied with any aspect of service/interaction in the past 12 months n=197 on 2019, n=220 in 2017)

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Openness to Online Services

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Openness to Online Services

When asked about the perceived convenience of different interaction channels, increases were recorded for electronic approaches such as e-mail (67%), apps (55%) and social media (40%).

E-mail now ranks on par with 'in person' at 67%, and ahead of 'in writing' (55%) in terms of perceived convenience.

60% stated they would be likely to interact with the Government online if all channels were of the same standard.

64% believe that having a single digital identifier to access Government services would be convenient.

Perceived Convenience of Interaction Methods (2019)

2019
% very/fairly convenient

While telephone is still perceived to be the most convenient interaction method, two in three perceive both e-mail and in person contact to be convenient.

80%	67%	67%	55%	55%	52%	40%	39%
By telephone	Visiting Dept or Office in person	By Email	Via an app	In writing (excluding email)	Any other online	Via Social Media	Through webchat
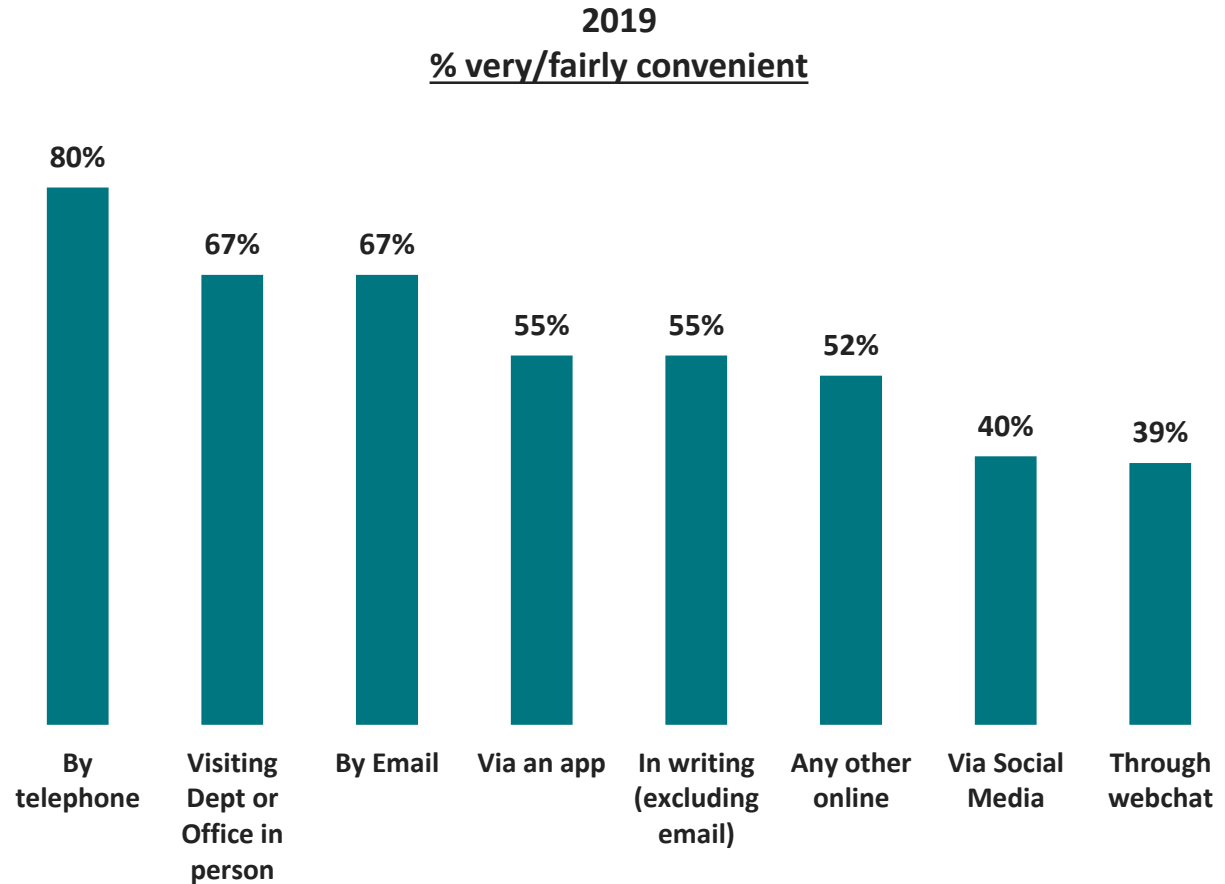
Q.14   Thinking of future dealings you may have with Civil Service Departments or Offices, please tell me how convenient or inconvenient each of the following methods would be for you if you were interacting with a Govt. Dept?
Base: All Respondents (n=2,019 in 2019)

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Reasons for Perceived Inconvenience of Interacting Online *(spontaneous, unprompted)*

Reasons why it would be inconvenient to interact with a Government Dept

Those who perceived online interactions as inconvenient cited a preference for in person or telephone interaction as the top two reasons respectively. A lack of familiarity with the internet was also cited by some.

Reason	2019	2017
Prefer face to face interaction	34%	30%
Prefer phone interaction	31%	30%
Unfamiliar with the internet	21%	38%
Dislike social media	15%	23%
Prefer written interaction	14%	11%
Concerns about confidentiality	14%	18%
I am not confident in the use of internet	14%	n/a
Concerned about data protection/GDPR	11%	n/a
My requirement may not be suitable for online	11%	n/a
Limited internet access	7%	9%
Don't have a tablet/smartphone	6%	12%
The online service requires improvement	5%	n/a
Not sure	7%	2%

Q.14a   Why would it be inconvenient for you to interact with a Government Department using certain forms of technology such as online (via a PC, a laptop, a Smartphone or a tablet), Apps or Social Media? (Spontaneous, Unprompted, Multicode)

Base: (n=836 in 2019, n=731 in 2017)

All other mentions ≤ 4%
n/a = new code 2019

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Likelihood of Using Services Online in Future

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Department of Public
Expenditure and Reform

When asked about possible future interactions, there was an openness to using online services for most requirements, in particular if requesting a form or seeking general information.

Using online when….	Very likely	Fairly likely	Neither likely nor unlikely	Fairly unlikely	Very unlikely	Not sure	NET LIKELY
Requesting a form	36%	32%	9%	5%	16%	2%	68%
Seeking general information	35%	33%	9%	5%	15%	2%	68%
Enquiring about a particular service/entitlement/application	30%	33%	11%	7%	17%	2%	63%
Providing information	30%	33%	10%	7%	17%	2%	63%
Carrying out a transaction	29%	31%	11%	8%	18%	2%	60%
Resolving an issue/querying the meaning of accuracy in documentation received	27%	30%	12%	9%	18%	2%	58%
Seeking payment/collecting allowance	25%	30%	13%	9%	19%	3%	55%

Q.14c   How likely, or not, would you be to avail of the following services online?
Base: All respondents: 2,019

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Openness To Online Services If Easy To Find/Use *(New Question 2019)*

"If you needed to interact with Government services, and if all interaction channels were of the same standard, how likely or unlikely would you be to choose online as your preferred interaction method?"

Three in five (60%) would be likely to choose online as a means of interaction, if all channels were of the same standard.

Very unlikely 17%
Not sure 1%
Very likely 27%

Net Unlikely 24%

Fairly unlikely 7%

Fairly likely 33%

Neither likely nor unlikely 15%

Net Likely 60%
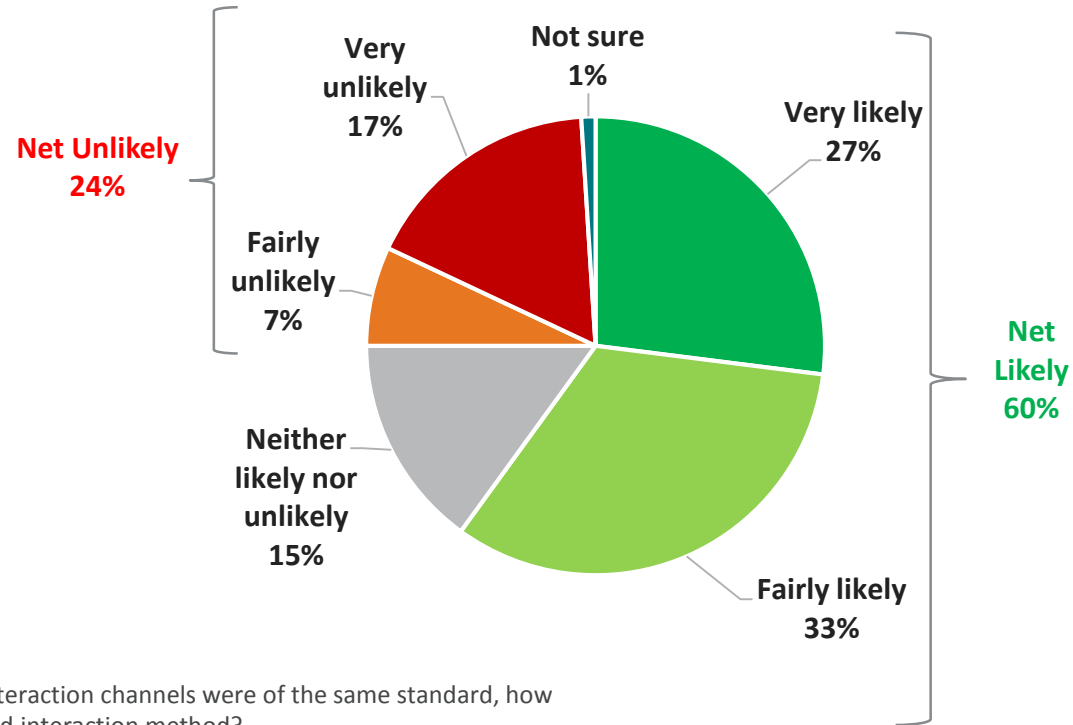
Q.14d   If you needed to interact with Government services, and if all interaction channels were of the same standard, how likely or unlikely would you be to choose online as your preferred interaction method?
Base: (n=2,019 in 2019)

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Perceived Convenience of Single Digital Identity

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Department of Public
Expenditure and Reform

2019

The majority of Irish adults (64%) believe it would be convenient to have a single digital identify to access the Government services online.

Net Inconvenient 14% (13% in 2017)

Not sure 7%

Very inconvenient 10%

Fairly inconvenient 4%

Neither convenient nor inconvenient 14%

Fairly convenient 33%

Very convenient 31%

Net Convenient 64% (65% in 2017)

Q.14e   How convenient or not would it be to have a single digital identity to access the Government services online?
By single digital identity, we mean, a unique number which will allow you to access all Government services online.
Base: (n=2,019 in 2019)

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Civil Service General Perceptions

General Perceptions of the Civil Service

Across the general public as a whole, levels of civil service advocacy (36%) and familiarity (53%) have held steady since 2017 with little to no change.

The majority of Civil Service perceptions have increased positively in 2019, with several new measures also recording a positive score.

Confidence in data security has increased from 59% in 2017 to 68% 2019, which is positive following the introduction of General Data Protection Regulation (GDPR) in 2018.

Perceptions of trust & independence (up 8 points to 66%) and equality (up 10 points to 66%) for the Civil Service have also improved.

Ipsos MRBI Veracity Index 2019 – Who Do We Trust The Most?

An Roinn Caiteachais Phoiblí agus Athchóirithe
Department of Public Expenditure and Reform

Nurses	Doctors	Teachers	Scientists	Weather Forecasters	Judges	Television News Readers	Gardai	Civil Servants
95%	92%	89%	85%	84%	83%	75%	73%	67%

Economists	Ordinary person in the street	Clergy/Priests	Pollsters	Journalists	Trade Union Officials	Charity Chief Executives	EU Leaders
63%	61%	54%	53%	46%	45%	43%	43%

Local Councillors	Business Leaders	Estate Agents	Bankers	Government Ministers	Politicians Generally	Advertising Executives	Social Media Influencers
41%	38%	28%	27%	27%	22%	18%	10%
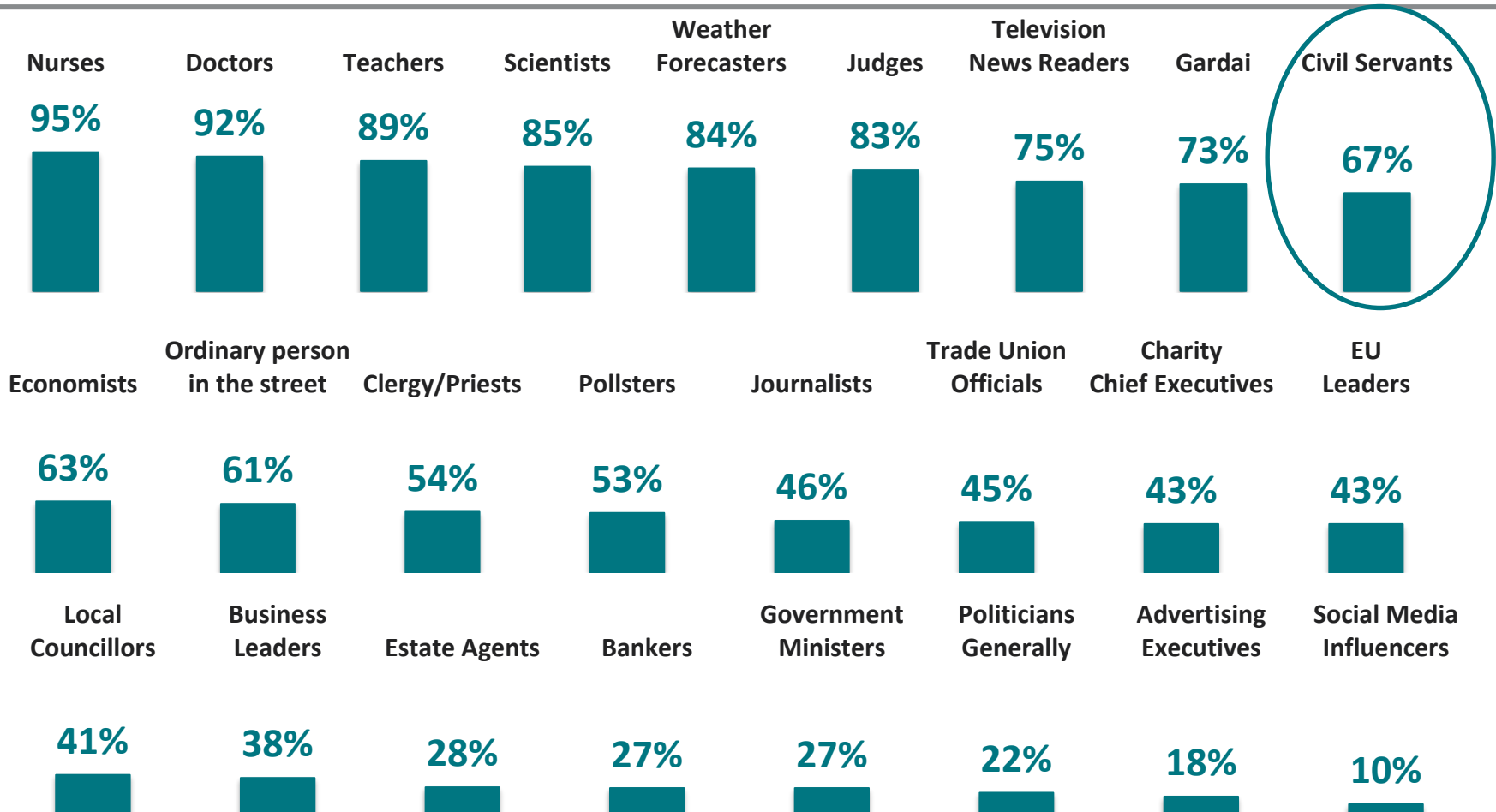
Q. Now I will read you a list of different types of people. For each would you tell me if you generally trust them to tell the truth, or not?

Source: Ipsos MRBI Veracity Index Q4 2018

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Summary of General Perceptions of Civil Service

An Roinn Caiteachais
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Department of Public
Expenditure and Reform

Over a third would speak highly of the Civil Service (36% advocates), this increased to 45% for those who have interacted in the past year.

Over half are familiar with the Civil Service, while 46% believe it meets the needs of the public.

Advocates

2017
36%

**2019
36%**

Advocates (Customers)

2017
46%

**2019
45%**

Familiarity

2017
52%

**2019
53%**

Meets the needs of the public*

**2019
46%**

All Based on a 5 point scale

Base: Net Advocacy (Customers) n=964, All Other Statements n=2,019

*New question in 2019, no comparable data for 2017

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Impression of Civil Service Efficiency (2009-2019)

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Legend:
- ■ Very Efficient
- ■ Fairly Efficient
- ■ No Opinion Either Way
- ■ Fairly Inefficient

Very/Fairly Efficient

Year	Very Efficient	Fairly Efficient	No Opinion Either Way	Fairly Inefficient			Very/Fairly Efficient
2019	16	48	21	7	3	5	64%
2017	16	43	18	11	4	6	60%
2015	13	44	19	13	5	6	57%
2009	16	40	17	15	7	5	57%

Just under two-thirds felt the Civil Service was efficient, this score has increased by 4 points since 2017.
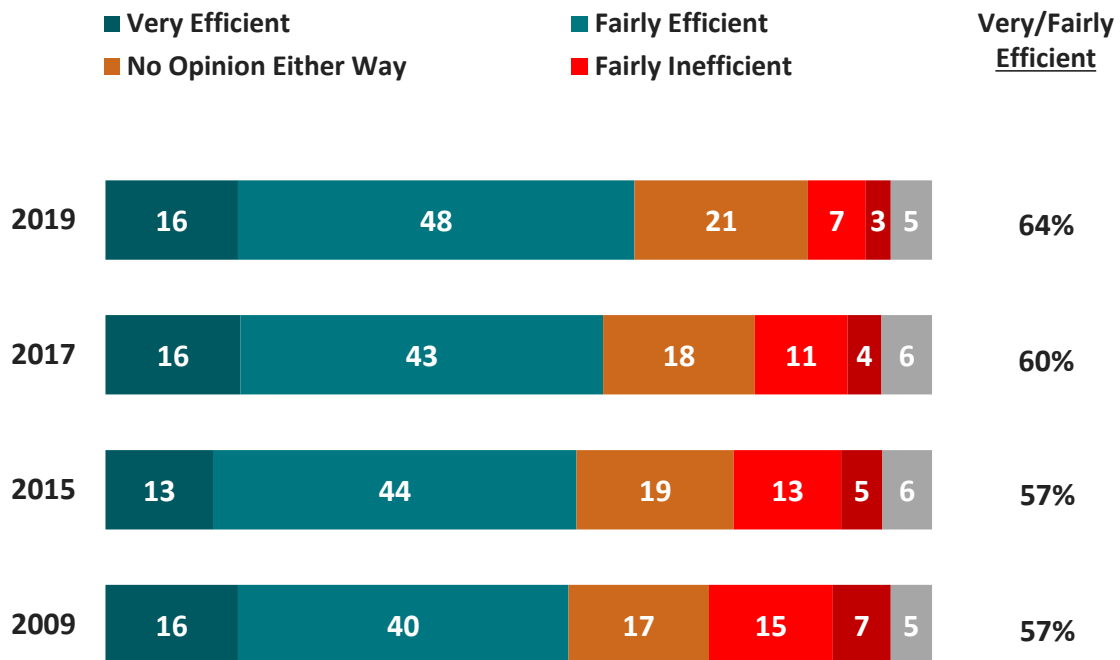
Q.12   Thinking of the Civil Service in overall terms, I would like you to give me your impression of how efficient you feel it is?
Base: All respondents (n=2,019 in 2019, n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009)

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Perceived Quality of Service Provided
(New Question 2019)

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Improving   **Staying the same**
Getting worse   **Not sure**

Three in ten (30%) feel the quality of the service provided by the Civil Service is improving, while a further 46% feel it is staying the same.

Those that have interacted in the past year were more likely to believe the service was improving, at 37%.

	Improving	Staying the same	Getting worse	Not sure
Total	30	46	7	18
Customers	37	47	8	8
Non-customers	23	45	6	26

Q.12a   Overall, do you think the quality of service provided by the Civil Service is; improving, staying the same or getting worse?
Base: All Respondents 2019: 2,019 (Total), Customers (n=964), Non-Customers (n=1,055)

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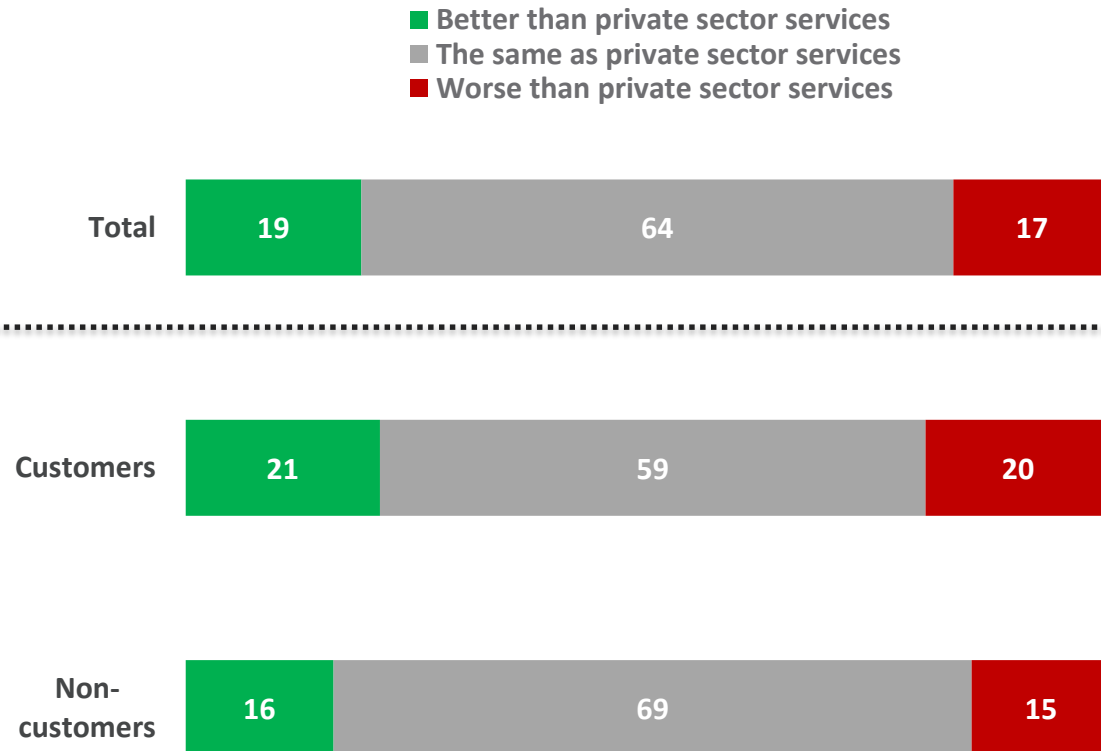# Civil Service comparison to Private Sector Services *(New Question 2019)*

An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

A new question asked in 2019 looked to asses how the Civil Service compared to private sector services.

The majority felt service levels were the same, with an almost even split stating better/worse.

This trend continued for both customers and non-customers of the Civil Service.

- 🟩 Better than private sector services
- ⬜ The same as private sector services
- 🟥 Worse than private sector services

	Better	Same	Worse
Total	19	64	17
Customers	21	59	20
Non-customers	16	69	15

Q.13a   In comparison to private sector services (e.g. electricity providers, mobile phone providers), do you believe the level of service within the Civil Service is generally...
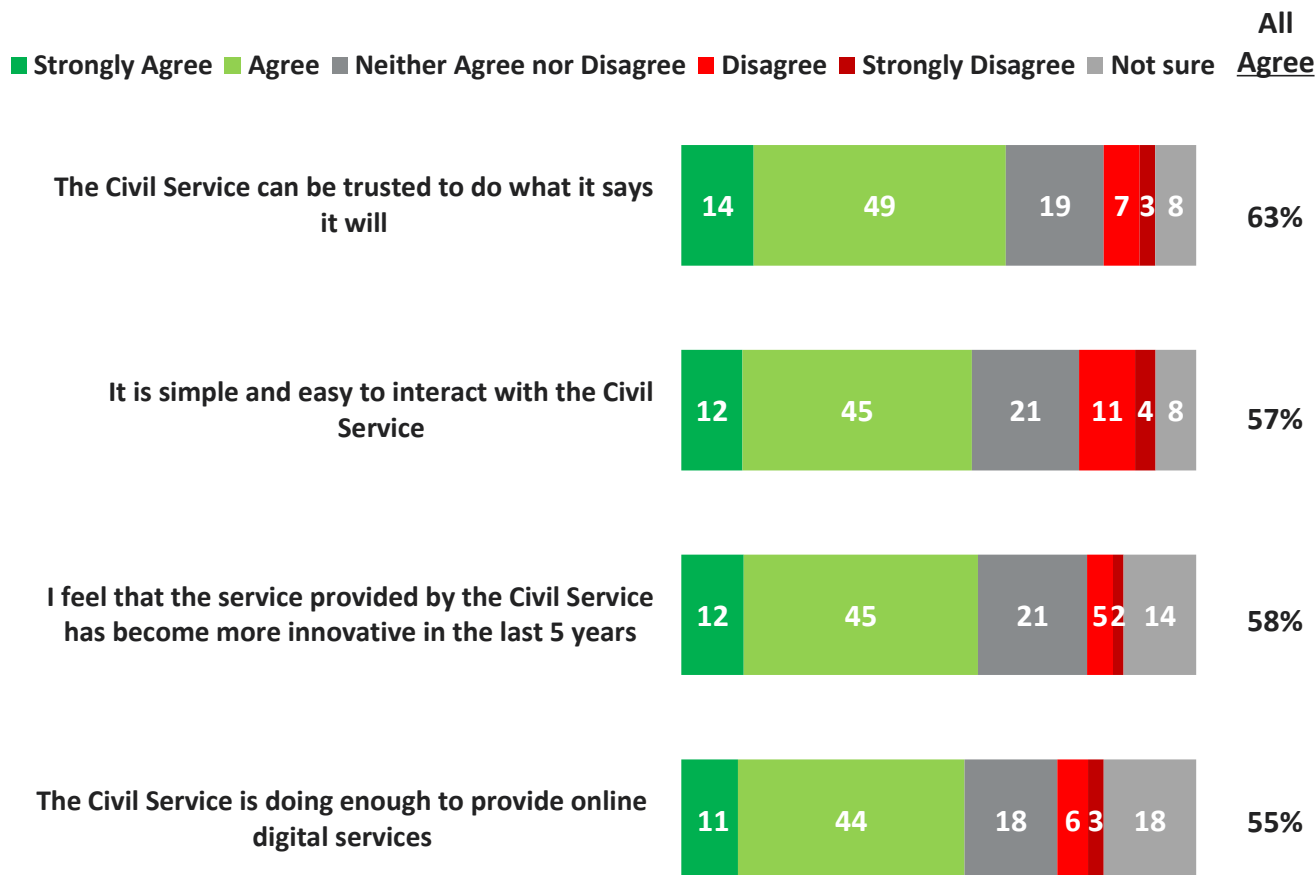
Base: All Respondents 2019: 2019 (Total), Customers (n=964), Non-Customers (n=1,055)

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Civil Service Perceptions (I) (2019)

Respondents were asked a series of 12 statements about the Civil Service, the four statements shown to the right were new for 2019.

63% agree the Civil Service can be trusted, while 57% agree it is simple and easy to interact with.

Legend: ■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree ■ Not sure

All Agree

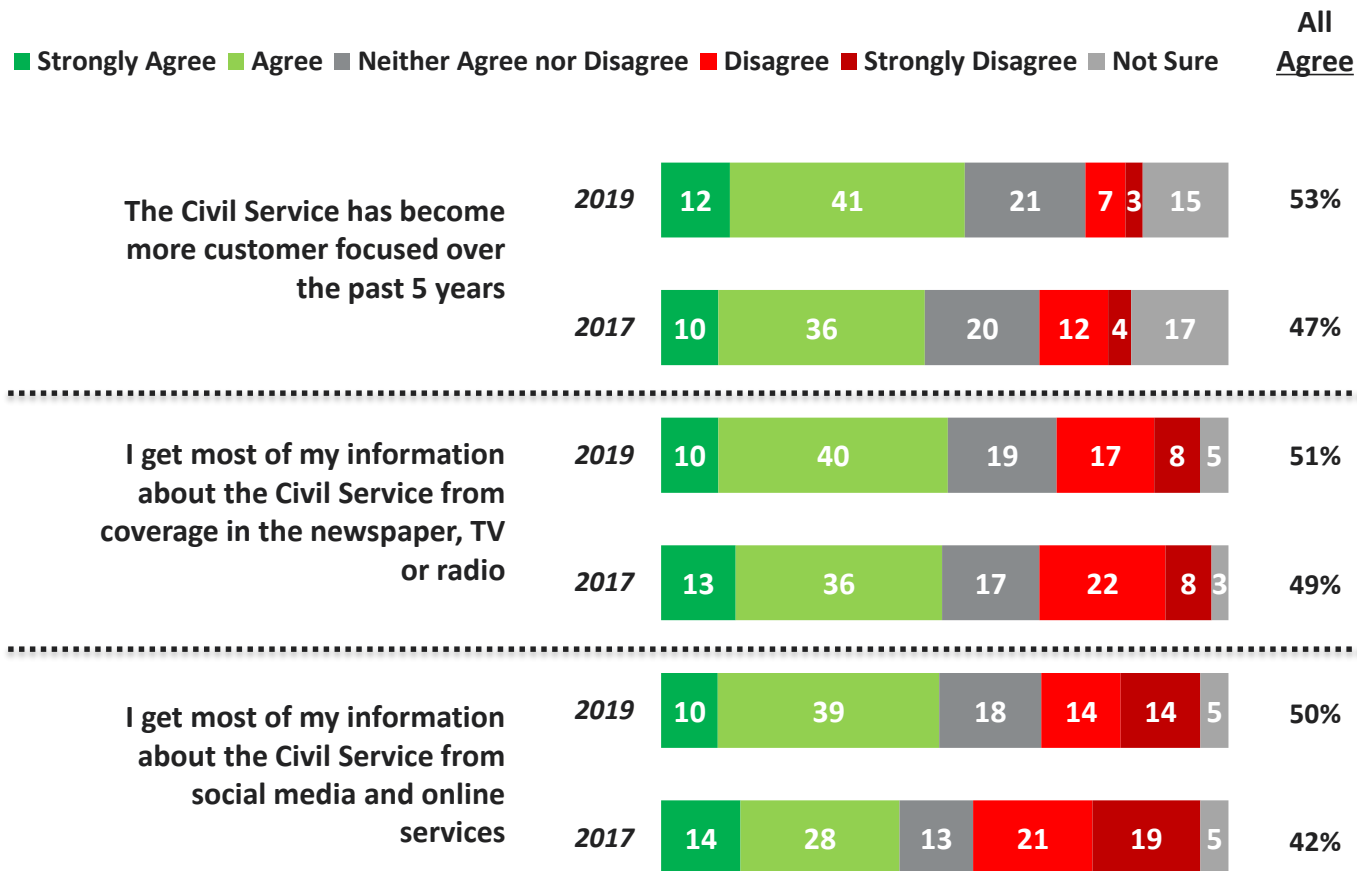| Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not sure	All Agree
The Civil Service can be trusted to do what it says it will	14	49	19	7	3	8	63%
It is simple and easy to interact with the Civil Service	12	45	21	11	4	8	57%
I feel that the service provided by the Civil Service has become more innovative in the last 5 years	12	45	21	5	2	14	58%
The Civil Service is doing enough to provide online digital services	11	44	18	6	3	18	55%

Q.13   Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?
Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017)

Note: all statements on this chart were new for 2019, no comparable data for 2017

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Civil Service Perceptions (II) (2017-2019)

An Roinn Caiteachais Phoiblí agus Athchóirithe
Department of Public Expenditure and Reform

Each of the next 3 statements recorded an increase in 2019 compared to 2017.

Those who say they get most of their information about the Civil Service from social media and online services increased 8 points to 50% in 2019.

■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree ■ Not Sure

All Agree

The Civil Service has become more customer focused over the past 5 years

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Not Sure	All Agree
2019	12	41	21	7	3	15	53%
2017	10	36	20	12	4	17	47%

I get most of my information about the Civil Service from coverage in the newspaper, TV or radio

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Not Sure	All Agree
2019	10	40	19	17	8	5	51%
2017	13	36	17	22	8	3	49%

I get most of my information about the Civil Service from social media and online services

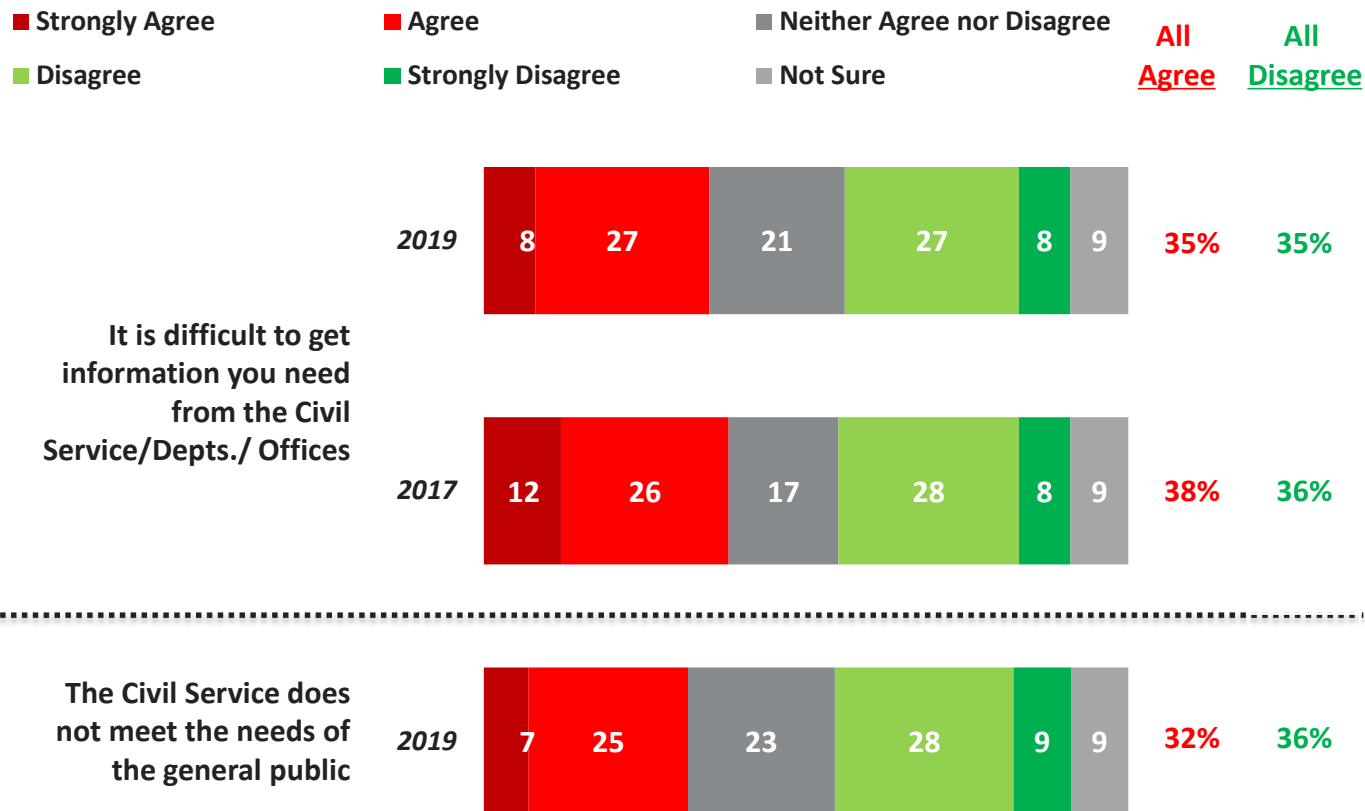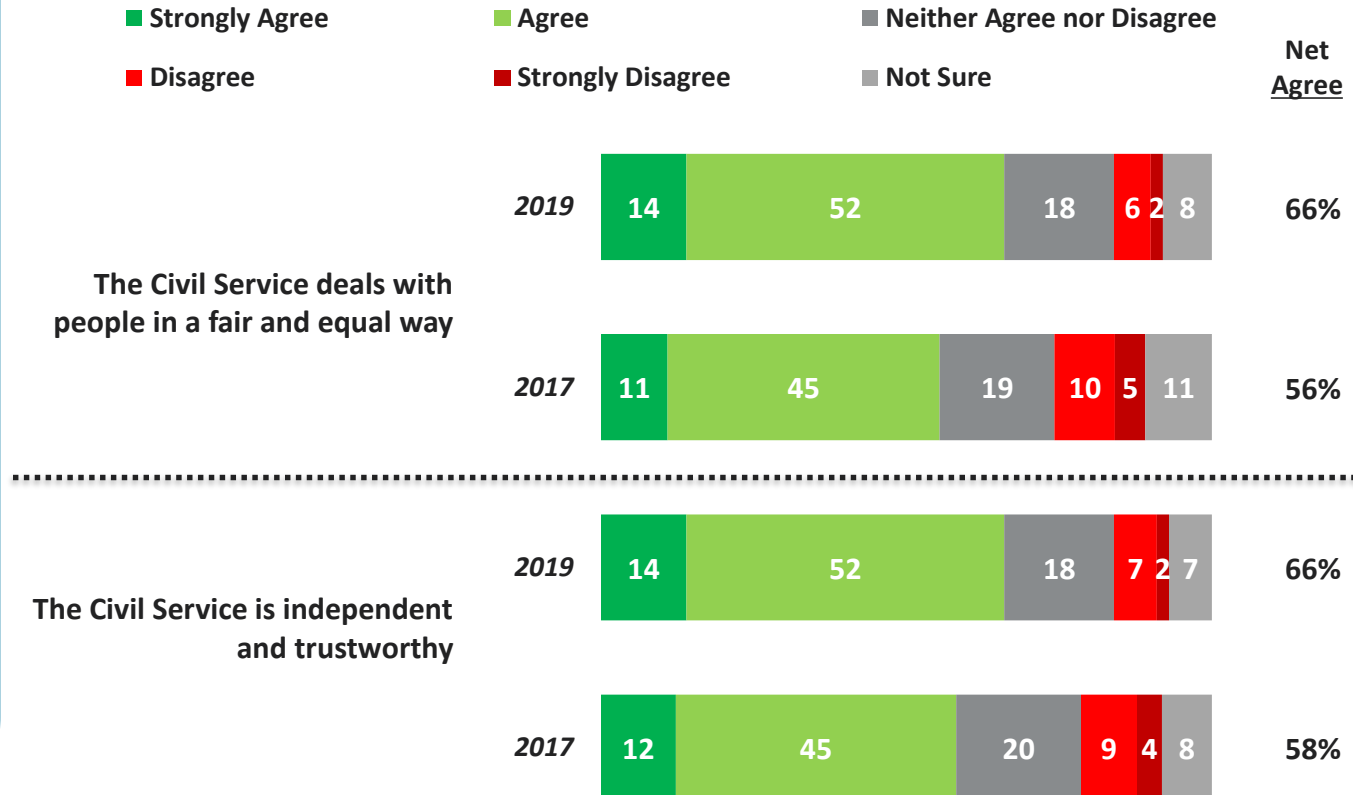|	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Not Sure	All Agree
2019	10	39	18	14	14	5	50%
2017	14	28	13	21	19	5	42%

Q.13 Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?
Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017)

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Civil Service Perceptions (III) (2017-2019)

To ensure balance, some statements were phrased as a negative, so disagreement is a positive result.

Just over a third disagree with both statements in relation to getting information and meeting the needs of the general public.

	Strongly Agree	Agree	Neither Agree nor Disagree
	Disagree	Strongly Disagree	Not Sure

							All Agree	**All Disagree**

It is difficult to get information you need from the Civil Service/Depts./ Offices

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Not Sure	All Agree	All Disagree
2019	8	27	21	27	8	9	**35%**	**35%**
2017	12	26	17	28	8	9	**38%**	**36%**

The Civil Service does not meet the needs of the general public

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Not Sure	All Agree	All Disagree
2019	7	25	23	28	9	9	**32%**	**36%**

Q.13 Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?
Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017)

(Note that these are Negative Statements, where agreement is a negative result)

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Perceptions of Trust, Independence & Equality (2017-2019)

The Civil Service is perceived to treat people in a fair and equal way, with two-thirds of Irish adults agreeing to this statement, a 10-point increase since 2017. Two-thirds also agree the Civil Service is independent and trustworthy, up 8 points.

Legend:
- ■ Strongly Agree
- ■ Agree
- ■ Neither Agree nor Disagree
- ■ Disagree
- ■ Strongly Disagree
- ■ Not Sure

Net Agree

The Civil Service deals with people in a fair and equal way

Year	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Sure	Net Agree
2019	14	52	18	6	2	8	66%
2017	11	45	19	10	5	11	56%

The Civil Service is independent and trustworthy

Year	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Sure	Net Agree
2019	14	52	18	7	2	7	66%
2017	12	45	20	9	4	8	58%

Q.13   Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?
Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017)

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Perceptions of Personal Data Security (2017-2019)

An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

Confidence in data security increased by 9 points to 68% in 2019.

This is higher among customers of the Civil Service at 76%.

It is worth noting that GDPR was introduced in 2018, so an increase in this score is particularly positive.

I am confident that any personal data that I might provide to the Civil Service would be securely managed
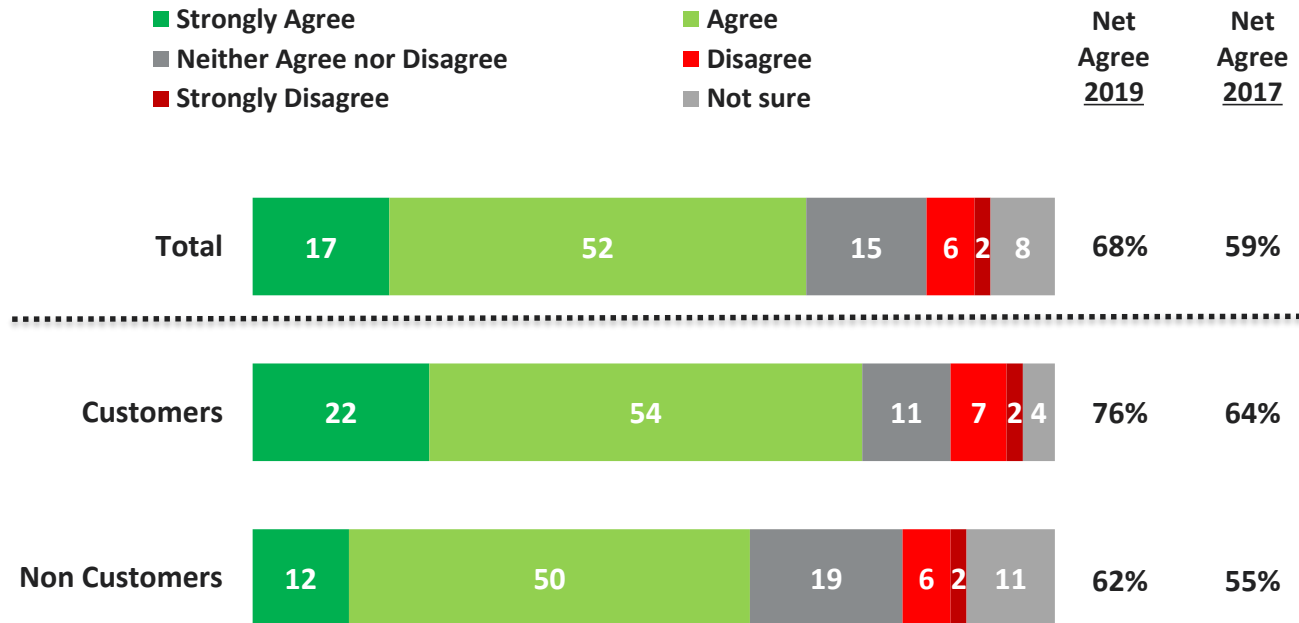
■ Strongly Agree   ■ Agree
■ Neither Agree nor Disagree   ■ Disagree
■ Strongly Disagree   ■ Not sure

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not sure	Net Agree 2019	Net Agree 2017
Total	17	52	15	6	2	8	68%	59%
Customers	22	54	11	7	2	4	76%	64%
Non Customers	12	50	19	6	2	11	62%	55%

Q.13   Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?
Base: All Respondents 2019: 2019 (Total), Customers (n=964), Non-Customers (n=1,055)
All Respondents 2017: 2017 (Total), Customers (n=805), Non-Customers (n=1,222)

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Meets The Needs of the Public (2019) Customers vs. Non Customers

An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

46% believe the Civil Service either fully or mostly met the needs of the public.

This perception increased for customers of the Civil Service to 55%.

Legend:
- ■ Fully meets the needs of the public
- ■ Mostly meets the needs of the public
- ■ No opinion either way
- ■ Only partially meets the needs of the public
- ■ Fails to meet the needs of the public
- ■ Not sure

Net Meets Needs

	Fully	Mostly	No opinion	Only partially	Fails	Not sure	Net Meets Needs
Total	6	41	26	19	4	4	46%
Customers	8	47	16	23	4	1	55%
Non Customers	4	35	36	15	3	4	39%
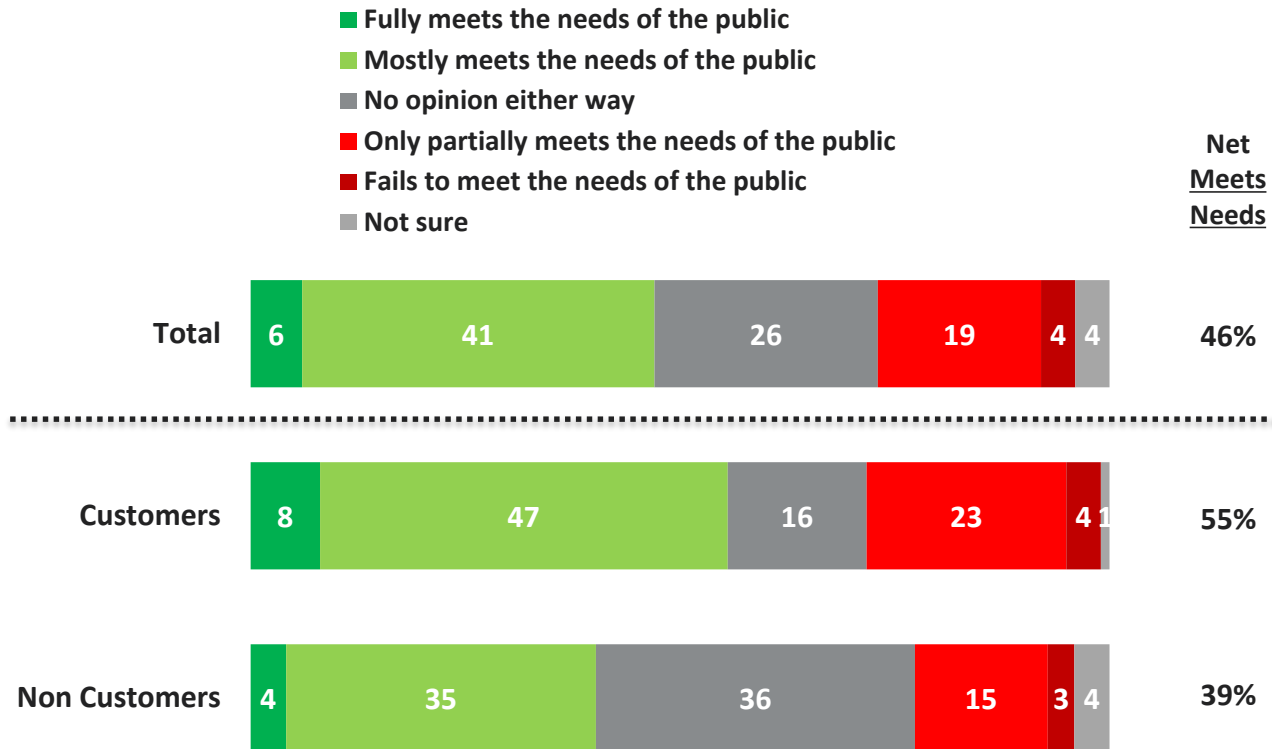
Q.21   Taking into account your own experiences or impressions, to what extent do you believe the Civil Service meets the needs of the public?

Base: All respondents (n=2,019 in 2019). All Customers (n=964) & All Non Customers (n=1,055) in 2019.

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Ratings of Access to Language Services

Ratings of Access to Language Services

3% of the Irish population have used a service from the Civil Service in the Irish language.

While base sizes are small, most stated they were satisfied with the level of service they received at 84%.

In total, 3% of respondents in the 2019 research stated that their first language was not Irish or English.

For those whose first language was not Irish or English, a follow-up question was asked to determine satisfaction with access to the necessary services. Overall the majority were satisfied at 71%.

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Use of <u>Irish Language Services</u> (2015-2019)

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Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

3% had accessed a service provided by the Civil Service using the Irish language.

The majority felt satisfied with the level of service provided - 84% for 2019.

% who have used a service in Irish

3%

(2% in 2017)

Satisfaction with service provided in Irish

■ **Very / Fairly Satisfied**　　　　■ **Neither Satisfied nor Dissatisfied**
■ **Very / Fairly Dissatisfied**　　　■ **Not Sure**

Year	Very/Fairly Satisfied	Neither	Dissatisfied	Not Sure
2019	84	15	2	
2017	57	17	20	6
2015	83	3	8	6
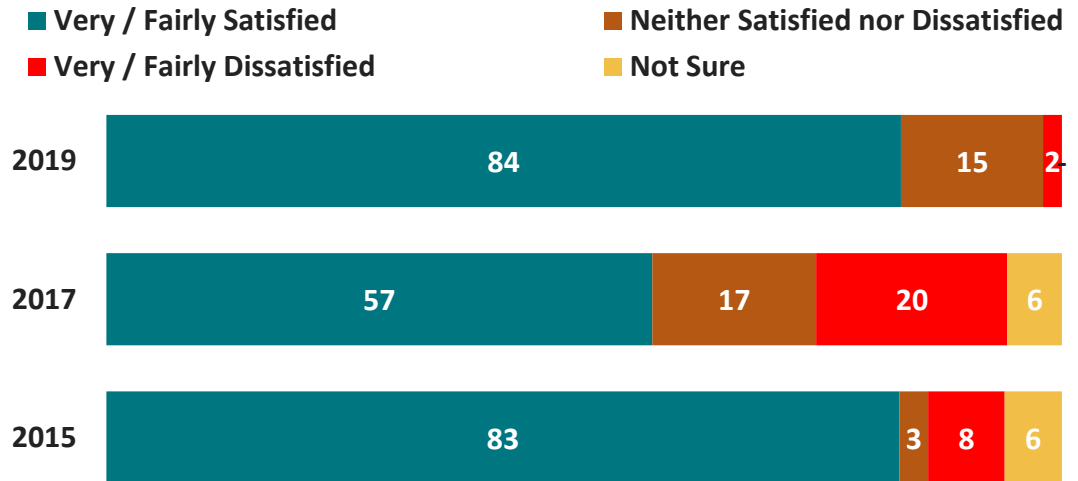
In total, 39 respondents (2% of total sample) have a preference for Irish language services, given the choice.

Q.15　Have you ever used any service from the Irish Civil Service in the Irish language?
Q.16　How satisfied or dissatisfied were you with the level of service you received in the Irish language?
Q.17　If the levels and quality of the services offered were the same in both Irish and English, which language would you prefer to receive the service in?
Base:　All Respondents (n=2,019 in 2019, n=2,027 in 2017)

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N = 61 in 2019, N = 35* in 2017, N = 66 in 2015
* Extreme caution: small base size (n=35)

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Language Access (2009-2019)

3% of respondents interviewed in 2019 stated that their first language was something other than Irish or English.

This is a marginal decline compared to previous years.

% of people whose first language is not Irish/English

5% — 2009
6% — 2015
6% — 2017
3% — 2019

■ **2009**   ■ **2015**   ■ **2017**   ■ **2019**
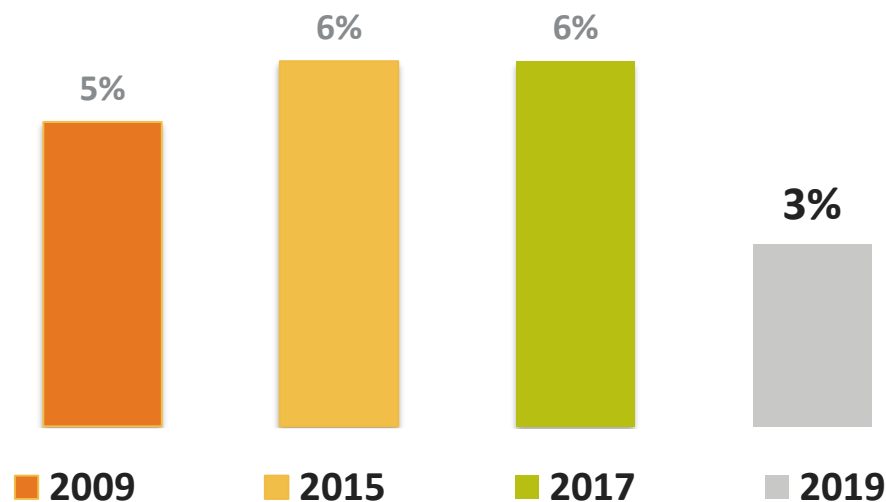
Q.16a   Is your first language Irish, English, or another language?
Base: All Respondents (n=2,019 in 2019,n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009)

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Satisfaction with Access to Services 2009-2019
(Among Those Whose First Language Is __Not__ Irish/English)

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Expenditure and Reform

Legend:
- ■ Very satisfied
- ■ Fairly satisfied
- ■ Neither satisfied nor dissatisfied
- ■ Fairly dissatisfied
- ■ Very dissatisfied
- ■ Not sure

Very/fairly satisfied

Satisfaction with access to services from the Civil Service for those whose first language is not Irish or English has been increasing in each round and now stands at 71%.

Year	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not sure	Very/fairly satisfied
2019	29	41	19	–		10	71%
2017	21	39	18	5	2	16	60%
2015	20	40	15	1	4	19	61%
2009	21	32	18	3	3	23	53%
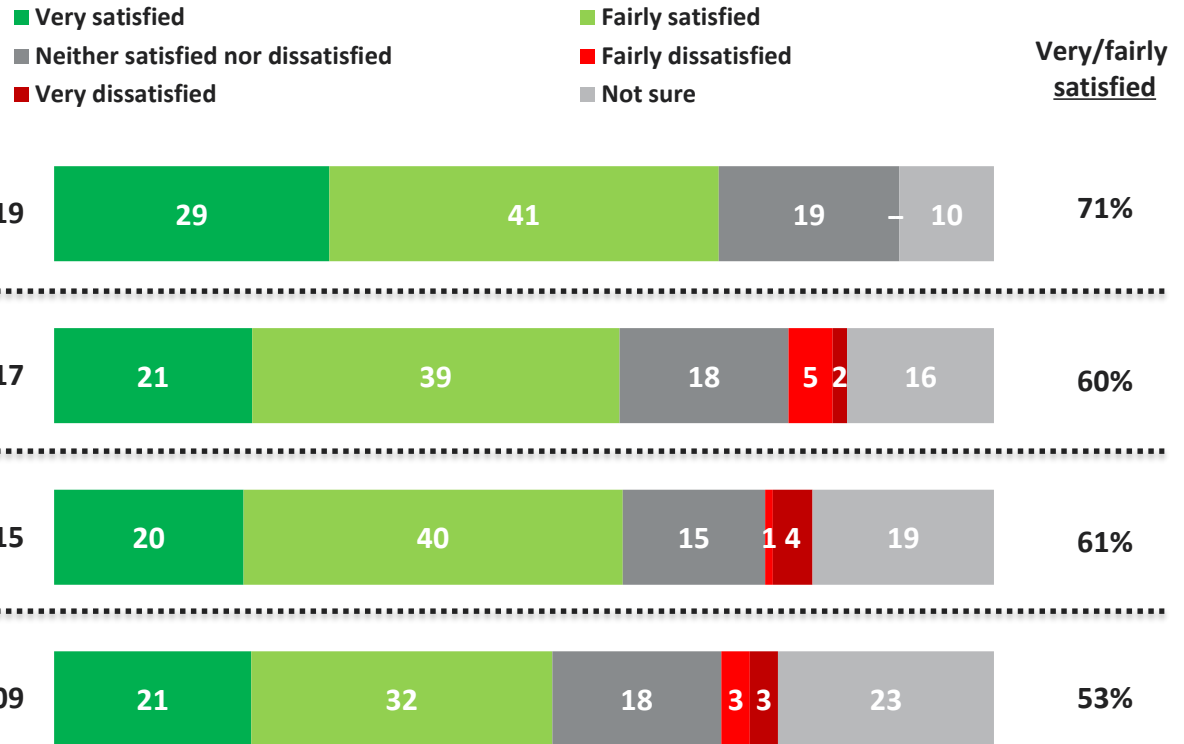
Q.19 How satisfied or dissatisfied are you with access to necessary services from the Civil Service?
Base: All Respondents whose first language is something other than Irish or English (n=68 in 2019, n= 128 in 2017, n=119 in 2015, n=107 in 2009)

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Other Services
– New Section 2019

Other Services – New Section 2019

As part of the 2019 questionnaire refresh, a series of new questions were added.

These questions were on a variety of other services including Eircode, MotorTax.ie and other online services.

27% stated they always/frequently use their Eircode.

53% have used MotorTax.ie.

Awareness of the other services was highest for Online Passport Renewal at 80%.

Eircode – Frequency of Usage
(New Question 2019)

37% of Irish adults use their Eircode either always or frequently.

Meanwhile 30% state that they have never used their Eircode.

Never
30%

Not sure
1%

Always
14%

Frequently
22%

Occasionally
32%

Net Always /Frequently 37%
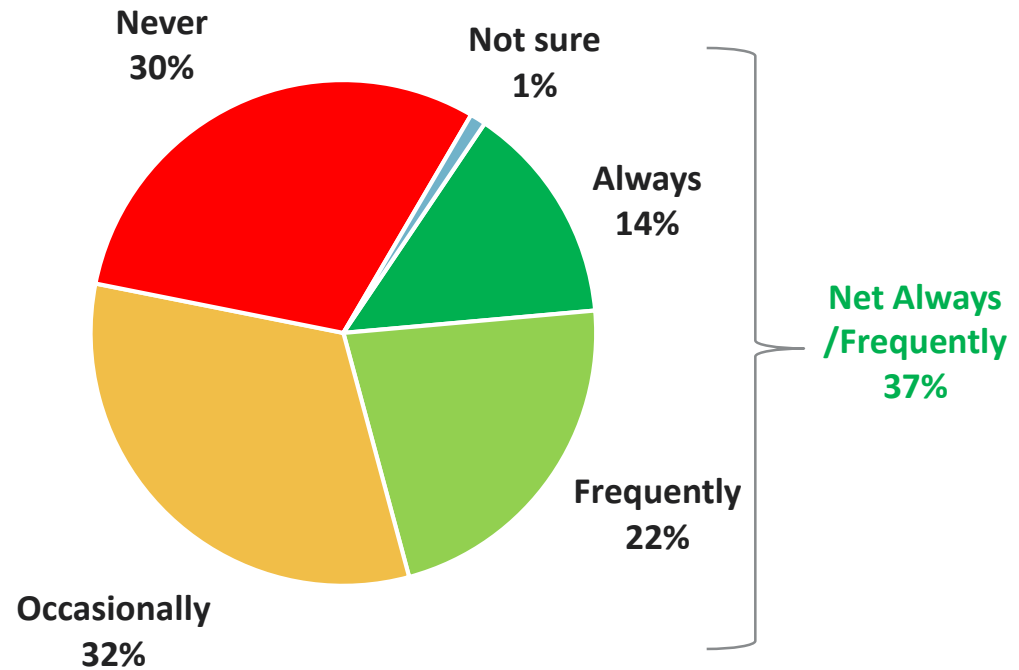
Q.24   Thinking about a different topic, when providing your address (for example, for postage or deliveries), how often, if at all, have you used your Eircode in the past year?
Base: (n=2,019 in 2019)

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Usage of MotorTax.ie in the Past Year
(New Question 2019)

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Expenditure and Reform

Just over half of Irish adults have used MotorTax.ie to pay for car tax in the past 12 months.

Yes
53%
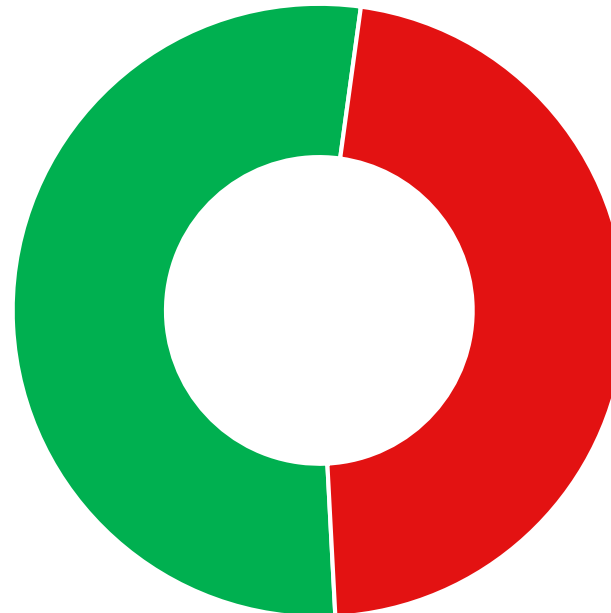
No
47%

Q.25   Have you used MotorTax.ie to pay for car tax in the past 12 months?
Base: (n=2,019 in 2019)

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Awareness & Usage of Other Services
(New Question 2019)

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Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

> **80% are aware of the Online Passport Renewal Service, with 27% having used the service.**
>
> **68% are aware of the Revenue MyAccount Service, 58% are aware of MyWelfare.ie and 53% are aware of MyGovID.ie.**

	Aware – have used service	Aware – have not used service	Not aware	Not sure	NET AWARE
Online Passport Renewal Service	27%	53%	18%	2%	80%
Revenue's MyAccount Service	32%	37%	29%	2%	68%
MyWelfare.ie	14%	44%	40%	2%	58%
The Government's digital service www.MyGovID.ie	14%	39%	44%	3%	53%

Q.26   For each of the services I'm going to read out, could you please tell me which of the following applies to you using the scale: Aware and have used the service, Aware and have not used the service, or not aware

Base: (n=2,019 in 2019)

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Key Findings & Conclusions

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Summary of Key Findings - I

Just under half of Irish adults have had an interaction with the Civil Service in the past year

Interaction levels vary by department, with some interaction levels declining such as Department of Employment Affairs and Social Protection. For other departments, interaction levels have increased such as the Passport Office, and the Office of the Revenue Commissioners.

E-mail interaction records large increases for 2019

For the first time, e-mail is the number one primary interaction method, narrowly ahead of telephone. E-mail also records increases overall for those who have ever used this form of interaction.

Openness to online services is high

When asked if they would interact online, 60% stated they would be likely if all channels were of the same standard. While telephone remains the channel that is perceived as the most convenient, online interaction methods, such as via an app, social media or e-mail, recorded increases.

Summary of Key Findings - II

__Customer satisfaction records a second consecutive year of increases__

For the second year in a row, satisfaction scores for both service (85%) and outcome (85%) have increased. Just under 9 in 10 customers stated their expectations were either met or exceeded.

__Response times are improving__

Satisfaction with the automated telephone service has increased 17 points to 68% in 2019. Satisfaction with the speed of response by e-mail also increased 6 points to 82%.

__Dissatisfaction records the lowest figure to date__

Dissatisfaction stands at 20% for 2019, a decline of 7 points since 2017. The main reasons for dissatisfaction include slow processes, waiting time/automated system and being passed around.

__Perceptions of the Civil Service have recorded increases for 2019, with new statements showing positive scores also.__

Measures of familiarity and favourability have remained broadly similar. Overall efficiency, trust and confidence in data security have recorded increases.

Research Conclusions

Analysing the Civil Service at a Macro-Level

This study was designed to examine the Civil Service at a macro level only. While it delivers robust analysis at an overall level for the entirety of the Civil Service, it is not suitable to conduct any detailed sub-analysis by individual Department or Office. In order to examine customer experiences at any Department or Office, a bespoke survey for that entity would be required and many organisations already undertake their own such surveys.

Both the Reasons and Modes of interaction Differ By Department/Office

The reason for interaction and consequently the most appropriate channel through which to make interaction will vary across the Civil Service. For example, the online channel is used more by customers of the Office of the Revenue Commissioners or the Passport Office, than those using the Department of Employment Affairs and Social Protection. Understanding the suitability of a channel to the service being delivered continues to be an important consideration.

Maintaining the strong performance in satisfaction will be challenging

While key indicators such as overall satisfaction and delivering on expectations had remained relatively unchanged from 2009 to 2015, they have now increased for two surveys in a row. Though continuing in its efforts to improve, the challenge remains to maintain satisfaction levels which now sit at 85%.

APPENDIX

Q1a Full Question Text

- **Q.1a**   Just to re-iterate, the Civil Service advise Government on policy formation, prepare new legislation and implement Government decisions through the delivery of services to the public.

- I have here a list of Civil Service organisations. For each one I read out to you, can you tell me whether or not you have had any interaction with them over the **past 12 months.**

- By interaction, we mean any contact between you and the Civil Service Department or Office itself by phone, post, e-mail, in person, via an app, webchat or online. This interaction must have come from you.

- **INTERVIEWER READ OUT:**

- Interactions must have been with the Civil Service Department / Office itself rather than any intermediaries. The following **does not** constitute interaction.

- Interaction with Motor Tax.ie (e.g. Renewal of Motor Tax online) does not constitute an interaction

- Interaction with the HSE <u>does not</u> constitute interaction with the Department of Health.

- Interaction with Post Offices only for Social Welfare benefits, children's allowance etc. <u>does not</u> constitute interaction with the Department of Social Protection**.**

- Interaction with An Garda Síochána <u>does not</u> constitute interaction with the Department of Justice and Equality.

- Interaction with a Census enumerator/filling in a Census form does not constitute interaction.

- Receipt of a routine letter or statement from a Department or Office, for example an automated statement of tax credits from the Revenue Commissioners, <u>does not</u> constitute a relevant interaction. However, submission of a tax return would represent such interaction. *(Interviewer if needed: explain that a submission of a tax return is a proactive form of communication, versus an automated receipt of a letter)*

- **INTERVIEWER INSTRUCTION (<u>DO NOT READ OUT</u>):**

- **Interaction with semi-state or utility companies does not constitute interaction, e.g. Irish Water**

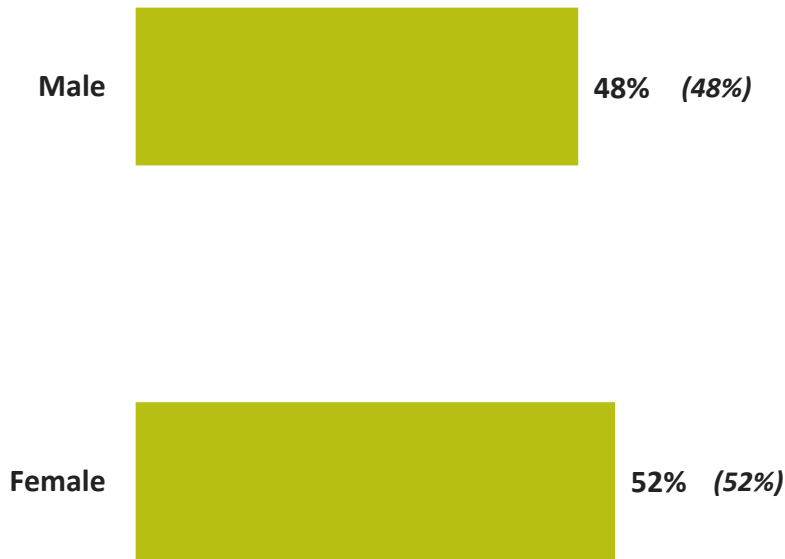- **<u>ASK FOR EACH DEPARTMENT/OFFICE WITH ANY INTERACTION.</u>**
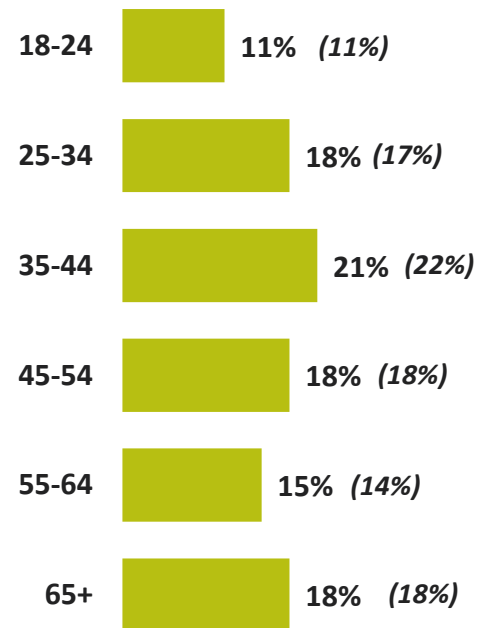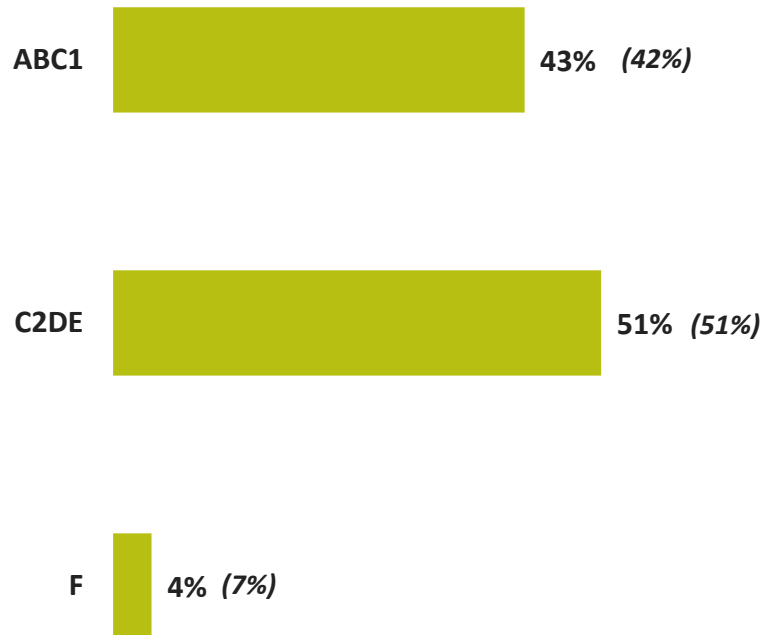
Respondent Profile - I

( ) 2017 data

Gender

Male 48% *(48%)*

Female 52% *(52%)*

Age

18-24 11% *(11%)*

25-34 18% *(17%)*

35-44 21% *(22%)*

45-54 18% *(18%)*

55-64 15% *(14%)*

65+ 18% *(18%)*

Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017)

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Respondent Profile - II

( ) 2017 data

Social Class*

ABC1 — 43% *(42%)*

C2DE — 51% *(51%)*

F — 4% *(7%)*

Region

Dublin — 29% *(28%)*

Rest of Leinster — 26% *(27%)*

Munster — 27% *(27%)*

Connaught/Ulster — 18% *(18%)*

Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017)

© 2019 Ipsos MRBI   18-087717-Civil Service CSS 2019   *Full details of social class categories shown on next slide*

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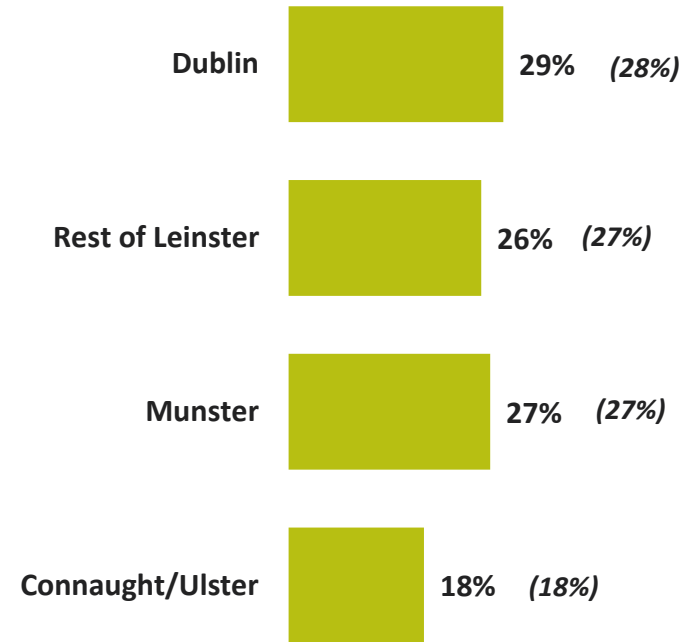
Social Class

As part of the interview, our respondents are asked a series of questions about the chief income earner of the household. A social class code is then applied to the household; A, B, C1, C2, D, E or F. An example of each code is shown below.

A
- These are professional people, very senior managers in business or commerce or top-level civil servants.
- Retired people and their widows, previously grade A.

B
- Middle management executives in large organisations with appropriate qualifications.
- Principal officers in local government and civil service.
- Top management or owners of small business concerns, education and service establishments.
- Retired people, and their widows, previously grade B.

C1
- Junior management, owners of small establishments, and all others in non- manual positions
- Jobs in this group have very varied responsibilities and educational requirements.
- Retired people, and their widows, previously grade C1.

C2
- All skilled manual workers, and those manual workers with responsibility for other people.
- Retired people, and their widows, previously grade C2, with pensions from their job/late partner's job.

D
- All semi-skilled and unskilled manual workers, and apprentices and trainees to skilled workers.
- Retired people, and their widows, previously grade D, with pensions from their job/ late partner's job.

E
- All those entirely dependent on the state long-term, through sickness, unemployment, old age or other reasons.
- Retired persons who receive only the standard basic state pension
- Widows who receive only widows' benefit
- Those unemployed for a period exceeding six months (if less than 6 months, classify on previous occupation)
- Casual or intermittent workers and those without a regular income
- These people may be receiving additional allowances from the state, which should be disregarded.
- Only households without a wage or income earner can be code E. If there is a wage or income earner present, grade on his or her occupation
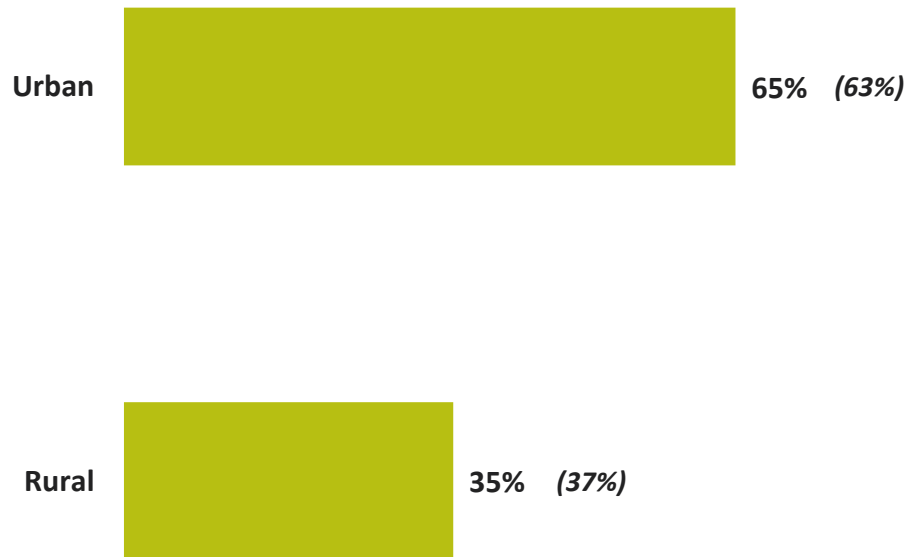
F
- Farmers or farm managers of holdings of 50 acres or more and their dependents
- Farmers or farm managers of holdings of less than 50 acres.
- Farm workers and farm laborers and their dependents.

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Respondent Profile - III

( ) 2017 data

Area of Living

Urban — 65% *(63%)*

Rural — 35% *(37%)*

Marital Status

Married/living as married — 57% *(58%)*

Single — 31% *(29%)*

Widowed — 7% *(7%)*

Separated/Divorced — 5% *(6%)*
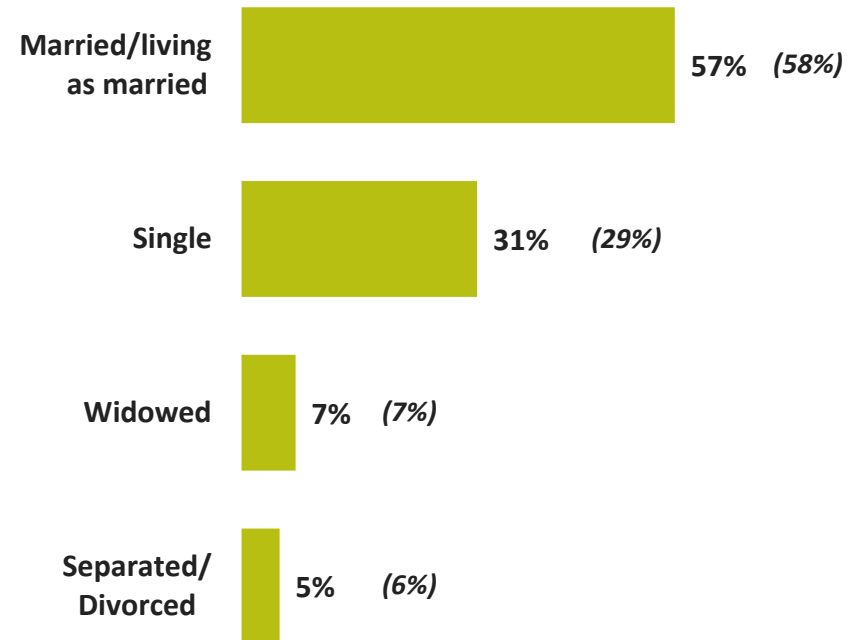
Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017)

Respondent Profile - IV

An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

( ) 2017 data

Working Status

Working F/T, P/T, Self-employed	56% *(53%)*
Retired from F/T	17% *(16%)*
Homemaker	13% *(14%)*
Student	7% *(7%)*
Unemployed	6% *(8%)*
Other	2% *(2%)*

Internet Access

At home only	46% *(55%)*
Both at home & at work	39% *(28%)*
At work only	1% *(1%)*
None	14% *(14%)*

Base: All Respondents (n=2,019 in 2019, n=2,027 in 2017)

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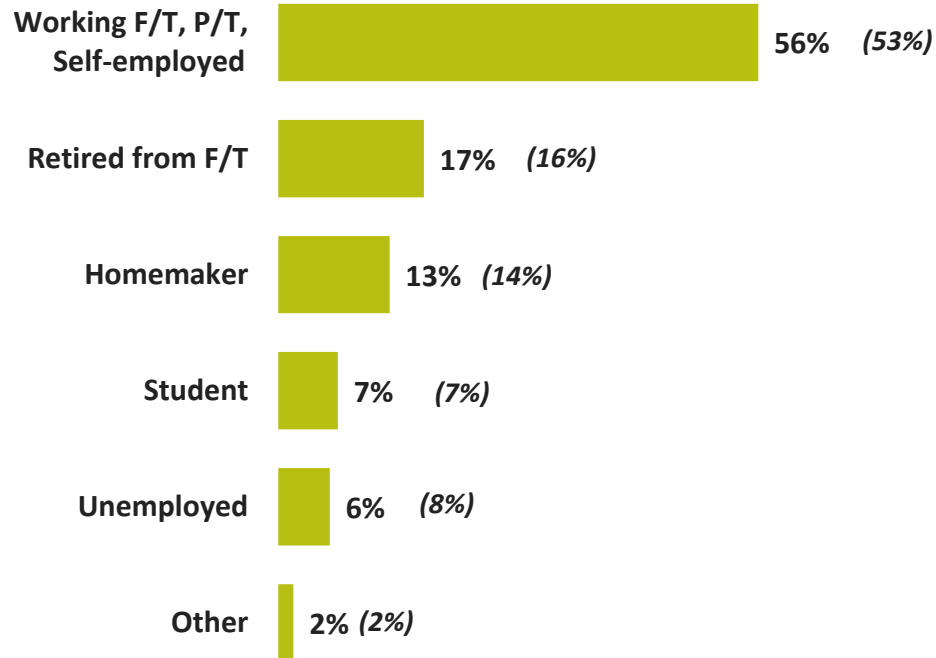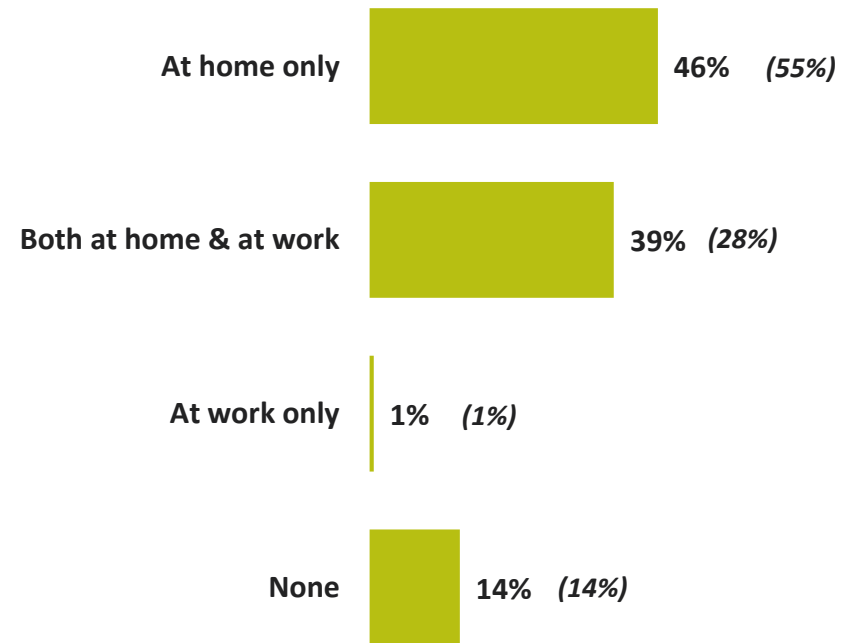
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Veracity Index Trend Data – 2010-2019

An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

Doctors
- 92%
- 93%
- 93%
- 92%

Teachers
- 89%
- 89%
- 89%
- 86%

Scientists
- 85%
- 86%
- 85%
- 83%

Television News Readers
- 75%
- 74%
- 77%
- 83%

Gardaí
- 73%
- 81%
- 79%
- 77%

Civil Servants
- 67%
- 63%
- 60%
- 59%

Ordinary person in the street
- 61%
- 61%
- 70%
- 62%
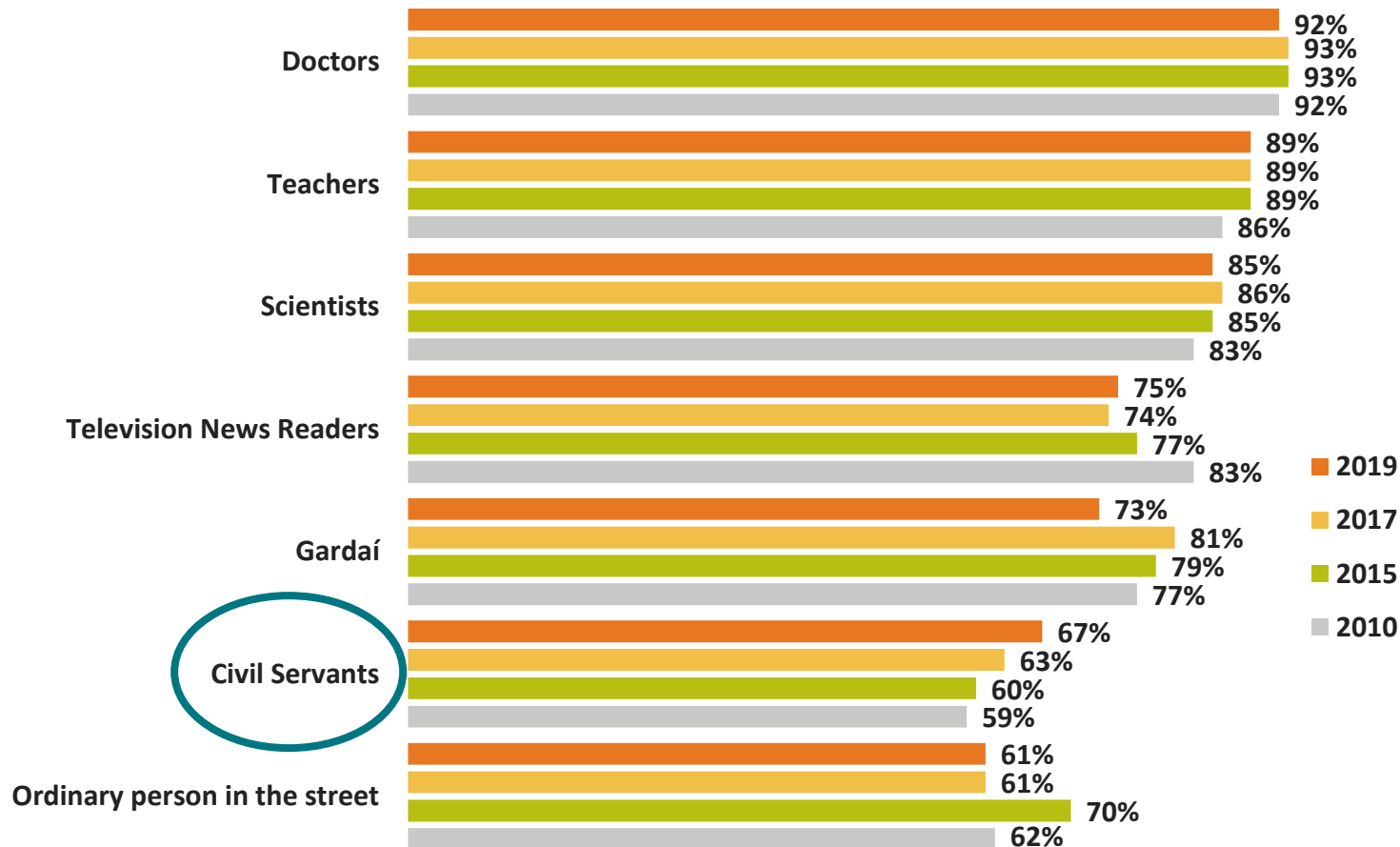
- 2019
- 2017
- 2015
- 2010

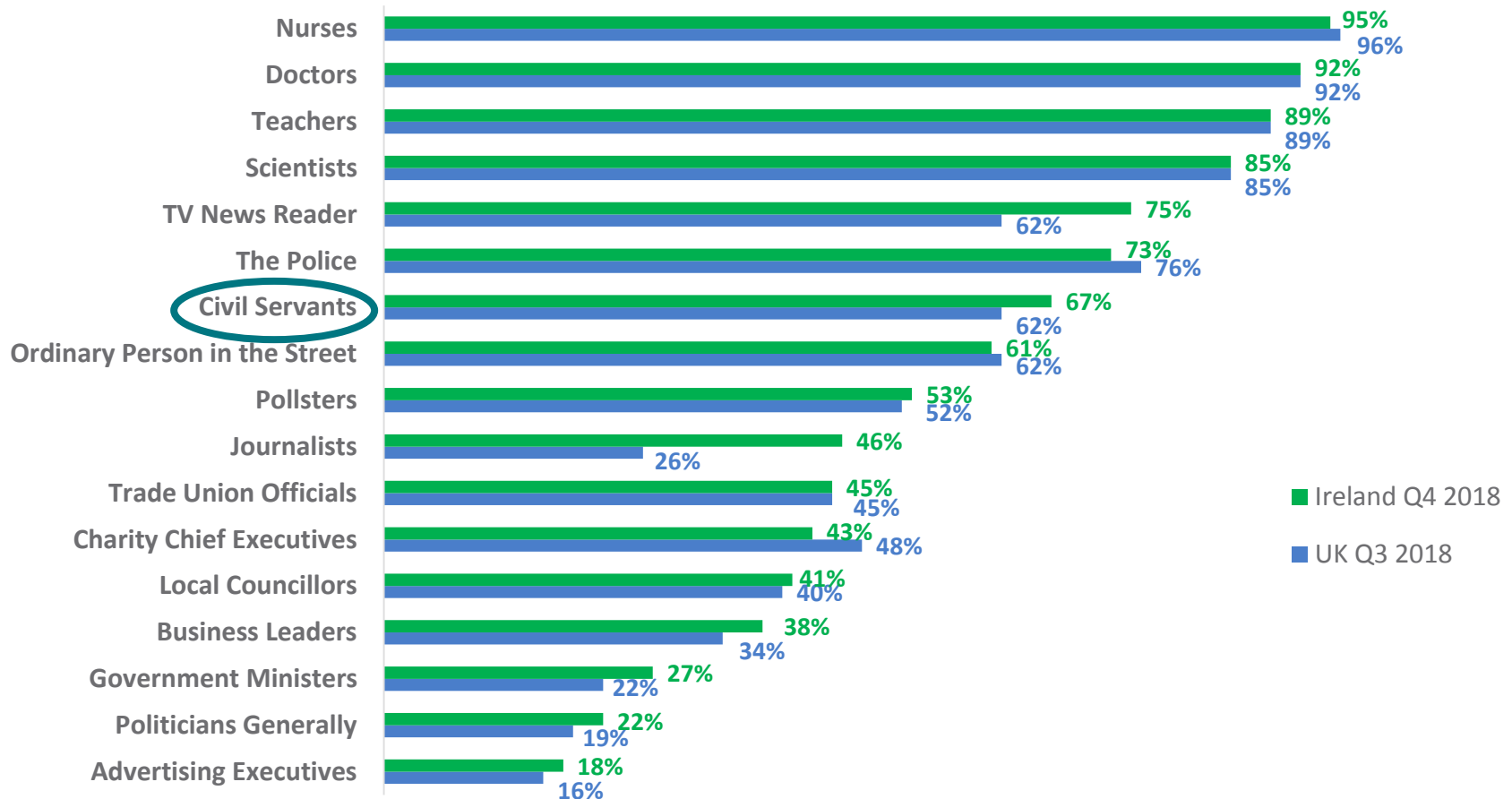*Source: Ipsos MRBI Veracity Index Q1 2019*

Q.   Now I will read you a list of different types of people.*For each would you tell me if you generally trust them to tell the truth, or not?

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Veracity Index – Ireland vs. The UK

	Ireland Q4 2018	UK Q3 2018
Nurses	95%	96%
Doctors	92%	92%
Teachers	89%	89%
Scientists	85%	85%
TV News Reader	75%	62%
The Police	73%	76%
Civil Servants	67%	62%
Ordinary Person in the Street	61%	62%
Pollsters	53%	52%
Journalists	46%	26%
Trade Union Officials	45%	45%
Charity Chief Executives	43%	48%
Local Councillors	41%	40%
Business Leaders	38%	34%
Government Ministers	27%	22%
Politicians Generally	22%	19%
Advertising Executives	18%	16%

Sources: Ipsos MRBI/Ipsos MORI Veracity Index

Q.   Now I will read you a list of different types of people.*For each would you tell me if you generally trust them to tell the truth, or not?

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