

REPORT OF FINDINGS

Irish Civil Service Customer Satisfaction Survey 2017

TARIK LAHER

Director

RACHEL MULCAHY

Associate Director

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Introduction

Background & Objectives

Background

- **Scope:**

This is the seventh 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. Data from the 2017 study is compared to the relevant previous surveys where appropriate.

- **Design:**

Questionnaire designed in consultation with the DPER team, retaining the majority of previous content to allow for comparisons to be made.

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.

Research Methodology



Quantitative **face-to-face** survey



Nationally representative sample of the general public



2,027 interviews were completed to allow for greater data interrogation



Respondents were **adults aged 18+**



Fieldwork during **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 the Republic of Ireland

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



Quotas were applied to ensure the sample was **representative** of:

- age
- gender
- region
- social class

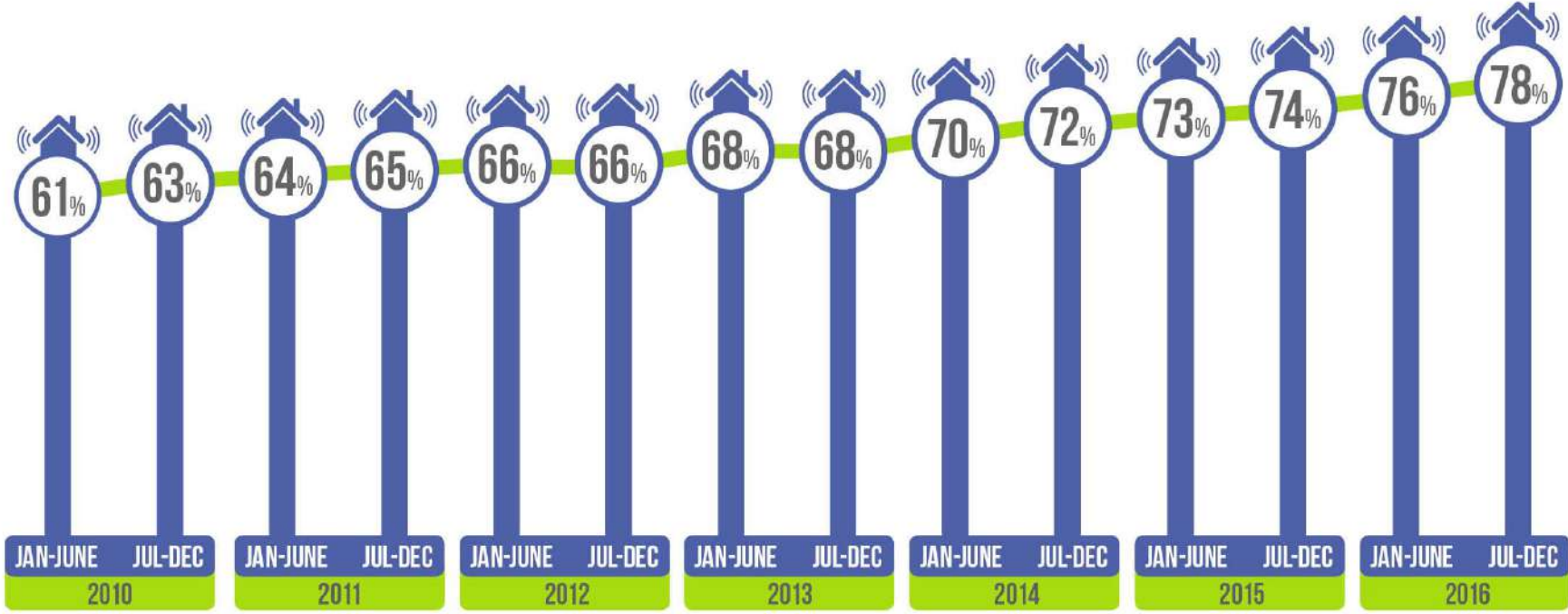


The highest **quality control standards** were adhered to and met by all Ipsos MRBI interviewers



Research Context – Drawing on Ipsos MRBI Data

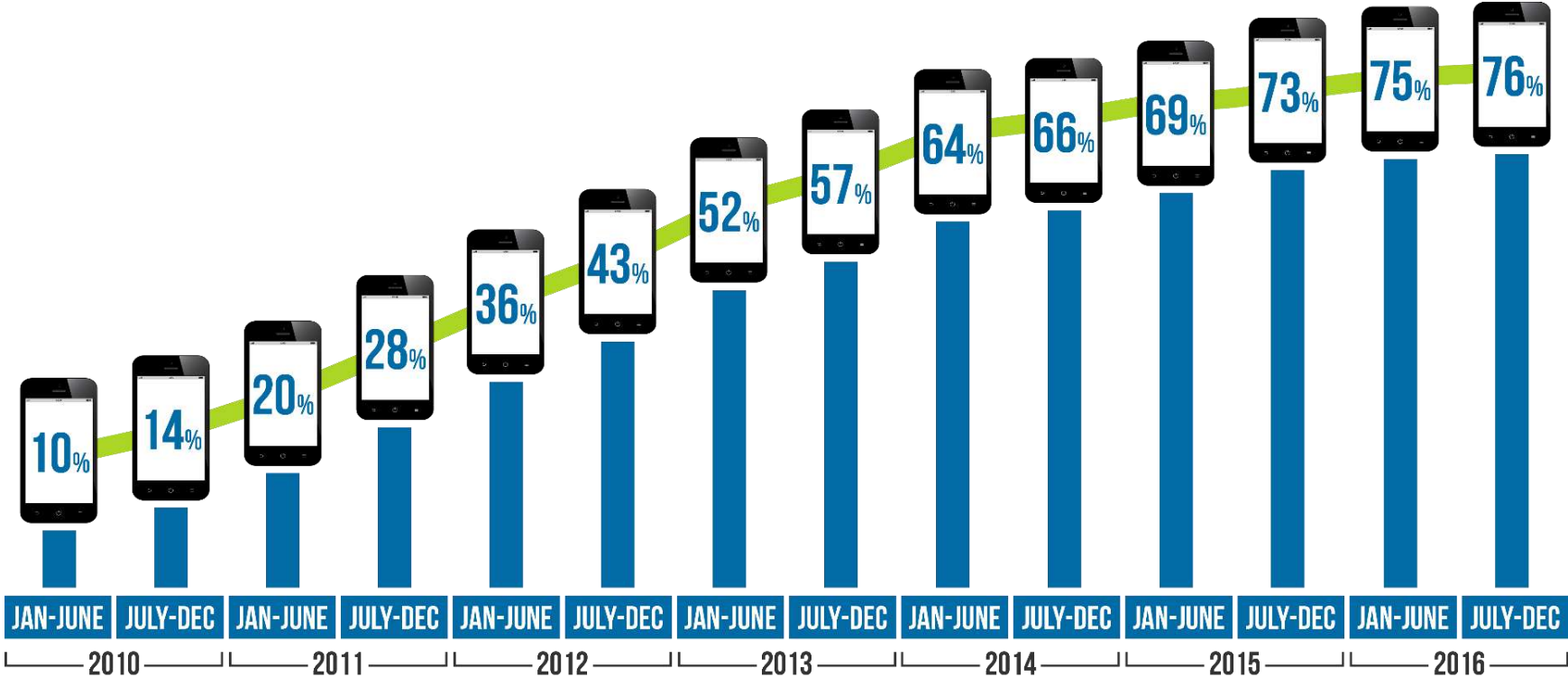
More than 3 In 4 Irish Homes Now Have Access To Broadband



*Adults aged 15+

Source: Ipsos MRBI Broadband Penetration Indicator

Three in Four Consumers* Now Own A Smartphone

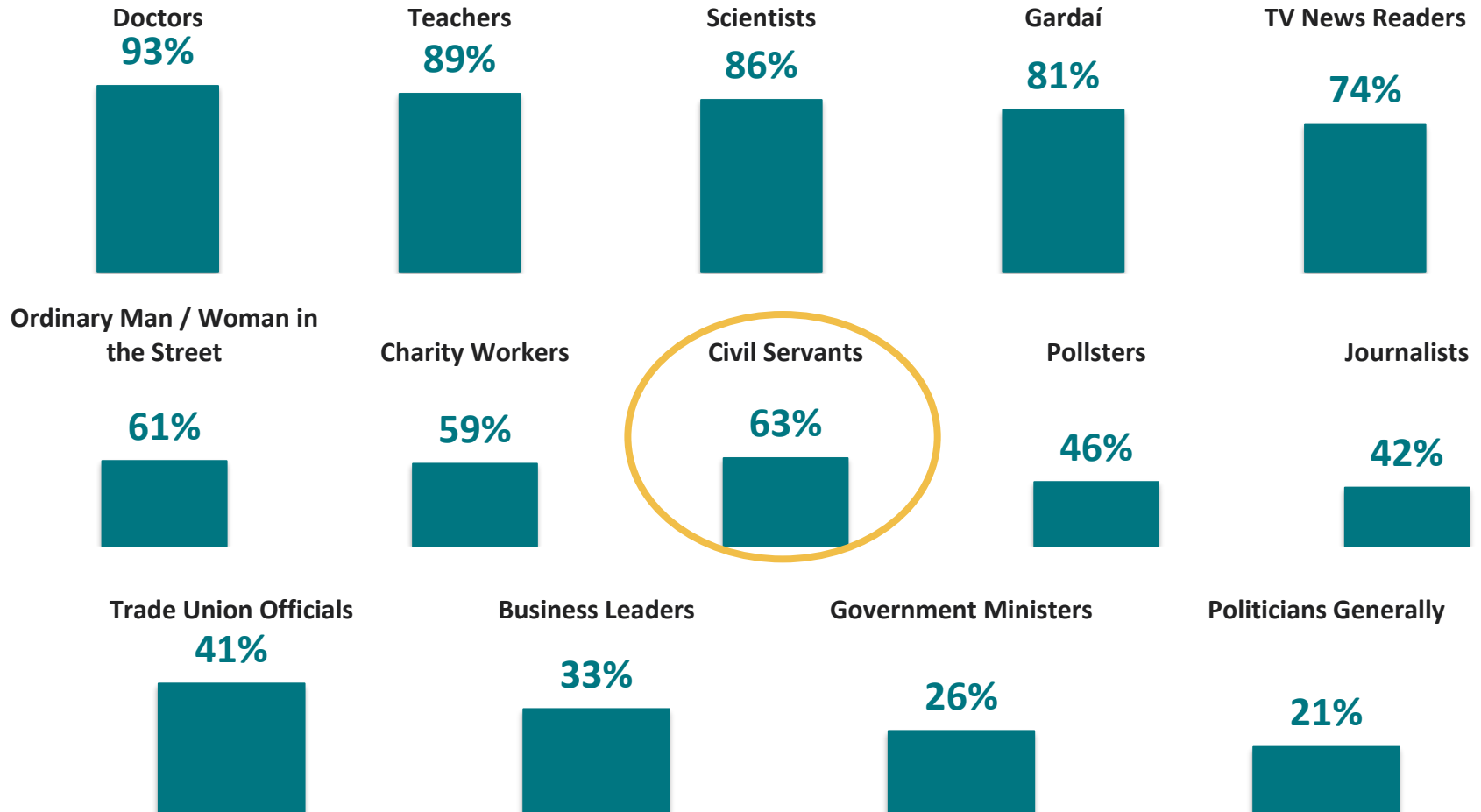


*Adults aged 15+

Source: Ipsos MRBI Smartphone Ownership Indicator

Veracity Index 2017 – Who Do We Trust The Most?

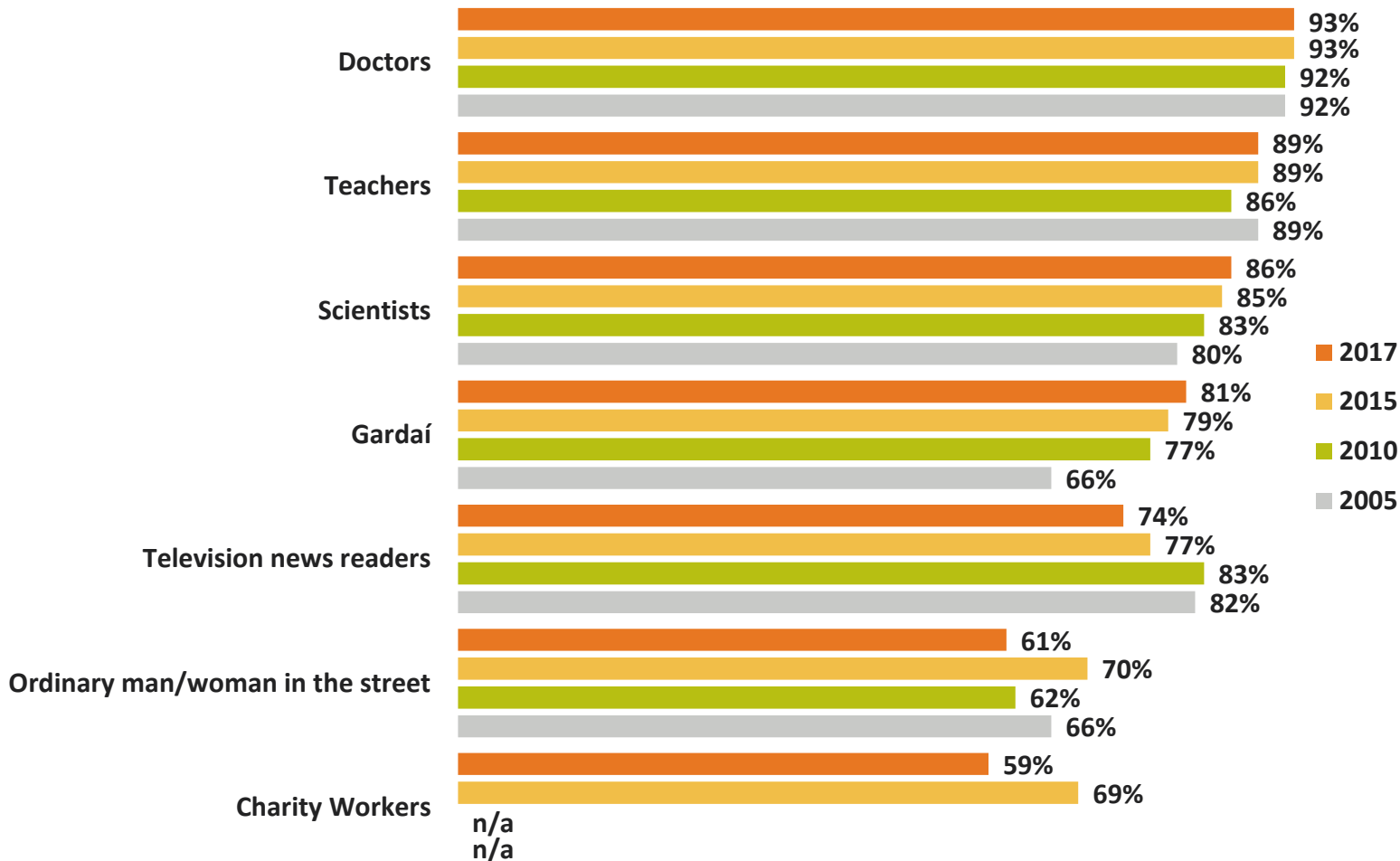
Most Trusted Professions 2017



Source: Ipsos MRBI Veracity Index Q1 2017

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?

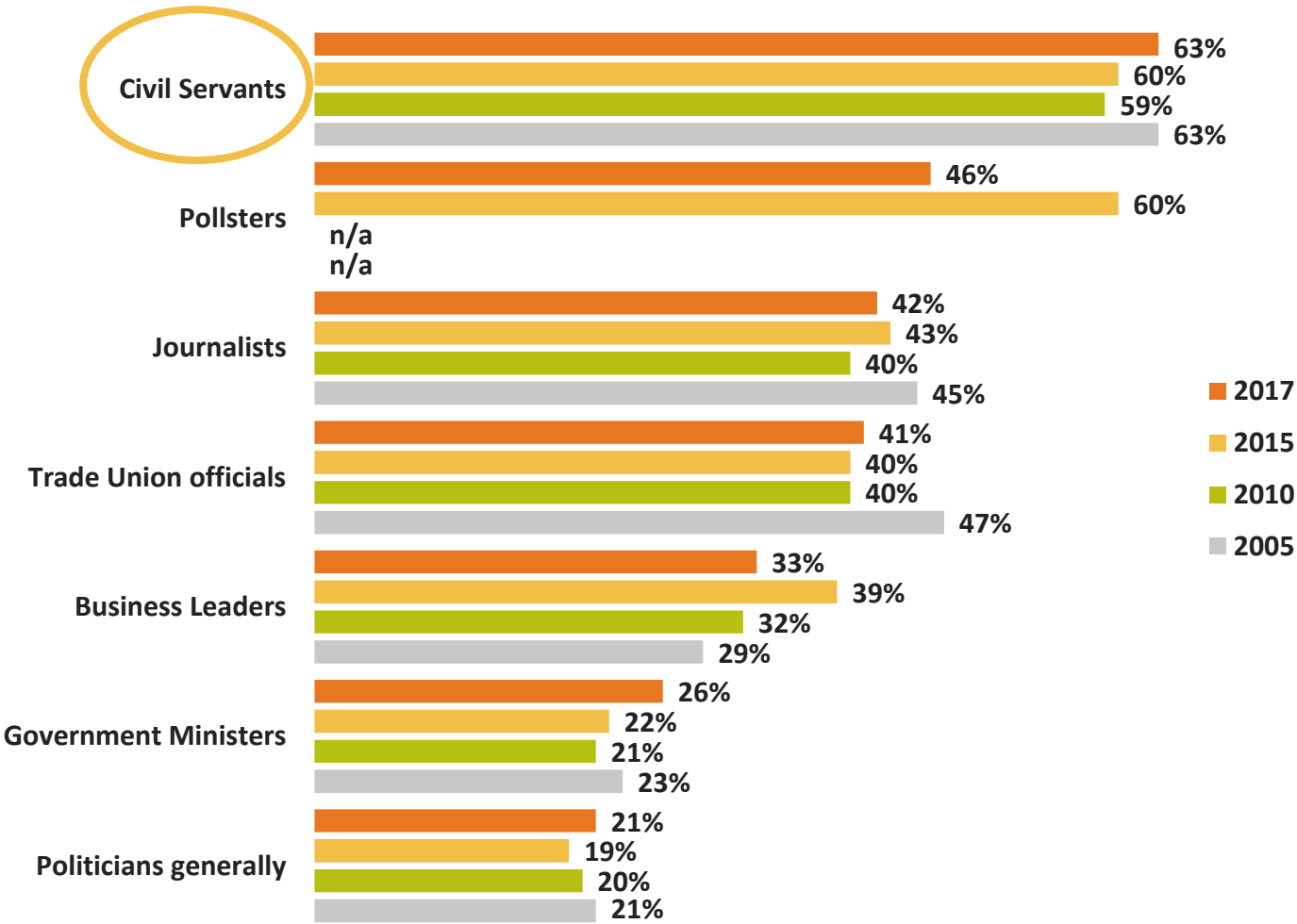
Veracity Index – 2005-2017



Source: Ipsos MRBI Veracity Index Q1 2017

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?

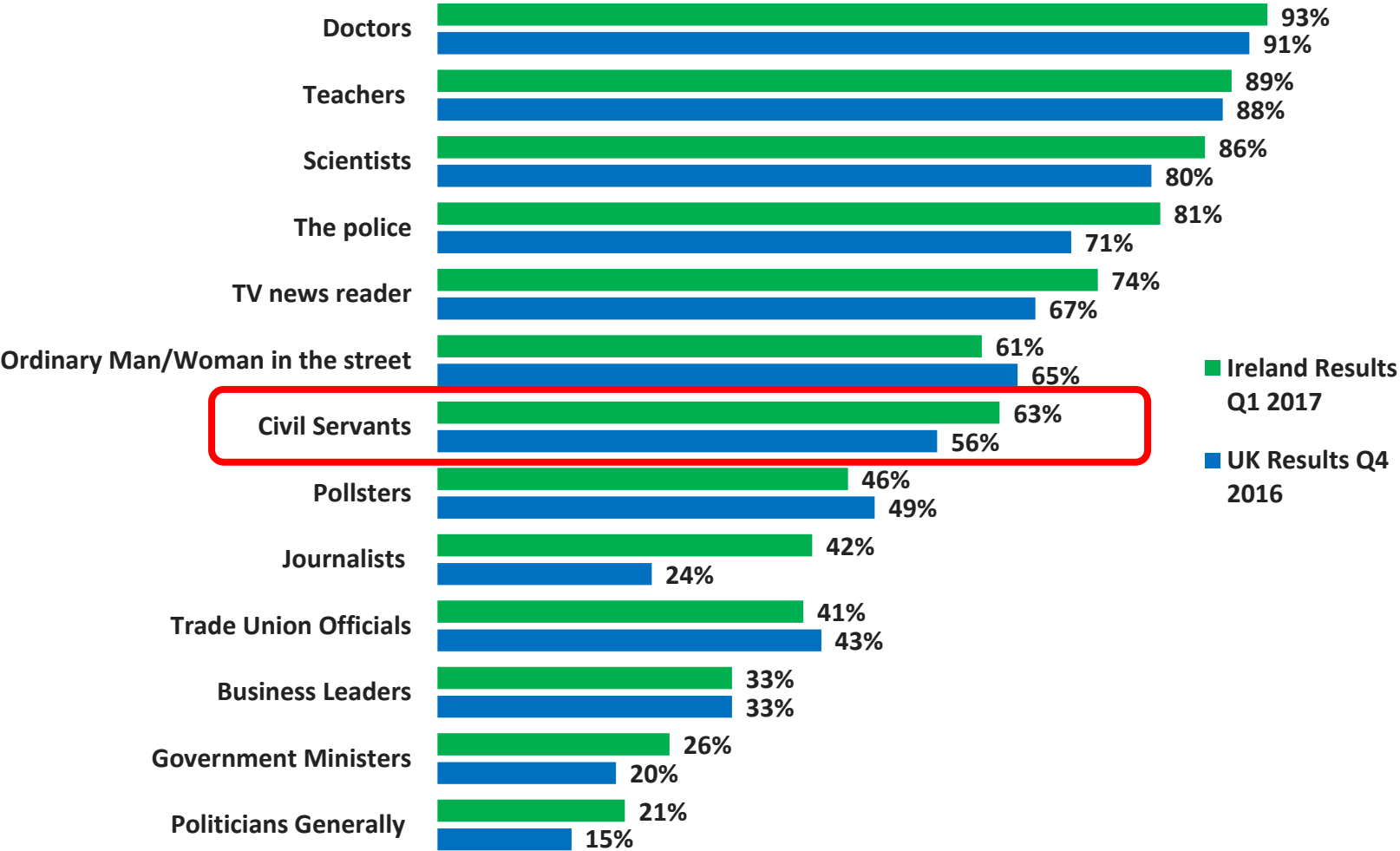
Veracity Index – 2005-2017



Source: Ipsos MRBI Veracity Index Q1 2017

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?

Veracity Index – Ireland vs. The UK



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?

Research Highlights 2017 (I)

Overall contact levels have declined somewhat for most Departments/Offices.

Overall satisfaction levels for service delivery and outcome are highest recorded to date, with both measures exceeding 80% for the first time.

Customer contact via e-mail and online channels is rising, though telephone and face-to-face continue to be important channels.

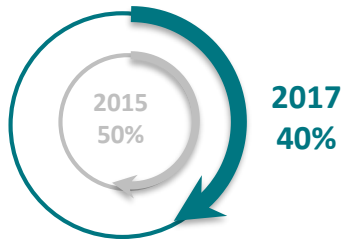
Satisfaction with almost all aspects of service delivery have increased marginally, with staff interactions continuing to be rated positively.

Advocacy levels have increased overall, particularly among customers.

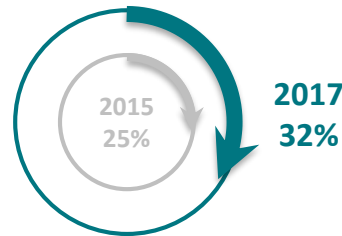
Civil Service perceptions of efficiency, trust, independence and equality have increased, with some marginal decline in negative sentiment.

Summary of Key Customer Satisfaction Indicators

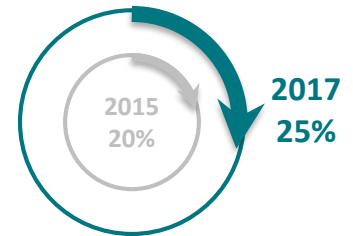
Any Contact



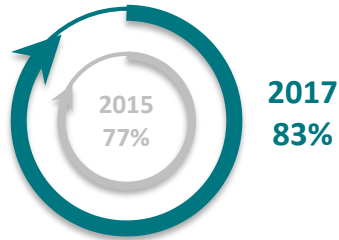
Ever Contacted via Email



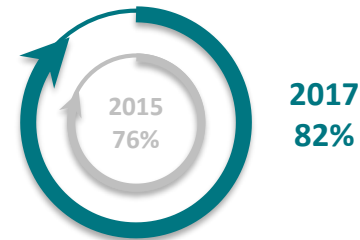
Ever Contacted via Online



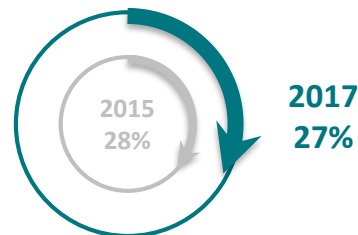
Overall Satisfaction With Service*



Overall Satisfaction With Outcome*



Dissatisfaction With Any Aspect



Yes / No Questions

*Based on a 5 point scale

Base: (Any Contact n=2,027 in 2017, All Others Statements n=805 in 2017, Any Contact n=2,025 in 2015, All Others Statements n=1,003 in 2017)

Research Highlights 2017 (II)

Elements of dissatisfaction around the customer experience are consistent with 2015 and can be summarised as follows;

1. Speed: A perception that the overall process was too slow, or being kept waiting and/or on hold on the phone.

2. Efficiency: Dealing with multiple staff, or lack of communication among staff, or lack of staff on duty.

3. Outcome: A disappointing outcome, or an issue that was not resolved.

4. Non-response: Lack of a response to a query submitted.



Civil Service Contact

Customer Levels, Nature & Frequency of Contact

40% of all adults have made contact in the past year

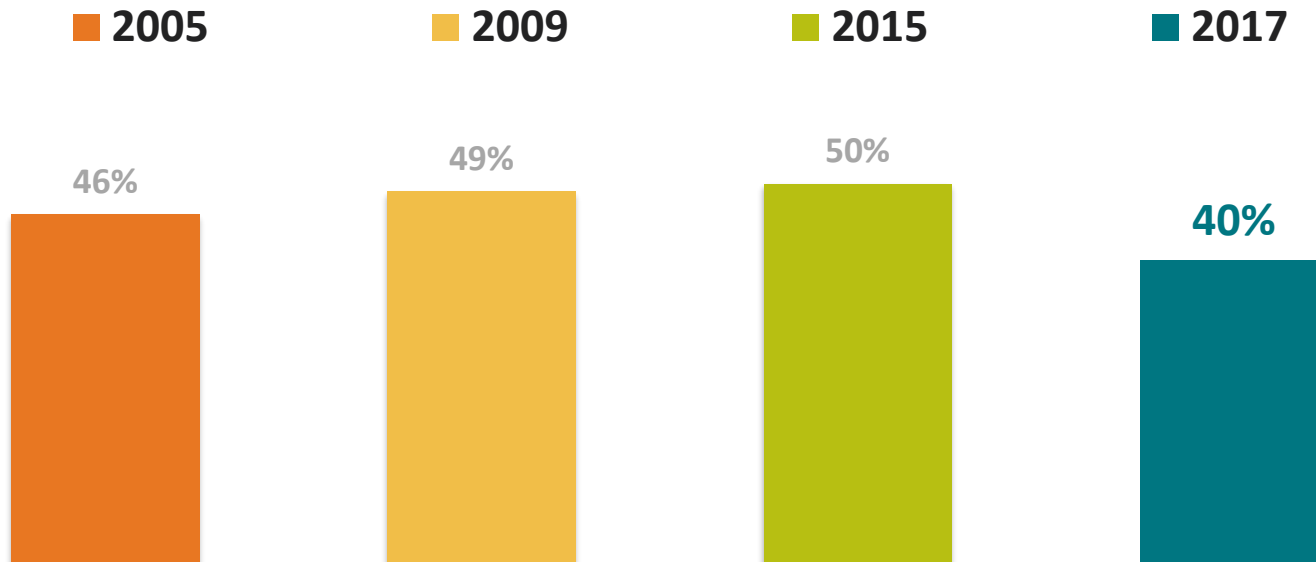
- Four in ten Irish adults have had cause to contact a Civil Service Department or Office in the past 12 months, a decrease on previous years.
- This decrease is apparent across most Department or Offices but the decline in contact with The Department of Social Protection is the most influential.
- The Department of Social Protection and Office of the Revenue Commissioners remain the most contacted offices, typically for enquiries, applications and transactions.

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

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

*Specific exclusions clarified, e.g. the following does not constitute interaction:
motortax.ie, HSE, post offices for social welfare payments, An Garda Síochána, annual statements from Revenue*

Definition of Civil Service provided and all relevant Departments & Offices read out.

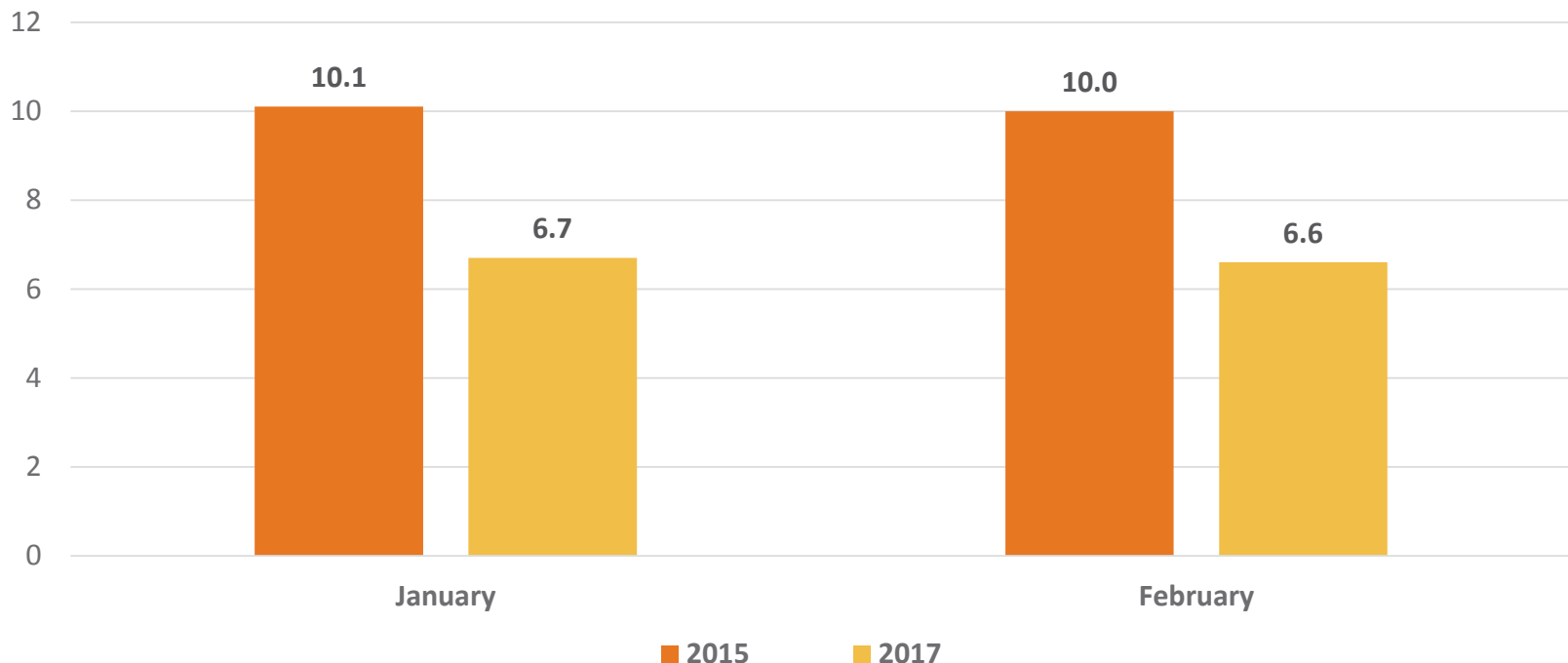


Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009, n=1,226 in 2005)

Why Might Contact Levels Have Declined? - I

Compared to 2015, unemployment levels have significantly declined perhaps resulting in a reduction in the number of claimants of Social Welfare services.

Seasonally adjusted unemployment rate (%) for fieldwork 2017 compared to fieldwork 2015



*Figures taken from CSO statistical release, 31 January 2017.

Base: 2016 January Seasonally adjusted number of persons unemployed: 217,200; 2017 January Seasonally adjusted number of persons unemployed: 148,000;

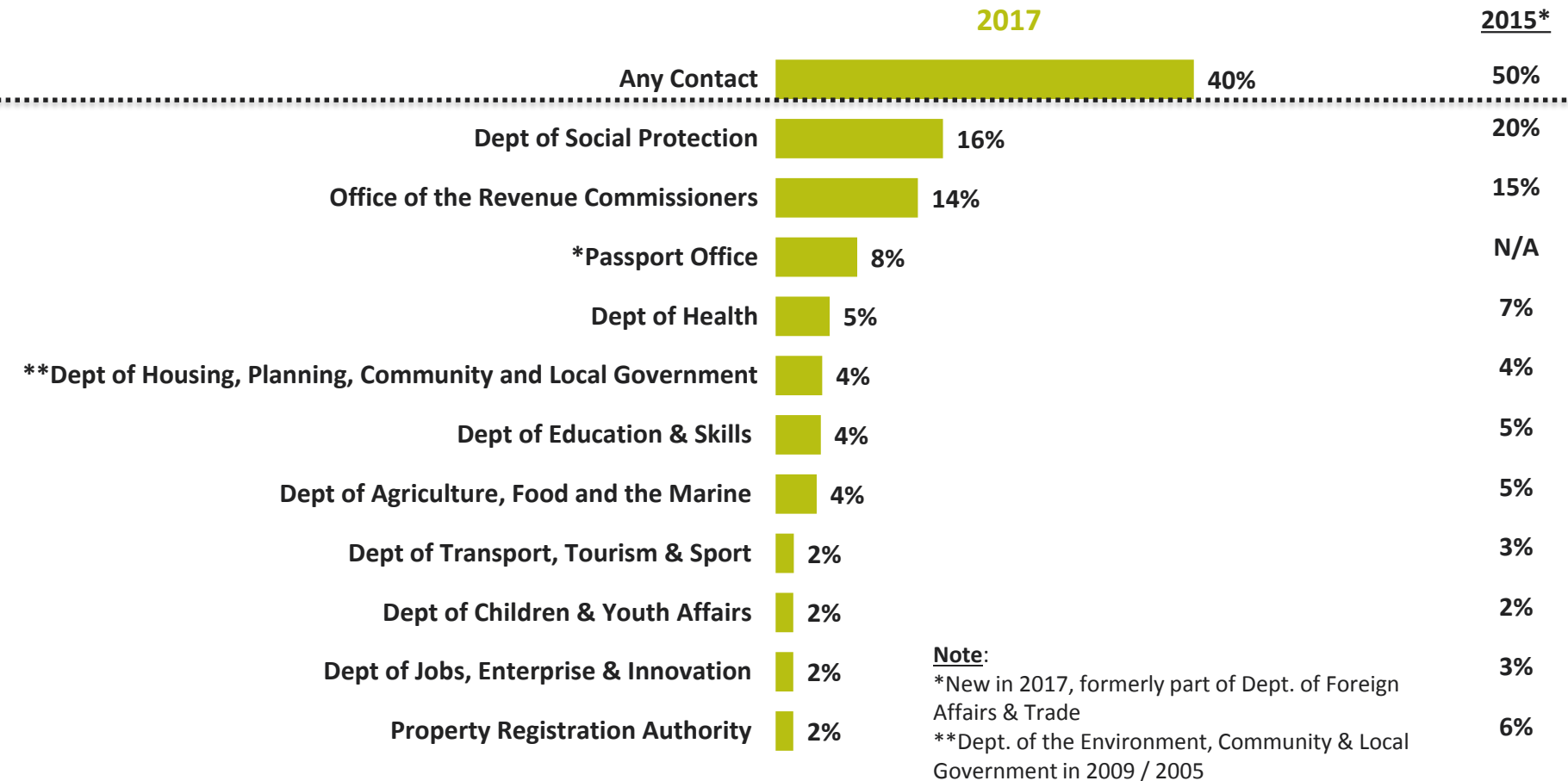
2016 February Seasonally adjusted number of persons unemployed: 214,300; 2017 February Seasonally adjusted number of persons unemployed: 145,100

Why Might Contact Levels Have Declined? – II

Compared to 2015, contact levels across most Departments or Offices are down.

	2015	2017	Difference
	%	%	%
Social Protection	20	16	-4 ↓
Office of the Revenue Commissioners	15	14	-1 ↓
Passport Office (<i>new in 2017</i>)	n/a	8	+8 ↑
Department of Health	7	5	-2 ↓
Department of Agriculture	5	4	-1 ↓
Department of Education & Skills	5	4	-1 ↓
Department of Jobs, Enterprise & Innovation	3	2	-1 ↓
Department of Transport, Tourism & Sport	3	2	-1 ↓
Property Registration Authority	6	2	-4 ↓
Department of Foreign Affairs	4	1	-3 ↓

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



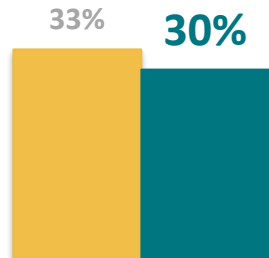
All other contacts at 1% or less in 2017

*Comparison to relevant equivalent Department/Office

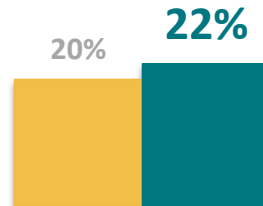
Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015)

Department/Office Most Recently Contacted

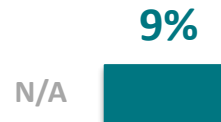
Department of Social Protection



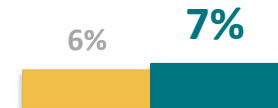
Office of The Revenue Commissioners



Passport Office*



Dept. of Agriculture, Food and the Marine



Dept. of Health



Dept. of Education & Skills



**Dept. of Housing, Planning, Community and Local Government



■ 2015 ■ 2017

All other contacts at 3% or less

Note:

*Passport Office asked separately in 2017 (formerly incl. in Dept. of Foreign Affairs & Trade -- which includes Passport Office)

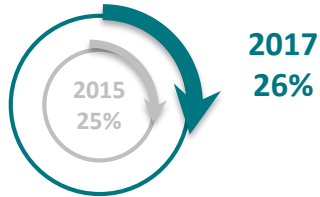
**Dept. of the Environment, Community & Local Government in 2015

Q.1c Which Government Dept or Office have you interacted with most recently?

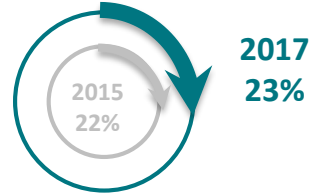
Base: All Customers i.e. all who had any contact with a Govt. Dept./Office in the last 12 months (n=805 in 2017, n=1,003 in 2015)

Nature of Most Recent Contact

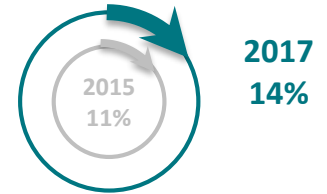
Enquiry about a particular service / entitlement / application



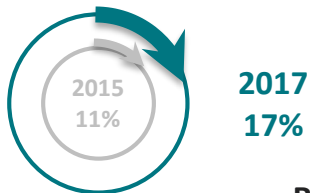
Seeking general information



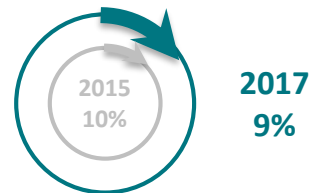
Carrying out a transaction



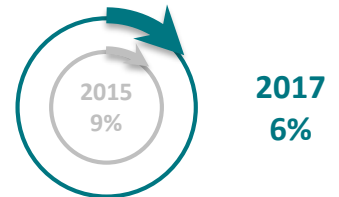
Providing information



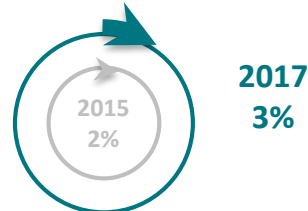
Resolving an issue / Querying the meaning / accuracy in documents received



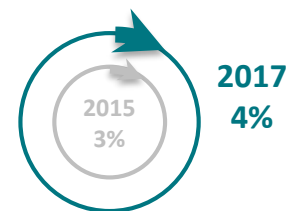
Seeking payment / collecting allowance



Requesting a form



Other



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 contact?

Base: All Customers i.e. all who had any contact with a Govt. Dept./Office in the last 12 months (n=805 in 2017, n=1,003 in 2015)

Nature of Most Recent Contact (2017)

– Social Protection vs. Revenue vs. Passport Office vs. Other

	2017	2017			
	Total (n=805)	Dept. of Social Protection (n=322)	Office of The Revenue Commissioners (n=274)	Passport Office (n=157)	Other Dept. (n=220)
	%	%	%	%	%
Enquiring about a particular service/entitlement/application	26	33	20	21	24
Seeking general information	23	24	20	13	30
Carrying out a transaction	14	10	18	24	11
Providing information	17	14	20	16	17
Resolving an issue/querying the meaning or accuracy in documentation received	9	7	13	11	9
Seeking payment/collecting allowance	6	8	4	4	5
Requesting a form	3	3	3	3	2

17% in 2015

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 contact?

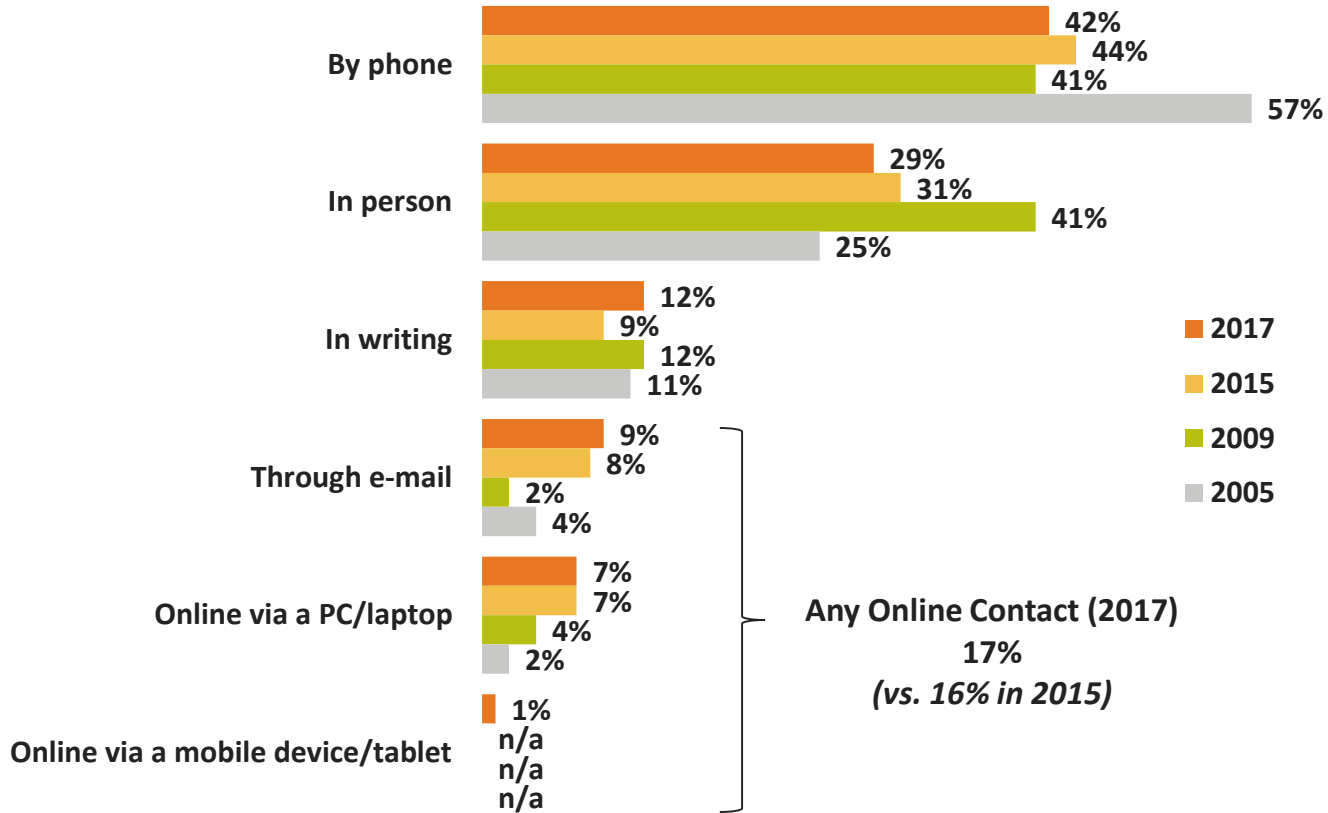
Base: All Customers i.e. all who had any contact with a Govt. Dept./Office in the last 12 months (n=805 in 2017, n=1,003 in 2015)

Method of Contact

Telephone remains the most used channel, but electronic channels continue to show growth

- Although contact by phone is still the most common channel, the use of contact via online and e-mail continues to increase.
- The channels being used vary by Department/Office (and by type of service required).
- A preference remains for phone and face-to-face contact for some, across all age groups.

Primary Method of Most Recent Contact (2005-2017)



Q.4a Thinking about this most recent interaction, did you mainly deal with the relevant Department or Office by telephone, in writing, in person, by e-mail or online via a PC, a laptop, a Smartphone or a tablet?

Base: All Customers i.e. all who had any contact with a Govt. Dept./Office in the last 12 months (n=805 in 2017, n=1,003 in 2015, n=992 in 2009, n=564 in 2005)

Primary Method of Most Recent Contact (2017)

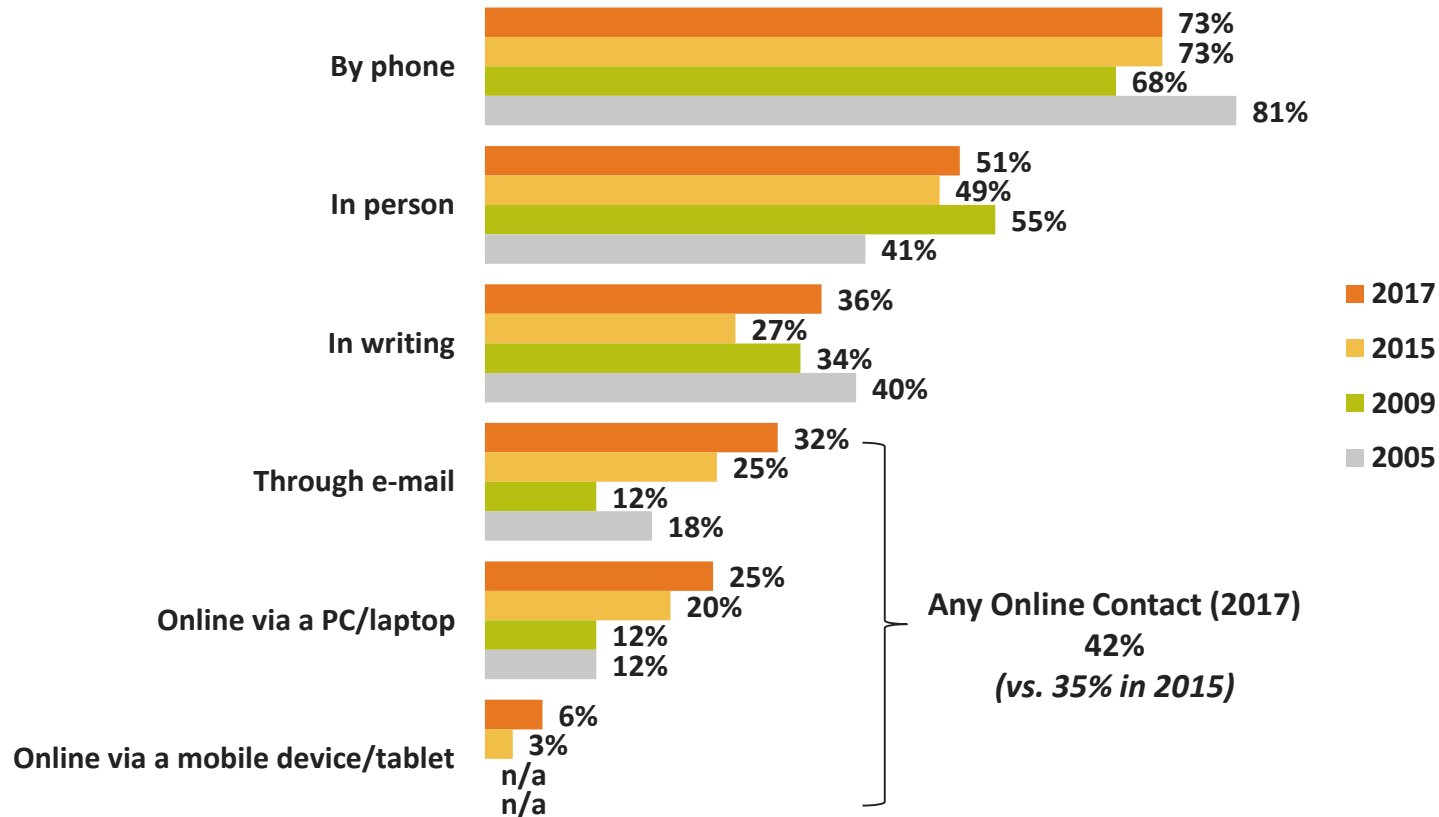
– Social Protection vs. Revenue vs. Passport Office vs. Other

	2017	2017			
	Total (n=805)	Dept. of Social Protection (n=322)	Office of The Revenue Commissioners (n=274)	Passport Office (n=157)	Other Dept. (n=220)
	%	%	%	%	%
By Phone	42	37	49	28	50
In Person	29	48	18	25	18
In Writing	12	8	7	24	12
Through Email	9	4	14	11	13
Online via a PC / Laptop	7	2	12	11	7
Online via a Smartphone / tablet	1	*	1	1	1
Net Online with Email	17	7	27	23	21

Q.4a Thinking about this most recent interaction, did you mainly deal with the relevant Department or Office by telephone, in writing, in person, by e-mail or online via a PC, a laptop, a Smartphone or a tablet?

Base: All Customers i.e. all who had any contact with a Govt. Dept./Office in the last 12 months (n=805 in 2017, n=1,003 in 2015)

Methods Ever Used For Contact (2005-2017)



Q.4a/b Any methods of communication ever used to interact with any Government Department or Office?

Base: All Customers i.e. all who had any contact with a Govt. Dept./Office in the last 12 months (n=805 in 2017, n=1,003 in 2015, n=992 in 2009, n=564 in 2005)

Experience of Online Contact By Customer Type (Ever) Including Email

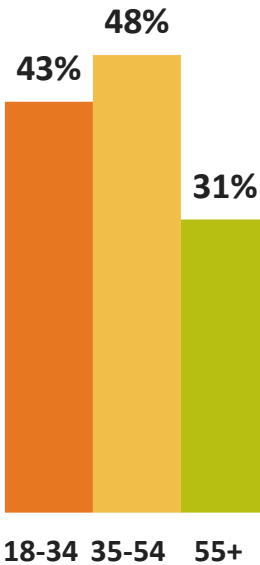
Ever Contacted Online
Including Email

42%



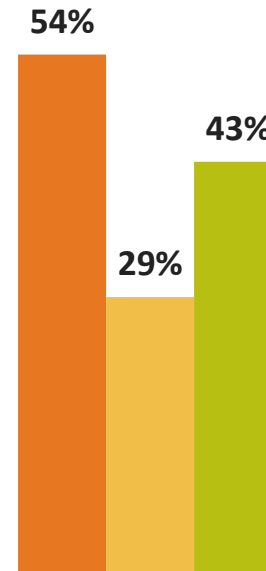
Total

By Age Band



18-34 35-54 55+

By Social Class



ABC1 C2DE F

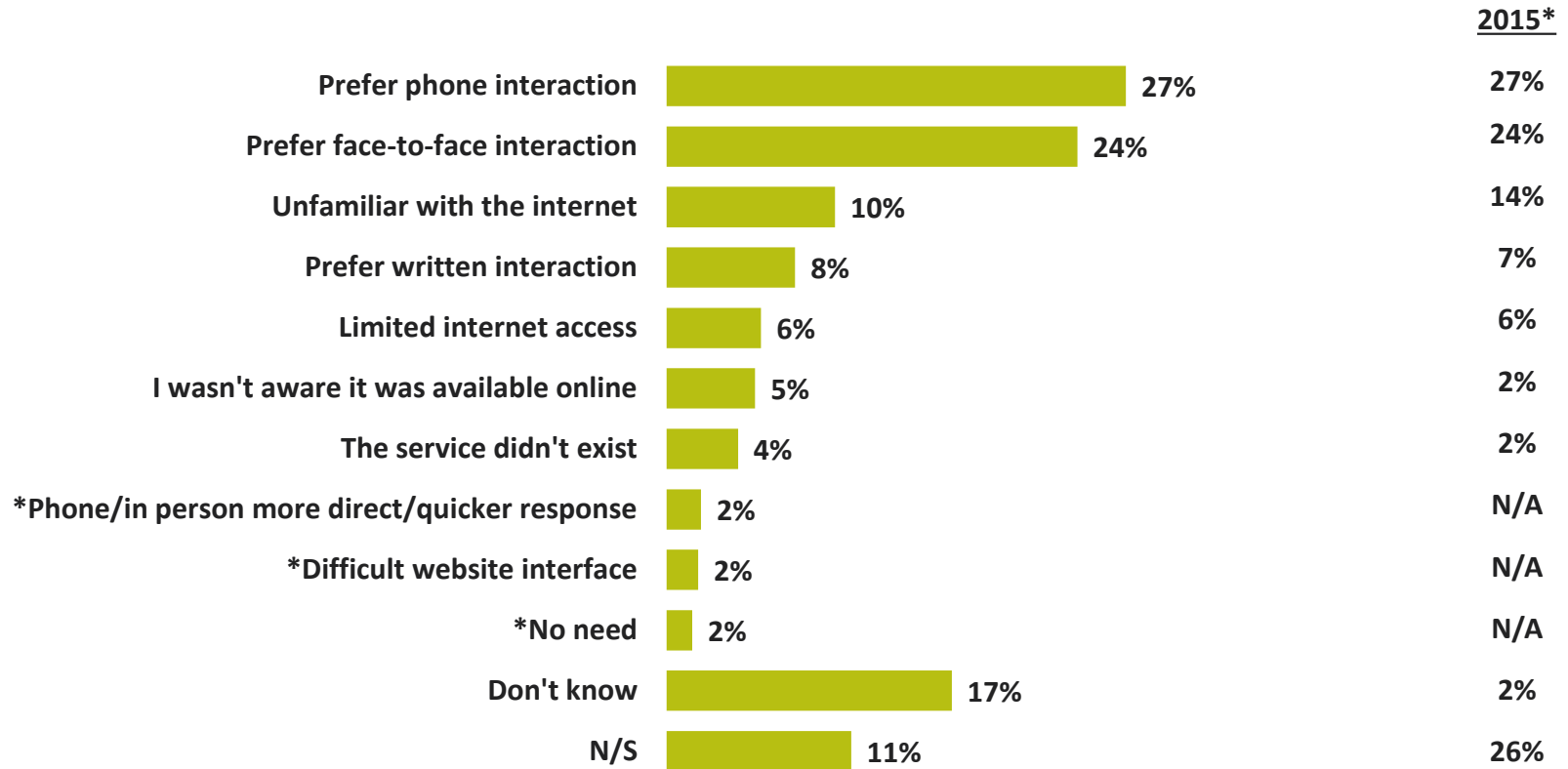
By Presence
of Broadband



Broadband No Broadband

Q.4a/b Any methods of communication ever used to interact with any Government Department or Office? – ONLINE
 Base: All Customers i.e. all who had any contact with a Govt. Dept. / Office in the last 12 months (n=805),
 Base for Age & Social Class: All who had ever experienced online contact

Reasons For Not Interacting Online



All others < 1%

* New code opened

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=588) in 2017, All who have not interacted with a Govt. Dept. / Office online (n=795) in 2015

Reasons For Not Interacting Online - By Age Group

	2017	2017		
	Total (n=588)	18-34 (n=154)	35-54 (n=258)	55+ (n=176)
	%	%	%	%
Prefer phone interaction	27	31	28	24
Prefer face-to-face interaction	24	25	24	24
Prefer written interaction	8	5	7	11
Unfamiliar with the internet	10	1	7	23

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=588) in 2017, All who have not interacted with a Govt. Dept. / Office online (n=795) in 2015



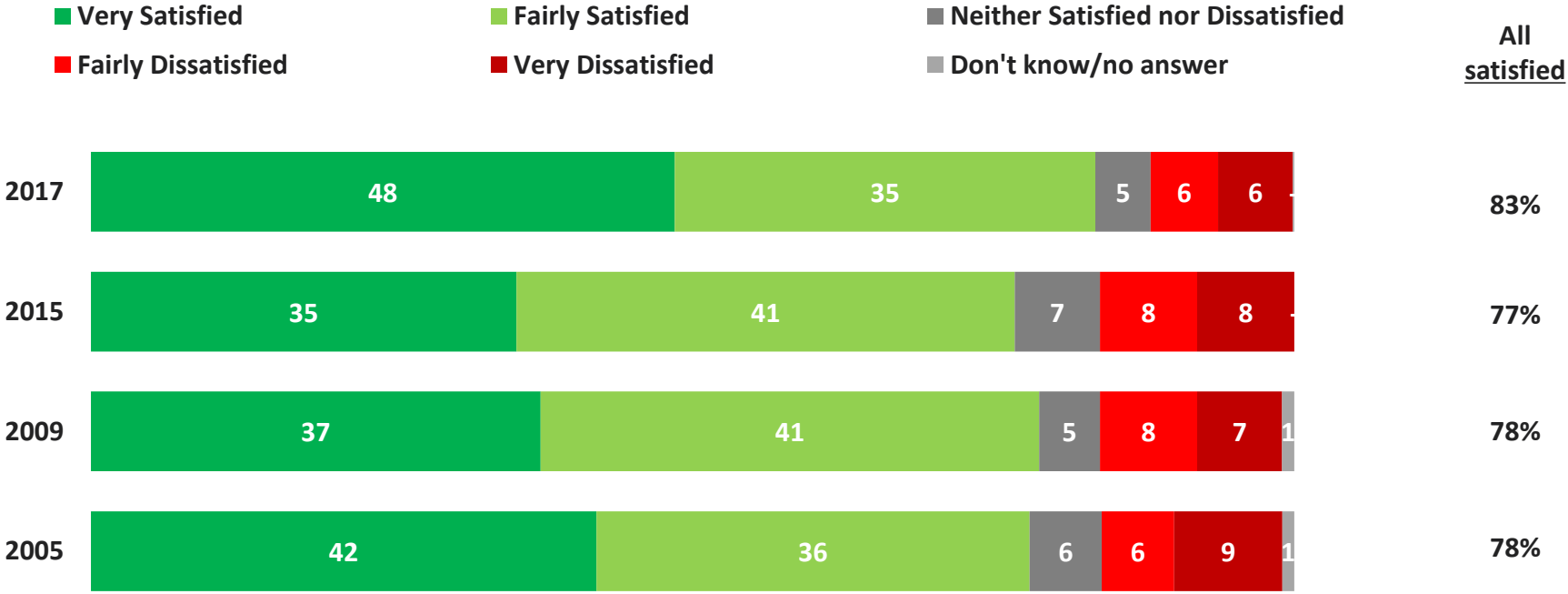
Satisfaction with Service

Overall Satisfaction

Overall satisfaction is highest recorded to date

- Over 80% of customers are satisfied with both the service received and the outcome of their contact, while dissatisfaction levels have fallen.
- Almost one in three say the service received exceeded their expectations.
- The service delivered by Civil Service staff continues to rate favourably, while interactions in person show particularly strong improvements.
- Though most are satisfied, a degree of dissatisfaction is emerging for the speed and efficiency of service delivery via both e-mail and online.

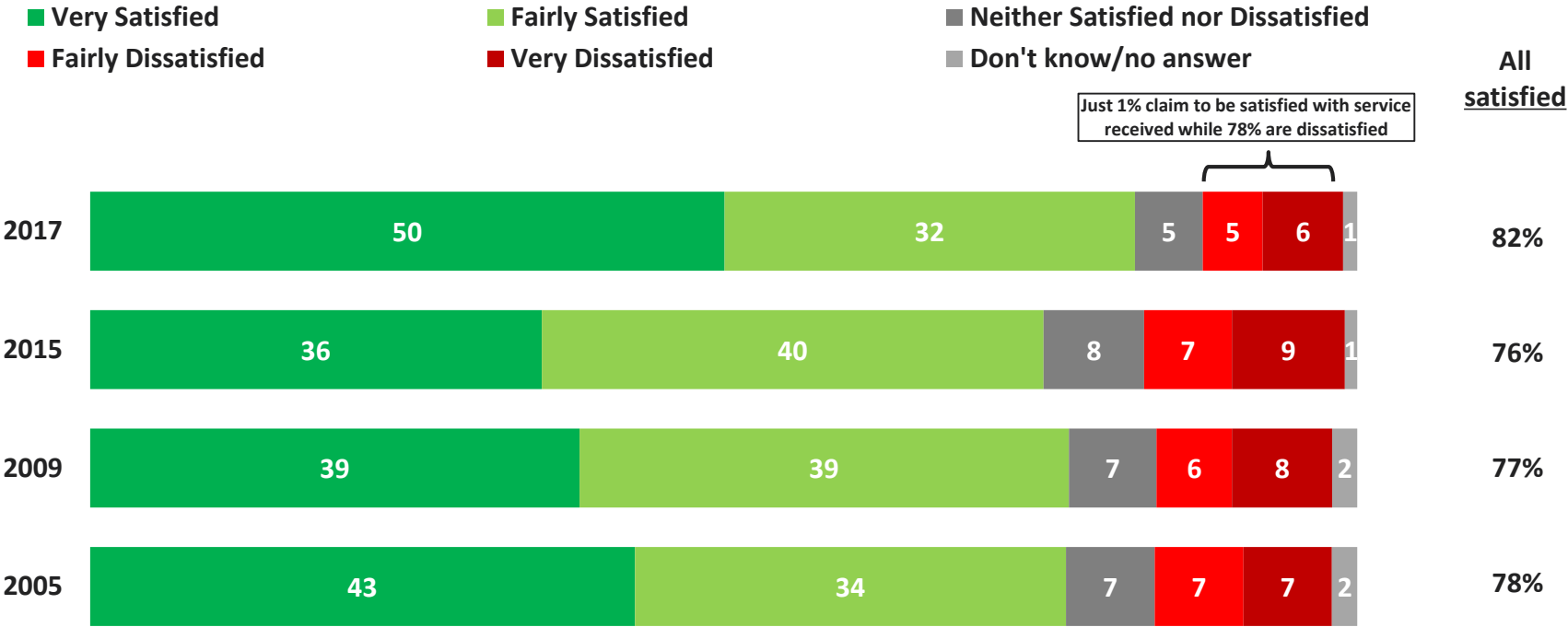
Overall Satisfaction with Service (2005-2017)



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 contact with a Govt. Dept./Office in the past 12 months (n=805 in 2017, n=1,003 in 2015, n=992 in 2009, n=564 in 2005)

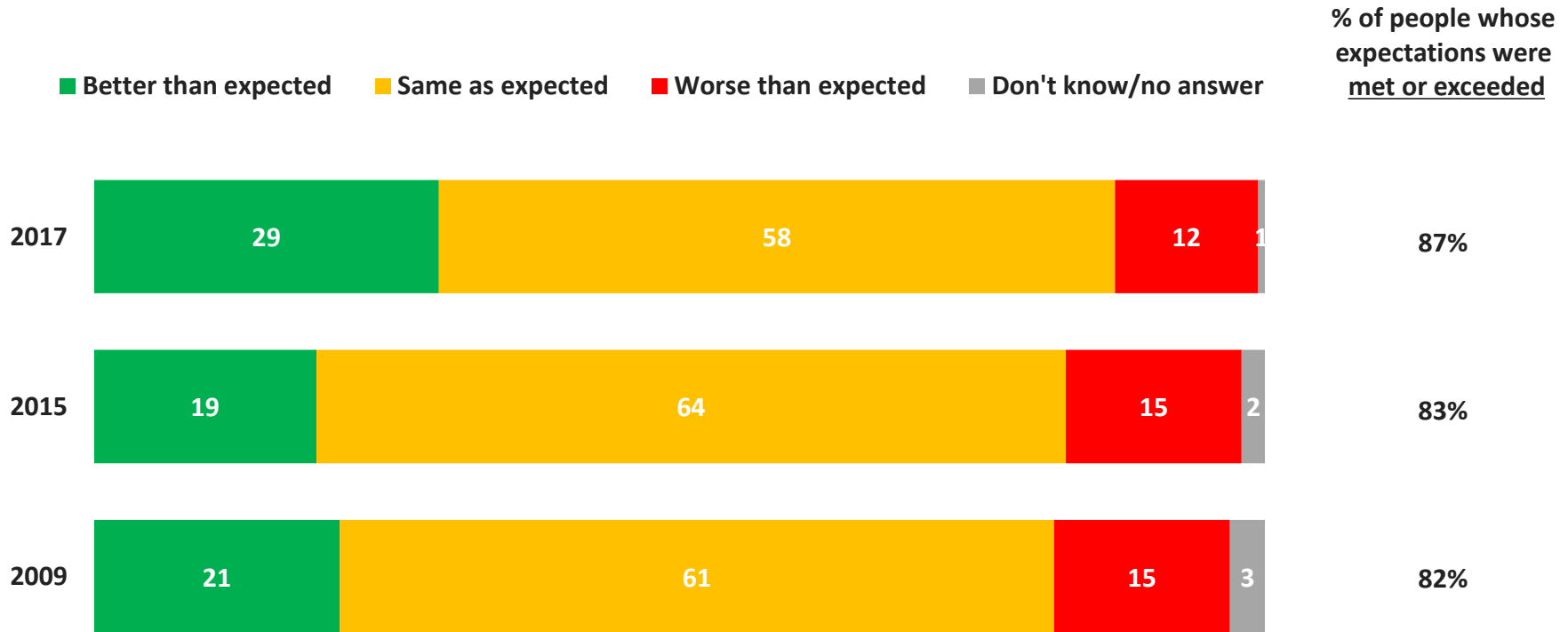
Overall Satisfaction with Outcome (2005-2017)



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 contact you had?

Base: All Customers i.e. all who had any contact with a Govt. Dept./Office in the past 12 months (n=805 in 2017, n=1,003 in 2015, n=992 in 2009, n=564 in 2005)

Meeting Service Expectations (2009-2017)

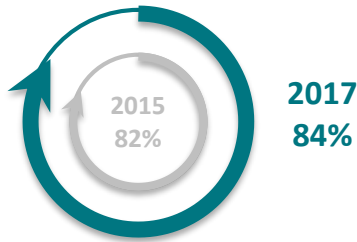


Q.5c Thinking of the most recent interaction you had with a Civil Service Department or Office – was the service you received, better than expected, the same as expected or worse than expected?

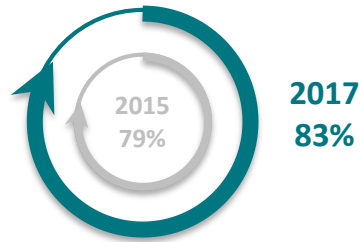
Base: All Customers i.e. all who had any contact with a Govt. Dept./Office in the past 12 months (n=805 in 2017, n=1,003 in 2015, n=992 in 2009)

Satisfaction With Service By Phone – Summary

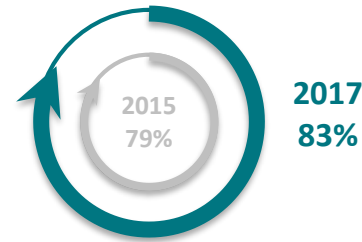
Ease of finding the telephone number



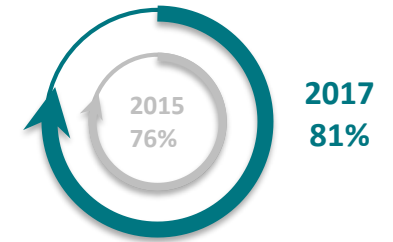
Helpfulness of staff



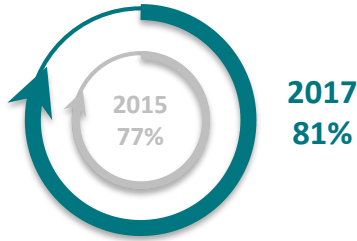
Knowledge of staff



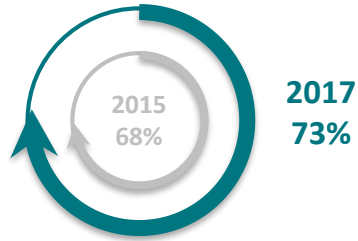
Quality of advice/ information received



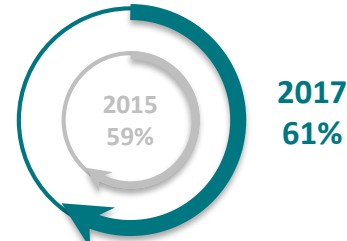
Manner in which staff explained issues/ provided information



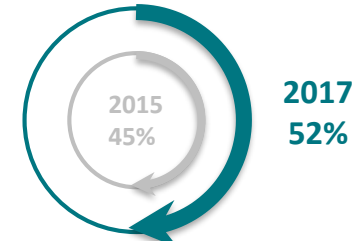
Speed/efficiency with which query was dealt with



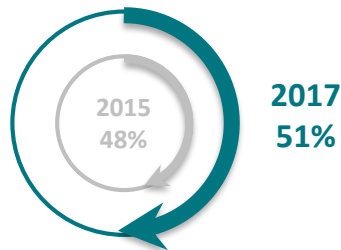
Speed with which phone was answered



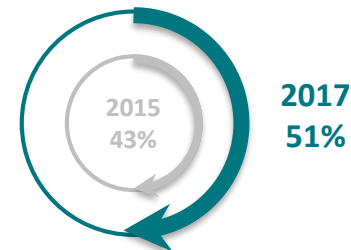
Amount of time left holding



Telephone menu/automated telephone services



Voicemail service

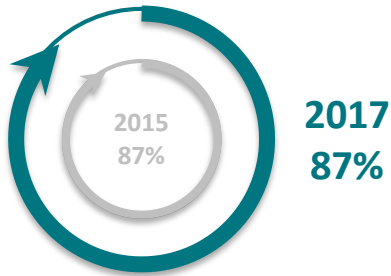


■ % Net Satisfied

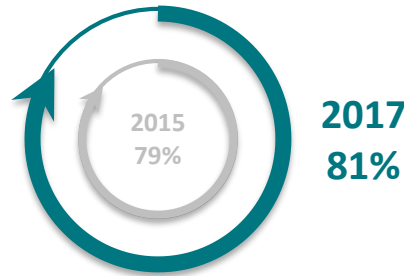
Q.6 Thinking of the most recent contact you had by phone, please tell me how satisfied or dissatisfied you were with the following?
 Base: All Customers i.e. all who had any contact with a Govt. Dept./Office by phone in the past 12 months (excluding don't know / no answer)

Satisfaction With Service In Writing – Summary

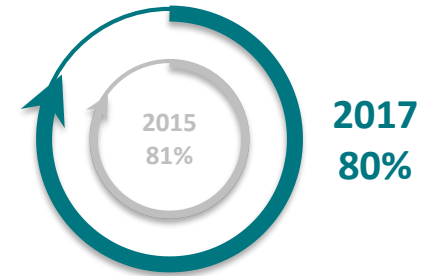
Ease of finding correct address/contact person



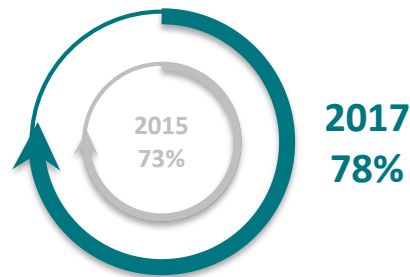
Clarity of language used in written communication



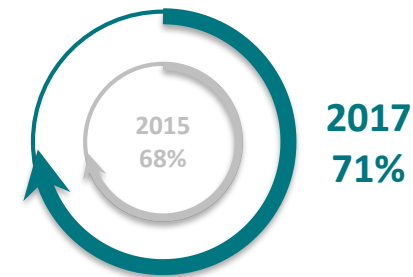
Design & layout format



Quality of advice/information received



Speed & efficiency of response to query

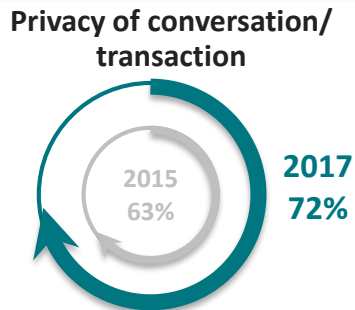
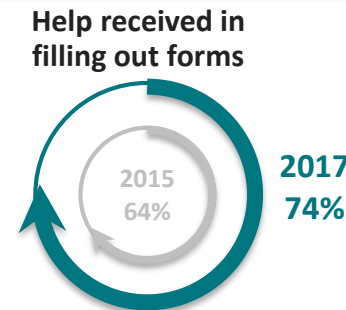
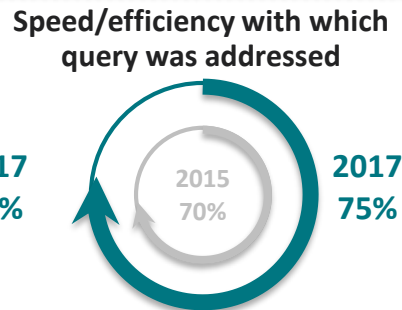
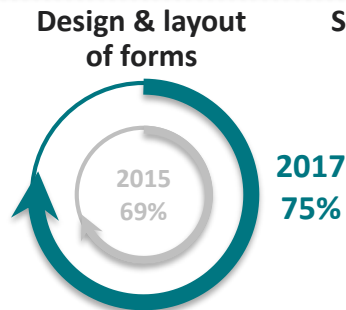
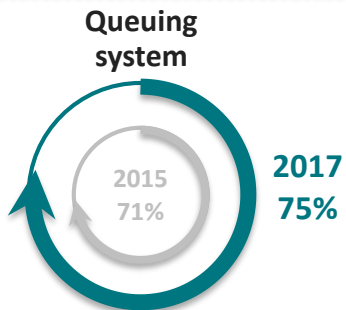
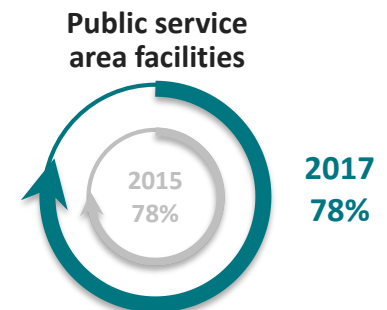
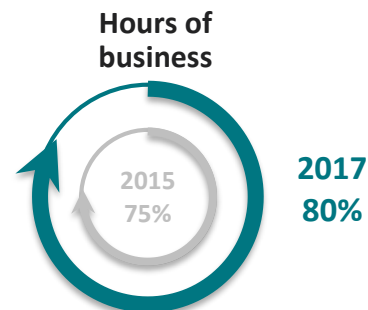
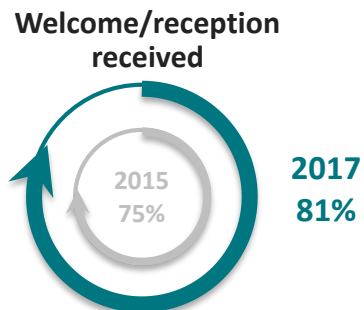
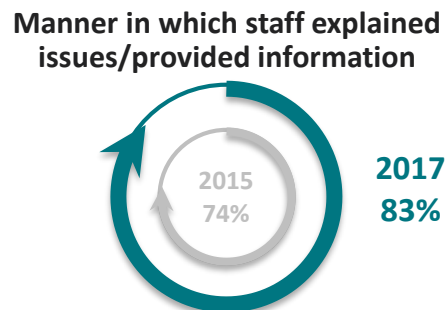
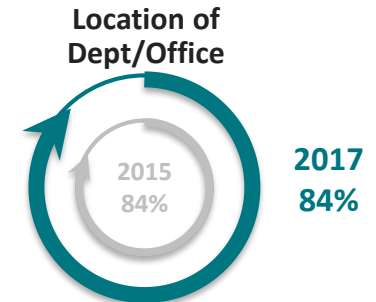
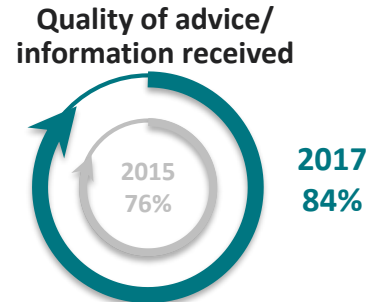
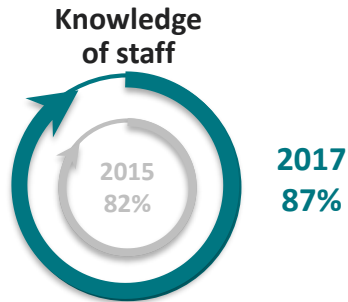


■ % Net Satisfied

Q.7 Thinking of the most recent contact 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 contact with a Govt. Dept./Office in writing in the past 12 months (excluding don't know / no answer)

Satisfaction With Service In Person – Summary

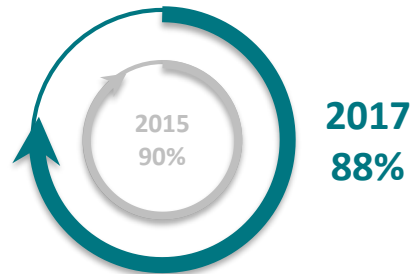


■ % Net Satisfied

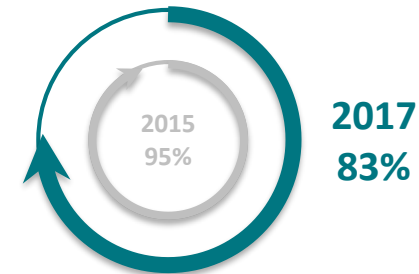
Q.8 Thinking of the most recent contact you had in person, please tell me how satisfied or dissatisfied you were with the following?
 Base: All Customers i.e. all who had any contact with a Govt. Dept./Office in person in the last 12 months (excluding don't know / no answer)

Satisfaction With Service By E-mail – Summary

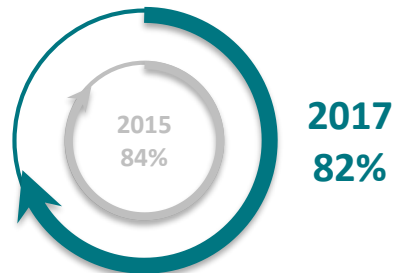
Clarity of language used in e-mail



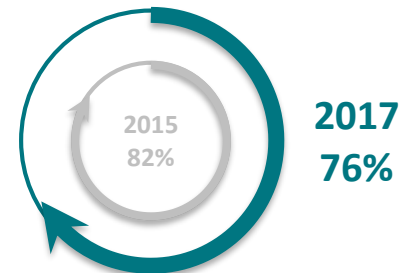
Ease of finding correct e-mail address/contact



Quality of advice/information received



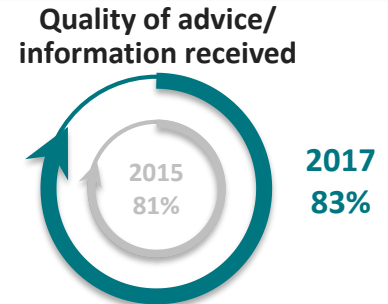
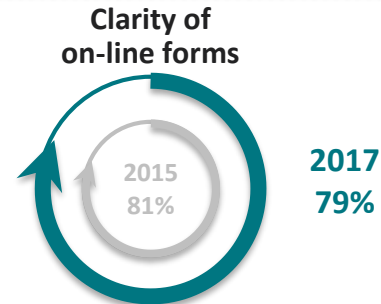
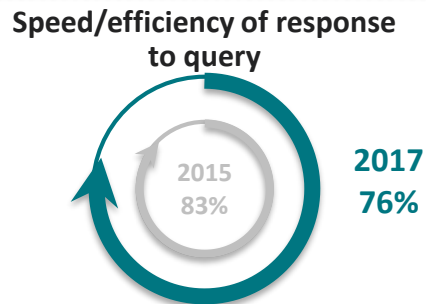
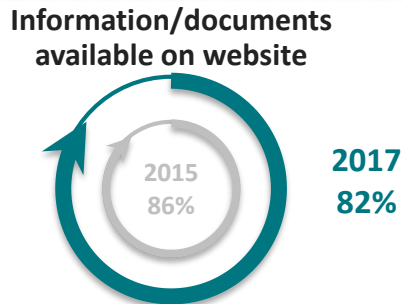
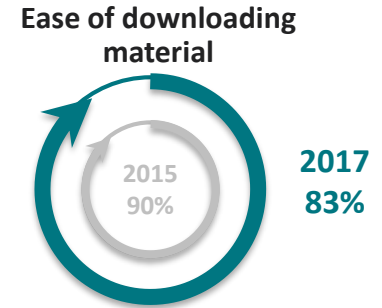
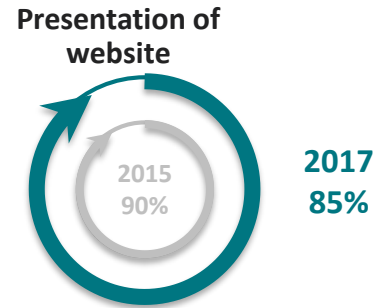
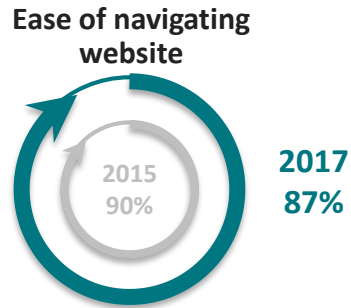
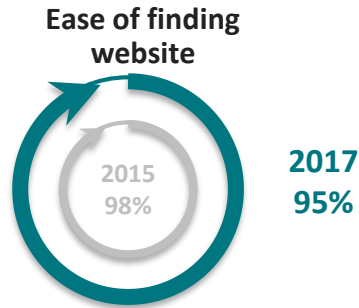
Speed/efficiency of response to query



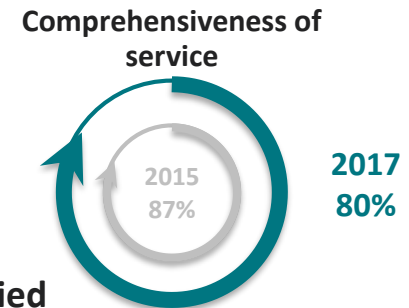
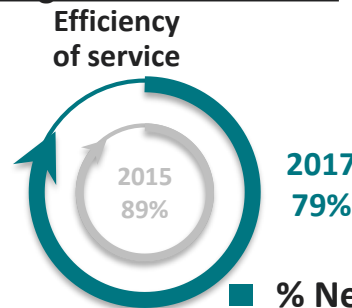
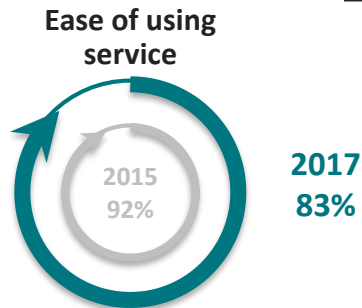
■ % Net Satisfied

Q.9 Thinking of the most recent contact 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 contact with a Govt. Dept./Office by e-mail in the last 12 months (excluding don't know / no answer)

Satisfaction With Service Online Via A PC, Laptop, Smartphone Or Tablet – Summary



Regarding Interactive Services



■ % Net Satisfied

Q.10 Thinking of the most recent contact you had Online via a PC, a laptop, a Smartphone or a tablet please tell me how satisfied or dissatisfied you were with the following?
 Base: All Customers - all who had any contact with a Govt. Dept./Office online via a PC, laptop, smartphone or tablet in the last 12 months (excluding don't know / no answer)

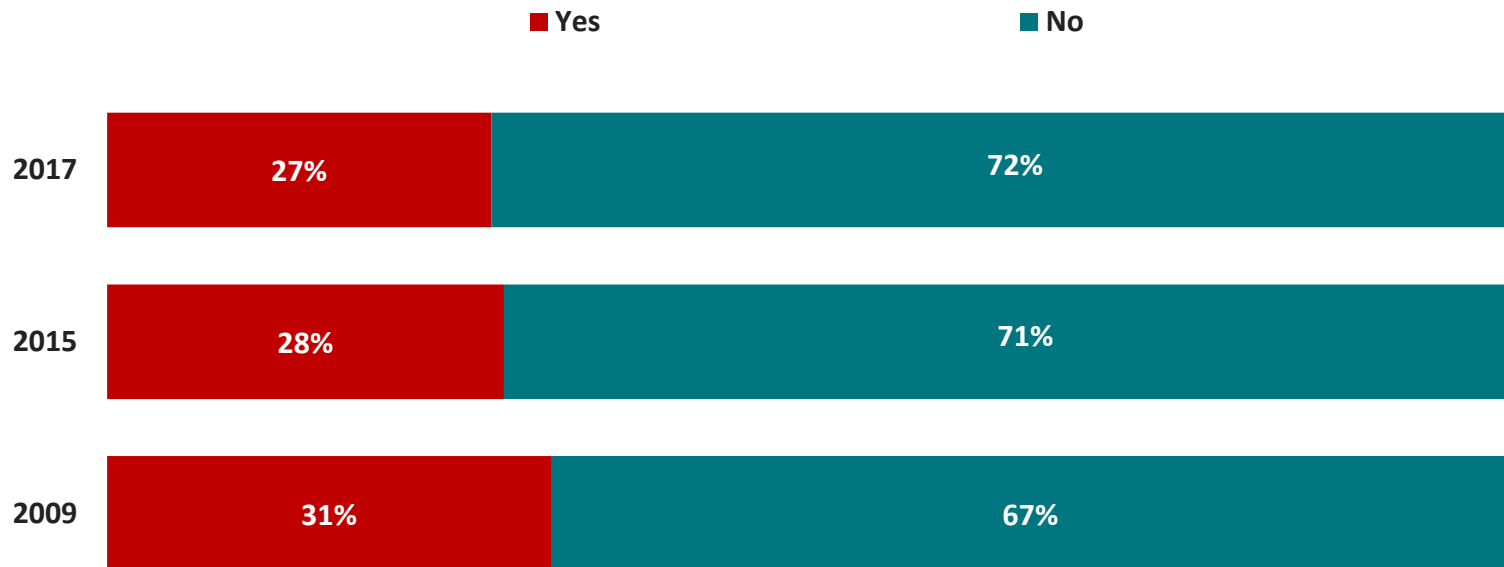
Understanding Dissatisfaction

There has been a marginal decline in dissatisfaction

- Dissatisfaction can be caused by a number of factors and perceptions;
 - (Lack of) speed of process and/or response time
 - (Lack of) efficiency of process (ownership and communications)
 - (Lack of) outcome, which if negative can cause dissatisfaction
 - (Lack of) response, whereby a query is unresolved.

Dissatisfaction with Any Aspect of The Service / Contact (2009-2017)

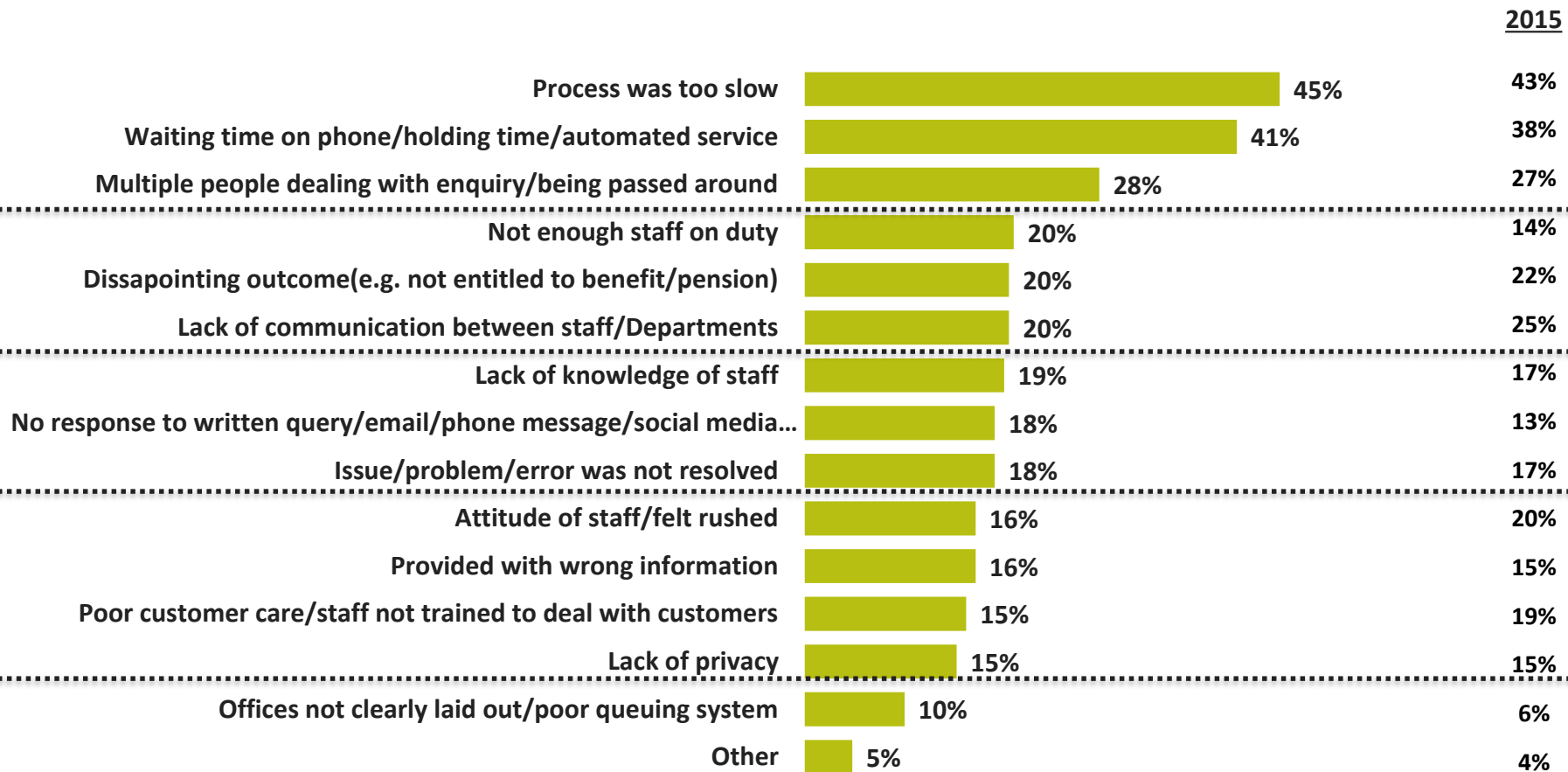
This question was introduced in 2009 to fully explore any aspect of dissatisfaction that may have been present and was asked of all customers, regardless of overall satisfaction.



Q.11 Have you been very or fairly dissatisfied with any aspect of service / contact you received from a Civil Service Department or office in the past 12 months?

Base: All Customers i.e. all who had any contact with a Govt. Dept. or Office in the past 12 months (n=805 in 2017, n=1,003 in 2015, n=992 in 2009)

Reasons for Dissatisfaction with Service or Contact



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/contact in the past 12 months (n=220)

Openness to Online Services



Presence Of Broadband By Key Demographics

Total*

84%



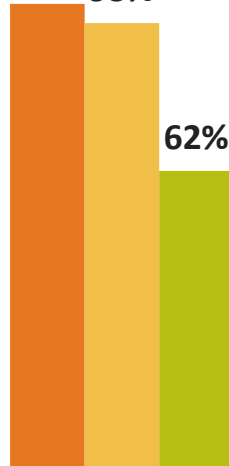
Total

By Age Band

97%

93%

62%



18-34 35-54 55+

By Social Class

93%

78%

74%



ABC1 C2DE F

By Region

90%

82%

82%

82%



Dublin
R.O.L.
Munster
Conn/Ulster

*NET Broadband
incl. mobile broadband

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: n=2,027 in 2017, Age, Social Class & Region

Presence Of Smartphone By Key Demographics

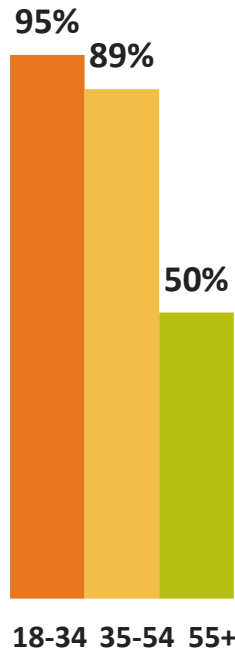
Total

78%



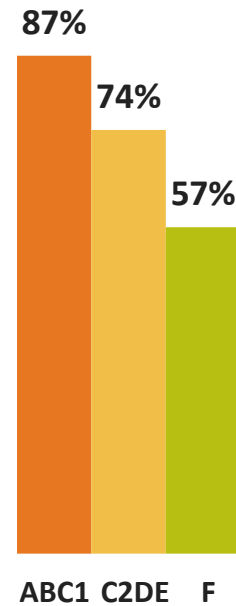
Total*

By Age Band



18-34 35-54 55+

By Social Class



ABC1 C2DE F

By Region



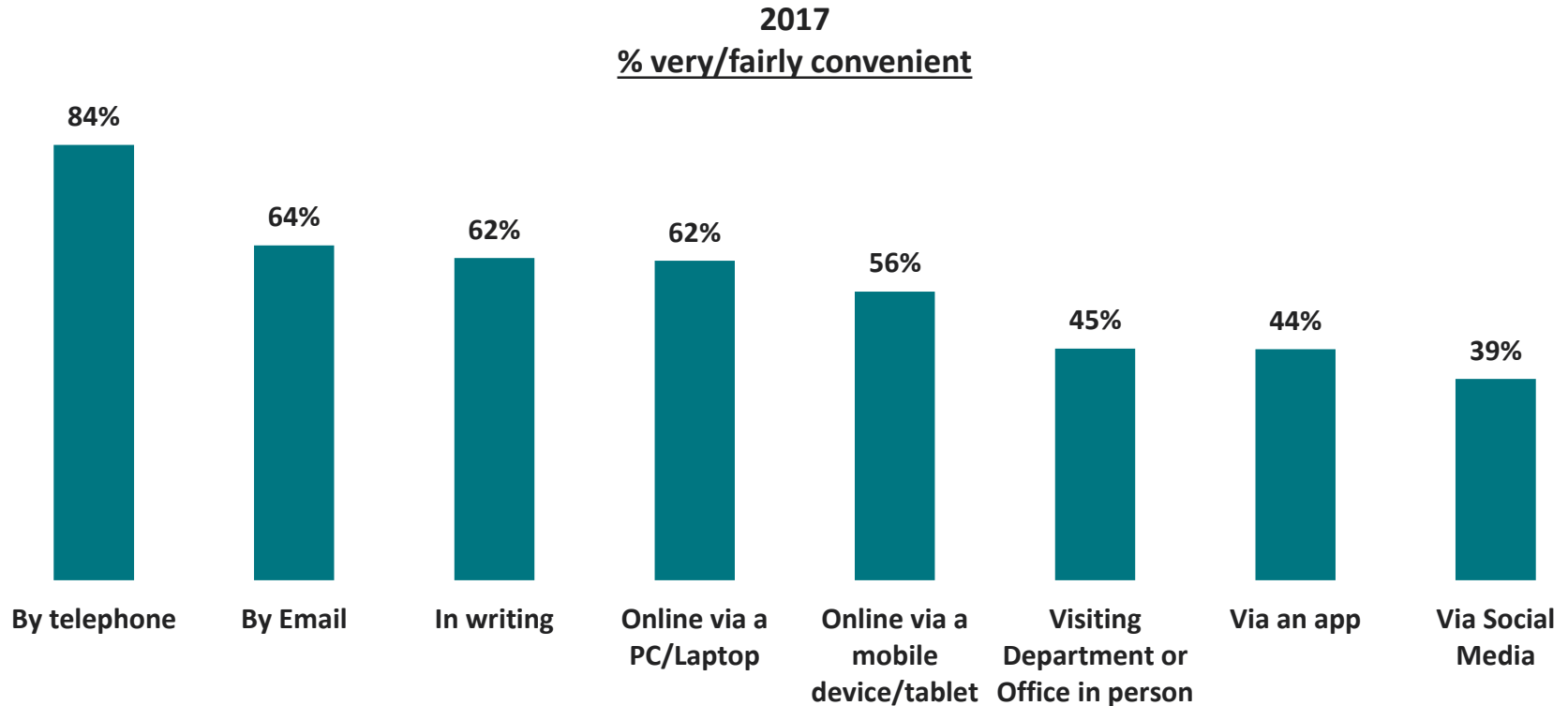
Dublin R.O.I. Munster Conn/Ulster

*Adults aged 18+

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: n=2,027 in 2017, Age, Social Class & Region

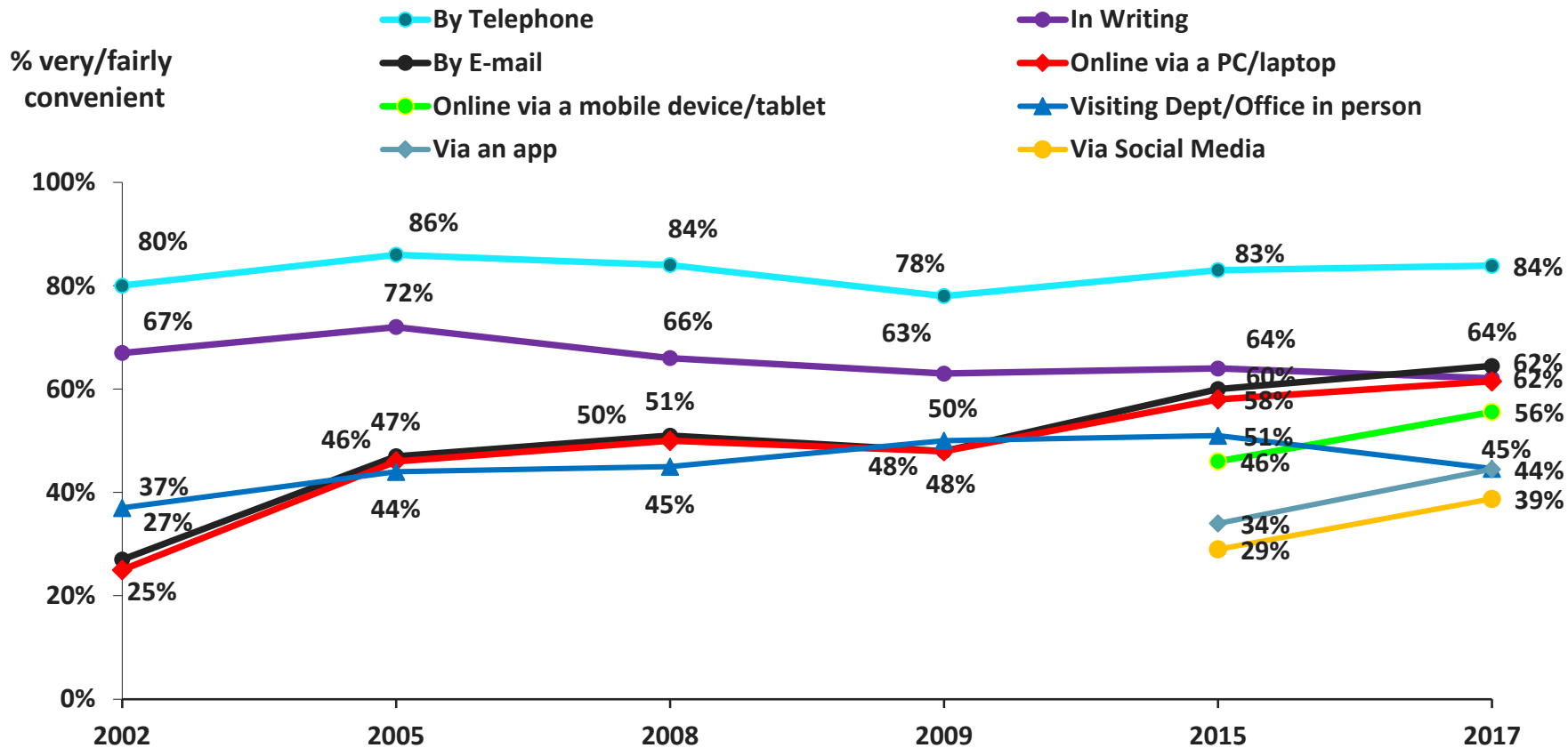
Perceived Convenience of Contact Methods (2017)



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=2,027 in 2017)

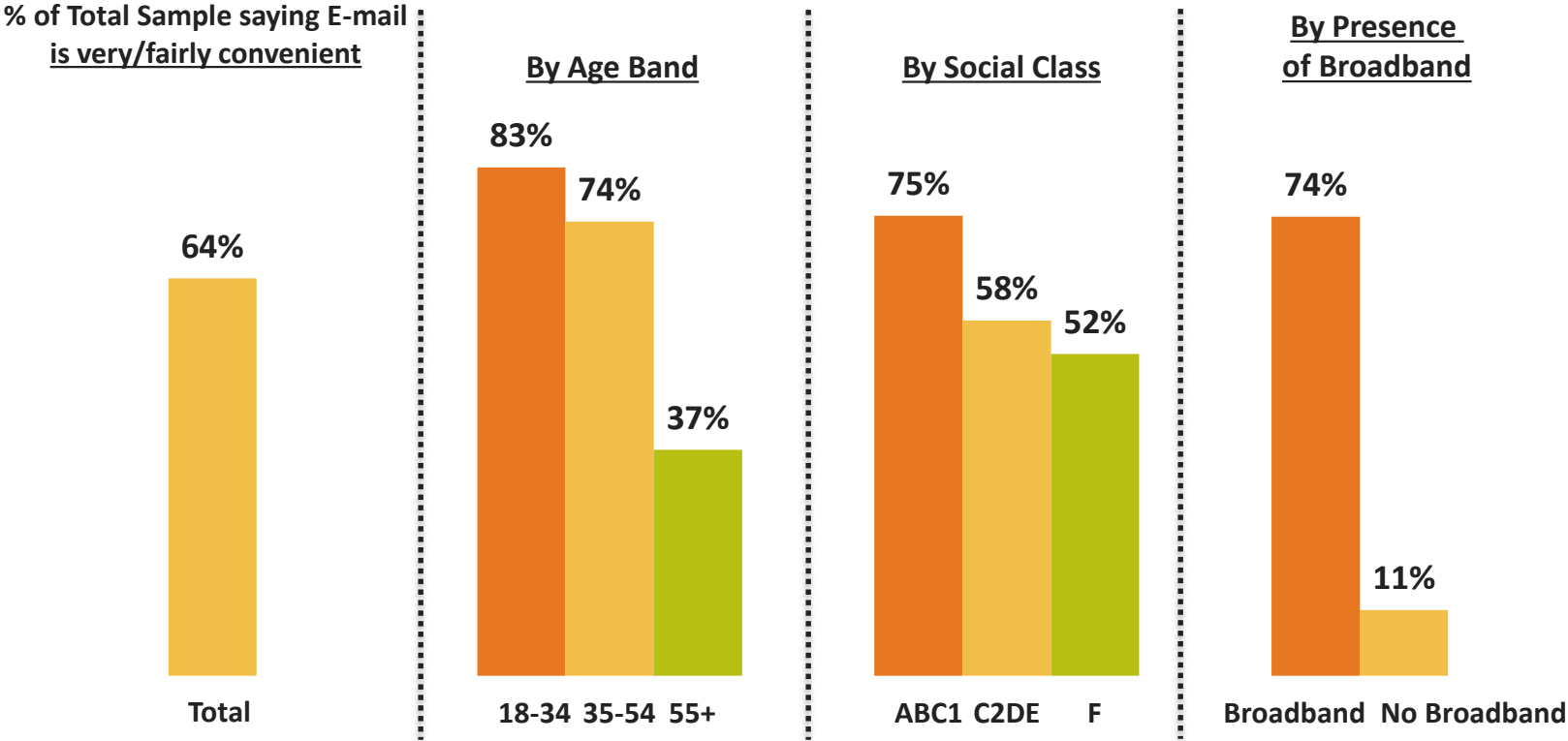
Perceived Convenience of Contact Methods (2002-2017)



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=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009, n=2,002 in 2008, n=1,226 in 2005, n=1,001 in 2002)

Perceived Convenience of E-Mail Contact – By Demographics (2017)

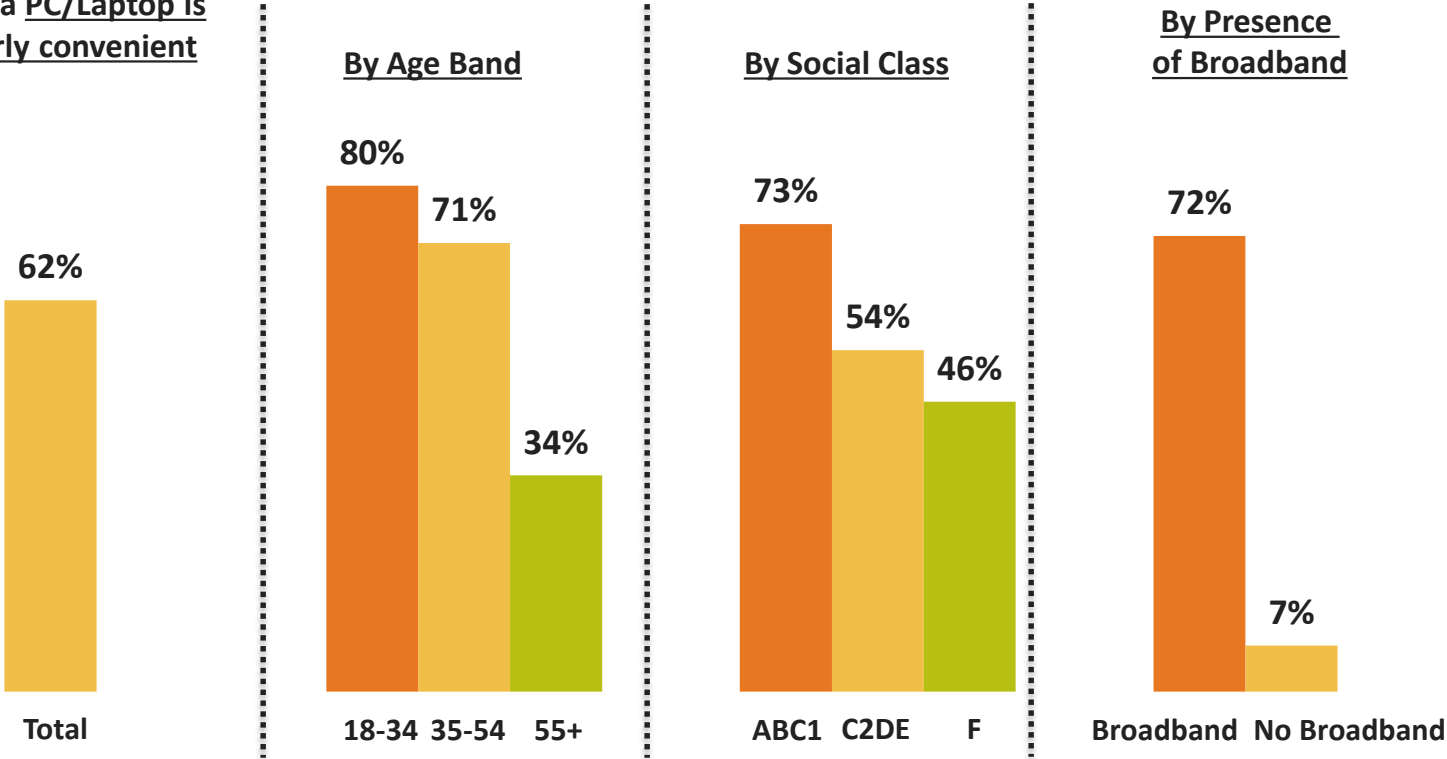


Q.14 Thinking of future dealings you may have with Civil Service Departments or Offices, please tell me how convenient or inconvenient each of the following methods would be for you if you were interacting with a Govt. Dept?

Base: n=2,027 in 2017, Age & Social Class

Perceived Convenience of Contact Online via a PC/Laptop – By Demographics (2017)

% of Total Sample saying Online via PC/Laptop is very/fairly convenient

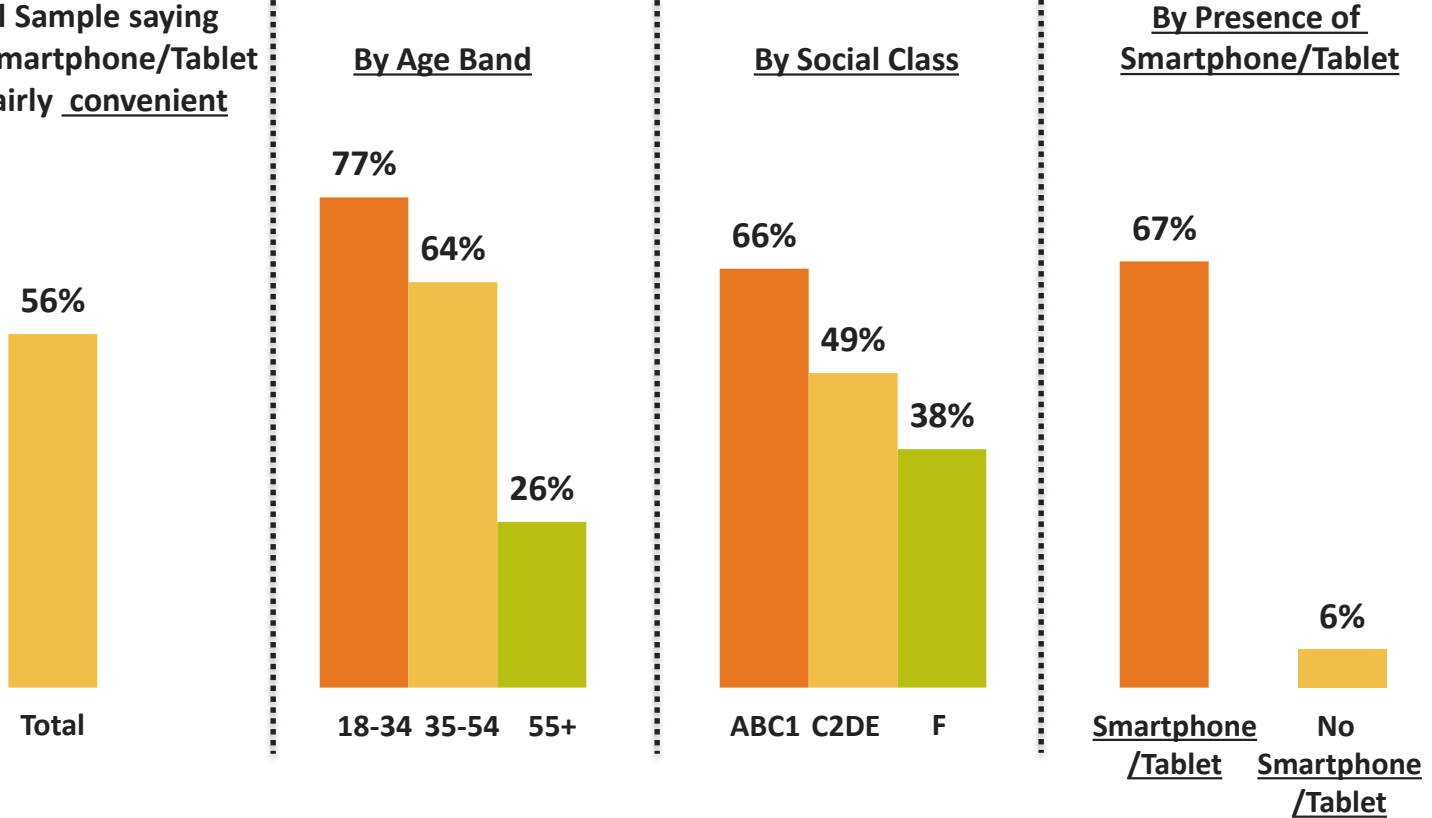


Q.14 Thinking of future dealings you may have with Civil Service Departments or Offices, please tell me how convenient or inconvenient each of the following methods would be for you if you were interacting with a Govt. Dept?

Base: n=2,027 in 2017, Age & Social Class

Perceived Convenience of Contact Online via a Smartphone/Tablet – By Demographics (2017)

% of Total Sample saying Online via Smartphone/Tablet is very / fairly convenient



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: n=2,027 in 2017, Age & Social Class

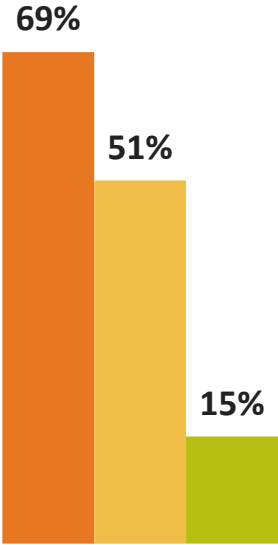
Perceived Convenience of Contact Via an App – By Demographics (2017)

% of Total Sample saying an App is very/fairly convenient



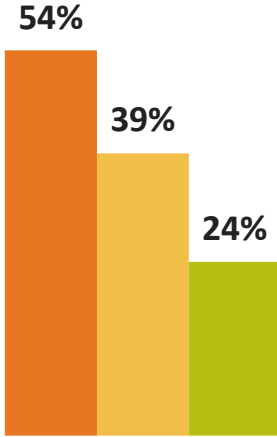
Total

By Age Band



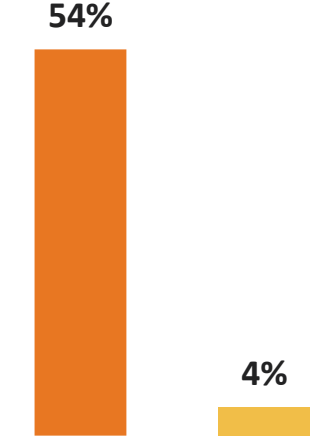
18-34 35-54 55+

By Social Class



ABC1 C2DE F

By Presence of Smartphone/Tablet



Smartphone /Tablet No Smartphone /Tablet

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?

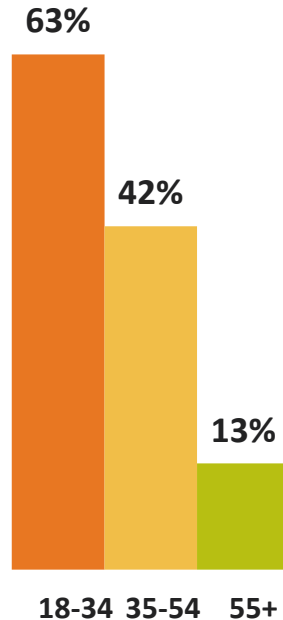
Base: n=2,027 in 2017, Age & Social Class

Perceived Convenience of Contact via Social Media – By Demographics (2017)

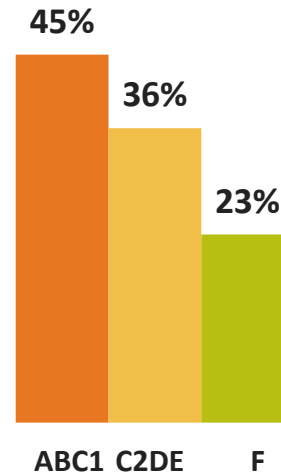
% of Total Sample saying Social Media is very/fairly convenient:



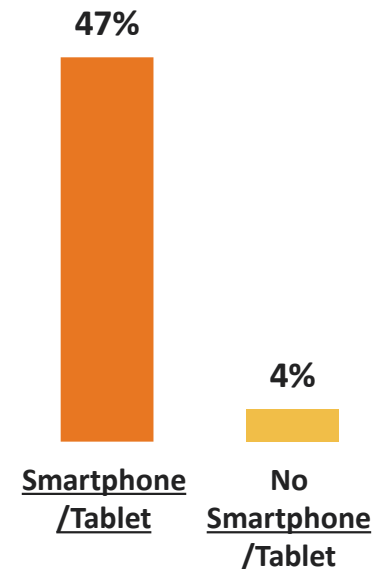
By Age Band



By Social Class



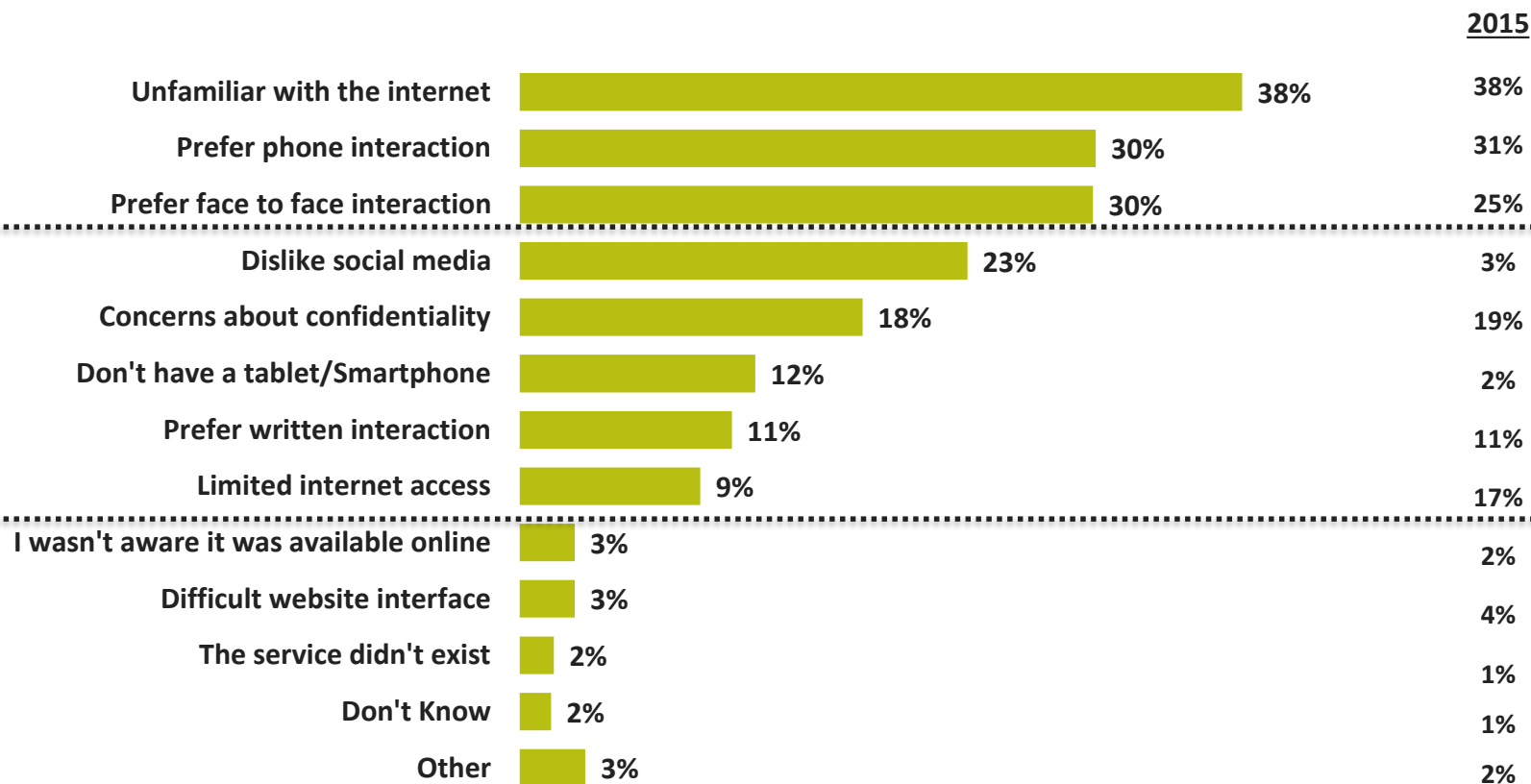
By Presence of Smartphone/Tablet



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: n=2,027 in 2017, Age & Social Class

Reasons for Perceived Inconvenience of Interacting Online (2017 - 2015)



All other mentions ≤ 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=731 in 2017)

Reasons for Perceived Inconvenience of Interacting Online (By Age)

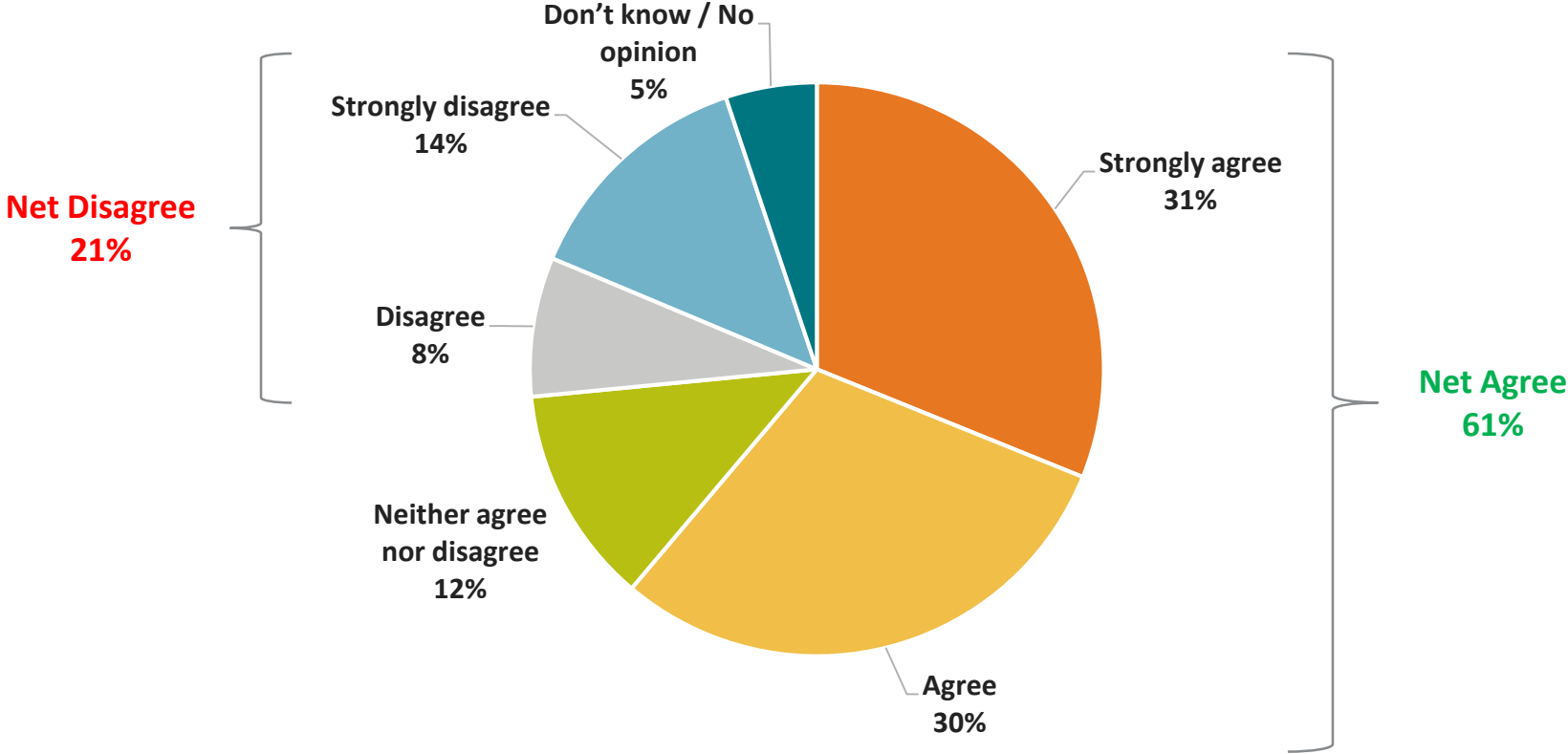
	2017	2017		
	Total (n=731)	18-34 (n=89)	35-54 (n=240)	55+ (n=402)
	%	%	%	%
Unfamiliar with the internet	38	8	18	56
Prefer phone interaction	30	30	26	32
Prefer face to face interaction	30	25	27	33
Dislike social media	23	18	32	20
Concerns about confidentiality	18	27	27	10
Don't have a tablet/Smartphone	12	9	8	16
Prefer written interaction	11	10	9	12
Limited internet access	9	10	8	10

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=731 in 2017)

Openness To Online Services If Easy To Find/Use

(New Question 2017)

“If online Government services were easier to find and easier to use, I would be more inclined to use them as my preferred way of engaging initially with the Civil Service”



Q.14d To what extent do you agree or disagree with the following statement?
Base: (n=2,027 in 2017)

Openness To Online Services If Easy To Find/Use

(New Question 2017)

"If online Government services were easier to find and easier to use, I would be more inclined to use them as my preferred way of engaging initially with the Civil Service"

% Net Agree

61%



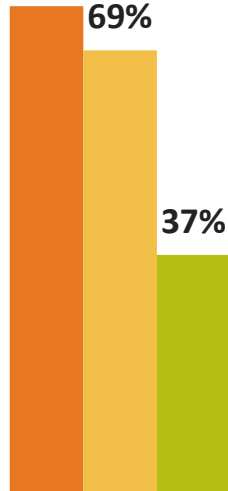
Total

By Age Band

76%

69%

37%



18-34 35-54 55+

By Social Class

70%

55%

51%

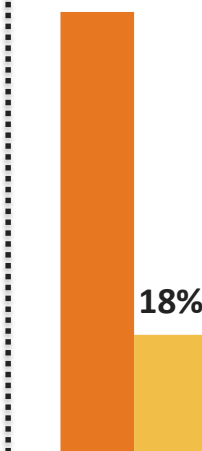


ABC1 C2DE F

By Presence of Broadband

69%

18%



Broadband
No
Broadband

Of Those Who Currently Perceive Online as Inconvenient

27%

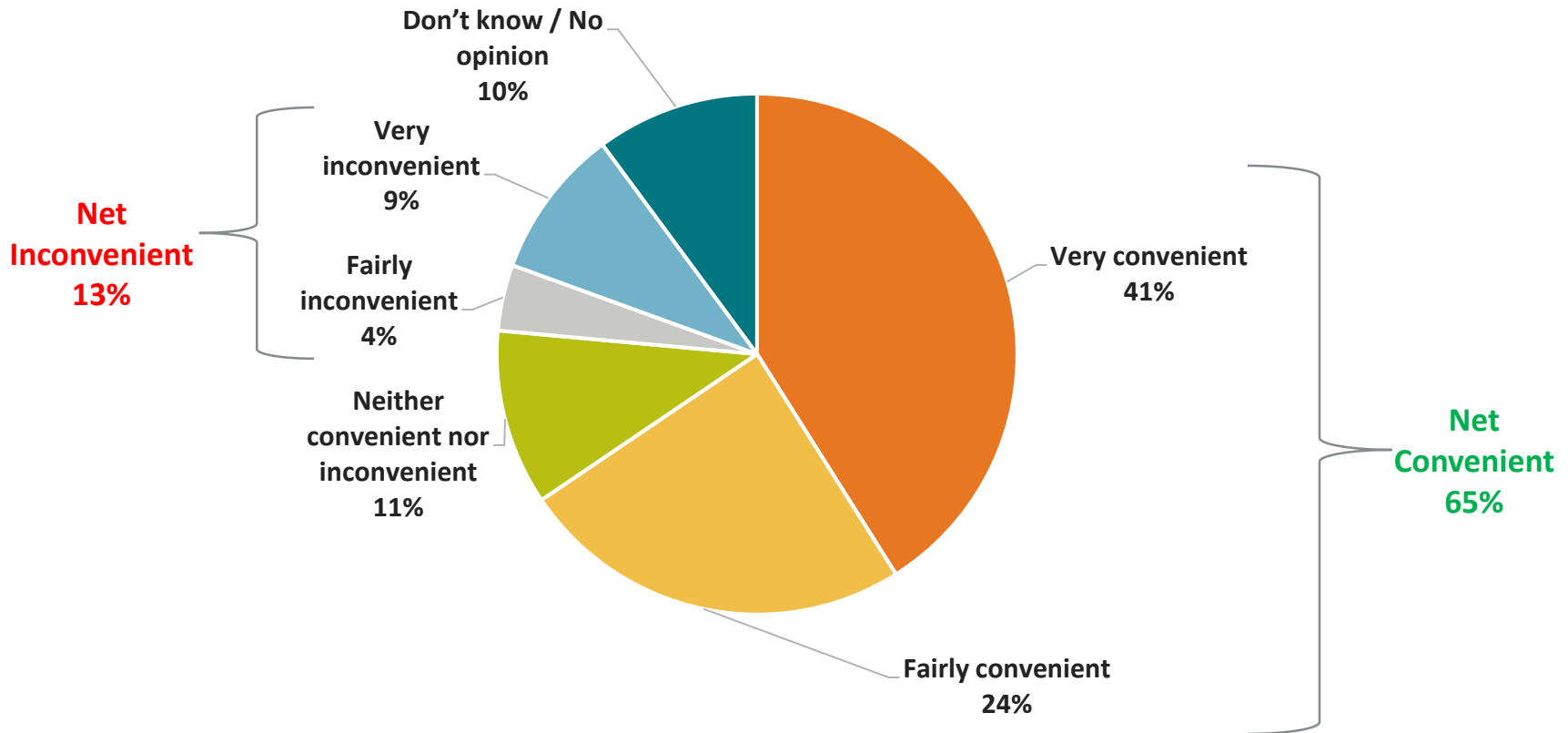


Total

Q.14d To what extent do you agree or disagree with the following statement?
Base: (n=2,027 in 2017)

Perceived Convenience of Single Digital Identity

(New Question 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=2,027 in 2017)

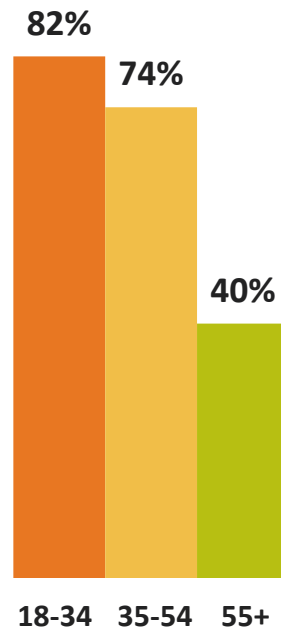
Perceived Convenience of Single Digital Identity

(New Question 2017)

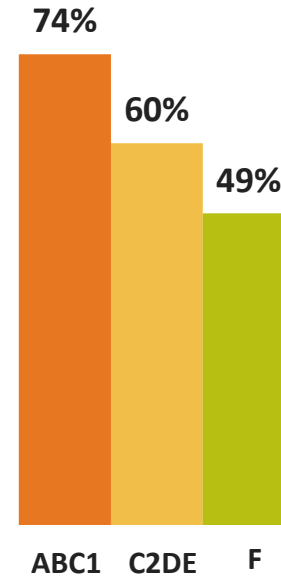
% Net Convenient



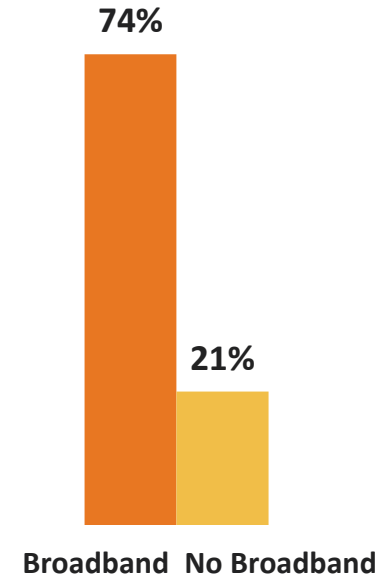
By Age Band



By Social Class



By Presence of Broadband



Q.14e How convenient or not would it be to have a single digital identity to access the Government Services online?
Base: (n=2,027 in 2017)



Civil Service General Perceptions

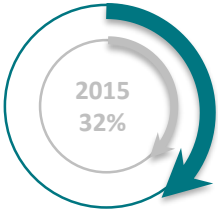
General Perceptions

Perceptions of the Civil Service have improved

- Levels of advocacy have increased, particularly among customers, as have the measures of familiarity and favourability.
- Perceptions of civil service efficiency have marginally improved.
- Perceptions of civil service trust, independence & equality have all improved, as has the confidence in the security of personal data.

Summary of General Perceptions of Civil Service

Advocates



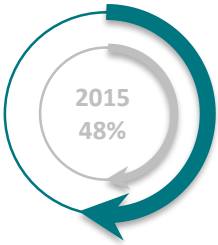
2017
36%

Advocates (Customers)



2017
46%

Familiarity



2017
52%

Favourability



2017
56%

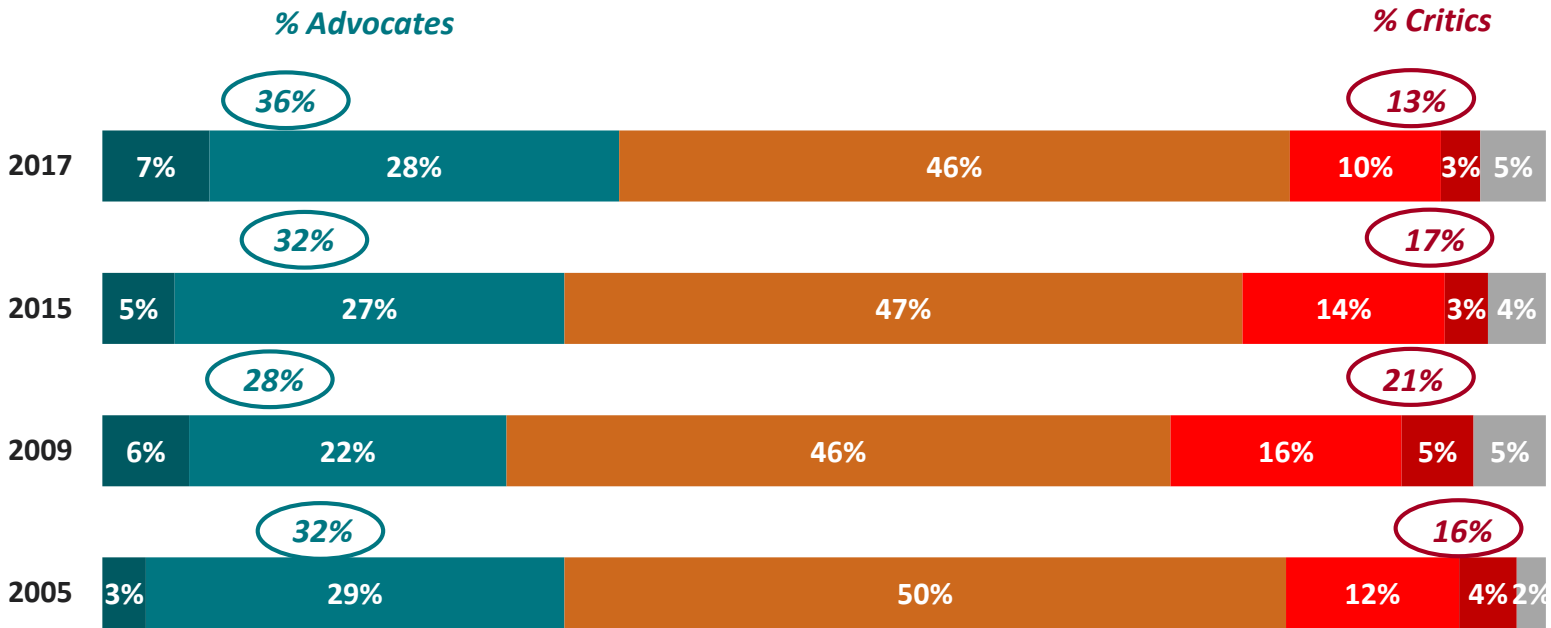
All Based on a 5 point scale

Base: Net Advocacy (Customers) n=805, All Other Statements n=2,027

Advocacy Towards Civil Service (2005-2017)

All Respondents

- Would speak highly without being asked
- Would speak highly if I am asked
- Would be neutral
- Would be critical if I am asked
- Would be critical without being asked
- No opinion/no answer

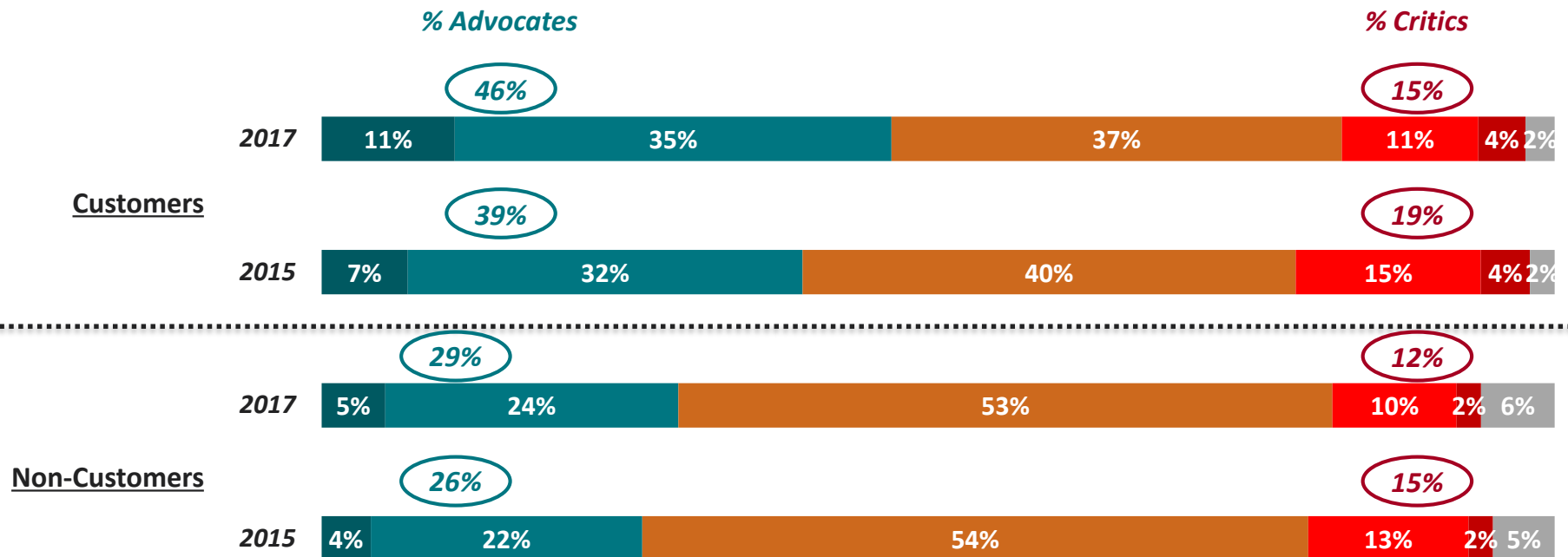


Q.22 Taking into account your own experiences or impressions, which of these phrases best describes the way you would speak of the Civil Service to other people?

Base: All respondents (n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009, n=1,226 in 2005)

Advocacy Towards Civil Service (2015-2017) Customers vs. Non-Customers

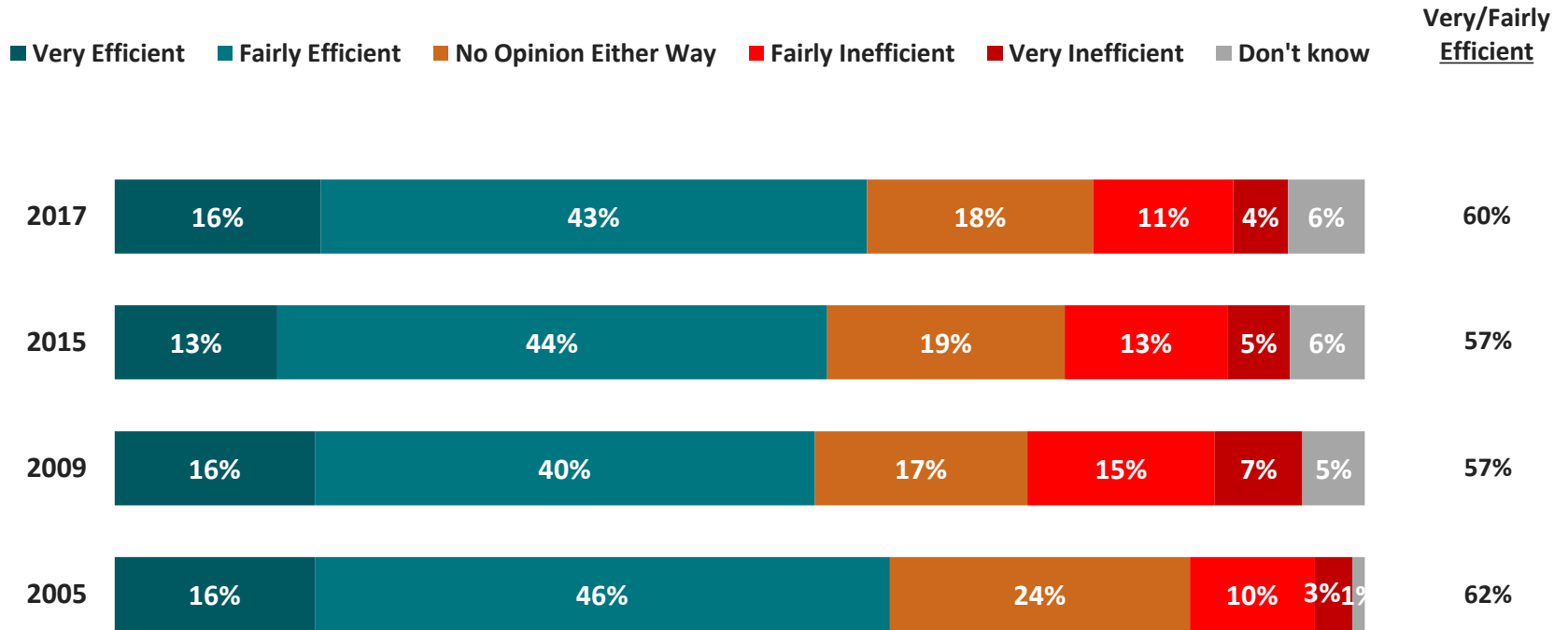
- Would speak highly without being asked
- Would speak highly if I am asked
- Would be neutral
- Would be critical if I am asked
- Would be critical without being asked
- No opinion/no answer



Q.22 Taking into account your own experiences or impressions, which of these phrases best describes the way you would speak of the Civil Service to other people?

Base: All Customers (n=805 in 2017, n=1,003 in 2015, n=992 in 2009) & All Non-Customers (n=1,222 in 2017, n=1,022 in 2015, n=1,015 in 2009)

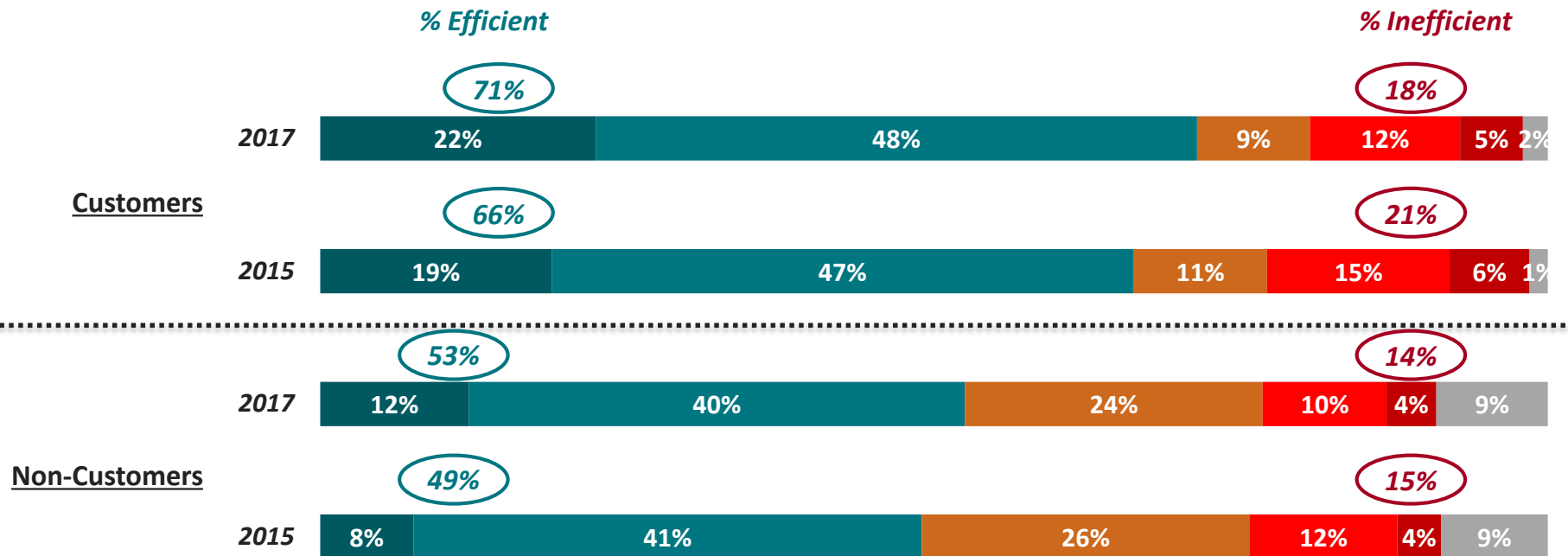
Impression of Civil Service Efficiency (2005-2017)



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=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009, n=1,226 in 2005)

Impression of Civil Service Efficiency (2017) Customers vs. Non-Customers

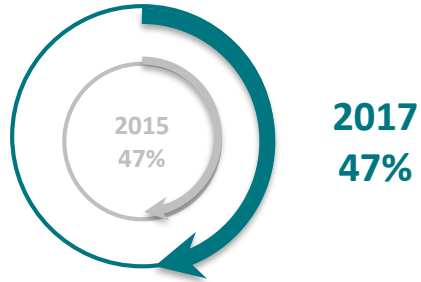
■ Very efficient
 ■ Fairly efficient
 ■ No opinion either way
 ■ Fairly inefficient
 ■ Very inefficient
 ■ Don't know



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 Customers (n=805 in 2017, n=1,003 in 2015)
 All Non-Customers (n=1,222 in 2017, n=1,022 in 2015)

Perceptions of the Civil Service – Summary

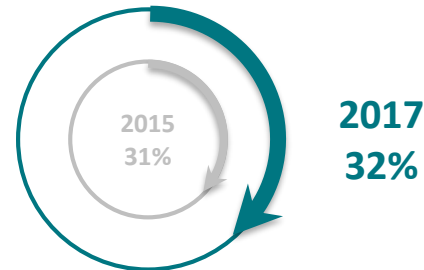
The Civil Service has become more customer focused over the past 5 years



I feel that the service provided by the Civil Service has improved in the last 5 years



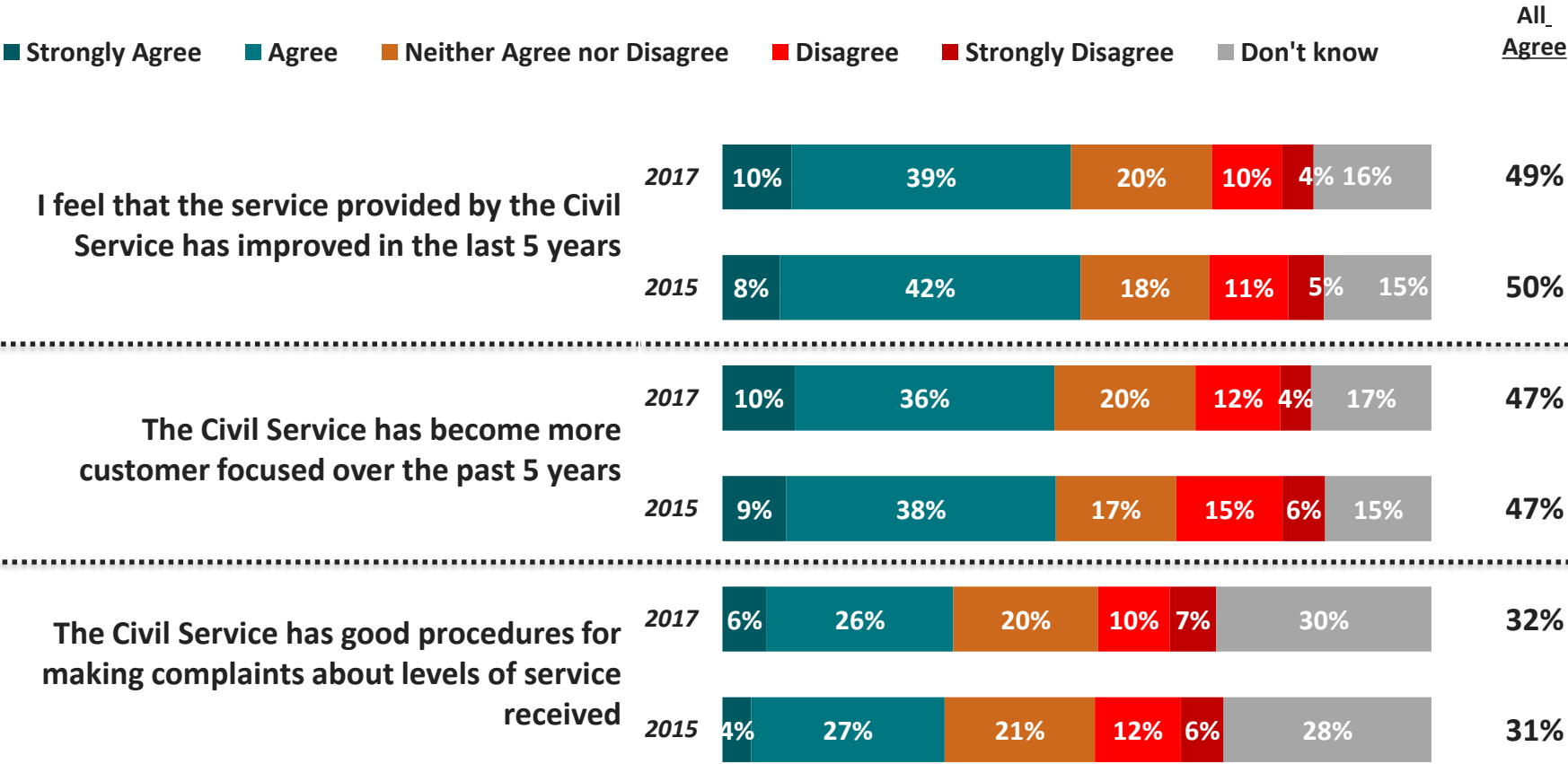
The Civil Service has good procedures for making complaints about levels of service received



■ % Net Agree

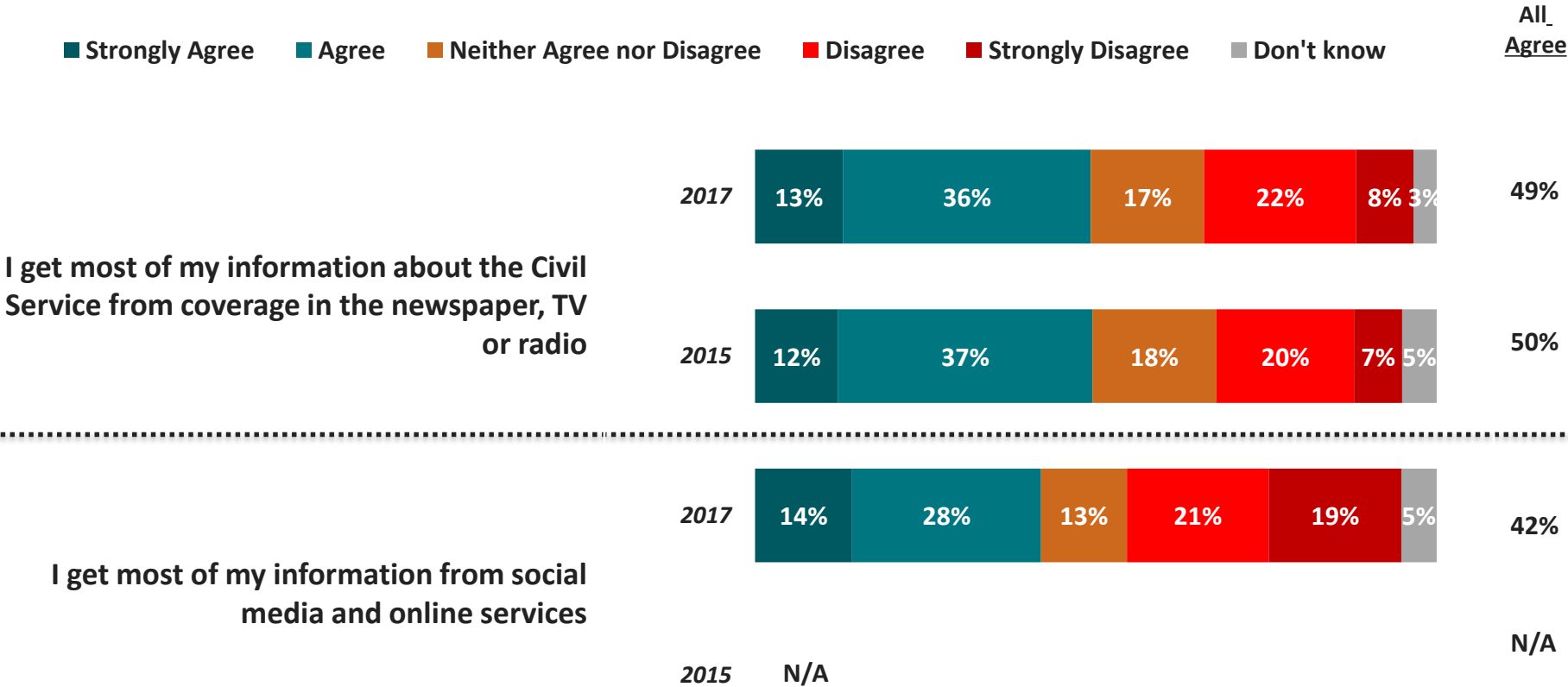
Q.13 Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?
Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009)

Civil Service Perceptions (I) (2015-2017)



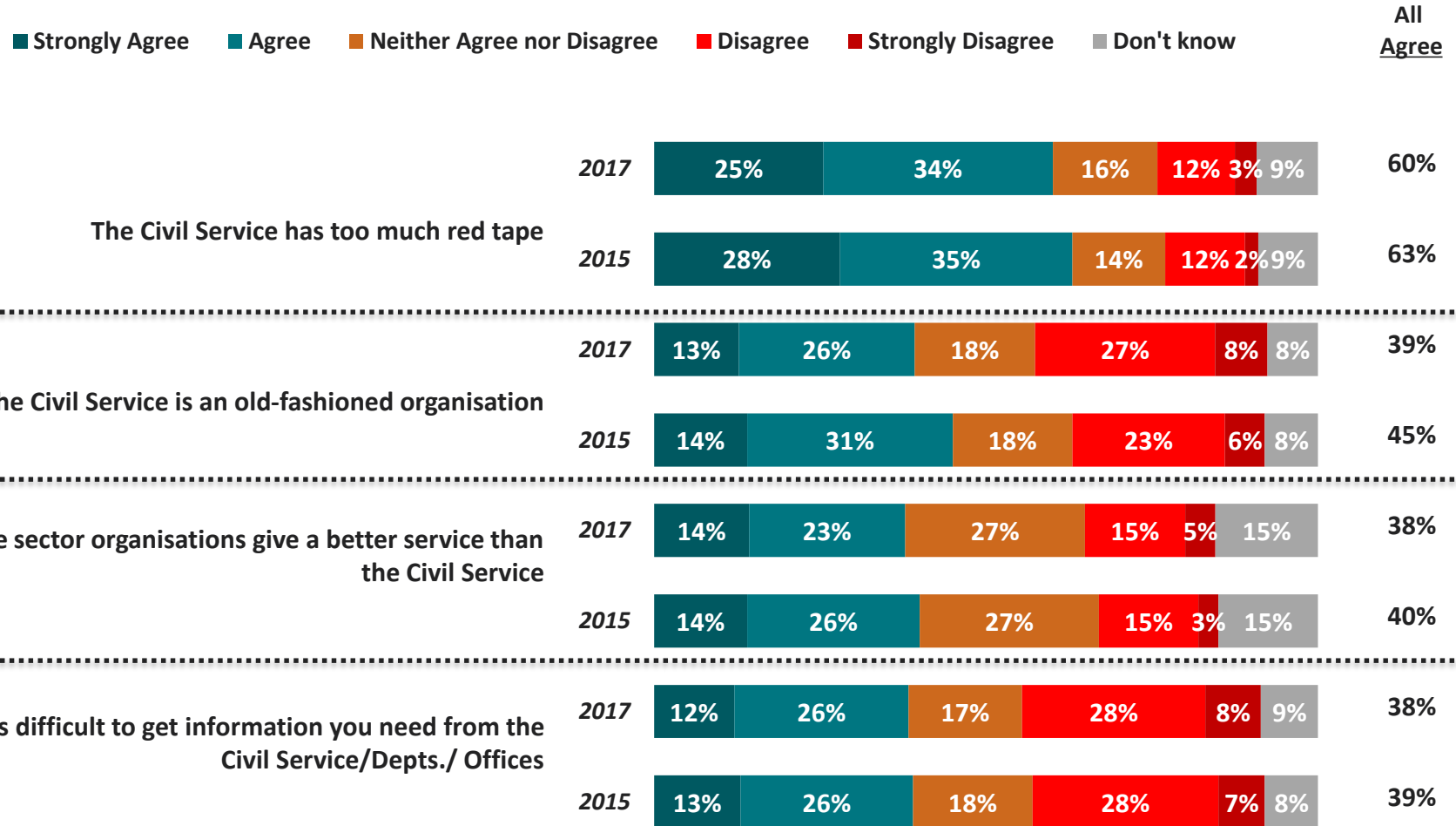
Q.13 Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?
 Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009)

Civil Service Perceptions (II) (2015-2017)



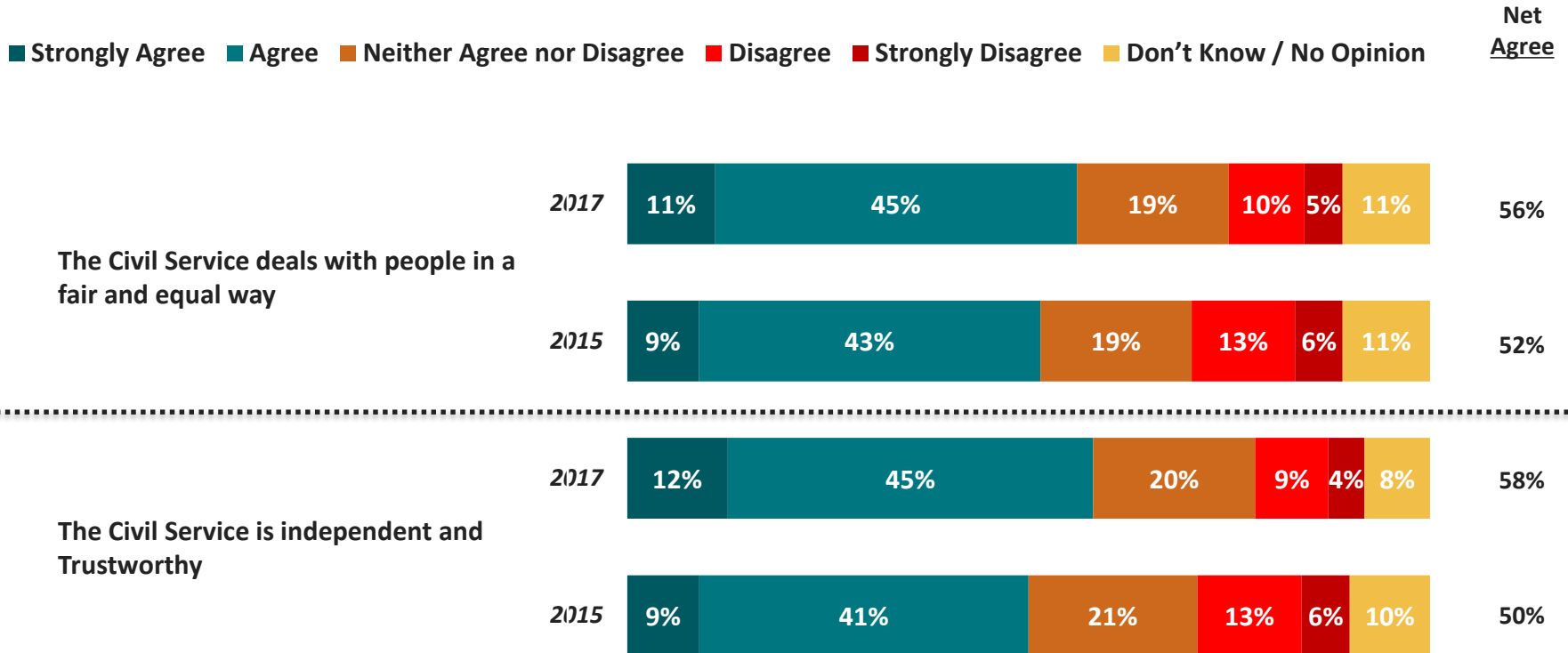
Q.13 Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?
 Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009)

Civil Service Perceptions (III) (2015-2017)



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=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009)

Perceptions of Trust, Independence & Equality (2015-2017)



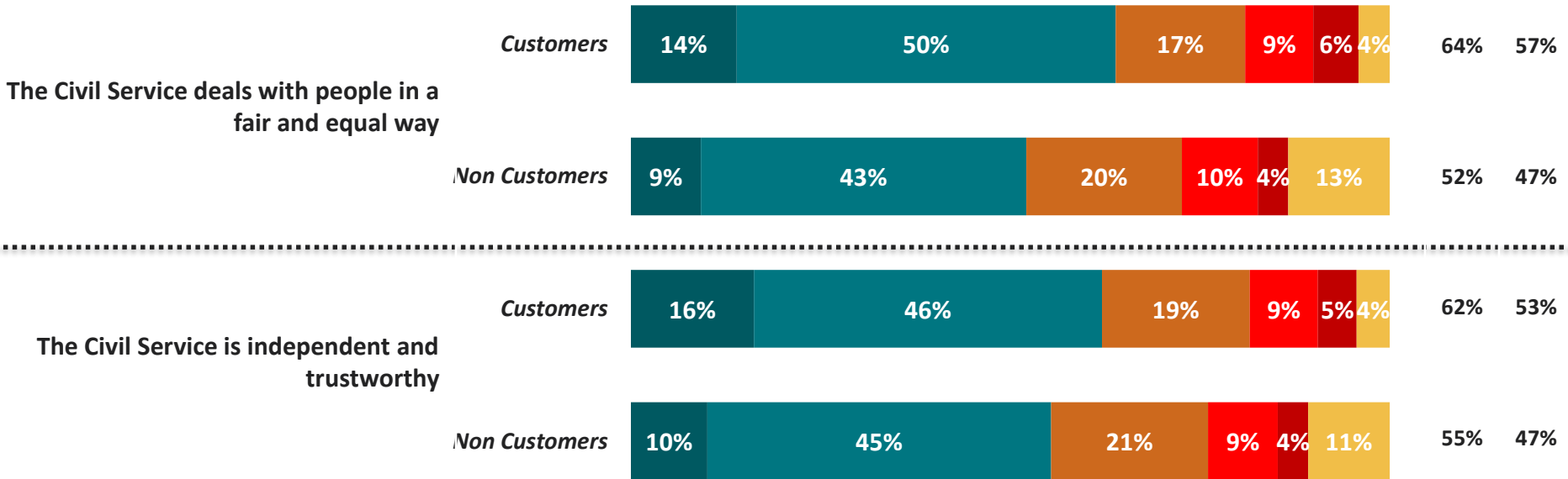
Q.13 Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?

Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015)

Perceptions of Trust, Independence & Equality (2015-2017) - Customers vs. Non Customers

■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
 ■ Strongly Disagree
 ■ Don't Know / No Opinion

Net Agree 2017 Net Agree 2015



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 Customers (n=805) & Non Customers (n = 1,222) in 2017, All Customers (n=1,003) & Non Customers (n = 1,022) in 2015

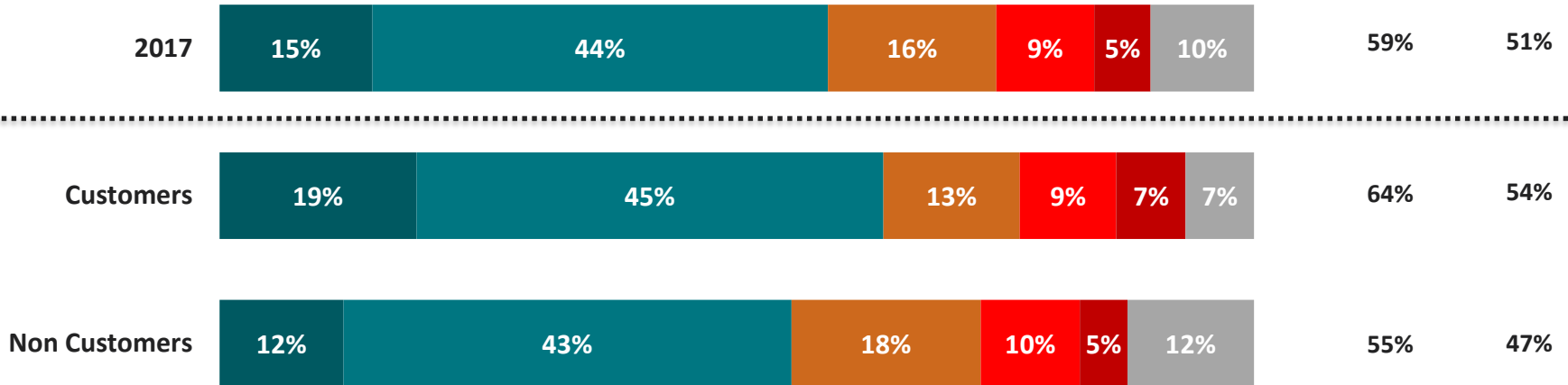
Perceptions of Personal Data Security (2015-2017)

I am confident that any personal data that I might provide to the Civil Service would be securely managed

Net Agree 2017

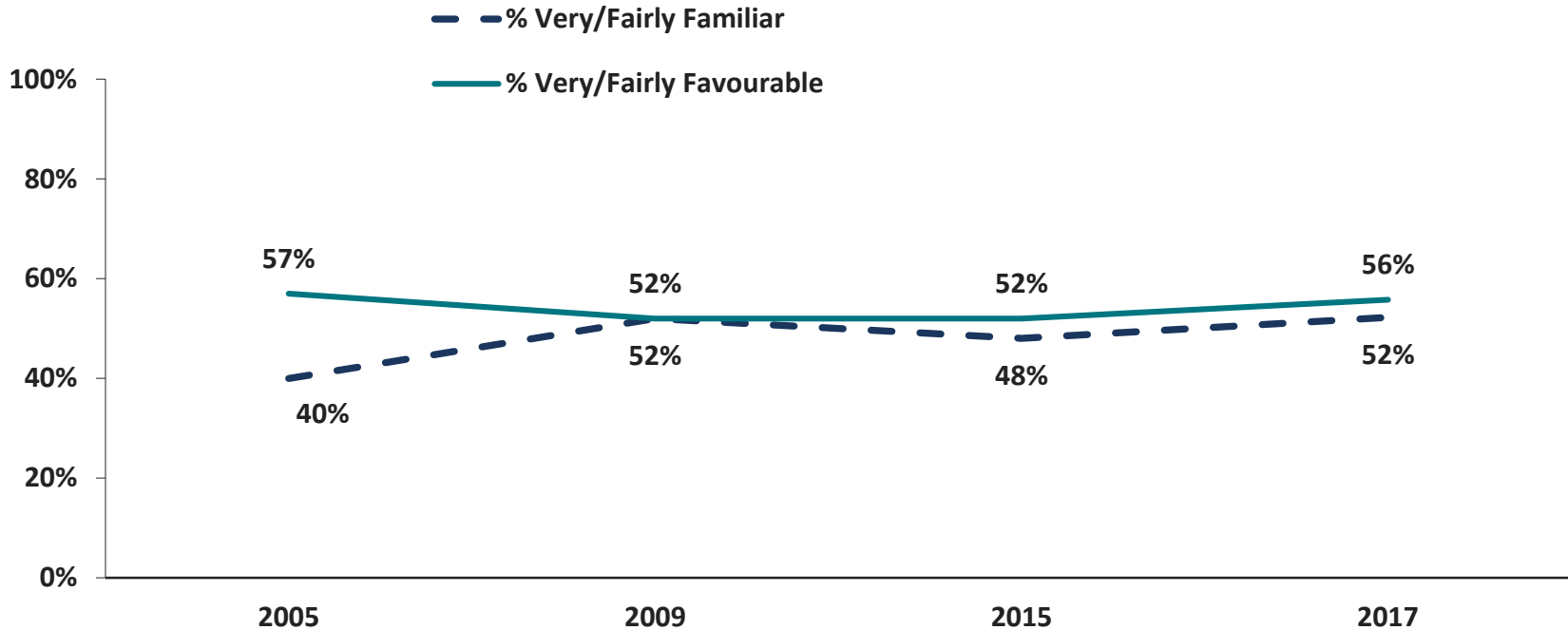
Net Agree 2015

■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree
■ Disagree ■ Strongly Disagree ■ Don't know / No opinion



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=2,027 in 2017). All Customers (n=805) & All Non Customers (n = 1,222) in 2017, All Respondents (n=2,025 in 2015). All Customers (n=1003) & All Non Customers (n = 1022) in 2015.

Familiarity/Favourability with the Civil Service (2005-2017)

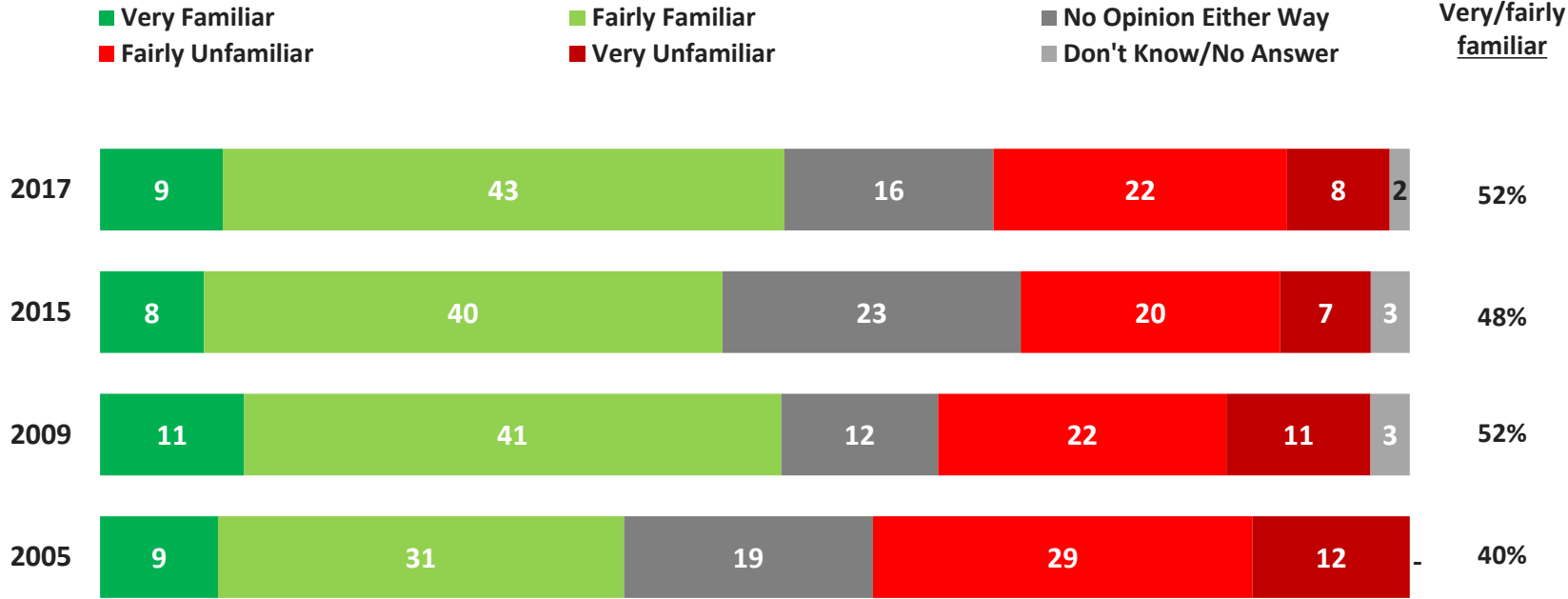


Q.20 Taking into account your own experiences as well as any impressions you may have formed from any source, how familiar or unfamiliar do you feel you are with the workings of the Civil Service as they affect you?

Q.21 Taking into account your own experiences or impressions, how favourable is your opinion of the way in which the Civil Service meets the needs of the public?

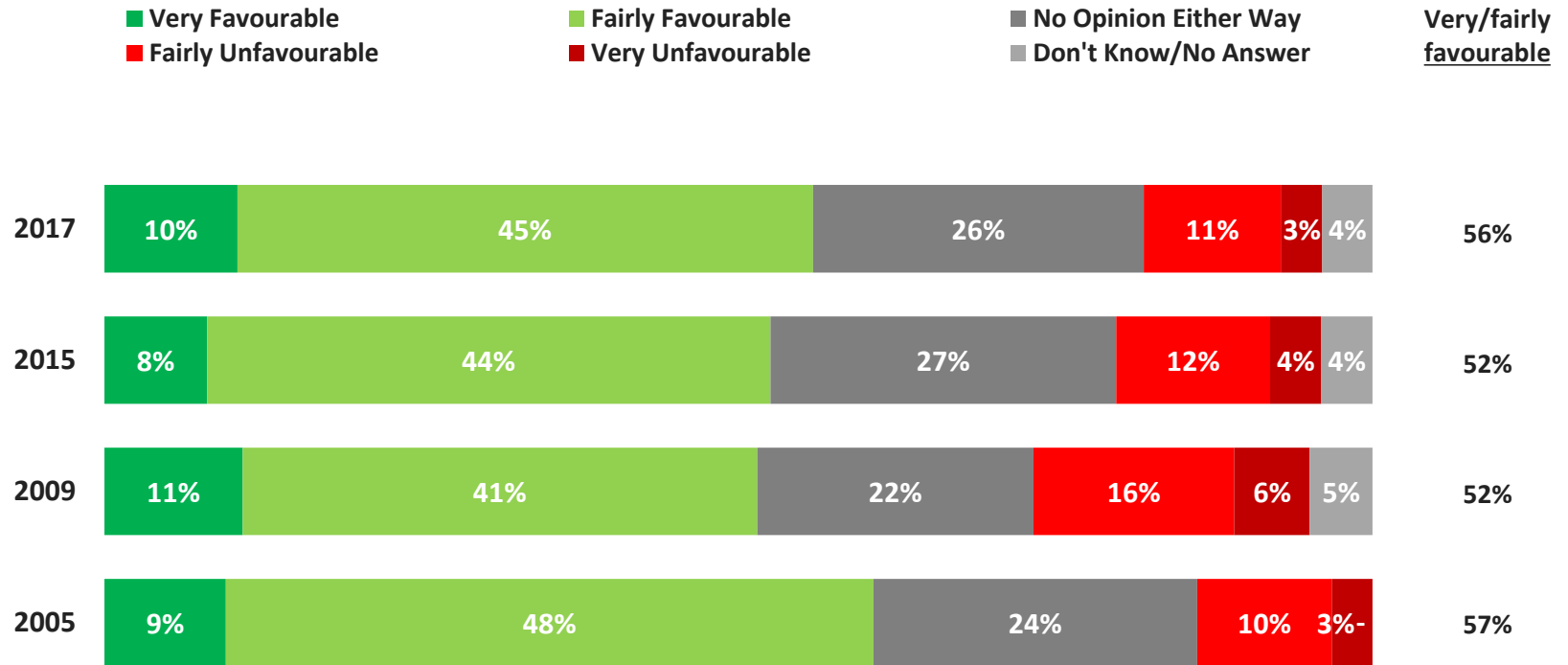
Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009, n=1,226 in 2005)

Familiarity with the Civil Service (2005-2017)



Q.20 Taking into account your own experiences as well as any impressions you may have formed from any source, how familiar or unfamiliar do you feel you are with the workings of the Civil Service as they affect you?
 Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009, n=1,226 in 2005)

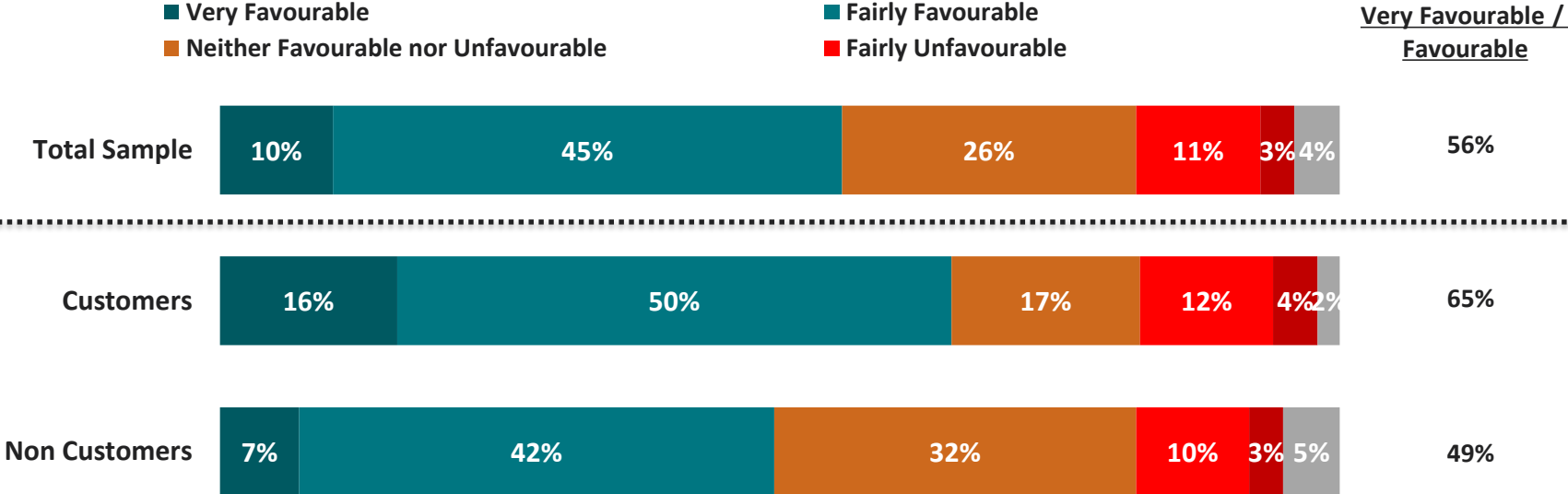
Favourability with Civil Service (2005-2017)



Q.21 Taking into account your own experiences or impressions, how favourable is your opinion of the way in which the Civil Service meets the needs of the public?

Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009, n=1,226 in 2005)

Favourability with Civil Service (2017) Customers vs. Non Customers



Q.21 Taking into account your own experiences or impressions, how favourable is your opinion of the way in which the Civil Service meets the needs of the public?

Base: All respondents (n=2,027 in 2017). All Customers (n=805) & All Non Customers (n = 1,222) in 2017.



English

 French

Chinese

 Dutch

Japanese

 Italian

Korean

 Spanish

Thai 

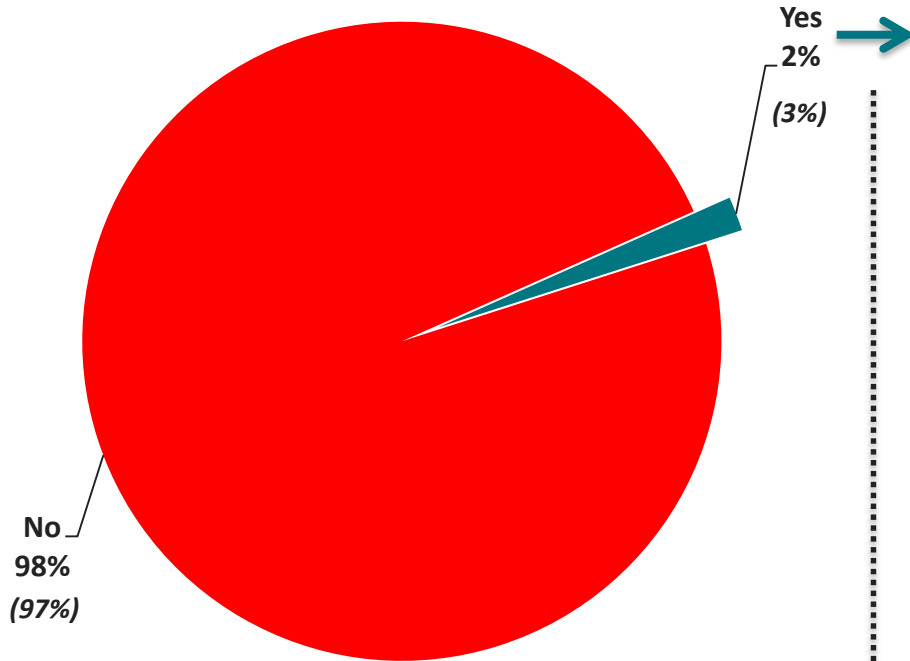
 German

Russian 

Ratings of Access to Language Services

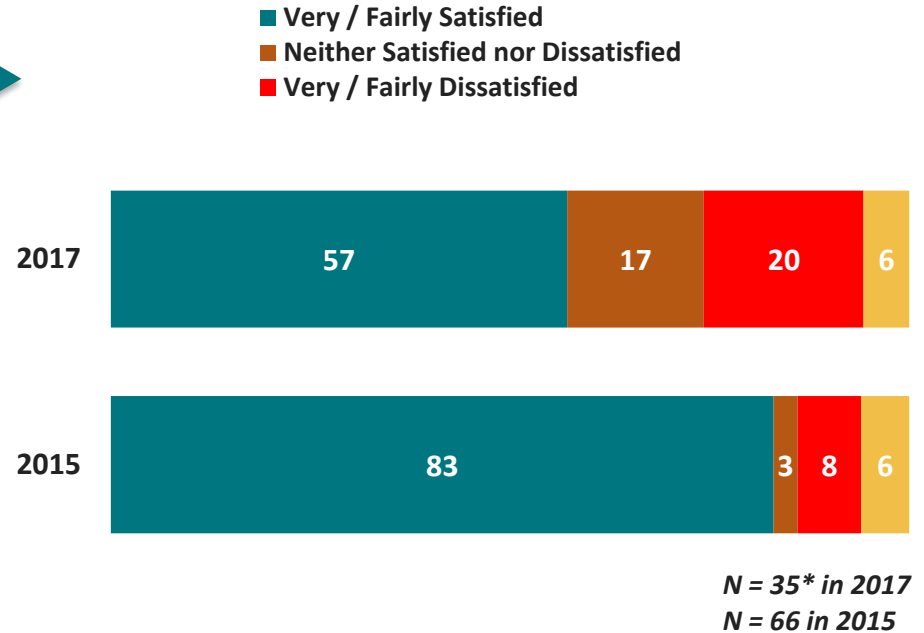
Use of Irish Language Services (2015-2017)

Used a service in Irish



() 2015 data

Satisfaction with service provided in Irish



In total, 31 respondents (2% of total sample) have a preference for Irish language services, given the choice.

*** Extreme caution: small base size (n=35)**

Q.15 Have you ever used any service from the Irish Civil Service in the Irish language?

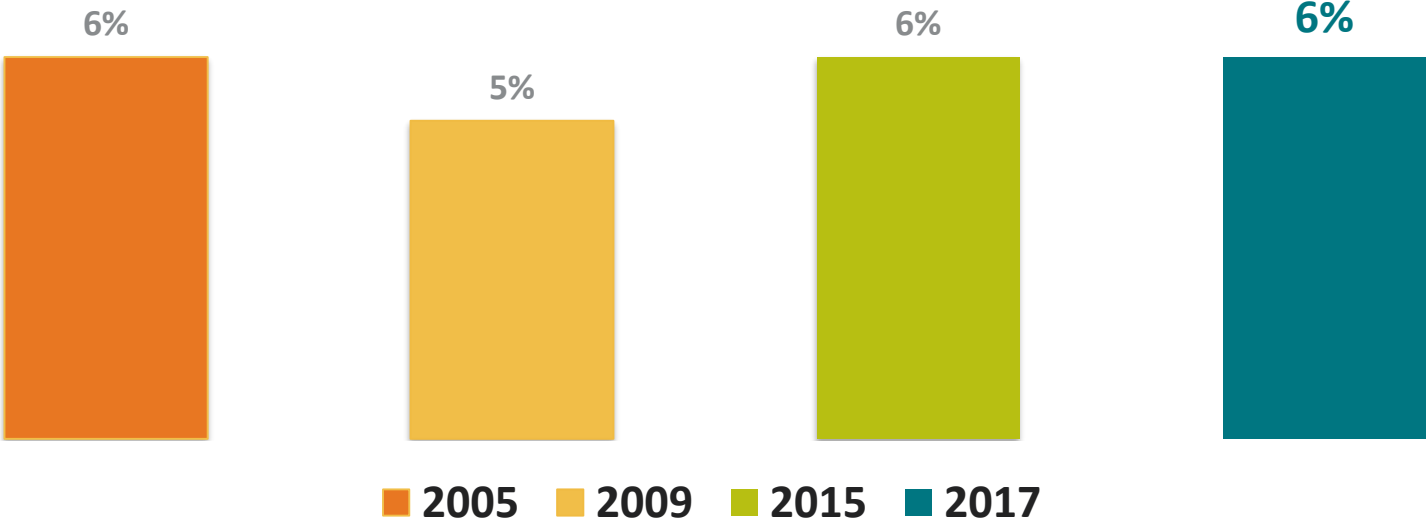
Q.16 How satisfied or dissatisfied were you with the level of service you received in the Irish language?

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=2,027 in 2017, n=2,025 in 2015)

Language Access (2005-2017)

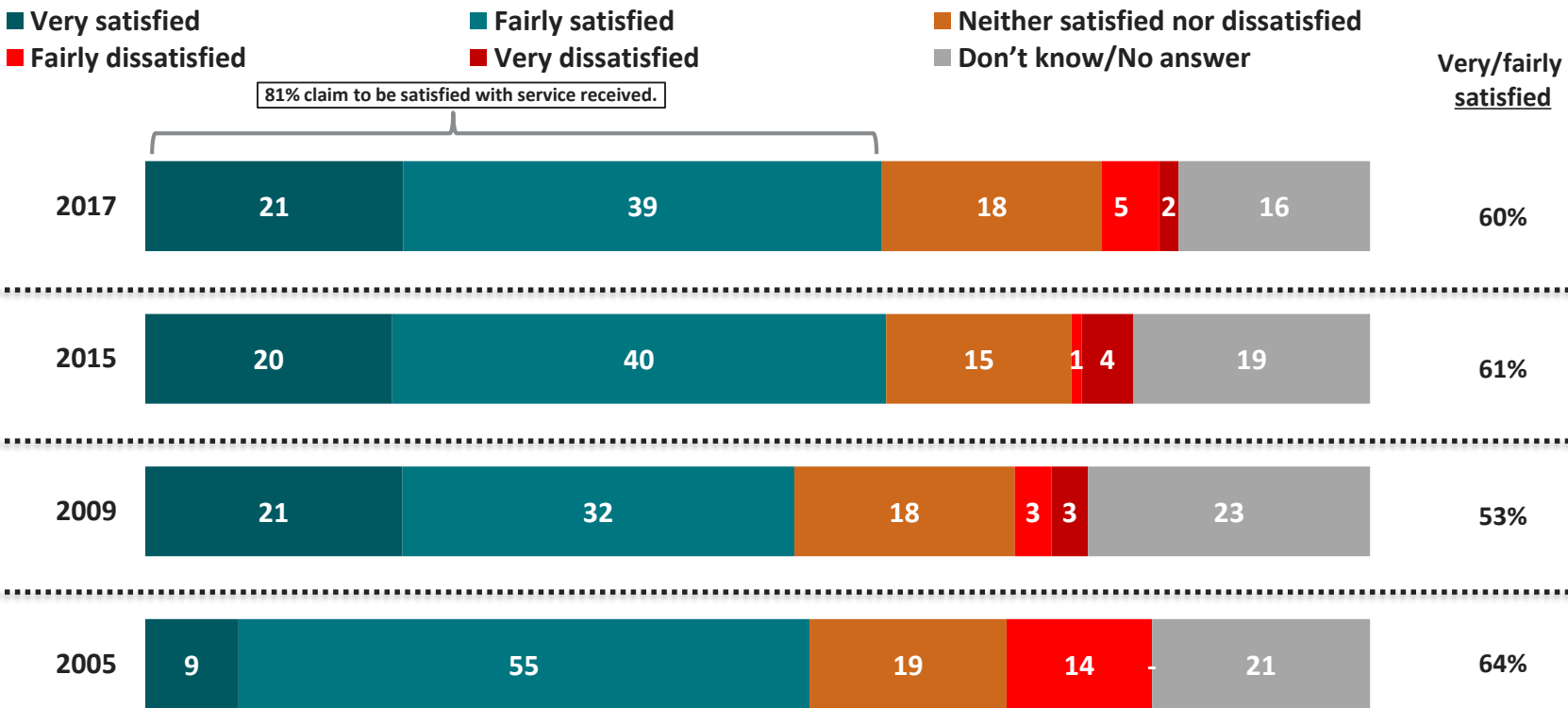
% of people whose first language is not Irish / English



Q.18 Is your first language something other than Irish or English?
Base: All Respondents (n=2,027 in 2017, n=2,025 in 2015, n=2,007 in 2009, n=1,226 in 2005)

Satisfaction with Access to Services (2005-2017)

- Among Those Whose First Language Is Not Irish/English



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= 128 in 2017, n=119 in 2015, n=107 in 2009, and n=70 in 2005)



Key Findings & Conclusions

Summary of Key Findings

Four in ten Irish adults have made contact in the past year

Contact levels have declined across most Departments and Offices, notably in Social Protection perhaps caused by falling unemployment, though it and the Office of the Revenue Commissioners remains the most contacted offices.

Electronic channels continue their growth, though telephone remains the mainstay

Although contact by phone is still the most common channel, contact via online and e-mail continues to increase. However, a preference for traditional channels is still there, across all age groups.

Customer satisfaction records its best performance to date

Satisfaction with both service (83%) and outcome (82%) have increased by six points each, with the service exceeding expectations in almost one in three cases. Staff continue to be integral to a positive experience.

There has been a marginal decline in dissatisfaction, though its causes remain consistent

Dissatisfaction is typically caused by one of the following; lack of speed, perceived inefficiency, a negative outcome or non-response.

Levels of advocacy and confidence continue to climb

Those that would speak highly of the Civil Service has increased, particularly among customers, as have perceptions of overall efficiency. Confidence in the security of personal data has also improved.

General perceptions of the Civil Service are stable but broadly positive

Measures of familiarity and favourability have increased, while perceptions of trust, independence and equality in the civil service have all improved.

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 Contact Differ By Department/Office

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

Maintaining the strong performance in satisfaction will be challenging

While key indicators such as overall satisfaction and delivering on expectations remained relatively unchanged from 2009 to 2015, they have now increased. While any organisation will always strive to improve, this will now be even more challenging to maintain in future surveys given that satisfaction levels now exceed 80%.

Contacts

Tarik Laher
Director

✉ tarik.laher@ipsos.com
☎ +353 1 4389012

Rachel Mulcahy
Associate Director

✉ rachel.mulcahy@ipsos.com
☎ +353 1 4389023