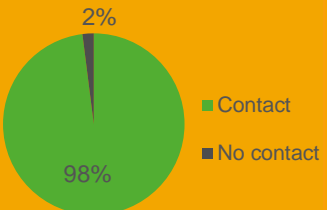


CIVIL SERVICE BUSINESS CUSTOMER SURVEY

- 510 interviews completed
- Telephone survey
- Representative of businesses in Ireland
- Fieldwork was conducted between 26th September – 18th October 2018

Department of Public Expenditure and Reform

CONTACT



98% of businesses said they have made contact with the Civil Service in the last year.

CONTACT METHOD IN LAST 12 MONTHS



The most widely used method of contact was online.
 ↓ from 83% in 2016*

52% made contact via phone.



34% made contact via email.



2% made contact in person.



2% made contact in writing.

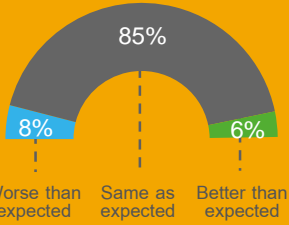


SATISFACTION OF SERVICE DURING RECENT INTERACTION



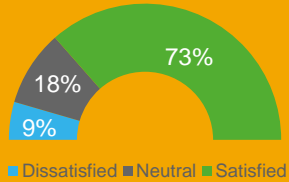
Most businesses said that they were satisfied or very satisfied with the service they received during their last interaction.

Quality of service

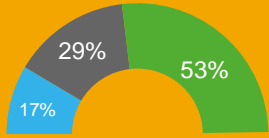


82% were satisfied with the outcome of their last interaction.

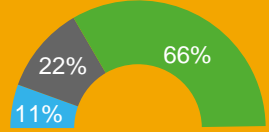
PERCEPTIONS OF THE CIVIL SERVICE



73% said that they are satisfied with the Civil Service in overall terms.



53% consider it easy to get the information they need from Civil Service departments or offices.



66% believe the Civil Service has become more innovative in the last 5 years.

FUTURE CONSIDERATIONS



83% of businesses said that in the future, online interaction would be convenient for them.



Online is the preferred method of interaction for most businesses. Telephone is preferred for resolving an issue.

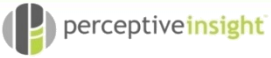
80% said that they would value a single digital identity to securely access government services online.



The Office of the Revenue
Commissioners was contacted by 71% of businesses.



70% feel that the Civil Service deals with businesses in a fair and equitable way



Perceptive Insight Market research is an independent company who were tasked with carrying out 500 surveys with businesses throughout Ireland. The survey was stratified by location and business size to ensure representative sample. Note: due to rounding figures may add to 99%-101%
* In 2018, the survey asked about methods used "in last 12 months", as opposed to methods "ever used" in previous surveys.