



**An Roinn Gnóthaí Fostaíochta  
agus Coimirce Sóisialaí**  
Department of Employment Affairs  
and Social Protection

## **Jobseeker satisfaction with public offices research** *(Online research 2018)*

05/10/2018

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# Introduction

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Department of Employment Affairs and Social Protection wanted to track satisfaction with Intreo centre / Branch office services across Republic of Ireland from the point of view of jobseekers.

## Research Objectives

Specifically we needed to find out over time:

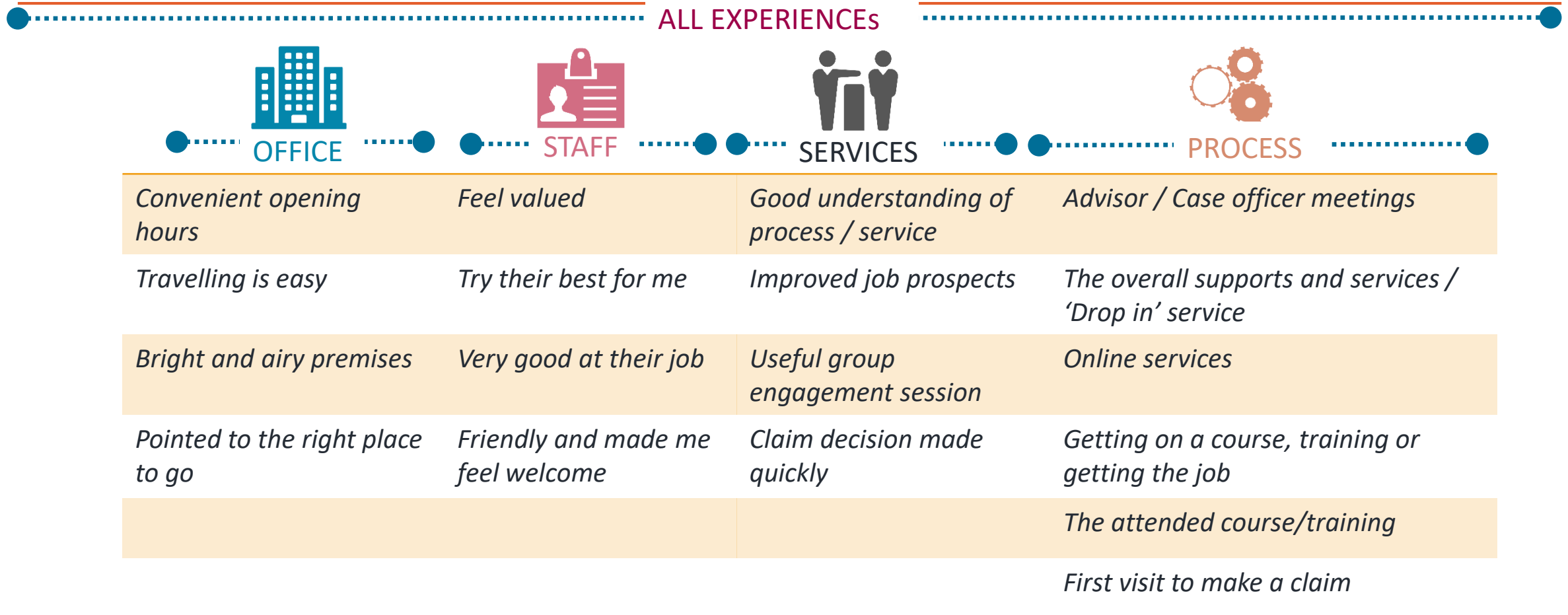
- Overall satisfaction with Intreo centre / Branch office
- Satisfaction with Intreo / Branch offices
- Satisfaction with Intreo / Branch Staff
- Satisfaction with Intreo / Branch services
- Satisfaction with Intreo / Branch processes

## The Sample:

A representative sample of jobseekers in terms of DEASP region, jobseeker type, gender, office type and office type (Intreo or Branch) were interviewed by SMS delivered online survey.

	Sample Size	Fieldwork dates
2018	606	30/04/2018 – 20/06/2018
2017 Oct	1162	23/10/2017 - 13/11/2017
2017 Apr	1564	04/04/2017 - 19/06/2017
2016	1003	27/10/2016 - 22/11/2016
2015	5820	19/10/2015 - 3/11/2015

# Touchpoints assessed



**Other:** *New – Reason for overall satisfaction/dissatisfaction score*  
*Reasons why didn't improve job prospects*  
*Comparison of services to those offered by your main bank*  
*Employment status at time of interview*

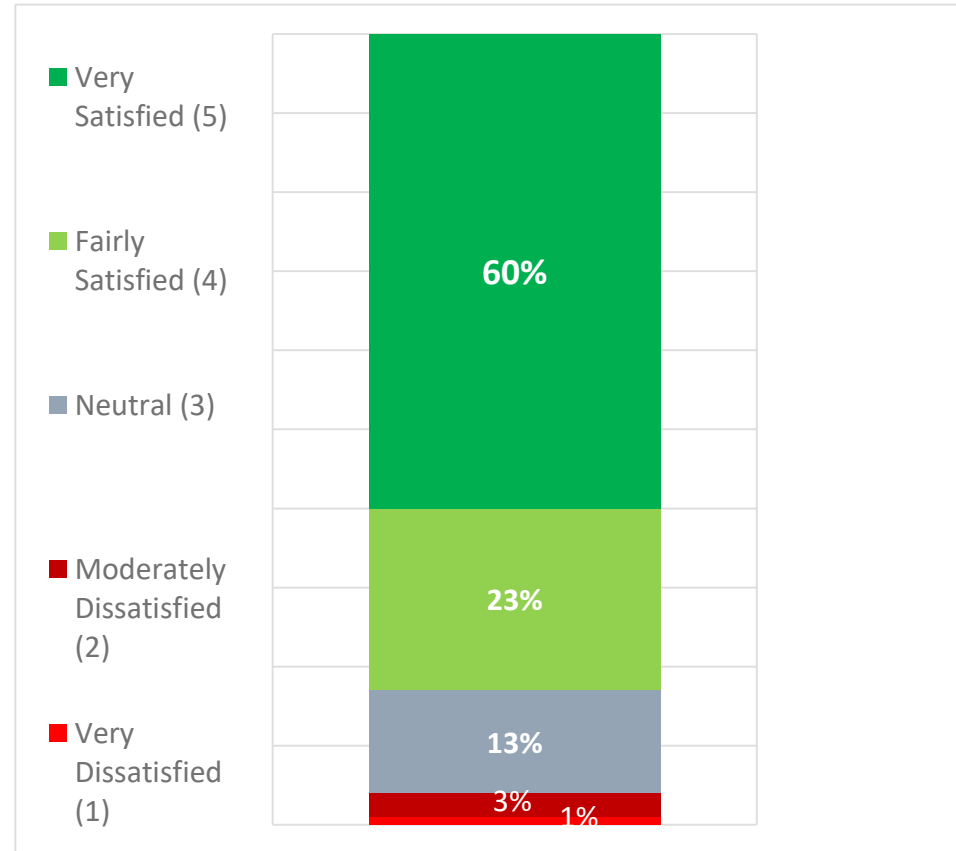
# Question wording

*Same format for all questions*

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

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

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



Mean Score: 4.38

# Sample Breakdown

	2015	2016	2017 Apr	2017 Oct	2018
<b>Gender</b>					
Male	3550 (61%)	599 (60%)	937 (60%)	588 (51%)	305 (50%)
Female	2270 (39%)	404 (40%)	627 (40%)	574 (49%)	301 (50%)
<b>Age</b>					
Under 25	1199 (21%)	207 (21%)	323 (21%)	89 (8%)	56 (9%)
25+	4621 (79%)	796 (79%)	1241 (79%)	1073 (92%)	550 (91%)
<b>Jobseeker Type</b>					
Short term	4450 (76%)	757 (75%)	1183 (76%)	863 (74%)	429 (71%)
Long term	1370 (24%)	246 (25%)	381 (24%)	299 (26%)	177 (29%)
<b>Office Type</b>					
Branch Office	1322 (23%)	231 (23%)	360 (23%)	351 (30%)	170 (28%)
Intreo Office	4498 (77%)	772 (77%)	1120 (77%)	811 (70%)	426 (72%)

	2015	2016	2017 Apr	2017 Oct	2018
<b>Region</b>					
CORK CENTRAL	493 (8%)	68 (7%)	112 (7%)	77 (7%)	31 (5%)
DUBLIN CENTRAL	781 (13%)	145 (14%)	205 (13%)	176 (15%)	74 (12%)
DUBLIN SOUTH-MID LEINSTER	825 (14%)	160 (16%)	211 (14%)	182 (16%)	77 (13%)
DUBLIN NORTH	588 (10%)	109 (11%)	201 (13%)	123 (11%)	72 (12%)
MIDLANDS	408 (7%)	80 (8%)	105 (7%)	78 (7%)	33 (5%)
MID-WEST	545 (9%)	107 (11%)	164 (10%)	93 (8%)	58 (10%)
NORTH-EAST	498 (9%)	80 (8%)	154 (10%)	112 (10%)	52 (9%)
NORTH-WEST	289 (5%)	54 (5%)	87 (6%)	35 (3%)	37 (6%)
SOUTH-EAST	629 (11%)	87 (9%)	149 (10%)	107 (9%)	67 (11%)
SOUTH-WEST	253 (4%)	46 (5%)	53 (3%)	52 (4%)	39 (6%)
WEST	488 (8%)	68 (7%)	119 (8%)	127 (11%)	66 (11%)
NA	24 (0%)	1 (0%)	0 (0%)	0 (0%)	0 (0%)

# Executive summary – Key messages

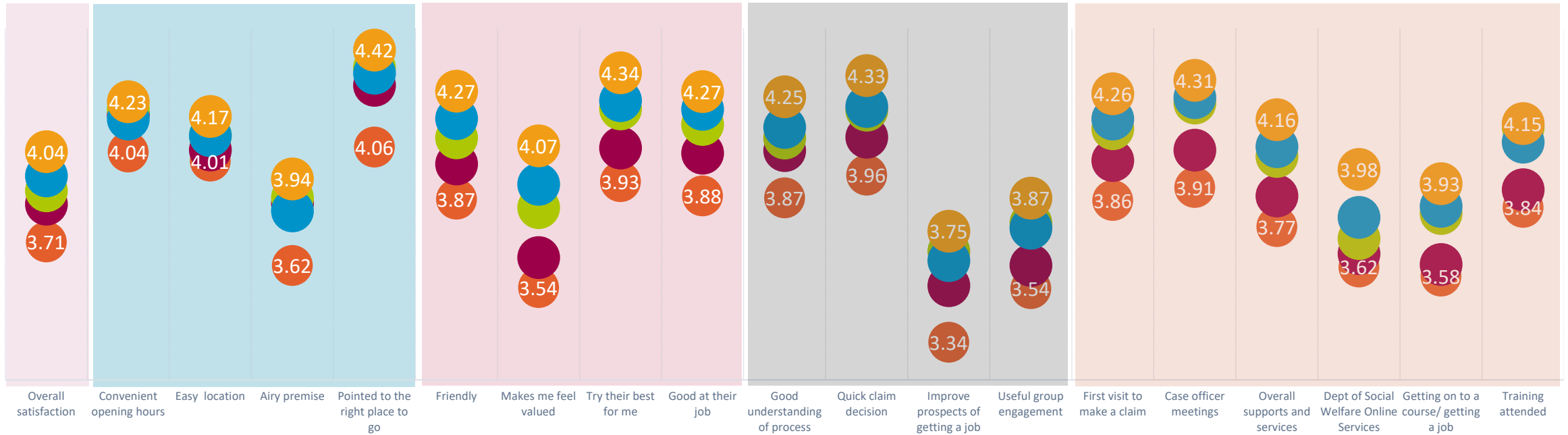
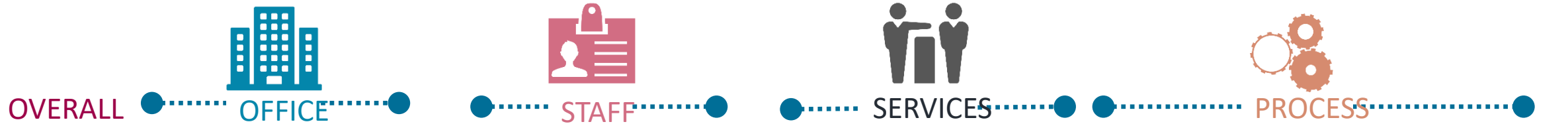
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1. Jobseekers give a **very positive** assessment of Intreo and branch offices in the first half of 2018.
  2. Already high scores continue to increase across all areas. The average overall satisfaction rating has increased from 3.71 in 2015 to 4.04 in 2018.
  3. At an average score of 4.04 out of a possible top rating of 5.0 the **overall satisfaction scores is very high.**
  4. Jobseekers ratings of staff are especially high and it is heartening to see strong increases in particular on staff making the jobseeker **feel valued.**
  5. Good news also is that one of the key improvements this year is jobseekers belief that the interaction with the Intreo/branch office has **improved their prospects of getting job.** The average rating has increased from 3.34 in 2015 to 3.75.
  6. Although improved year-on-year, rating of the **usefulness of group engagements remains low** as compared to other touchpoints.
  7. Perceived **helpful and efficient staff** as well as the **career planning and financial supports** were most likely mentions as drivers of satisfaction.
  8. Perhaps not surprising given their front line status, **staff are also a driver of dissatisfaction** when jobseekers perceive their attitude as poor or unhelpful. Other drivers of dissatisfaction are **perceived slow and poor communication and processes** and office layout leading to **queues and lack of privacy.**
  9. Almost **one third were employed at least part time** at the time of interview.
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# Results



# Overview of performance



● 2015   
 ● 2016   
 ● 2017 Apr   
 ● 2017 Oct   
 ● 2018



5820

1003

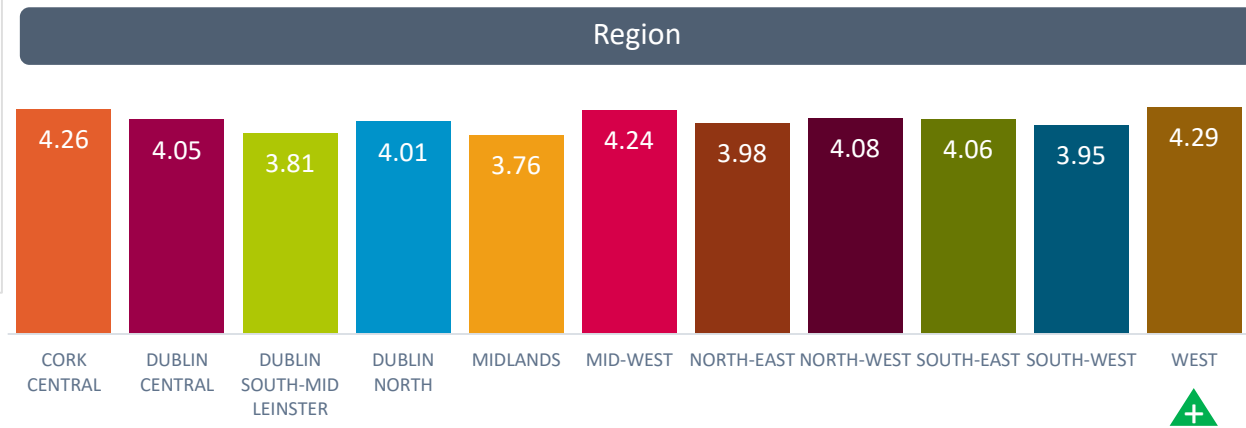
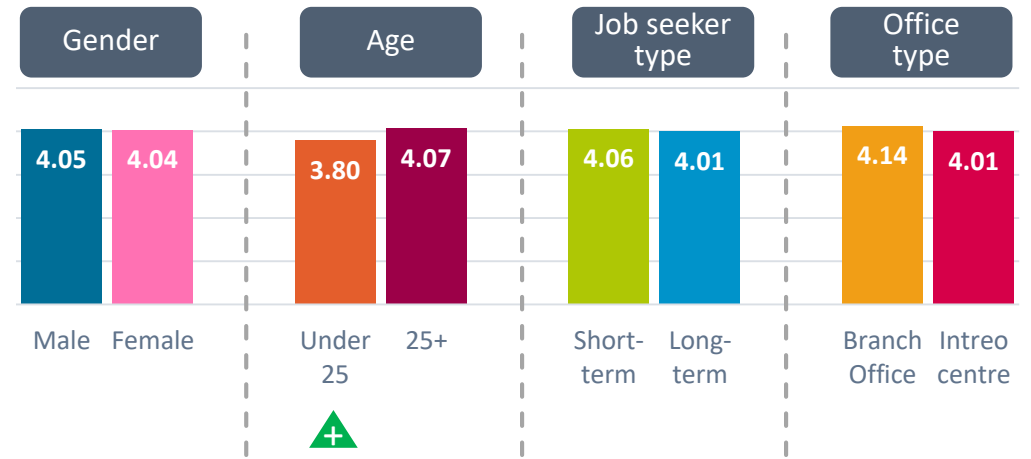
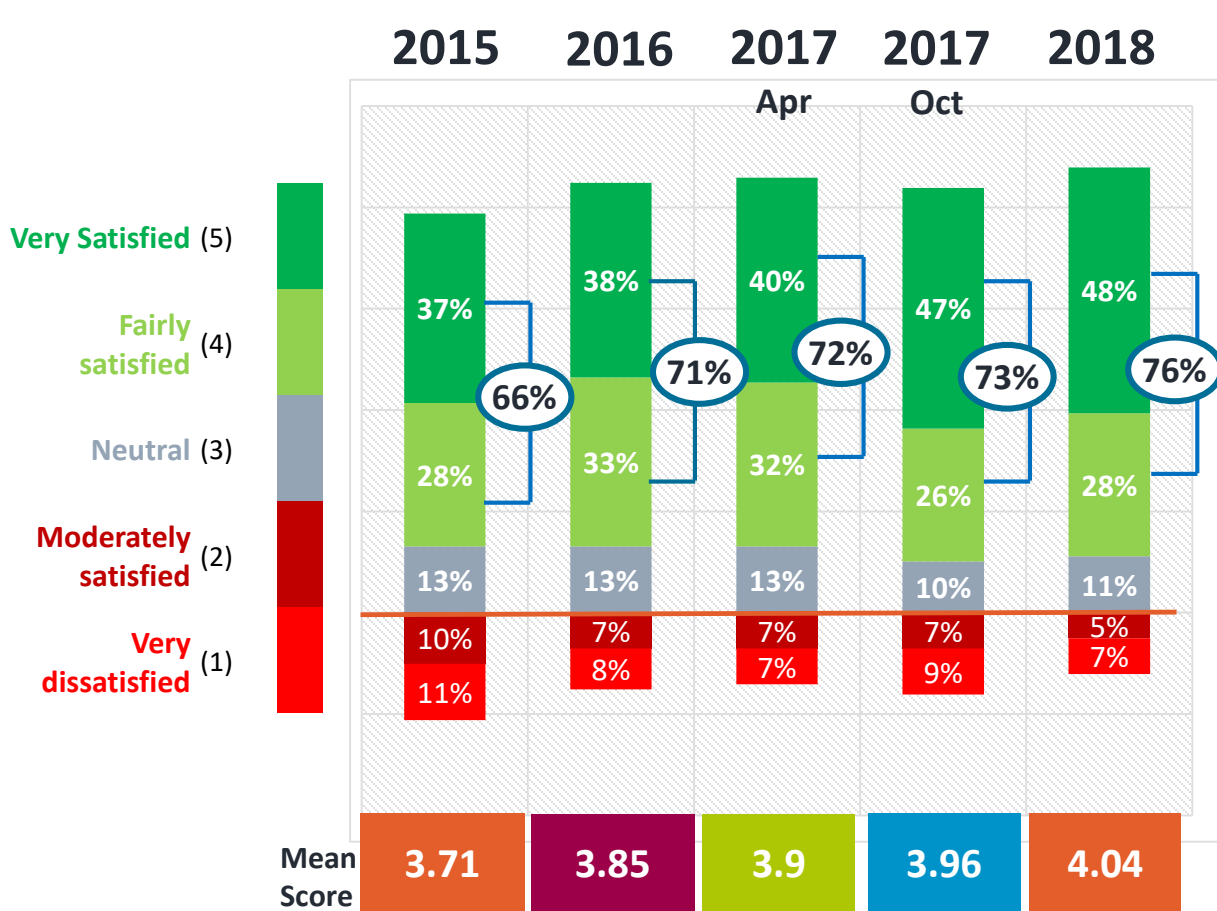
1564

1162

606

# Overall Satisfaction

Overall satisfaction has improved year on year.



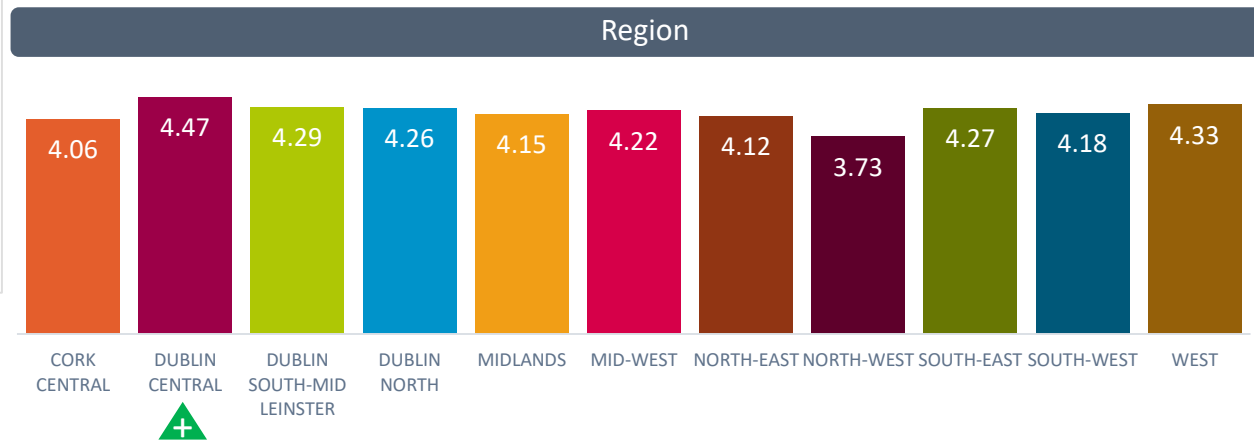
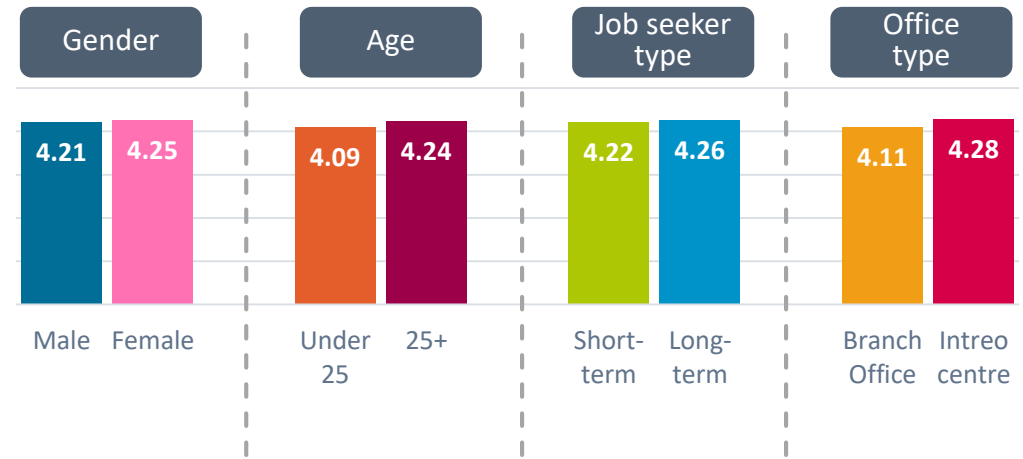
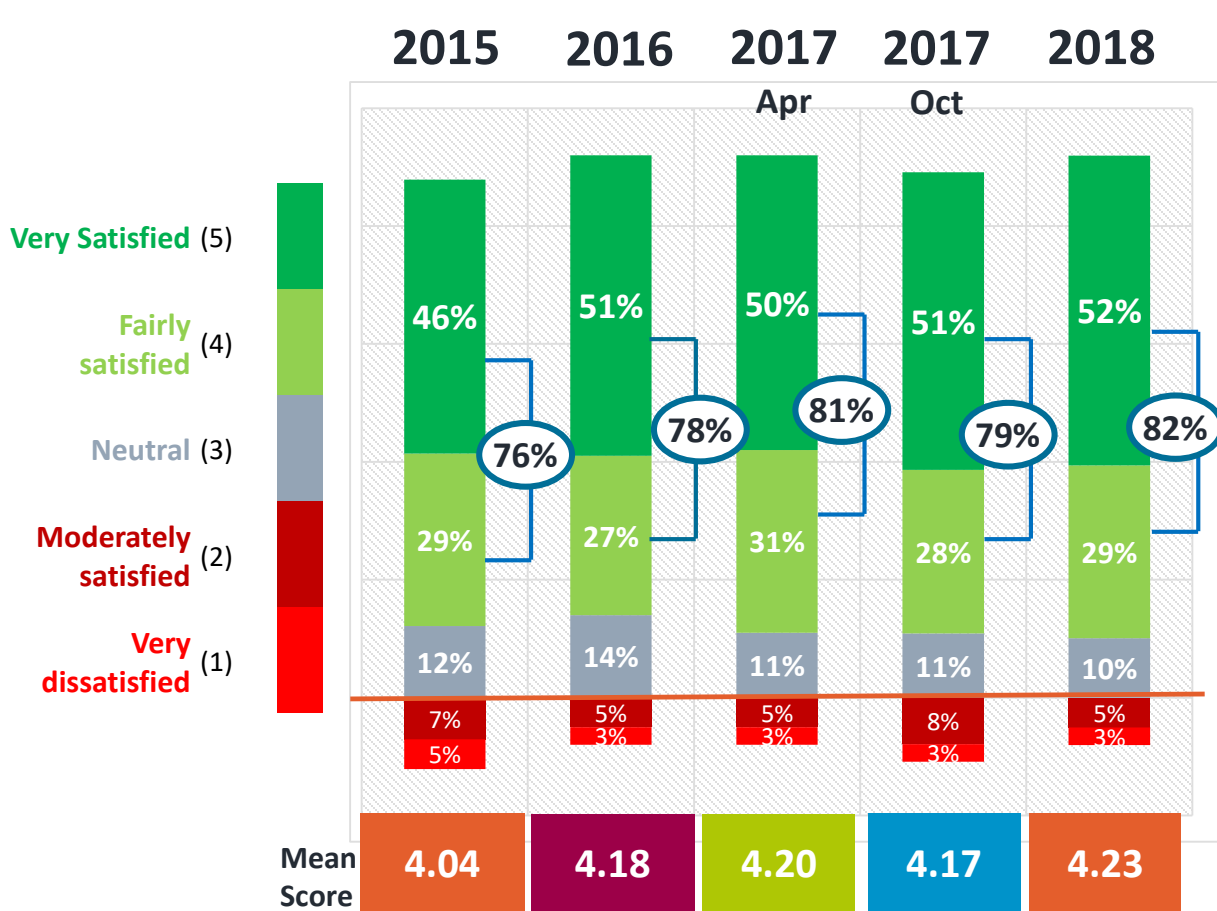
Q. Considering all your experiences with the Intreo centre/Branch office (as appropriate) and services how would you rate your overall satisfaction?

Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

# Offices

# Level of agreement with opening hours convenience

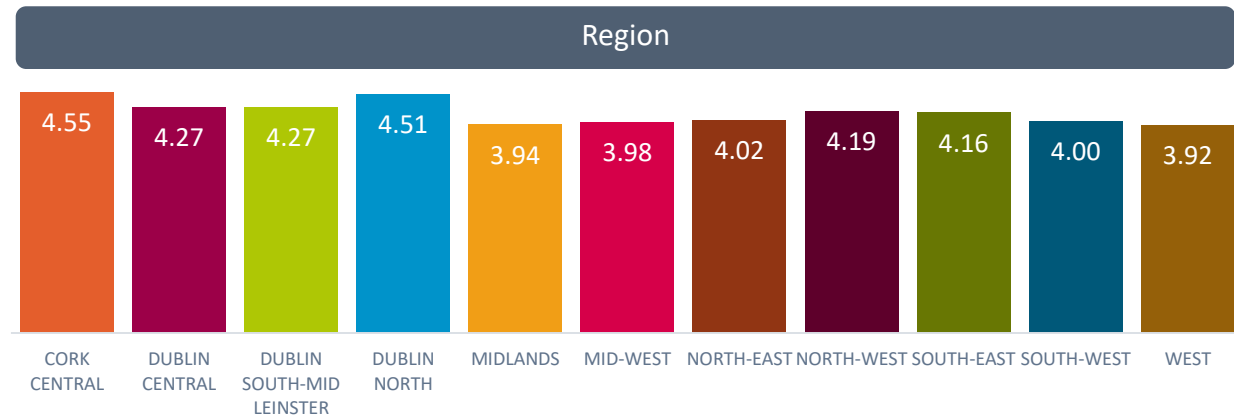
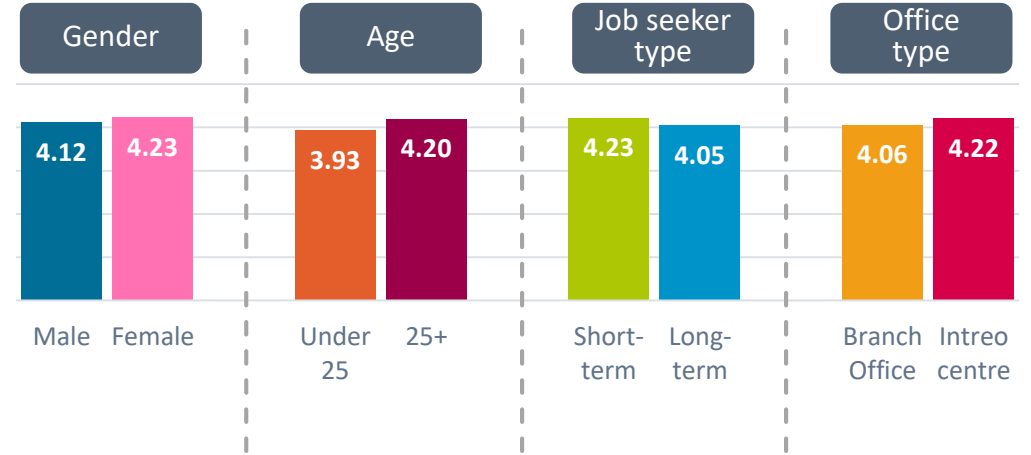
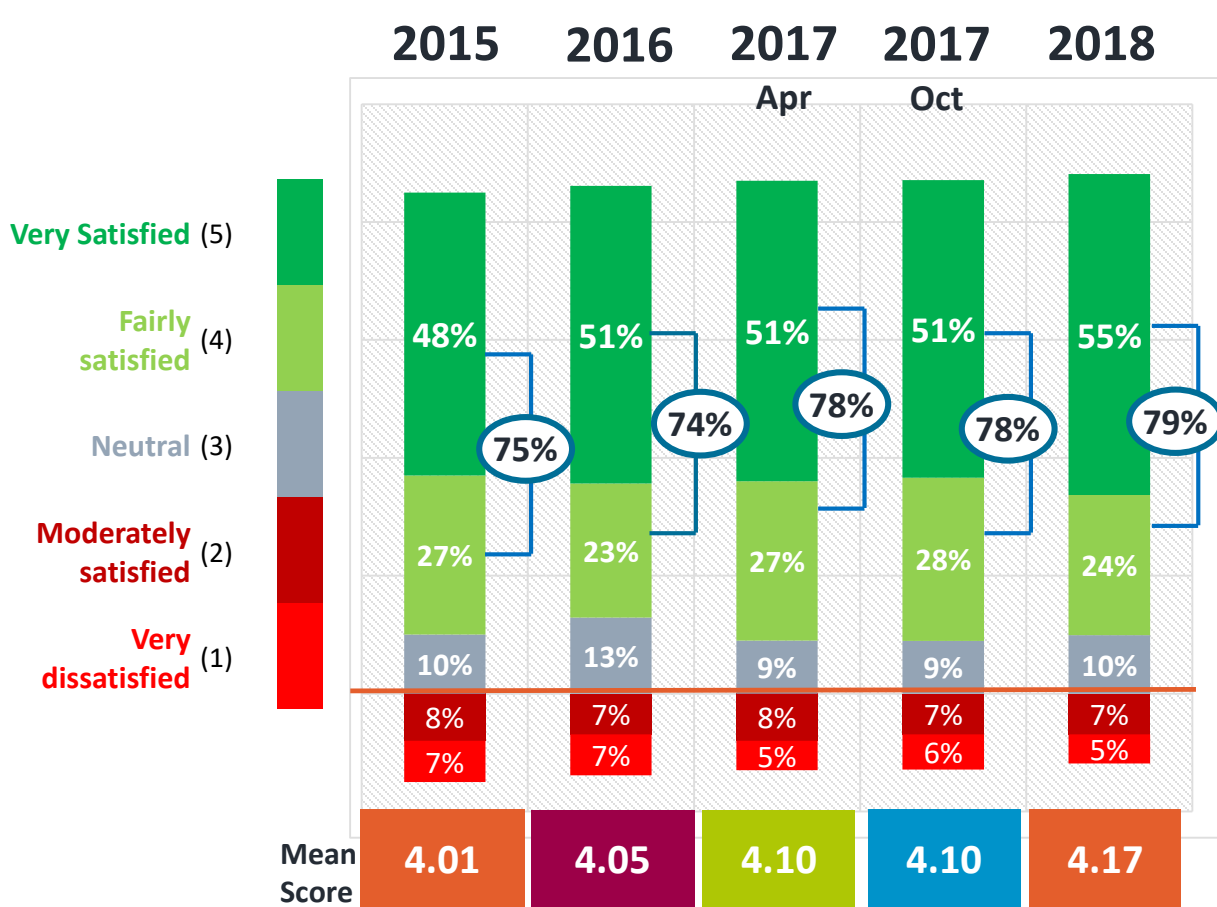
Four out of five agree that the opening hours are convenient



Q. Now thinking about the Intreo centre/Branch office. Please indicate your level of agreement with the following statements –  
The opening hours of the Intreo centre/Branch office are convenient for me

# Level of agreement with - Travelling to the Intreo centre/Branch office is easy

Majority agree that travelling to the Intreo office/Branch office is easy

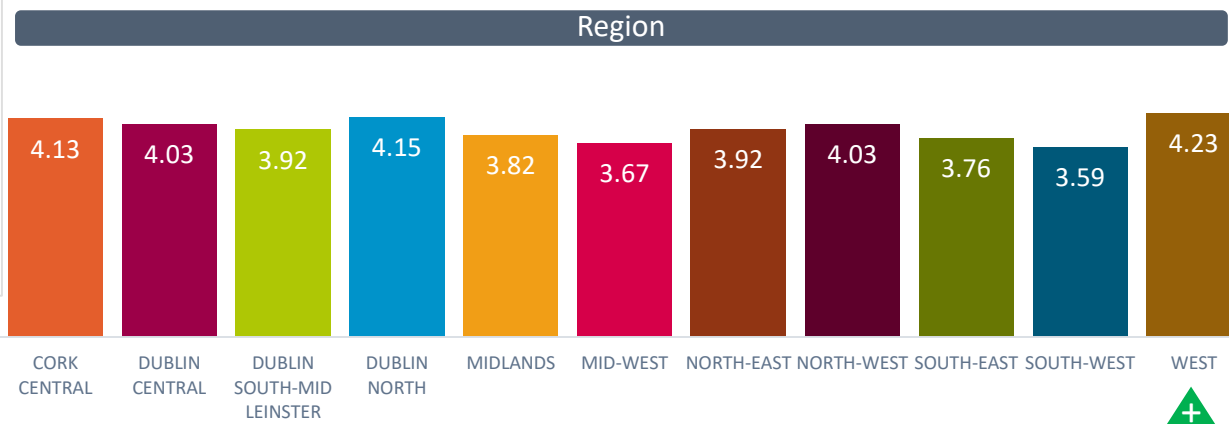
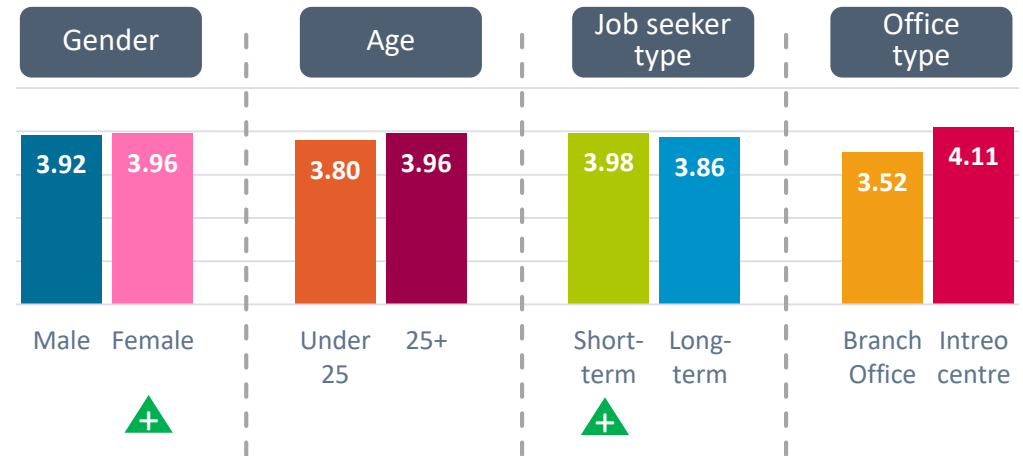
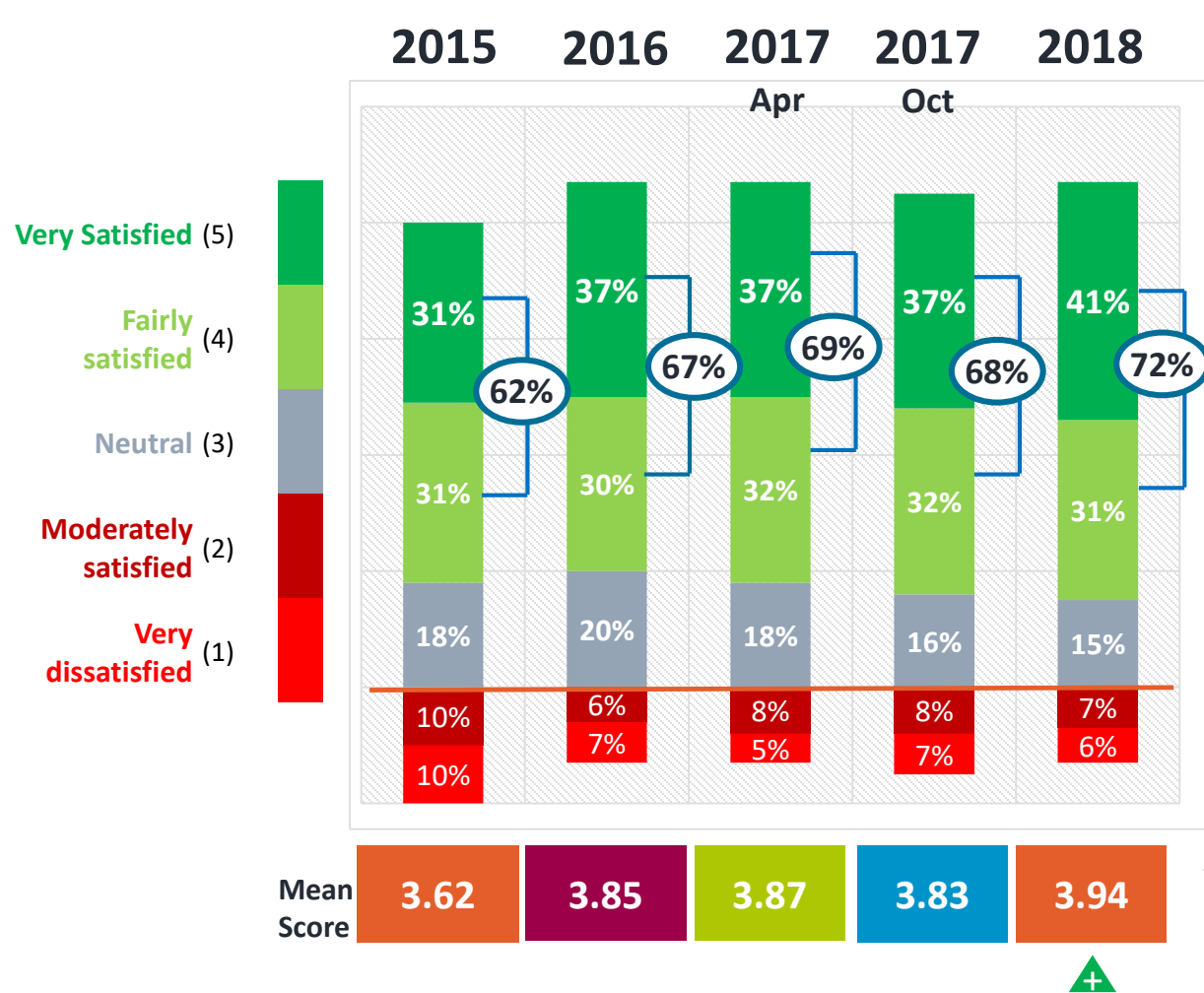


Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Now thinking about the Intreo centre/Branch office. Please indicate your level of agreement with the following statements – Travelling to the Intreo centre/Branch office is easy for me

# Level of agreement with - The Intreo centre/Branch office is bright and airy and a nice place to be

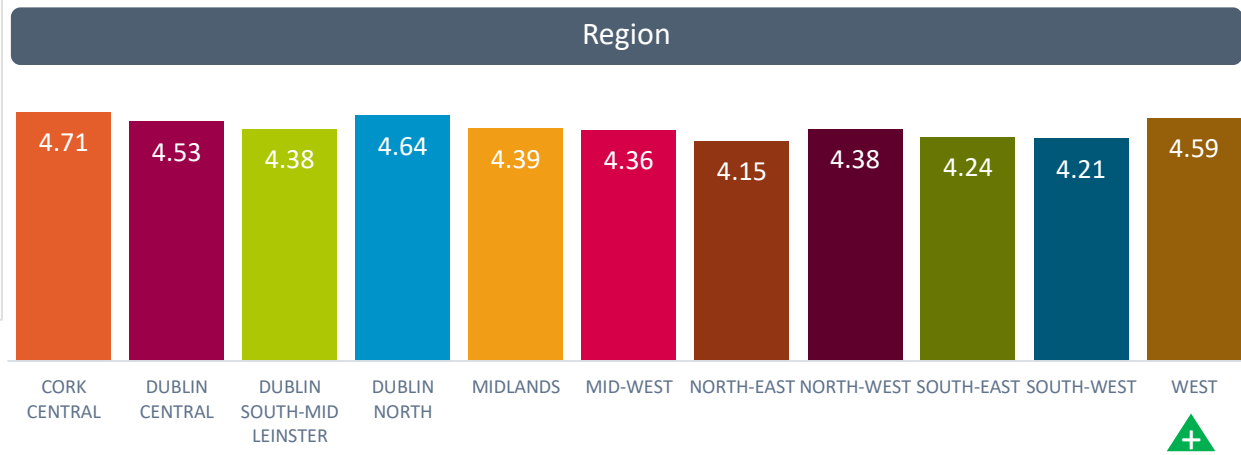
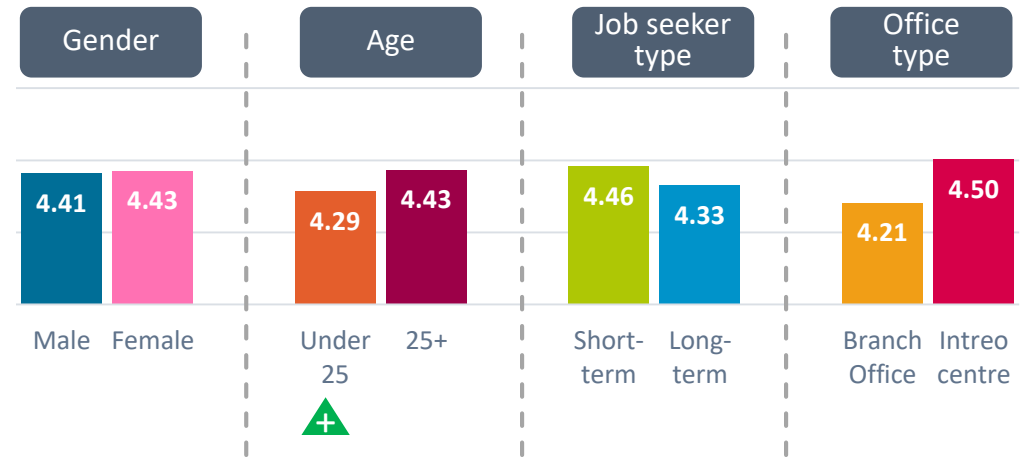
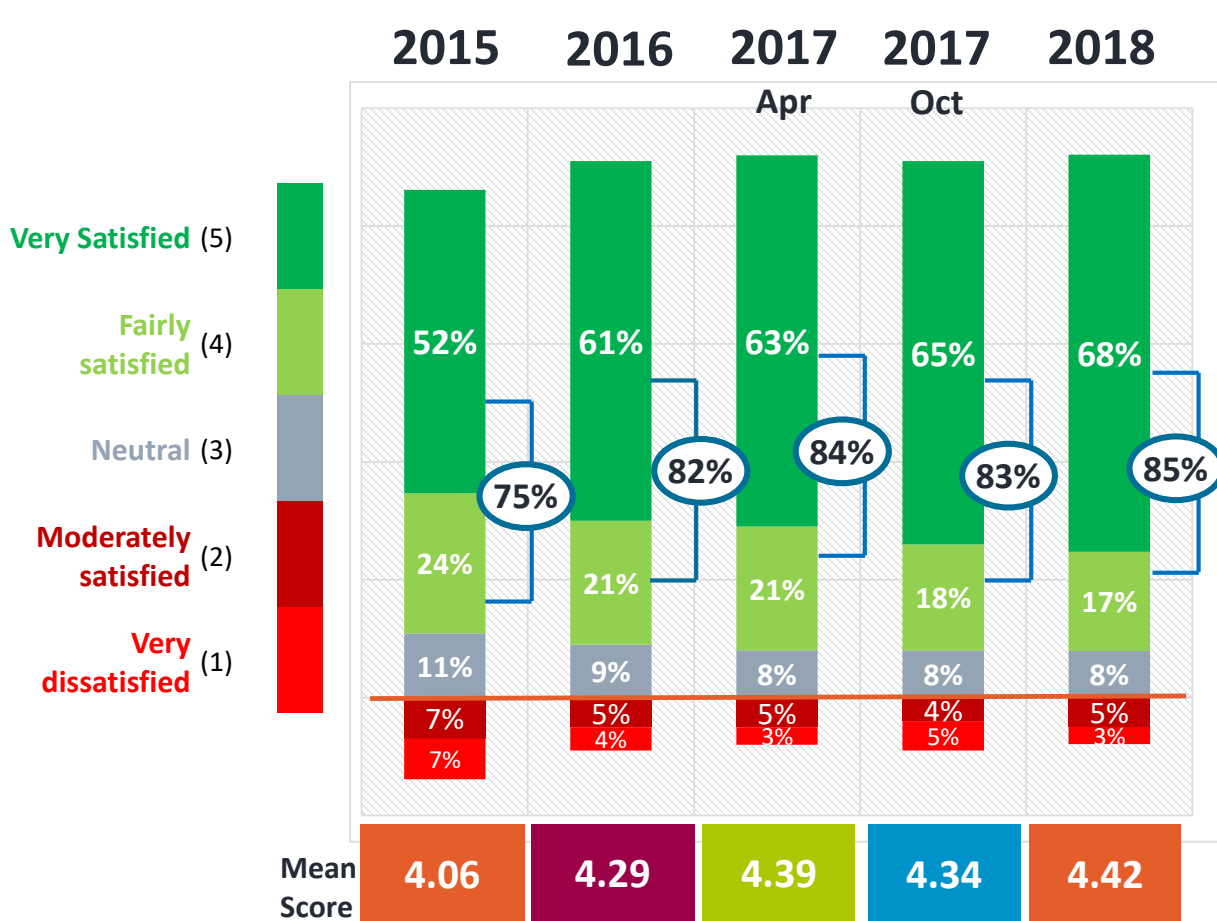
72% agree that the Intreo centre/Branch office is nice place to be



Q. Now thinking about the Intreo centre/Branch office. Please indicate your level of agreement with the following statements – The Intreo centre/Branch office is bright and airy and a nice place to be

# Level of agreement with – Pointed to the right place to go

Most (85%) also agree that they were quickly pointed to the right place to go on entering the Intreo centre/Branch office



Q. Now thinking about the Intreo centre/Branch office. Please indicate your level of agreement with the following statements –  
When I entered the Intreo centre/Branch office I was quickly pointed to the right place to go

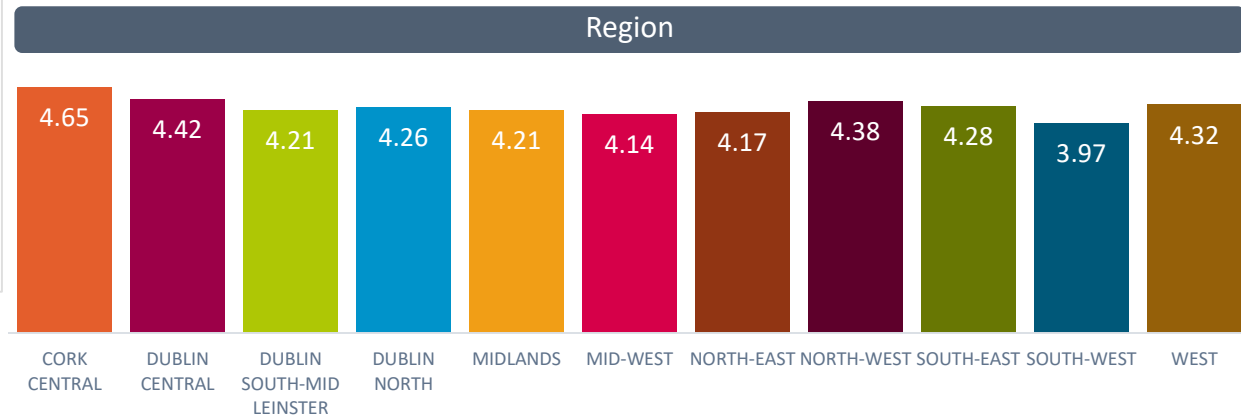
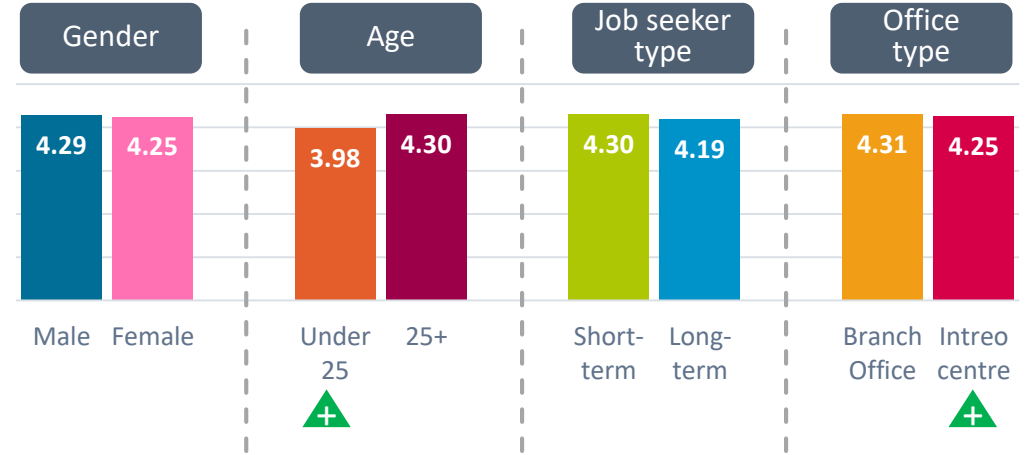
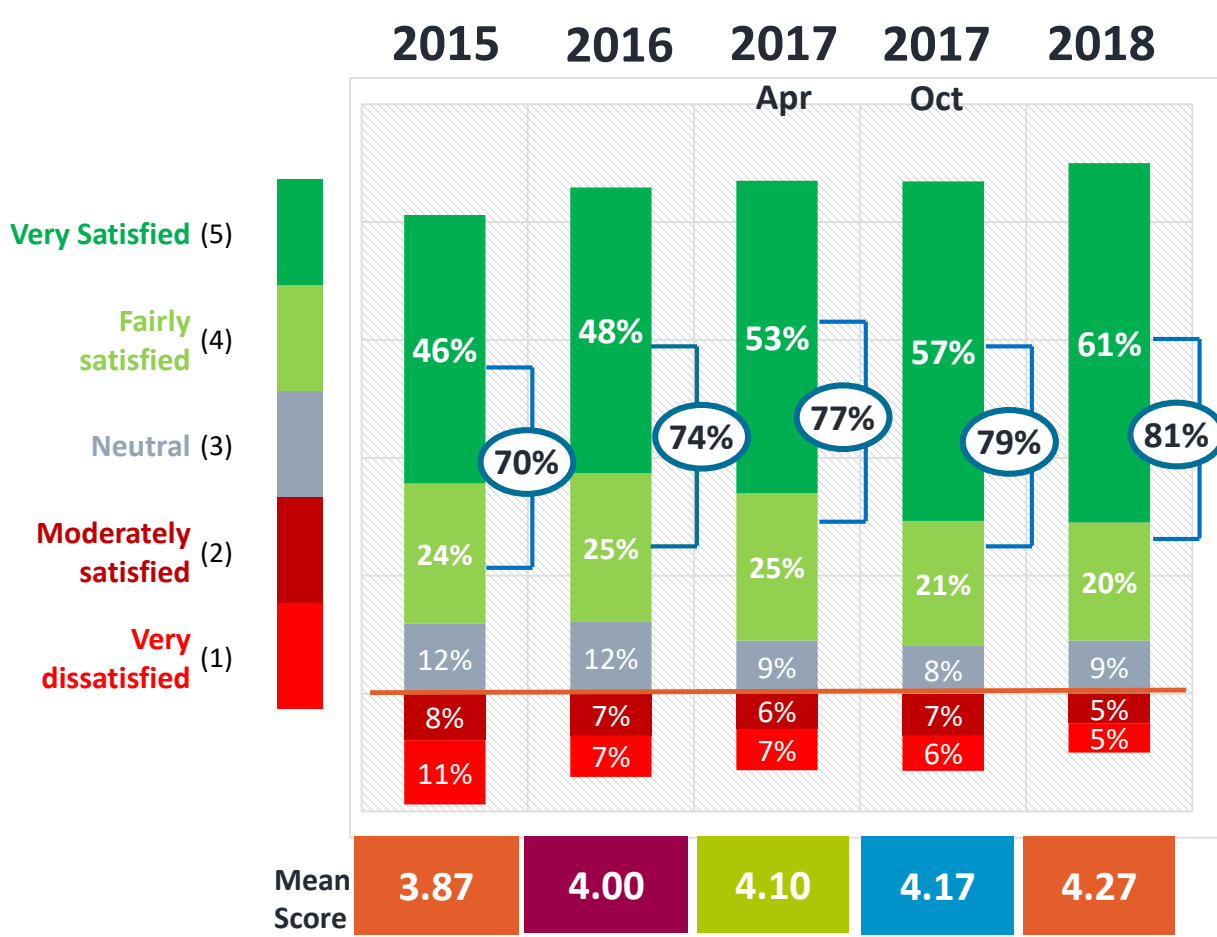
Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

# Staff



# Level of agreement with - Staff are friendly and made me feel welcome on my first visit

*Staff are seen as friendly and welcoming*

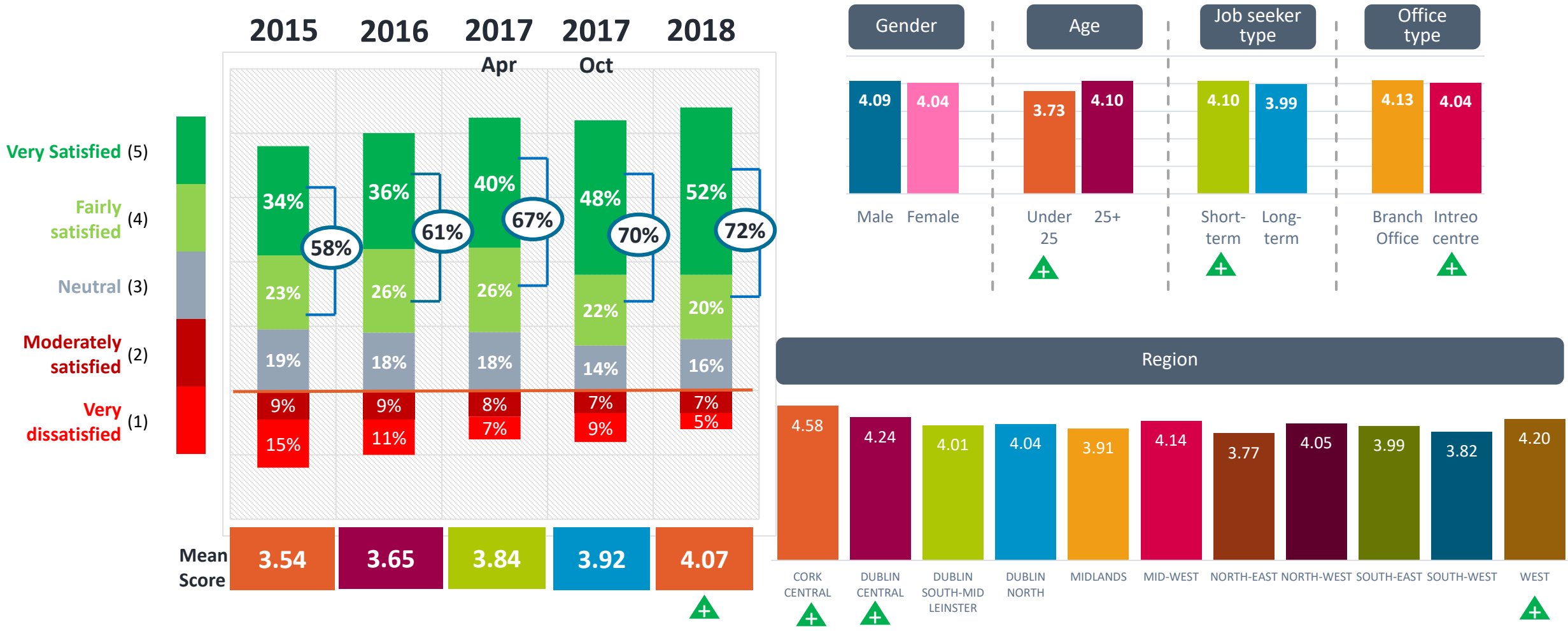


Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Now thinking about Intreo centre/Branch office staff. Please indicate your level of agreement with the following statements – Staff are friendly and made me feel welcome on my first visit

# Level of agreement with - Staff make me feel valued

Seven out of ten agree that staff make them feel valued

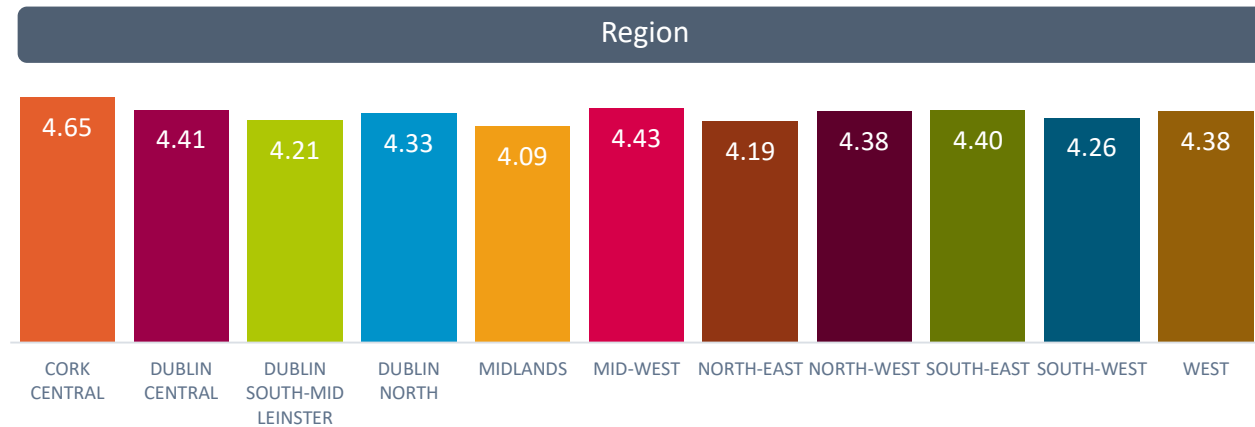
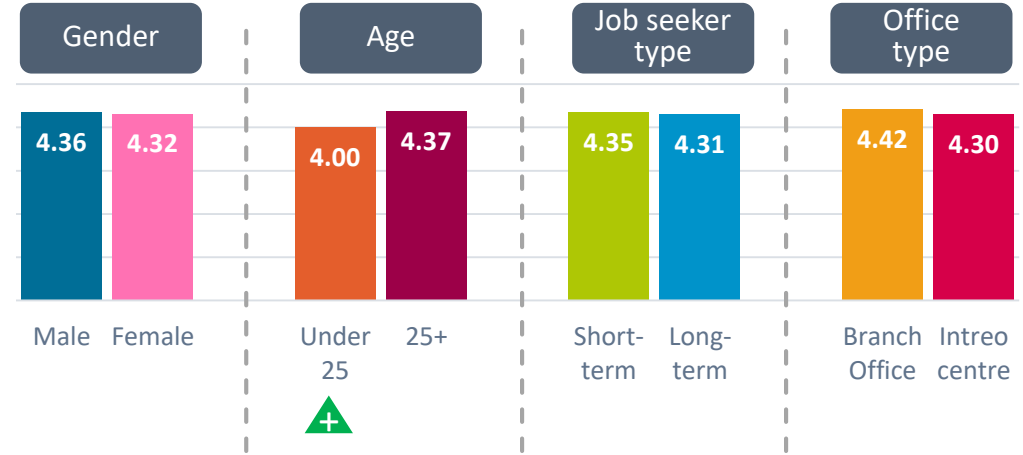
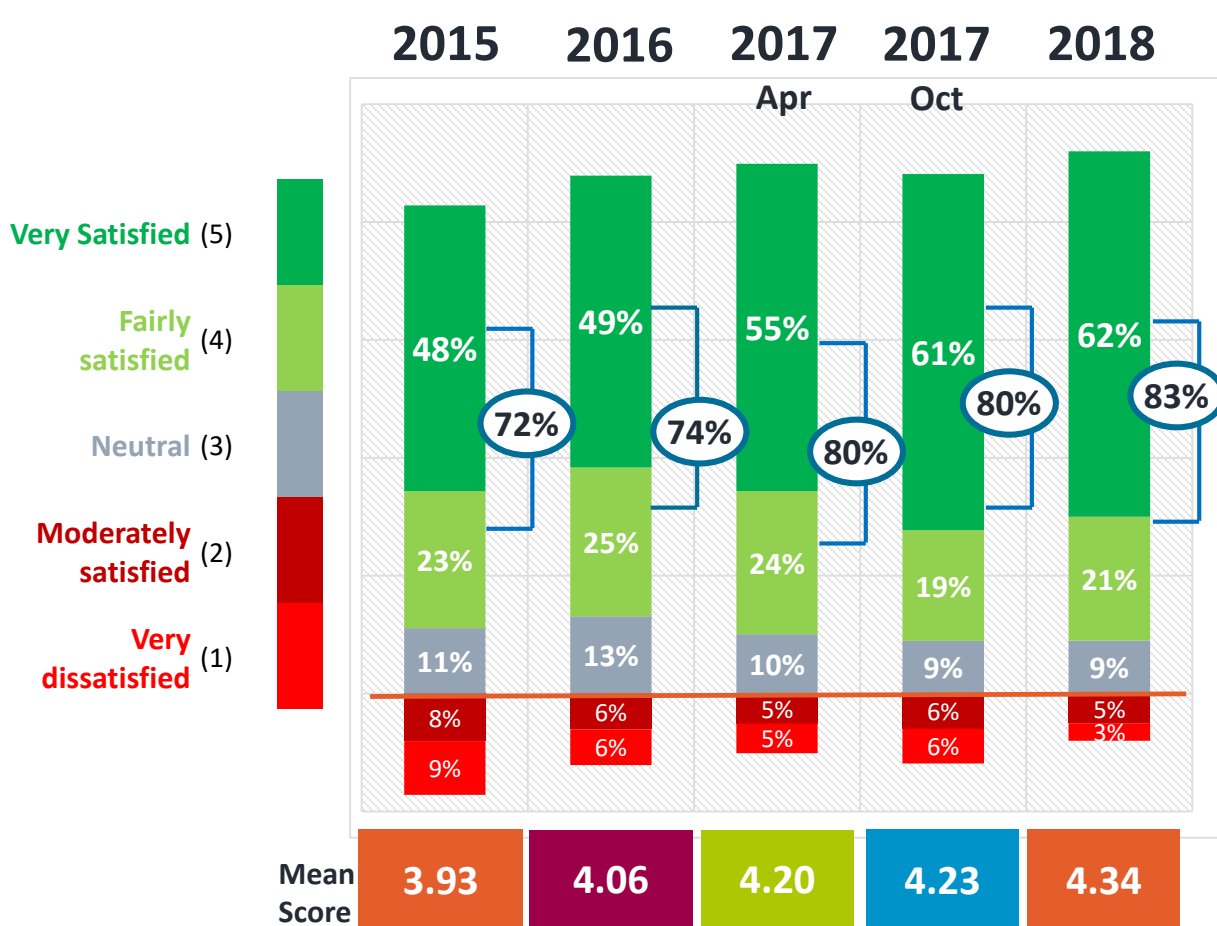


Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Now thinking about Intreo centre/Branch office staff. Please indicate your level of agreement with the following statements – Staff make me feel valued

# Level of agreement with - Staff try their best for me

Staff are rated strongly as doing their best for candidates

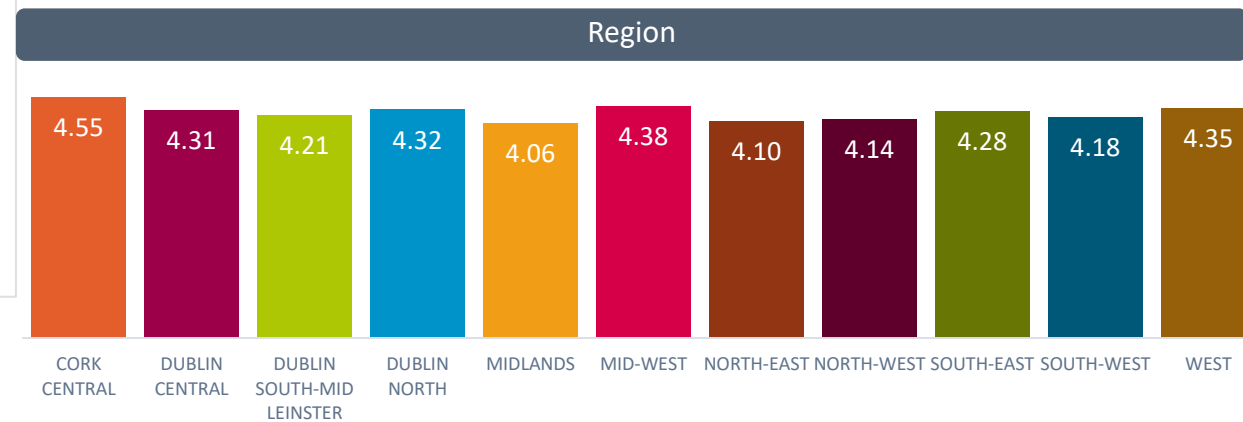
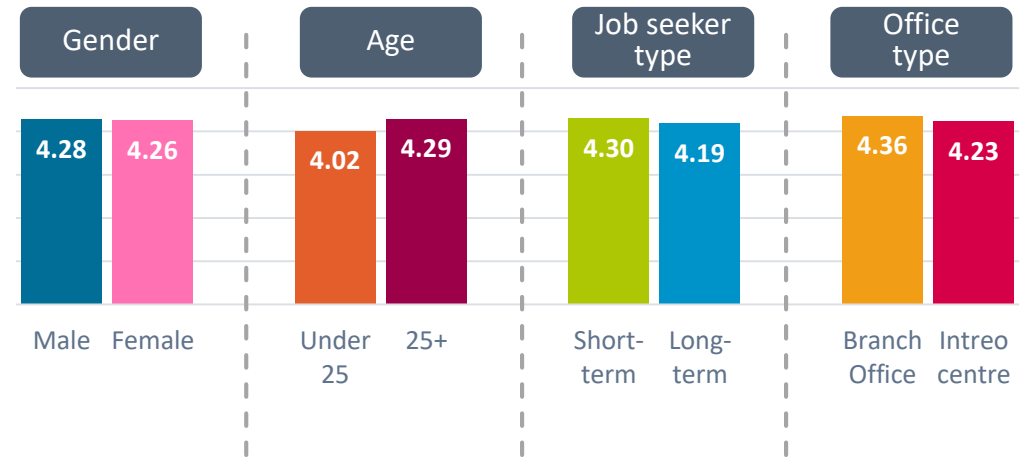
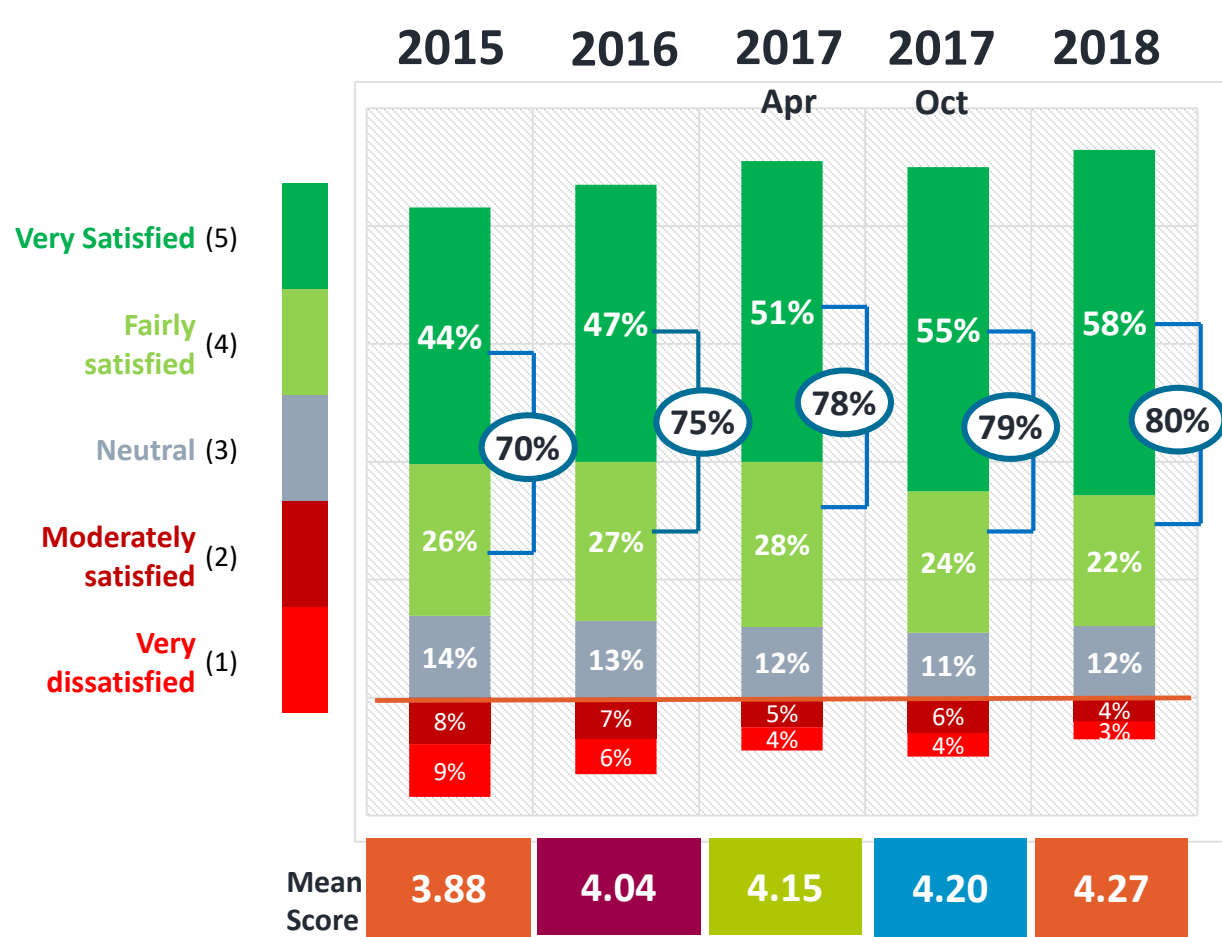


Q. Now thinking about Intreo centre/Branch office staff. Please indicate your level of agreement with the following statements – Staff try their best for me

Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

# Level of agreement with - Staff are very good at their jobs

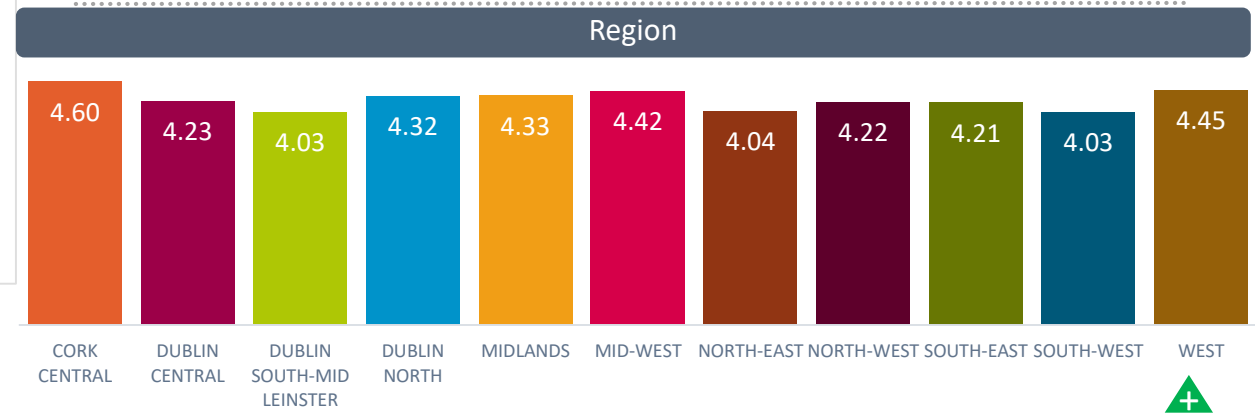
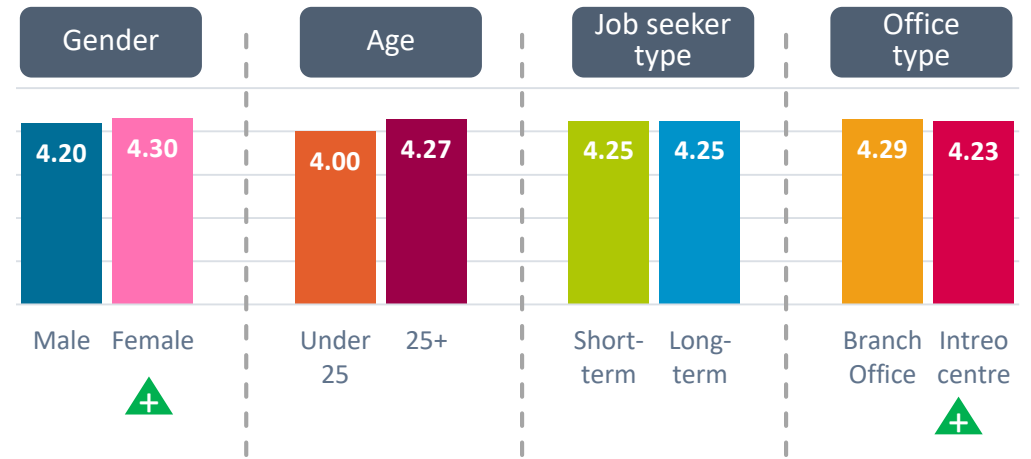
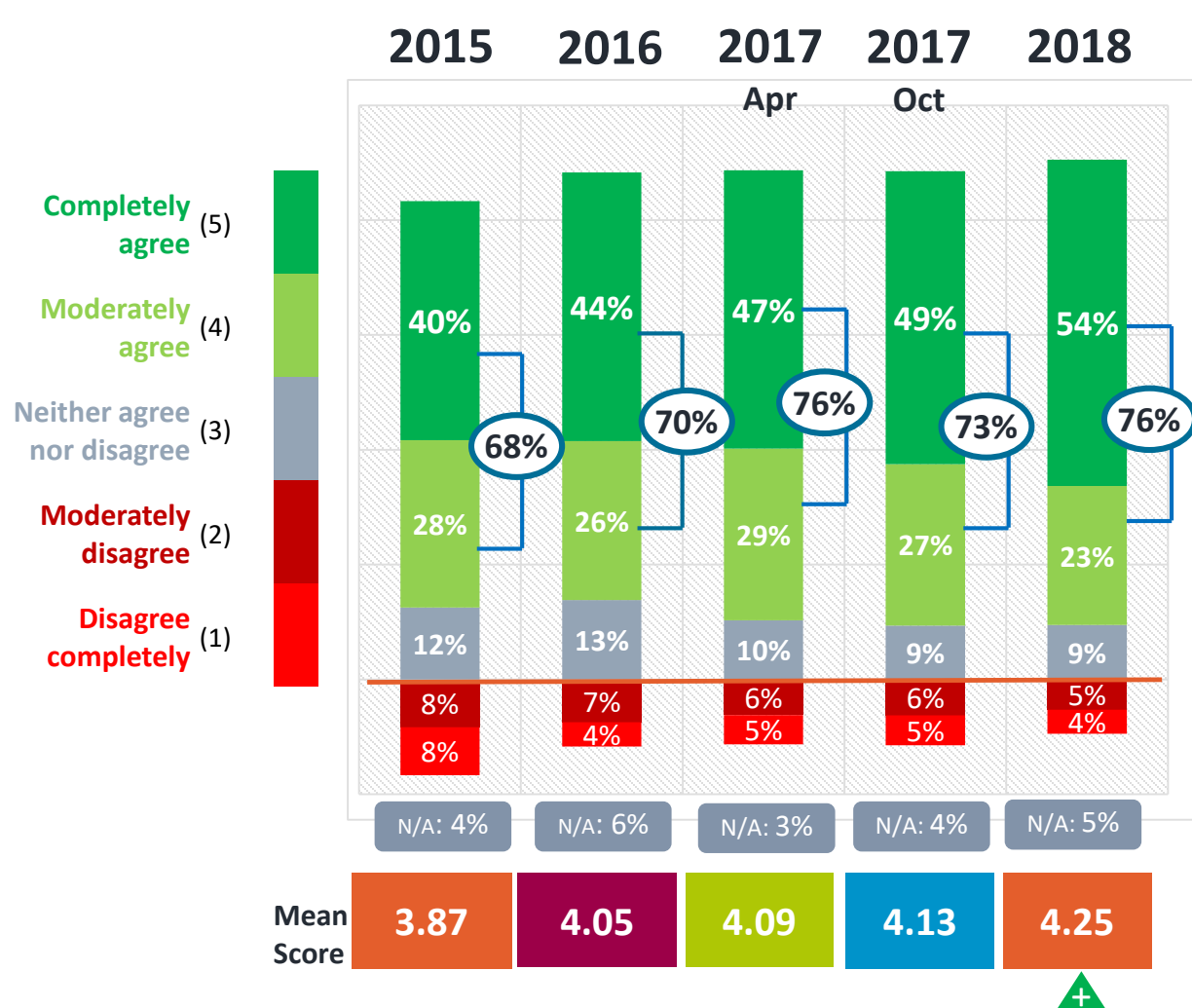
Majority agree staff are good at their jobs



# Services

# Level of agreement with - After my first visit to the Intreo centre / Branch office, I had a good understanding of the office process that I needed to follow

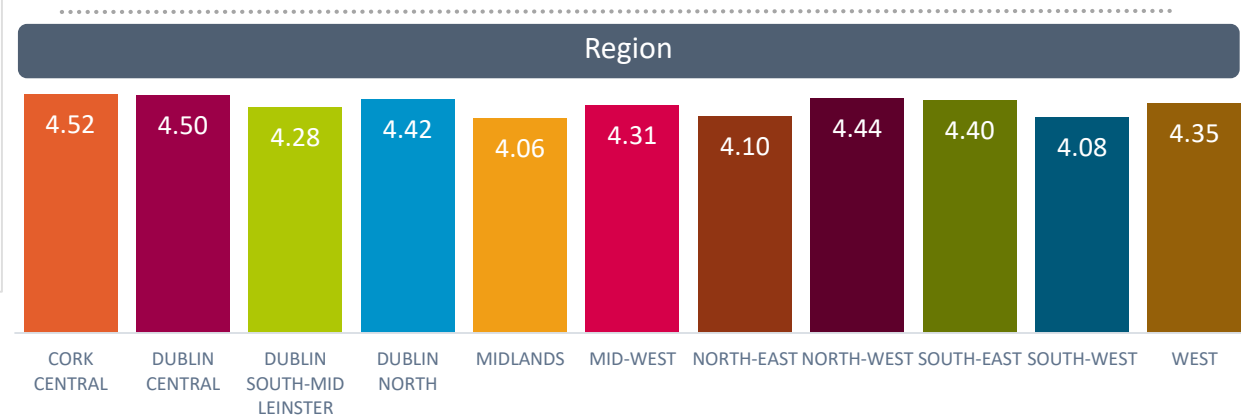
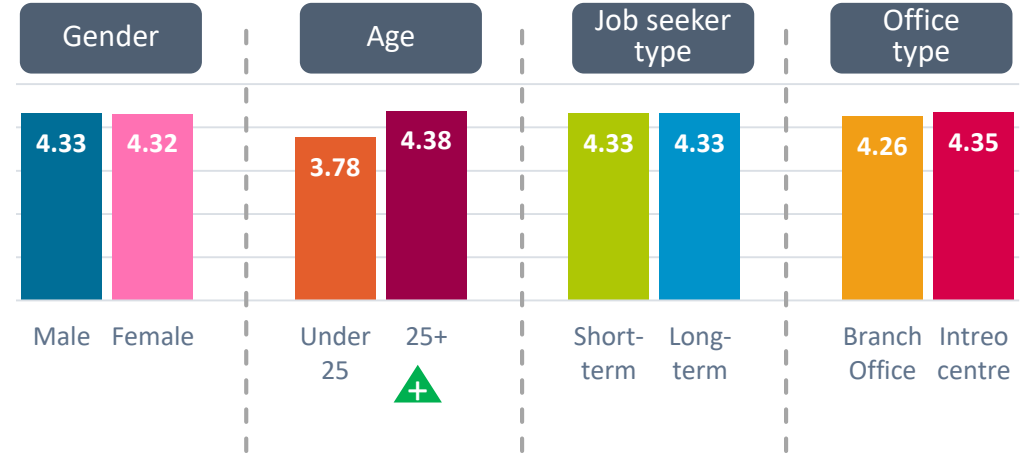
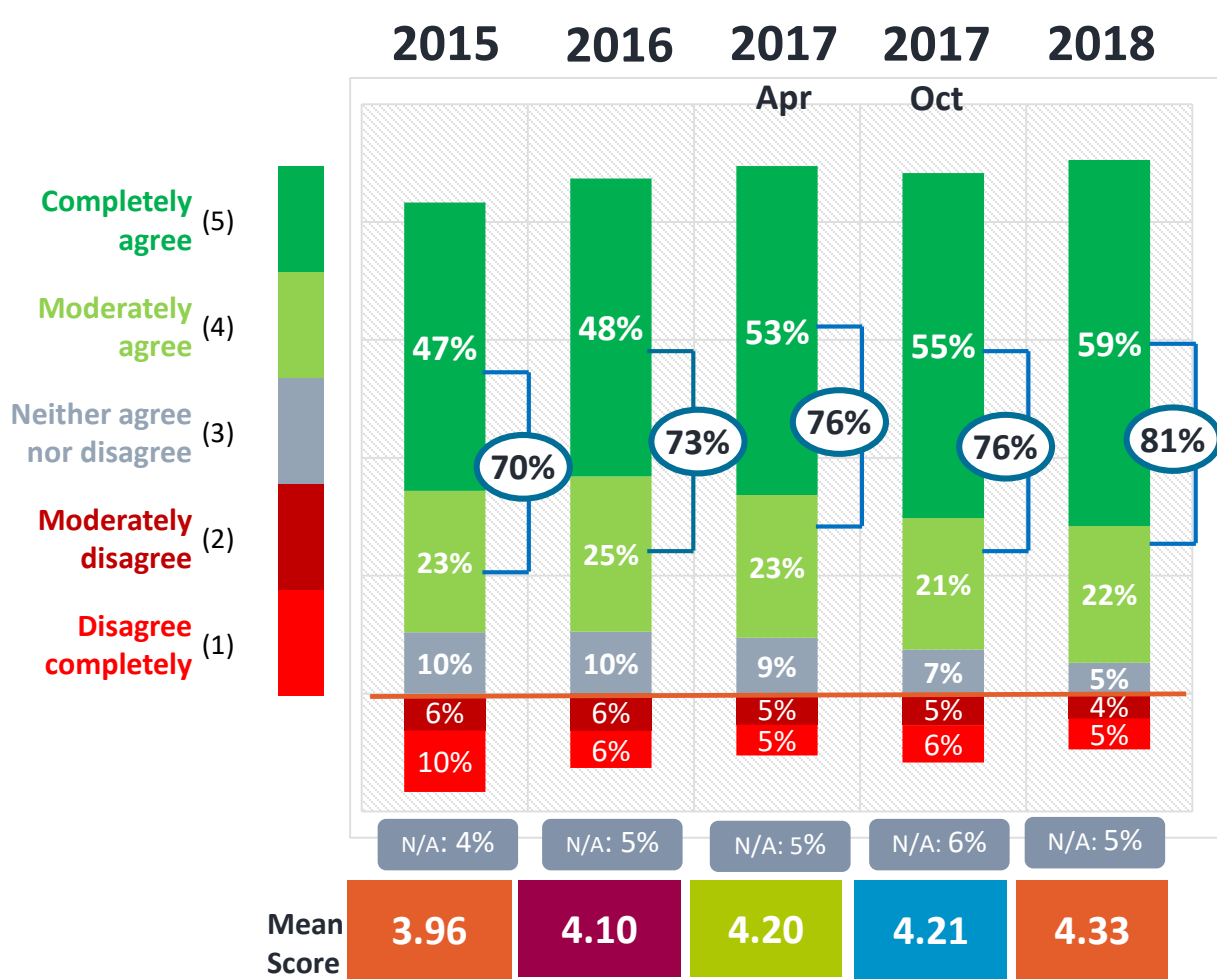
Processes are seen as easy to follow by three out of four jobseekers



Q. Can you now think about the services that you may have received at the Intreo centre /Branch office. Please indicate your level of agreement with the following statements - After my first visit to the Intreo centre/Branch office I had a good understanding of process that I needed to follow

# Level of agreement with - A decision on my jobseeker claim was made quickly

Four out of five clients agreed that the decision on their claim was made quickly

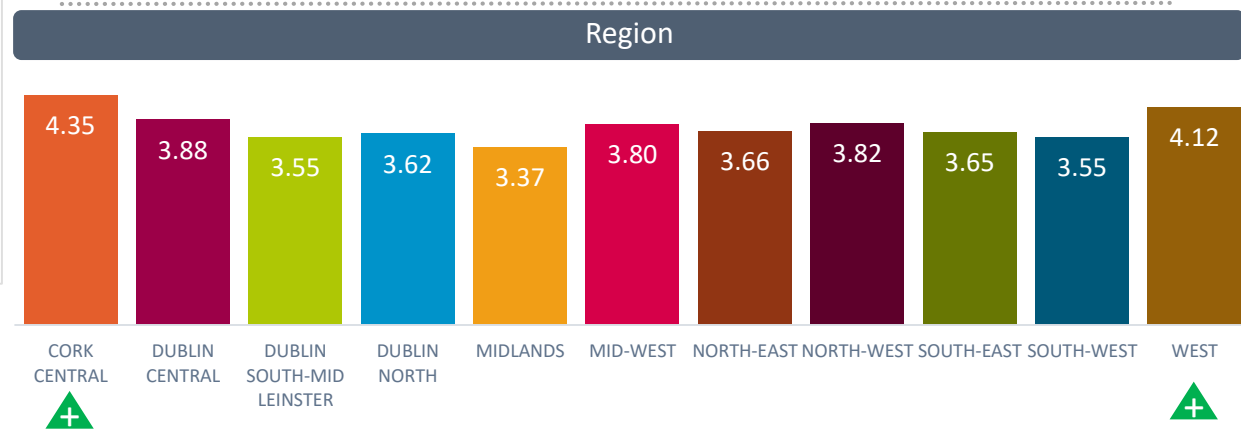
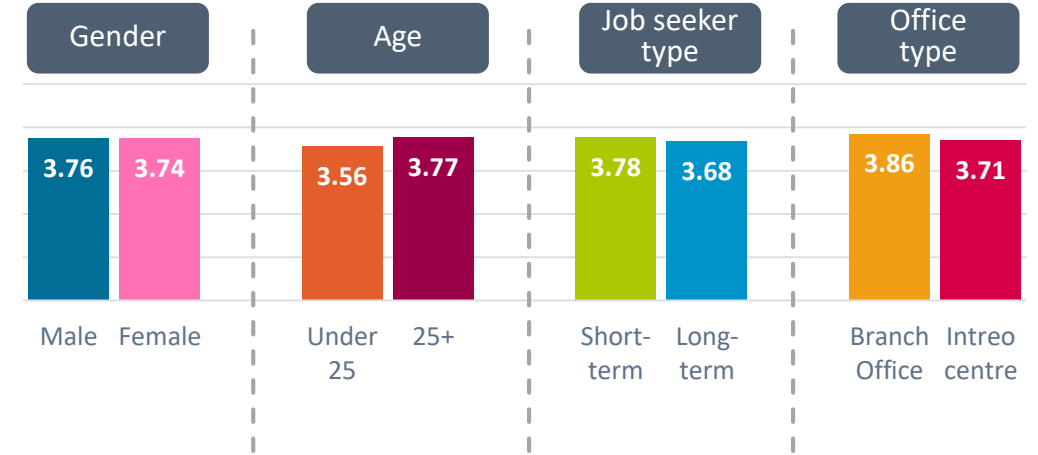
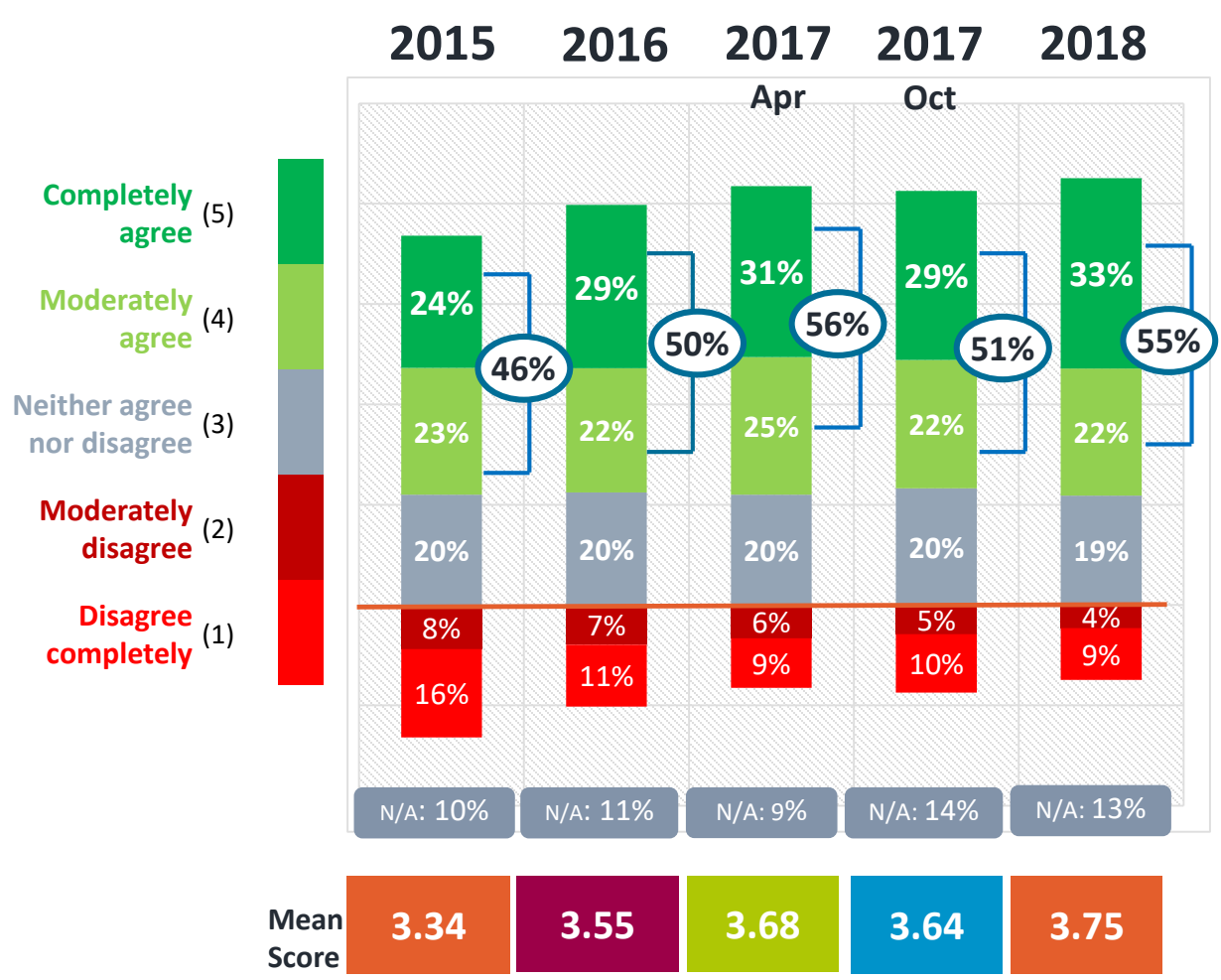


Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Can you now think about the services that you may have received at the Intreo centre /Branch office. Please indicate your level of agreement with the following statements - A decision on my jobseeker claim was made quickly

# Level of agreement with - The Intreo centre/Branch office process has helped me improve my prospects in getting a job

More than half agree that the Intreo centre / Branch office helped improve their prospects to get a job



Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Can you now think about the services that you may have received at the Intreo centre /Branch office. Please indicate your level of agreement with the following statements - The Intreo centre/Branch office process has helped me improve my prospects in getting a job

2018 © W5



# 13% of jobseekers rated Intreo / Branch office poorly (1 or 2 score) in terms of improving prospects to get a job

*Reasons given for experience falling below expectations included:*

I fall outside of the profile of job seeker and moved forward myself as I have third level qualifications and found I was better equipped to job search myself.

They help me in practical why how to find new ways of getting a job. How to improve my English. They were very encouraging. I felt comfortable.

I'd love a job, I don't want to do a course. I find it very hard

I was put in a computer course that I was way over experienced for. I could have taught the class myself.

As I'm trying to get good experience and new work skills in my part time job, I'm not prepared or ready to attain a new job until I've built up enough employment hours and confidence in my current post.

Very little support in helping finding employment combined with a awful website.

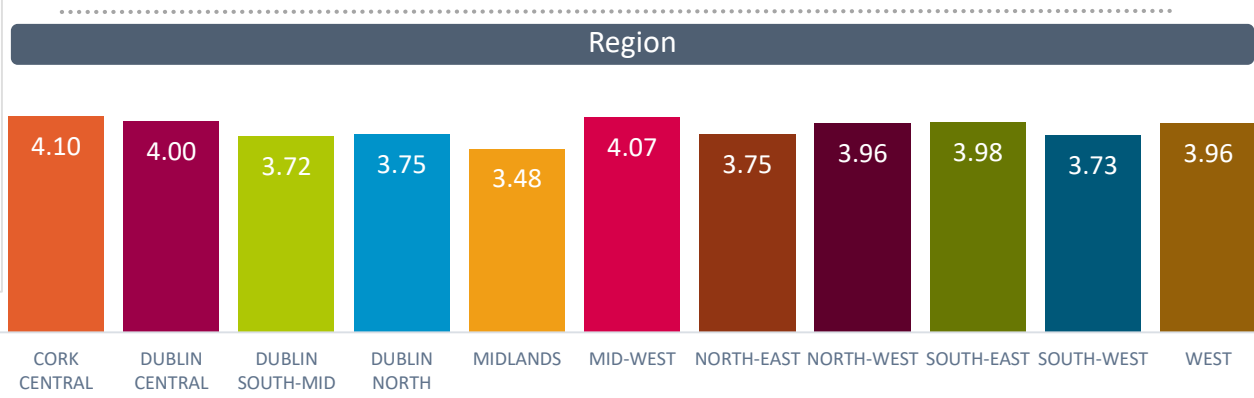
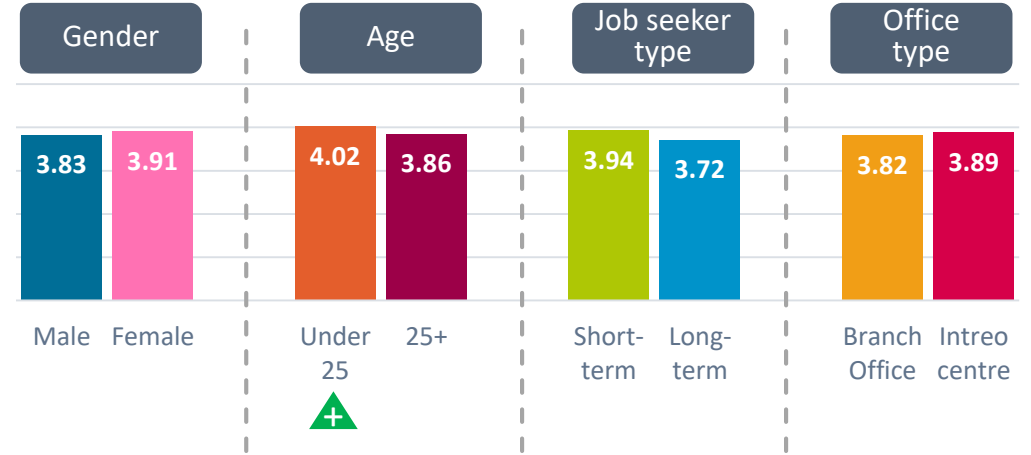
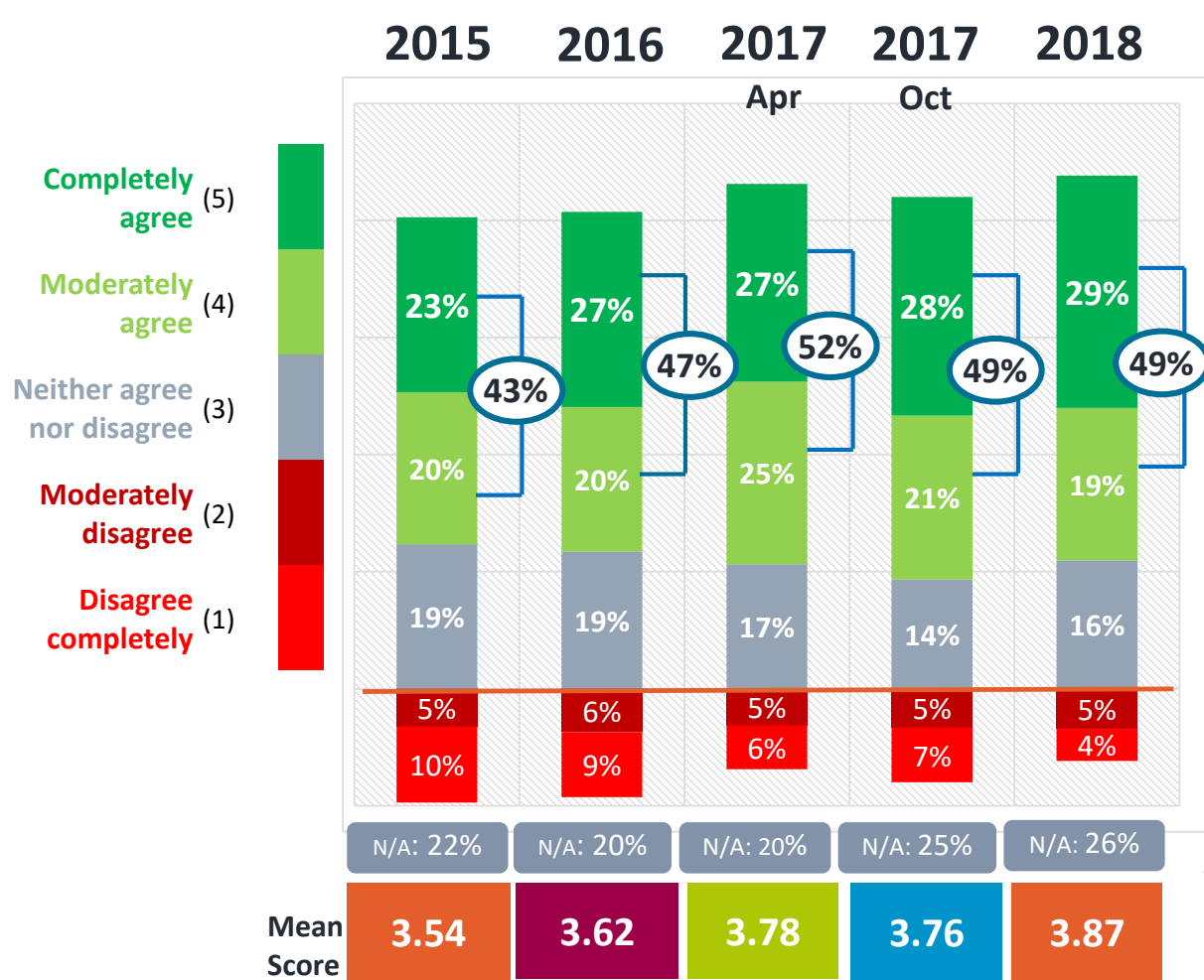
When I reached the age of 62 all courses were dropped.... age should not matter

At this time I'm taking a full time course offered from social welfare, that could help a great chance for me to get a job.  
**THANK YOU.**

They need some time to listen to the customer, not imposing what they see as good for you & have a respectful conversation with the customer by not treating somebody like a child

# Level of agreement with - I found the group engagement session useful for understanding my options

One out of four said they hadn't had a group engagement session but those who did, have found it useful

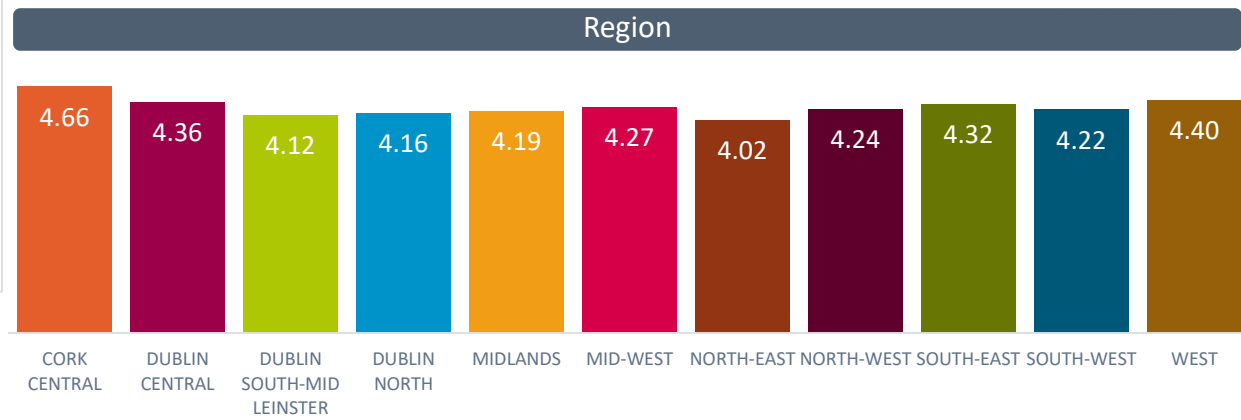
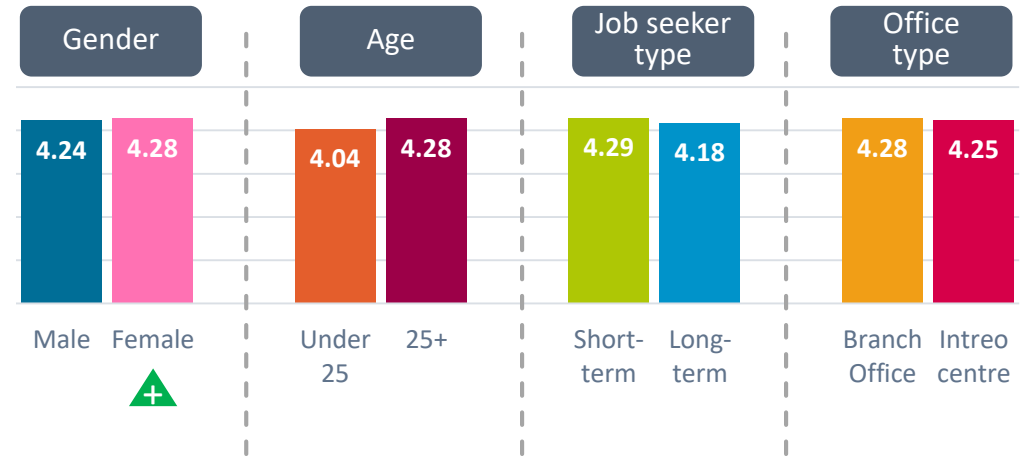
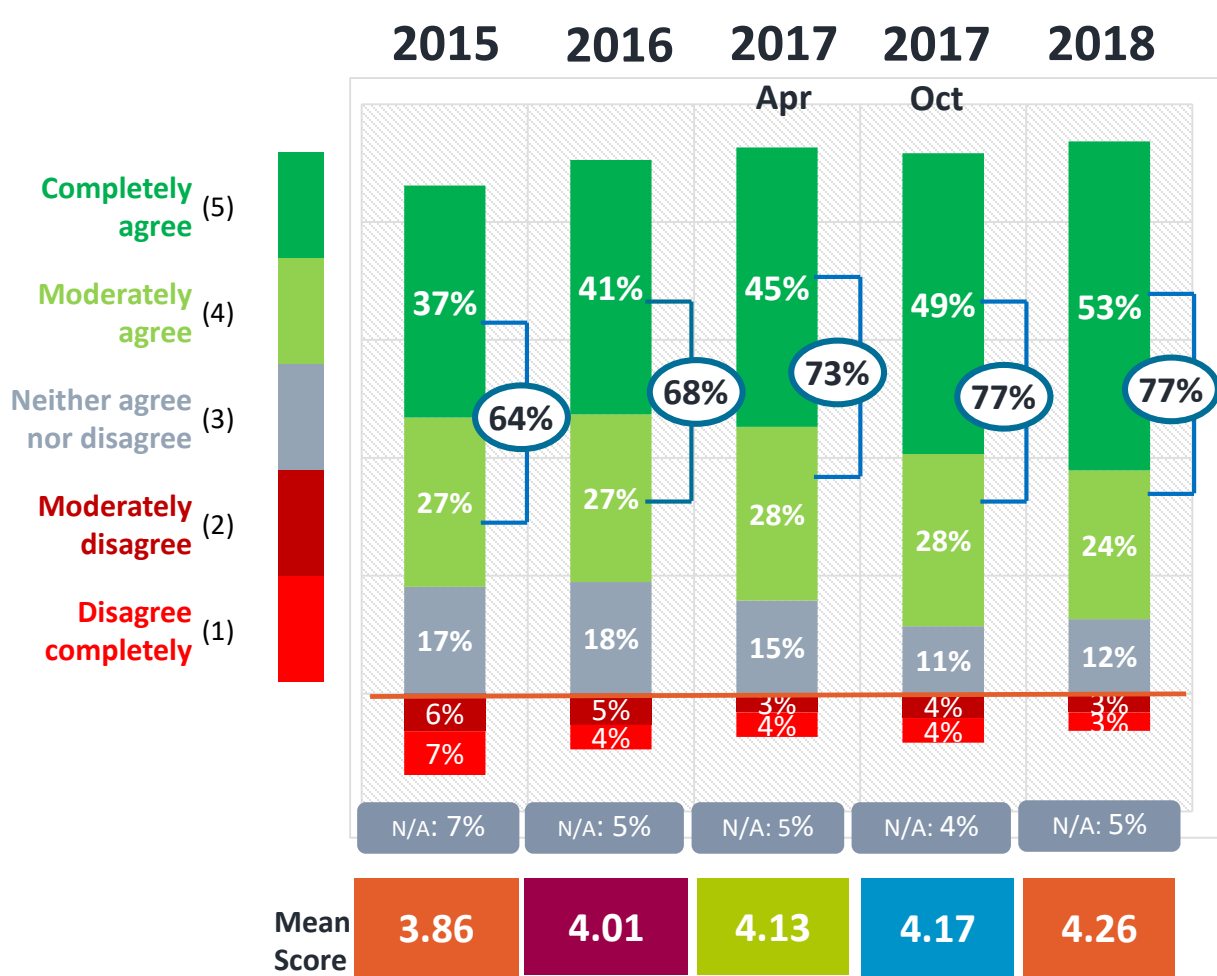


Q. Can you now think about the services that you may have received at the Intreo centre /Branch office. Please indicate your level of agreement with the following statements - I found the group engagement session useful for understanding my options

# Processes

# Level of satisfaction with - First visit to Intreo centre/Branch office to make a claim

Most (77%) were satisfied with their first visit to make a claim

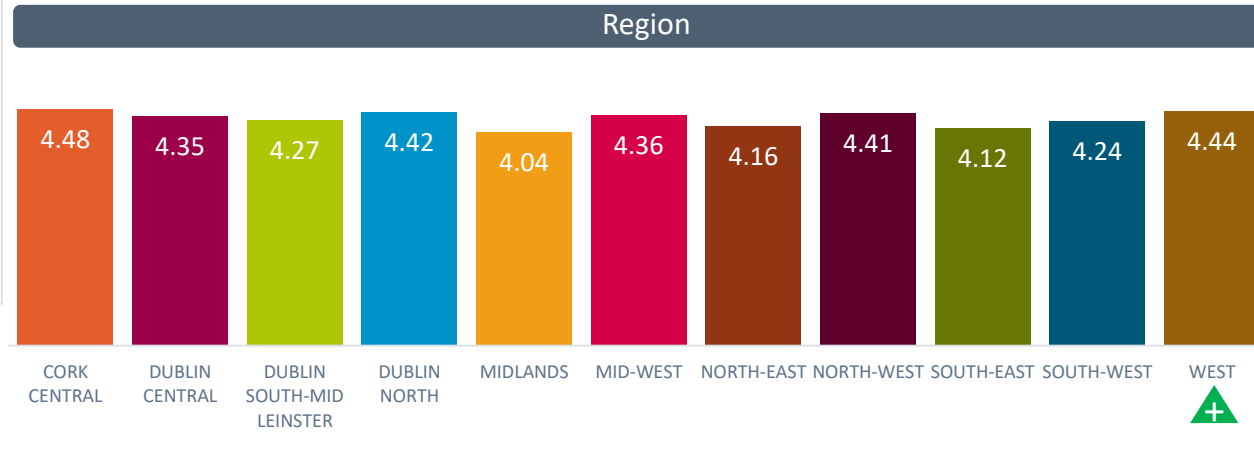
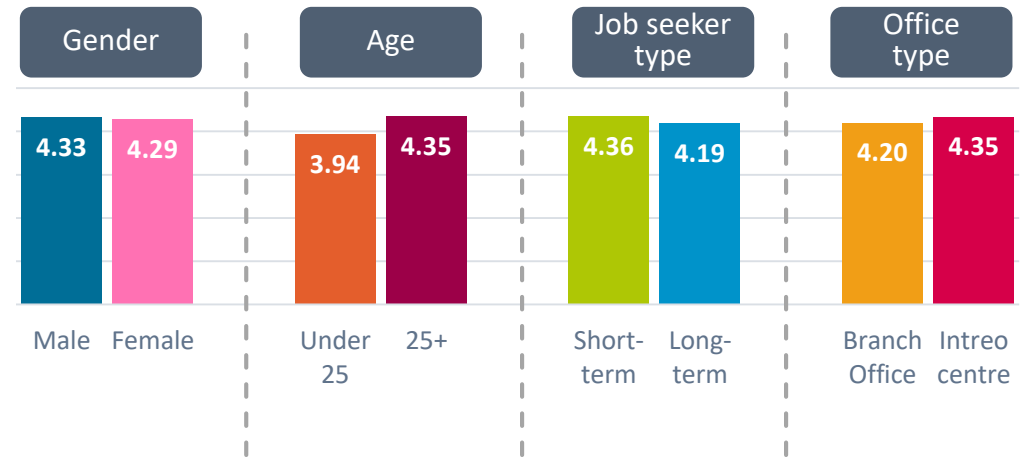
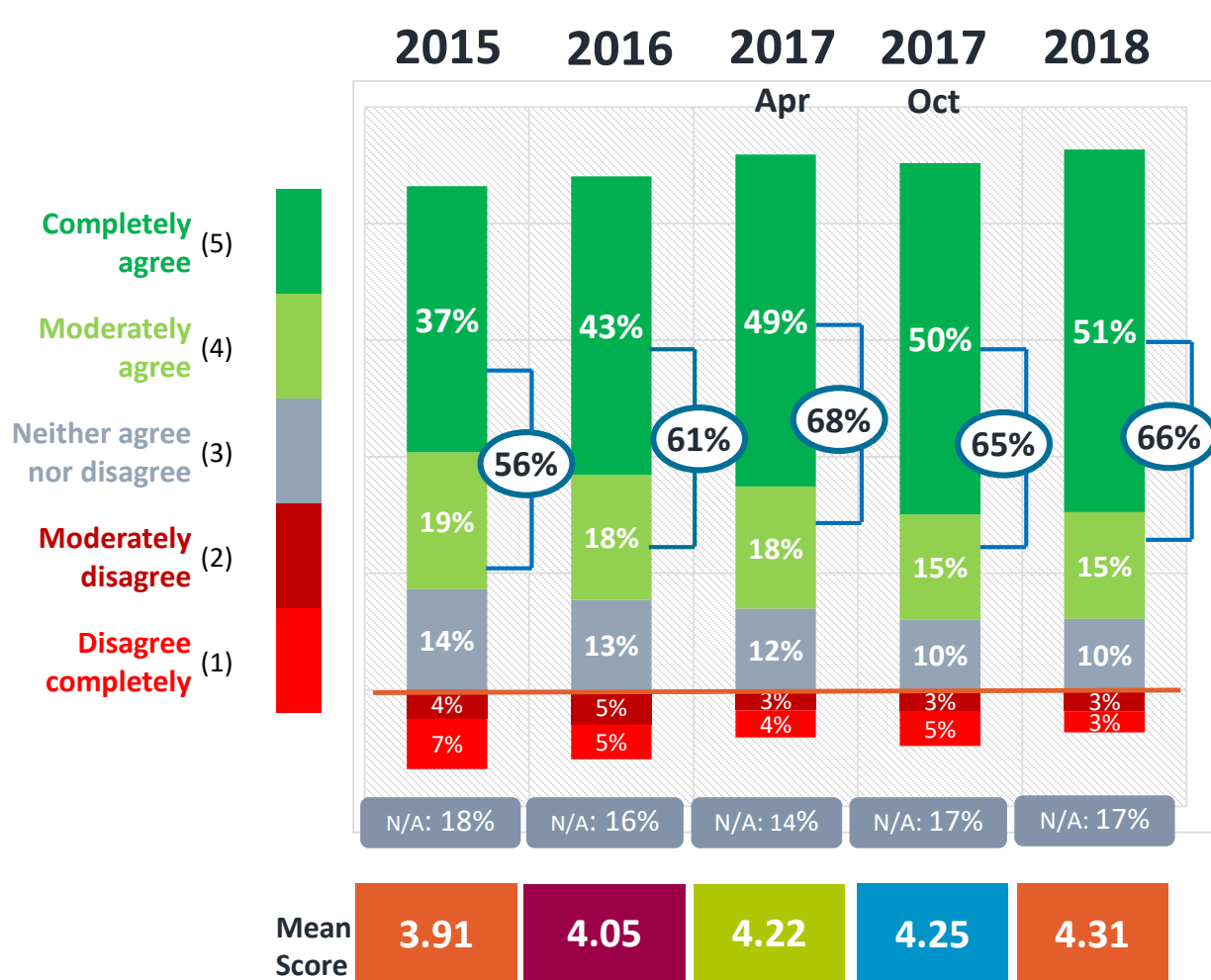


Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office - First visit to Intreo centre/Branch office to make a claim

Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

# Level of satisfaction with - Meetings with my case officer

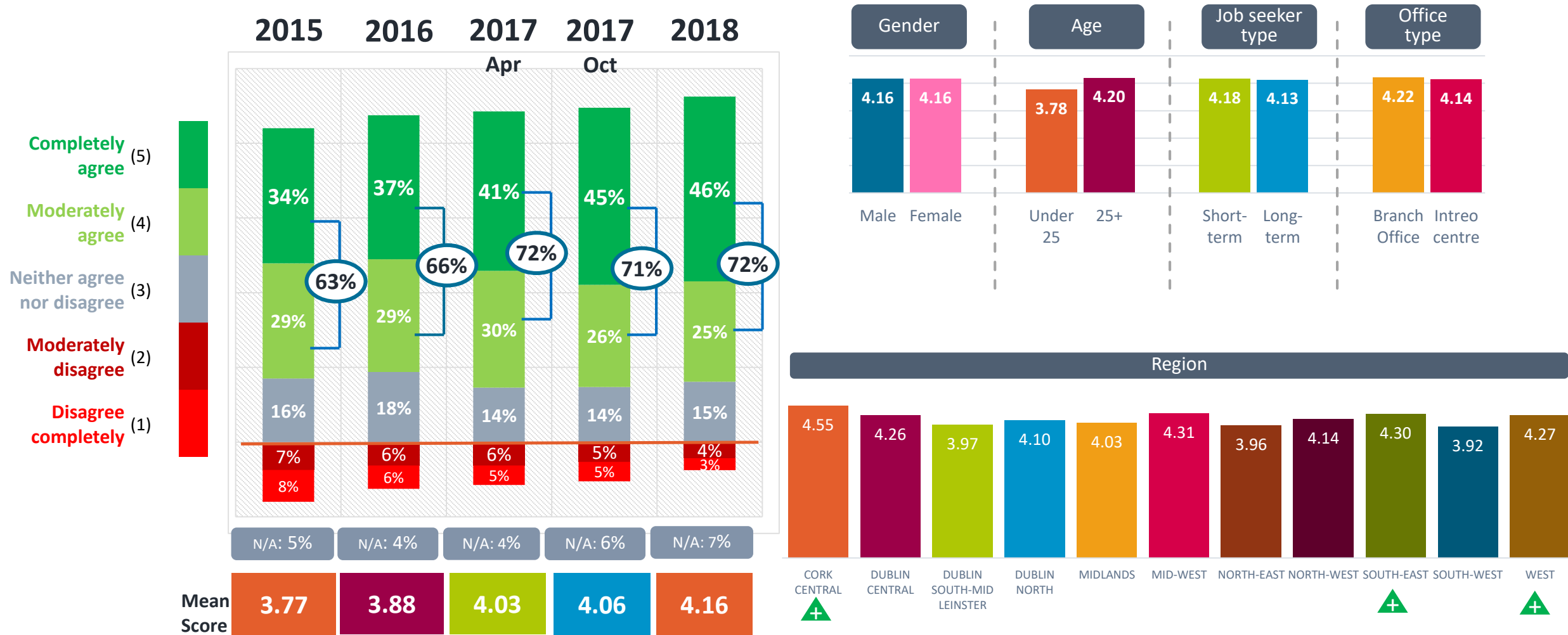
Strong satisfaction with meetings with case officer



Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office – Meetings with my case officer

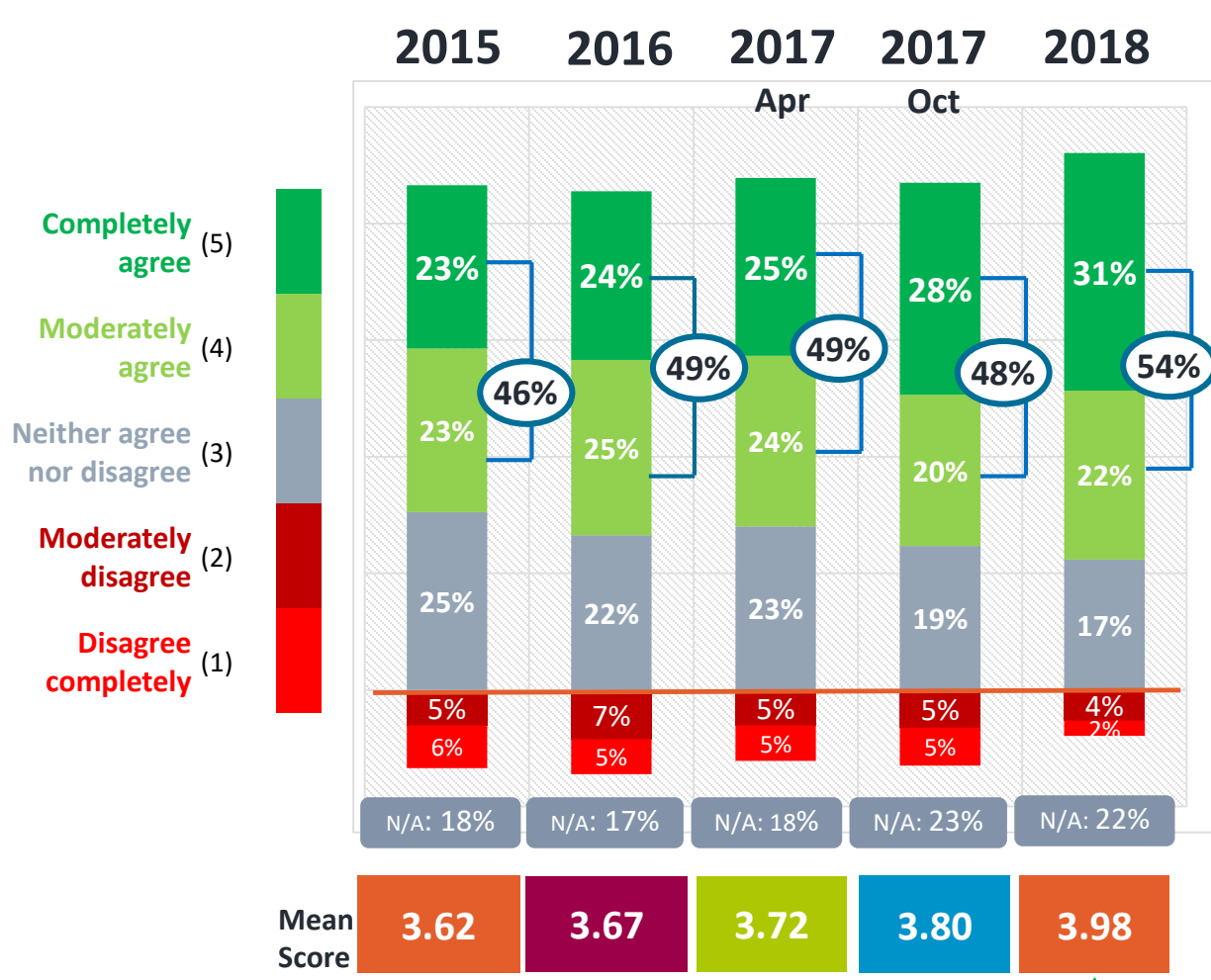
# Level of satisfaction with - The overall supports and services that the Intreo centre/Branch office offered

Majority were satisfied with overall supports and services offered



# Level of satisfaction with - Access to/use of Dept. of Social Welfare services online

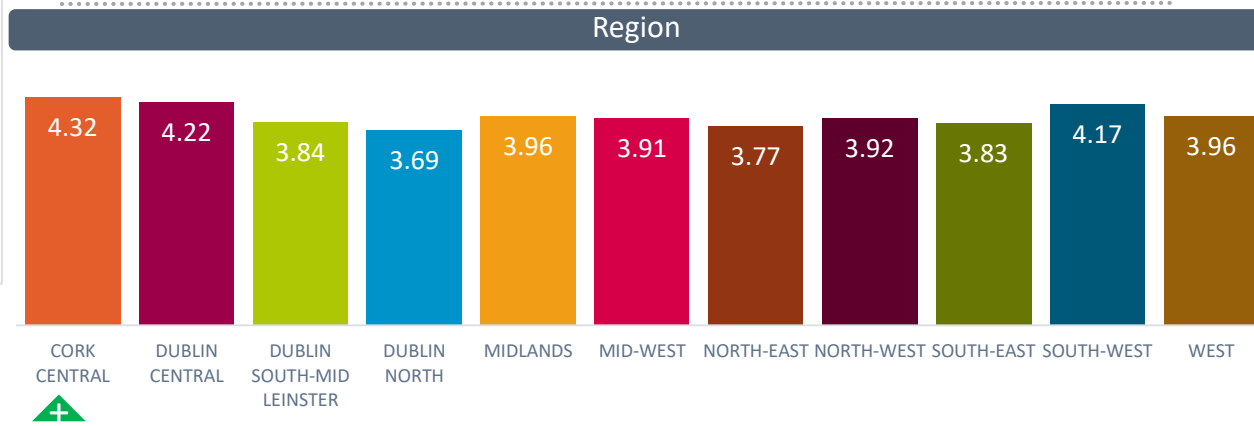
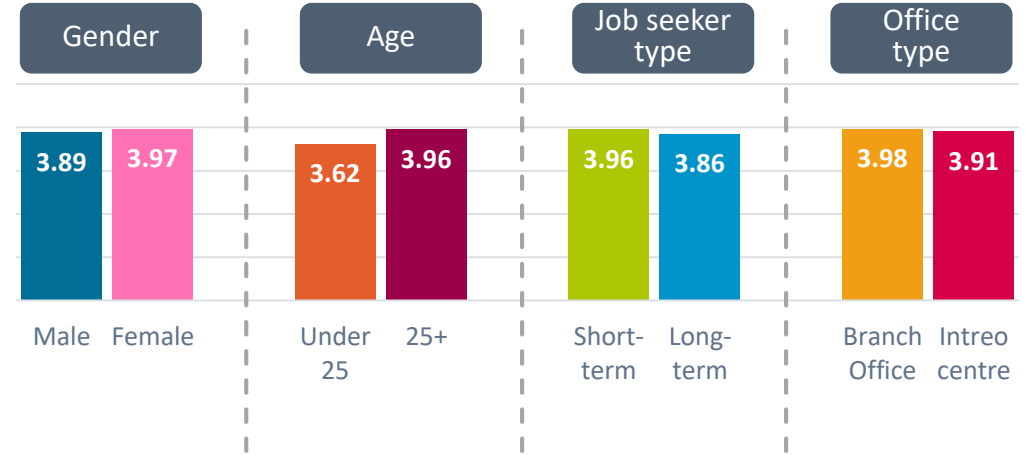
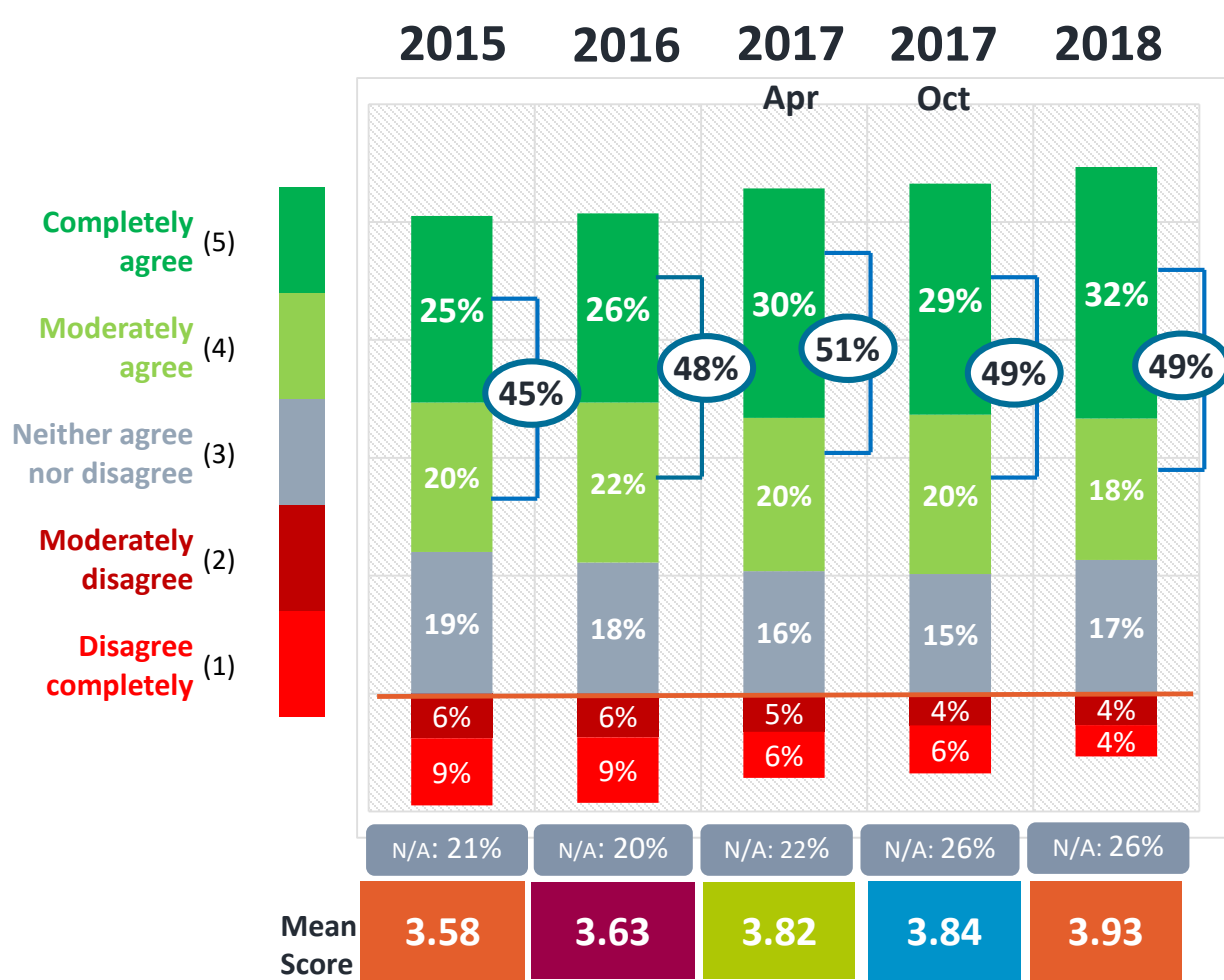
One out of five clients did not answer this question. It's likely they do not use services online



Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office – Access to/use of Department of Social Welfare services online

# Level of satisfaction with - Getting on to a course, training or getting a job

Half (49%) were satisfied with getting on to a course, training or getting a job. One out of four didn't answer this question



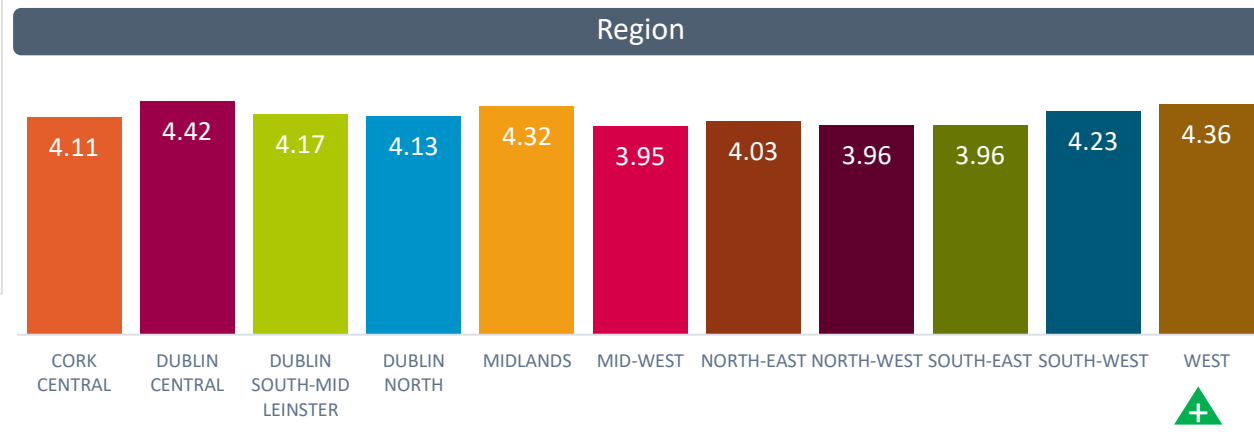
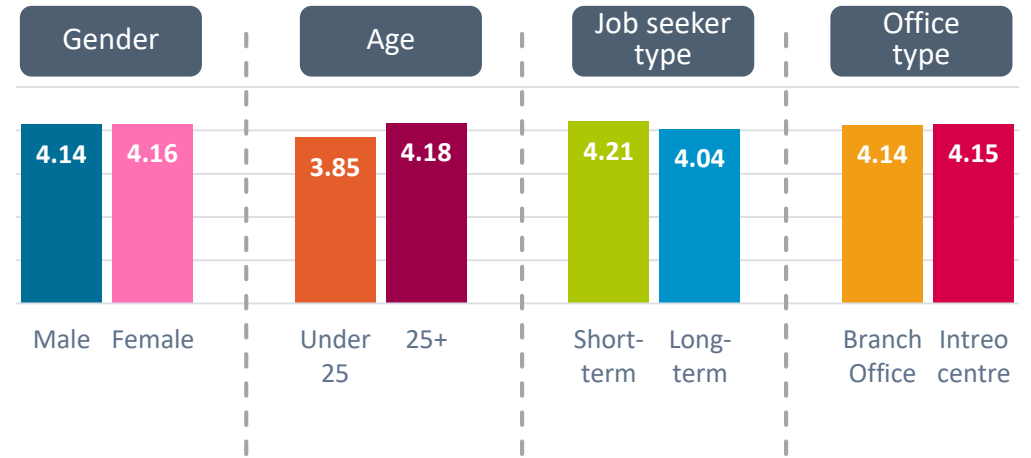
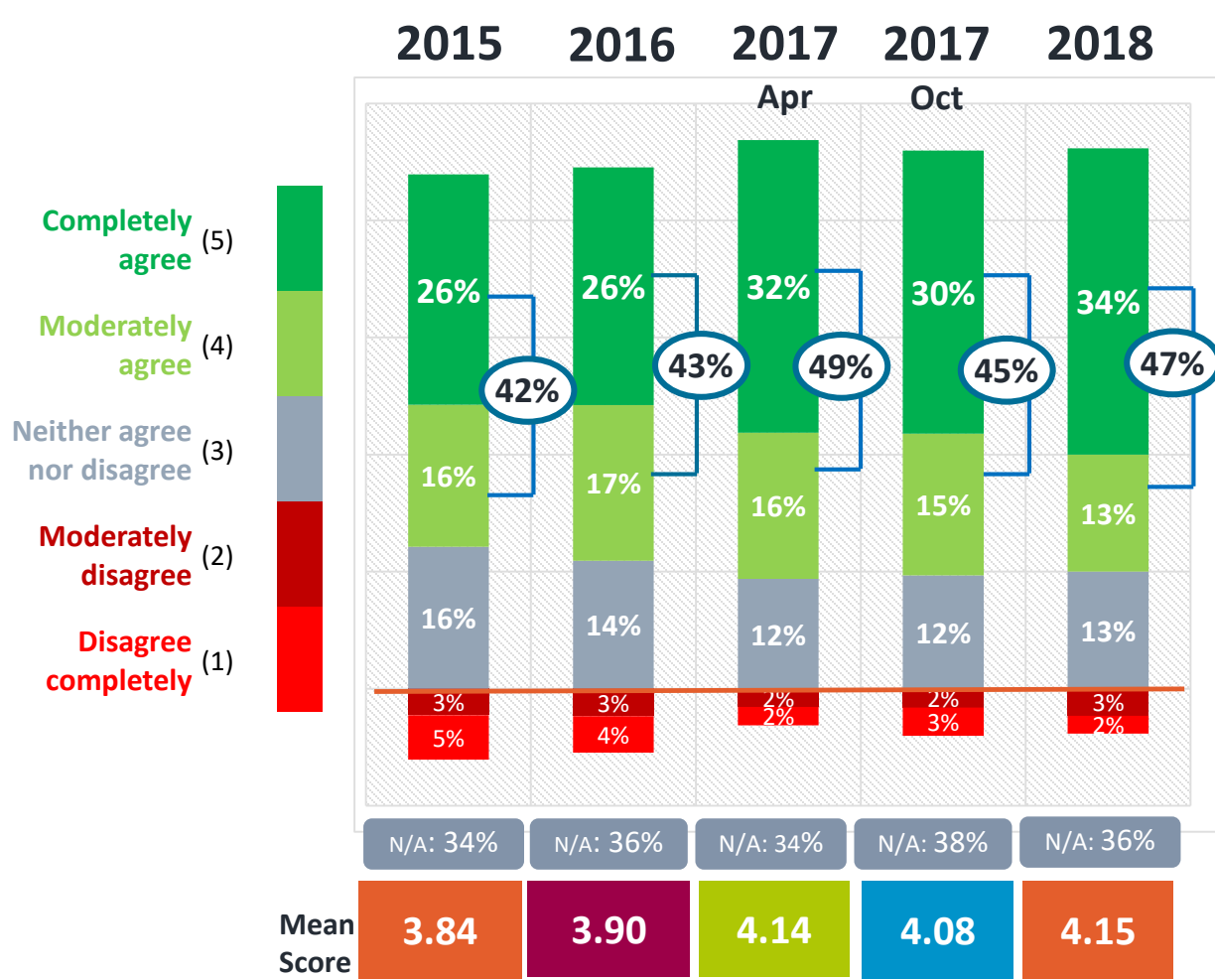
Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office – Getting on to a course, training or getting a job



# Level of satisfaction with - The course or training that you may have attended

**attended** Nearly half (47%) were satisfied with the course they might have attended. One third didn't answer this question



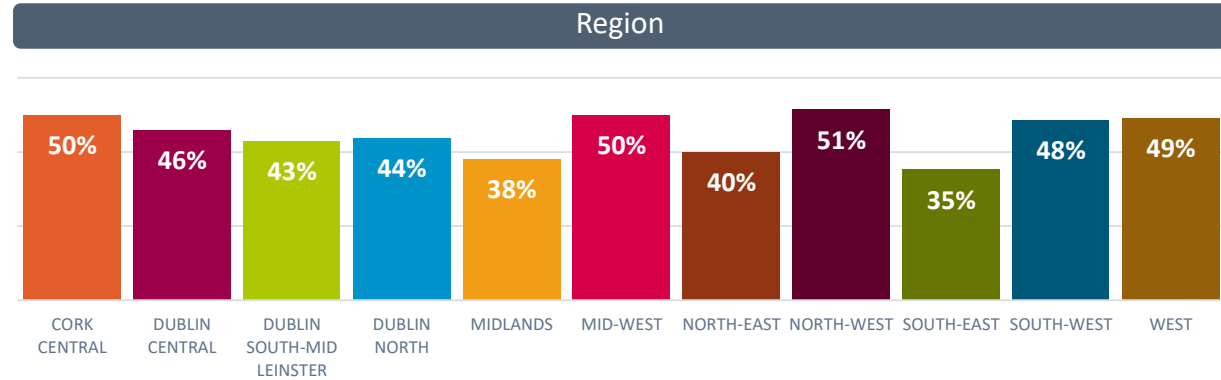
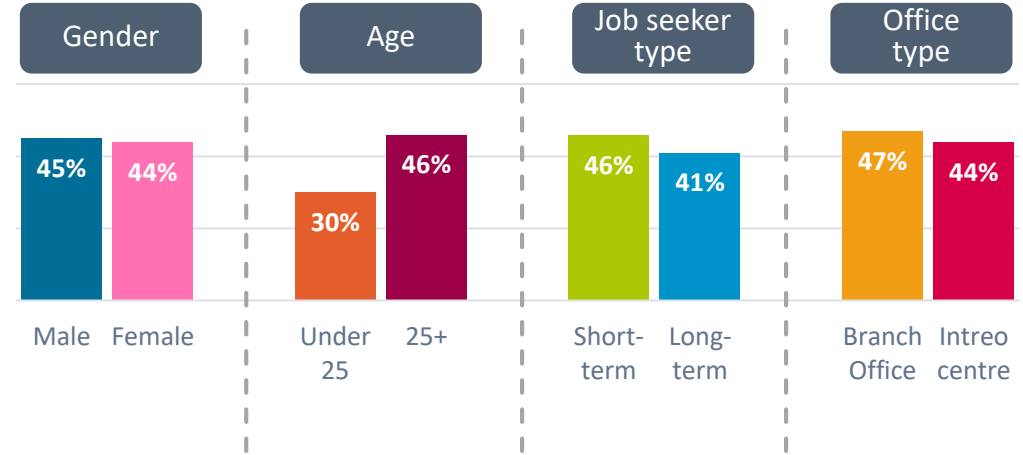
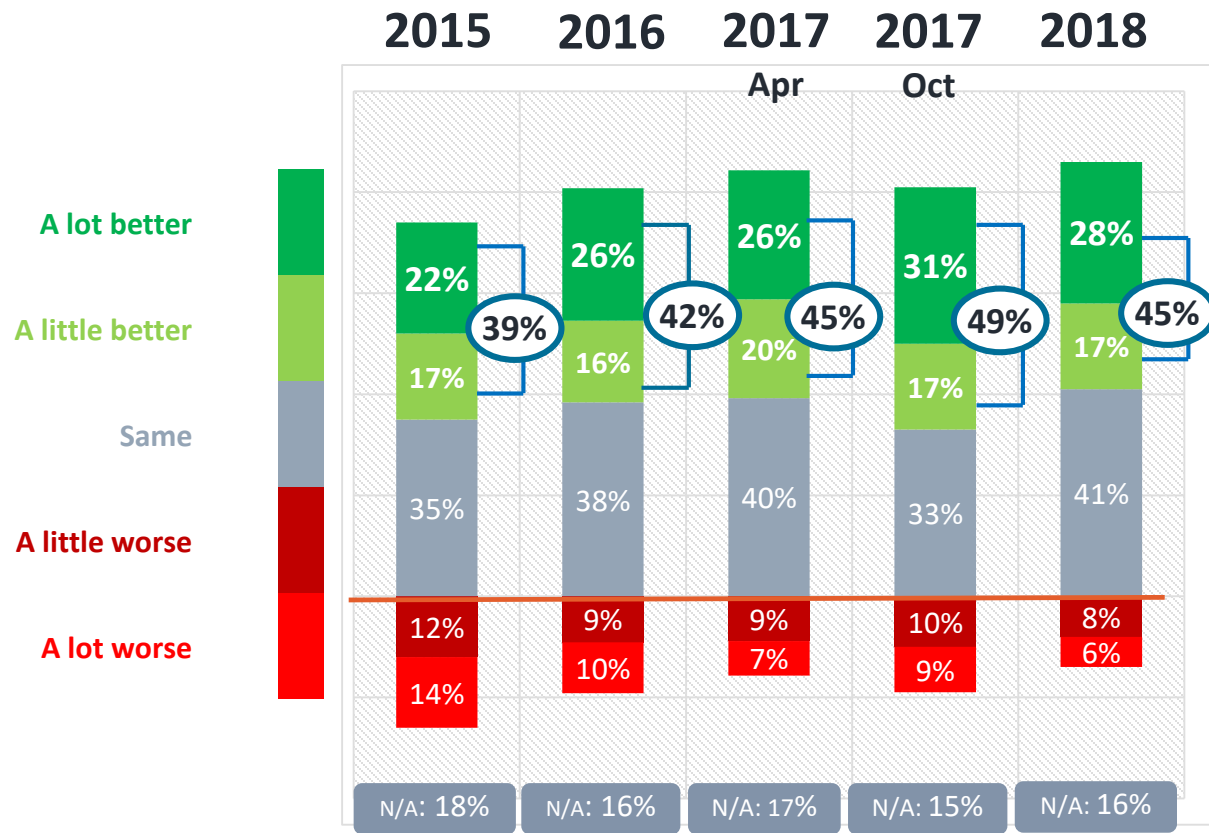
Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office – The course or training that you may have attended

# Comparison to main bank

# Intreo centre/Branch office services compared to those offered by main bank – top two box

Nearly half rate the service provided as better than their main bank. 41% rated Intreo centre/Branch office services same as their main bank



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

# Verbatims

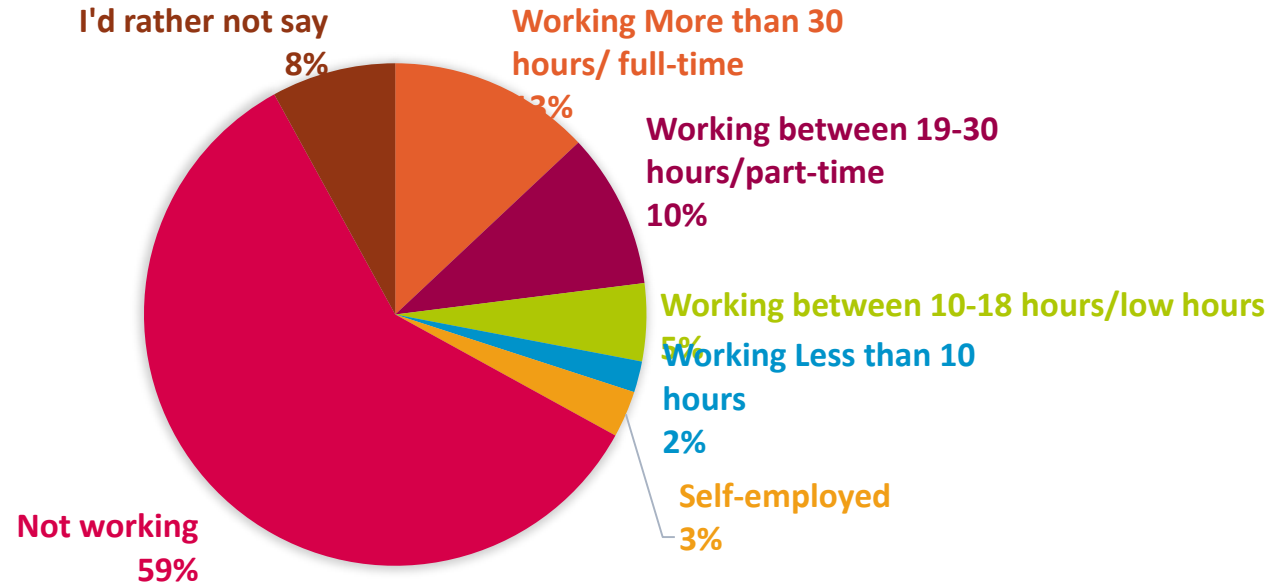
# Illustrative Verbatims: Why are Jobseekers satisfied or dissatisfied with Intreo/Branch offices?

*Most jobseekers praise staff for being helpful*

Satisfied			Dissatisfied		
Helpful and efficient Staff	Services and Payments	Overall Satisfaction	Staff attitude and lack of knowledge	Processes	Office and Communication
<ul style="list-style-type: none"> <li>• Staff very helpful at all times</li> <li>• Because the staff have helped me for many different reasons and over the years I've never felt like I had to complain about anything</li> <li>• Helpful and friendly</li> <li>• Despite the cramped conditions, I find the staff very courteous and efficient.</li> <li>• Always treated with respect and very helpful</li> <li>• Pleasant to deal with</li> <li>• Very easy to talk to. I was nervous going in</li> </ul>	<ul style="list-style-type: none"> <li>• Good at helping with career opportunities</li> <li>• I'm very happy with the payment it helps me pay bills and for food in my house</li> <li>• Had appointment very quickly and felt they understood my situation with great support.</li> <li>• The range of courses on offer to help me find work again is brilliant. I am never made to feel inferior for having to get financial help during this period of unemployment. The way I'm spoken to and documents are worded are very positive</li> </ul>	<ul style="list-style-type: none"> <li>• I feel welcome in the office, listened to, advised, appreciated and have been provided with all the workwear I need for all weathers.</li> <li>• Intreo are very helpful at all times</li> <li>• Efficient service with a good transition from signing on to information meeting on services / courses available to help get back to work</li> <li>• Very helpful, great source for getting information. If one needed courses or help in any way counsellor were available to help steer in correct direction</li> </ul>	<ul style="list-style-type: none"> <li>• Not recently, but it felt before that a few of the staff in there were 'looking down ' on me as if I was below them due to my employment status</li> <li>• Unfriendly staff and lack of knowledge</li> <li>• Staff failed to engage</li> <li>• Constant harassment and being looked down on by staff</li> <li>• I find them to be not friendly or approachable</li> <li>• The lady was very abrupt when I first went and had to point out that after self funding six years of college that signing on was the last thing I wanted to be doing.</li> </ul>	<ul style="list-style-type: none"> <li>• Same stuff every month and it cost me 15 to 20 Euro each time for nothing</li> <li>• I felt the processes were very slow and not really helpful.</li> <li>• Forms I've handed in have been misplaced/lost numerous times, leading to delays in processing my applications.</li> <li>• Have not received much help. Have had many case officers over 4 years and always have to start from square one.</li> </ul>	<ul style="list-style-type: none"> <li>• Due to the office size, customer privacy is almost non-existent</li> <li>• Queues</li> <li>• Never answer when you call by phone, nearly always queues . Should have cubicles for some privacy.</li> <li>• Every time visited I was supposed to be contacted which never happened. Took 6 months to find a job before I finally got something from Intreo.</li> </ul>

# Employment status

59% of jobseekers are not working



	Working more than 30 hours/ full-time	Working between 19-30 hours/part-time	Working between 10-18 hours/low hours	Working Less than 10 hours	Self-employed	Not working	I'd rather not say
2018	13%	10%	5%	2%	3%	59%	8%
2017 Oct	13%	10%	5%	3%	4%	58%	7%
2017 Apr	10%	7%	5%	2%	4%	65%	7%
2016	8%	5%	4%	3%	3%	72%	6%



An Roinn Gnóthaí Fostaíochta  
agus Coimirce Sóisialaí  
Department of Employment Affairs  
and Social Protection

## Jobseeker satisfaction with public offices research *(Online research 2018)*