



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

Jobseeker satisfaction with public offices research *(October 2018, Phone)*

26/03/2019

Table of contents

Introduction

Page 3

Executive summary

Page 7

Results

Overview

Page 9

Offices

Page 11

Staff

Page 16

Services

Page 21

Processes

Page 27

Comparison to main bank

Page 34

Verbatims

Page 36

Employment status of jobseekers

Page 39

Introduction

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:

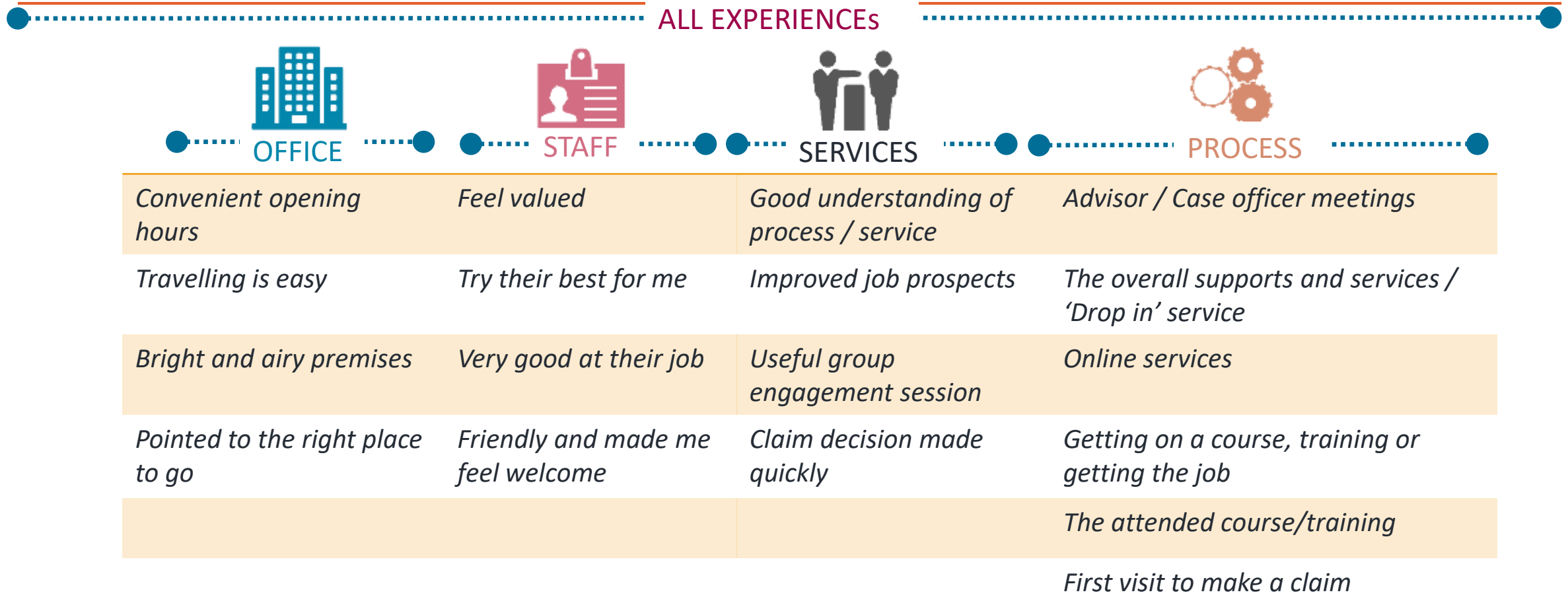
- Overall satisfaction with Intreo centre / Branch office
- Satisfaction with Intreo / Branch offices
- Satisfaction with Intreo / Branch Staff
- Satisfaction with Intreo / Branch services
- Satisfaction with Intreo / Branch processes

The Sample:

A representative sample of jobseekers in terms of DEASP region, jobseeker type, age, gender and office type (Intreo or Branch) were interviewed over the phone.

	Sample Size	Fieldwork dates
2018	1007	23/10/2018 - 07/11/2018
2017	1014	17/10/2017 - 02/11/2017
2016	1171	03/10/2016 - 01/11/2016
2015	1010	14/10/2015 - 23/10/2015

Touchpoints assessed



- Other:**
- Reason for overall satisfaction/dissatisfaction score*
 - Reasons why did not improve job prospects*
 - Comparison of services to those offered by your main bank*
 - Employment status at time of interview*

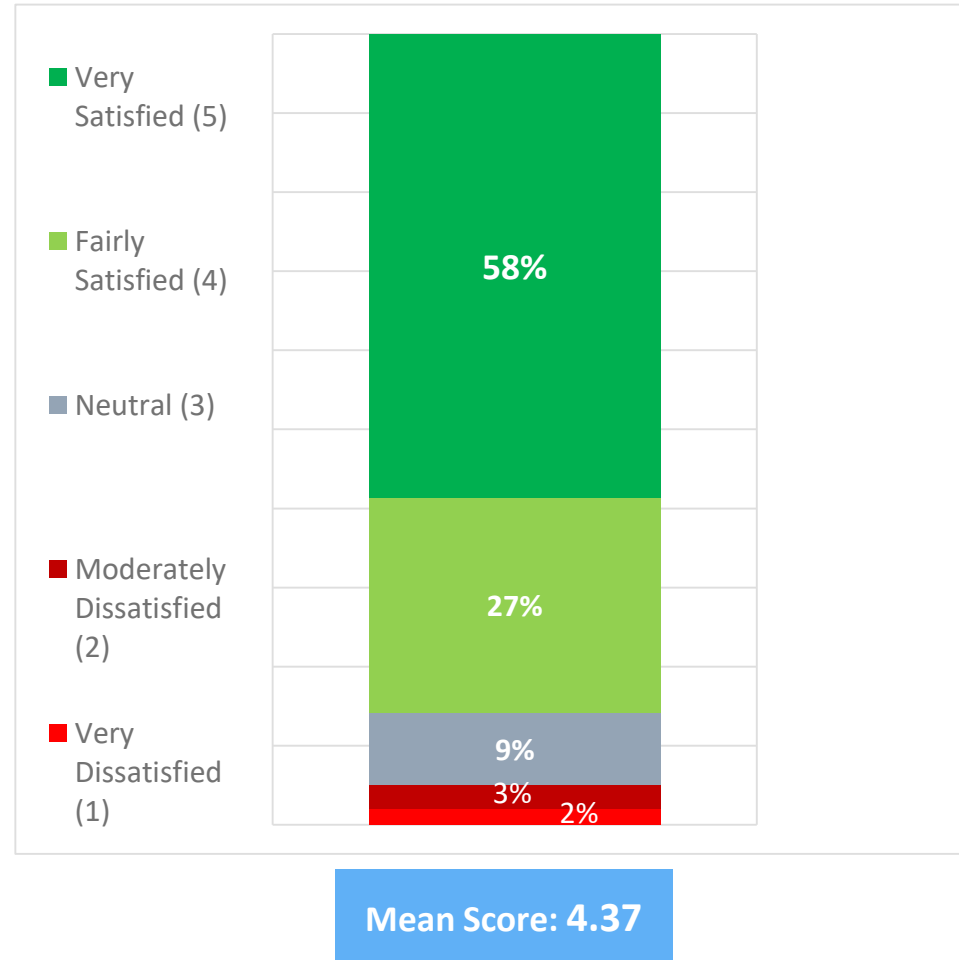
Question wording

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



Sample Breakdown

	2015	2016	2017	2018
Gender				
Male	603 (60%)	719 (61%)	621 (61%)	627 (62%)
Female	407 (40%)	452 (39%)	393 (39%)	380 (38%)
Age				
Under 25	187 (19%)	220 (19%)	140 (14%)	106 (11%)
25+	823 (81%)	951 (81%)	874 (86%)	901 (89%)
Jobseeker Type				
Short term	769 (76%)	890 (76%)	704 (69%)	648 (64%)
Long term	241 (24%)	281 (24%)	310 (31%)	359 (36%)
Office Type				
Branch Office	233 (23%)	281 (24%)	268 (26%)	308 (31%)
Intreo Office	777 (77%)	890 (76%)	746 (74%)	699 (69%)

	2015	2016	2017	2018
Region				
CORK CENTRAL	81 (8%)	132 (11%)	69 (7%)	70 (7%)
DUBLIN CENTRAL	117 (12%)	211 (18%)	131 (13%)	110 (11%)
DUBLIN SOUTH-MID LEINSTER	131 (13%)	159 (14%)	125 (12%)	131 (13%)
DUBLIN NORTH	99 (10%)	142 (12%)	114 (11%)	105 (10%)
MIDLANDS	76 (8%)	60 (5%)	62 (6%)	70 (7%)
MID-WEST	93 (9%)	100 (9%)	96 (9%)	99 (10%)
NORTH-EAST	94 (9%)	78 (7%)	90 (9%)	85 (8%)
NORTH-WEST	62 (6%)	58 (5%)	50 (5%)	60 (6%)
SOUTH-EAST	112 (11%)	97 (8%)	101 (10%)	119 (12%)
SOUTH-WEST	59 (6%)	76 (6%)	40 (4%)	56 (6%)
WEST	86 (9%)	56 (5%)	136 (13%)	102 (10%)

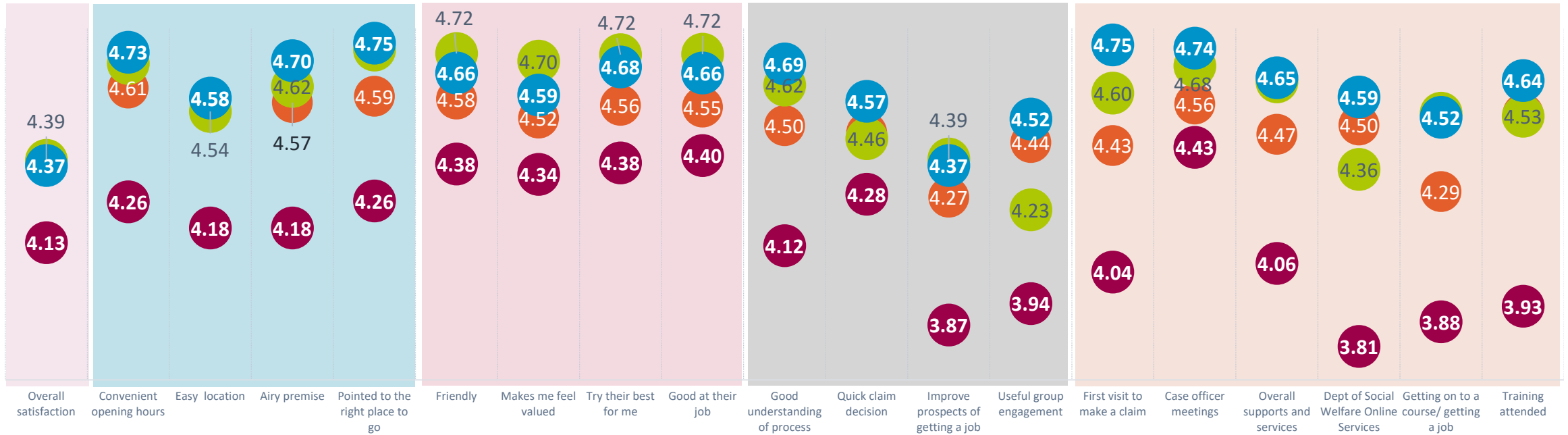
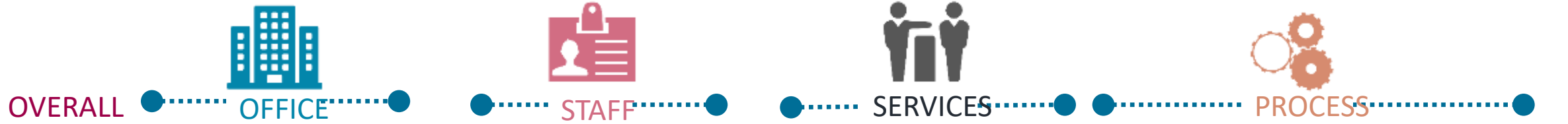
2016 Sample weighted to reflect known population proportions and matches 2015 sample.

Executive summary – Key messages

1. Strong positive assessment of the Intreo service from Jobseekers in October 2018.
 2. Overall satisfaction is static year-on-year coming in with a very strong score of 4.37 out of a possible maximum score of 5.0 and satisfaction has plateaued on many aspects after strong increases in 2017.
 3. There are however some exceptions where Jobseekers are even more enthusiastic in their praise this year compared to 2017. Jobseekers give better scores this year on: good understanding of the process after first visit, quick claims decisions, useful group interactions, satisfaction with first visit, online services and training attended.
 4. Jobseekers ratings of staff are also still very high, albeit there has been some softening in scores here especially on: makes me feel valued.
 5. Good news also is that Jobseekers belief that the interaction with the Intreo/branch office has improved their prospects of getting job is very high. More than three quarters rate the service they received from the Intreo office as improving their job prospects.
 6. Satisfied Jobseekers are more likely to mention Staff and Services as reasons for satisfaction. Dissatisfied are more likely to be irritated by a myriad of smaller issues, including things like poor communication, reduced or ceased payments.
 7. An indication of Jobseekers satisfaction is that increasingly the service provided is rated as the same as or better than the Jobseekers main bank.
 8. Good news also is that Jobseekers are increasingly working at the time of interview – 37% in October 2018.
-

Results

Overview of performance



● 2015 ● 2016 ● 2017 ● 2018



1010

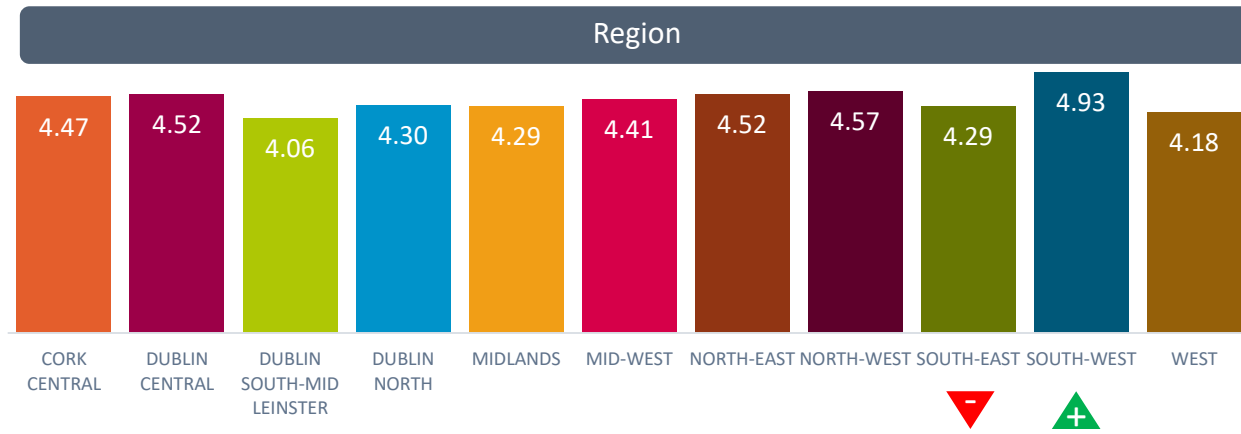
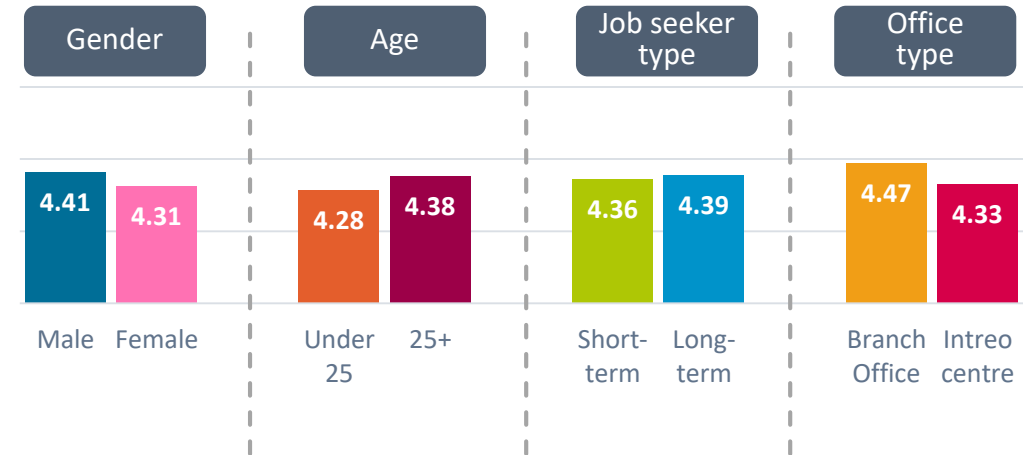
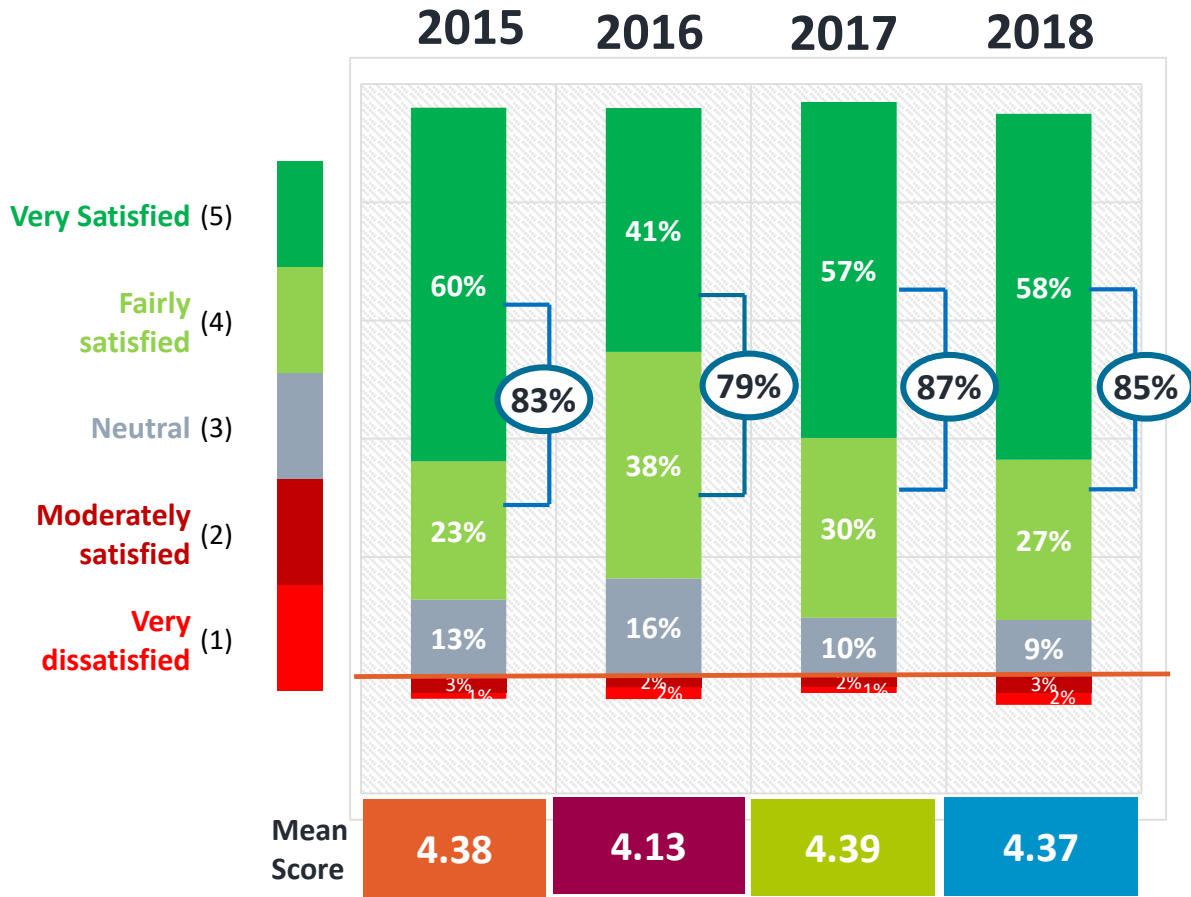
1171

1014

1007

Overall Satisfaction

Overall satisfaction scores remained stable since 2017



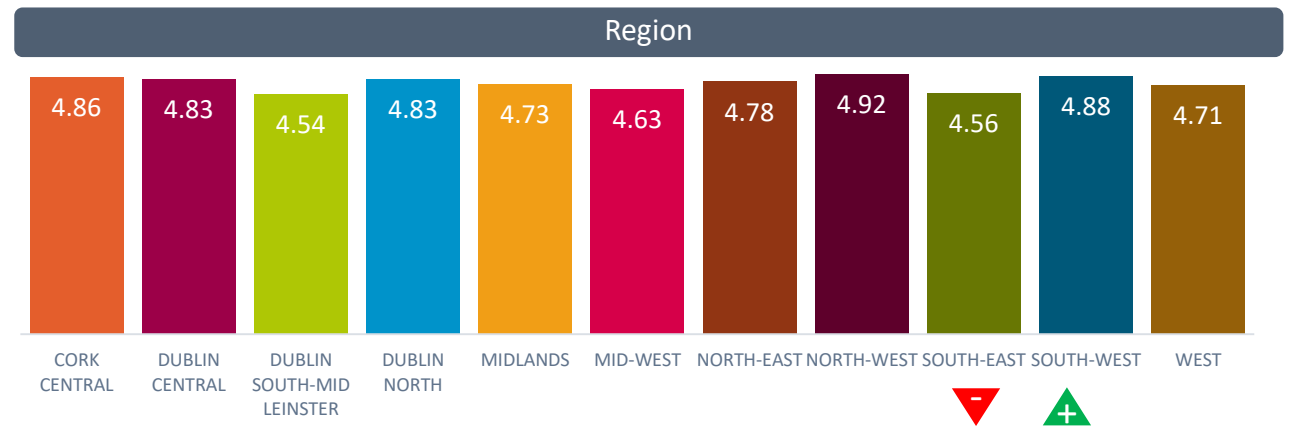
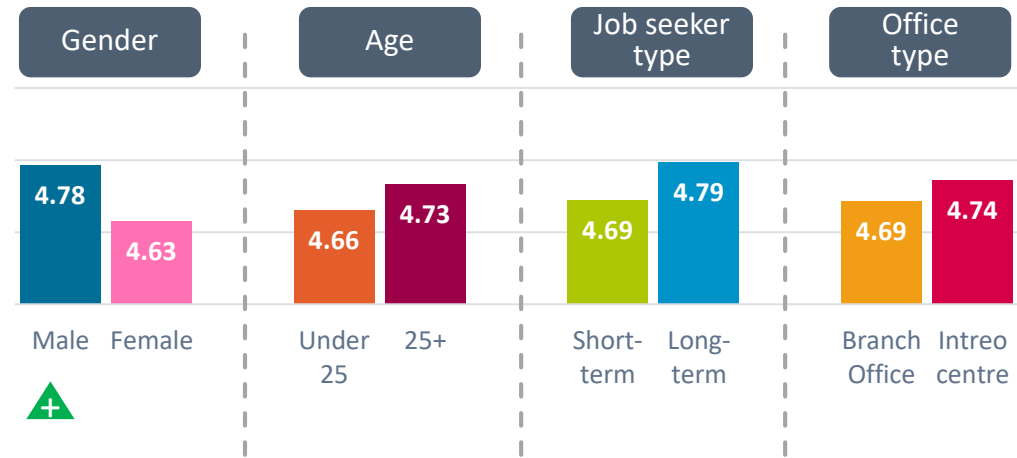
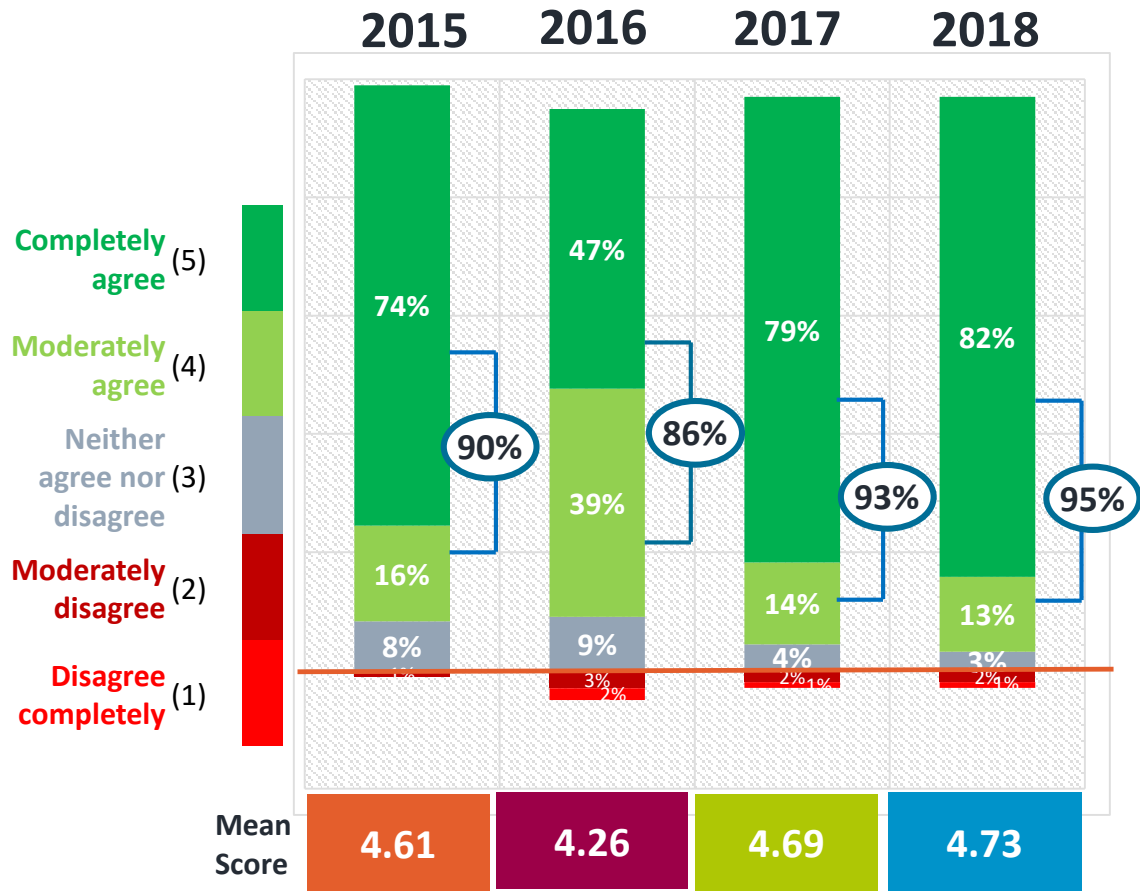
Q. Considering all your experiences with the Intreo centre/Branch office and services how would you rate your overall satisfaction?

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

Offices

Level of agreement with opening hours convenience

Majority agree that the opening hours are convenient

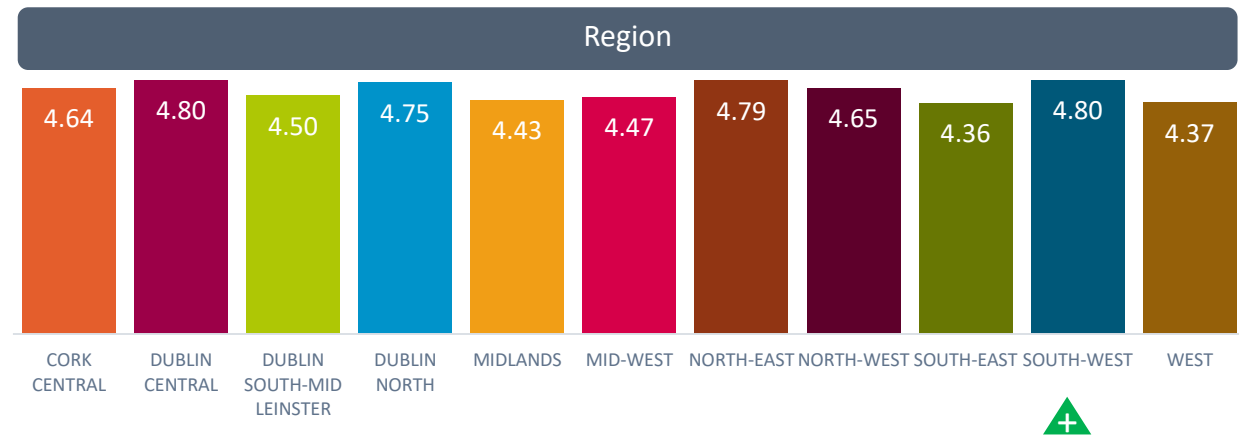
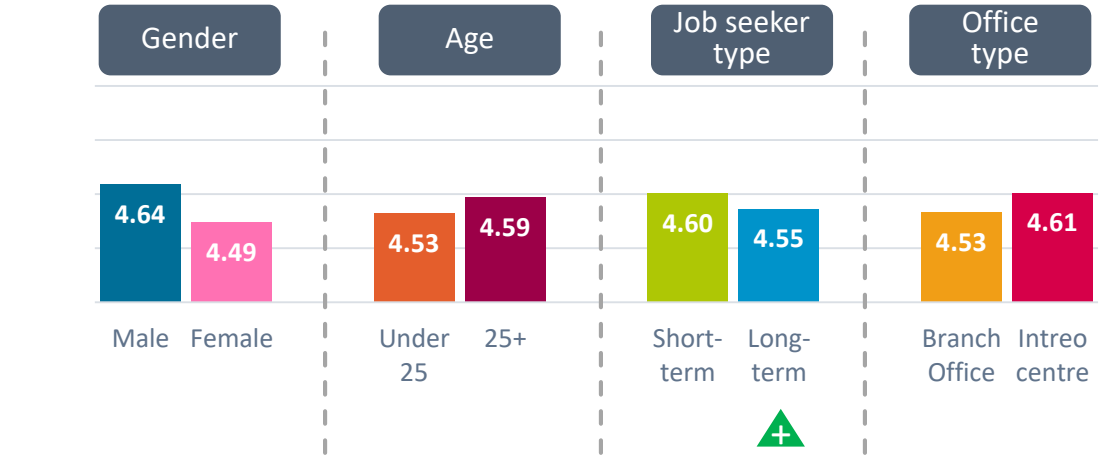
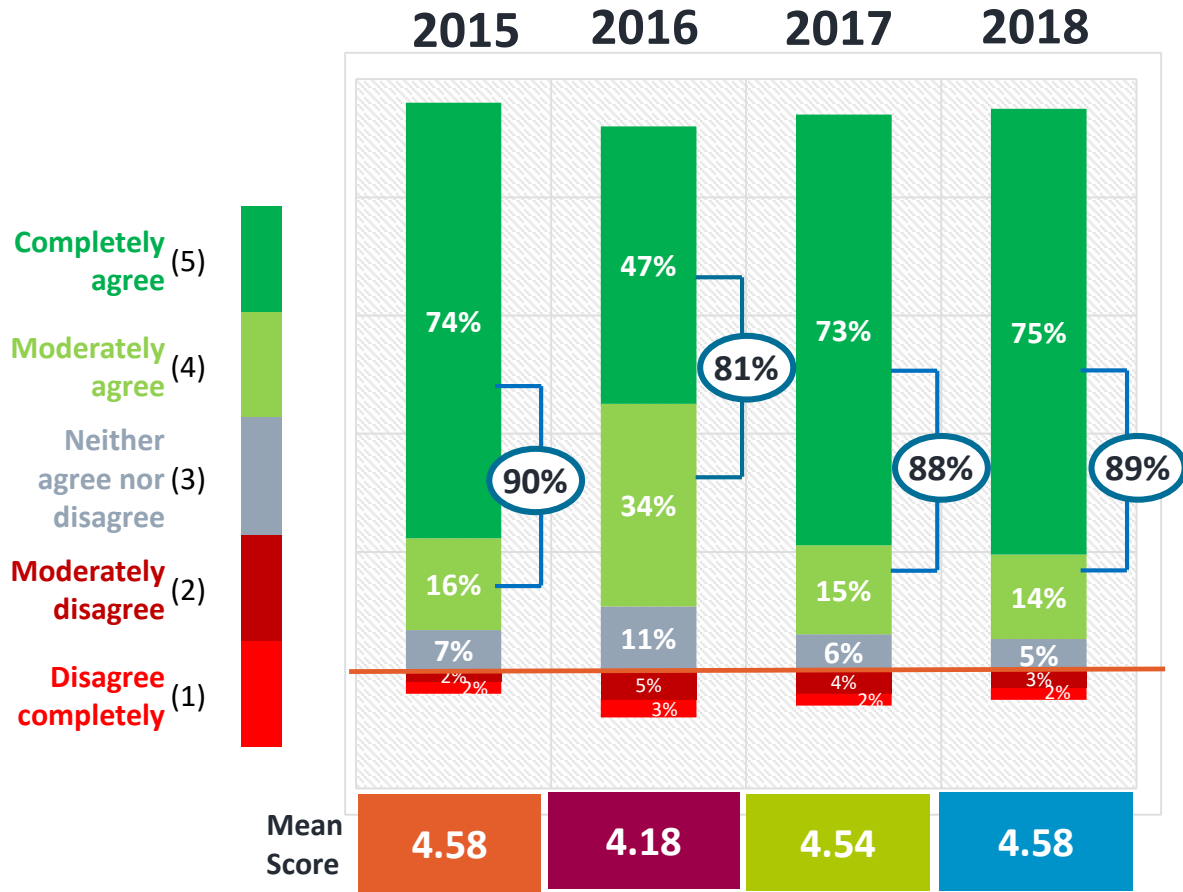


Q. Now thinking about the Intreo centre/Branch office.
Please indicate your level of agreement with the following statement:
The opening hours of the Intreo centre/Branch office are convenient for me

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

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

9 out of 10 agree that travelling to the Intreo office/Branch office is easy

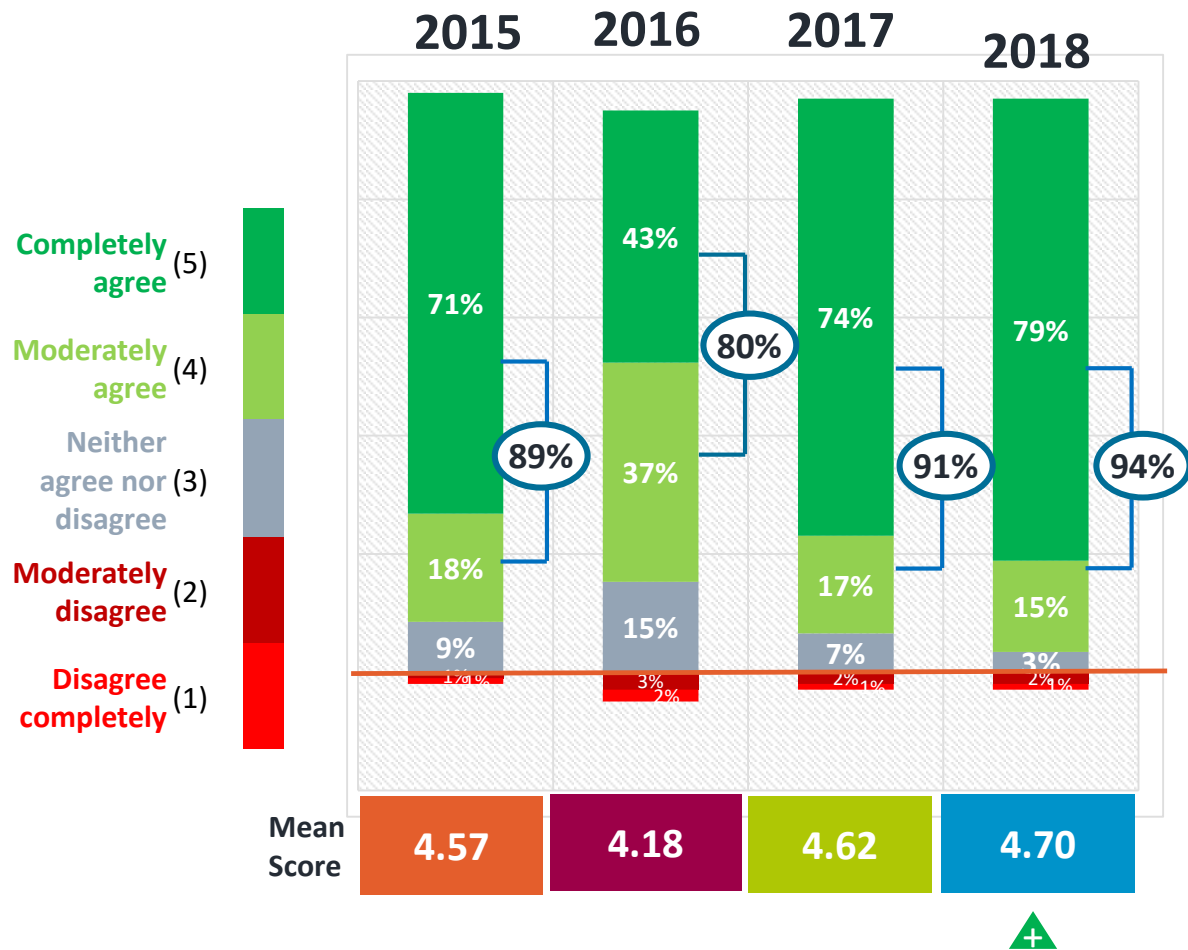


Q. Now thinking about the Intreo centre/Branch office.
Please indicate your level of agreement with the following statement:
Travelling to the Intreo centre/Branch office is easy for me

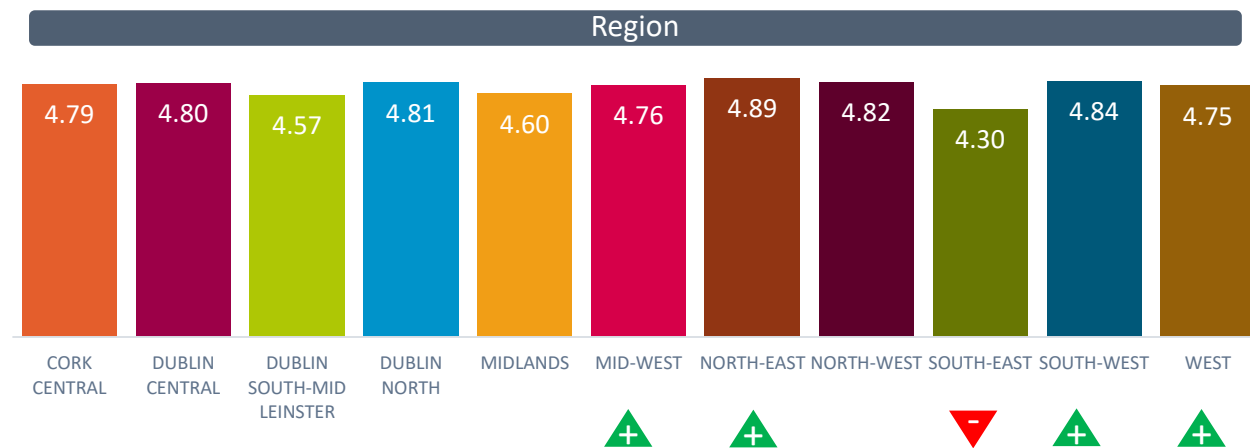
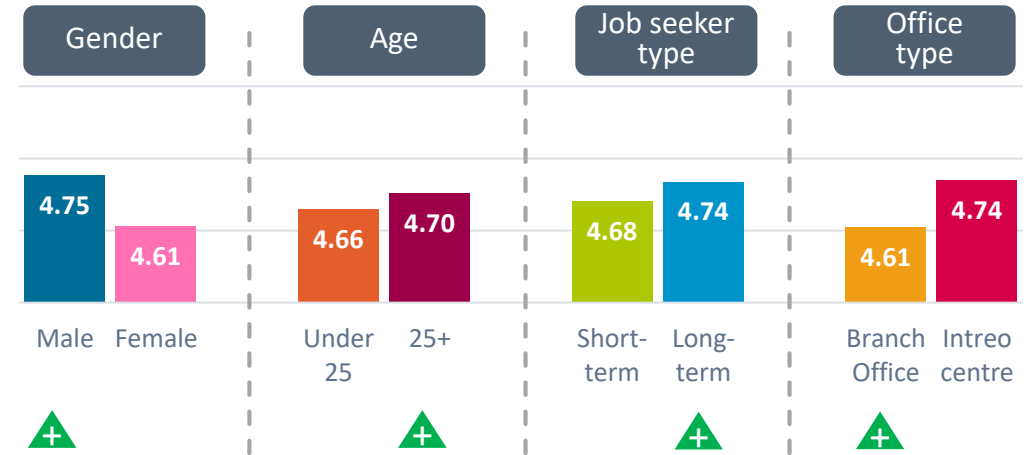
Statistically Significant Difference: + (Positive difference from 2017 Oct), - (Negative difference from 2017 Oct)

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

94% agree that the Intreo centre/Branch office is nice place to be



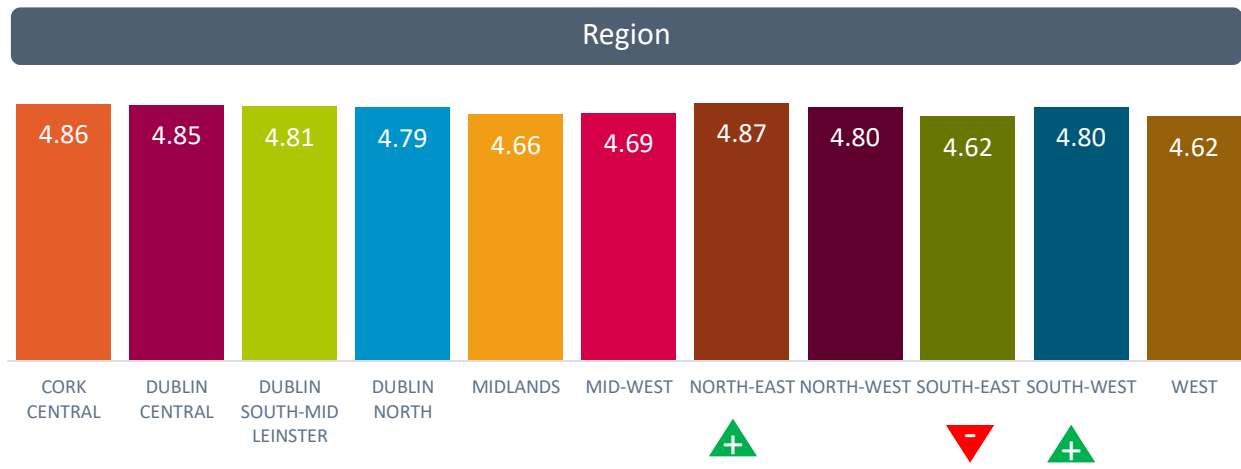
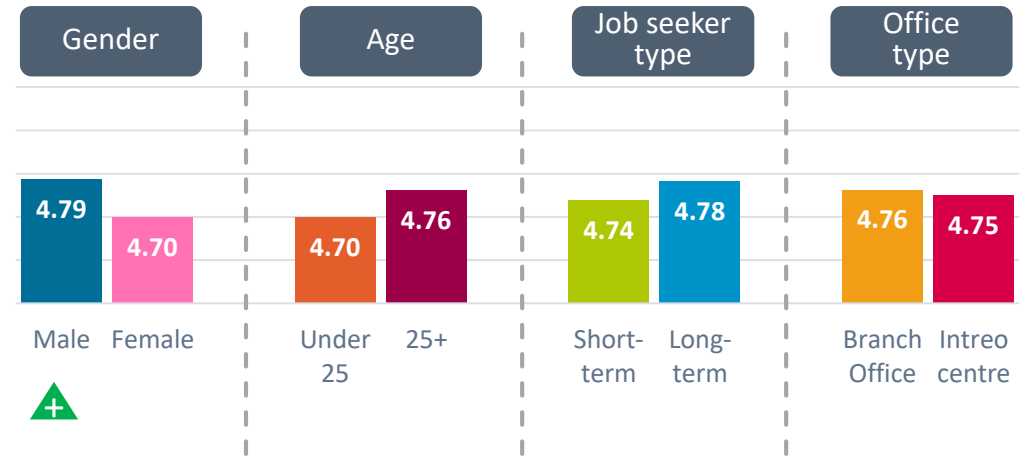
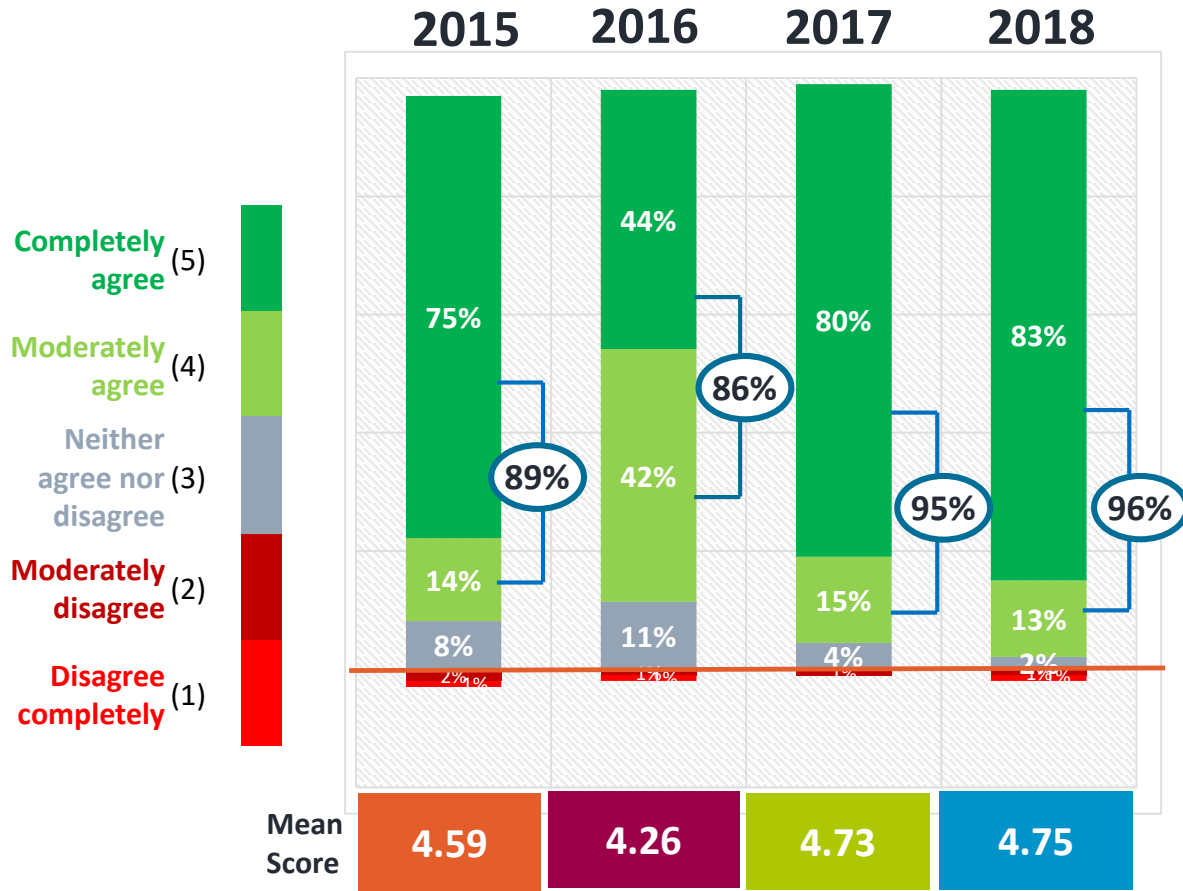
Q. Now thinking about the Intreo centre/Branch office.
Please indicate your level of agreement with the following statement:
The Intreo centre/Branch office is bright and airy and a nice place to be



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

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

Nearly all (96%) 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 statement:

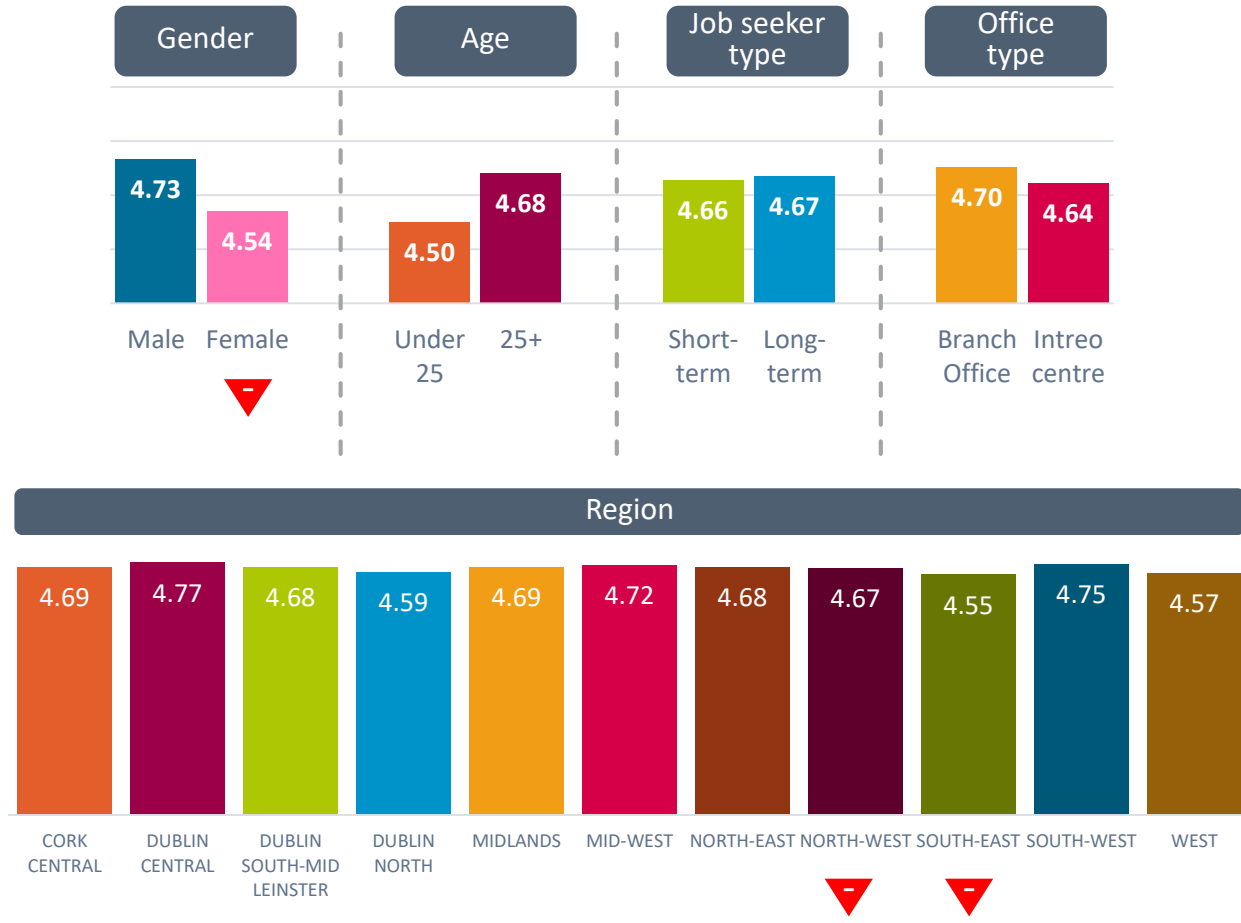
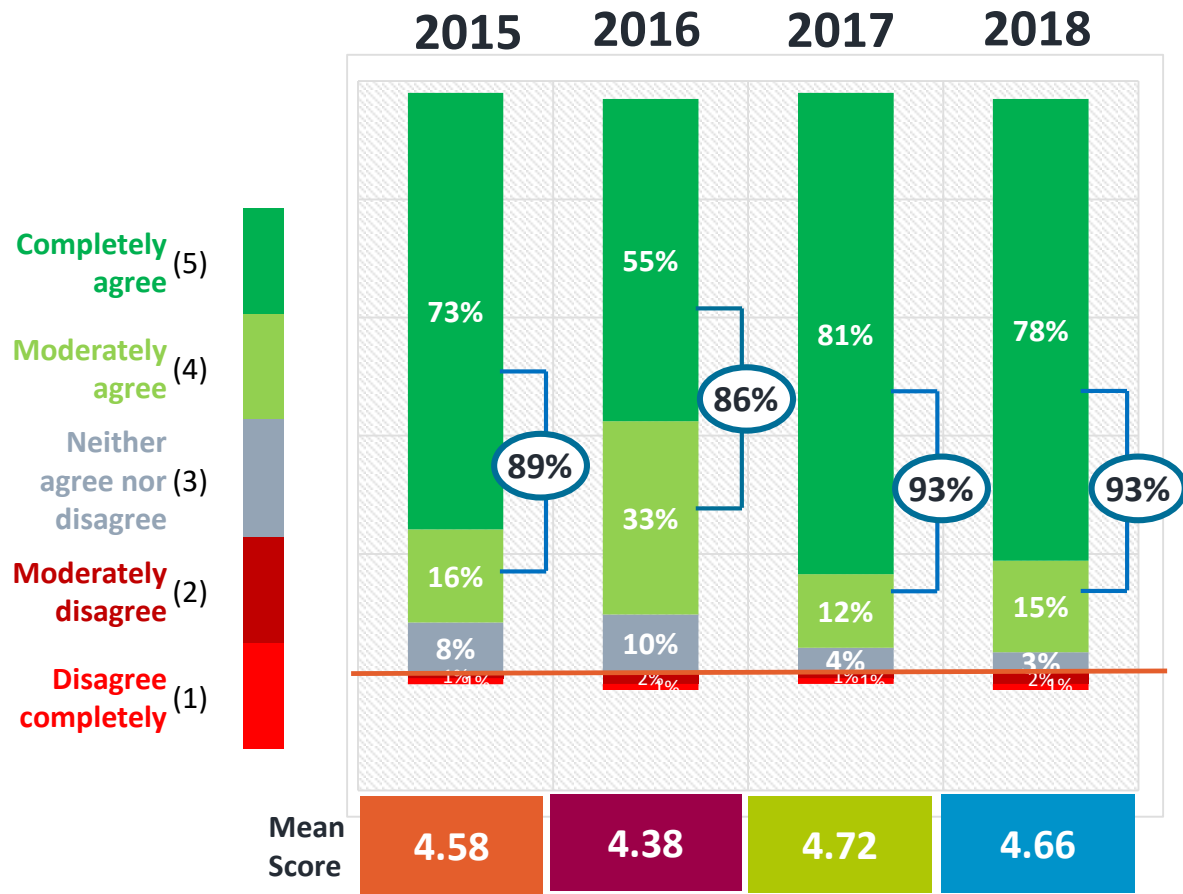
When I entered the Intreo centre/Branch office I was quickly pointed to the right place to go

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

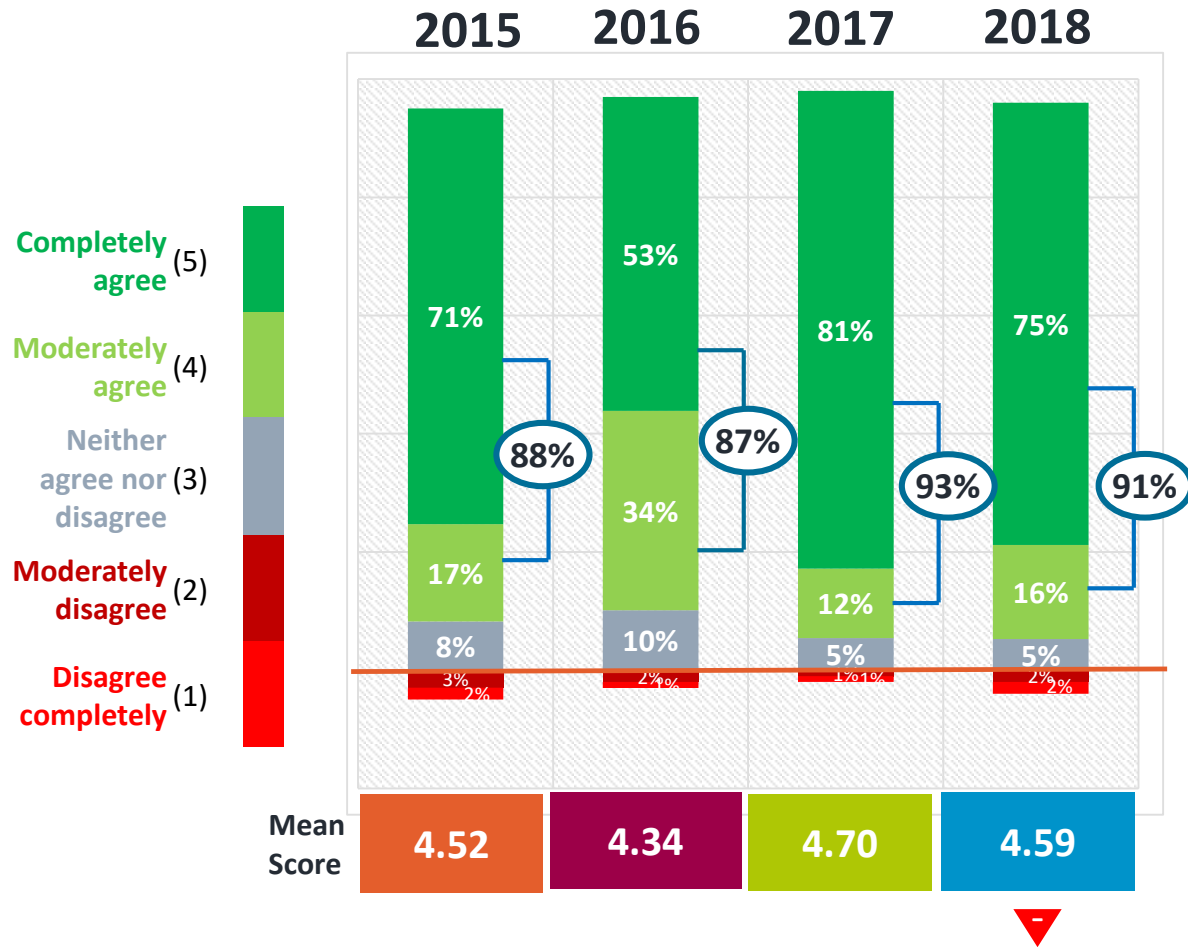


Q. Now thinking about Intreo centre/Branch office staff.
Please indicate your level of agreement with the following statement:
Staff are friendly and made me feel welcome on my first visit

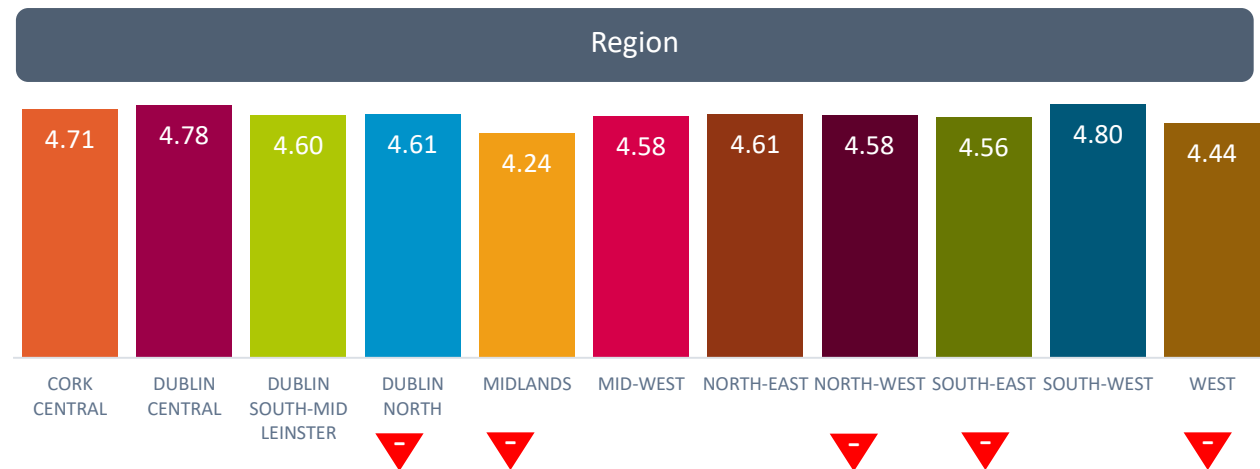
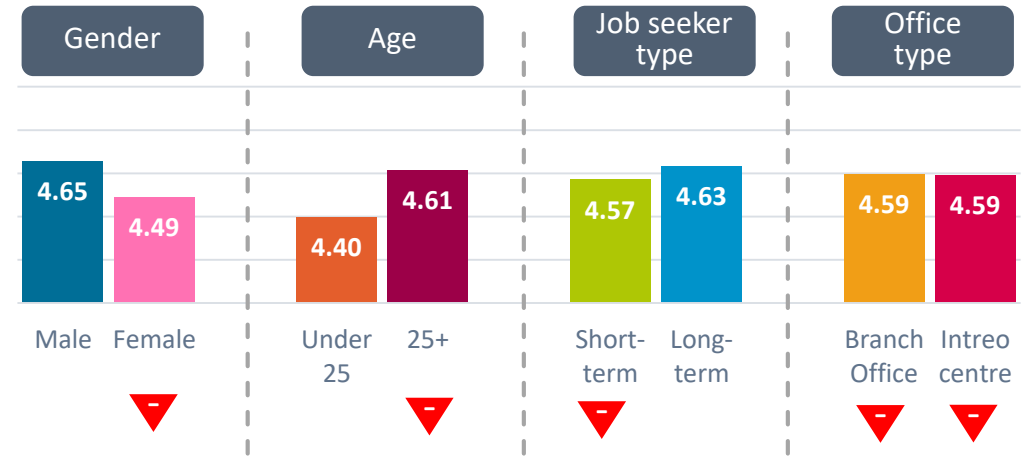
Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Level of agreement with - Staff make me feel valued

Slight softening in enthusiasm that staff make them feel valued



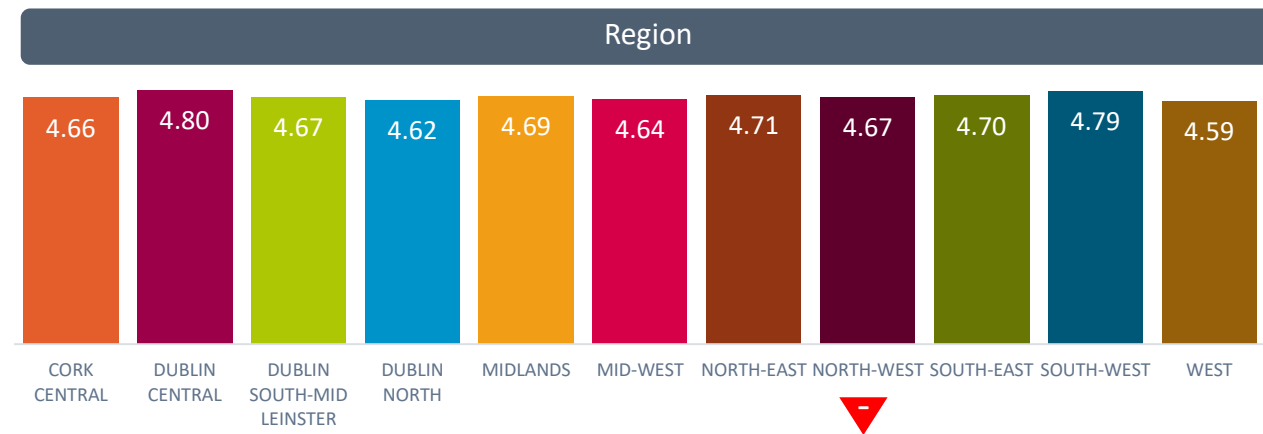
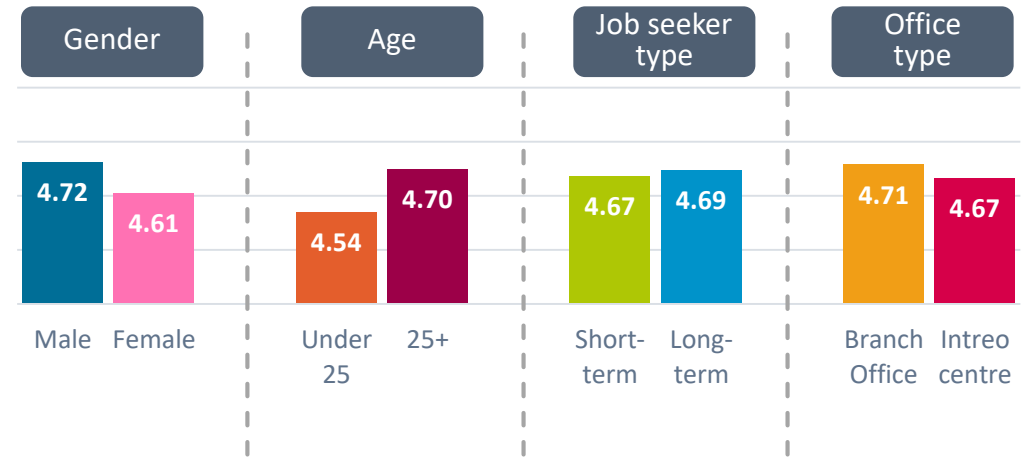
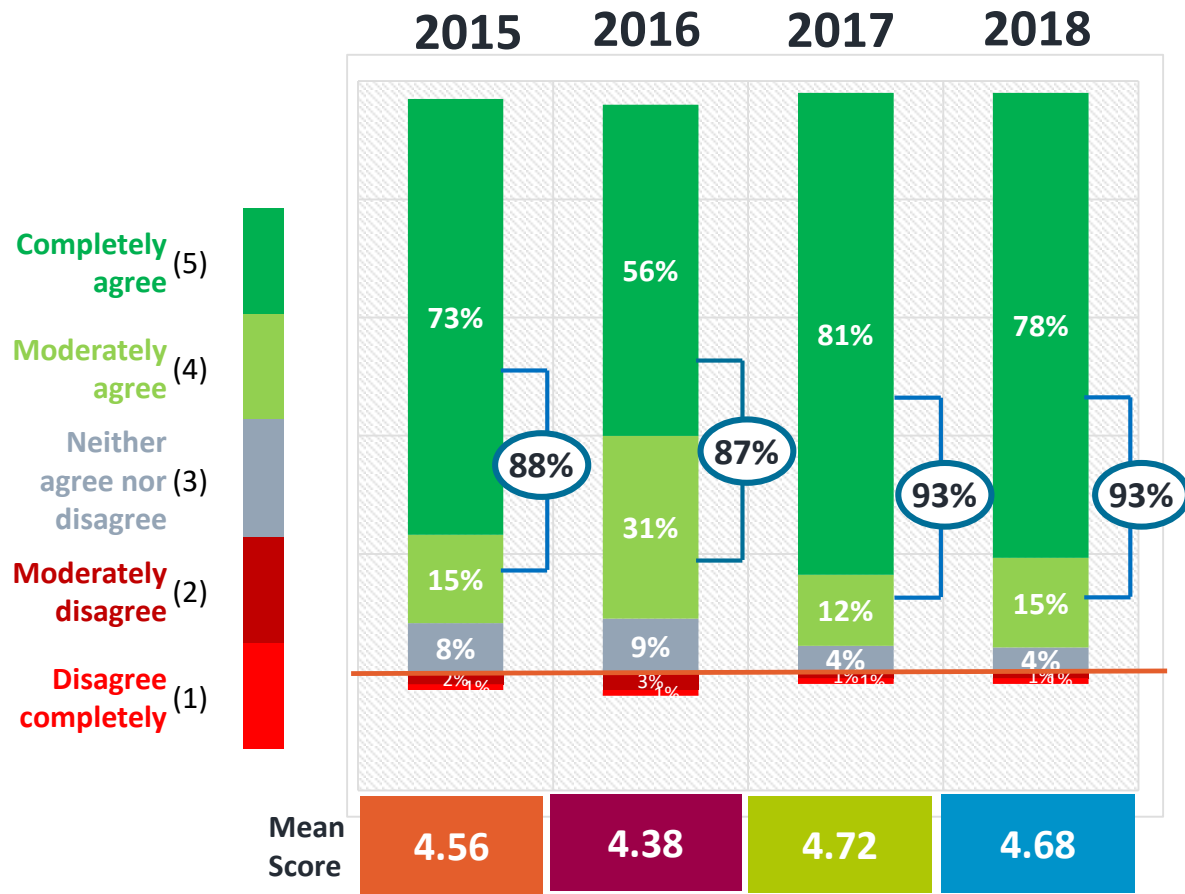
Q. Now thinking about Intreo centre/Branch office staff.
Please indicate your level of agreement with the following statement:
Staff make me feel valued



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

Level of agreement with - Staff try their best for me

Staff are rated strongly as doing their best for candidates

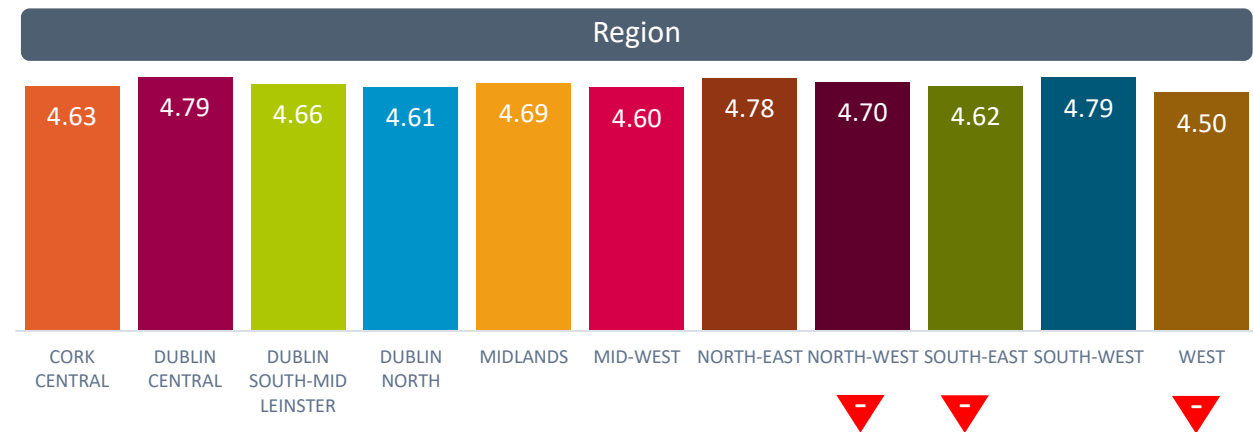
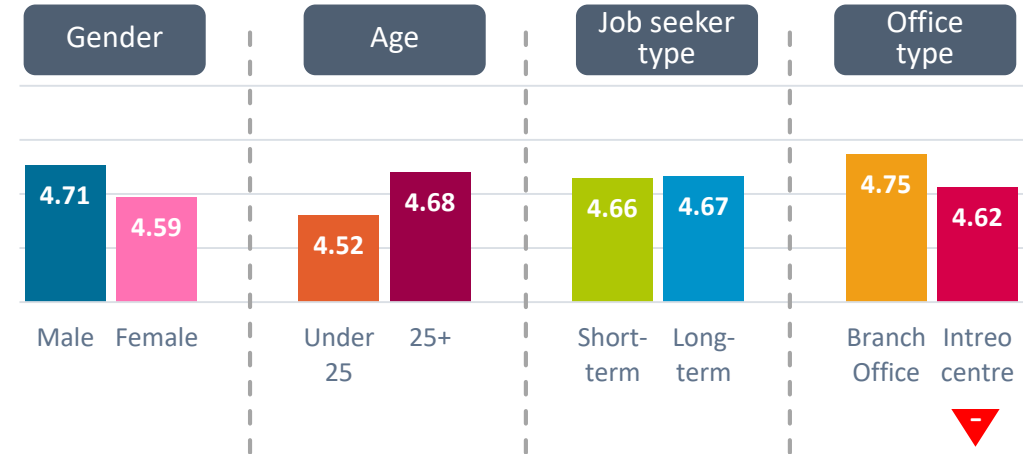
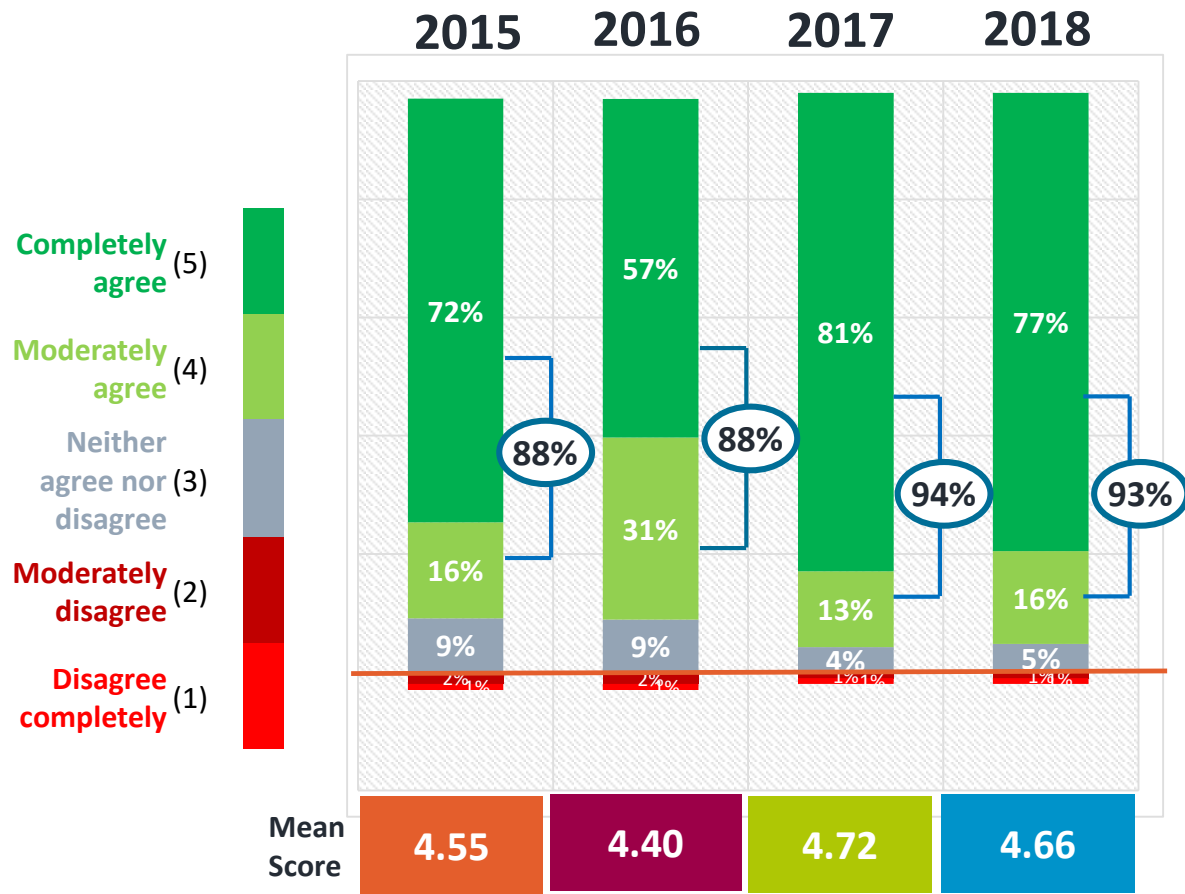


Q. Now thinking about Intreo centre/Branch office staff.
Please indicate your level of agreement with the following statement:
Staff try their best for me

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



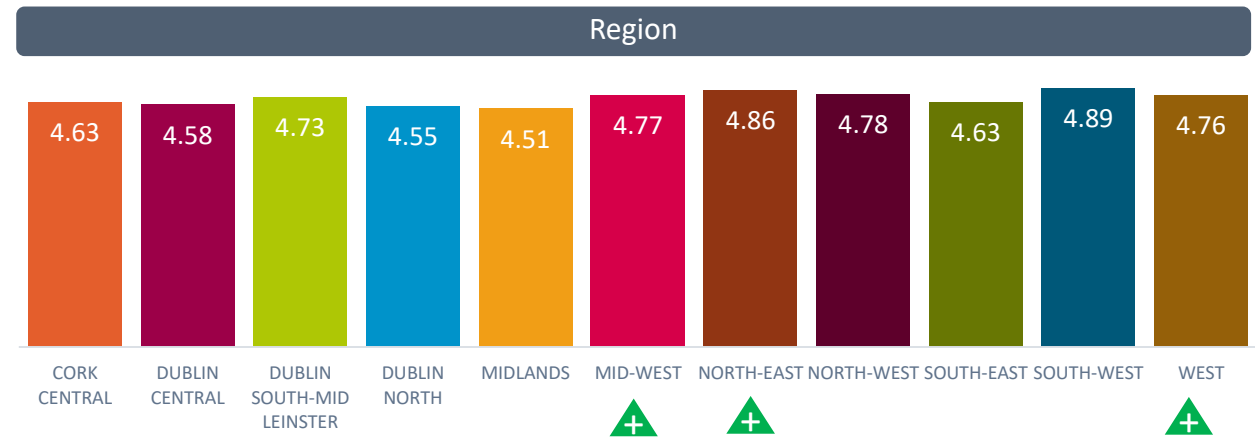
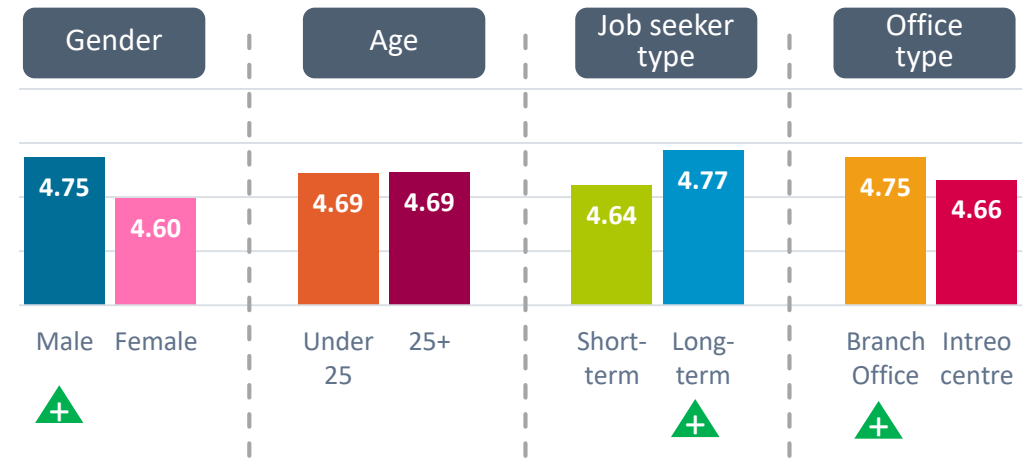
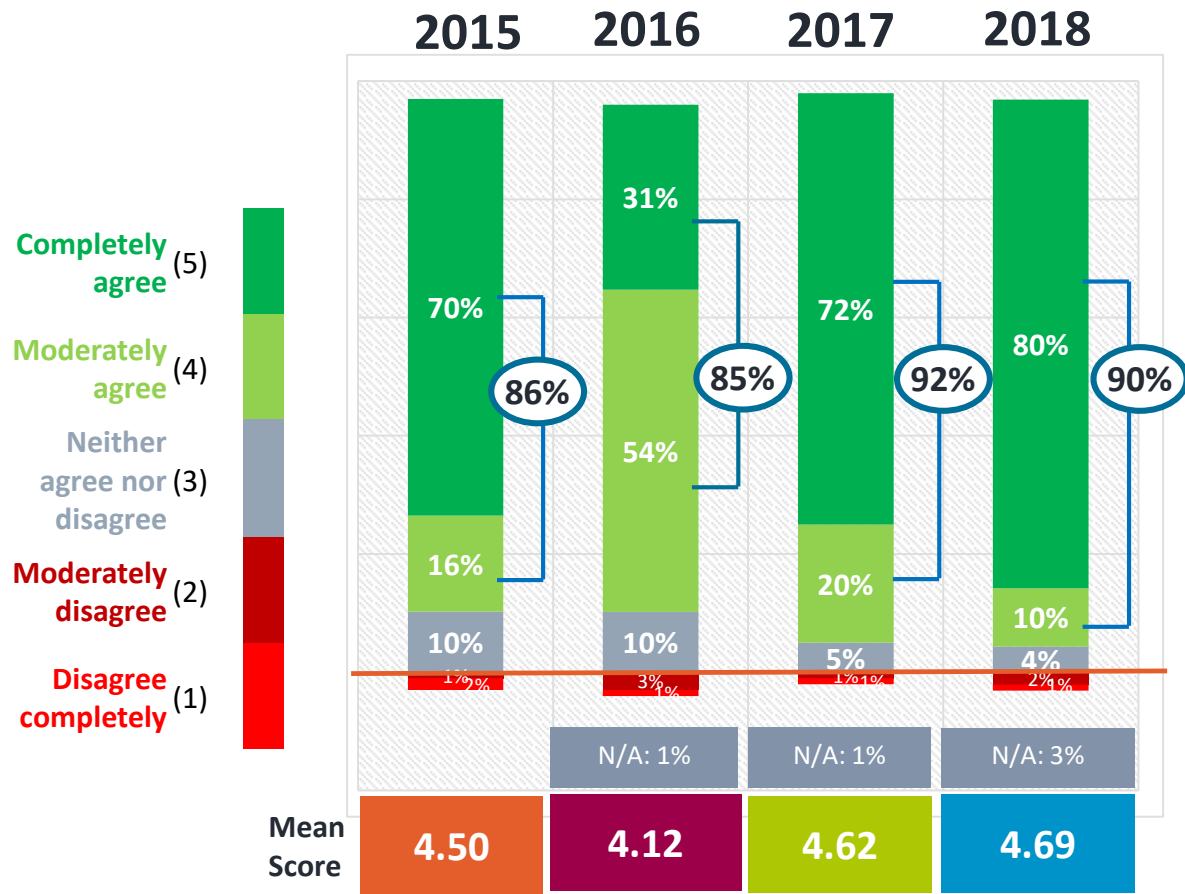
Q. Now thinking about Intreo centre/Branch office staff.
Please indicate your level of agreement with the following statement:
Staff are very good at their jobs

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

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

Jobseekers are more sure that they know the processes to follow now as compared to any other year



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 statement:

After my first visit to the Intreo centre/Branch office I had a good understanding of process that I needed to follow

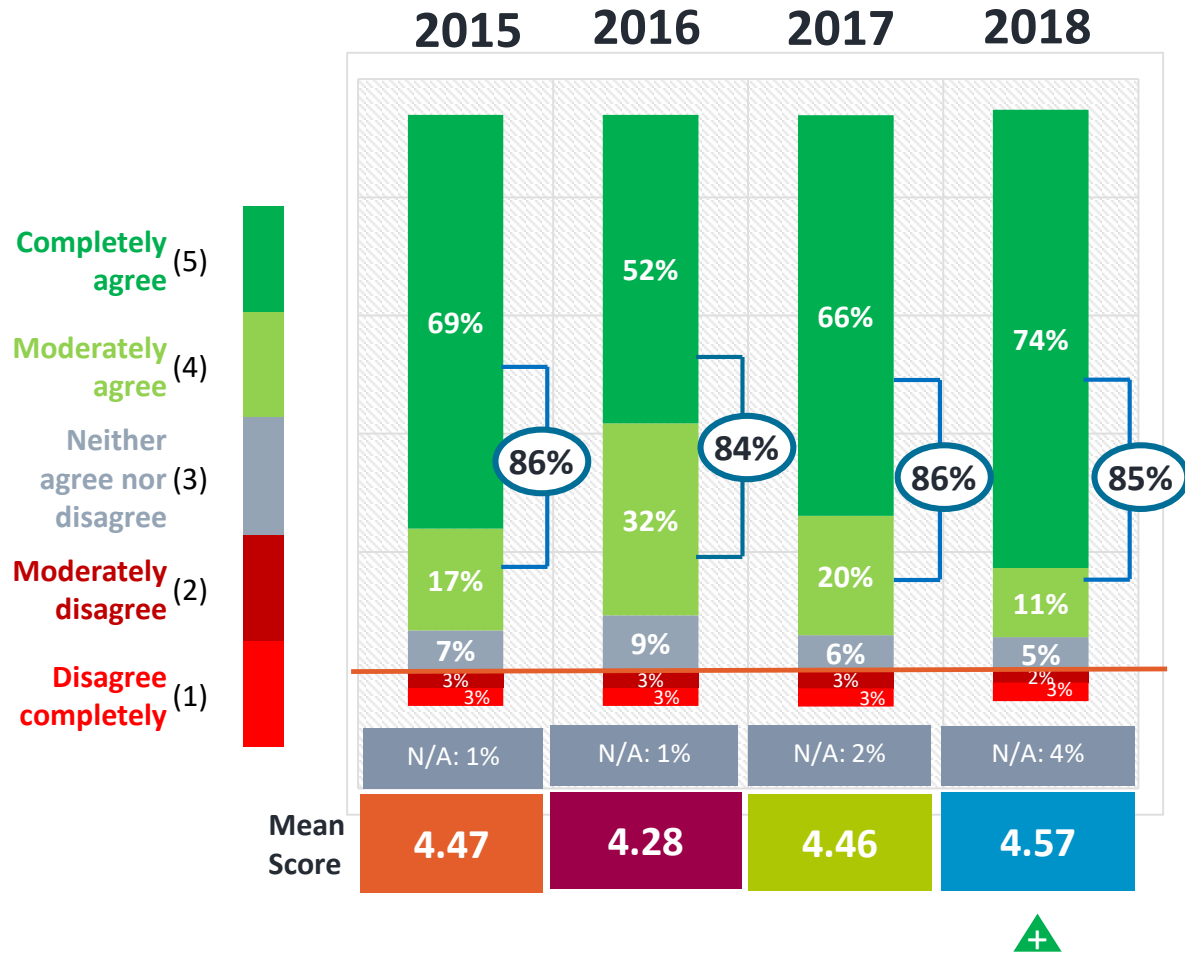
Statistically Significant Difference



Positive difference from 2017 Oct
Negative difference from 2017 Oct

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

Jobseekers are more sure that a decision on their claim was made quickly in 2018

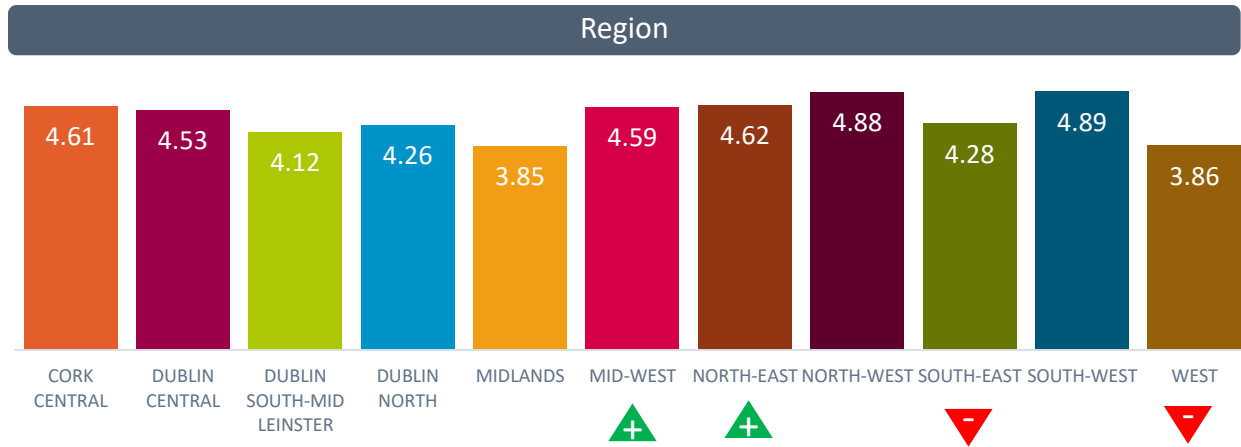
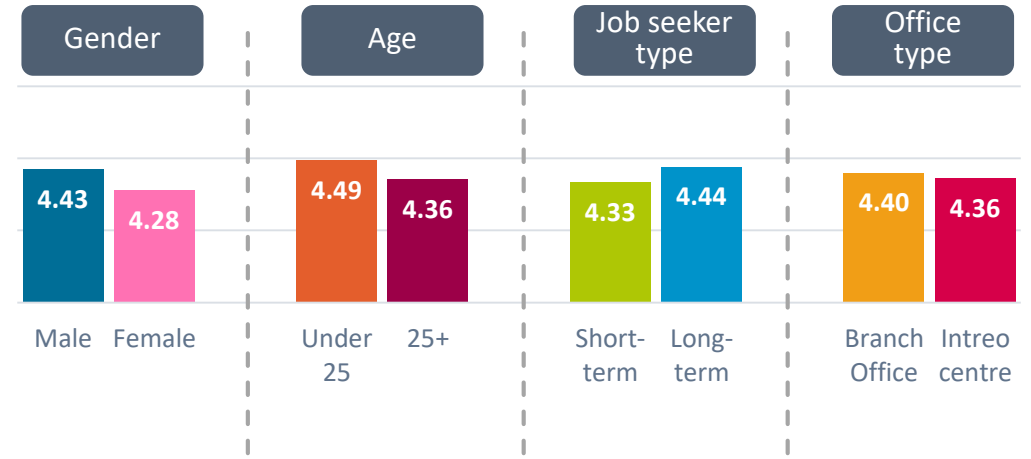
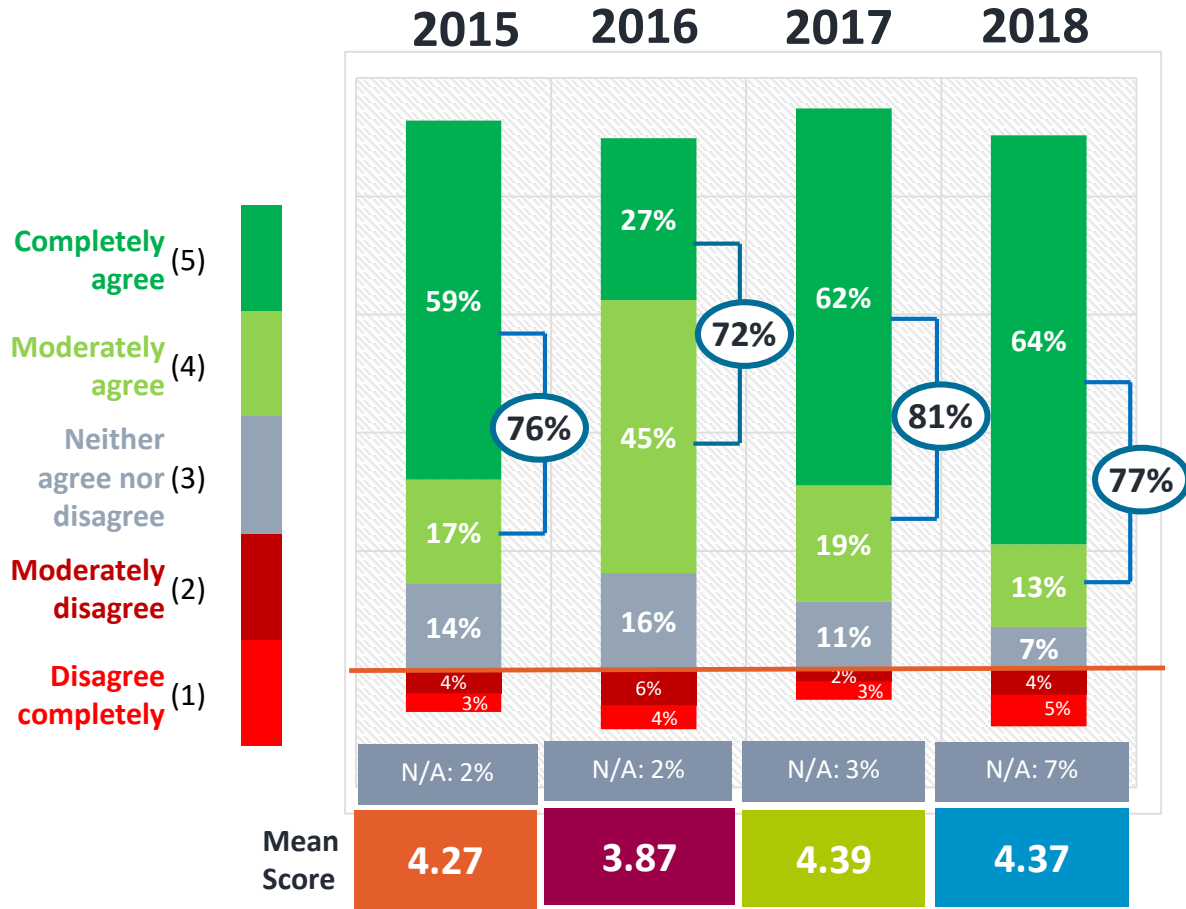


Q. Can you now think about the **services** that you may have received at the Intreo centre/Branch **office**.
Please indicate your level of agreement with the following statements:
A decision on my jobseeker claim was made quickly

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

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

3 out of 4 jobseekers agree that the process helped improve their prospects to get a job



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

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

9% 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:

No help getting a job

I didn't get any benefits from this. Staffs were not professional enough, and feels like the staffs are not able to give professional advise.

More focused on people in professions and not on under graduates

No timeframe given, just a wait and see attitude, no information given

Attended a group meeting and the man's manner was very threatening, very insulting.

Should be more courses on offer

Don't offer work and they don't make options clear too you

The jobs they offered, I didn't have experience. I was told my experience was too advanced.

One person messed up my claim, leaving me without payment for 6 weeks. There is also no parking.

I was unemployed for one week only and had to go to lots of meetings, which are more suitable for long-term unemployed.

They are more suited to looking after claims, any session I attended wasn't too good

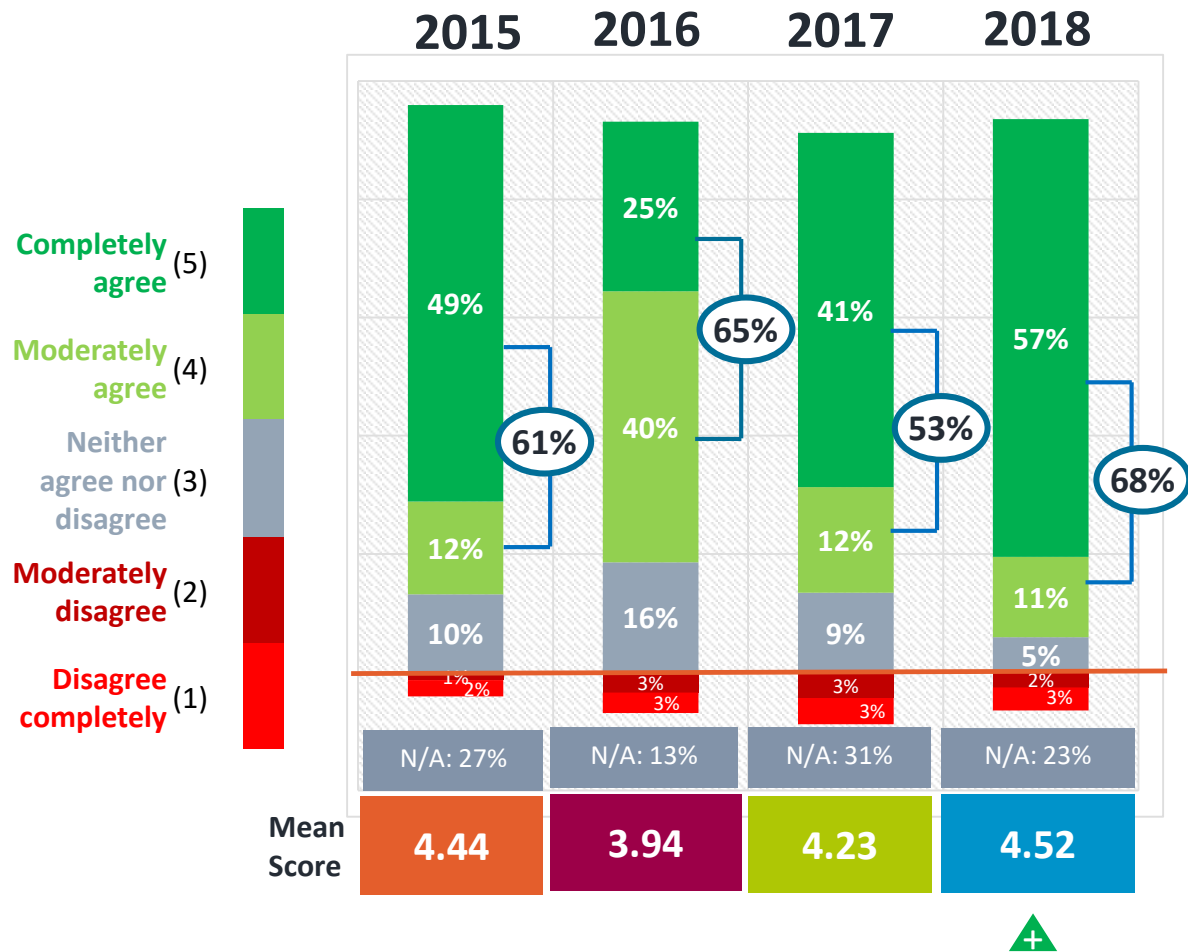
They never helped or suggested places to go. I found it difficult with no help.

Staff are lovely, but major lack of communication

Q. 'We appreciate that you are disappointed that Intreo centre / Branch office process has not yet succeeded in helping you to find employment. Can you let us know what made this experience fall short of your expectations? Please provide as much detail as possible.'

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

Nearly 1 out of 4 said they hadn't had a group engagement session but amongst those who did, agreement about it's usefulness was stronger than other years



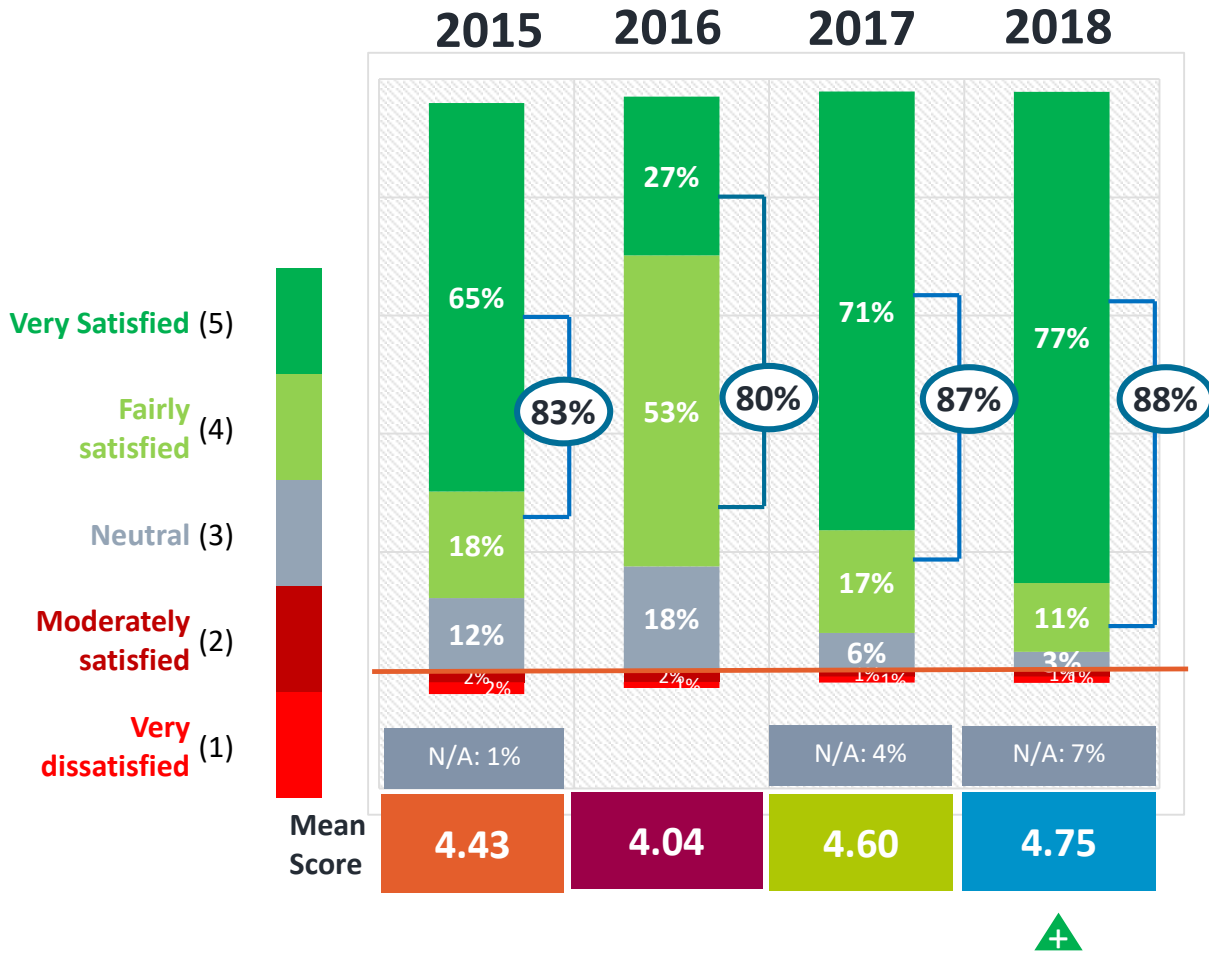
Q. Can you now think about the services that you may have received at the Intreo centre /Branch office. Please indicate your level of agreement with the following statements:
I found the group engagement session useful for understanding my options

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

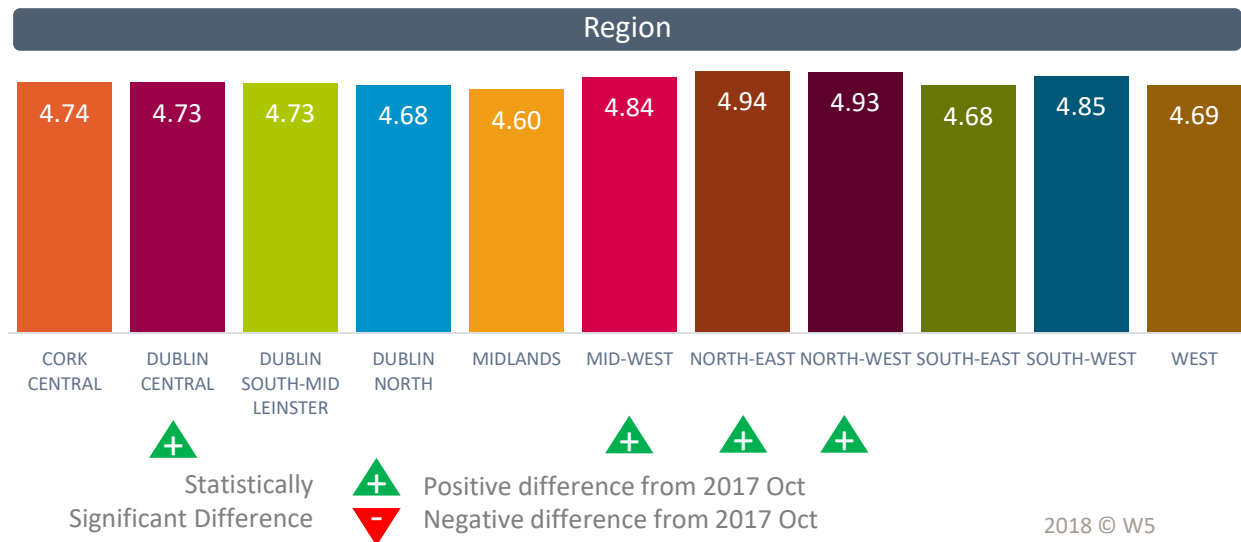
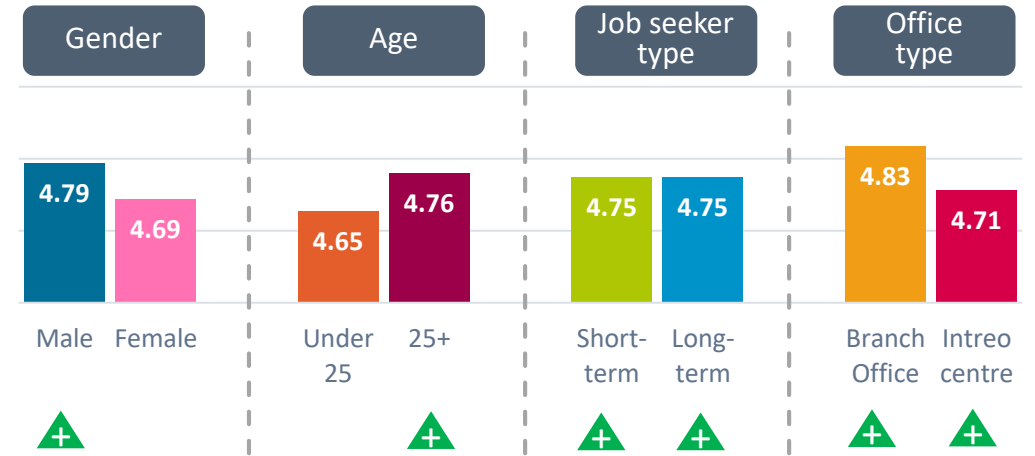
Processes

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

Most enthusiastic satisfaction ever, with first visit to make a claim

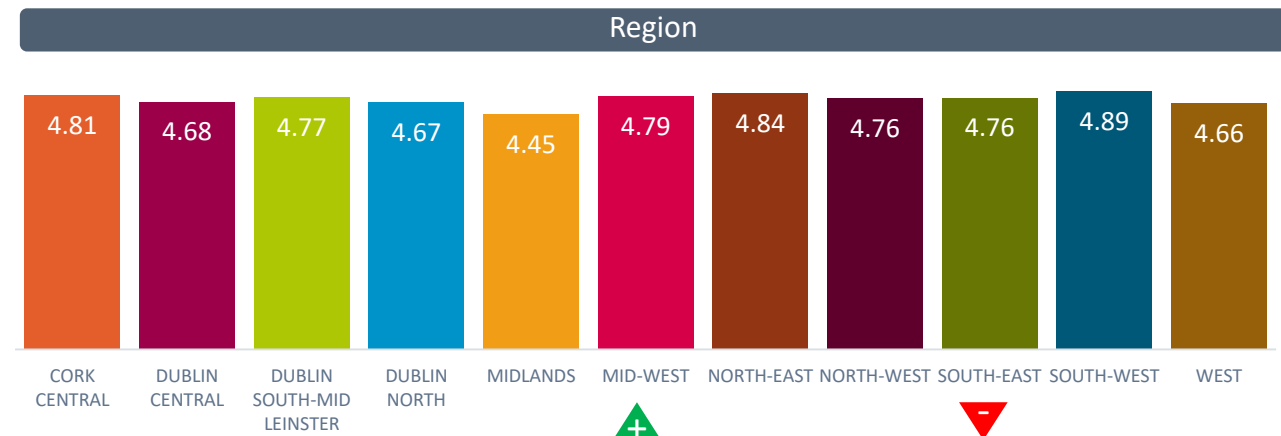
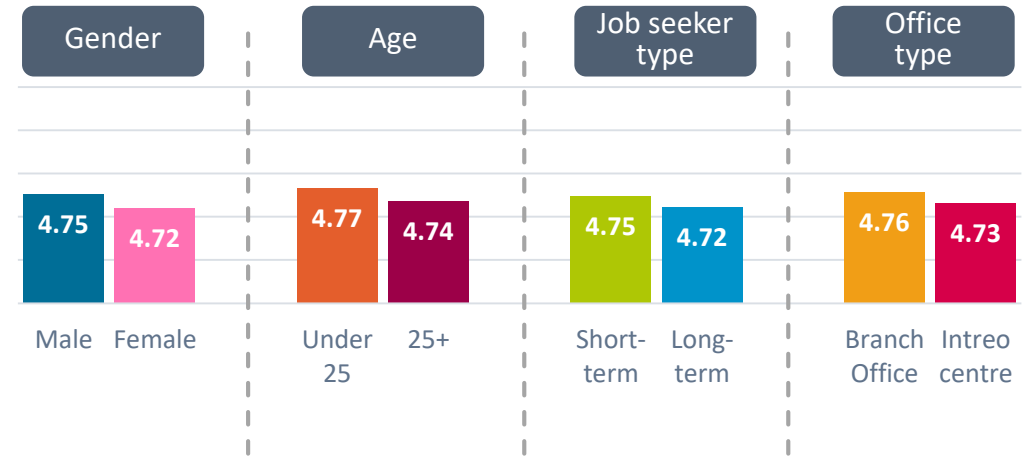
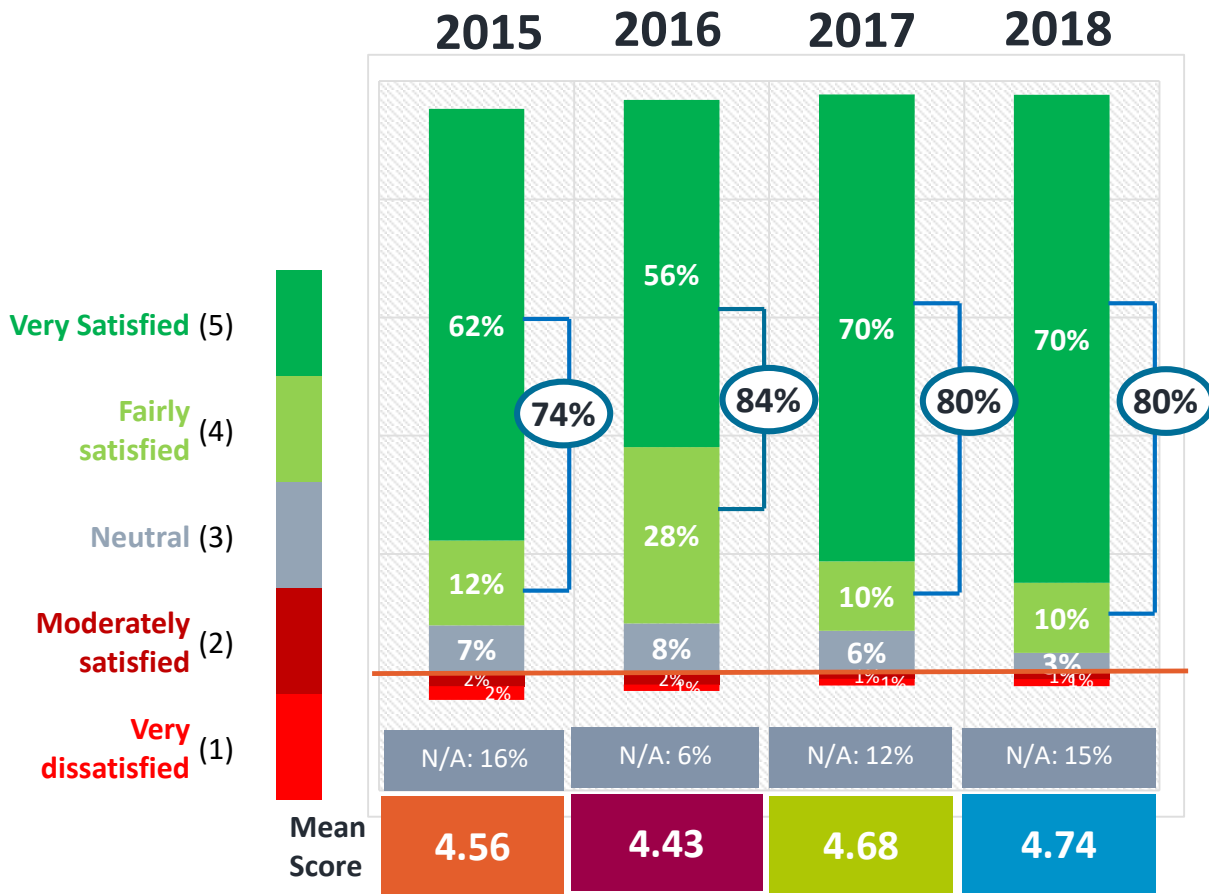


Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office:
First visit to Intreo centre/Branch office to make a claim



Level of satisfaction with - Meetings with my case officer

Satisfaction with meetings with case officer remains strong

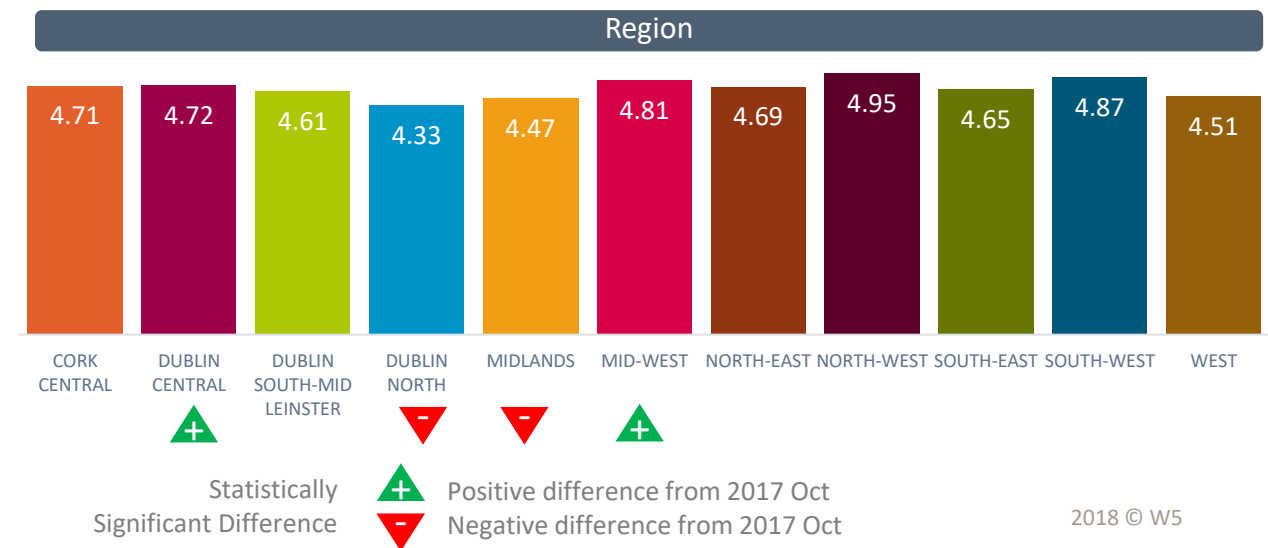
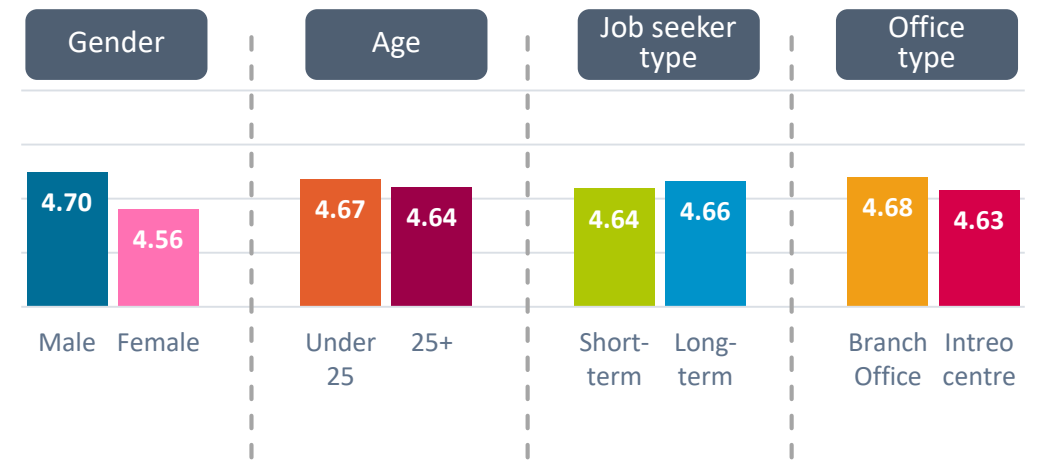
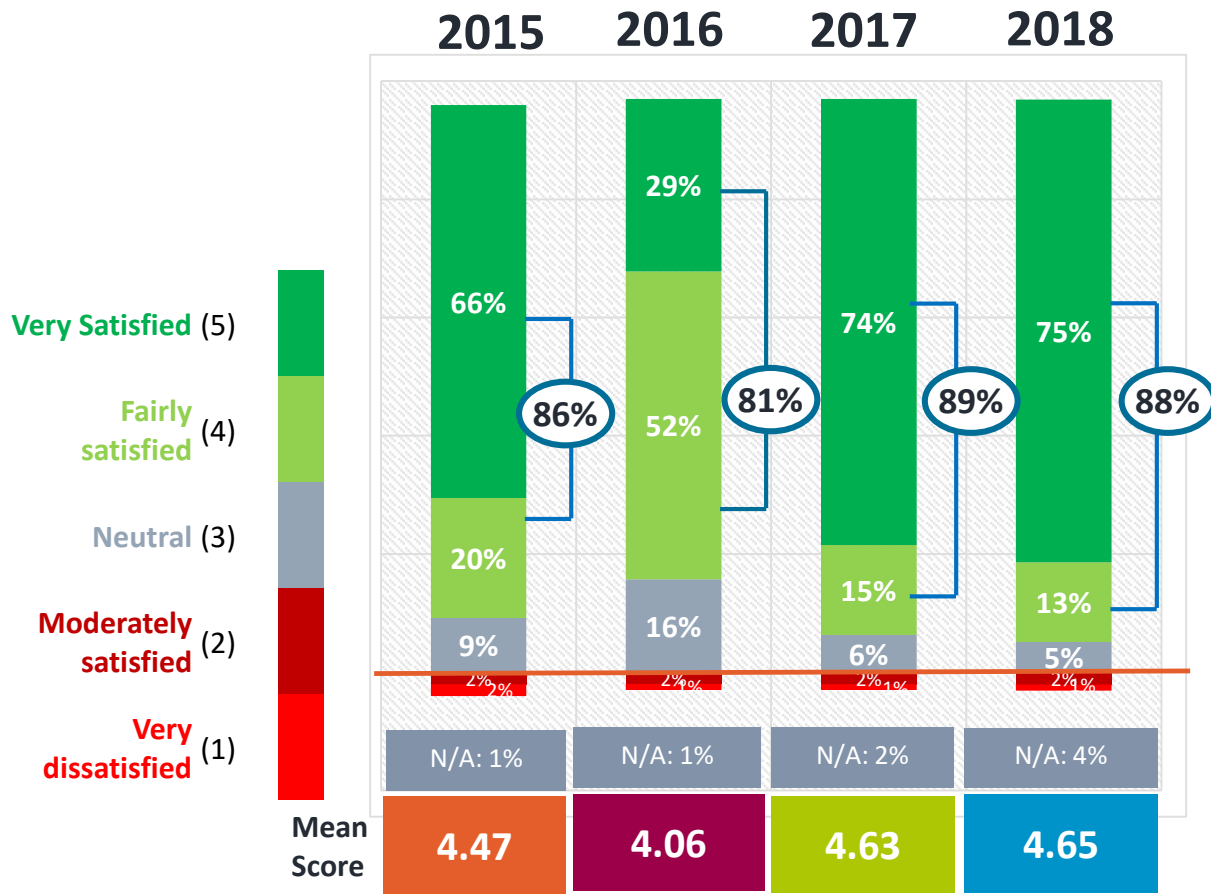


Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office:
Meetings with my case officer

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

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

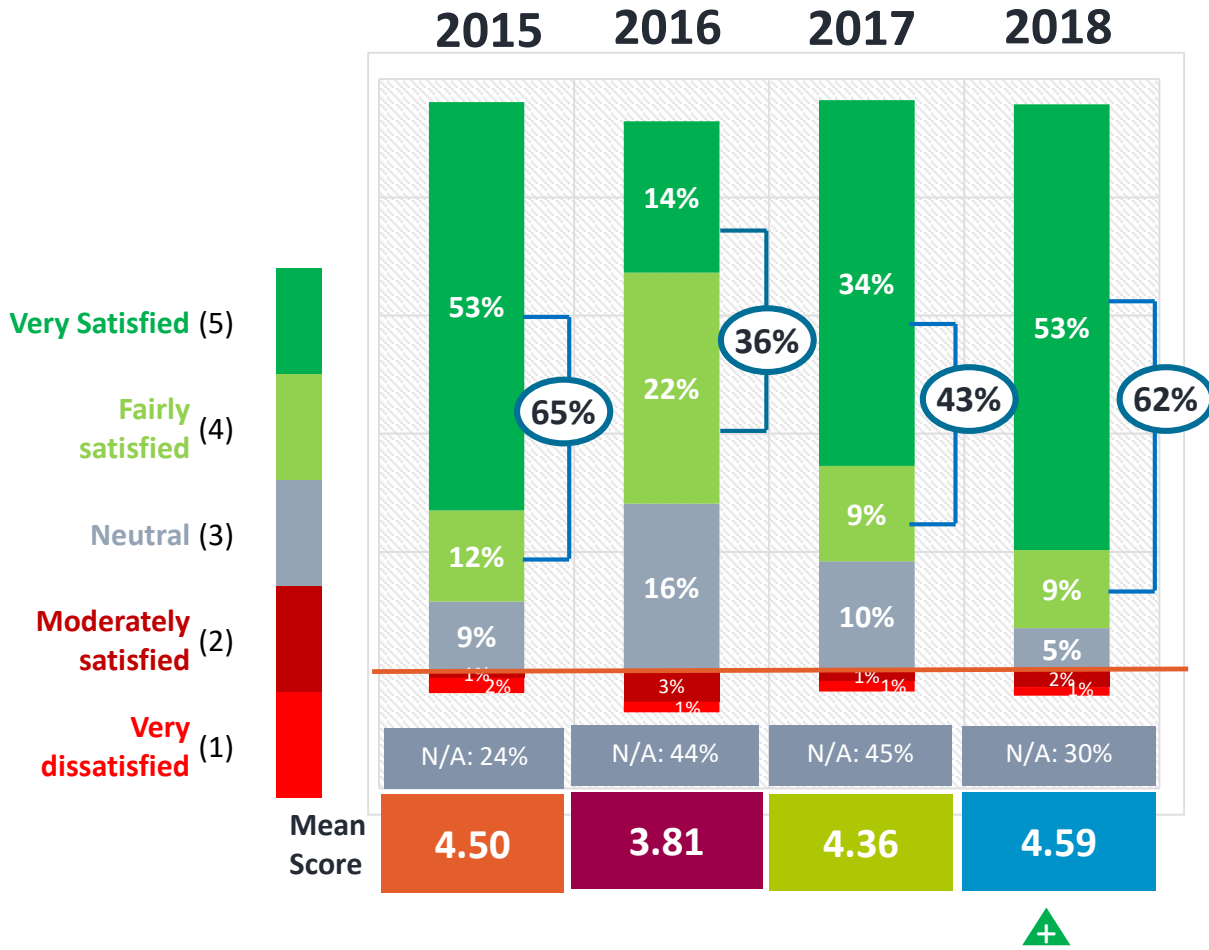
Majority were satisfied with overall supports and services offered



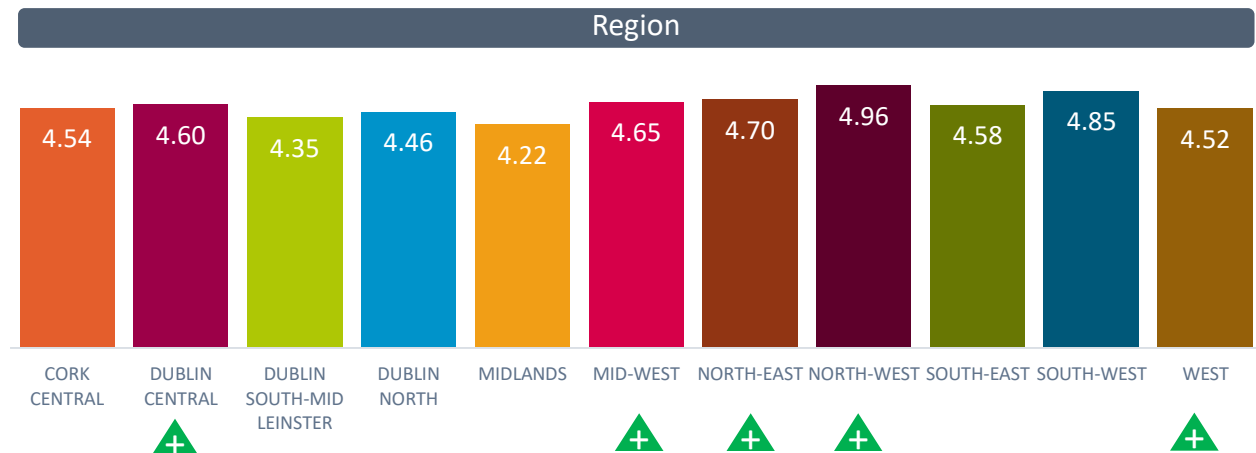
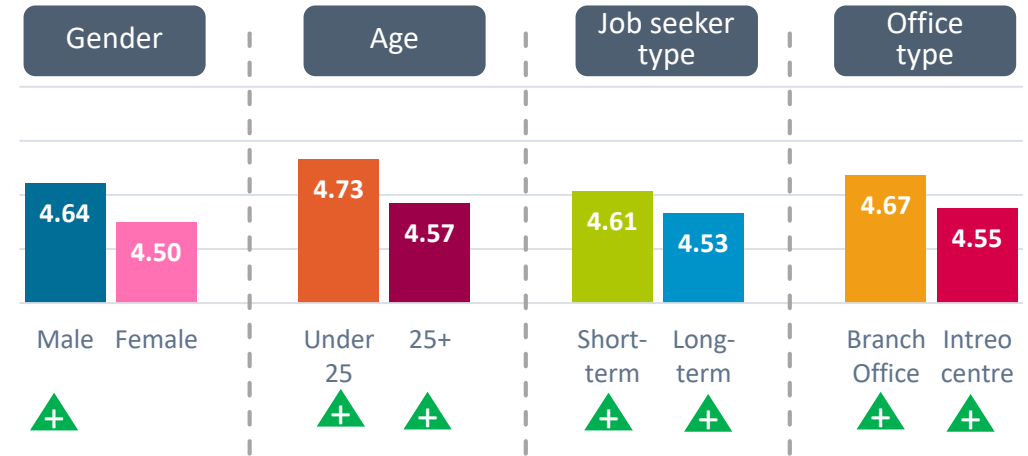
Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office:
The overall supports and services that the Intreo centre/Branch office offered

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

Nearly 1 out of 3 jobseekers did not answer this question. It's likely they do not use services online but users are more satisfied that before



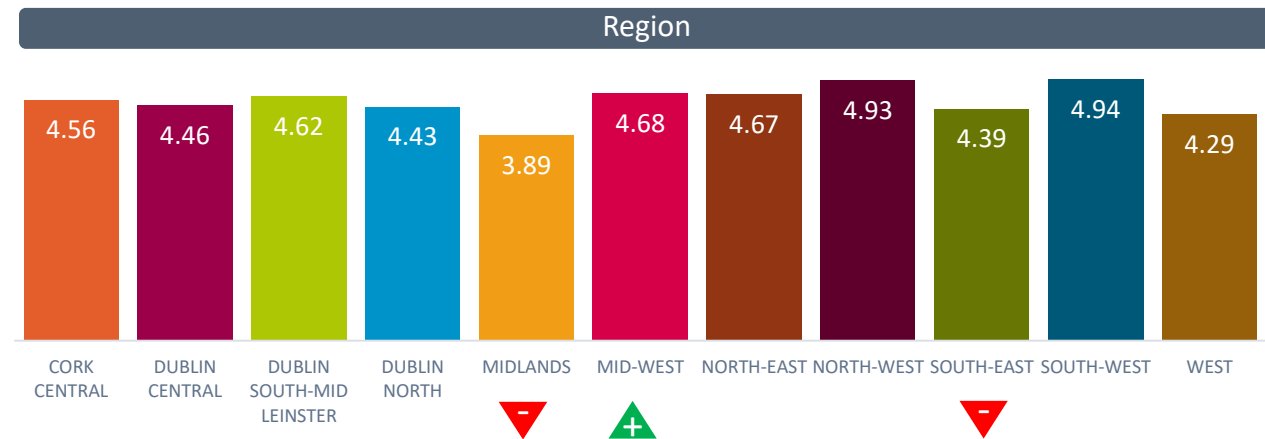
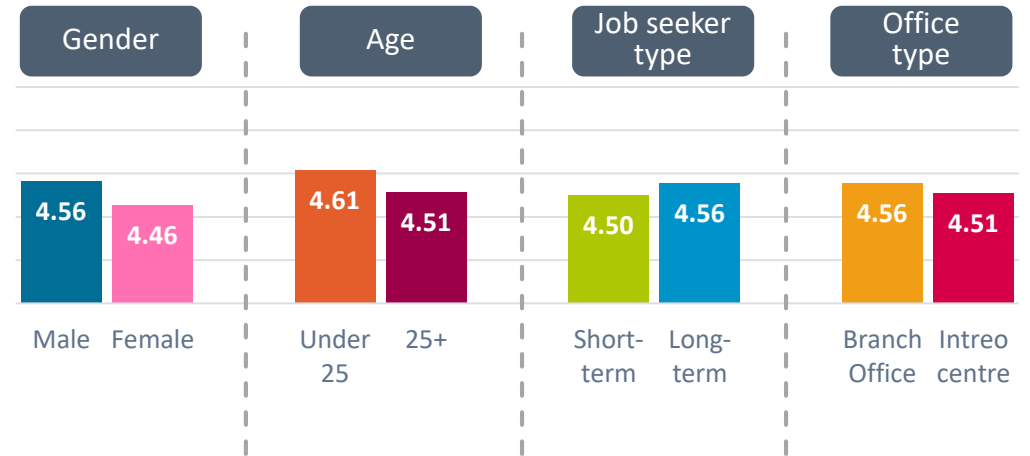
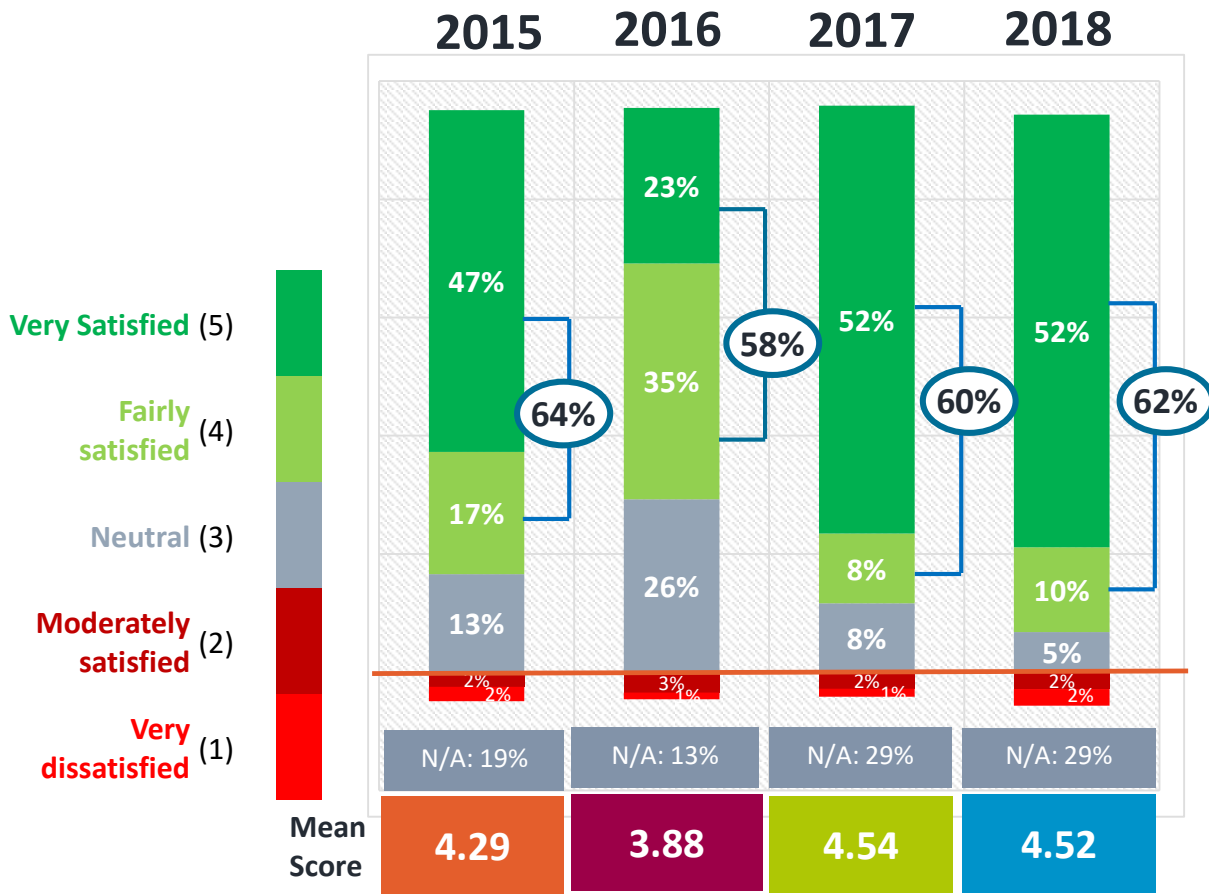
Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office:
Access to/use of Social Welfare services online



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

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

62% were satisfied with getting on to a course, training or getting a job. Nearly 1 out of 3 didn't answer this question

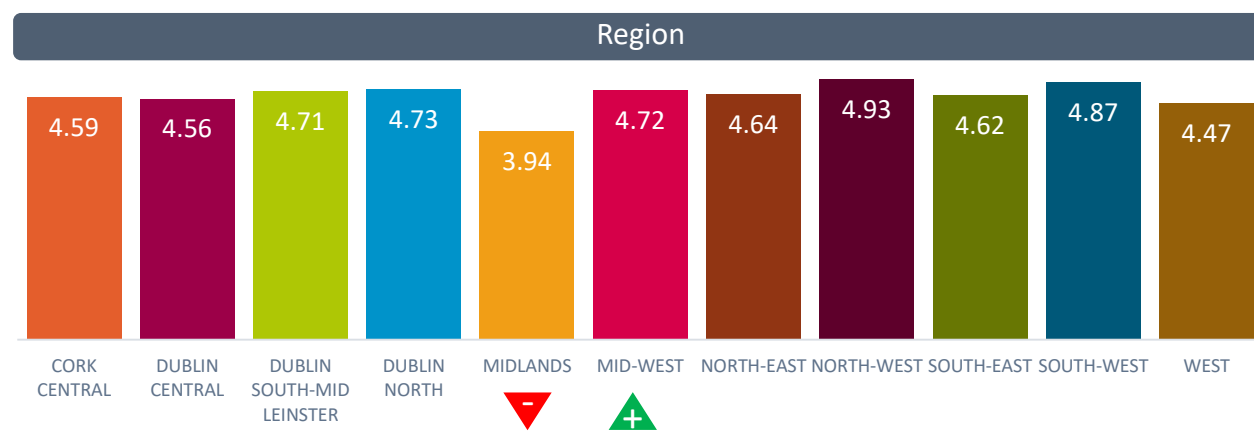
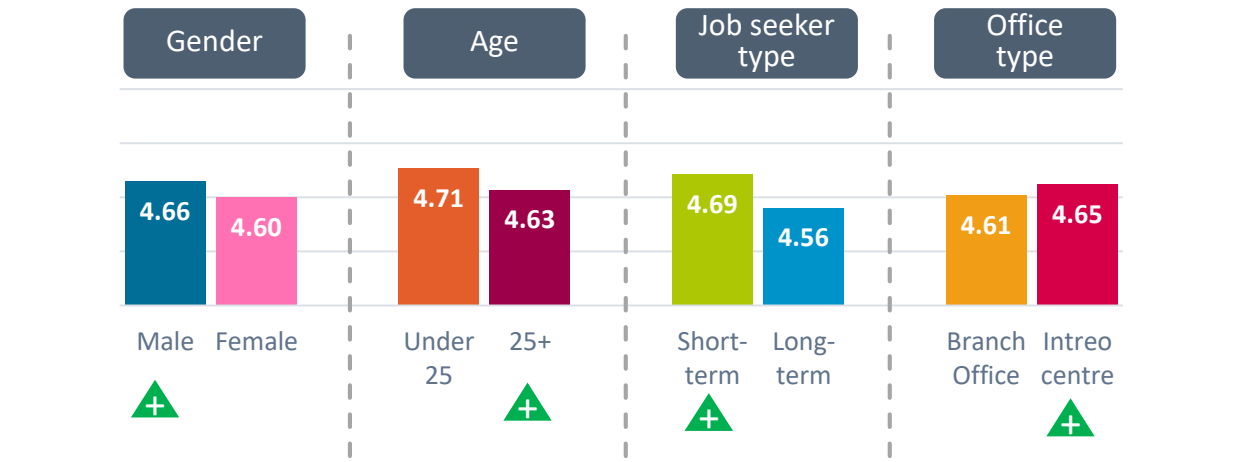
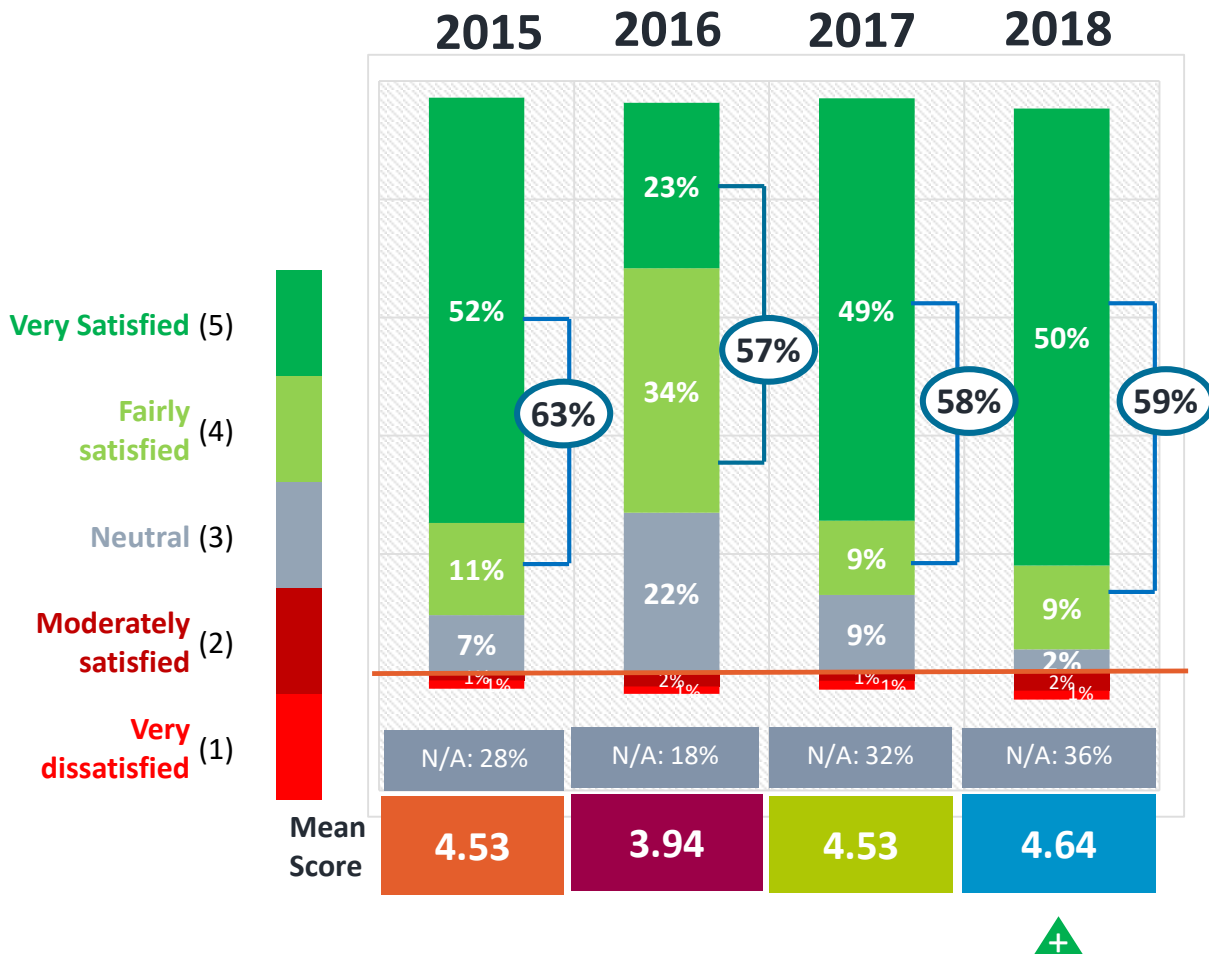


Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office:
Getting on to a course, training or getting a job

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

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

3 out of 5 were satisfied with the course they might have attended. One third didn't answer this question suggesting they may not have had training



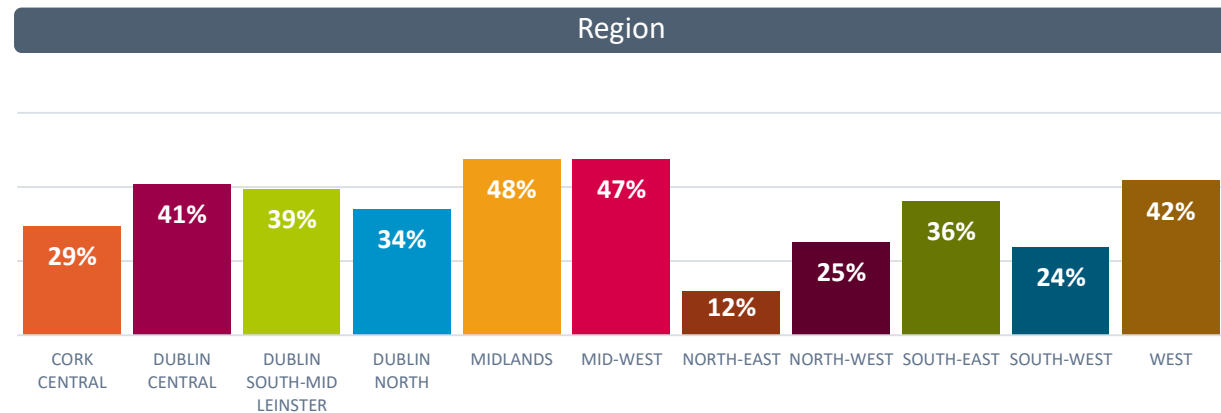
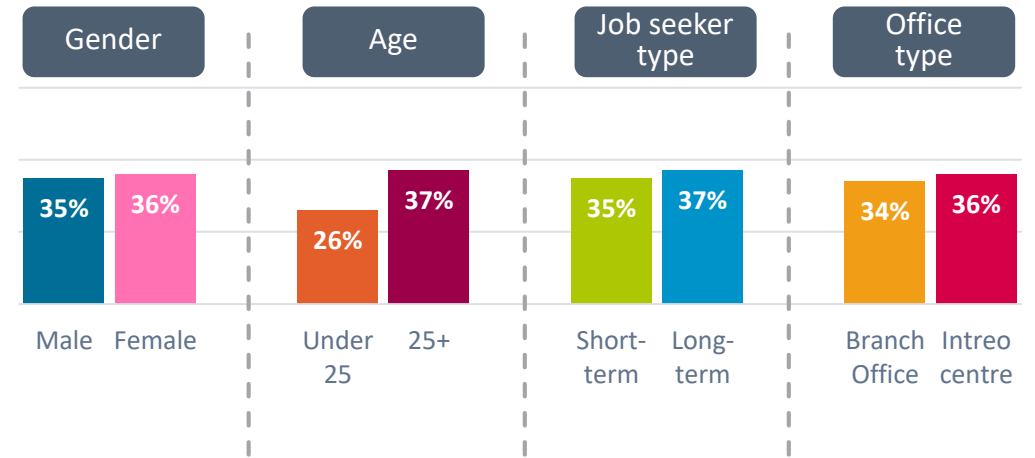
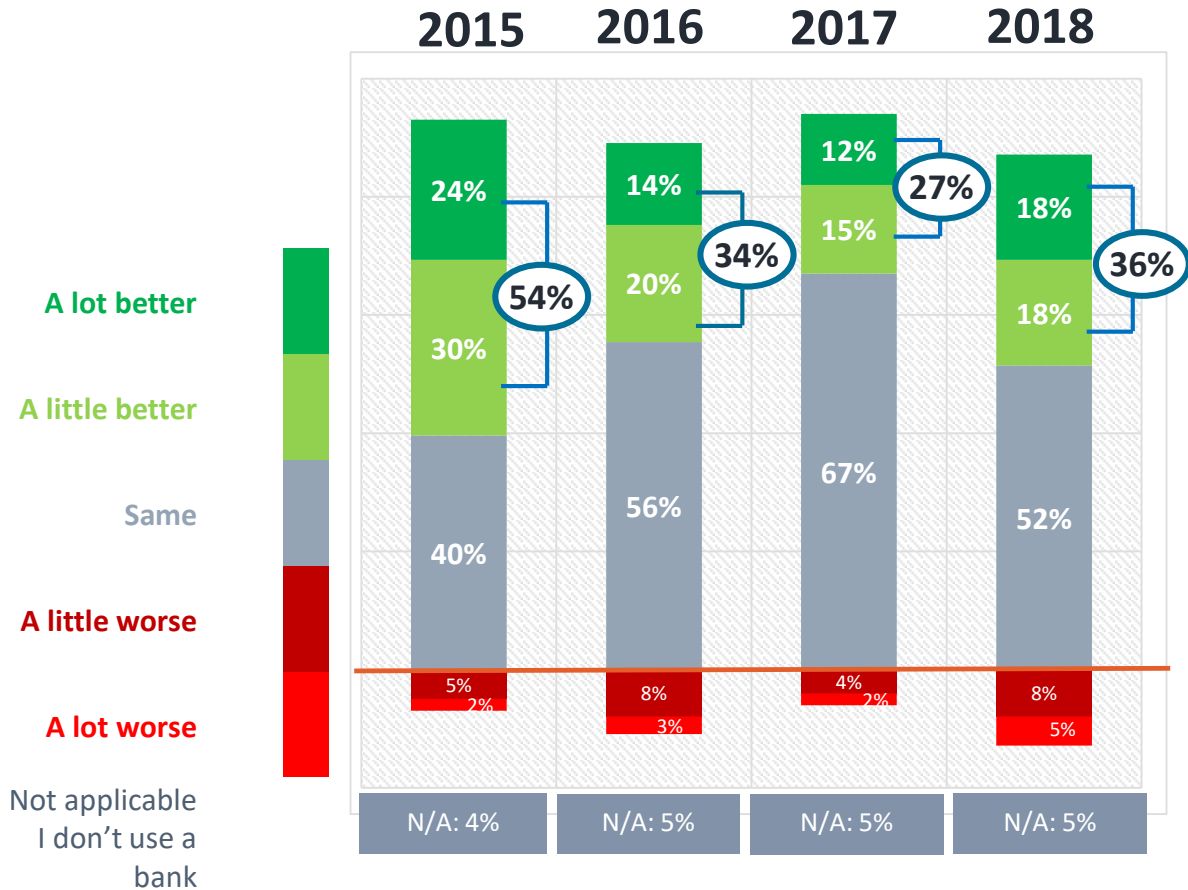
Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by your Intreo centre/Branch office:
The course or training that you may have attended

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

Comparison to main bank

Comparison with main bank – top two box

Half rate the service provided the same as their main bank. 36% rated Intreo centre/Branch office services better as their main bank



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

Verbatims

Verbatim Analysis: Why are jobseekers satisfied or dissatisfied with Intreo/ Branch offices?

Satisfied jobseekers are more likely to mention Staff and Services as reasons for satisfaction. Dissatisfied are irritated by other aspects like poor communication or ceased payments.



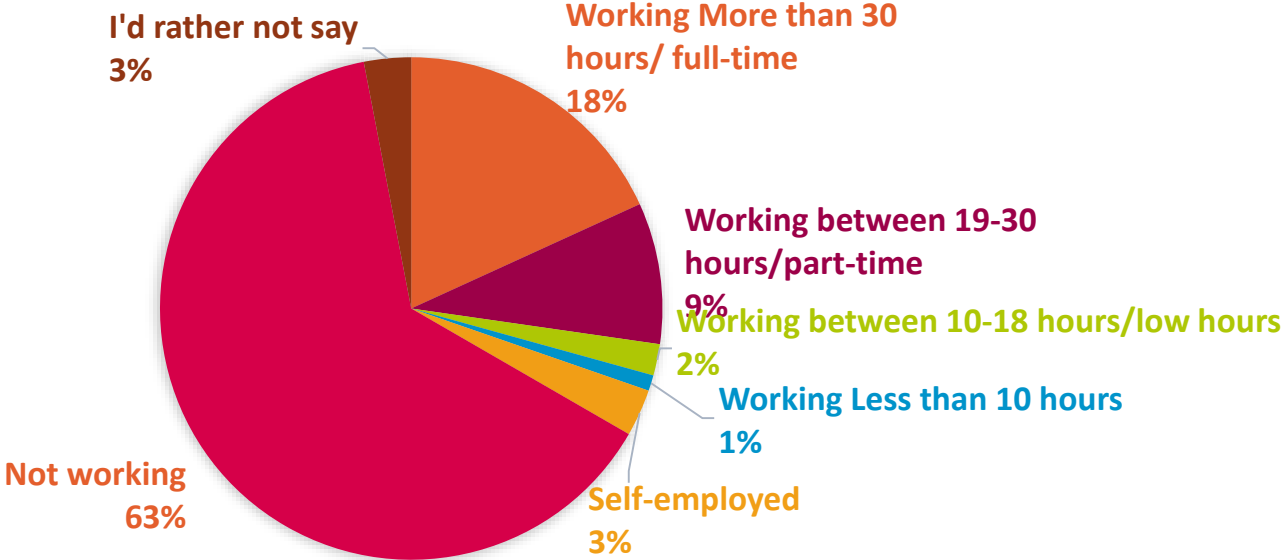
Illustrative Verbatims: Why are jobseekers satisfied or dissatisfied with Intreo/Branch offices?

Most jobseekers praise staff for being helpful

Satisfied			Dissatisfied		
Services and Processes	Staff	Office Facilities and other	Services and Processes	Staff	Office Facilities and other
<ul style="list-style-type: none"> • Generally quick and efficient • Found group engagement sessions useful as that is where I heard about Jobs club which I though was very good. My jobseeker claim was very quick. 10 minutes drive to my local centre. • The courses definitely help in regards to finding work. 	<ul style="list-style-type: none"> • Very helpful staff. They are very understanding to my circumstances. • The staff very amicable. Very helpful and thrilled with the whole process. • Security man in my local office is very helpful and everything is explained and if I have any questions the staff are very helpful. 	<ul style="list-style-type: none"> • Went smoothly and no problems • Very happy with the program and now working successfully • Always very prompt. no problems overall. • Very happy with the punctuality • I don't have to travel far and my job seeker's claim was done quickly. 	<ul style="list-style-type: none"> • I had a number of issues in attempting to open my claim. • Sometimes you have to know what you want before you go in and there's no help. • Not enough support for people who are educated. • Very unhappy with the payment system • Long waiting for claim to be submitted 	<ul style="list-style-type: none"> • Some staff were quite rude • Sometimes it is difficult to speak with some staff . • I am 57 years old and being treated like an 18 year old, it's not fair. • The staff had not been too helpful. • Being harassed by an inspector. 	<ul style="list-style-type: none"> • Not very private, everything is discussed in front of everyone • I am not receiving any follow up and it was very hard to get through on the phone. • Had to split tax credit over being on CE Scheme. I lost a lot of tax. No communication • My wife passed and I kept getting sent out letters.

Employment status

Jobseekers are increasingly working at the time of interview – 37% in October 2018



	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	18%	9%	2%	1%	3%	63%	3%
2017	17%	8%	2%	1%	2%	69%	1%
2016	7%	9%	5%	1%	3%	74%	-



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

Jobseeker satisfaction with public offices research *(October 2018, Phone)*