



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

## Satisfaction with JobPath service providers *(Online research 2018)*

17/09/2018

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# Introduction

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Dept. of Employment Affairs and Social Protection wanted to assess satisfaction with JobPath services, Seetec and Turas Nua across Republic of Ireland from the point of view of jobseekers.

## Research Objectives

Specifically we needed to find out:

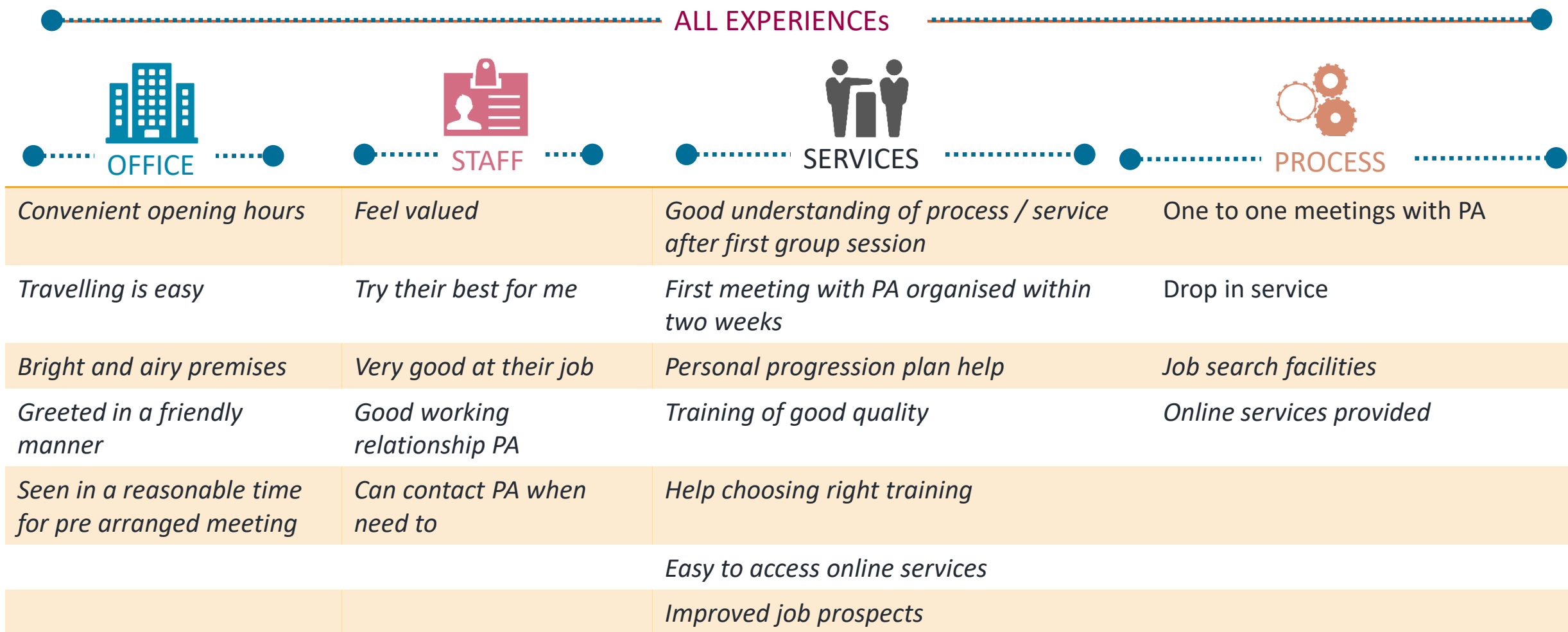
- Overall satisfaction with Seetec/Turas Nua services
- Satisfaction with Seetec/Turas Nua offices
- Satisfaction with Seetec/Turas Nua Staff
- Satisfaction with Seetec/Turas Nua services
- Satisfaction with Seetec/Turas Nua processes

## The Sample:

A representative sample of 1371 JobPath candidates were interviewed. All interviews were carried out using SMS delivered online survey.

	Sample Size	Fieldwork dates
2018	1371	30/04/2018 – 17/07/2018
2017 Oct	2037	23/10/2017-14/11/2017
2017 Apr	4040	04/04/2017 – 18/06/2017
2016	717	03/11/2016 - 11/04/2017

# Touchpoints assessed



**New – Reason for overall satisfaction/dissatisfaction score**

**Reasons why didn't improve job prospects**

- 4 **Other:** *Employment status at time of interview / Satisfaction with continuing support from JobPath*
- Comparison of services to those offered by your Intreo/Branch office*

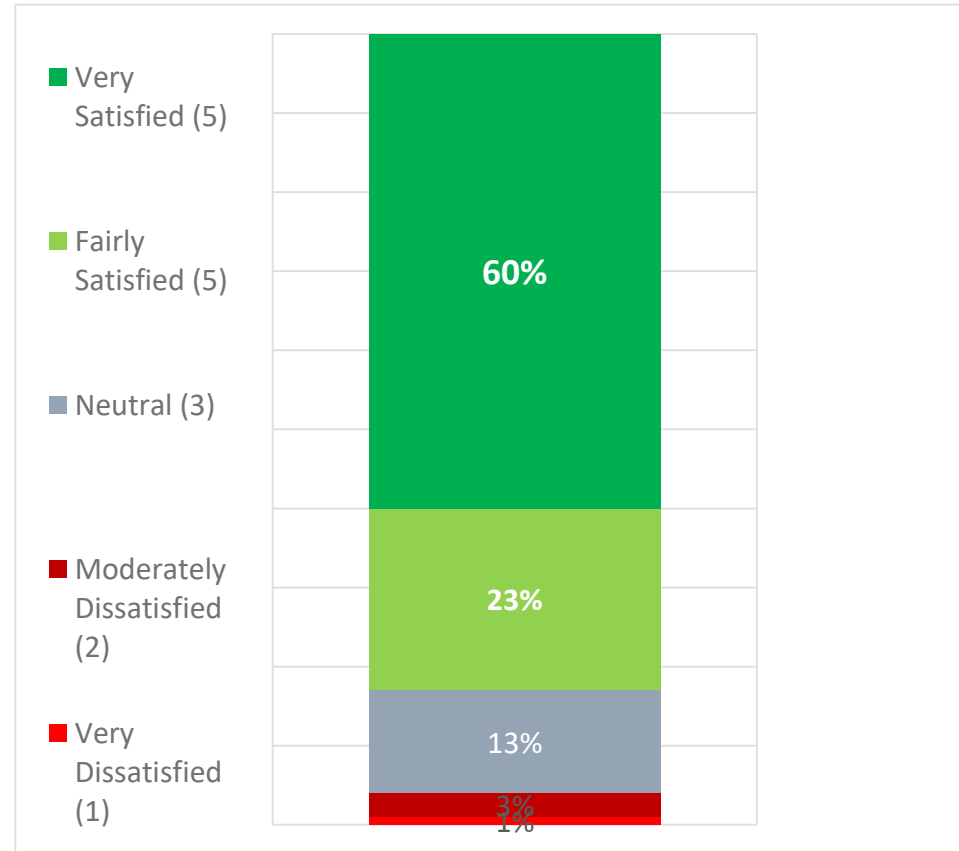
# Question wording

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 distribution

	2016	2017 Apr	2017 Oct	2018
<b>Gender</b>				
Male	409 (57%)	2336 (58%)	1142 (56%)	751 (55%)
Female	296 (41%)	1692 (42%)	895 (44%)	620 (45%)
<b>Age</b>				
25+	677 (94%)	3820 (95%)	1942 (95%)	1278 (93%)
Under 25	28 (4%)	208 (5%)	95 (5%)	93 (7%)
<b>Duration</b>				
LR > 3 Years	409 (57%)	2355 (58%)	1123 (55%)	621 (45%)
LR 1-2 Years	175 (24%)	967 (24%)	437 (21%)	313 (23%)
LR 2-3 Years	130 (18%)	618 (15%)	232 (11%)	124 (9%)
Passing 12 months	2 (0%)	91 (2%)	66 (3%)	38 (3%)
LR Working Part Time	0 (0%)	0 (0%)	179 (9%)	275 (20%)
<b>Nationality</b>				
Irish	515 (72%)	3120 (77%)	-	1096 (80%)
Non-Irish	201 (28%)	911 (23%)	-	275 (20%)

	2016	2017 Apr	2017 Oct	2018
<b>Region</b>				
CORK CENTRAL	72 (10%)	346 (9%)	157 (8%)	88 (6%)
DUBLIN CENTRAL	35 (5%)	300 (7%)	131 (6%)	92 (7%)
DUBLIN SOUTH-MID LEINSTER	66 (9%)	419 (10%)	207 (10%)	163 (12%)
DUBLIN NORTH	43 (6%)	280 (7%)	146 (7%)	92 (7%)
MIDLANDS	57 (8%)	400 (10%)	232 (11%)	135 (10%)
MID-WEST	80 (11%)	460 (11%)	241 (12%)	151 (11%)
NORTH-EAST	81 (12%)	384 (10%)	173 (8%)	158 (12%)
NORTH-WEST	47 (7%)	267 (7%)	147 (7%)	102 (7%)
SOUTH-EAST	123 (18%)	572 (14%)	295 (14%)	190 (14%)
SOUTH-WEST	32 (5%)	229 (6%)	136 (7%)	76 (6%)
WEST	55 (8%)	347 (9%)	172 (8%)	124 (9%)

**Note.** Some data not tagged with classification information

# Executive summary – Key messages

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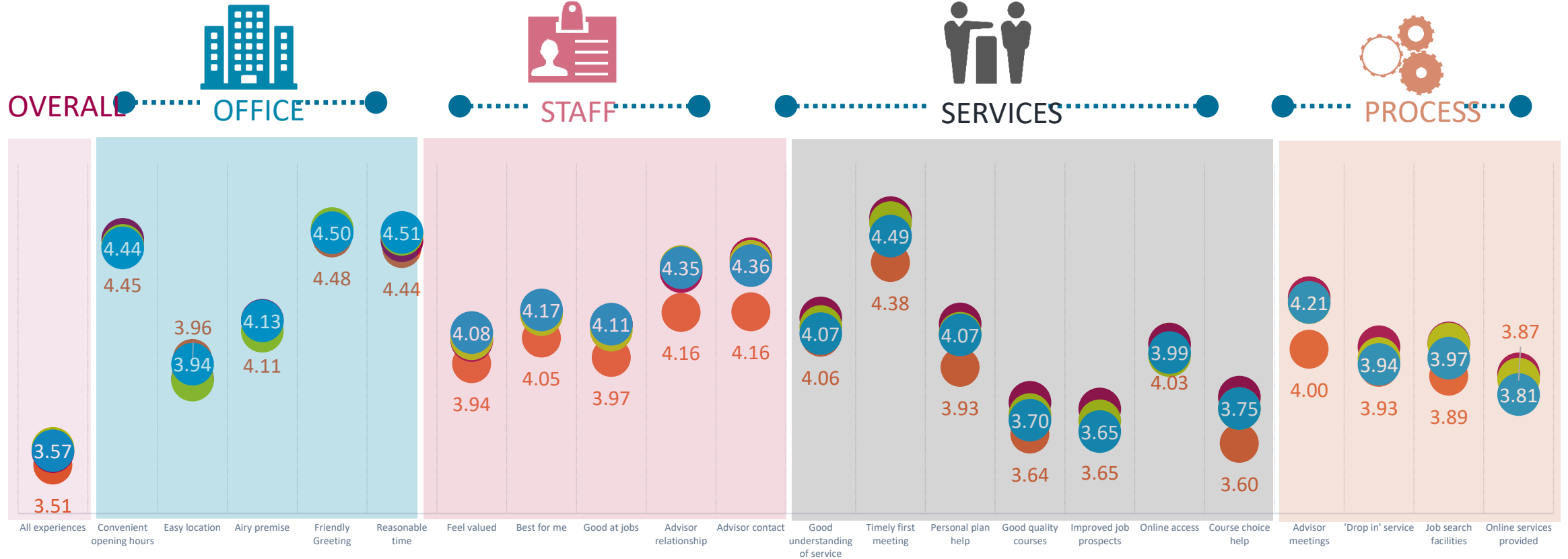
1. Strong overall **performance for JobPath providers**. Overall satisfaction mean score remains stable at 3.57 this year on a five point scale where the top score possible is 5.0.
  2. Scores across the key areas of Premises, Staff, and Processes are routinely in the **top quartile** for both providers.
  3. JobPath clients are **most satisfied** with timelines for pre-arranged meeting, timely first meeting and friendly greeting.
  4. **Some marginal softening in scores re satisfaction with processes and services**. Jobseekers are slightly less enthusiastic in their praise of the quality of courses offered, online services, the drop in service and the positive impact of dealing with JobPath on their ability to get a job.
  5. Nevertheless, while one of the lowest scoring aspects, likely a challenging aspect of the service for JobPath providers, it is heartening that three in five agree that JobPath services has helped the clients **improve their prospects in getting a job**.
  6. More than half feel that **Seetec/Turas Nua services are similar or better than Intreo/branch office services**.
  7. Those satisfied praise **helpful, informative and respectful staff as well as strong supports in helping them find employment**. Staff are also unfortunately a driver of dissatisfaction where their attitude is perceived as poor. The other key driver of dissatisfaction is the perceived limited aid the JobPath service has given the jobseeker in getting a job.
  8. Of those in work, three in five clients were satisfied with the continuing contact with their personal advisor.
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# Results



# Overall performance

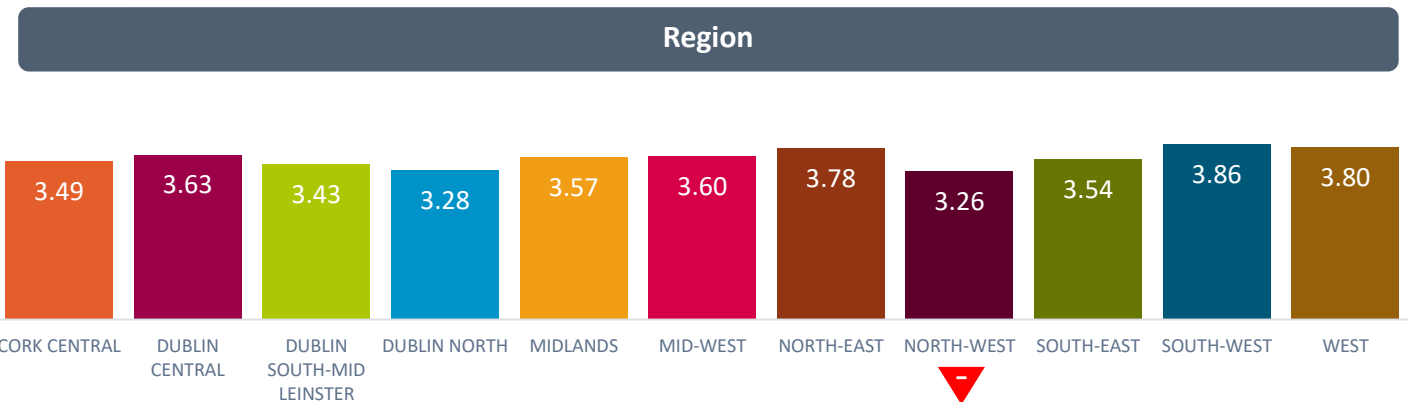
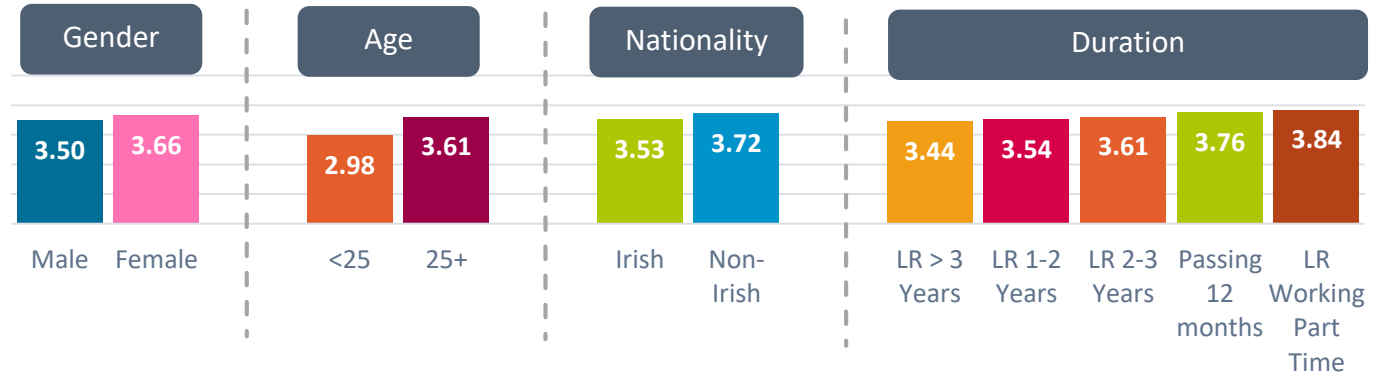
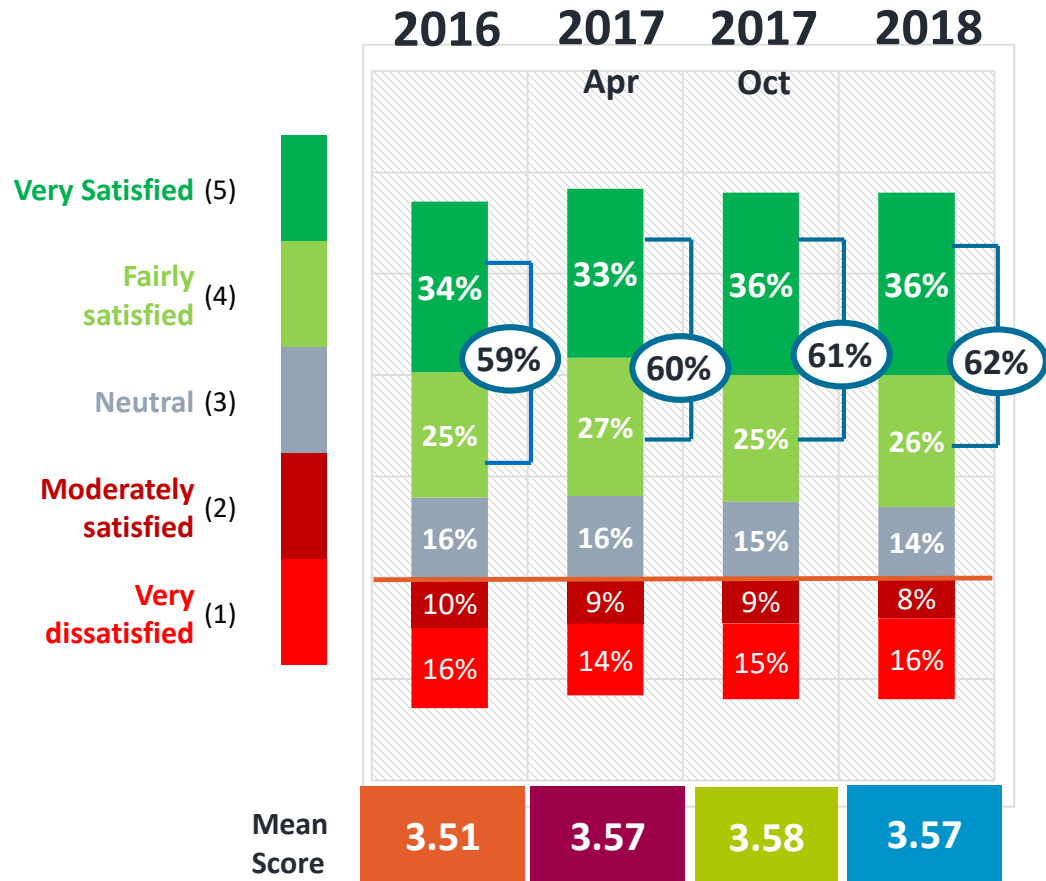
Strong and consistent performance



● 2016   
 ● 2017 Apr   
 ● 2017 Oct   
 ● 2018  
● 717   
 ● 4040   
 ● 2037   
 ● 1371

# Overall Satisfaction

Strong performance maintained in 2018



Statistically Significant Difference



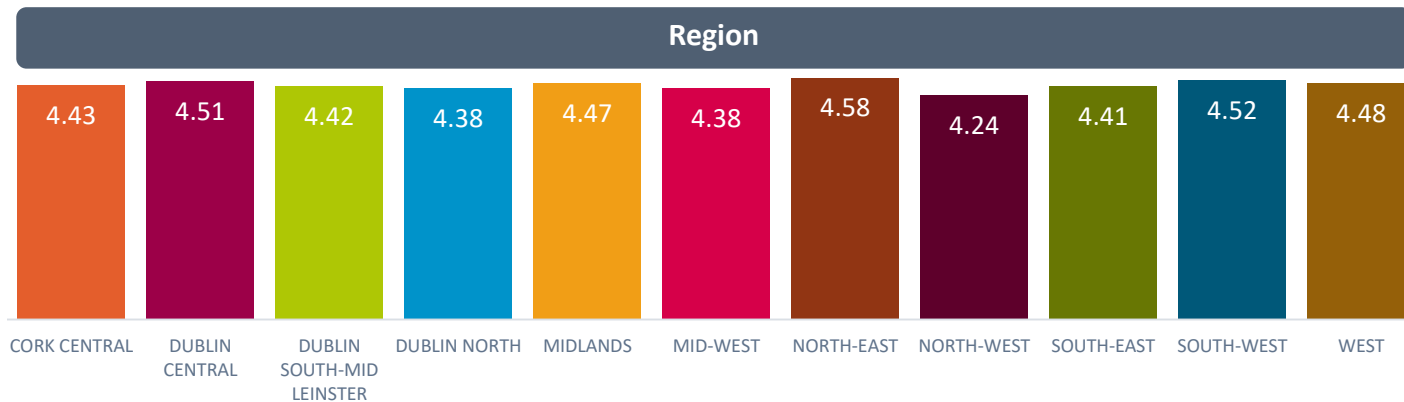
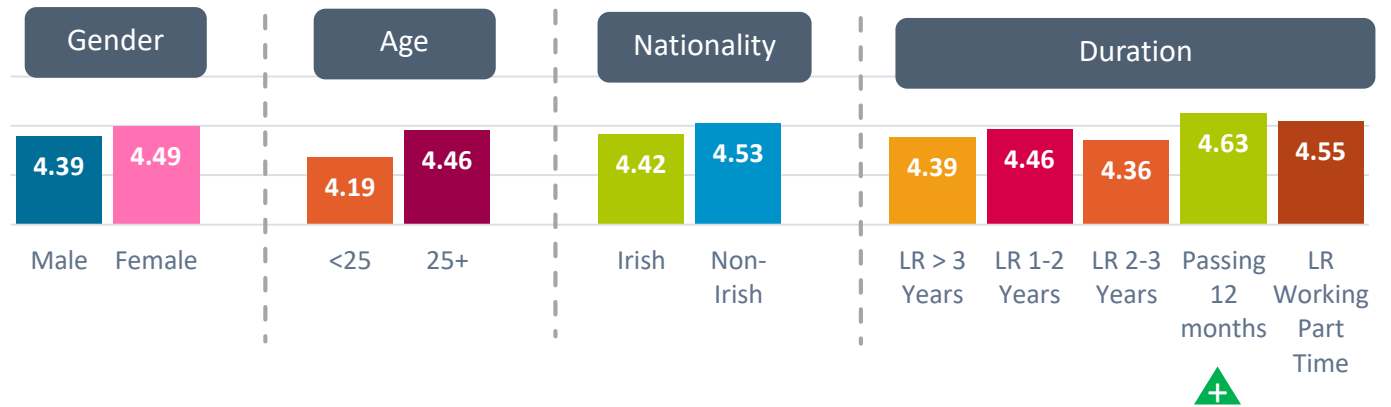
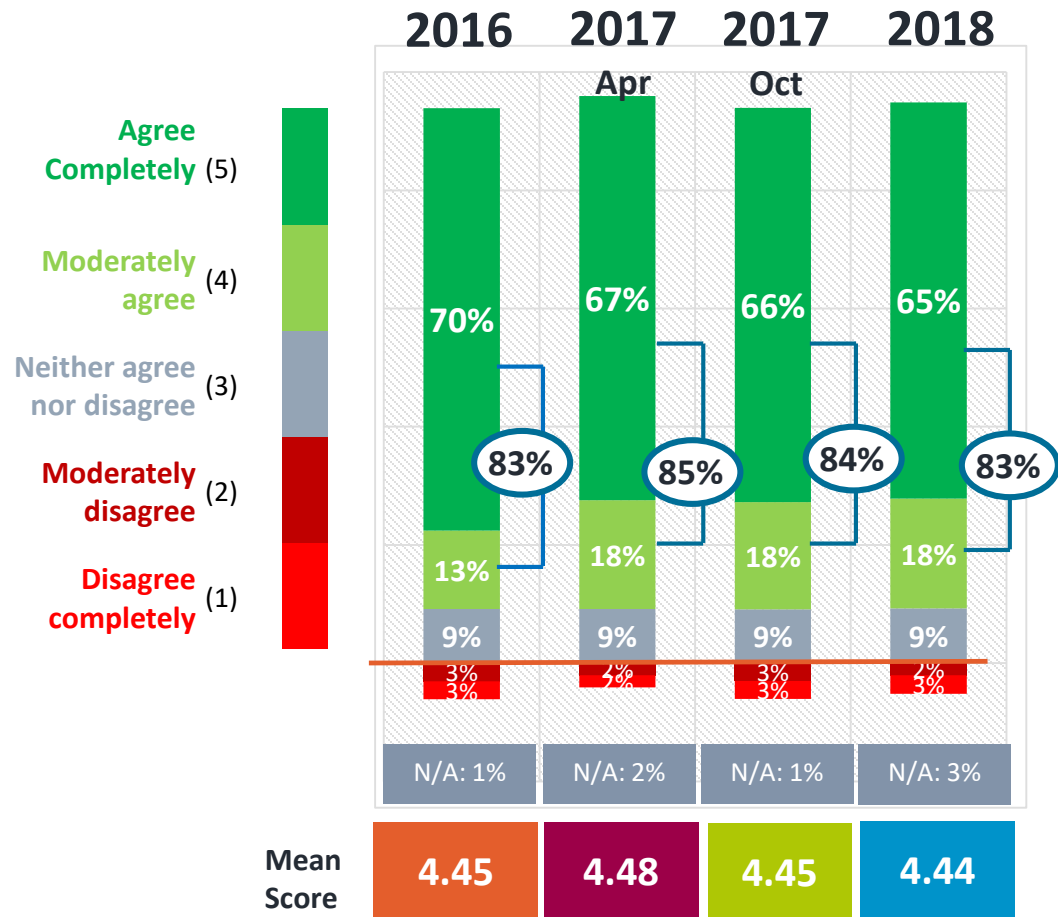
Positive difference from 2017 Oct  
Negative difference from 2017 Oct

Q. Considering all your experiences with the Seetec / Turas Nua how would you rate your overall satisfaction?

# Offices

# Level of agreement with opening hours convenience

Very strong performance here

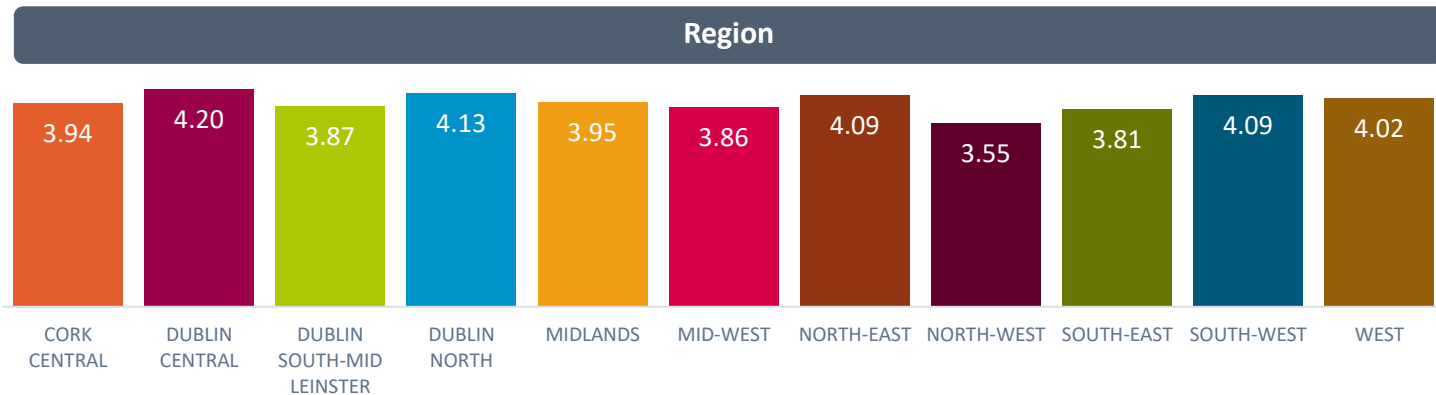
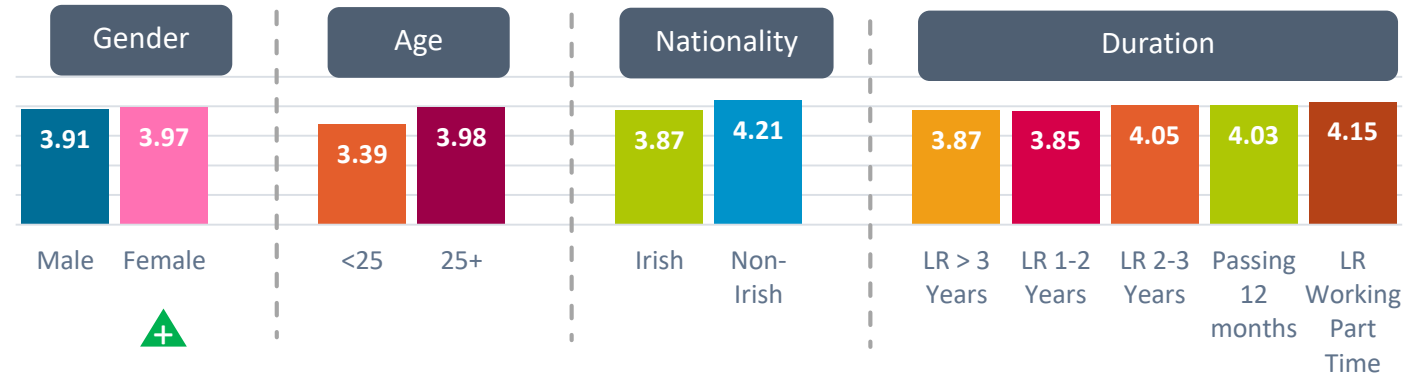
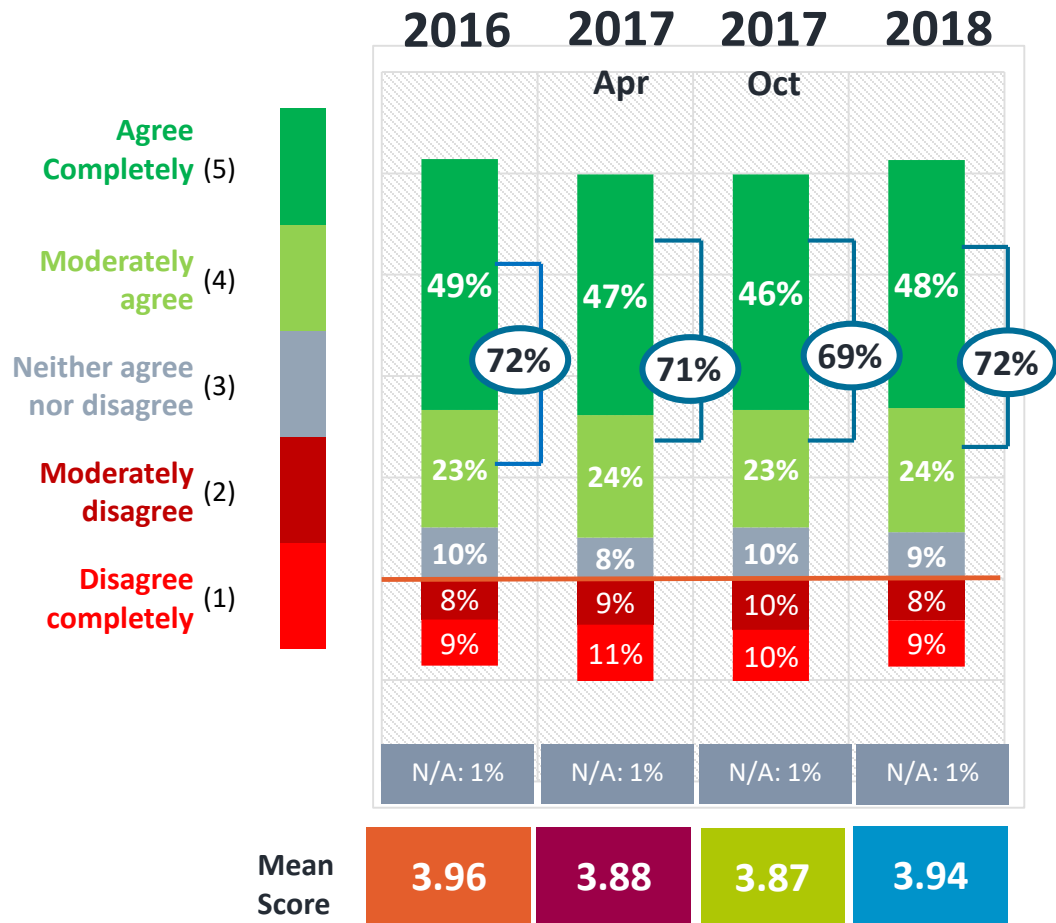


Statistically Significant Difference  Positive difference from 2017 Oct  
 Negative difference from 2017 Oct

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

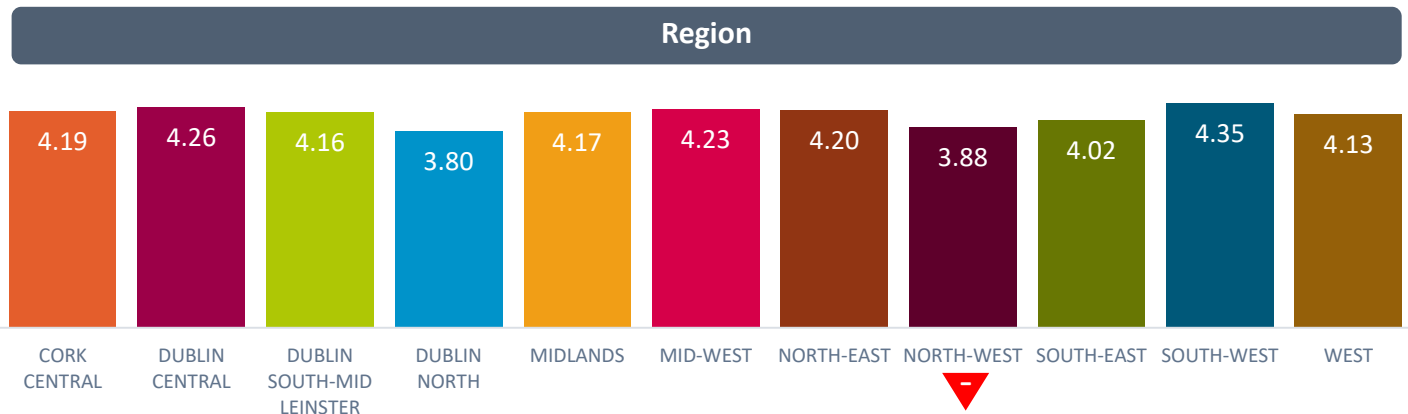
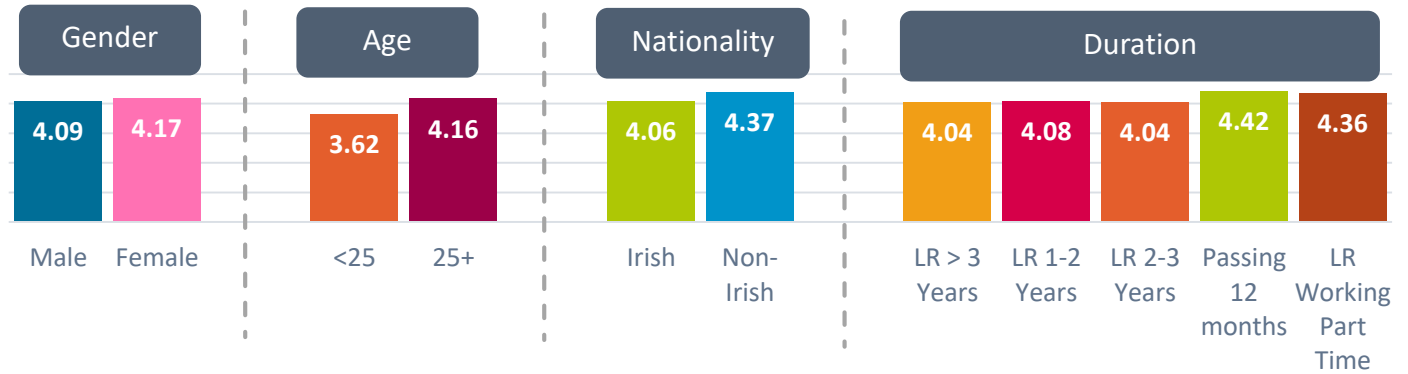
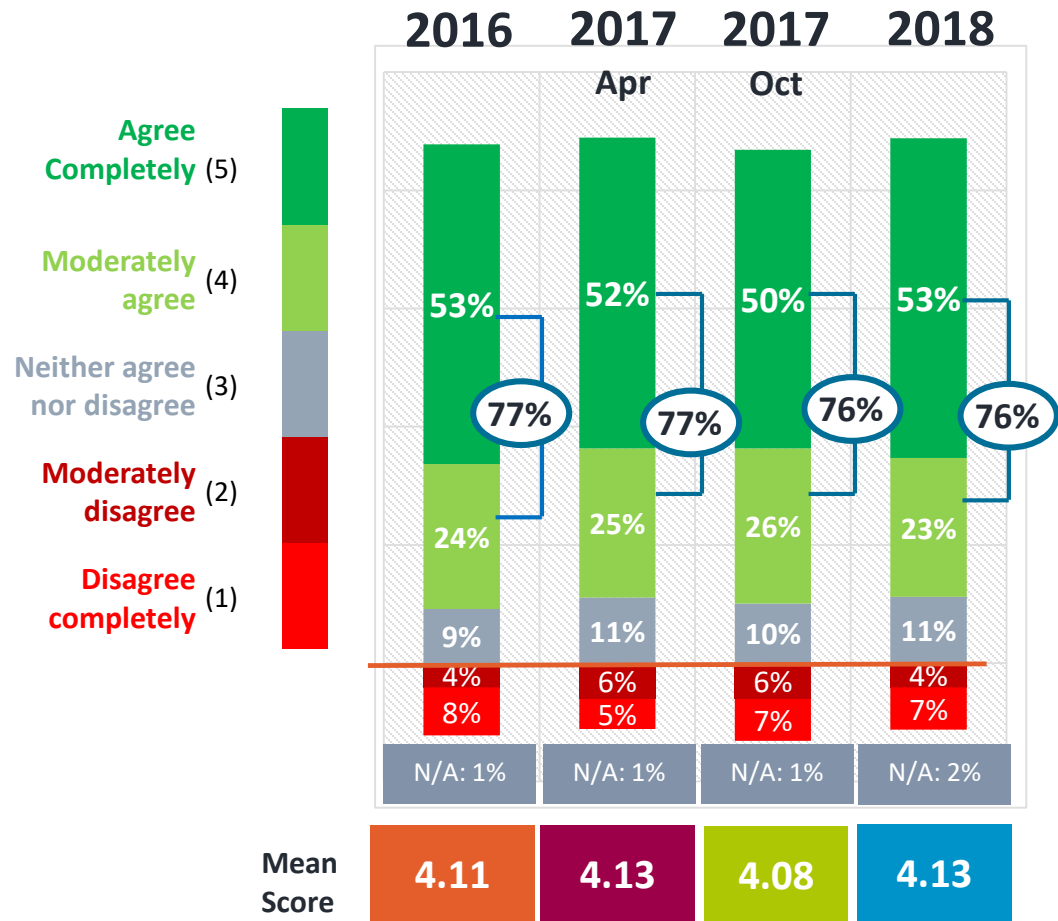
# Level of agreement with - Travelling to the Seetec/Turas Nua office is easy

Majority agree that travelling to the Seetec / Turas Nua office is easy



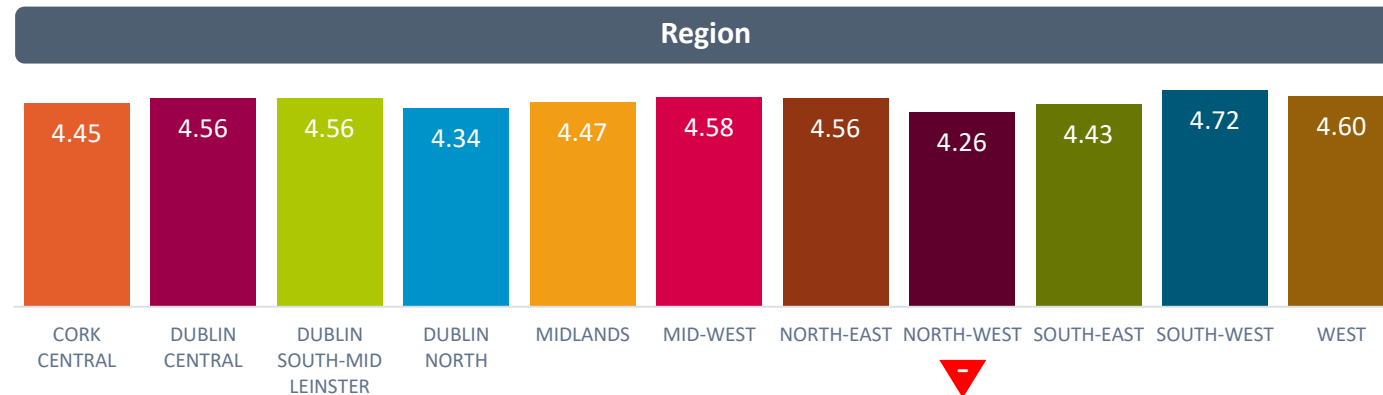
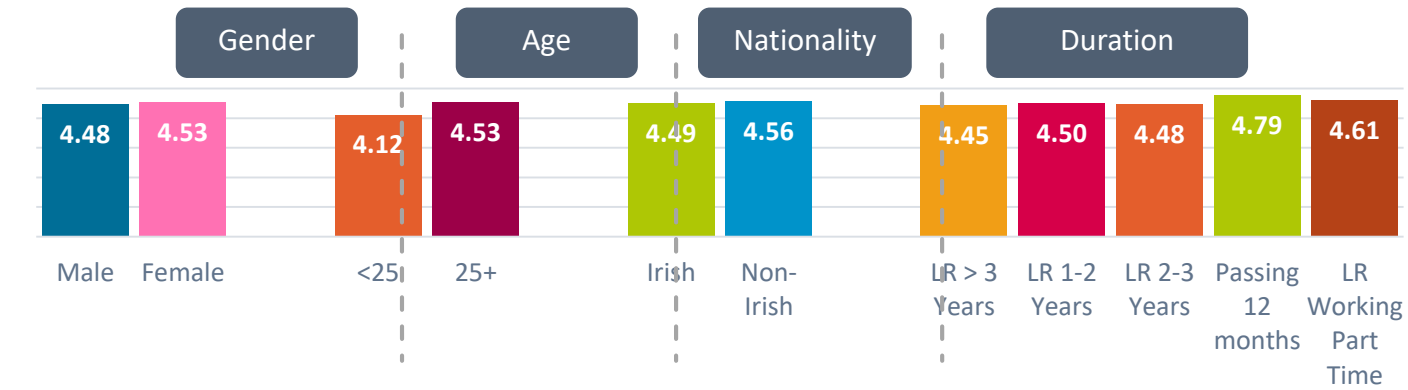
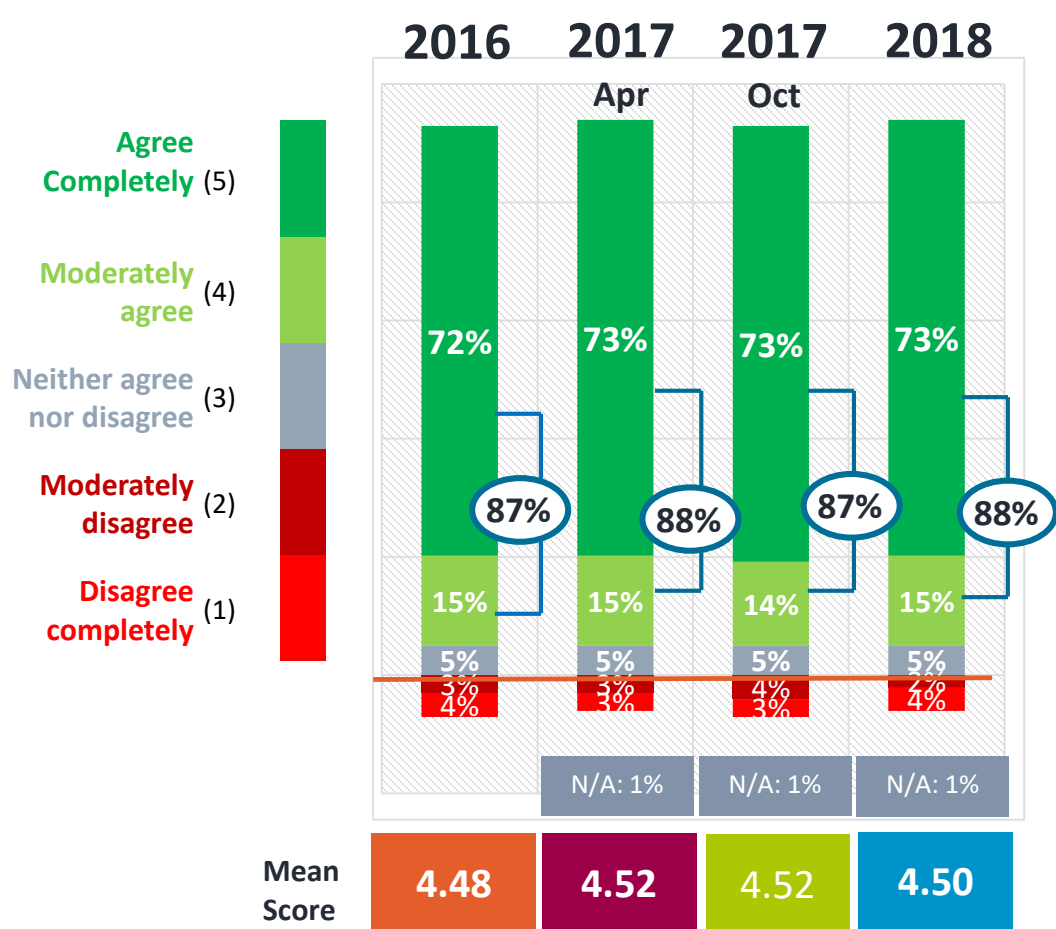
# Level of agreement with - The Seetec/Turas Nua office is bright and airy and a nice place to be

*Strong positive views maintained*



# Level of agreement with – Greeted in a friendly manner

Greetings well regarded

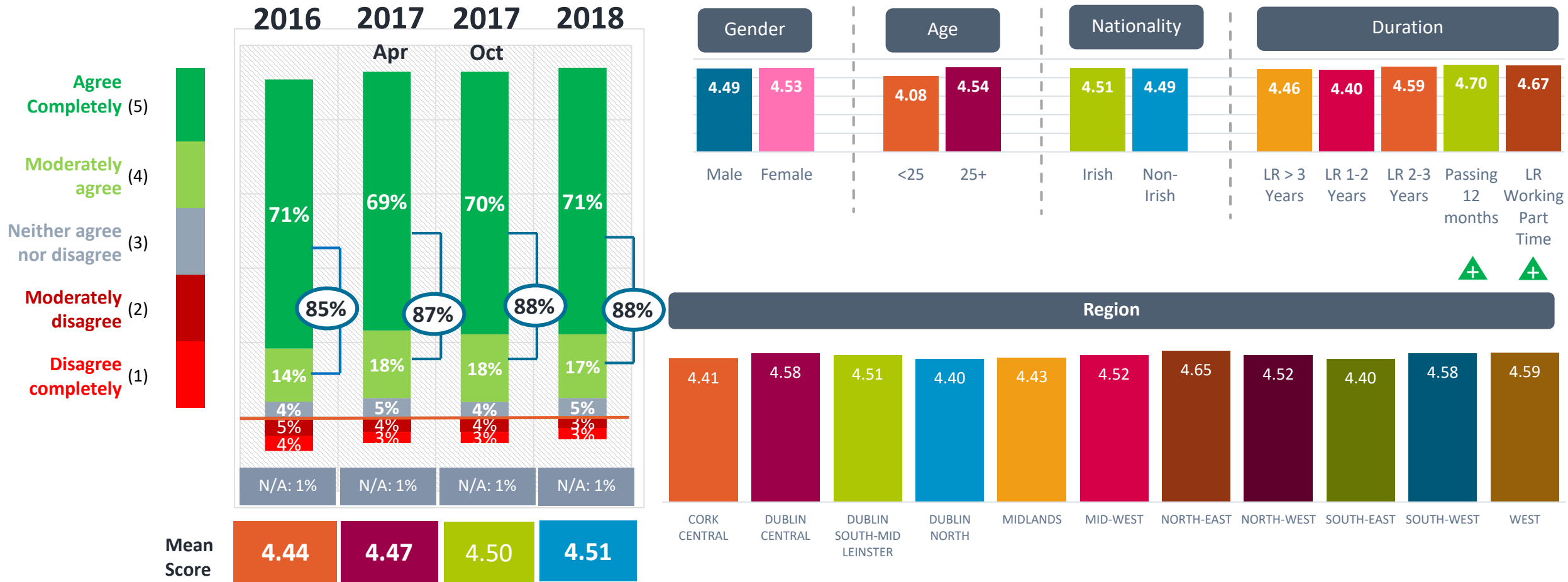


Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Now thinking about the Turas Nua / Seetec office. Please indicate your level of agreement with the following statements – When I entered the Turas Nua/Seetec office I was greeted in a friendly manner

# Level of agreement with – Seen in a reasonable time for pre-arranged meeting

*Strong scores on timeliness*



Statistically Significant Difference

+ Positive difference from 2017 Oct  
- Negative difference from 2017 Oct

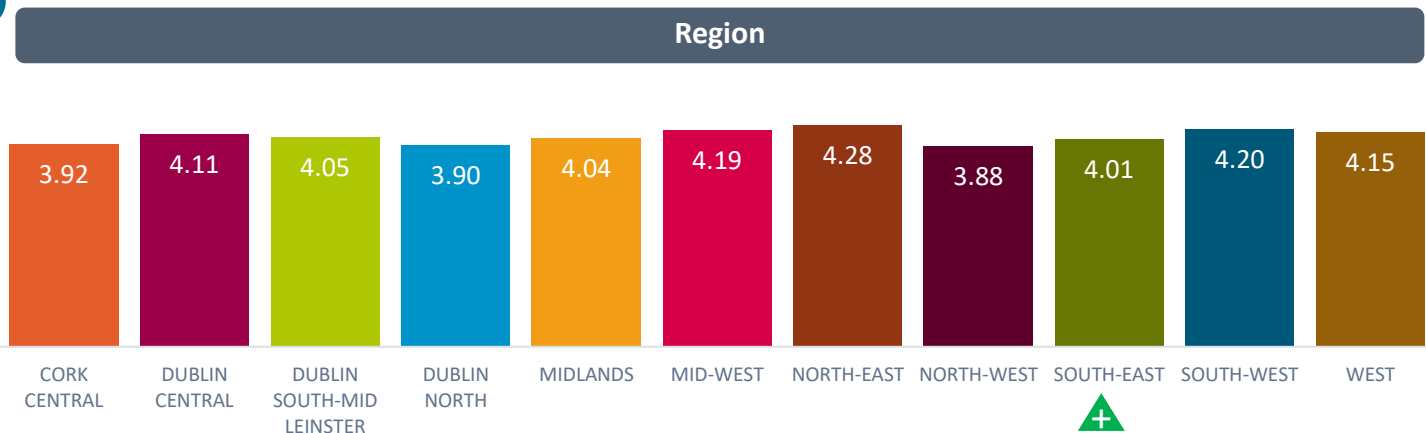
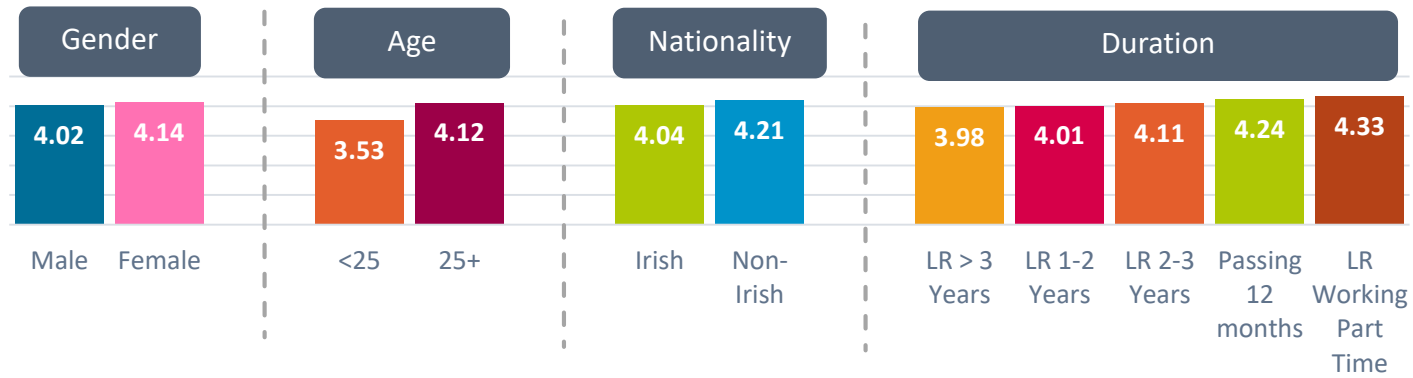
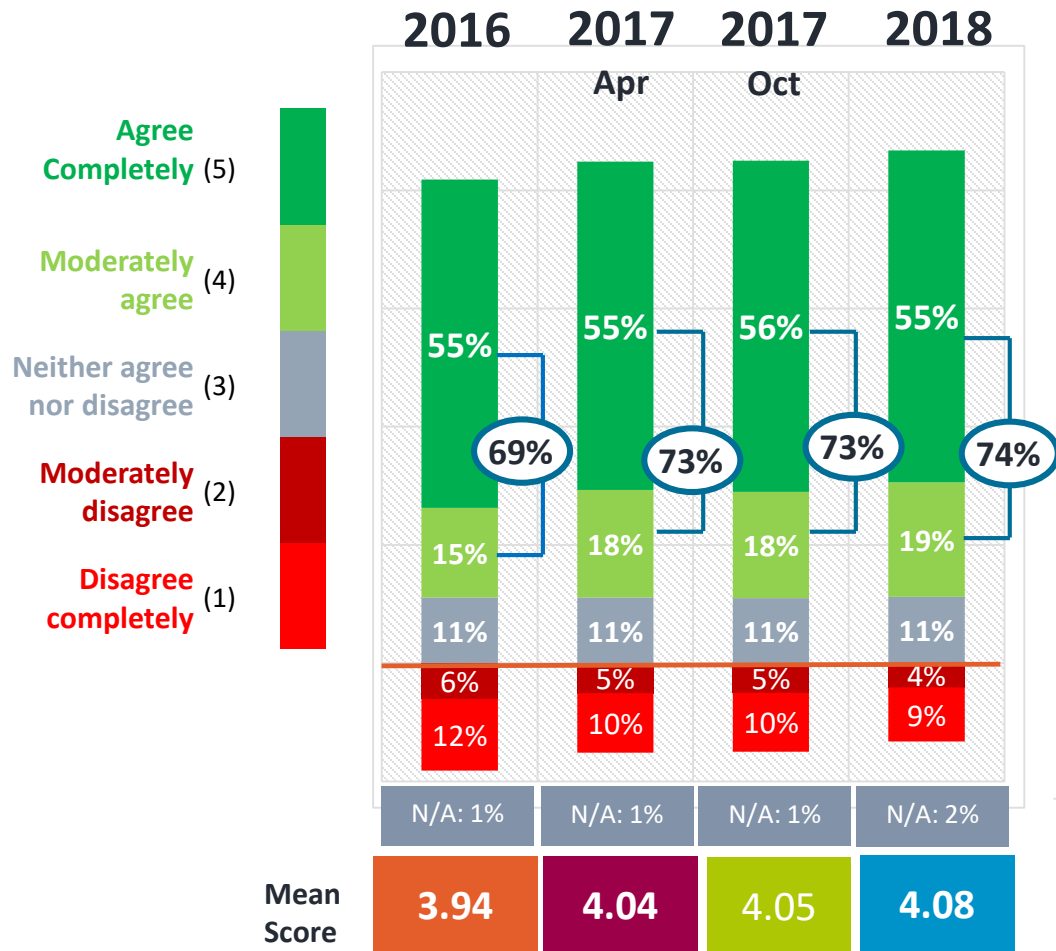
Q. Now thinking about the Turas Nua/Seetec office. Please indicate your level of agreement with the following statements –  
 When I attended the Turas Nua/Seetec office for pre – arranged appointments I was seen in a reasonable time



# Staff

# Level of agreement with – Staff make me feel valued

Good news to see strong scores maintained

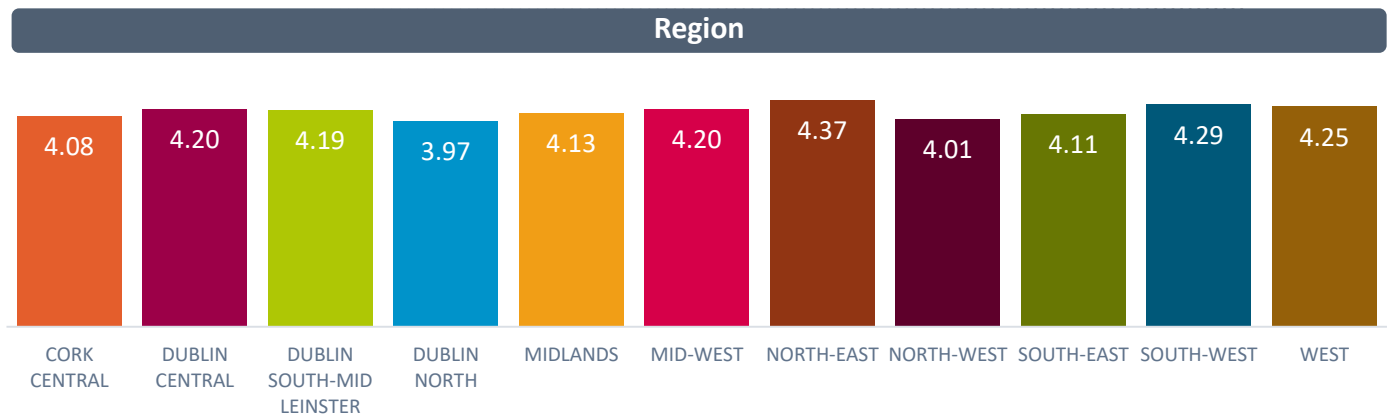
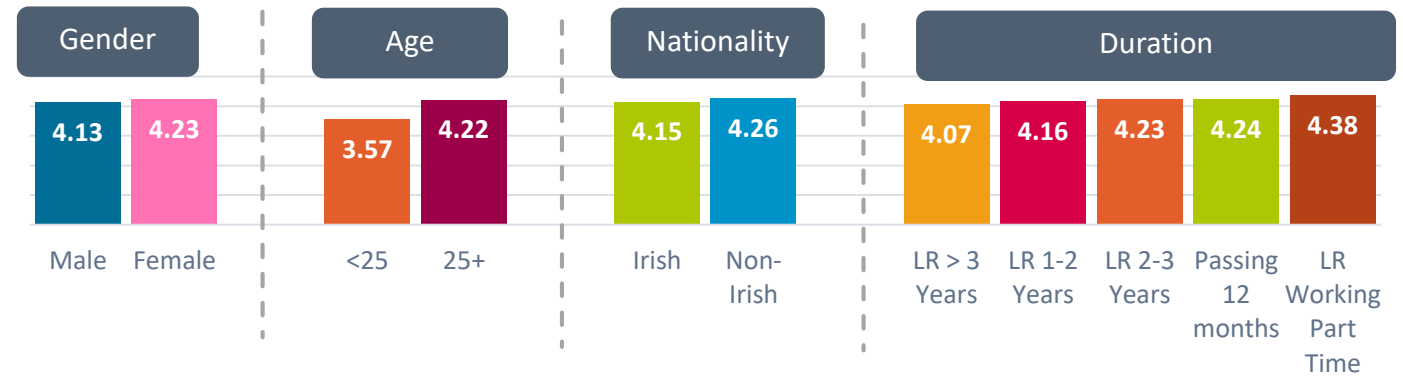
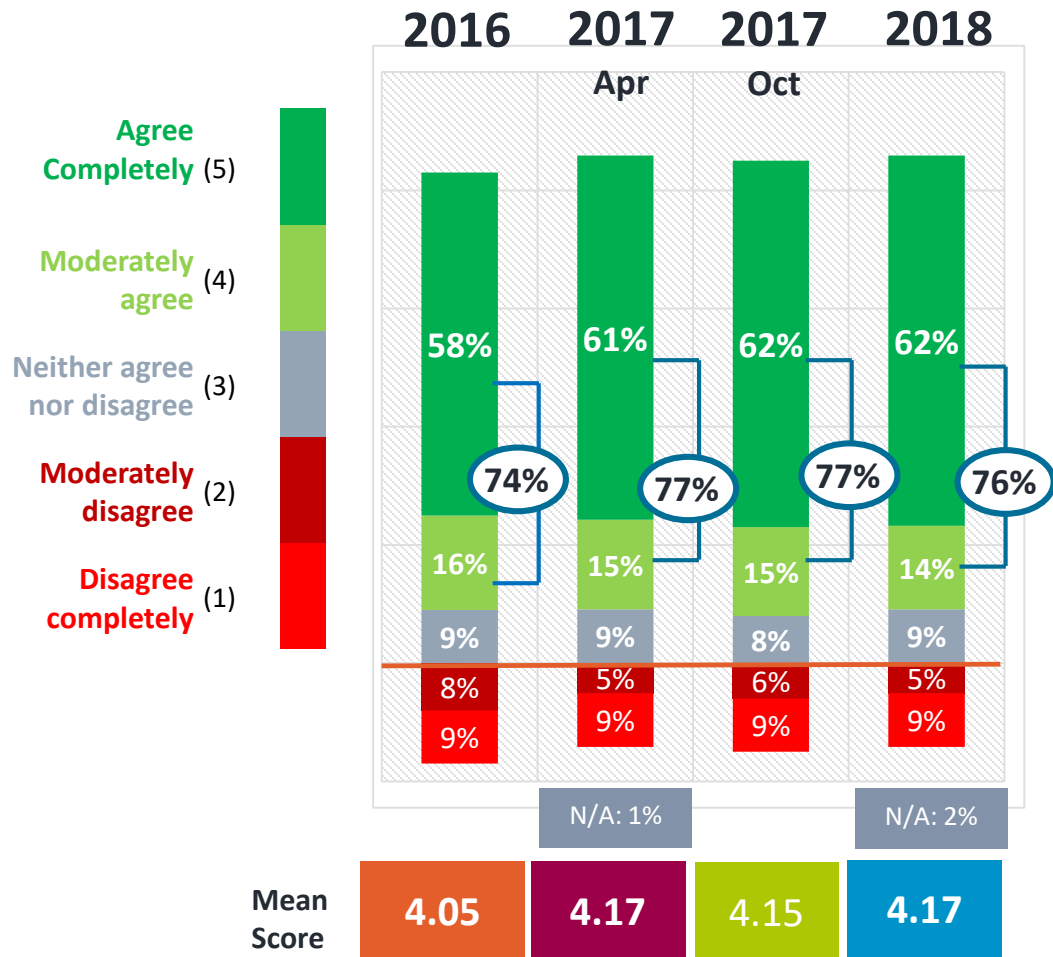


Statistically Significant Difference  Positive difference from 2017 Oct  Negative difference from 2017 Oct

Q. Now thinking about Turas Nua/Seetec staff. Please indicate your level of agreement with the following statements - Turas Nua/Seetec staff make me feel valued

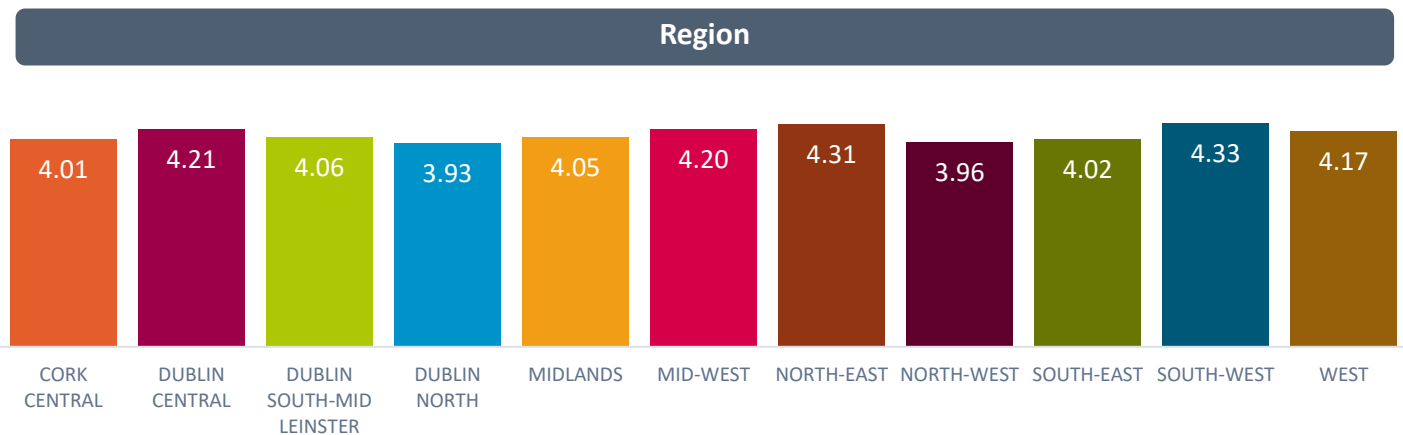
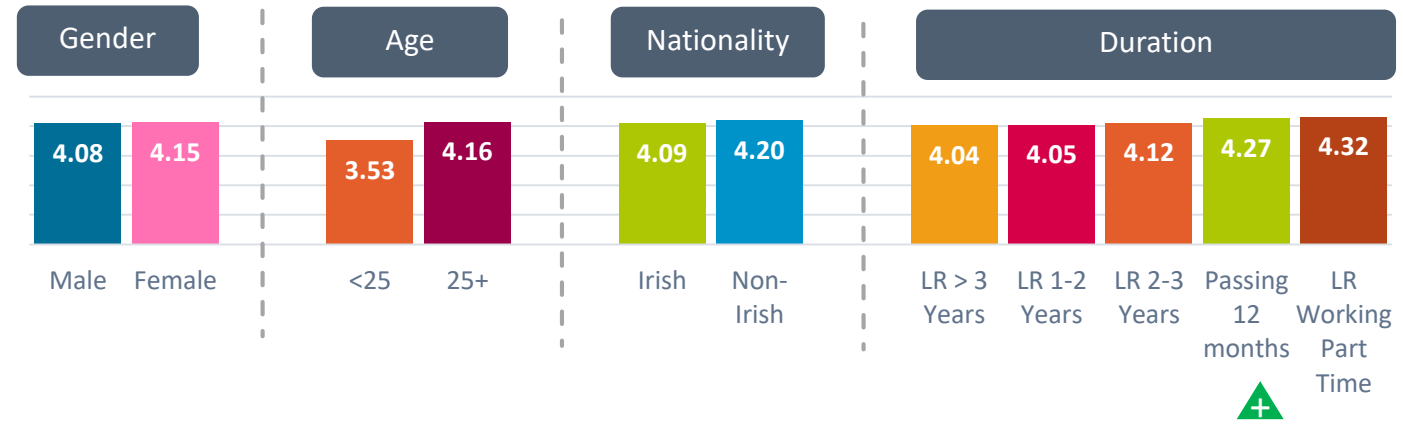
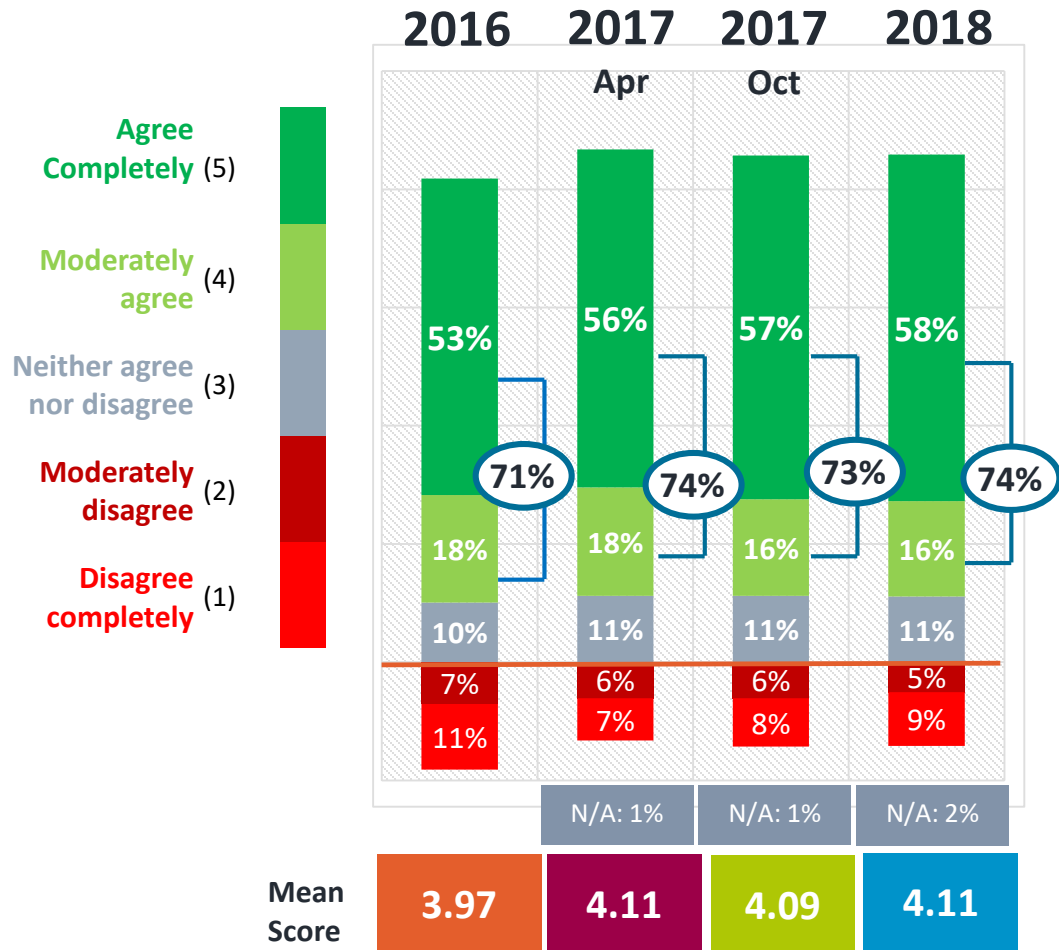
# Level of agreement with – Staff try their best for me

High scores on staff attitude



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

Scores on staff capabilities remain high

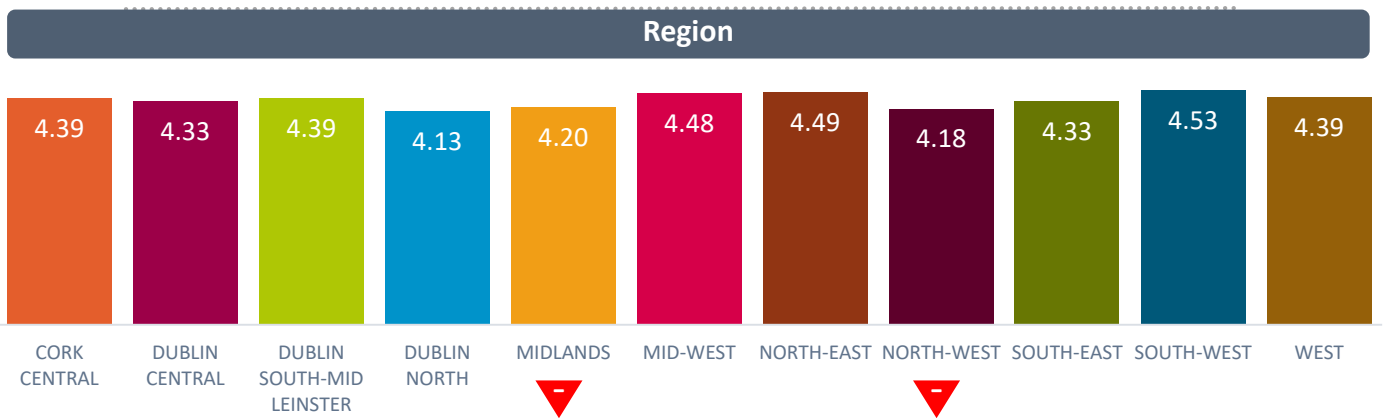
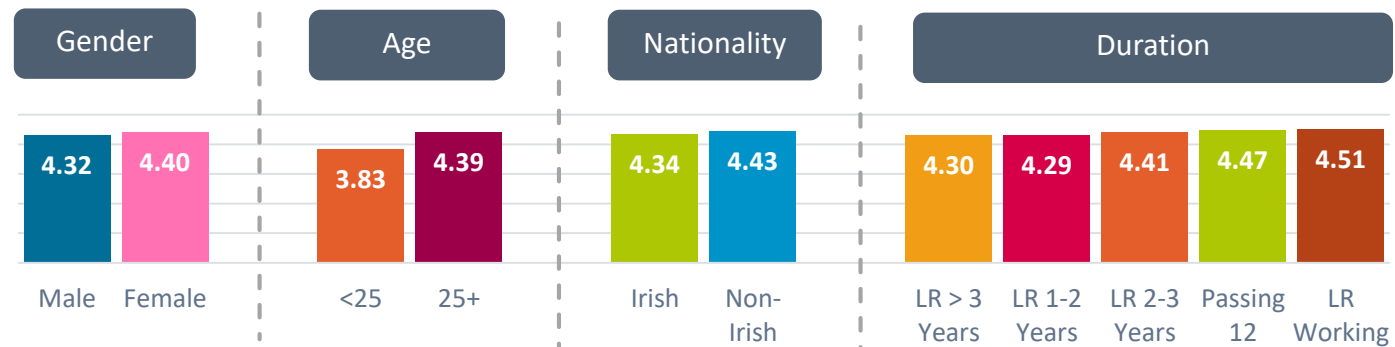
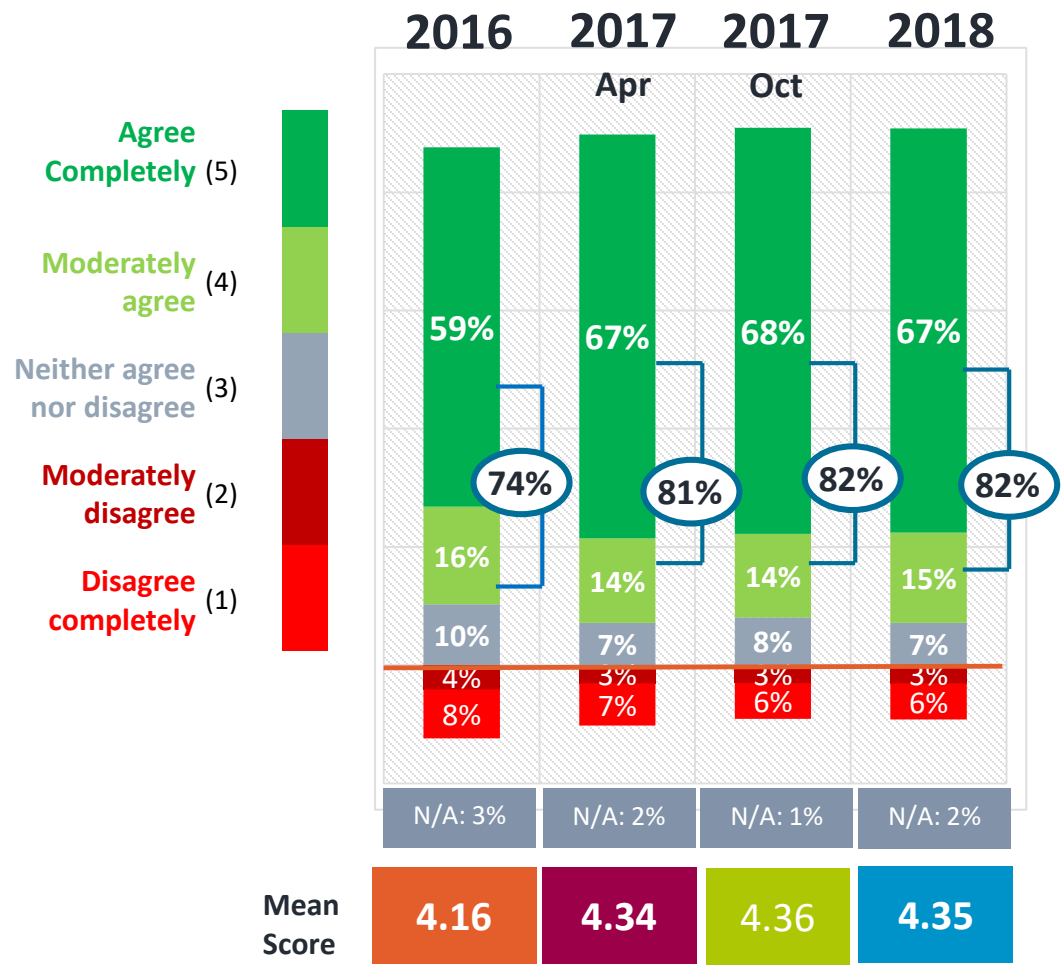


Statistically Significant Difference  Positive difference from 2017 Oct  Negative difference from 2017 Oct

Q. Now thinking about Turas Nua/Seetec staff. Please indicate your level of agreement with the following statements – Turas Nua/Seetec staff are very good at their jobs

# Level of agreement with – Have a good working relationship with my personal advisor

*Strong and stable performance here*

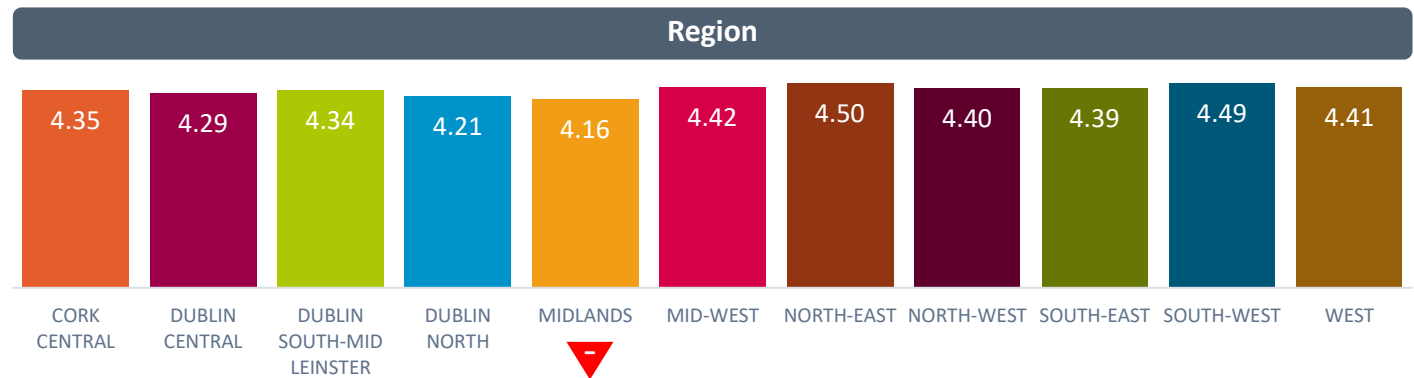
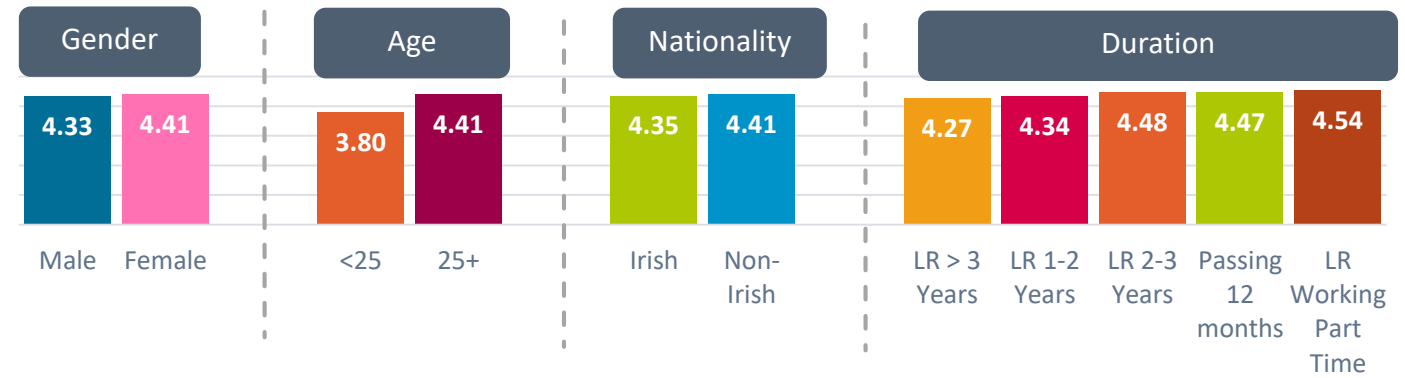
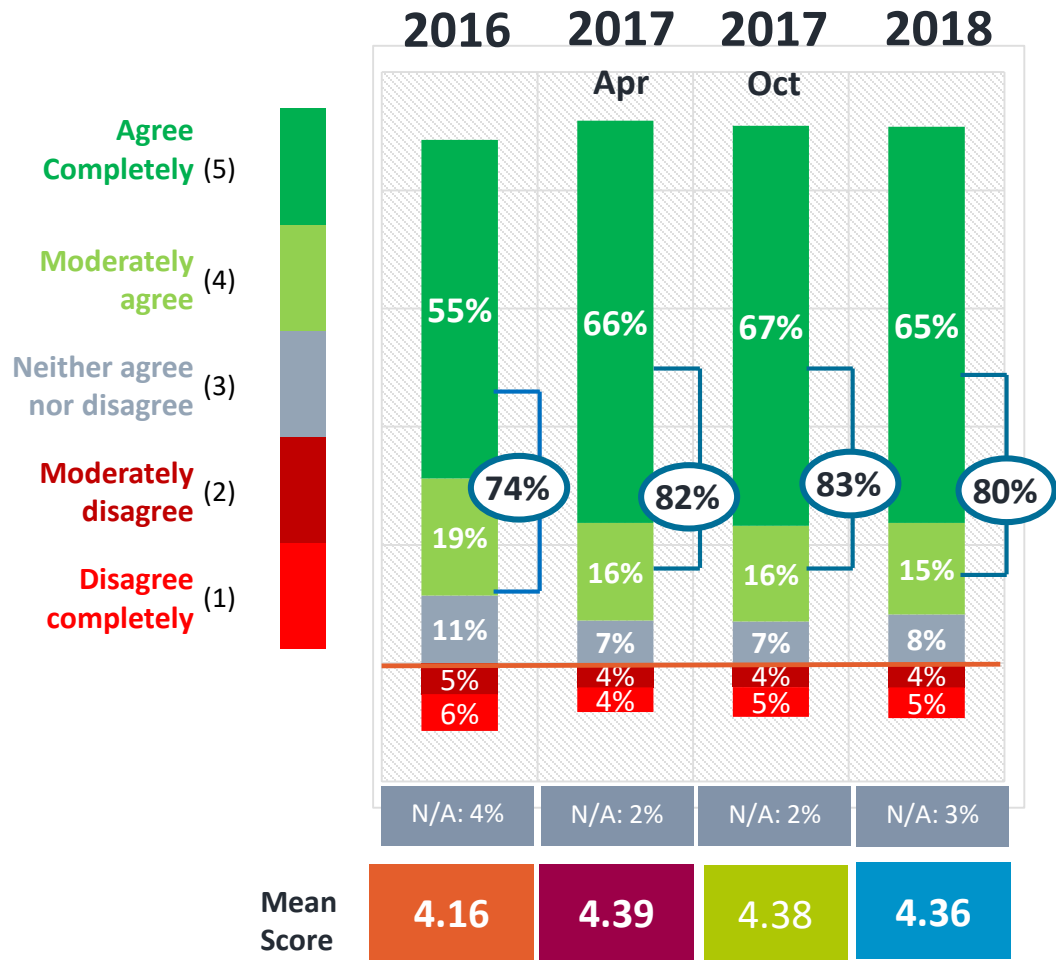


Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Now thinking about Turas Nua/Seetec staff. Please indicate your level of agreement with the following statements – I have a good working relationship with my Turas Nua/Seetec personal advisor

# Level of agreement with – Can contact my personal advisor when need to

Score on 'contact-ability' slightly decreased since 2017



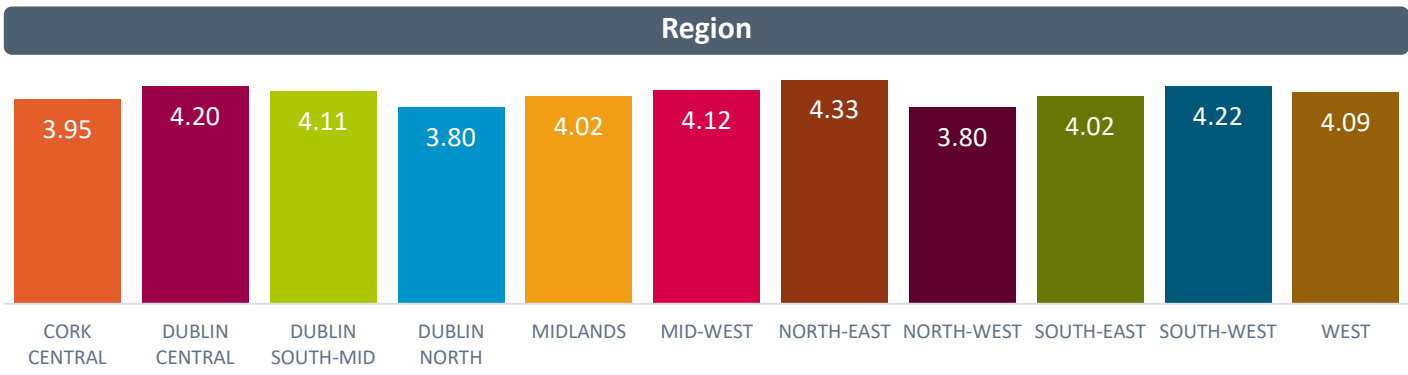
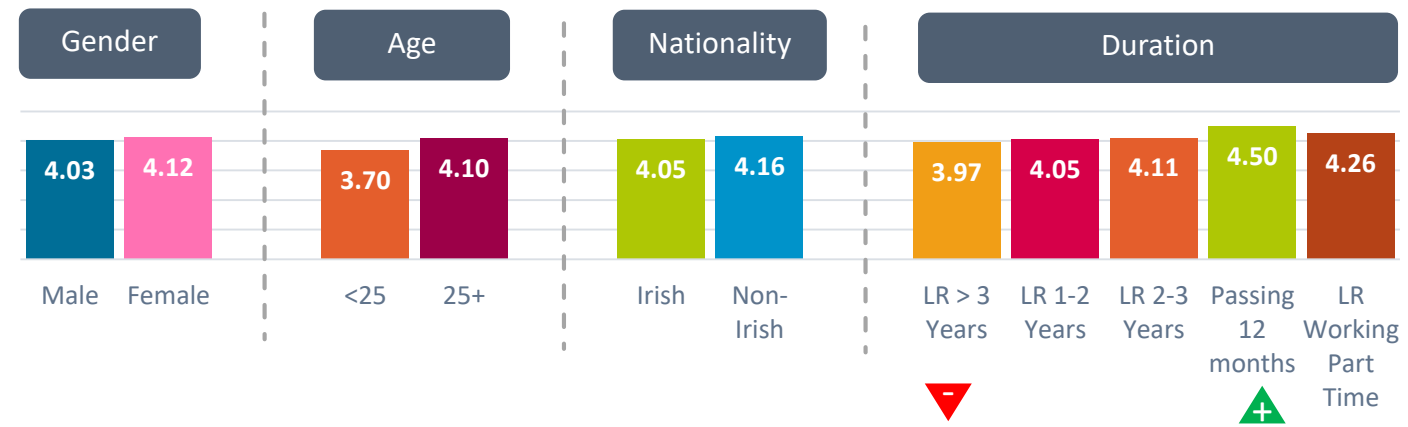
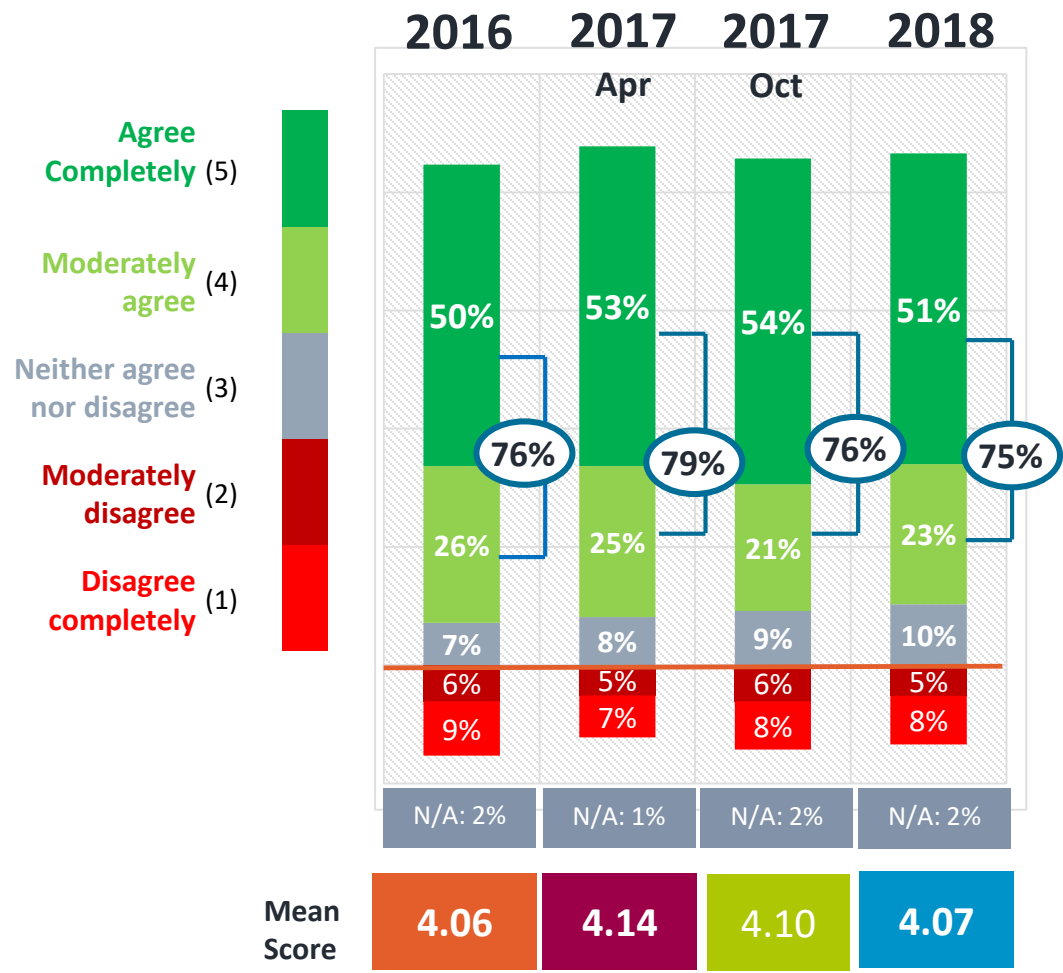
Statistically Significant Difference

+ Positive difference from 2017 Oct  
- Negative difference from 2017 Oct

Q. Now thinking about Turas Nua/Seetec staff. Please indicate your level of agreement with the following statements – I can contact my Turas Nua/Seetec personal advisor when I needed/need to

# Services

# Level of agreement with – Had a good understanding of the service being offered after the first group session *Marginally softer scores here*

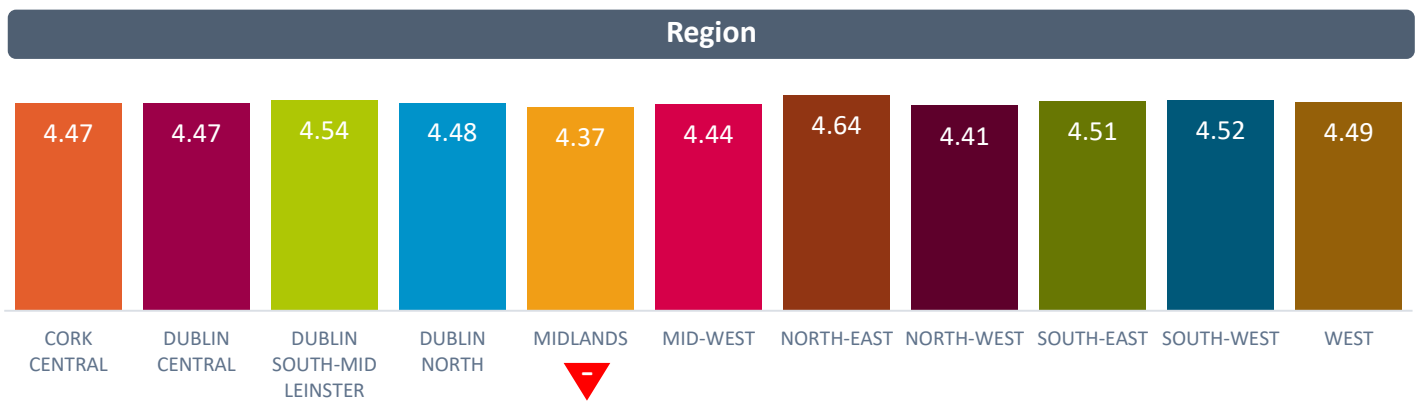
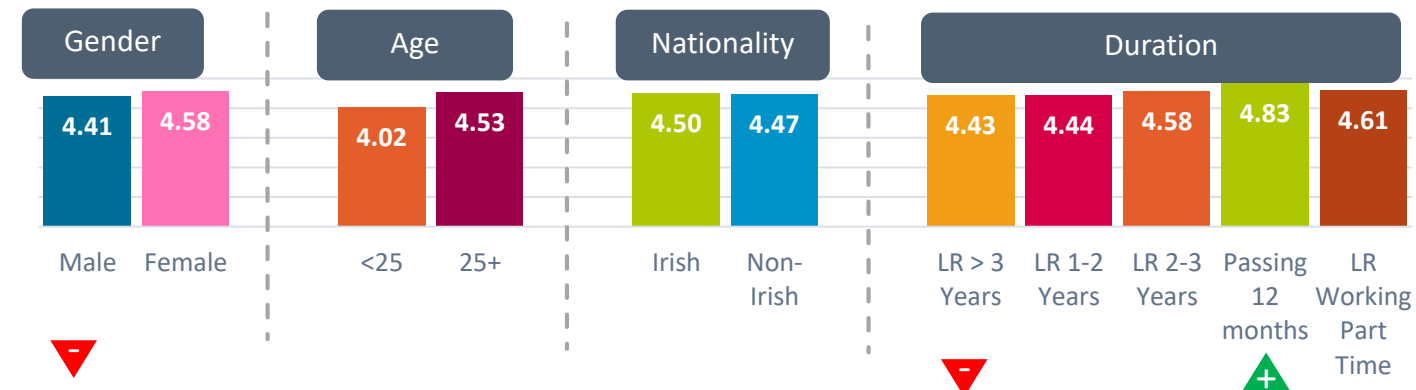
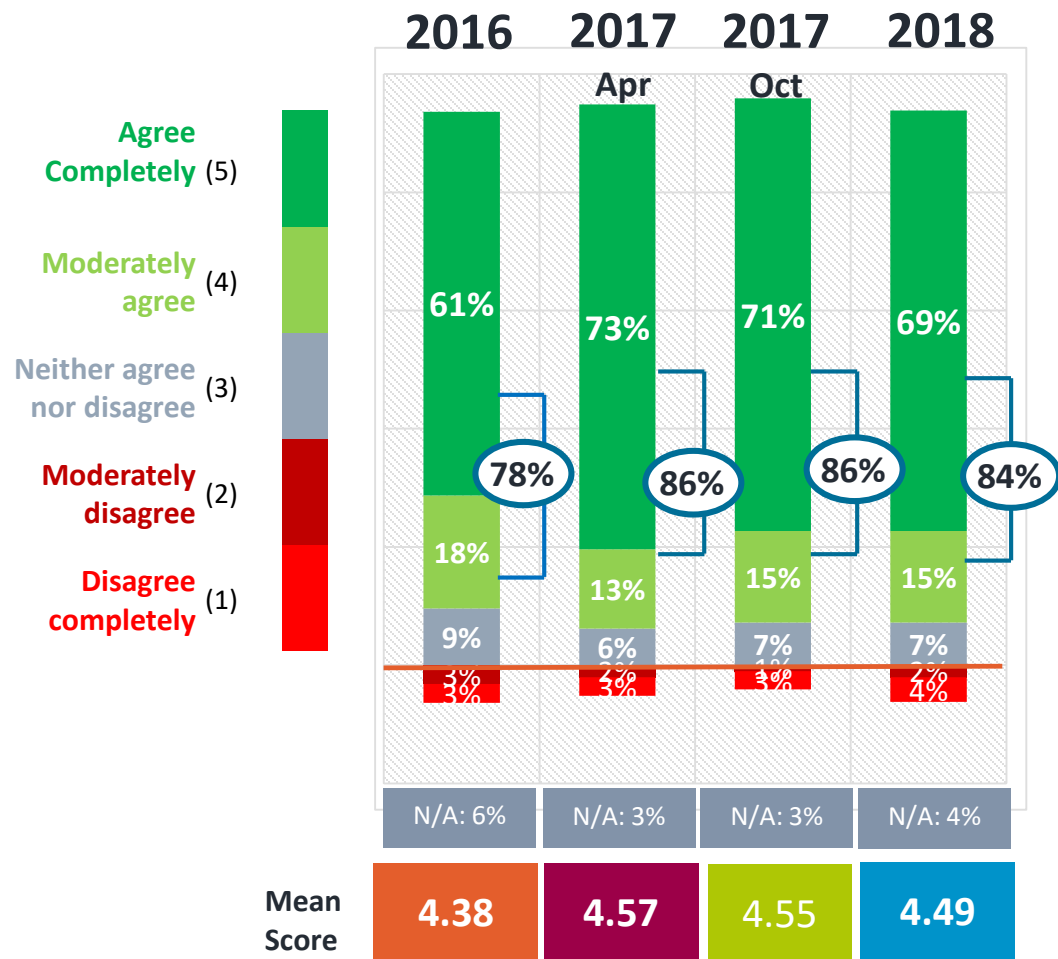


Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Can you now think about the services that you may have received at the Turas Nua/Seetec office. Please indicate your level of agreement with the following statements - After my first group session with Turas Nua/Seetec I had a good understanding of the service being offered and how it would help me

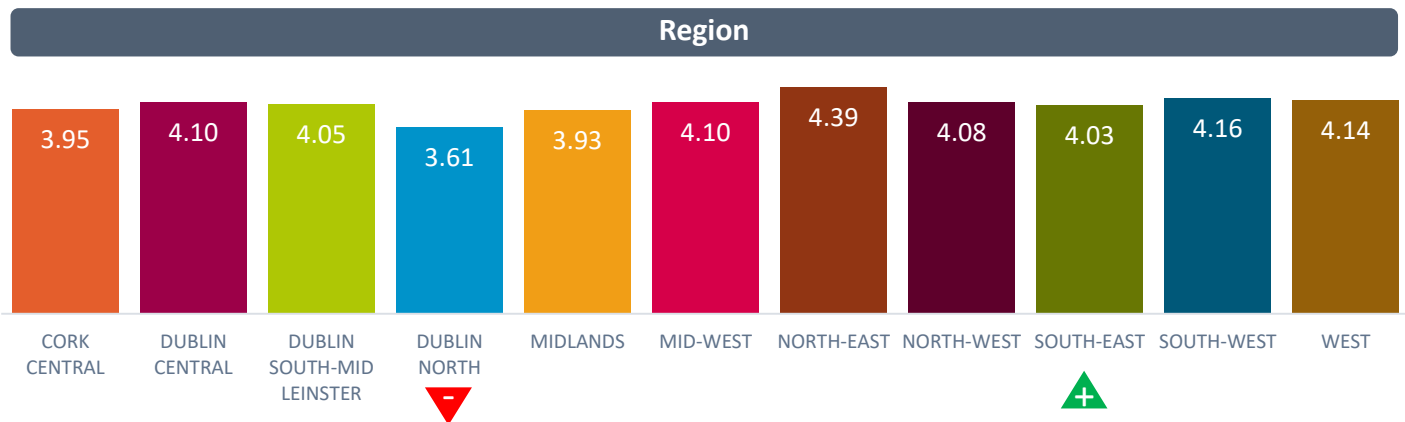
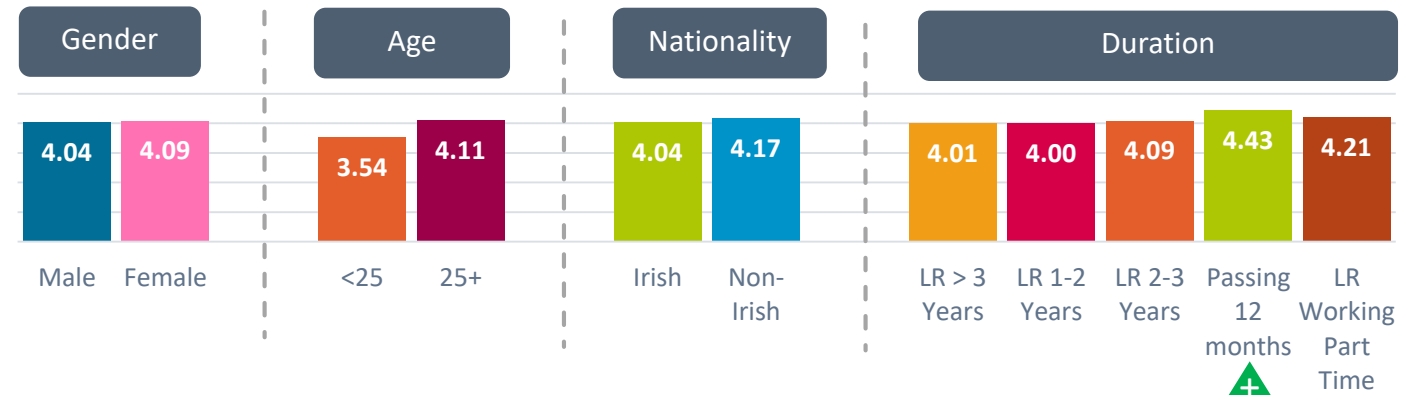
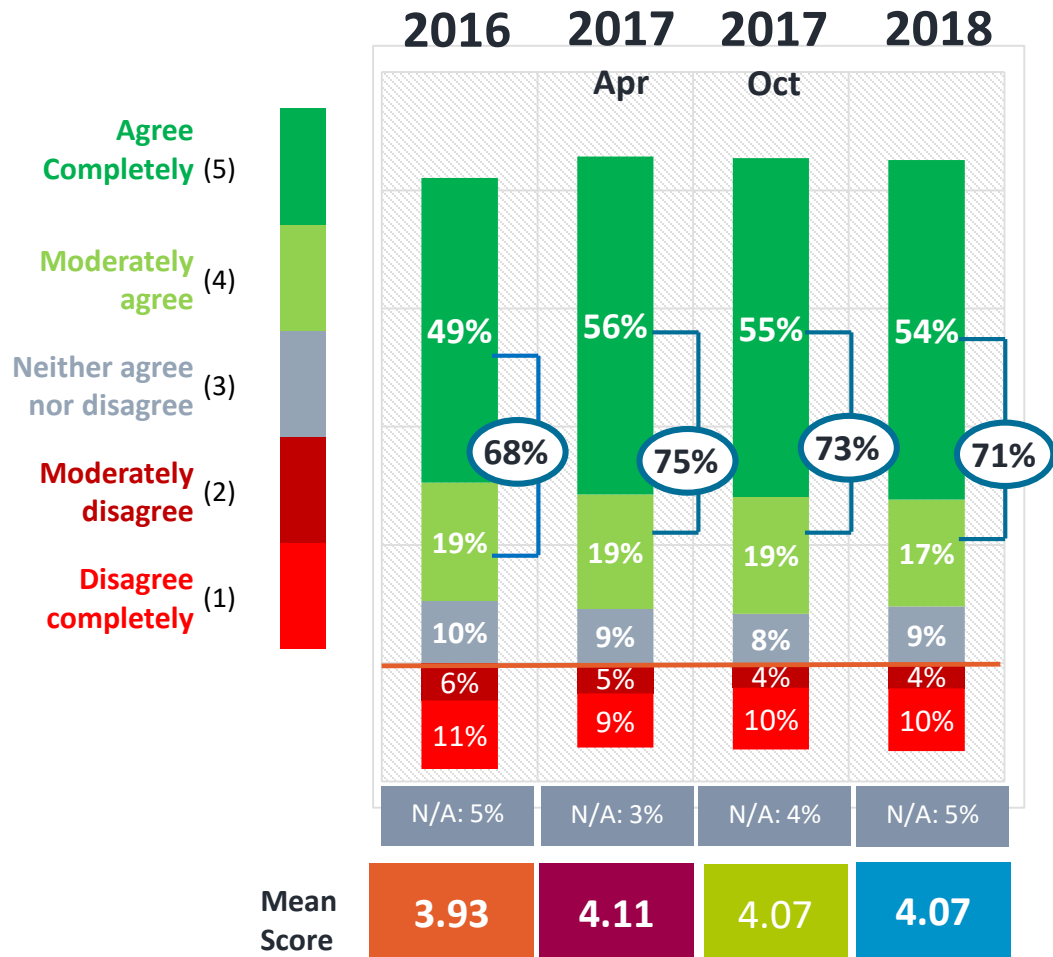


# Level of agreement with – The first meeting with personal advisor was organised within two weeks of the group session *Slight decrease since the last wave*



Q. Can you now think about the services that you may have received at the Turas Nua/Seetec office. Please indicate your level of agreement with the following statements - My first meeting with personal advisor was organised within two weeks of the group session

# Level of agreement with – Personal advisor helped to develop a personal progression plan to set goals and focus on finding a job *Stable performance here*

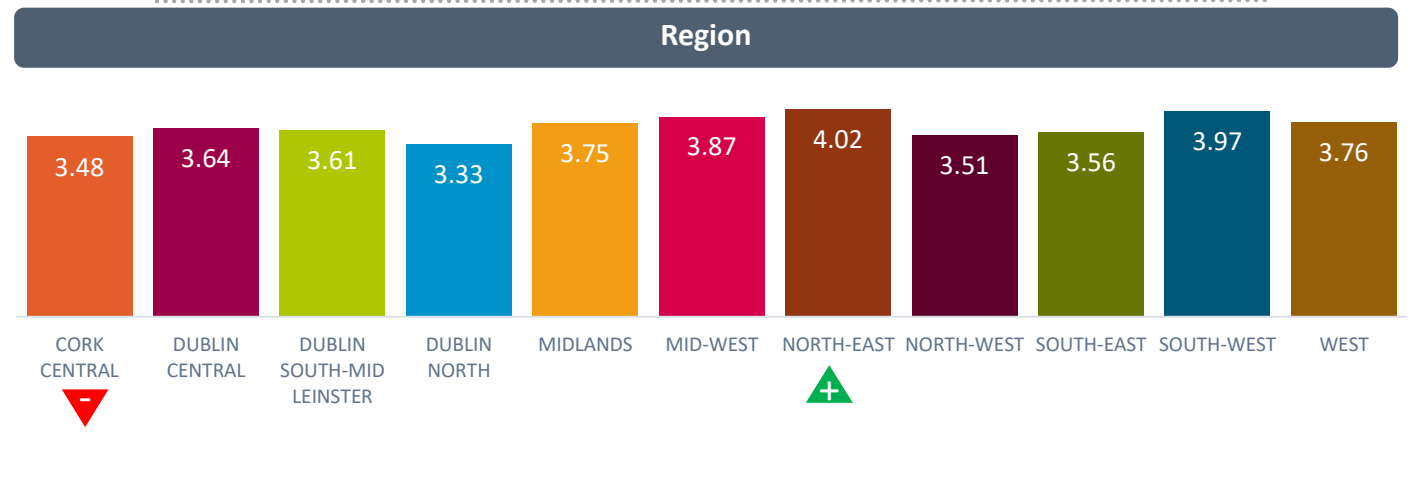
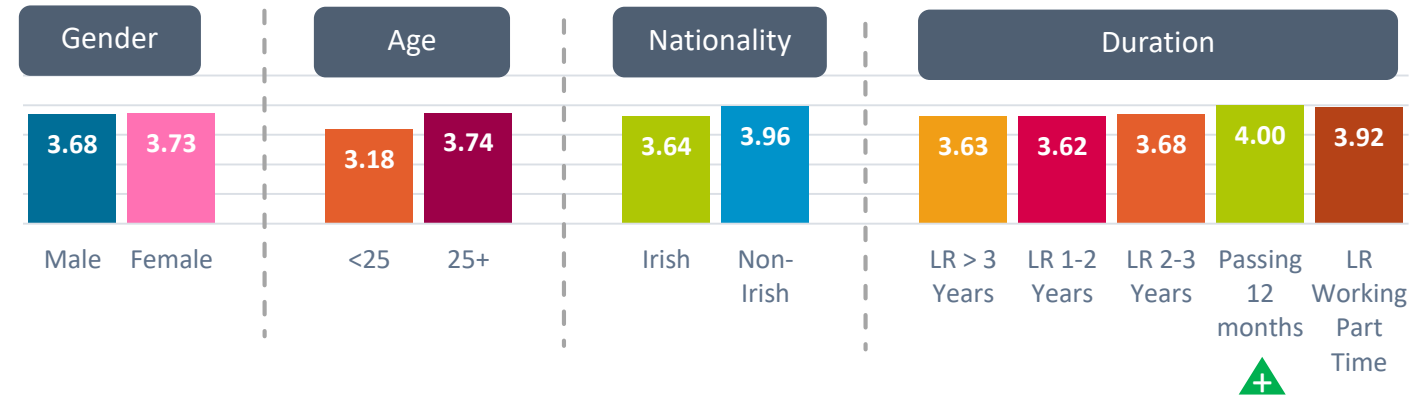
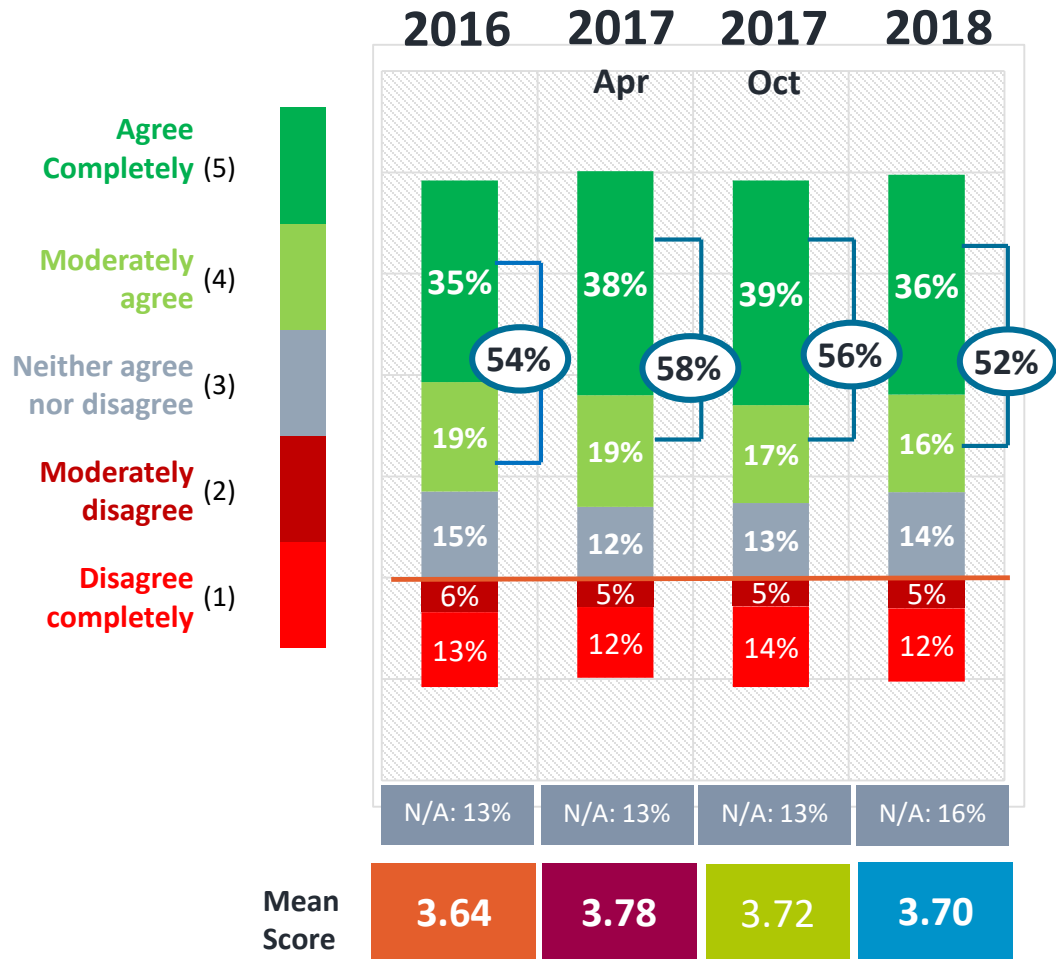


Statistically Significant Difference  Positive difference from 2017 Oct  Negative difference from 2017 Oct

Q. Can you now think about the services that you may have received at the Turas Nua/Seetec office. Please indicate your level of agreement with the following statements - My personal advisor helped me to develop a personal progression plan to set goals and focus on finding a job

# Level of agreement with – The training/courses were of good quality

Scores have dropped marginally here

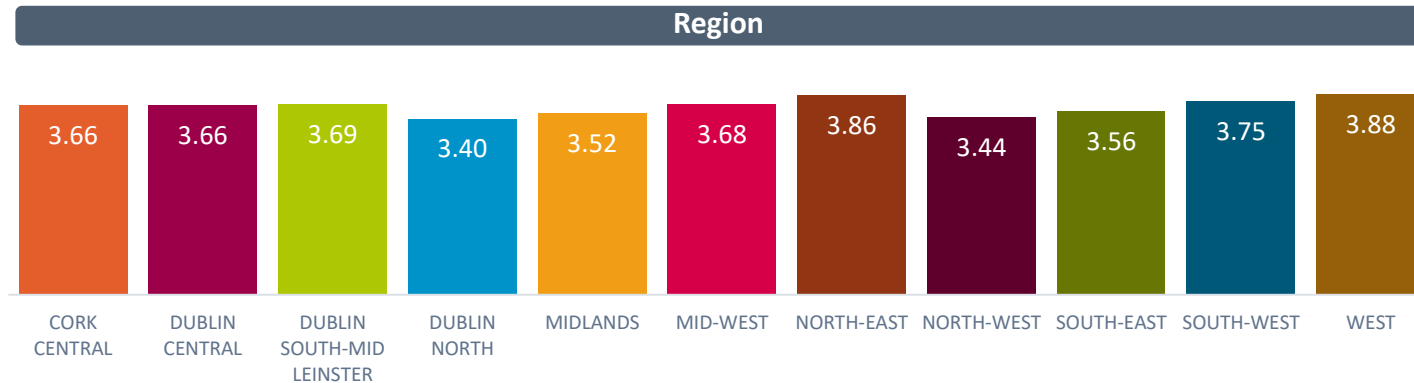
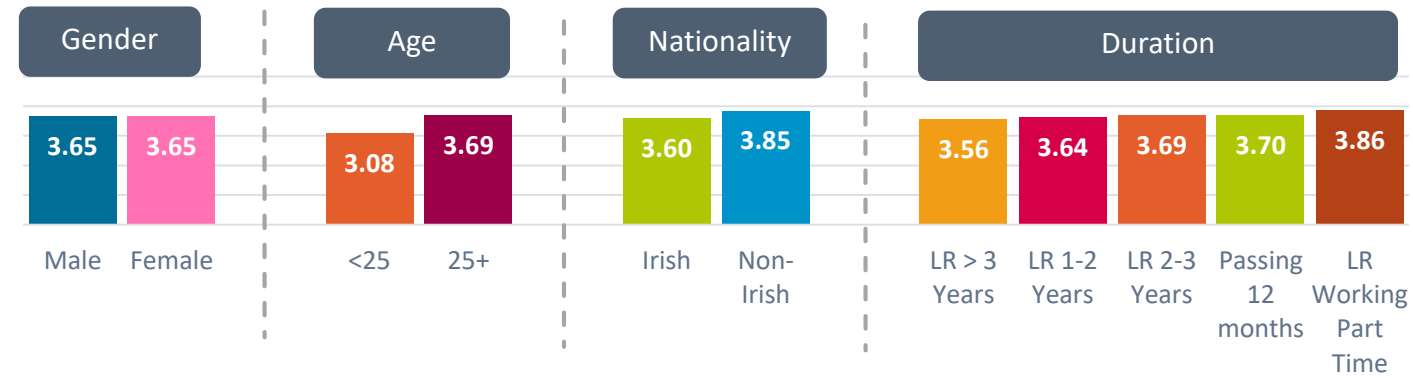
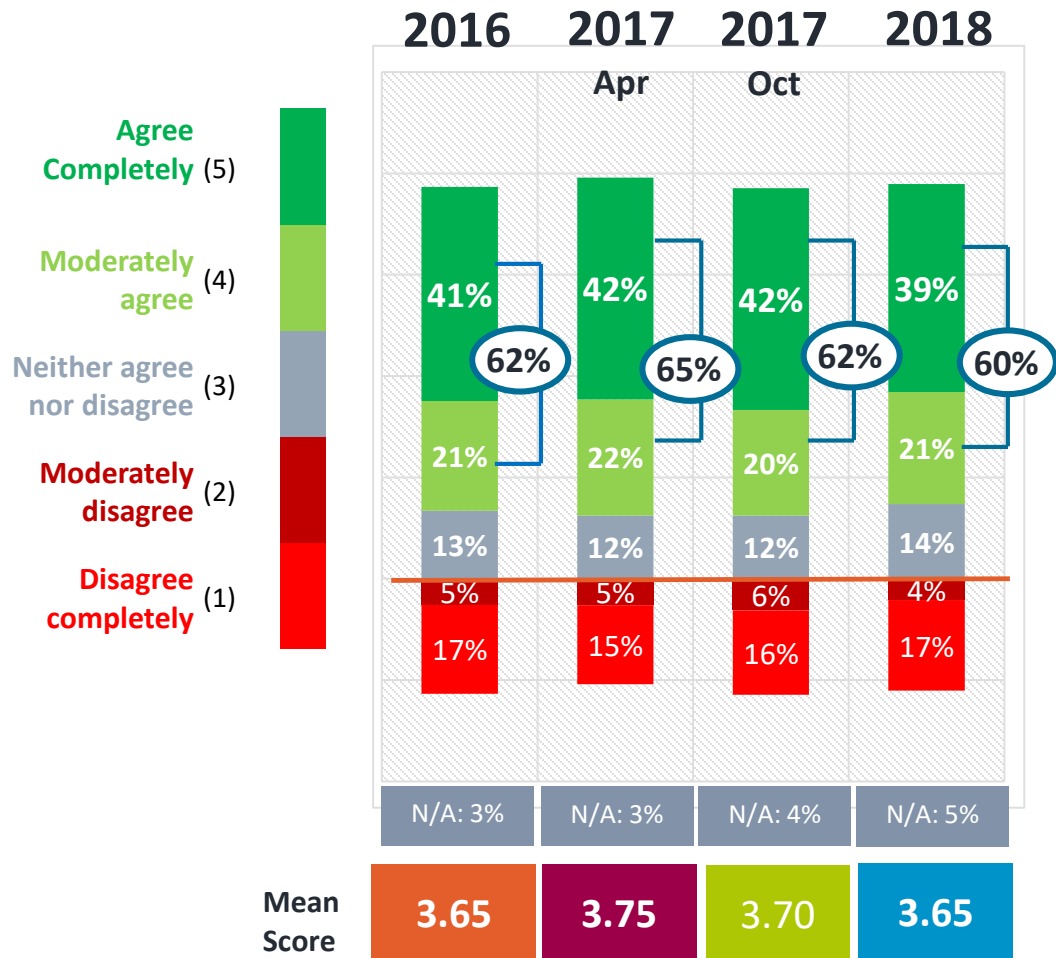


Statistically Significant Difference  
 + Positive difference from 2017 Oct  
 - Negative difference from 2017 Oct

Q. Can you now think about the services that you may have received at the Turas Nua/Seetec office. Please indicate your level of agreement with the following statements - I found the training/ courses provided or organised by Turas Nua/Seetec were of good quality

# Level of agreement with – Helped me improve my prospects in getting a job

Some slight softening of scores here



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 Turas Nua/Seetec office. Please indicate your level of agreement with the following statements - Turas Nua /Seetec has helped me improve my prospects in getting a job

# 21% of jobseekers rated JobPath service poorly (1 or 2 score) in terms of helping them to find employment

*Reasons given for experience falling below expectations included:*

Employment officer was rude and **completely unhelpful**. I was seeking employment myself and did not want or need help. Maybe it's helpful for other people but certainly not for me. They should take people's backgrounds and skills into account and try find them **suitable employment**.

I found a job myself. Had **no help** in fact they cost me a job. The office I attended is a **complete joke**

They didn't take my **health into consideration** (anxiety and depression ), they didn't take that I was moving and possibly help get a job to my moving location, I had to spend money to **get to the office** to sit on a computer to search for jobs when I could of easily done this at home and saved 10€, any jobs, even though part time wasn't good enough for them to allow me to apply to them.

This best suits **school leaver** and those just entering the job market.

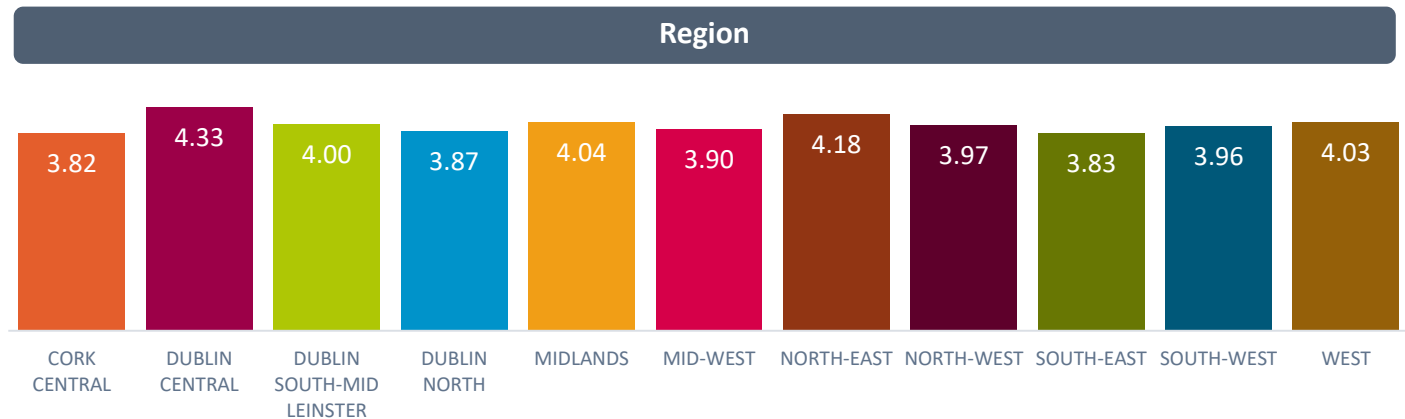
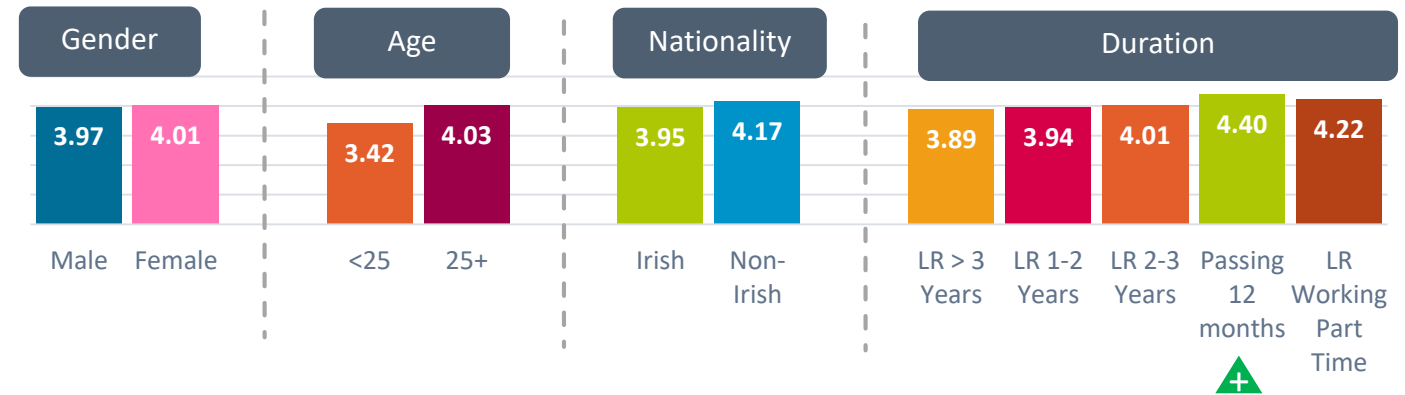
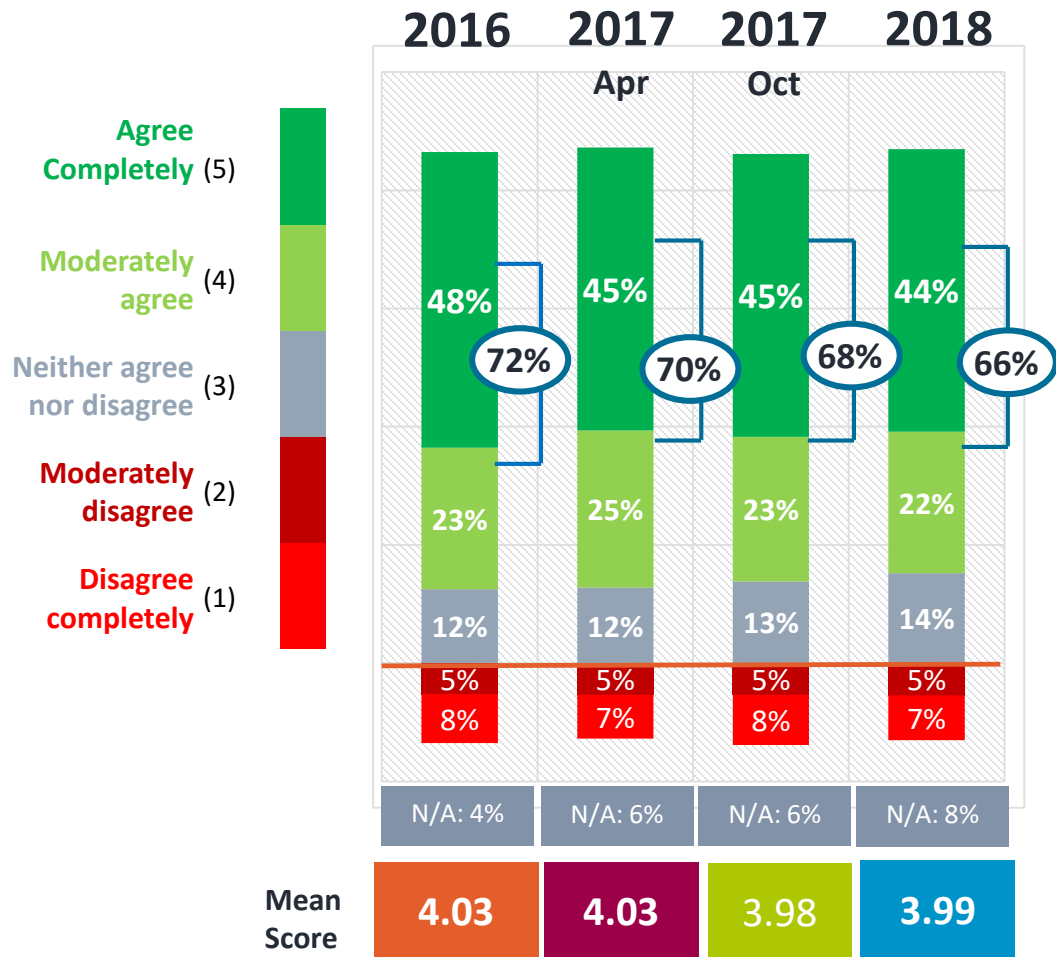
Hardly ever saw them, **appointments kept getting cancelled** and when I changed address, they refused to send appointments to new address, claiming they had to get social welfare to change my details for them. Also refused to compromise by emailing instead. Personal officer also **never responded to emails** from me requesting this and voicing other queries, and insisted on pushing me for jobs I felt unsuited for or that were too far from my home for me to commute to.

**Training programmes are childish, the staff are ignorant and very demanding** which I found very intimidating. I wasn't one bit happy with their service.

Q. We appreciate that you are disappointed that Seetec / Turas Nua 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 – Easy to access online services in Seetec/Turas Nua

Satisfaction with online services access dropped slightly

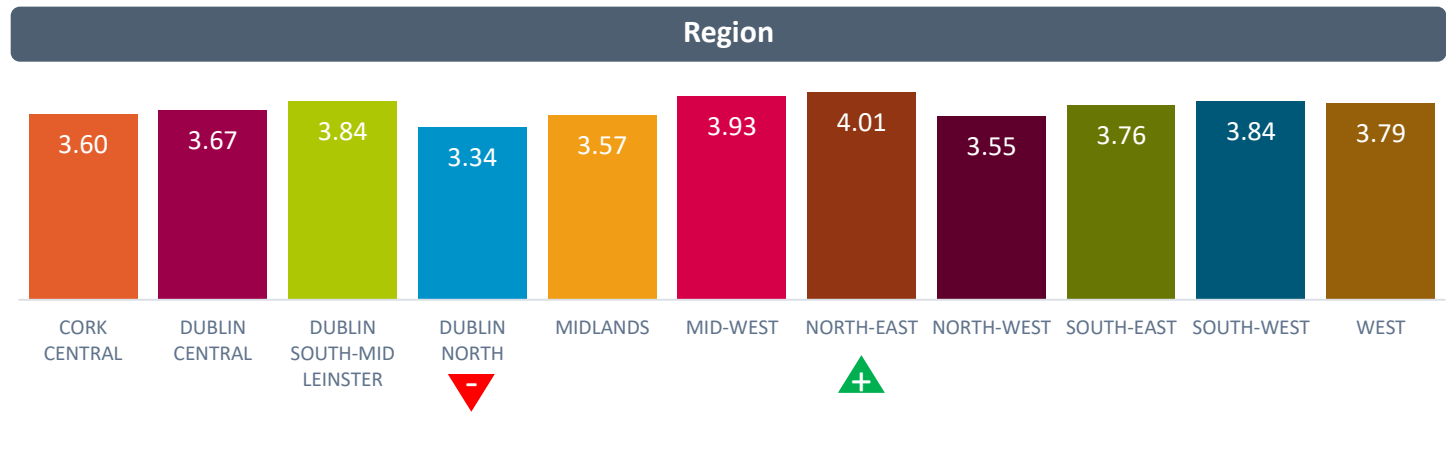
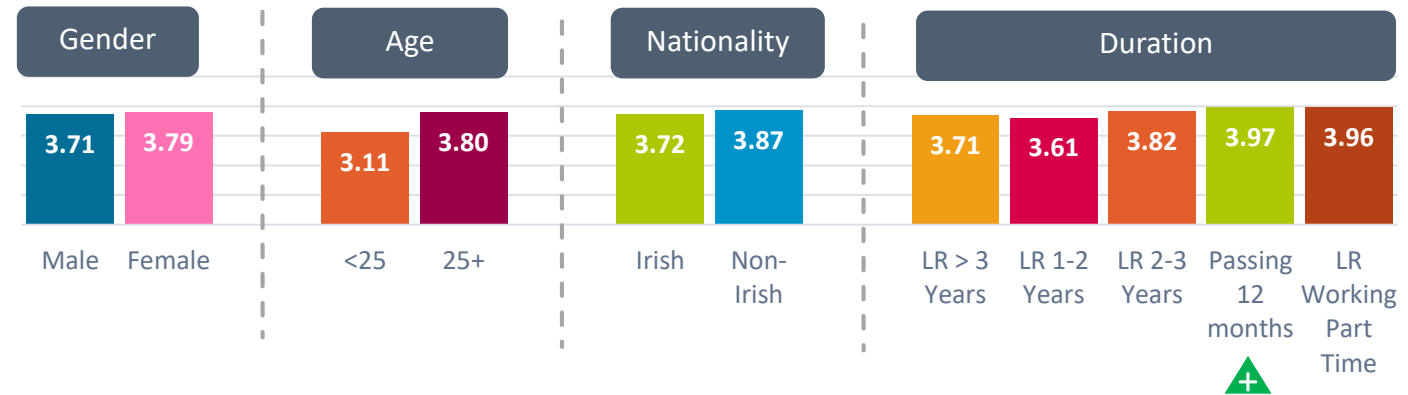
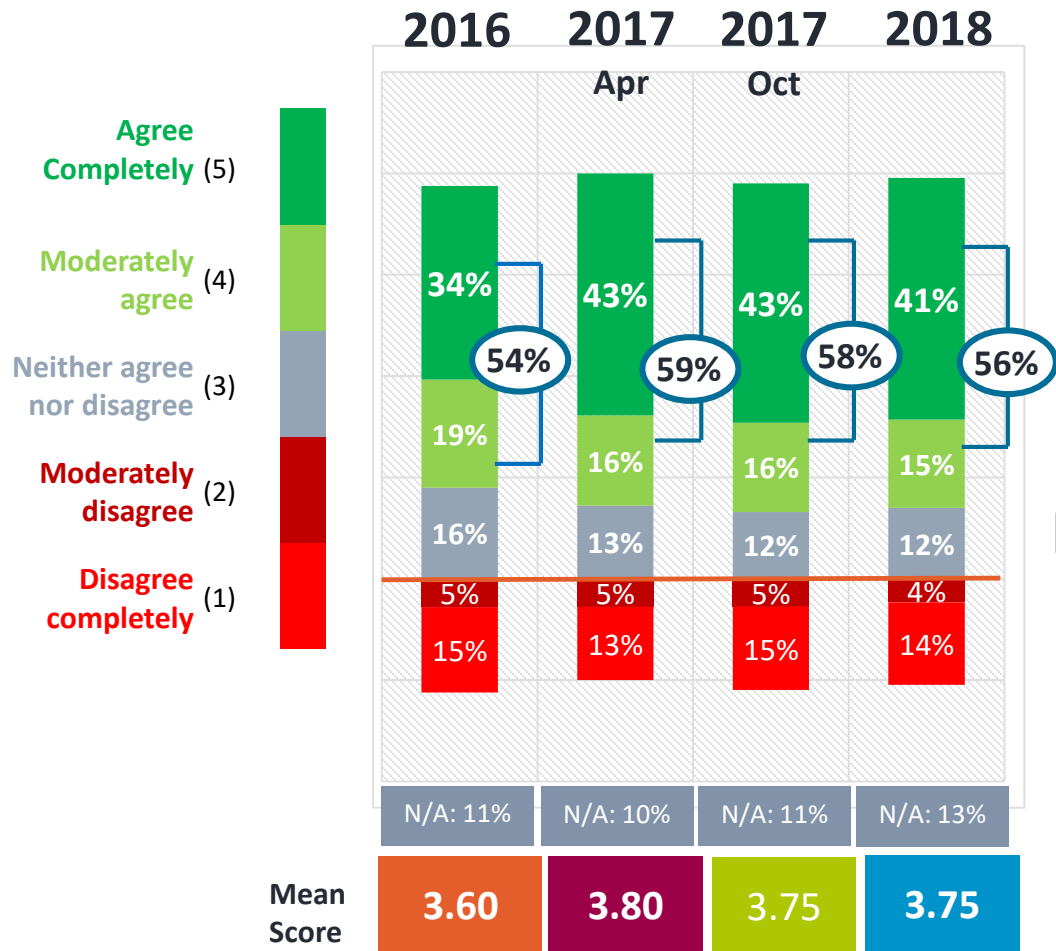


Statistically Significant Difference  Positive difference from 2017 Oct  
 Negative difference from 2017 Oct

Q. Can you now think about the services that you may have received at the Turas Nua/Seetec office. Please indicate your level of agreement with the following statements - I found it easy to access online services in Turas Nua/Seetec

# Level of agreement with – Personal advisor helped choose the right training

Stable scores for personal advisors



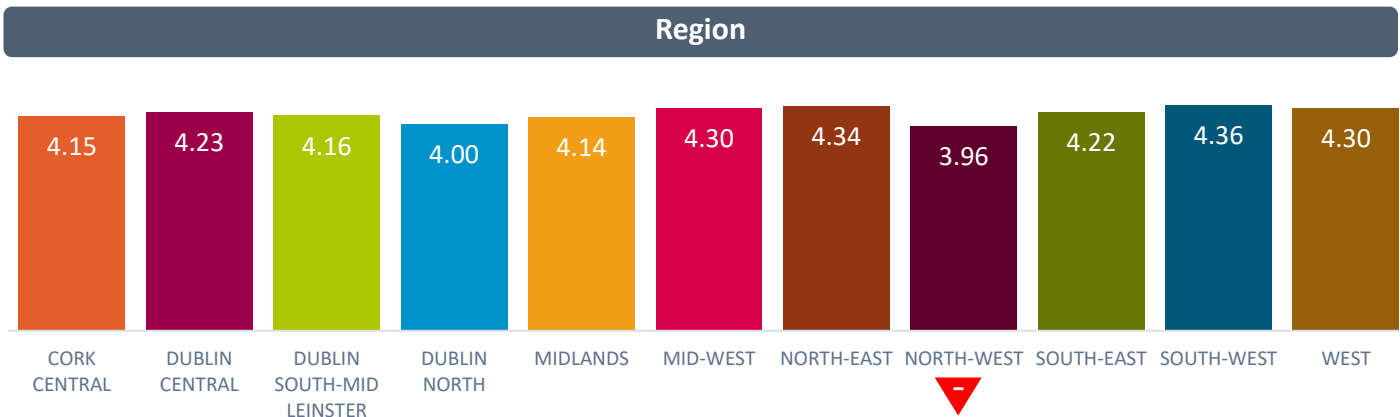
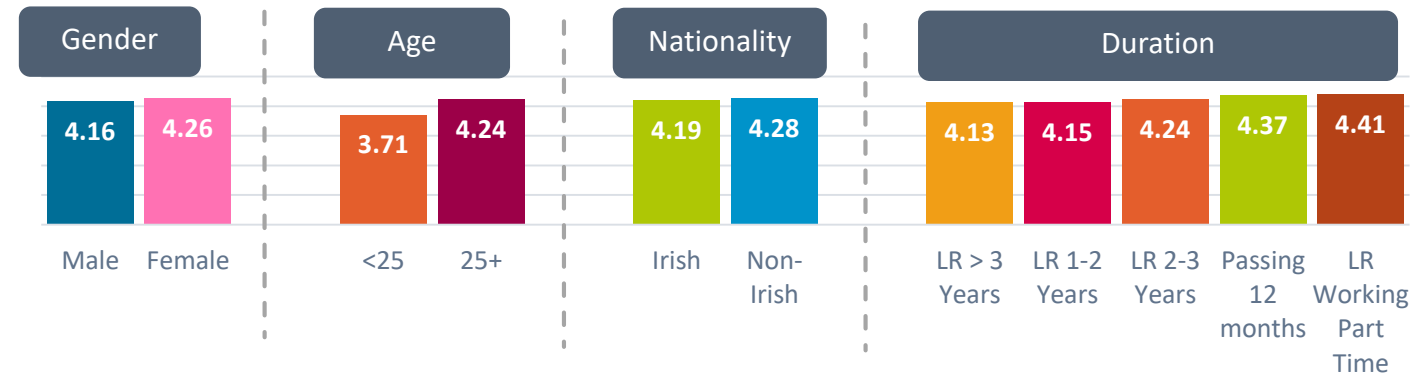
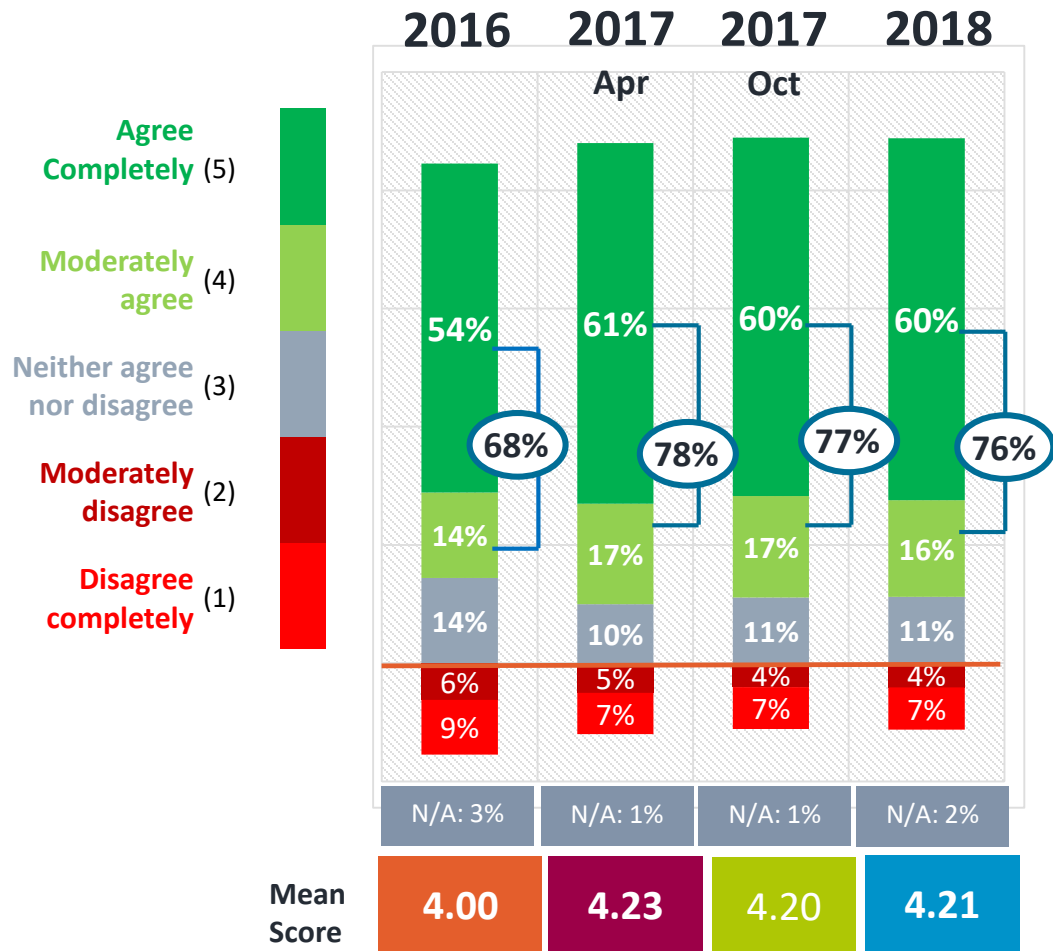
Q. Can you now think about the services that you may have received at the Turas Nua/Seetec office. Please indicate your level of agreement with the following statements - My personal advisor helped me choose the right training for me

# Processes



# Level of satisfaction with – The one-to-one meetings with personal advisor

One-to-one meeting satisfaction scores moving in positive direction

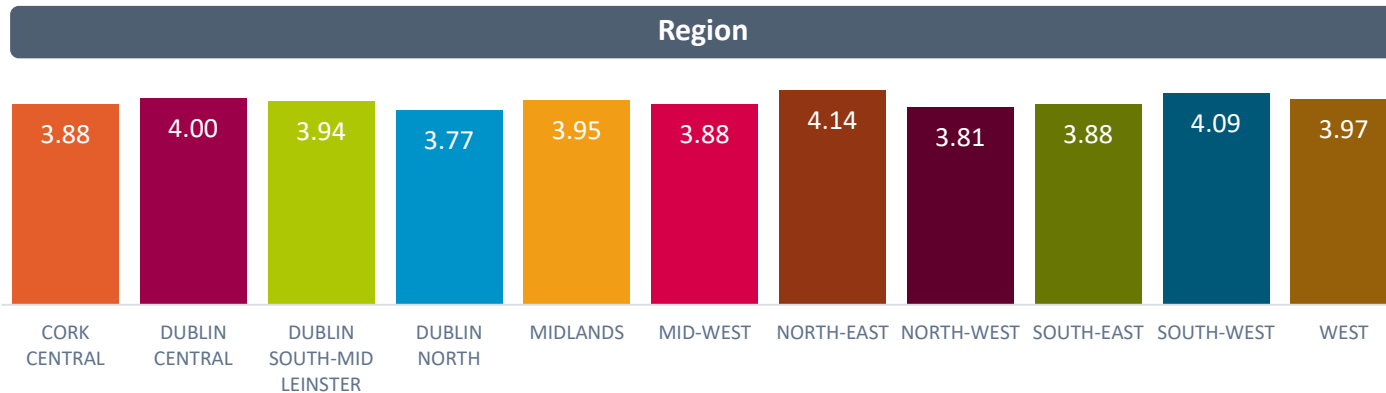
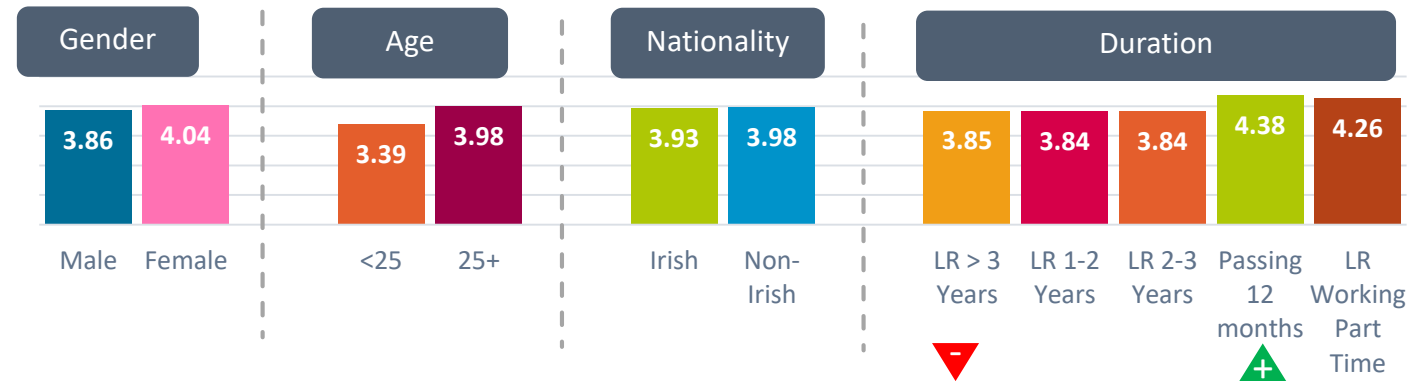
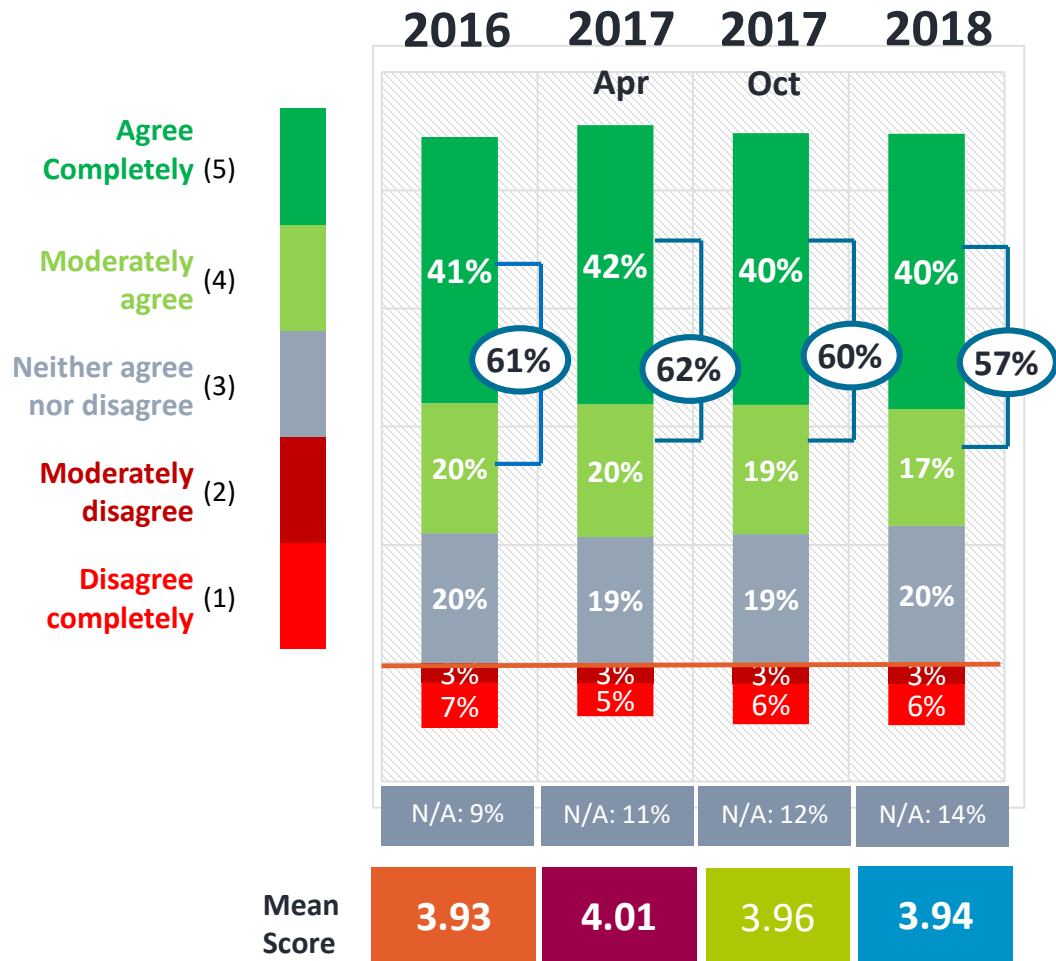


Statistically Significant Difference Positive difference from 2017 Oct Negative difference from 2017 Oct

Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua/Seetec – The one to one meetings with my Turas Nua/Seetec personal advisor

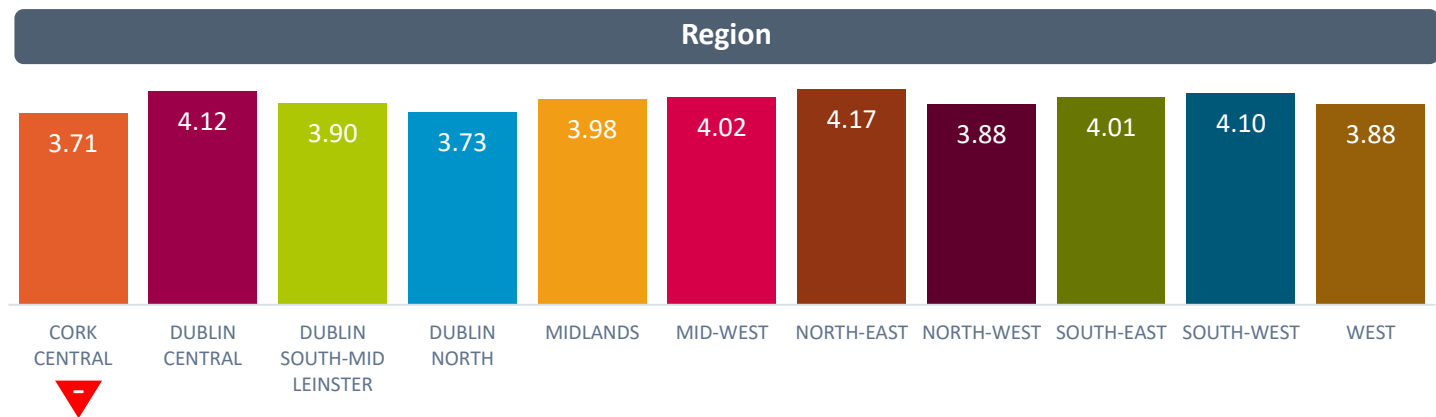
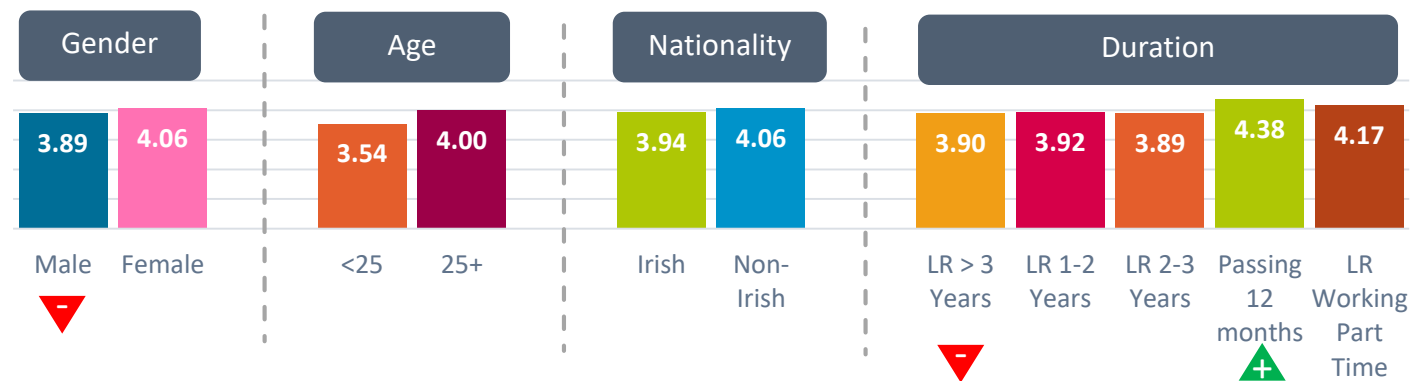
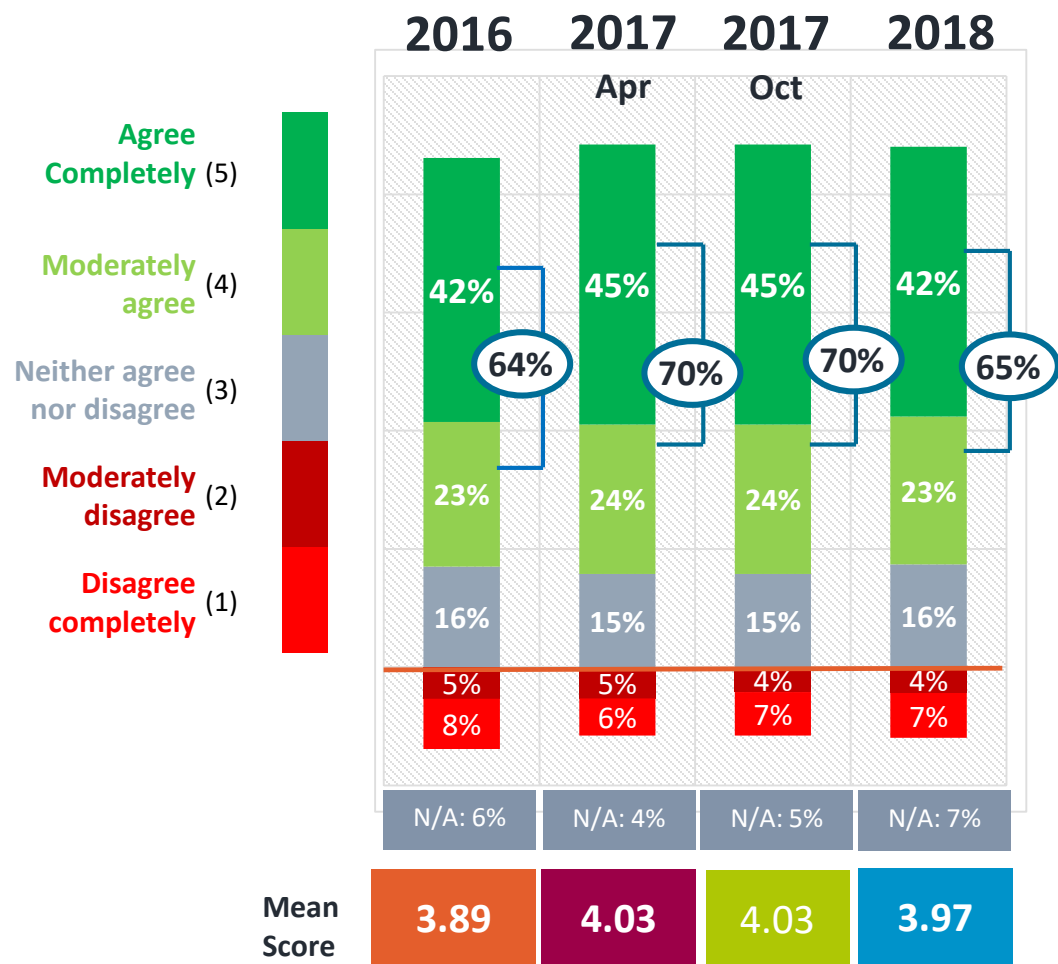
# Level of satisfaction with – The drop in service

Scores are static here



Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua/Seetec – The drop in service provided by Seetec/Turas Nua

# Level of satisfaction with – The job search facilities (online, local ads, support from personal advisor) *Two out of three are satisfied with job search facilities*

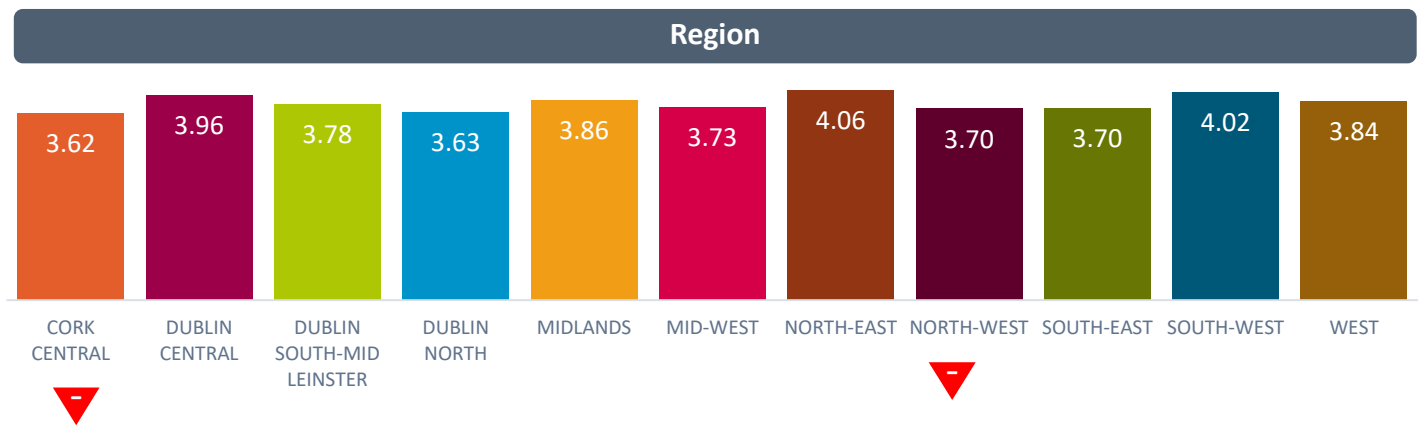
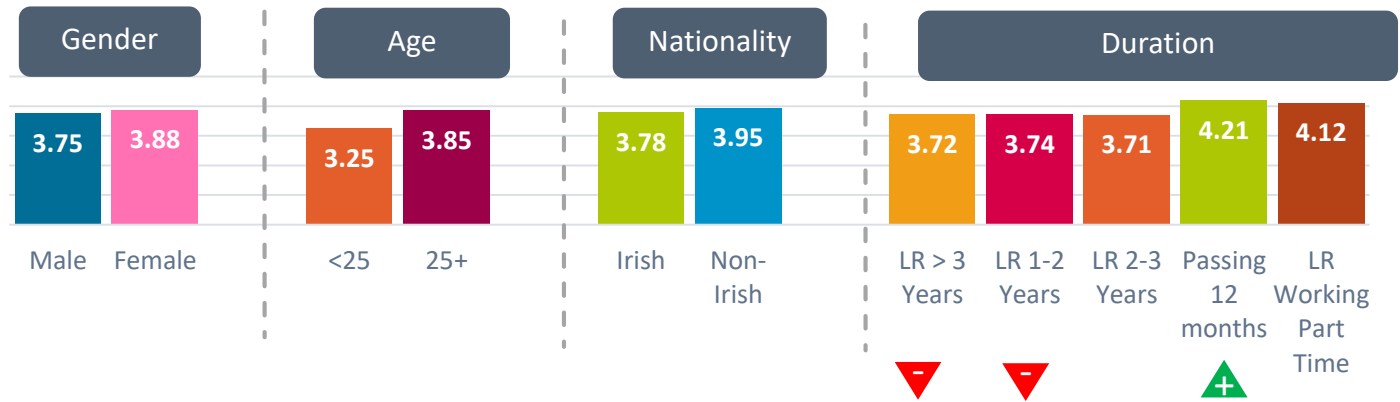
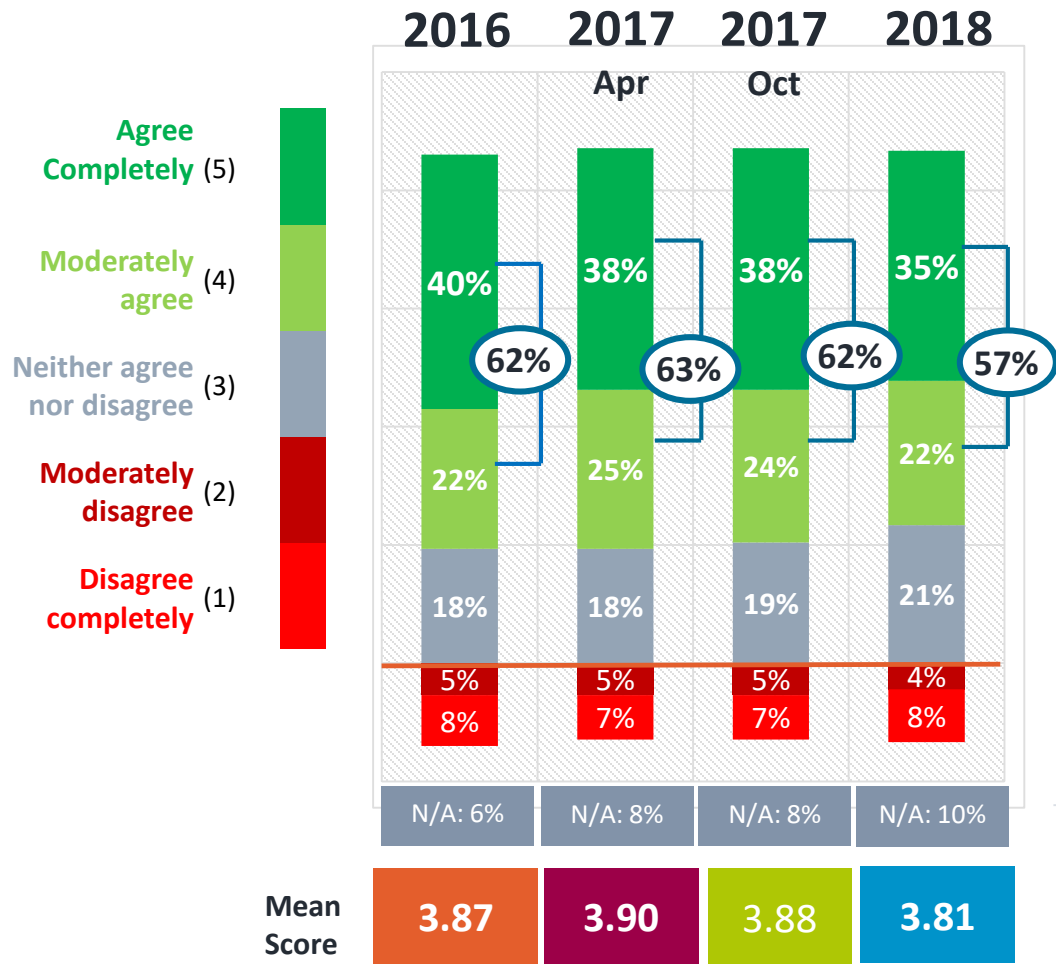


Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua/Seetec – The job search facilities available to me (online, local ads, support from personal advisor)

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

# Level of satisfaction with – The online services provided by Seetec/Turas Nua

The lowest score since 2016

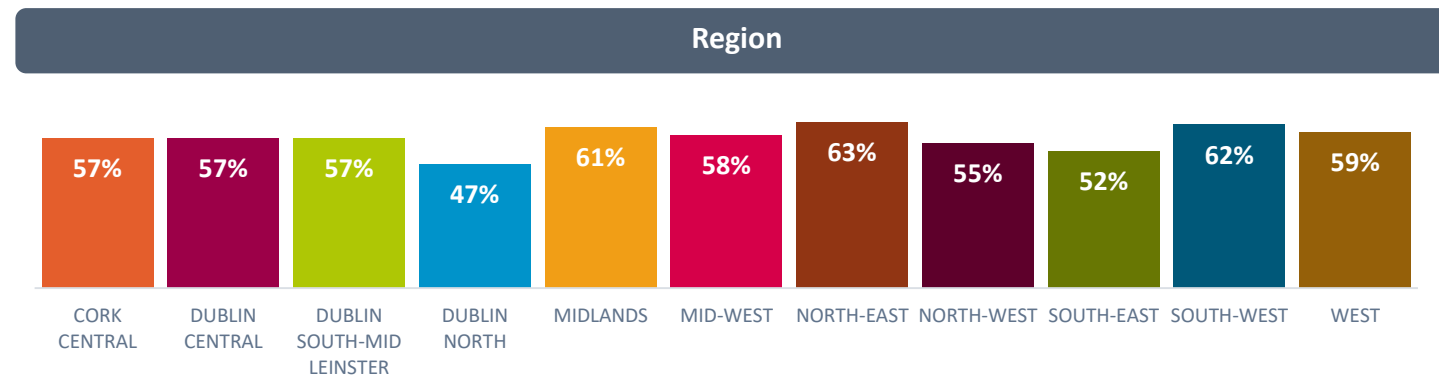
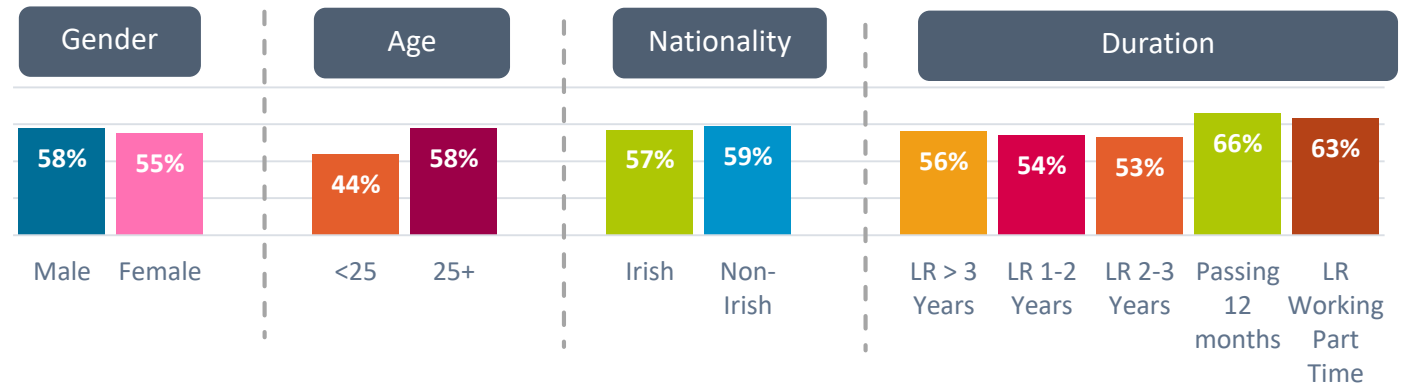
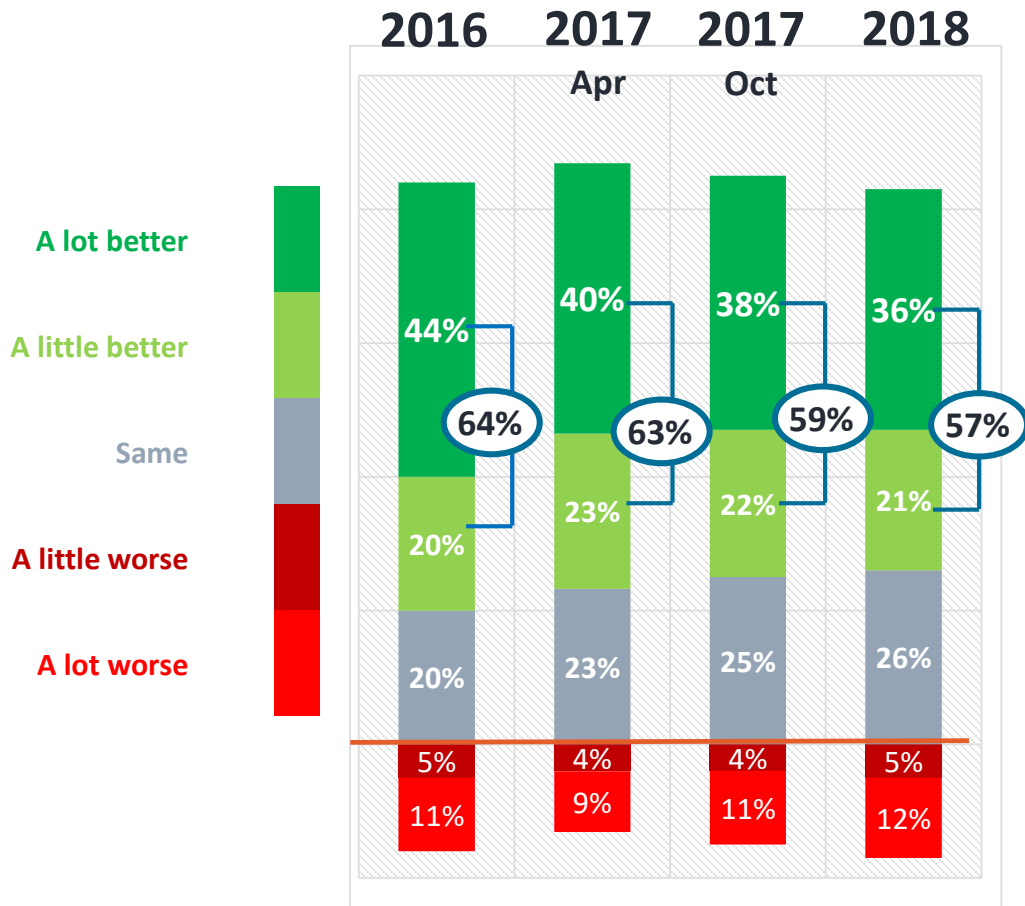


Q. Please rate your level of satisfaction with the following processes that you may have experienced, organised by Turas Nua/Seetec – The online services provided by Turas Nua/Seetec

# Comparison to Intreo centre / Branch office

# Seetec/Turas Nua employment services compared to those provided directly by Intreo centre/Branch office– top two box

More than half (57%) feel the service is better than Intreo/branch office



# Verbatims

# Illustrative Verbatims: Why are Jobseekers satisfied or dissatisfied with Seetec/Turas Nua?

Examples of good and bad experiences JobPath clients received

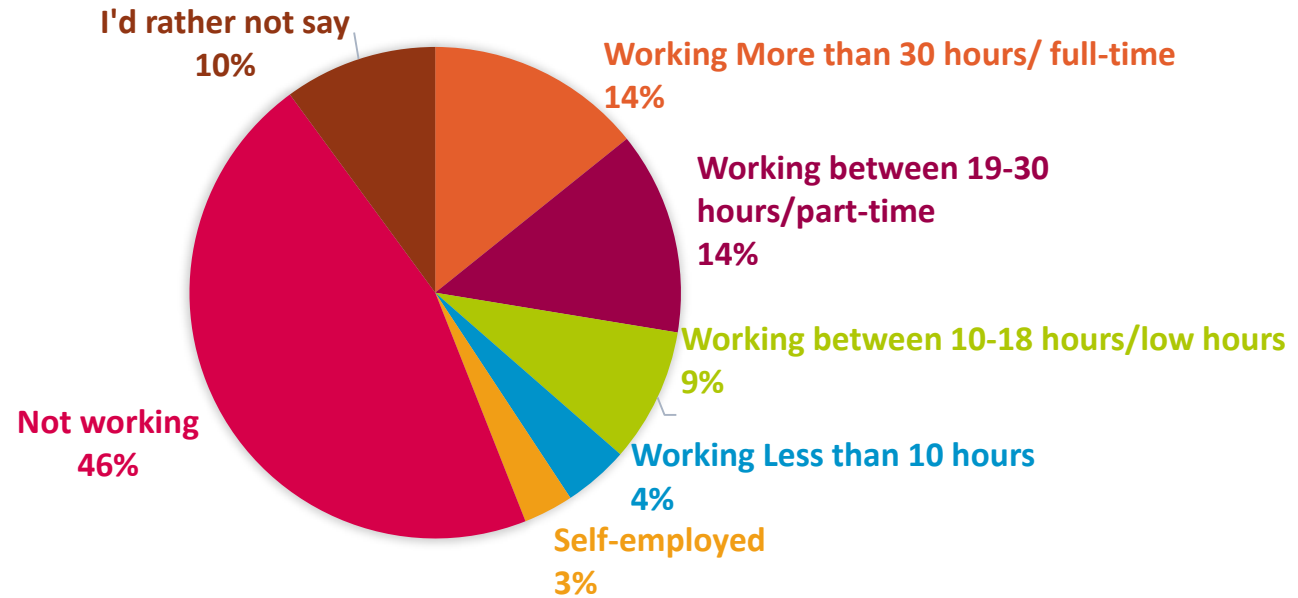
Satisfied		Dissatisfied		
Praising Staff	Happy with Services	Unhelpful Staff	Poor Services	Other
<ul style="list-style-type: none"> <li>Staff are <b>lovely</b> the experience not so much</li> <li>I had a lovely advisor who was <b>so friendly and helpful</b>. It was so lovely to have a person that is so kind and helpful I enjoyed being on JobPath.</li> <li>They seem to be <b>very understanding</b></li> <li>The mentor was <b>respectful</b> of my own job path and issues. He <b>paid attention</b> to my own career and training plan.</li> <li><b>Very informative and helpful staff</b>, with great tips and advice, but don't think it was totally beneficial to me.</li> </ul>	<ul style="list-style-type: none"> <li>I got <b>loads of help</b> and my assistant <b>helped me through everything</b> she could.</li> <li>Because of a medical issue I was not physically able to work but <b>they helped as much as possible</b>.</li> <li>I am <b>very satisfied</b> because without the help I would probably be still looking for work.</li> <li>They helped me <b>find a course</b>.</li> <li>They helped <b>build up my self-confidence</b> and <b>encouraged me</b> to increase my job searching activities.</li> <li>Got <b>expert advice</b></li> </ul>	<ul style="list-style-type: none"> <li>The lady who was assigned to me was <b>extremely unhelpful and quite rude</b>.</li> <li><b>Staff do not pass information</b> to another was passed from agent to agent to then repeat the whole process all over again. <b>Staff are not trained</b> and have very little knowledge of certain career paths. <b>Very rude staff</b>, in no way helped me in finding a job or training complete waste of time.</li> <li>Overall my experience was a very unpleasant one. I found the people employed almost <b>bullish in their approach</b>. While I was attending appointments, I found it had a very negative effect on my mental health as a whole.</li> </ul>	<ul style="list-style-type: none"> <li>The seems to be another recruitment company looking to <b>place people anywhere</b> they can rather than getting people <b>suitable employment</b>.</li> <li>Got <b>no interviews</b> or job offers until I ditched their advice and went back to what I was doing.</li> <li><b>Not beneficial for younger people</b>.</li> <li>Because of my experience and 20 plus years in my industry they <b>were absolutely no help to me</b>.</li> <li>Jobs were <b>applied to without my knowledge</b> and interviews set up when I could not get to the job in the first place.</li> <li><b>No help</b> in gaining employment. <b>Just ticking boxes</b>. Person who met me was <b>insulting</b>.</li> </ul>	<ul style="list-style-type: none"> <li>I got <b>no real help...</b> and <b>had to wait months</b> sometimes for an appointment</li> <li><b>Horrible location</b> to get to. <b>Meetings every 2 weeks</b> prove a waste of time and could be done over the phone. <b>Completely impractical</b>.</li> <li>Don't think <b>half an hour appointments</b> are enough when seeking work and trying to get travel to and from appointments.</li> <li>The only thing I really learned from it was <b>cover letter</b> and that I should <b>keep track of the jobs</b> I applied for.</li> <li><b>Threatened</b> and not treated like an adult</li> </ul>



# Satisfaction with continuing contact while in work

# Employment status

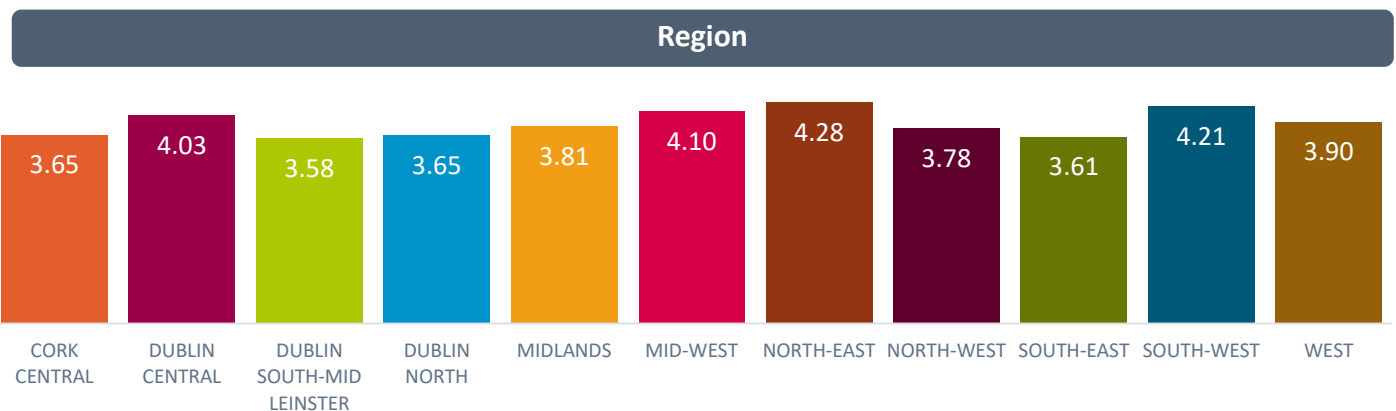
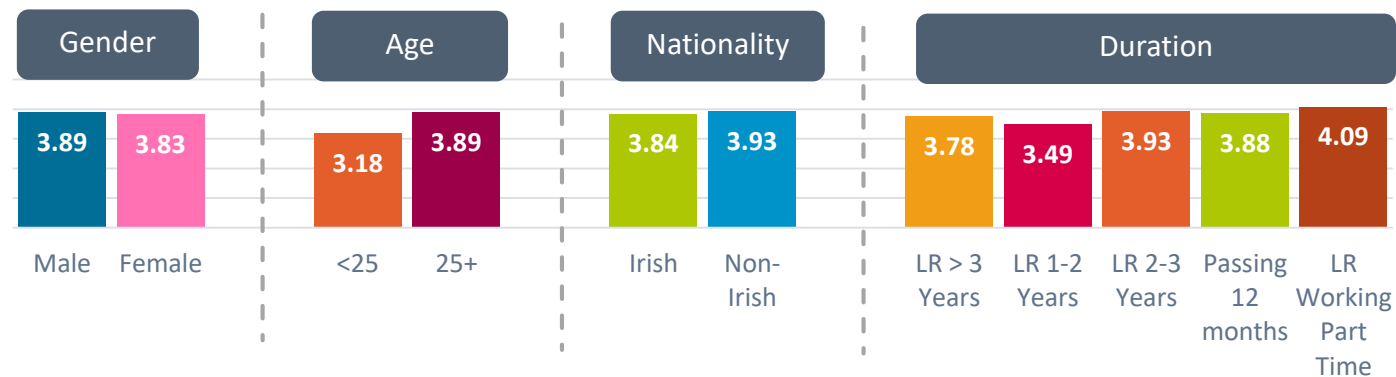
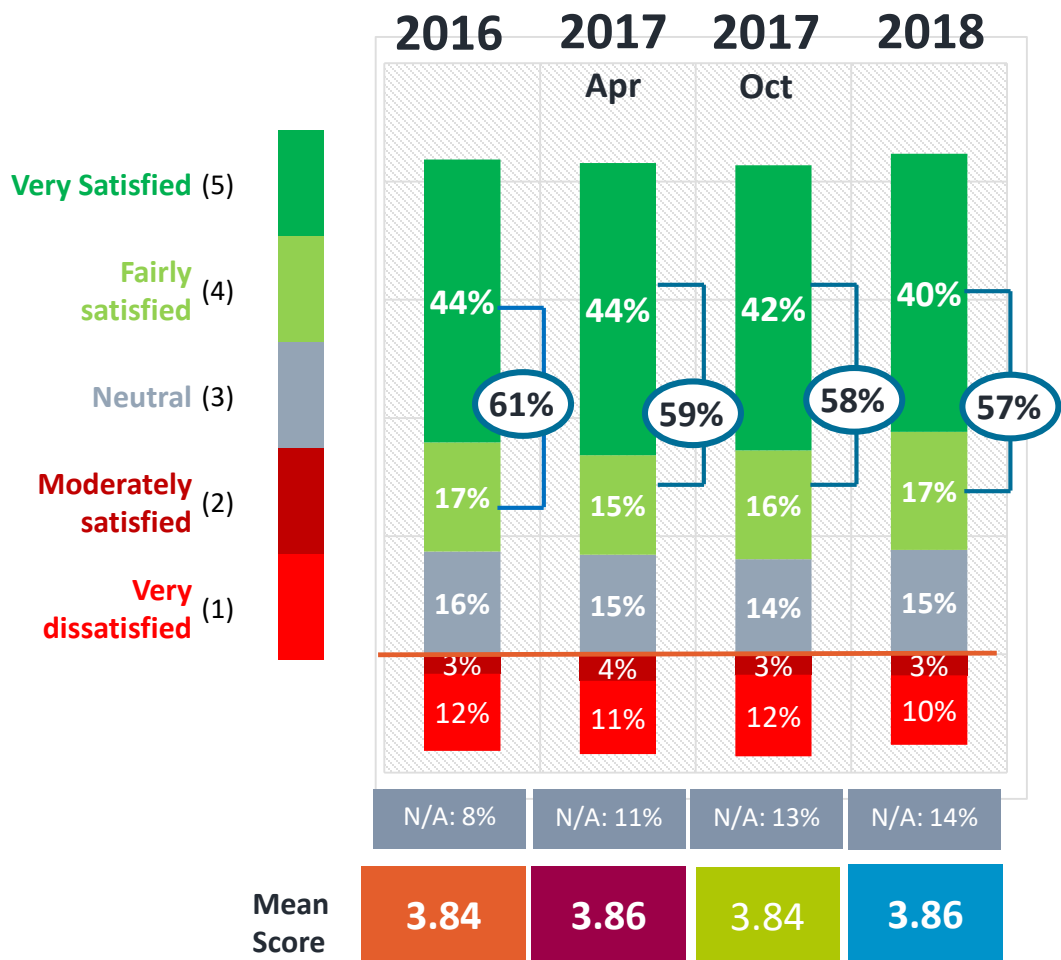
Nearly half claimed to be working



	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	14%	13%	9%	4%	3%	46%	10%
2017 Oct	12%	9%	6%	3%	3%	58%	9%
2017 Apr	11%	5%	3%	2%	3%	67%	9%
2016	8%	4%	3%	3%	2%	72%	8%

# Level of satisfaction with – Continuing contact with personal advisor

Of those in work, three out of five clients were satisfied with the continuing contact with their personal advisor  
(Base: all those in work)





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

## **Satisfaction with JobPath service providers** *(Online research 2018)*

17/09/2018