



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

## **Satisfaction with JobPath service providers** *(October 2018, Phone)*

26/03/2019

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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 2005 JobPath candidates were interviewed. All interviews were carried over the telephone.

	Sample Size	Fieldwork dates
2018	2005	26/10/2018 - 20/11/2018
2017	2019	24/10/2017 - 04/11/2017
2016	2003	11/10/2016 - 21/10/2016

# Sample distribution

	2016	2017	2018
<b>Gender</b>			
Male	1357 (68%)	1332 (66%)	1348 (67%)
Female	571 (29%)	687 (34%)	657 (33%)
Unknown	75 (4%)	-	-
<b>Age</b>			
Under 25	92 (5%)	207 (10%)	140 (7%)
25+	1836 (92%)	1812 (90%)	1865 (93%)
Unknown	75 (4%)	-	-
<b>Duration</b>			
Passing 12 months	1 (0%)	77 (4%)	26 (1%)
1-2 Years	490 (24%)	461 (23%)	329 (16%)
2-3 Years	359 (18%)	245 (12%)	128 (6%)
3+ Years	1153 (58%)	1104 (55%)	1073 (54%)
Working Part Time	-	132 (7%)	449 (22%)

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

	2016	2017	2018
<b>Region</b>			
CORK CENTRAL	221 (11%)	150 (7%)	172 (9%)
DUBLIN CENTRAL	105 (5%)	148 (7%)	128 (6%)
DUBLIN SOUTH-MID LEINSTER	181 (9%)	226 (11%)	238 (12%)
DUBLIN NORTH	89 (4%)	140 (7%)	121 (6%)
MIDLANDS	231 (12%)	227 (11%)	243 (12%)
MID-WEST	246 (12%)	240 (12%)	286 (14%)
NORTH-EAST	259 (13%)	197 (10%)	186 (9%)
NORTH-WEST	123 (6%)	141 (7%)	181 (9%)
SOUTH-EAST	285 (14%)	277 (14%)	304 (15%)
SOUTH-WEST	67 (3%)	122 (6%)	11 (1%)
WEST	171 (9%)	151 (7%)	135 (7%)
Unknown	25 (1%)	-	-
<b>Nationality</b>			
Irish	1650 (82%)	-	-
Non-Irish	353 (18%)	-	-

# Executive summary – Key messages

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1. Strong performance for JobPath providers in 2018 but some slight slippage since 2017.

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2. Overall satisfaction is down from a high of 4.26 in 2017 to 4.15 this year but still above the score in 2016 of 4.05.

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3. Perhaps unsurprisingly scores are most stable in terms of the office network but there have been small slippages in terms of rating of staff, services and processes. In almost all cases JobPath clients are slightly less enthusiastic in their scoring with fewer giving top box score.

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4. Staff as in previous years are rated really strongly and remain the best rated aspect of the offer after the office network. All scores are above an average of 4.5 on scale of one to five.

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5. Biggest declines have been noted on top box scores for: Good understanding of service after first meeting, personal plan help, online access, job search facilities and online services provided.

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6. Satisfied jobseekers are more likely to mention Staff and Services as reasons for satisfaction. While staff can also be a trigger for dissatisfaction more usual sources of dissatisfaction relate to processes and other fragmented issues.

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7. JobPath clients rate the service provided as the same or better than Jobseeker services.

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8. JobPath clients are increasingly employed at the time of interview, almost half in this latest round of research. Results appear to suggest continuing contact with personal advisor is less valued as time goes on - scores amongst those rating are down and fewer are prepared to give an answer here.

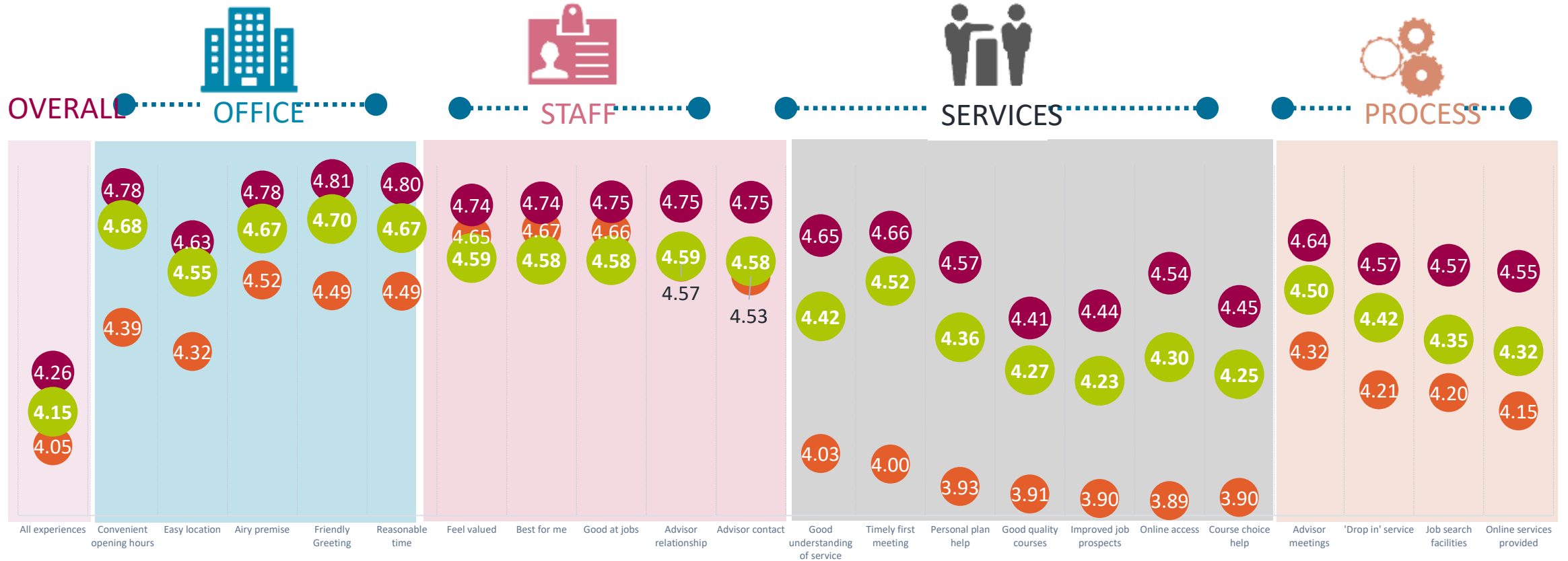
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# Results

# Overall performance

Performance dis-improved in all areas

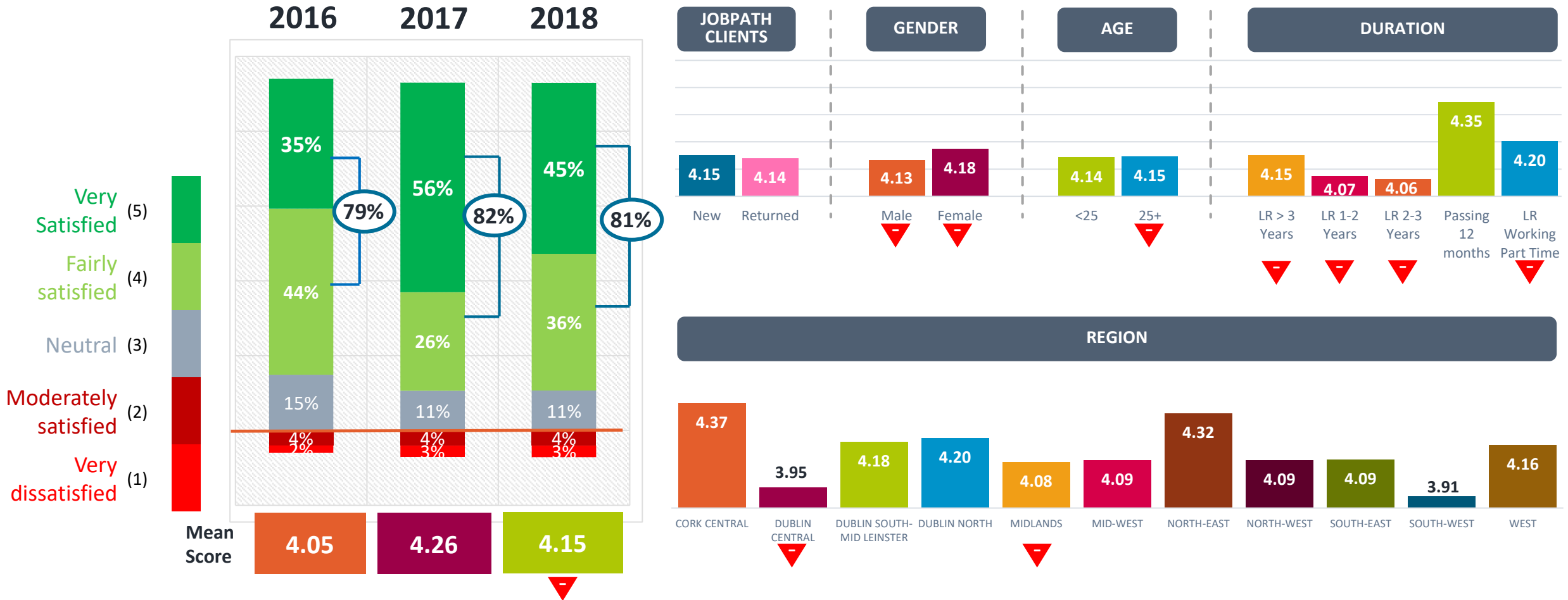


● 2016  
● 2017  
● 2018



# Overall Satisfaction

Performance marginally down on 2017 but still above 2016 scores



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

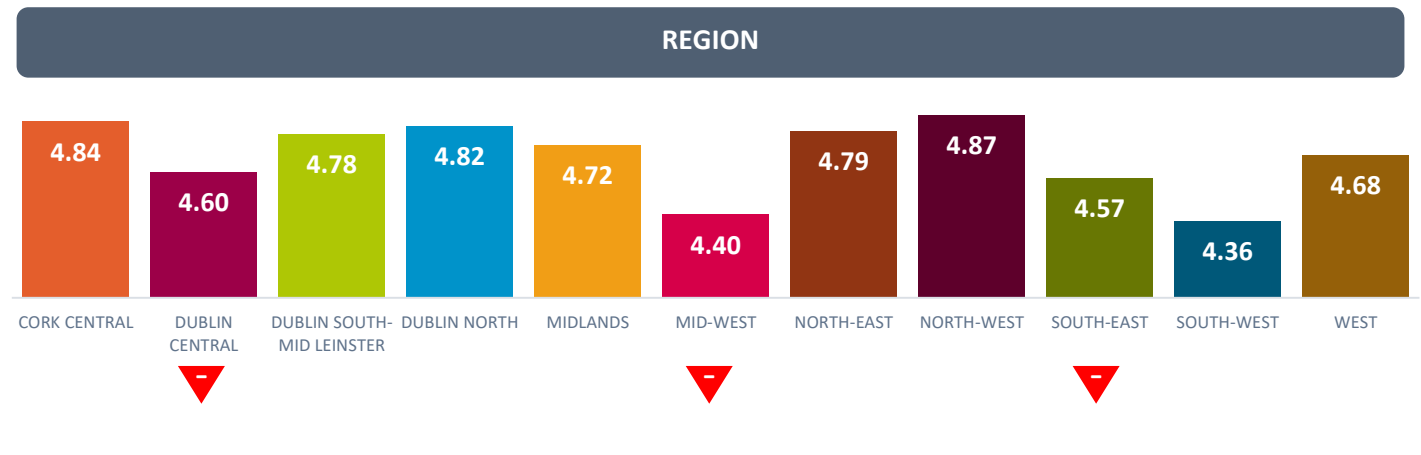
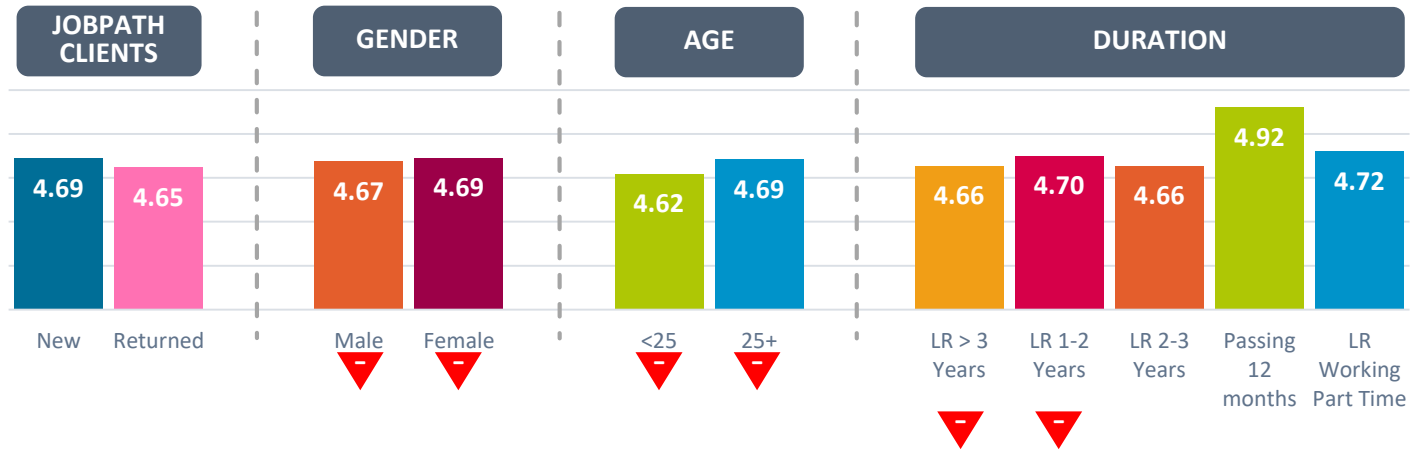
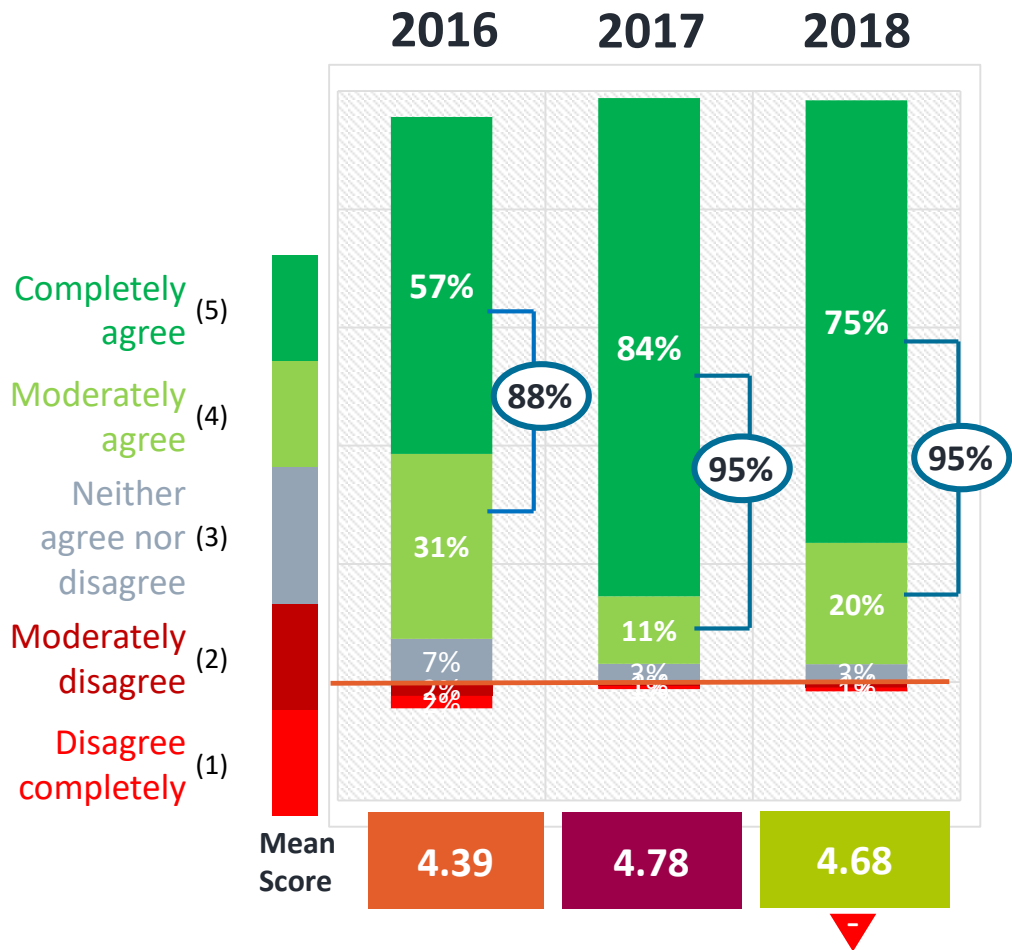
Statistically Significant Difference + Positive difference from 2017 Oct - Negative difference from 2017 Oct



# Offices

# Level of agreement with opening hours convenience

95% agree that opening hours are convenient

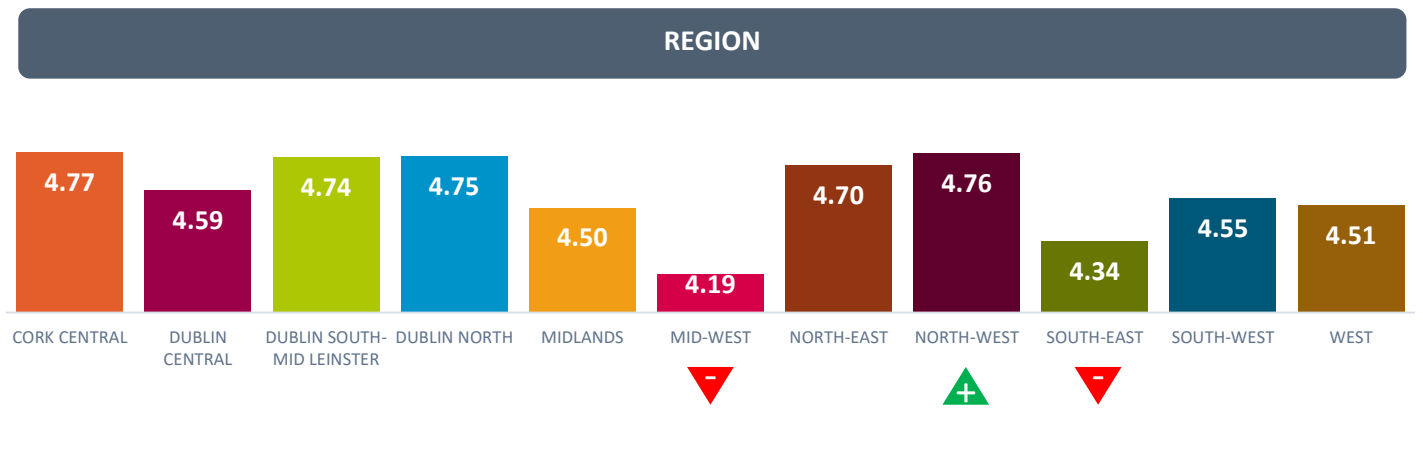
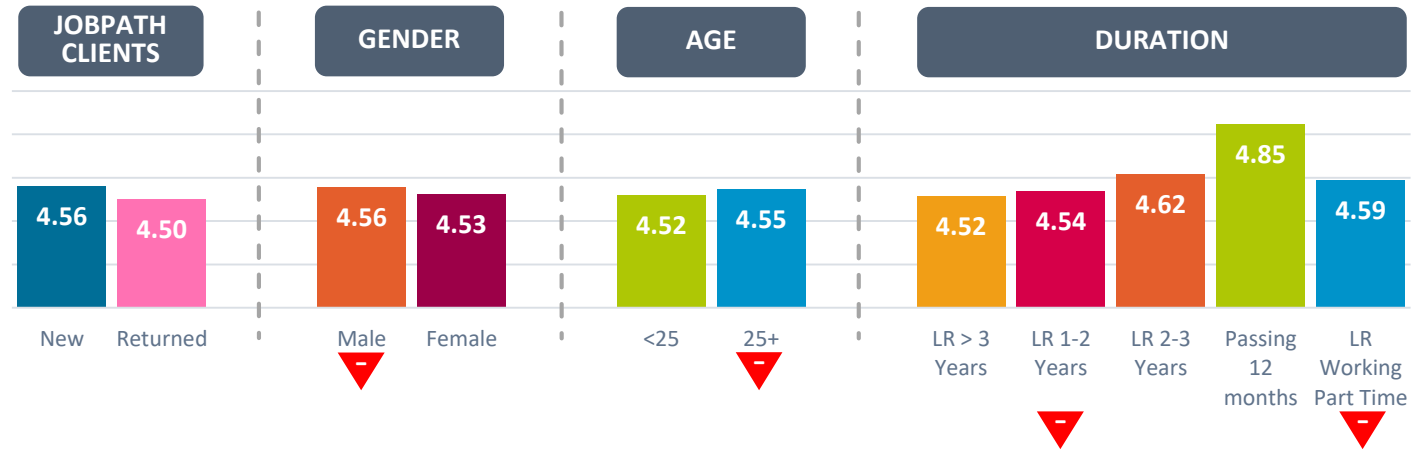
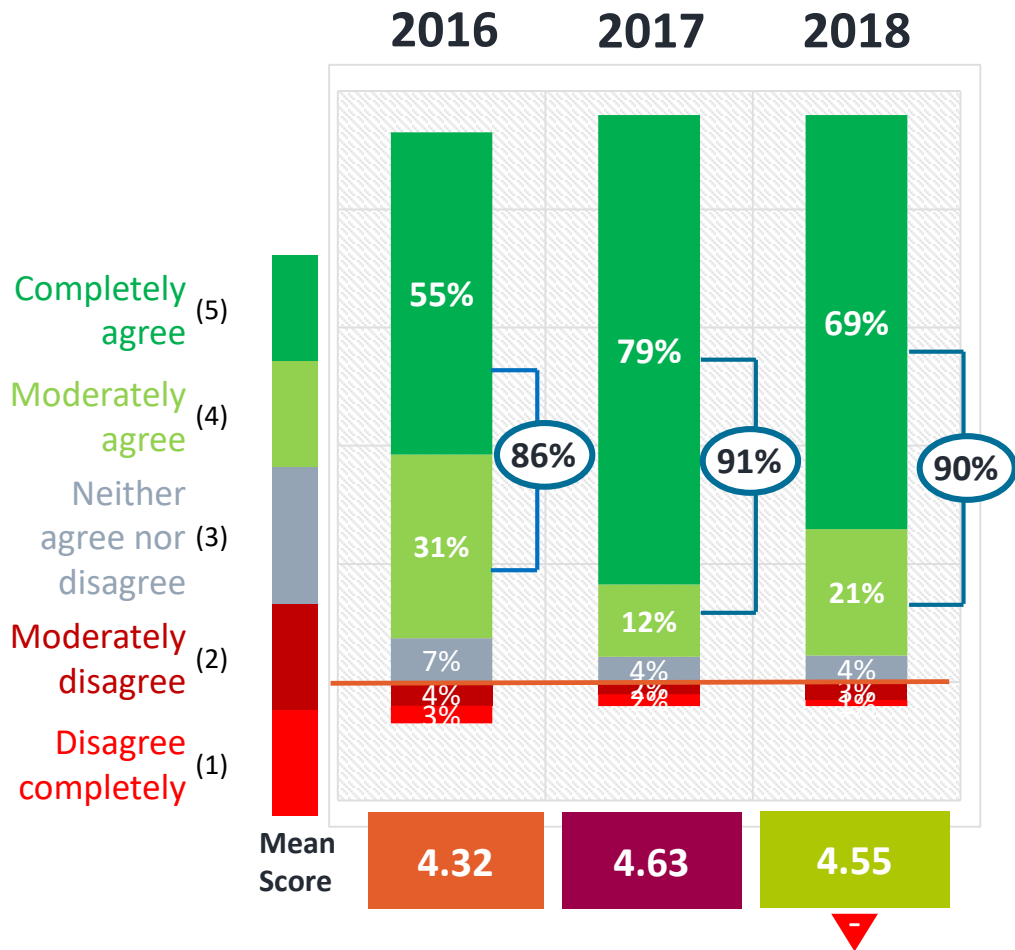


Q. Now thinking about the Turas Nua / Seetec office. Please indicate your level of agreement with the following statement: The opening hours of Turas Nua/Seetec office are convenient for me

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

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

9 out of 10 found travelling to the office easy

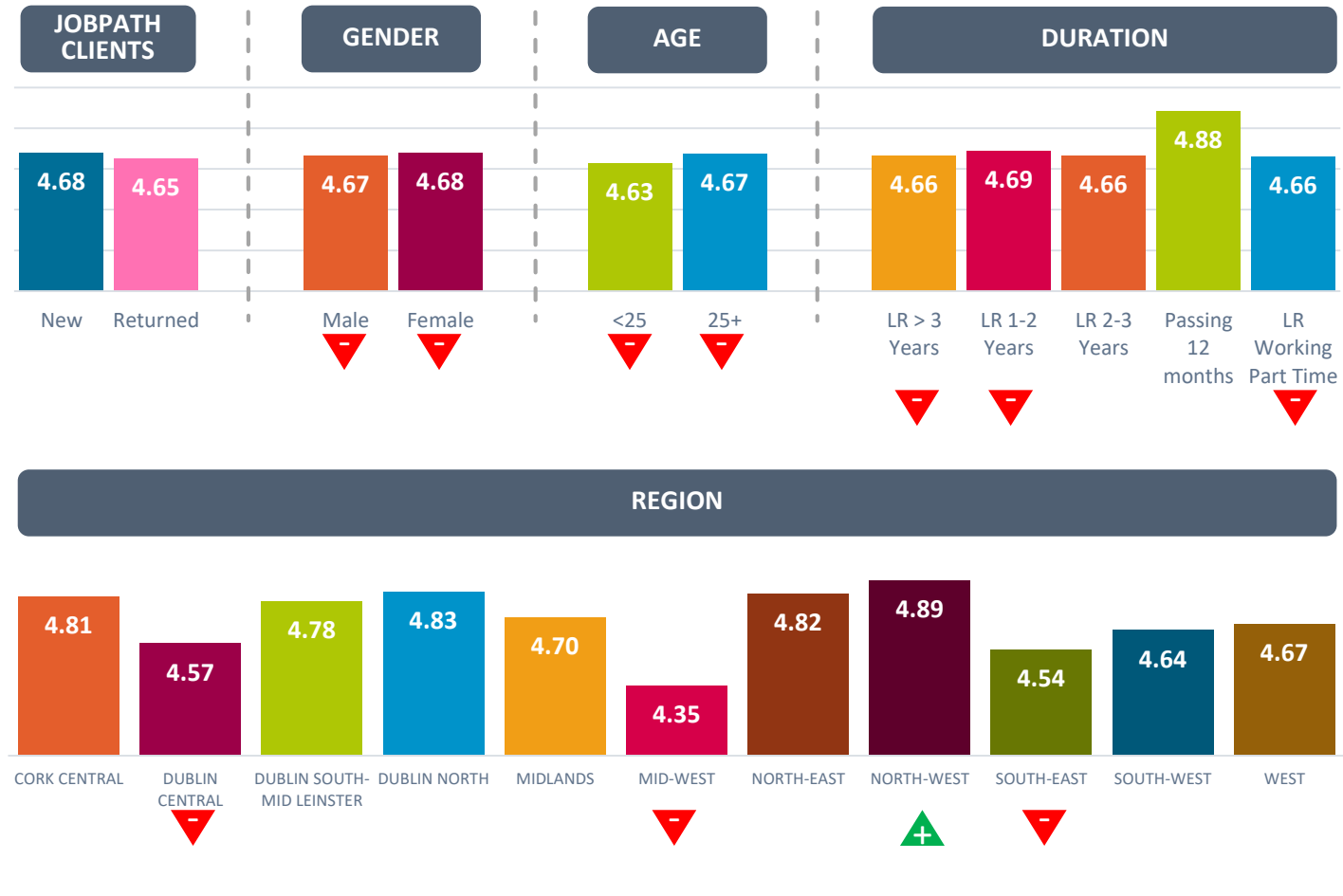
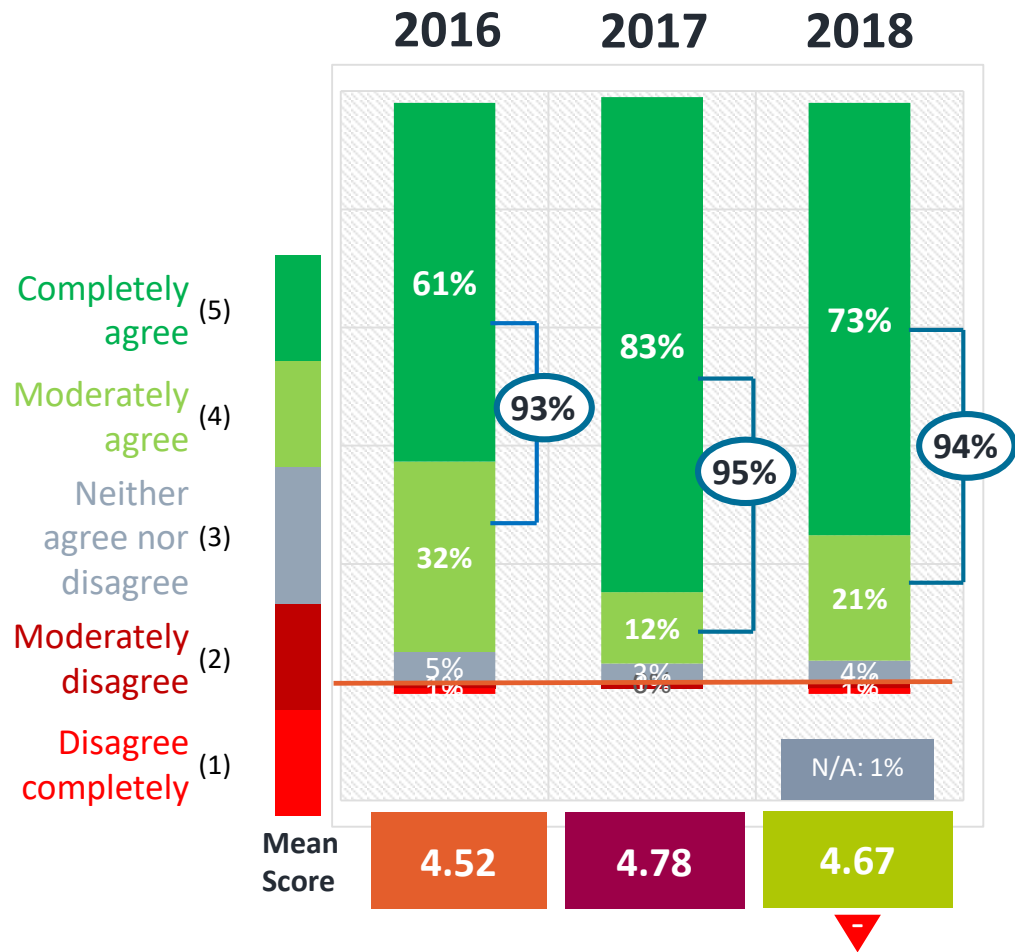


Q. Now thinking about the Turas Nua / Seetec office.  
Please indicate your level of agreement with the following statement:  
**Travelling to the Turas Nua/Seetec office is easy for me**

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

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

*Clients agree the office is a nice place to be*

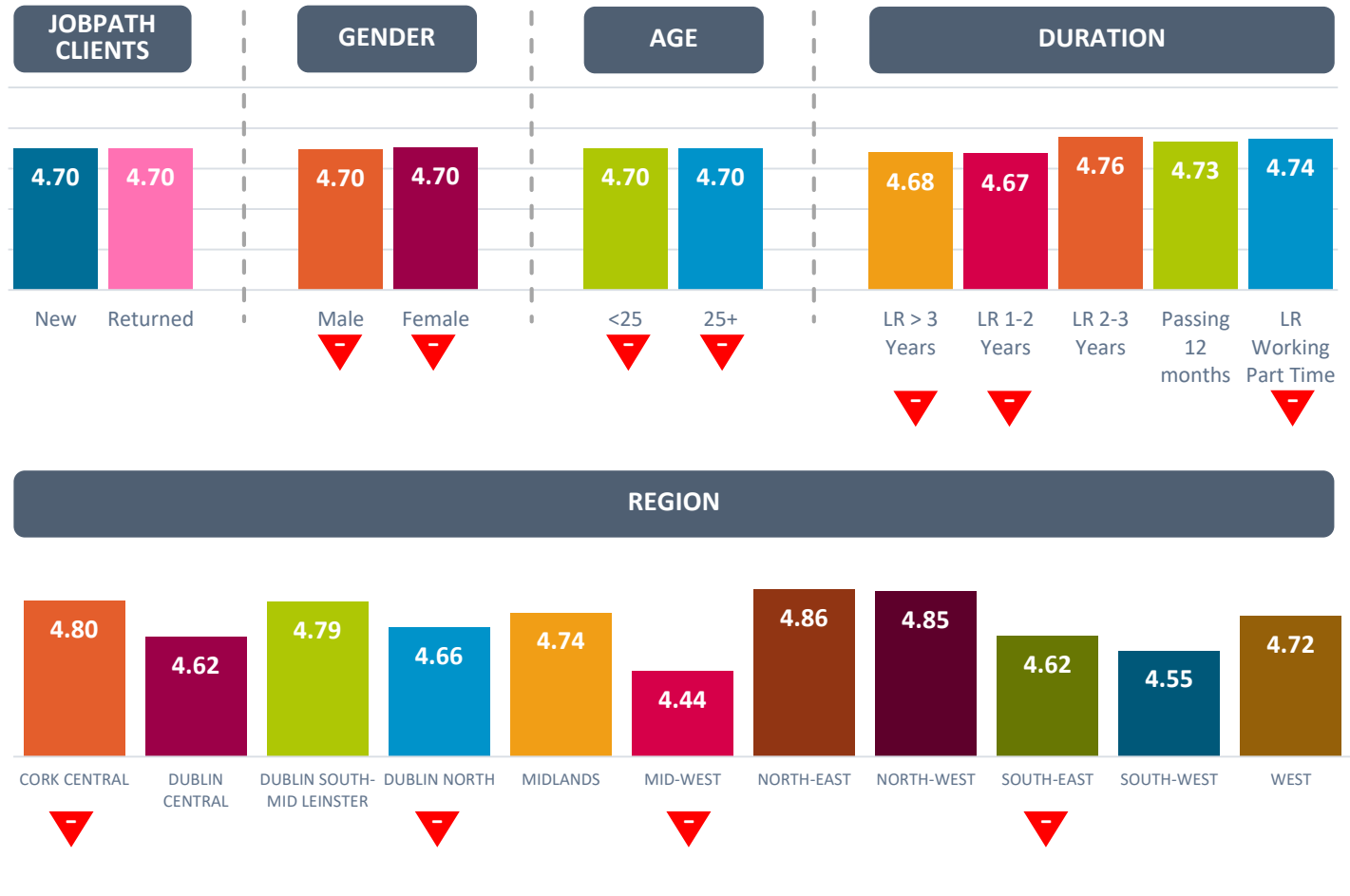
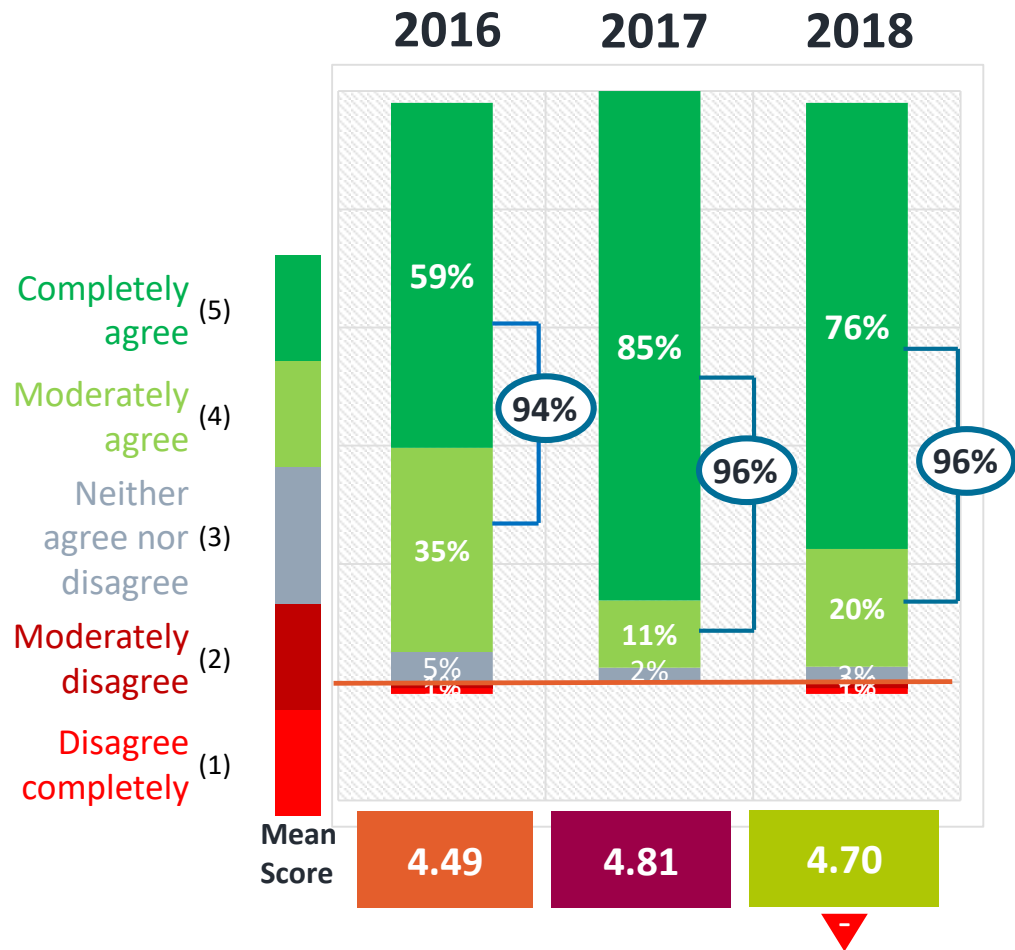


Q. Now thinking about the Turas Nua/Seetec office.  
Please indicate your level of agreement with the following statement:  
The Turas Nua / Seetec office is bright and airy and a nice place to be

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

# Level of agreement with – Greeted in a friendly manner

Greetings well regarded



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

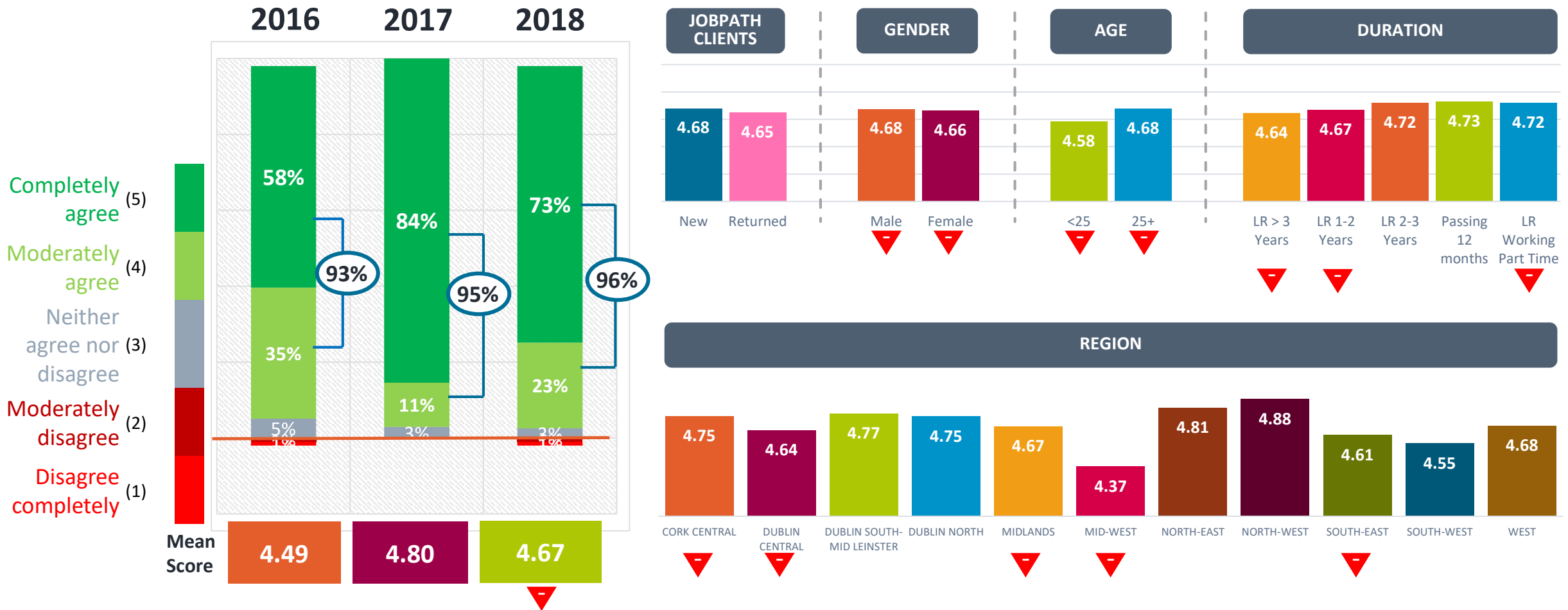
Statistically Significant Difference



Positive difference from 2017 Oct  
Negative difference from 2017 Oct

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

*Slight slippage on timeliness this year*



Q. Now thinking about the Turas Nua/Seetec office.  
Please indicate your level of agreement with the following statement:

When I attended the Turas Nua/Seetec office for pre – arranged appointments I was seen in a reasonable time

Statistically Significant Difference



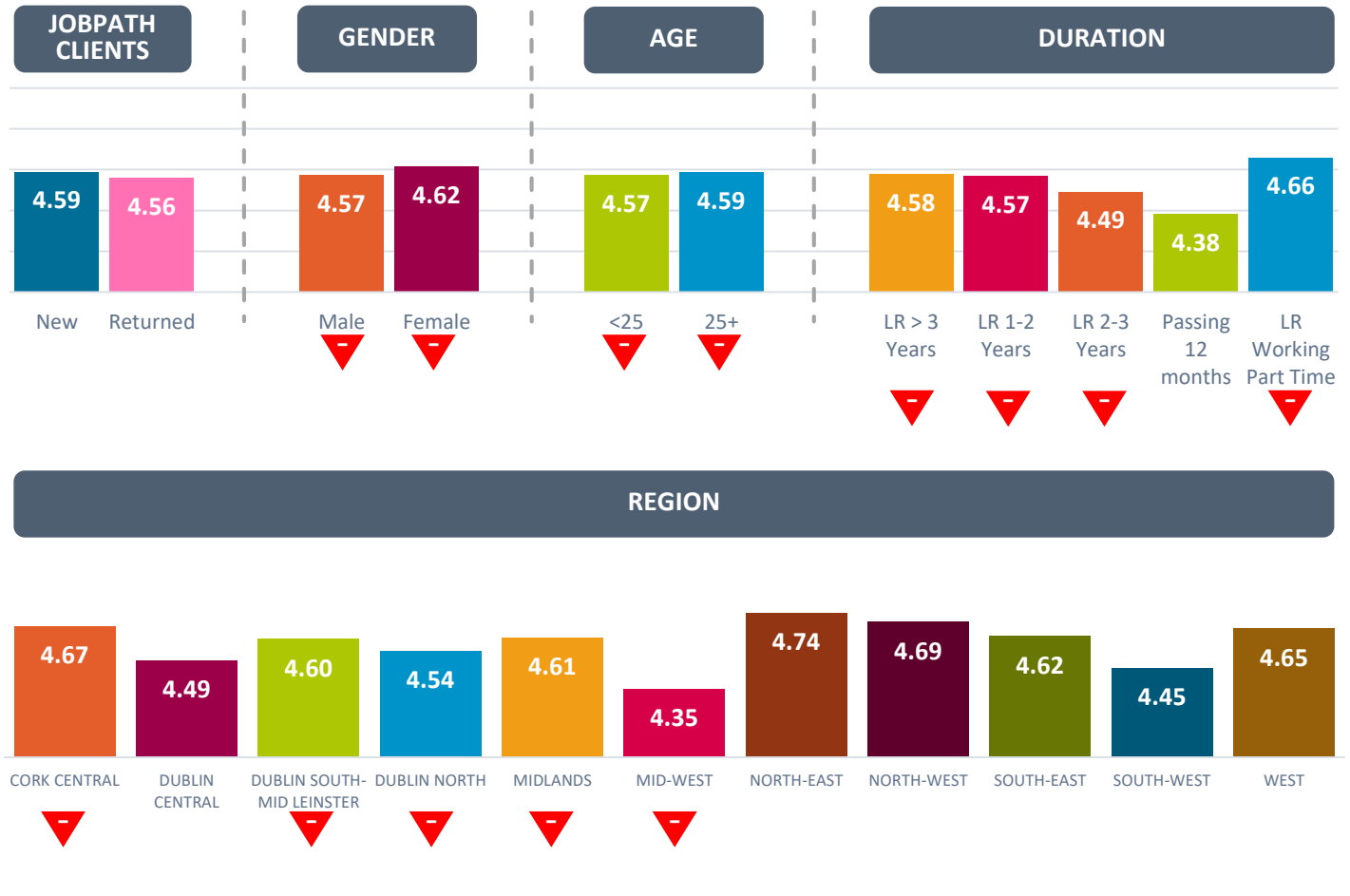
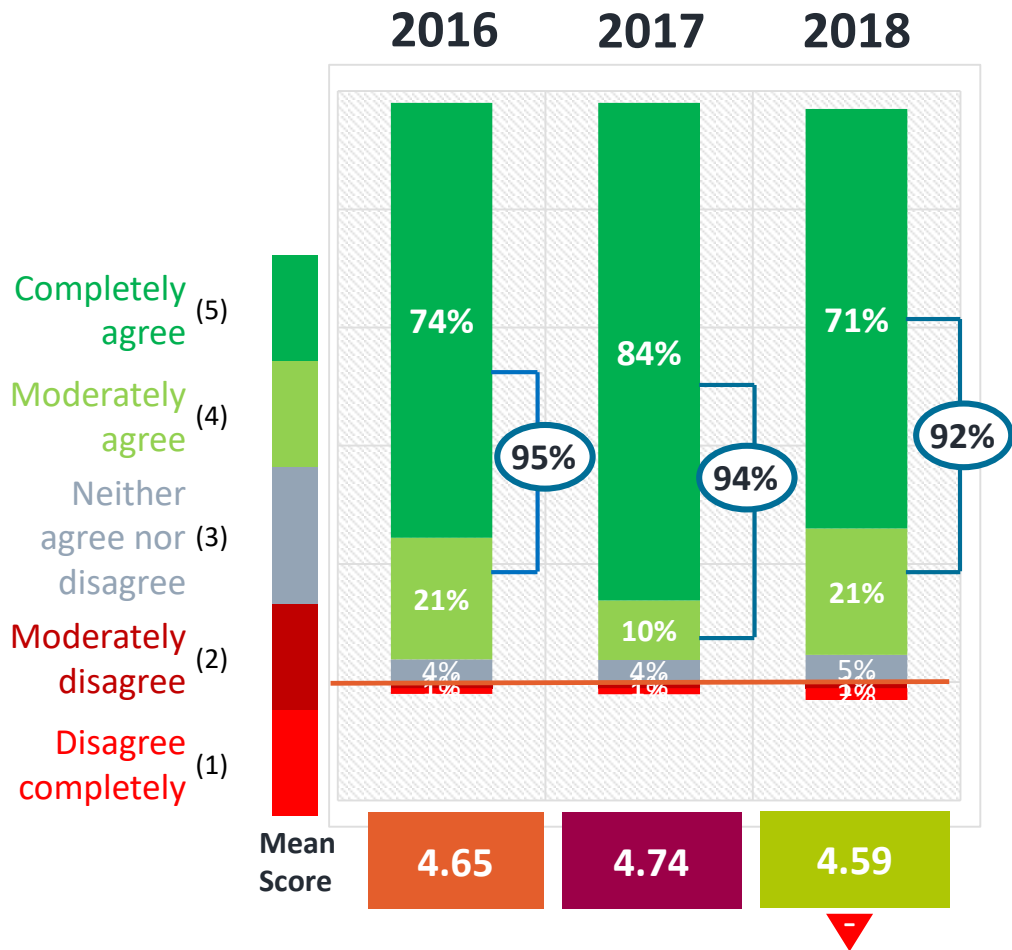
Positive difference from 2017 Oct  
Negative difference from 2017 Oct



# Staff

# Level of agreement with – Staff make me feel valued

Feeling valued scores dropped

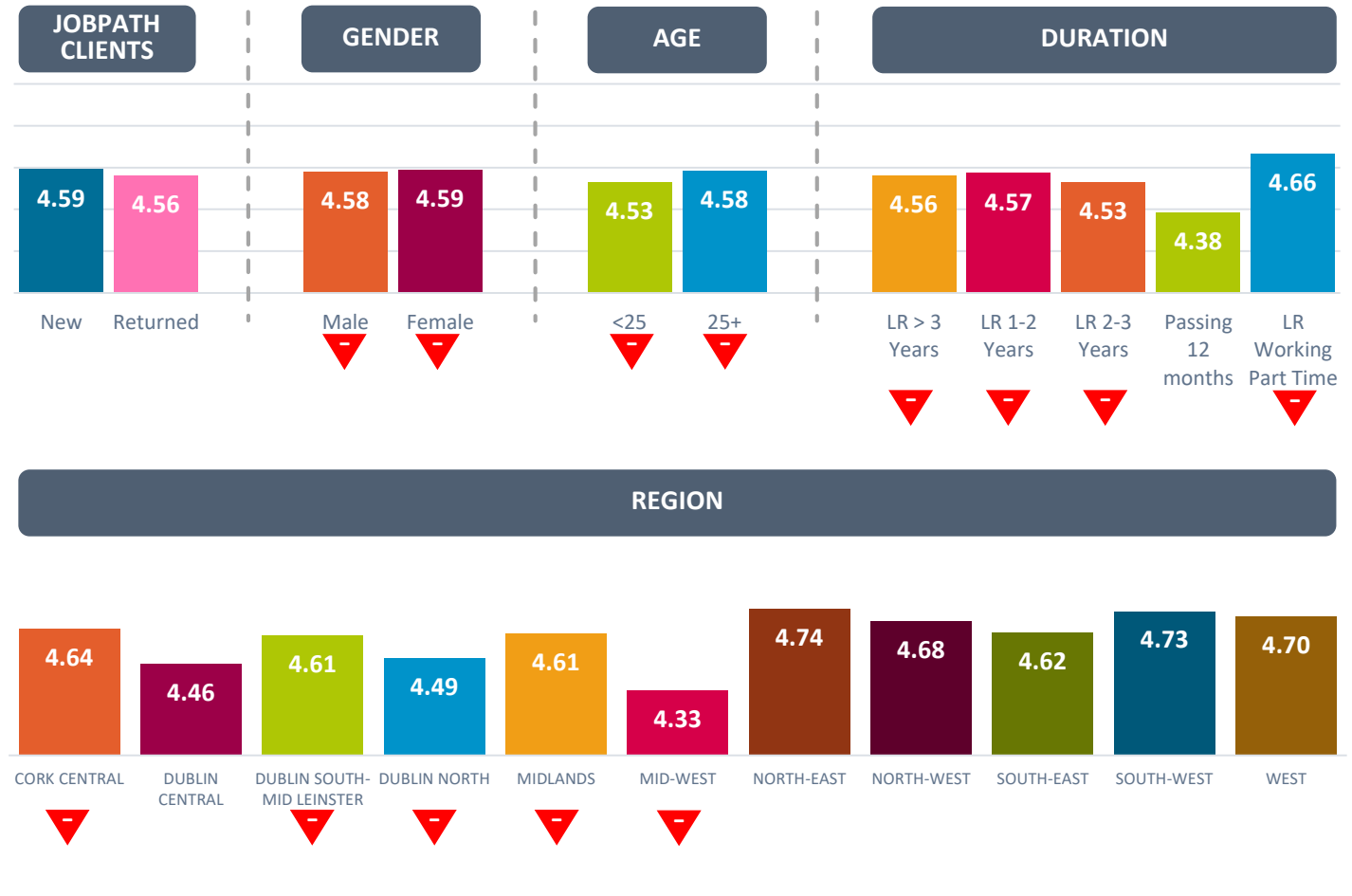
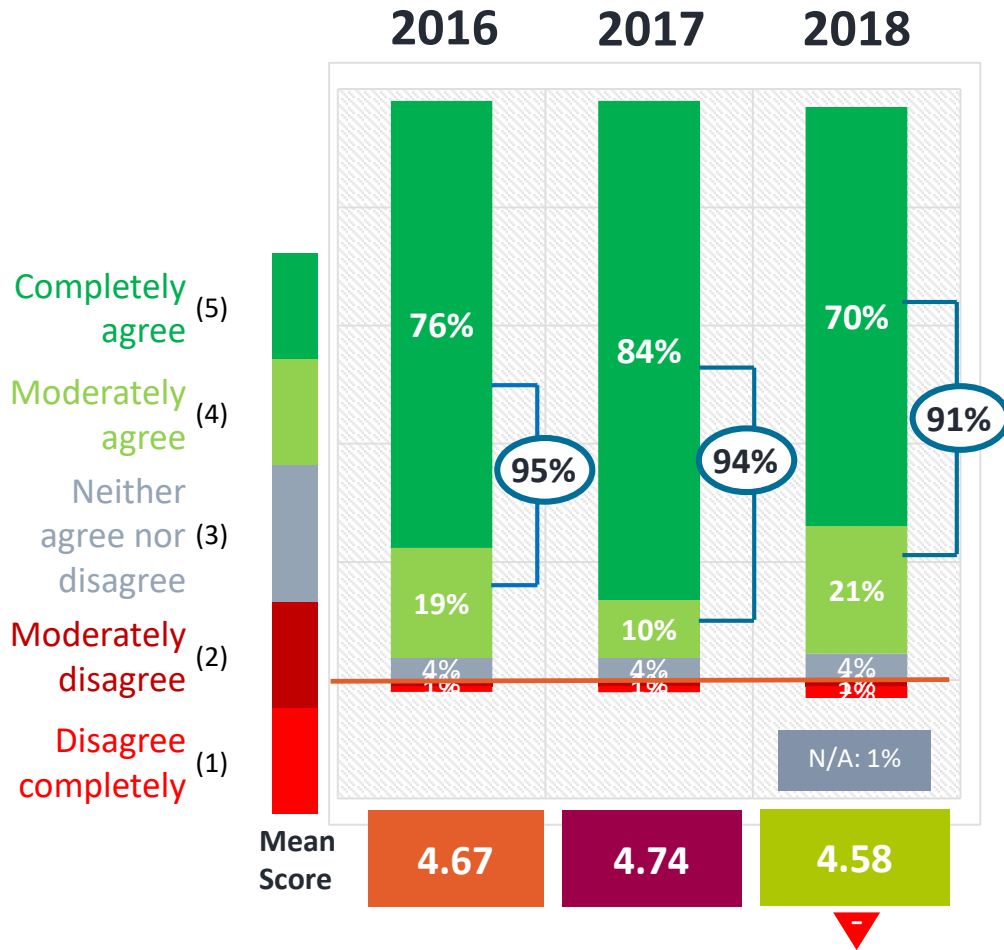


Q. Now thinking about Turas Nua/Seetec staff.  
Please indicate your level of agreement with the following statement:  
Turas Nua/Seetec staff make me feel valued

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

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

Staff try their best for me scores decreased as well



Q. Now thinking about Turas Nua/Seetec staff.  
Please indicate your level of agreement with the following statement:  
Turas Nua/Seetec staff try their best for me

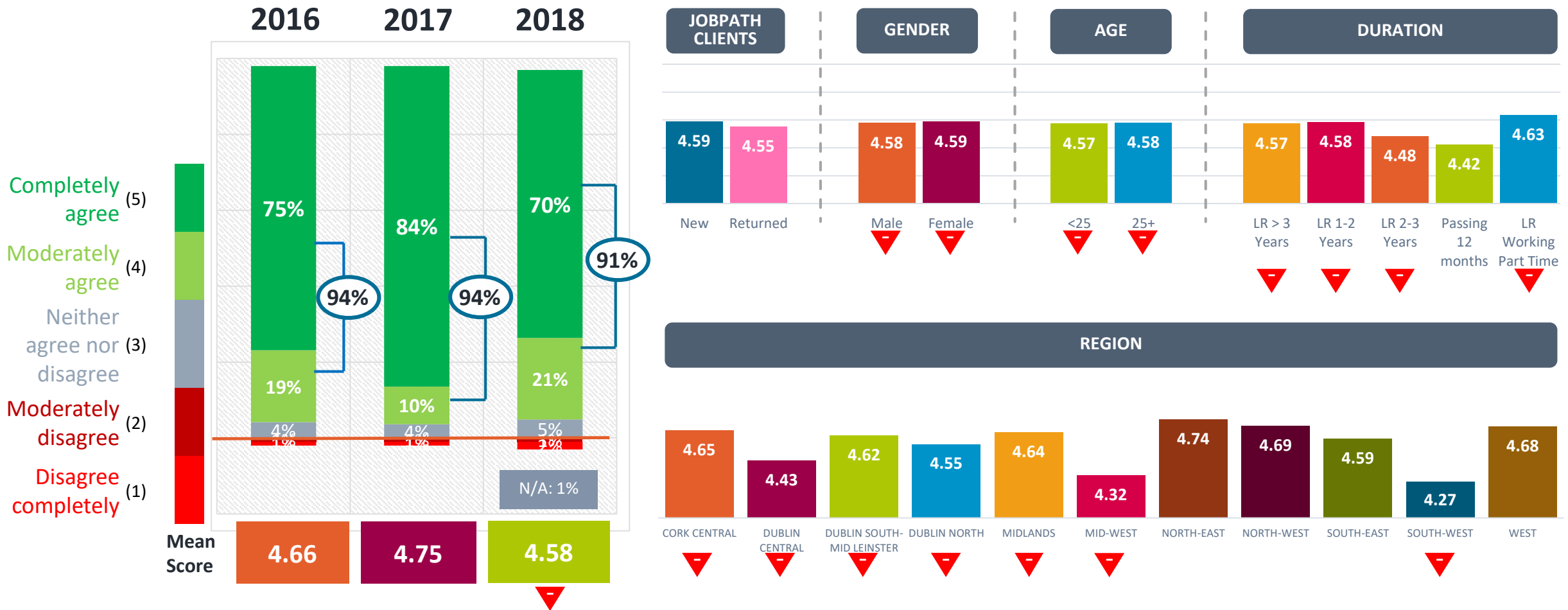
Statistically Significant Difference



Positive difference from 2017 Oct  
Negative difference from 2017 Oct

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

Fewer JobPath clients agree that staff are good at their jobs

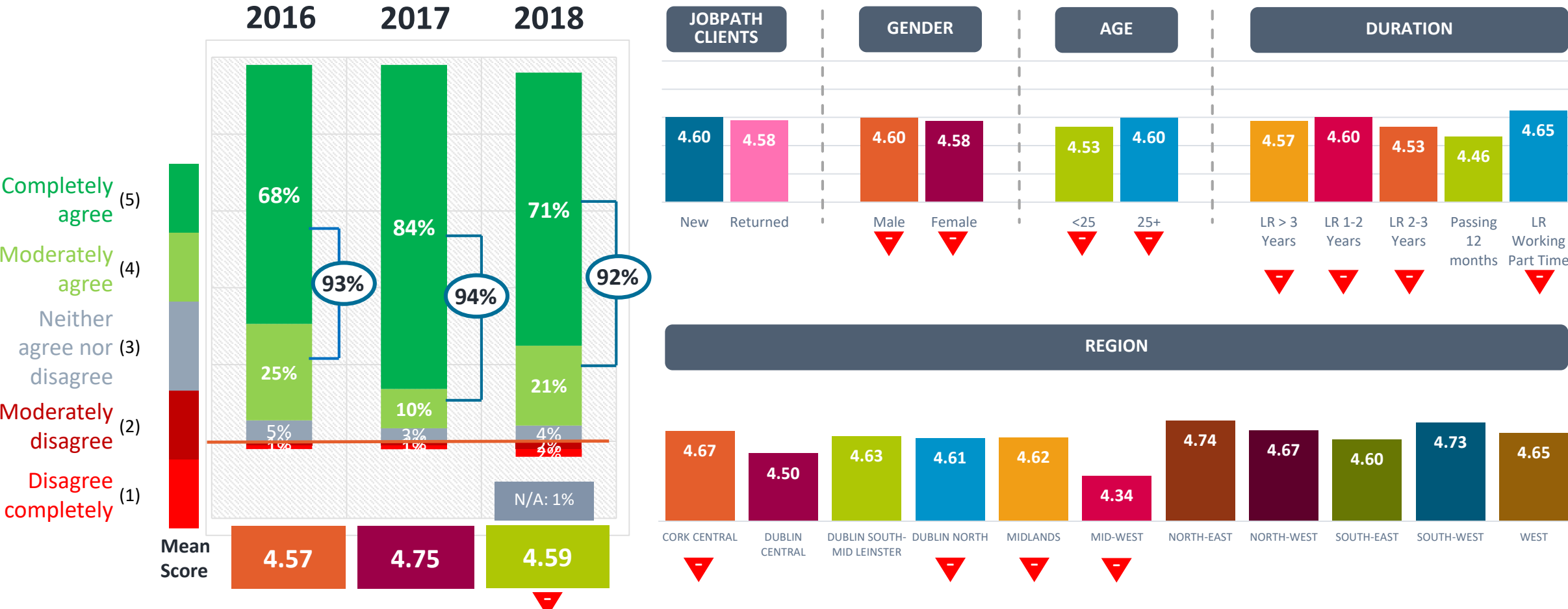


Q. Now thinking about Turas Nua/Seetec staff.  
Please indicate your level of agreement with the following statement:  
Turas Nua/Seetec staff are very good at their jobs.

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

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

*Slippage on working relationship with personal advisor*



Q. Now thinking about Turas Nua/Seetec staff.

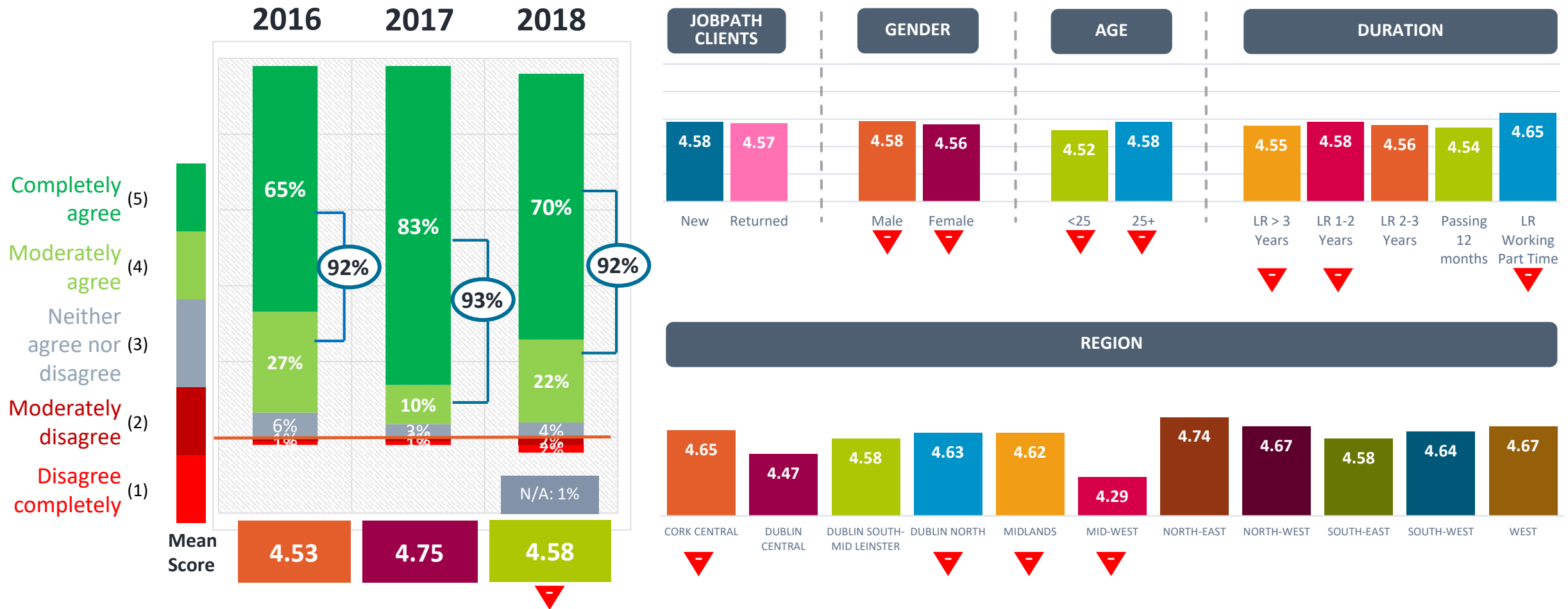
Please indicate your level of agreement with the following statement:

I have a good working relationship with my Turas Nua/Seetec personal advisor

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

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

*Slippage on 'contact-ability'*



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

Statistically Significant Difference



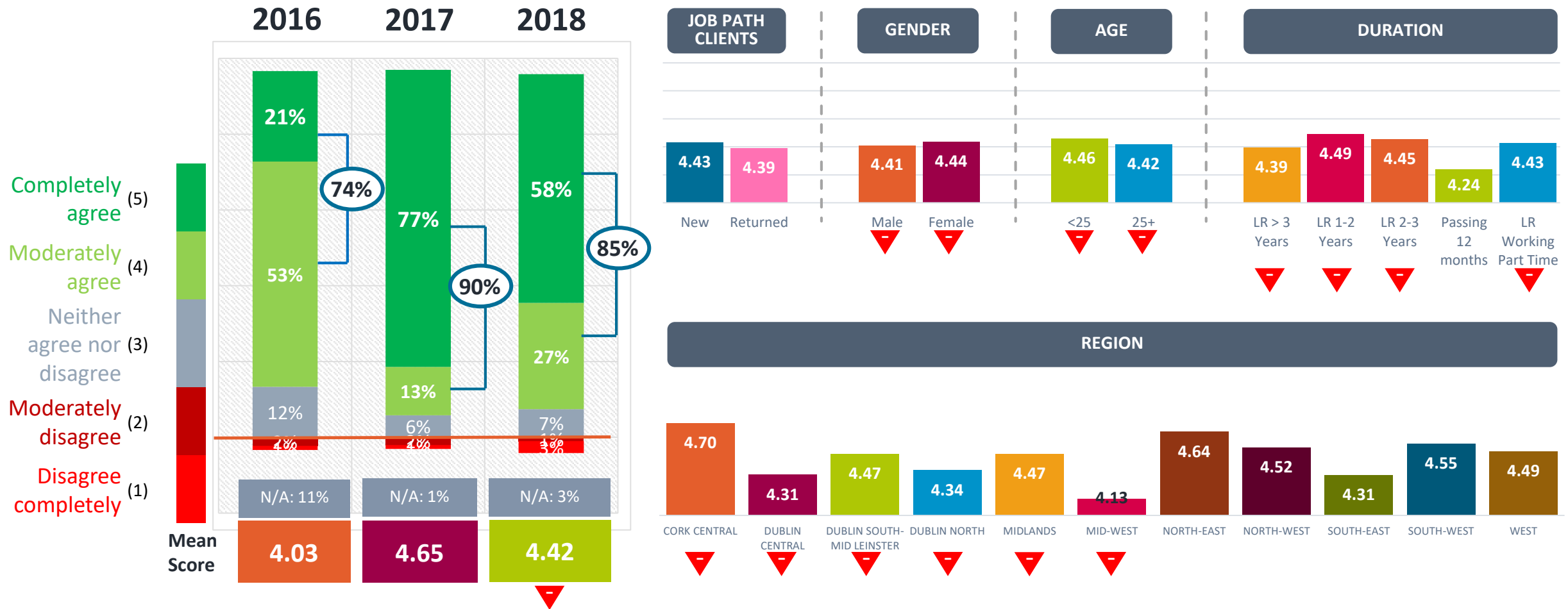
Positive difference from 2017 Oct  
 Negative difference from 2017 Oct



# Services

# Level of agreement with – Had a good understanding of the service being offered after the first group session

*Fewer clients completely agree they have a good understanding of the service being offered after first group session*



Q. Can you now think about the services that you may have received at the Turas Nua/Seetec office.

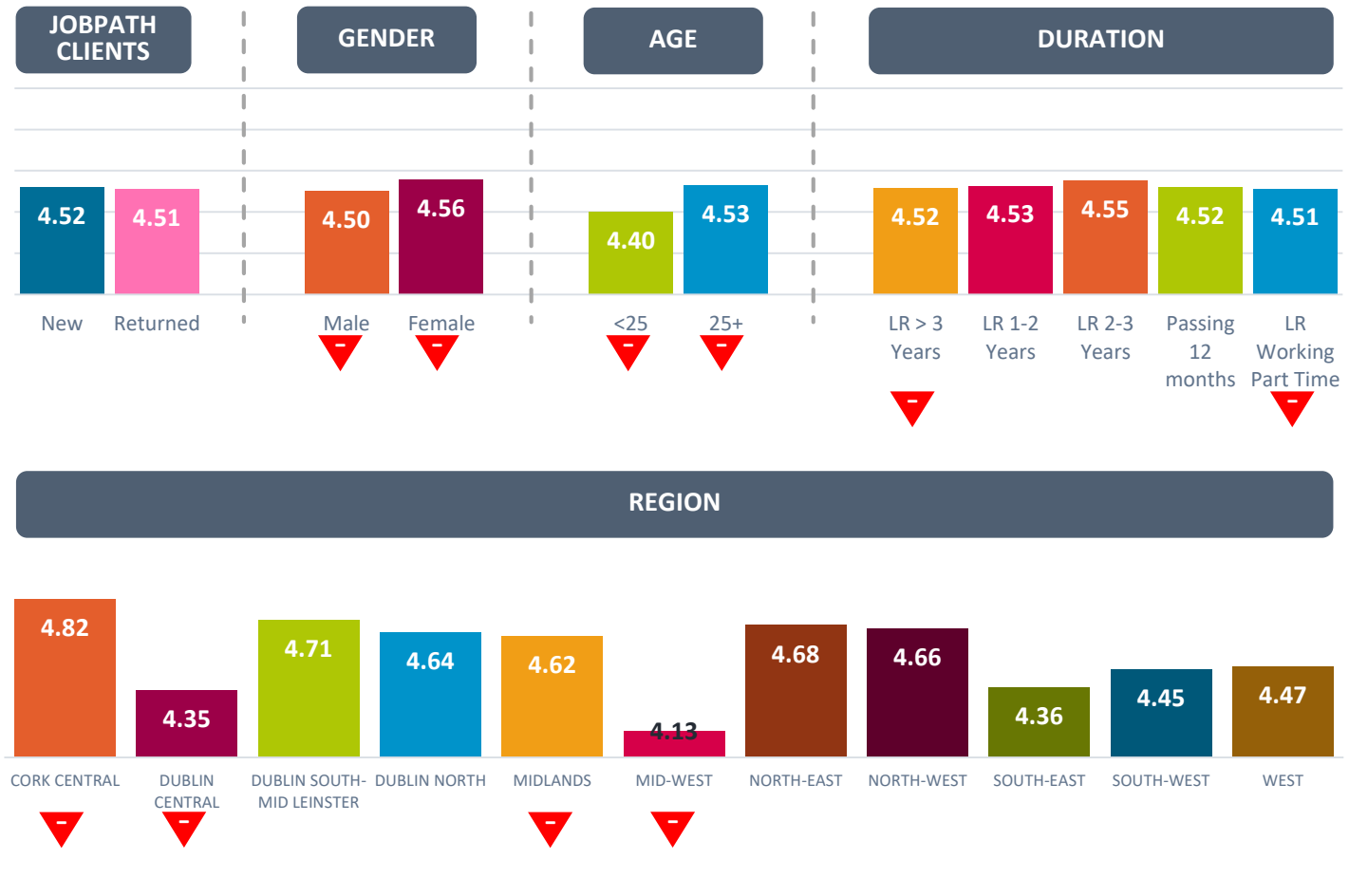
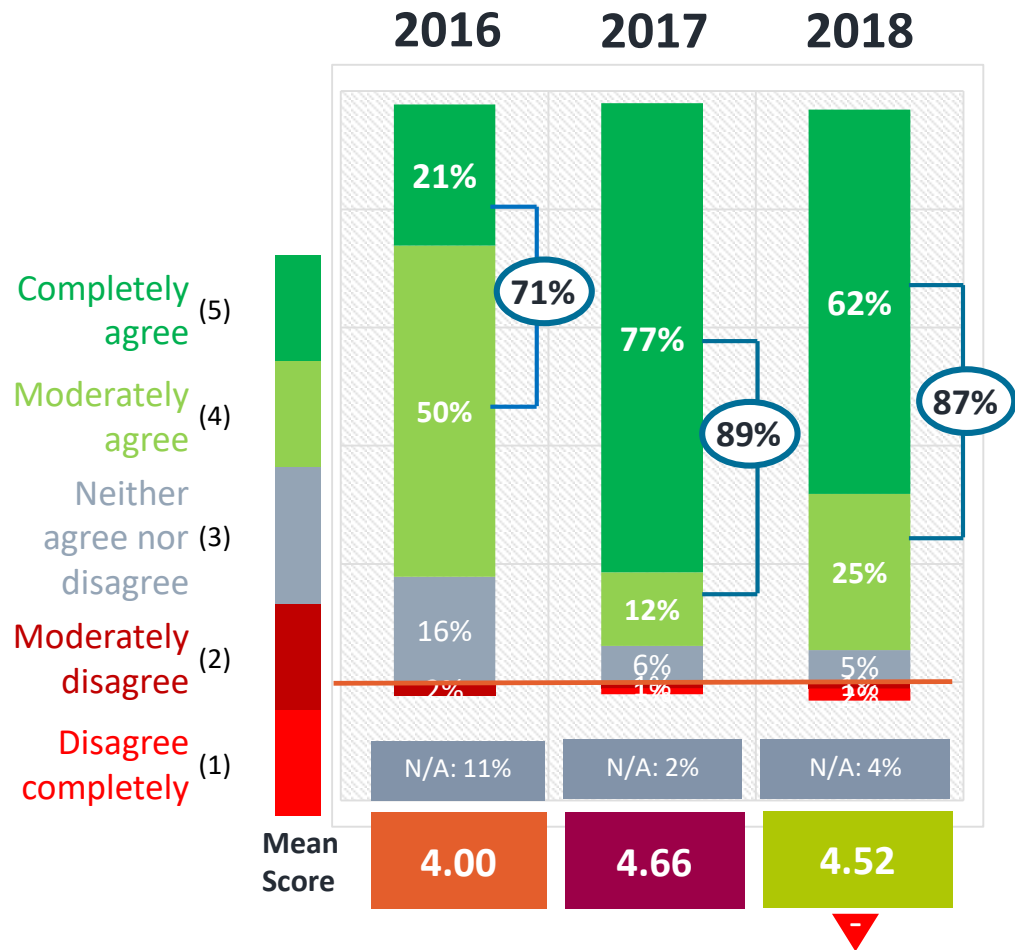
Please indicate your level of agreement with the following statement:

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.

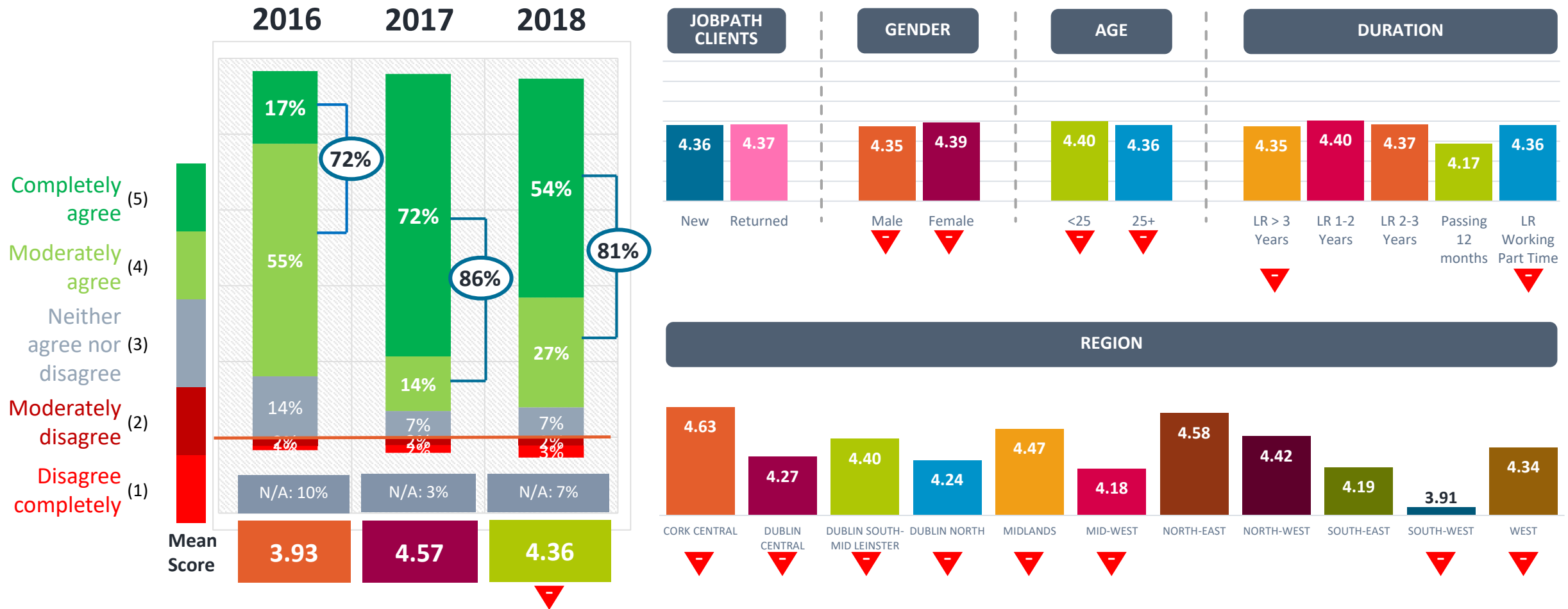
Statistically Significant Difference  
 + Positive difference from 2017 Oct  
 - Negative difference from 2017 Oct

# Level of agreement with – The first meeting with personal advisor was organised within two weeks of the group session

*Some dis-improvement in the number of clients completely agreeing that the first meeting was organised within two weeks*



# Level of agreement with – Personal advisor helped to develop a personal progression plan to set goals and focus on finding a job *Some dis-improvement since last year*



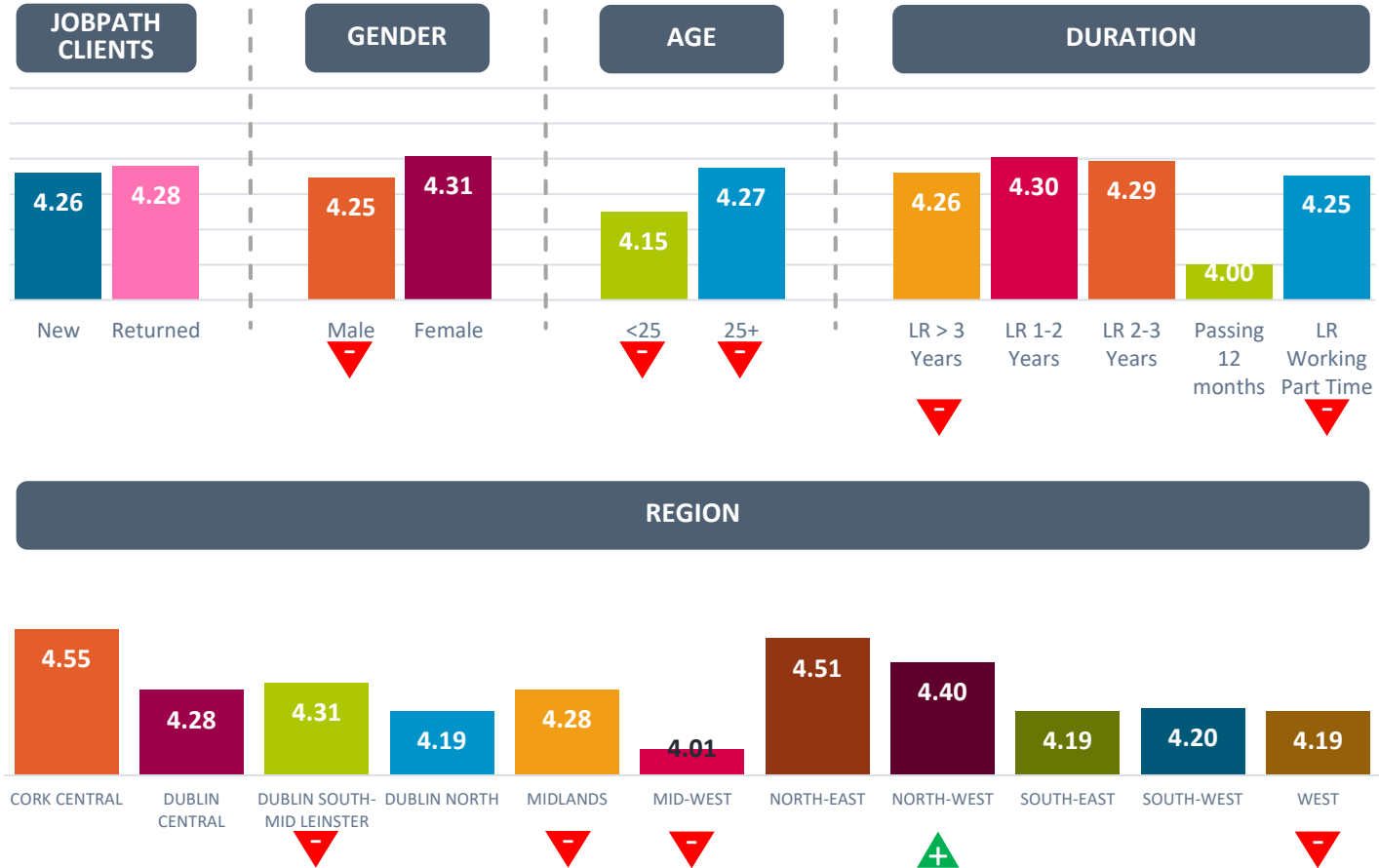
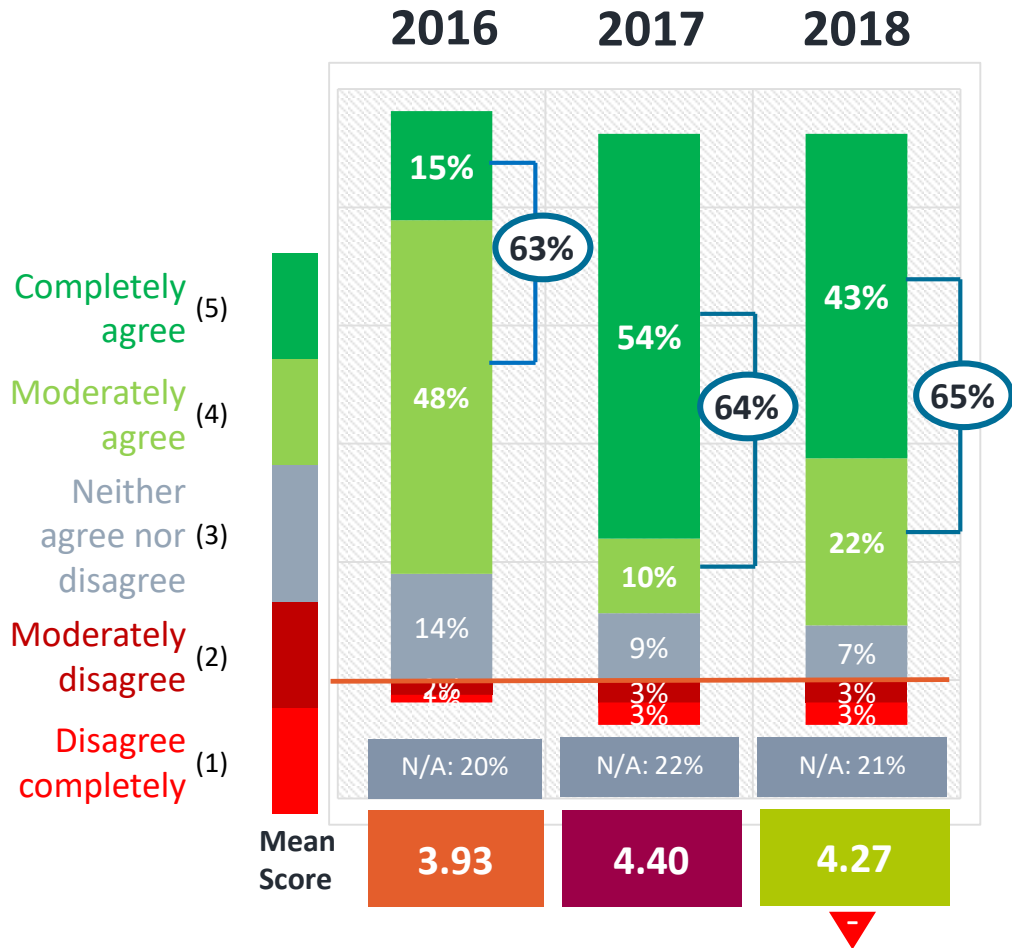
Q. Can you now think about the **services** that you may have received at the Turas Nua/Seetec office.

Please indicate your level of agreement with the following statement:

**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

More than 3 out of 5 clients agree that training/course were of good quality



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**

Statistically Significant Difference

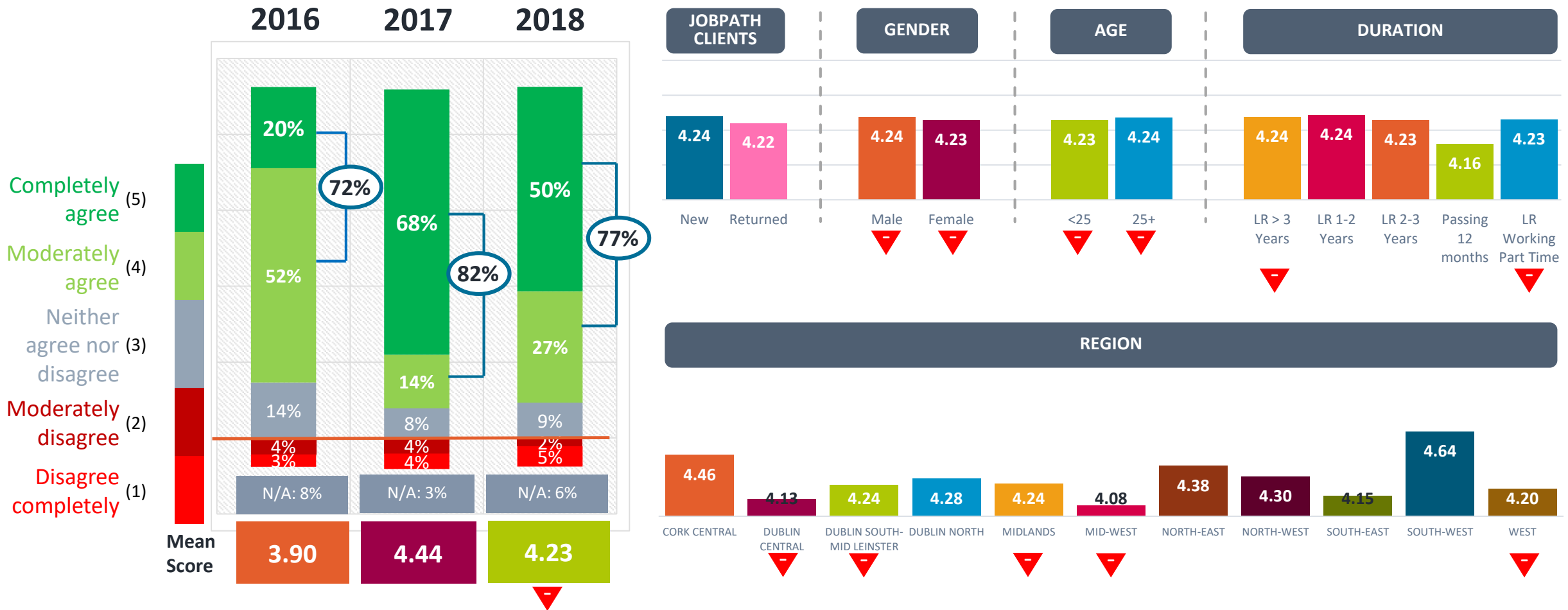


Positive difference from 2017 Oct  
 Negative difference from 2017 Oct



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

More than three quarters agree that Seetec/Turas Nua helped clients to improve their prospects of getting a job



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 statement:  
**Turas Nua / Seetec has helped me improve my prospects in getting a job**

Statistically Significant Difference



Positive difference from 2017 Oct  
 Negative difference from 2017 Oct



# 7% of jobseekers rated JobPath services poorly (1 or 2 score) in terms of helping them to find employment

*Reasons given for experience falling below expectations included:*

I had to do it myself. I got no help (with CV etc)

No training or courses offered in my line of field. Felt it was a complete waste of time.

No jobs suited what I was looking for

Unhappy with service. Waste of time

They didn't get me what I wanted. They didn't offer me training in security although I wanted it and there was jobs available in security.

The programme never helped me in any way. I had to go and get my own job somehow. The programme was no use to me.

Some of the staff were too pushy. They don't seem to have empathy.

Felt that I had done all the ground work myself with no help from them.

Terrible online service

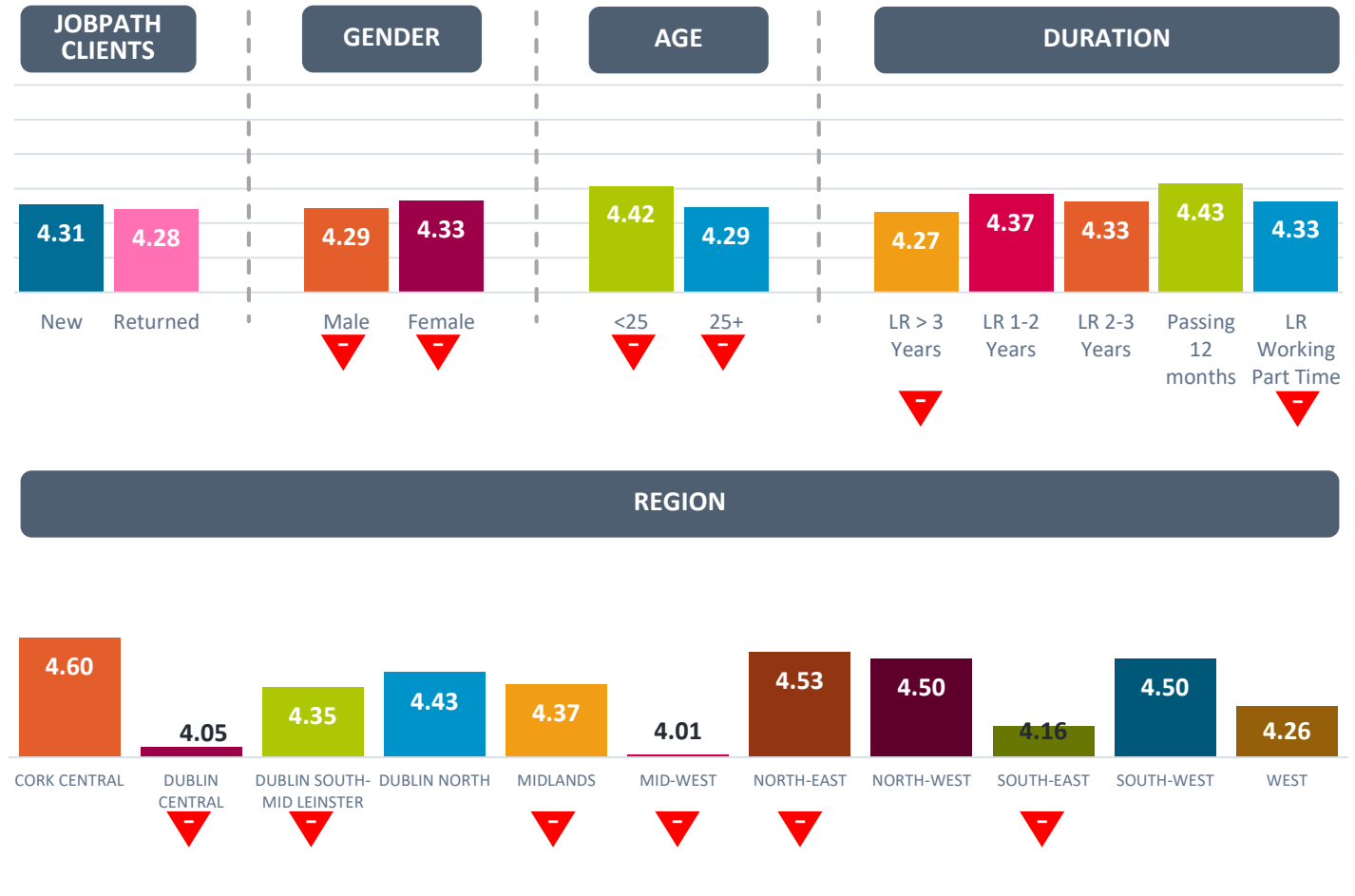
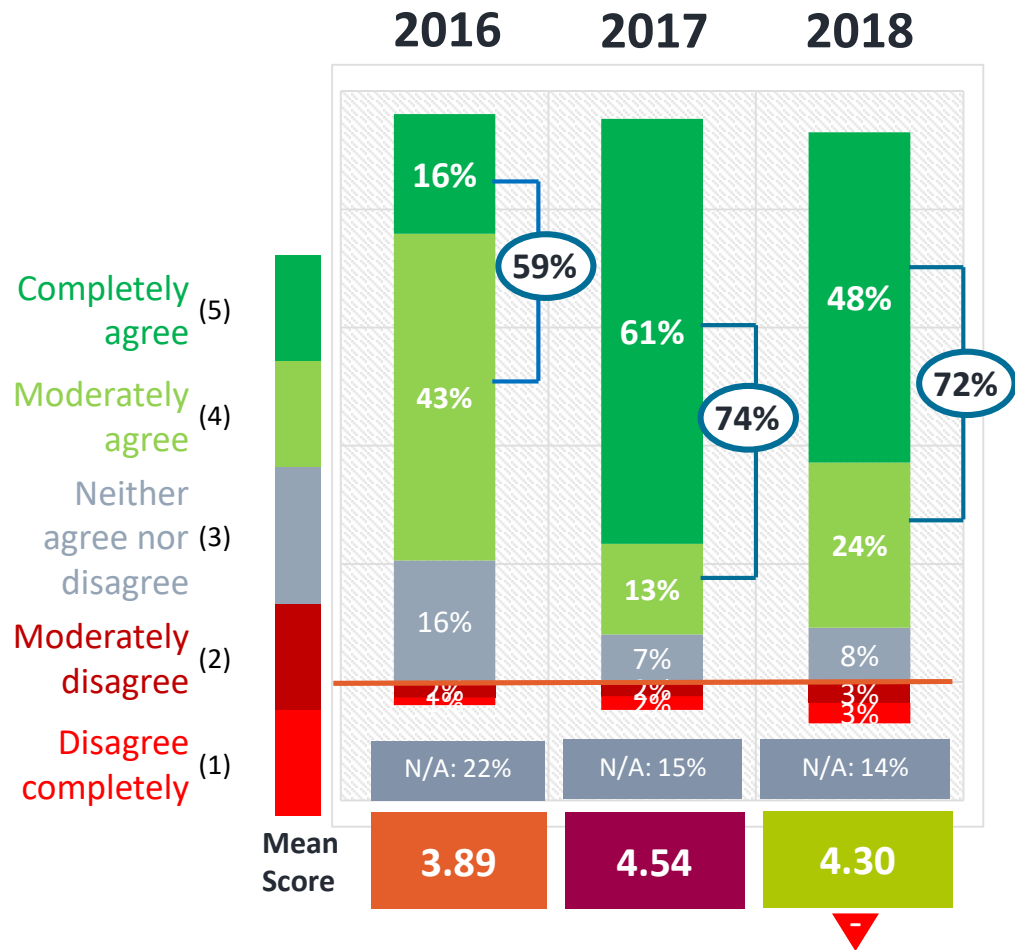
Not a lot of work in my field of horticulture. I have no office skills, so maybe it was difficult for them to find me a suitable role. They only referred me to one employer. I ended up finding a job for myself.

Felt they were very pushy. I had a full time job but cut down to 3 days a week as I had arthritis in my back. I felt like they were trying to get me to give up my part time work and find a full time job.

I have been with them for the past 12 months and only got 1 interview, everyone tells me different things.

# Level of agreement with – Easy to access online services in Seetec/Turas Nua

Nearly 3 out of 4 clients agree that access to online services is easy



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 statement:  
I found it easy to access online services in Turas Nua/Seetec

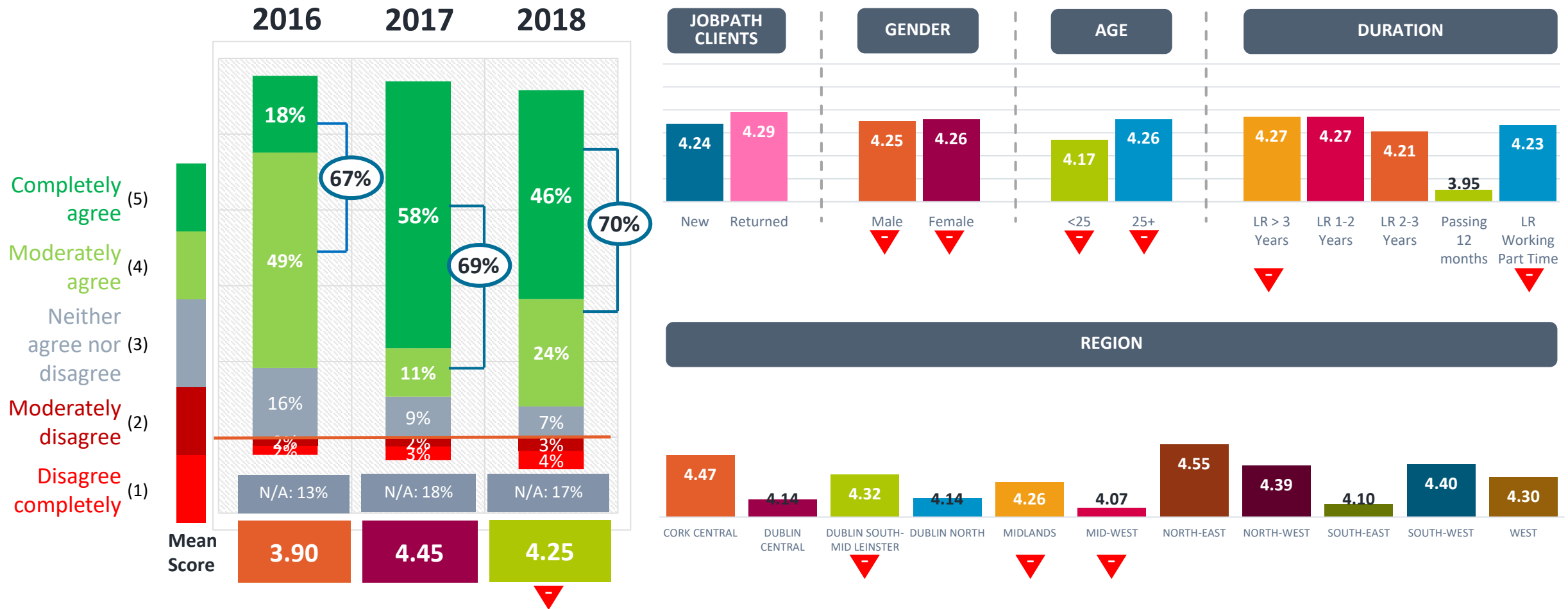
Statistically Significant Difference



Positive difference from 2017 Oct  
Negative difference from 2017 Oct

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

7 out of 10 clients agree that personal advisor help them choose the right training



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 statement:  
**My personal advisor helped me choose the right training for me**

Statistically Significant Difference

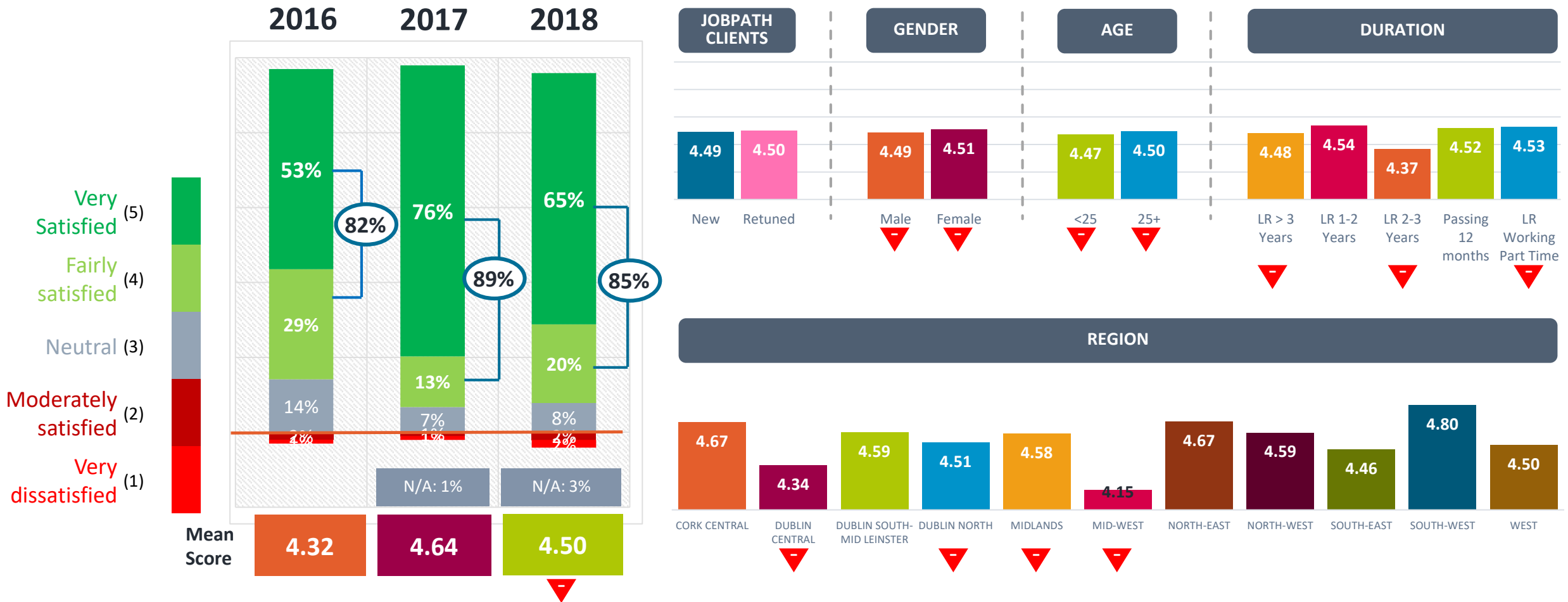


Positive difference from 2017 Oct  
 Negative difference from 2017 Oct

# Processes

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

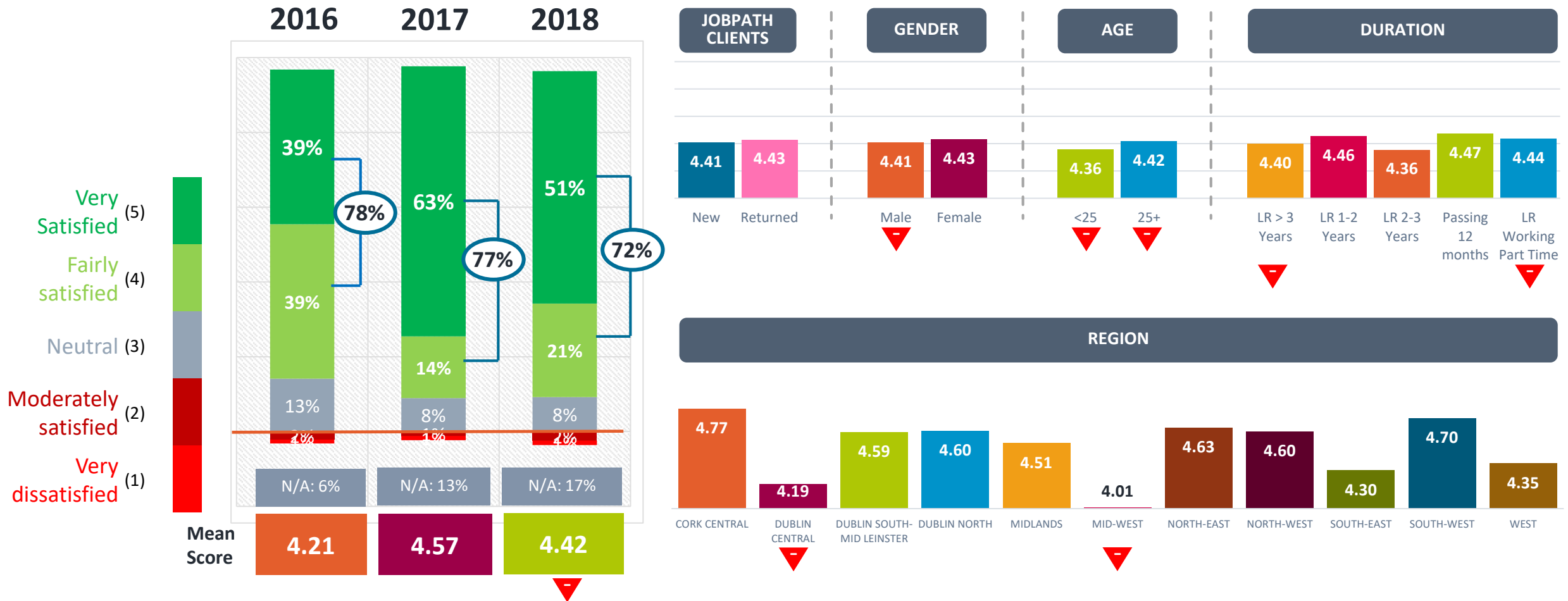
One-to-one meeting satisfaction scores dis-improved slightly



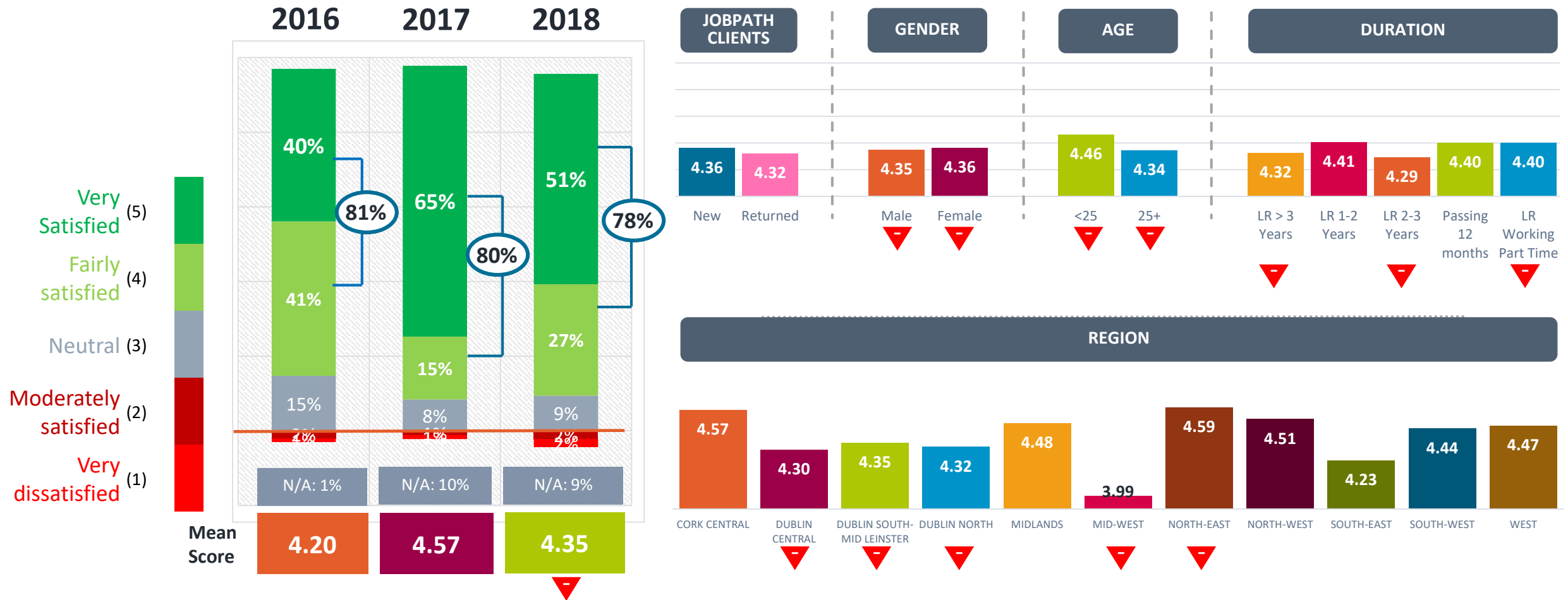


# Level of satisfaction with – The drop in service

Most clients are satisfied with the drop in service

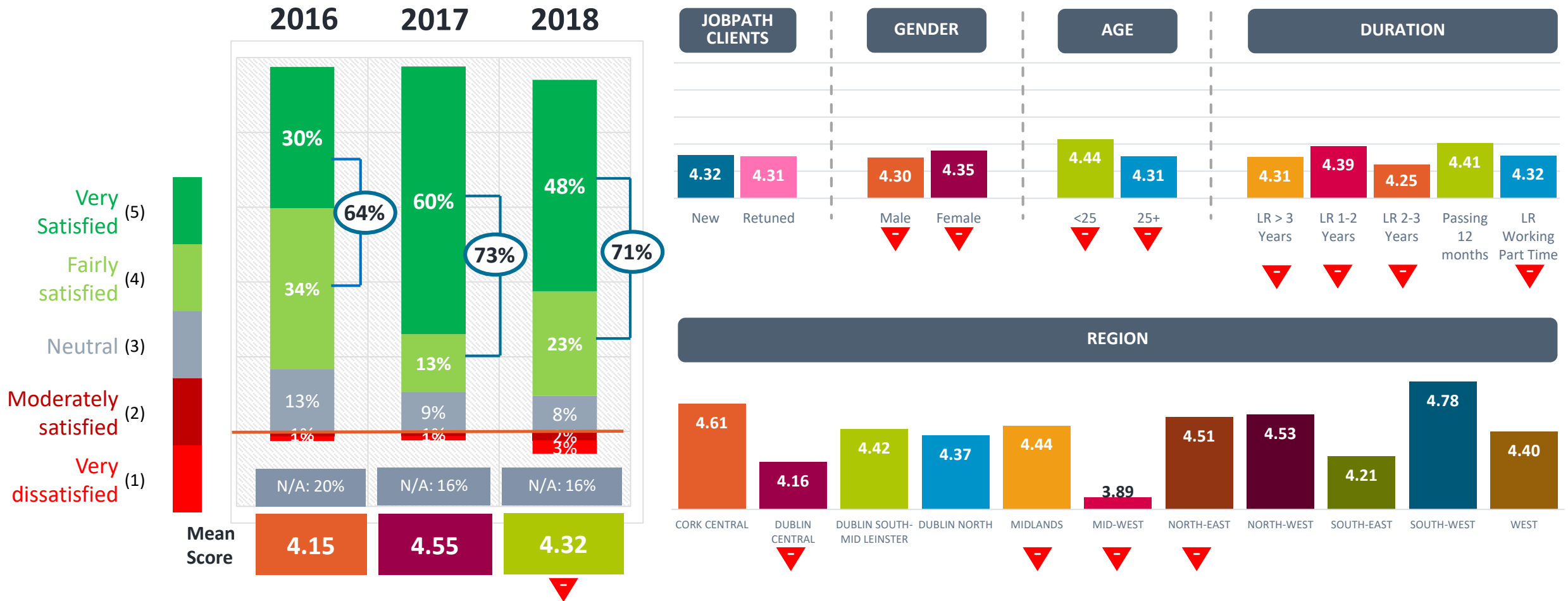


# Level of satisfaction with – The job search facilities (online, local ads, support from personal advisor) *Stable scores on clients satisfied with the job search facilities*



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

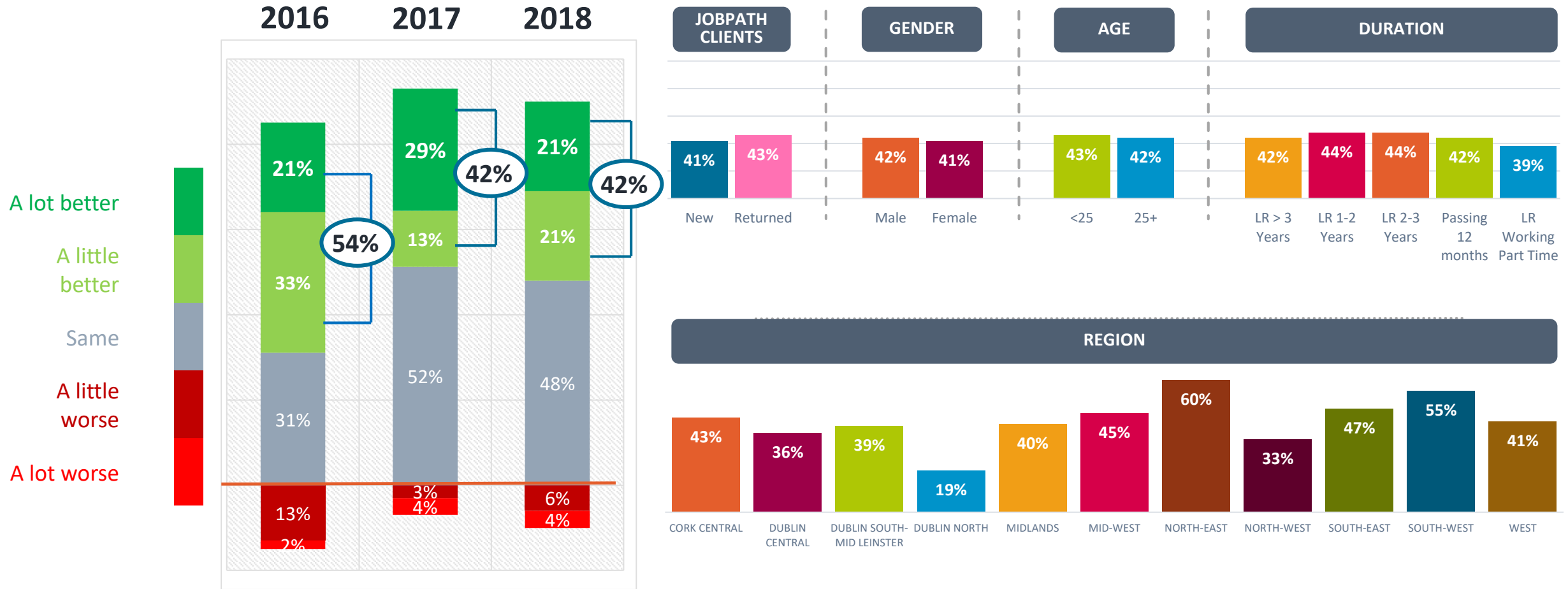
7 out of 10 are satisfied with the online services



# Comparison to Intreo centre / Branch office

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

*The great majority feel that Seetec/Turas Nua services are similar or better than Intreo/branch office services*





# Verbatims

# Verbatim Analysis: Why are Jobseekers satisfied or dissatisfied with Turas Nua/ Seetec?

*Satisfied JobPath clients most likely to cite Staff and Services as reasons for satisfaction but processes are key to dissatisfaction and fragmented mentions of other factors*



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

Satisfied			Dissatisfied		
Services and processes	Staff	Office facilities and other	Services and processes	Staff	Office facilities and other
<ul style="list-style-type: none"> <li>• Very happy with services.</li> <li>• Very helpful service. Opens up doors</li> <li>• I find the courses and training very helpful</li> <li>• I found the process very helpful, I am working full-time now.</li> <li>• I feel I was sent on the right training courses.</li> <li>• I am currently in full-time employment as a result of attending JobPath.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are very helpful, they showed me all the different sites to apply for jobs. I didn't find work but felt it does help the chances of finding work.</li> <li>• Very happy with the encouragement given from staff.</li> <li>• Staff are very nice and friendly. I am not great on a computer and staff helped me with that and searching for jobs online.</li> <li>• My employment advisor is very helpful and understanding.</li> </ul>	<ul style="list-style-type: none"> <li>• Very happy - did not run into any issues.</li> <li>• Absolutely fantastic.</li> <li>• I am happy with everything</li> <li>• I am very happy as am working at the moment</li> <li>• Everything went perfect</li> <li>• No privacy, everyone can hear but overall very helpful</li> <li>• I am Polish and they have a Polish adviser, which is a great help</li> </ul>	<ul style="list-style-type: none"> <li>• Don't feel it offered me anything. I wanted to go down the self employment route and staff didn't seem to know what to do. They said they'd get back to me and never did.</li> <li>• I wasn't allowed to enrol in a course. I also wanted to do the community employment scheme but wasn't allowed to do that either.</li> <li>• Not many jobs on offer</li> </ul>	<ul style="list-style-type: none"> <li>• Feels the staff aren't equipped with the right resources. They are very nice and friendly but it's as if the staff aren't trusted to make a decision.</li> <li>• Feels that the staff are quite limited.</li> <li>• You are just a number in there and another jobless person and I felt very disheartened and found it very patronising.</li> </ul>	<ul style="list-style-type: none"> <li>• I did not like the fact that meetings were not at all private</li> <li>• I do not have transport and travelling to the office was difficult for me.</li> <li>• Can't see the purpose of it.</li> <li>• Still had to attend even though I am going to college</li> <li>• Too old to be dealing with it.</li> </ul>

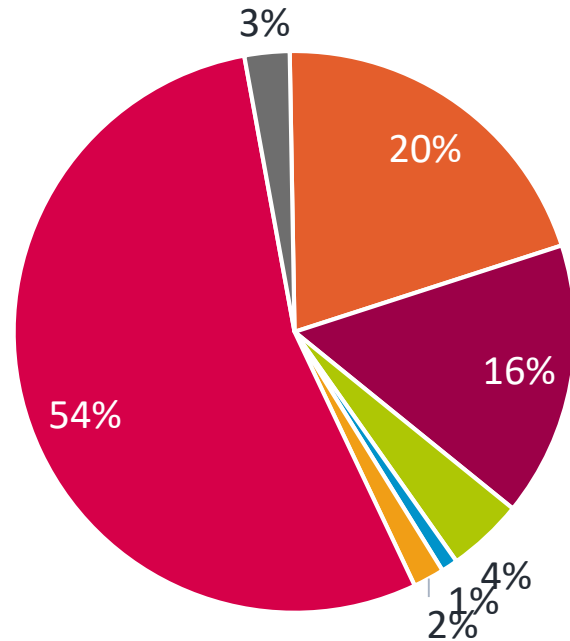


# Satisfaction with continuing contact while in work

# Employment status

The number of clients not working has reduced significantly since 2016

2018  
2005



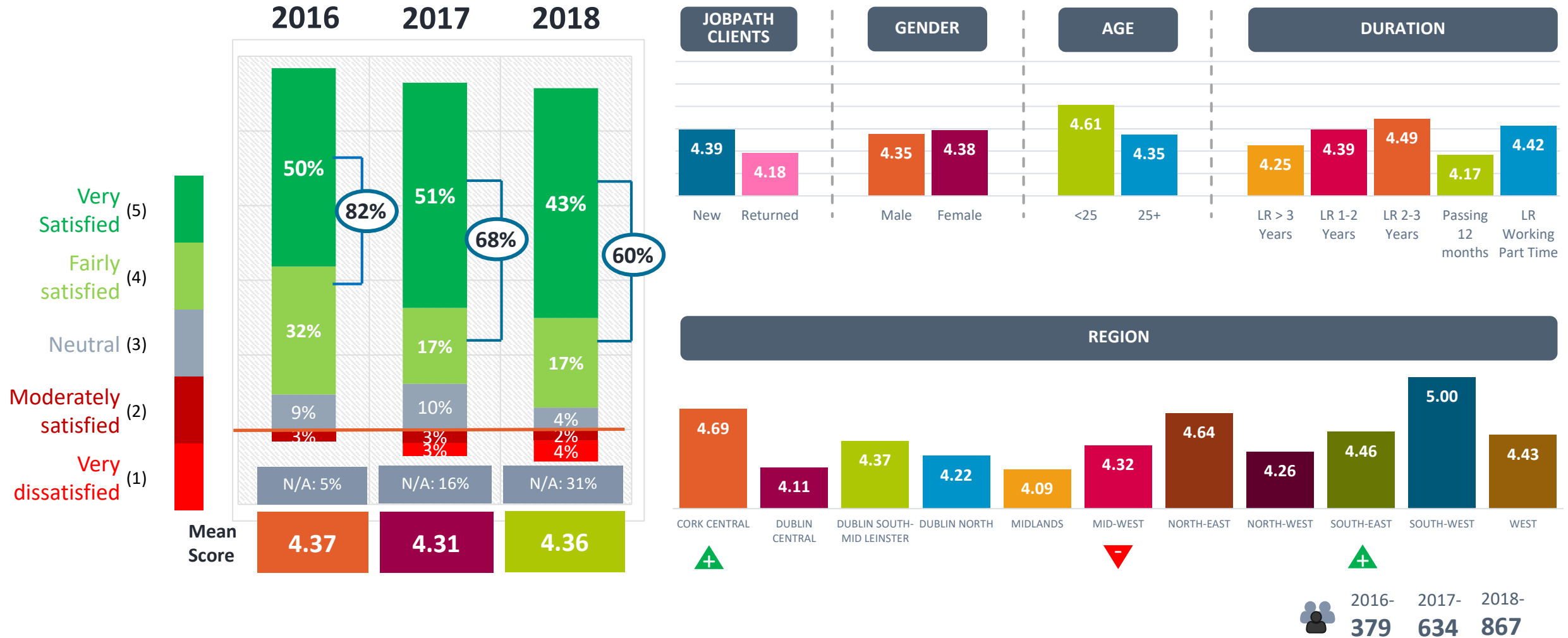
- Working More than 30 hours/ full-time
- Working between 19-30 hours/part-time
- Working between 10-18 hours/low hours
- Working Less than 10 hours
- Self-employed
- Not working
- I'd rather not say

	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	20%	16%	4%	1%	2%	54%	3%
2017	16%	9%	4%	1%	1%	66%	3%
2016	6%	7%	5%	1%	1%	81%	0%



# Level of satisfaction with – Continuing contact with personal advisor

Of those in work and who answered the question, 3 out of 5 clients were satisfied with the continuing contact with their personal advisor (Base: all those in work) Note: 31% didn't answer suggesting they may not be in contact





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

## **Satisfaction with JobPath service providers** *(October 2018, Phone)*

26/03/2019