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Civil Service Business Customer Survey 2016

Report prepared for:
The Department of Public Expenditure and Reform

6 January 2017



An Roinn Caiteachais Phoiblí
agus Athchóirithe
Department of Public
Expenditure and Reform

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Irish Civil Service Business Customer Survey

- 534 interviews completed
- Telephone survey
- Representative of businesses in Ireland
- Fieldwork was conducted between 14th September – 26th October 2016

Contact

97% of businesses contacted the Civil Service in the last 12 months

accounts for **76%** of contact

18% contacted the CSO

Method of contact

The most widely used method of contact was online

83% Up from 33% in 2009

64% made contact via the telephone

Down from 93% in 2009

24% made contact via email

Down from 61% in 2009

8% made contact in person

Down from 24% in 2009

8% made contact in writing

Down from 52% in 2009

The last interaction

82%

The majority of businesses were satisfied with the service they received during their last interaction

Quality of service

- Better than expected – 11%
- Same as expected – 81%
- Worse than expected – 8%

82% were satisfied with the outcome of their last interaction

Overall perceptions

70% were satisfied with the service the Civil Service provides

51% of businesses agreed the Civil Service serves all segments of society in Ireland equally

57% of businesses consider the Civil Service to be efficient

The future

82% of businesses said in the future, online interaction would be convenient for them

Online is the most preferred method of interaction. Telephone is only preferred when resolving a query

70% see value in a Government services portal and 69% in a single business identifier

Login

Password

Executive Summary

Executive Summary

There has been considerable change in the methods used to contact the Civil Service since 2009

The most widely used method of contact is now **online via a PC/laptop**

Respondents were most likely to contact the Civil Service to **make a payment**

This report summarises the findings from a representative survey of 534 Irish businesses that was conducted during September and October 2016. The survey examined the following:

- The interaction that businesses have with the Civil Service;
- Level of satisfaction with service provided; and
- Overall satisfaction with the Civil Service.

The last survey was undertaken in 2009.

Interaction with the Civil Service

Frequency of contact

Two thirds of businesses report having direct contact with the Civil Service over the past 12 months, with one third relying on their accountant or other business professionals to undertake the interaction on their behalf.

The parts of the Civil Service that businesses were most likely to interact with are:

- Office of the Revenue Commissioners (76% in the past 12 months);
- Central Statistics Office (18%);
- Companies Registration Office (17%);
- Department of Social Protection (13%); and
- Department of Agriculture, Food and the Marine (11%).

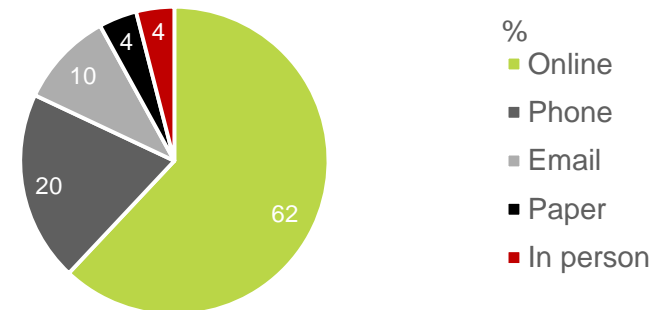
Nature of contact

When asked about their last interaction with the Civil Service, businesses confirmed the following reasons:

- 44% confirmed that the contact took place in order to make a payment;
- 18% were providing information;
- 14% were undertaking a business transaction; and
- 12% were seeking information.

Method of contact for last interaction

Again focusing on the last interaction, the method used for this interaction has changed considerably since the 2009 study. Back then just 10% made contact online. However, in 2016 the corresponding figure increased to 62%. In 2009, the telephone was the most common method of contact with 56% using this channel. However, in 2016 this figure had decreased to 20%.



Executive Summary

Around one in five respondents have limited internet access or are unfamiliar with the internet

83% have interacted with the Civil Service online, which is the preferred method for most types of interaction

However, there is still demand for telephone interaction to resolve queries

Internet access

While 83% of respondents avail of broadband and internet access and use online services within their business, 12% are currently constrained due to broadband quality. 5% of those interviewed, do not require access to the internet or online services.

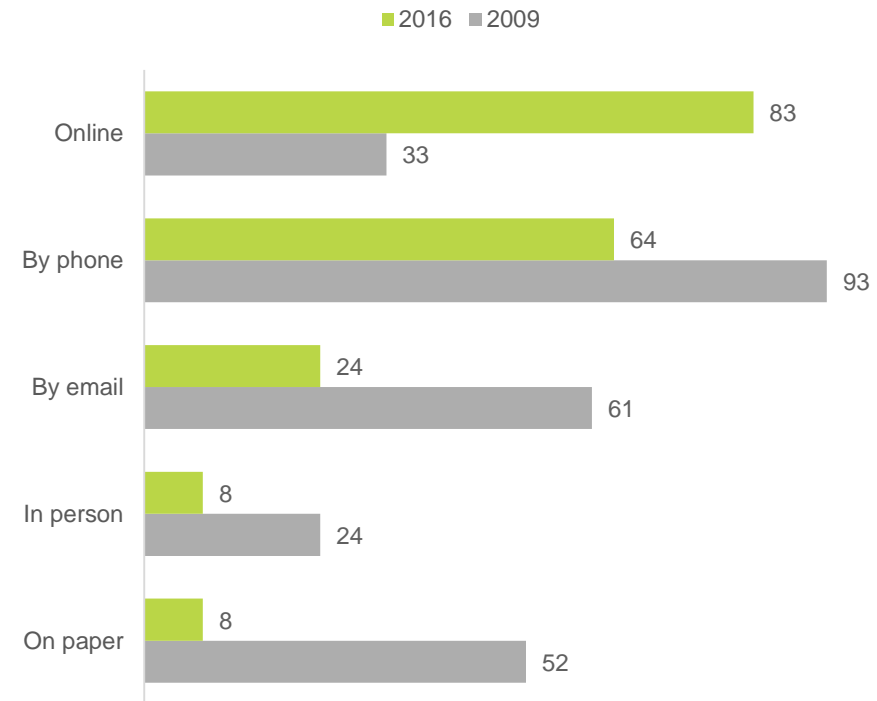
Interacting online

Over four fifths (83%) stated that they interact with the Civil Service online. More generally, analysis of all interactions used to contact the Civil Service shows a move away from personal contact and emails towards online interactions, although it should be noted that businesses continue to use a range of channels. There was also a strong demand to maintain personal telephone contact when resolving an issue or query.

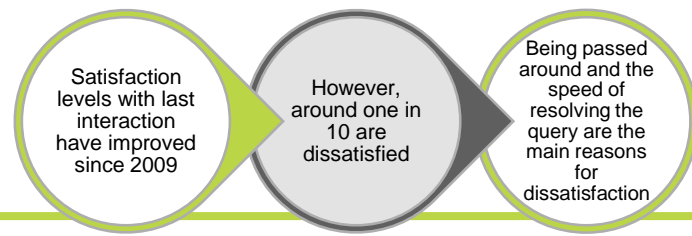
Reasons for not interacting online

22% reported that they did not interact online. The most common reasons for this were a preference for other types of contact (42% telephone, 18% face-to-face, 9% paper, 4% email). Awareness of online services does not appear to be a major issue with just 3% giving this reason. However 11% confirmed they have limited internet access, 9% were unfamiliar with the internet and 6% found the digital service too hard to use.

Range of methods ever used for interaction (%)



Executive Summary



Satisfaction with the last interaction

Satisfaction with the service provided

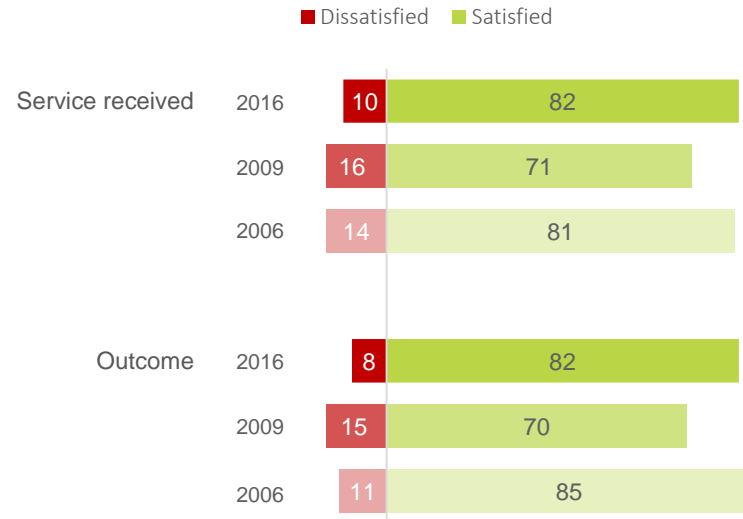
When asked about their last interaction 82% were satisfied overall with the **service they received** and 10% expressed dissatisfaction. This is an improvement on the 2009 figures (71% satisfied and 16% dissatisfied) but closer to the levels of satisfaction found in the 2006 study (81% satisfied and 14% dissatisfied).

It should be noted that although the overall levels of satisfaction have increased the percentage who say they are 'very' satisfied rather than 'fairly' satisfied has decreased.

Similar levels of satisfaction were recorded when asked about the **outcome of their last interaction**; 82% were satisfied and 8% dissatisfied. Again an improvement on the 2009 survey.

Overall the vast majority (92%) found the experience of their last interaction to be as they expected (81%) or better (11%), while 8% said their experience was worse than expected. The main reasons given for this was as a result of being passed around people or departments and the speed of dealing with their query.

Satisfaction with last interaction (%)



Executive Summary

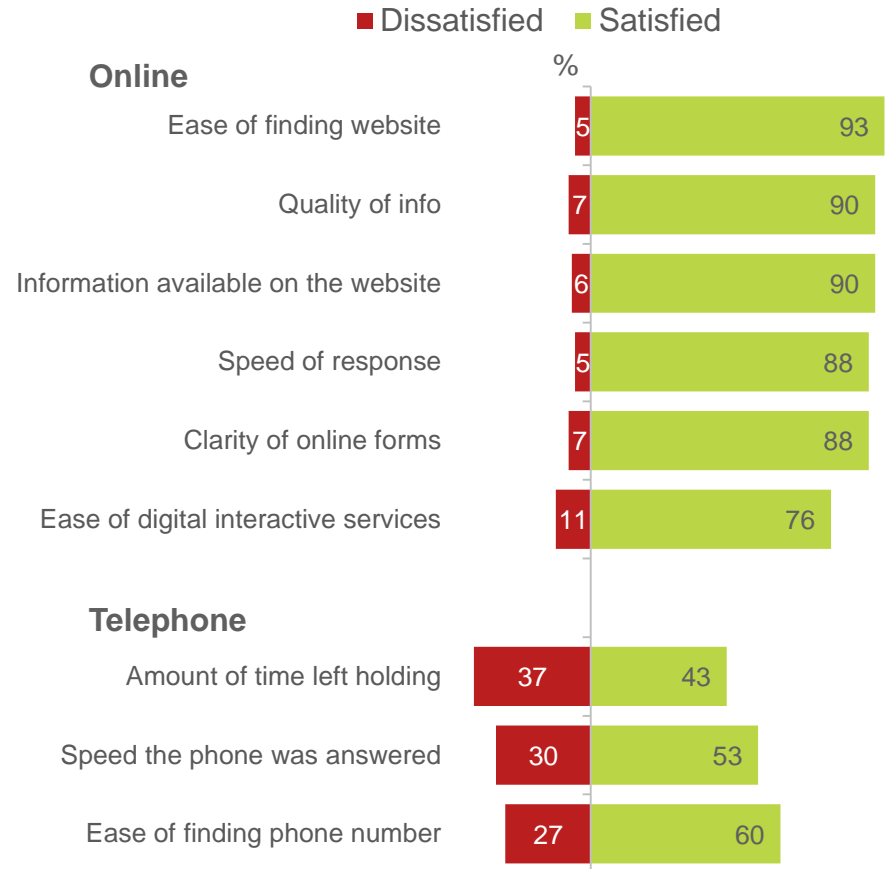


Satisfaction with methods of interaction

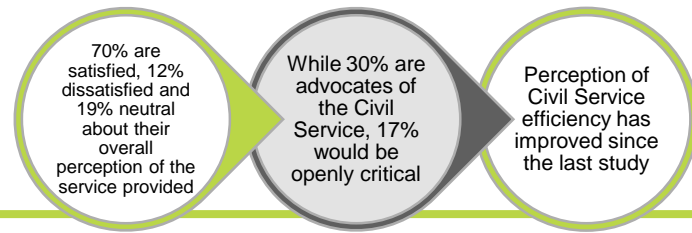
Analysis of levels of satisfaction by the method used indicates some interesting variations. Generally there was a high proportion of businesses that were satisfied with their experiences when interacting online; the most used method of interaction. Factors such as ease of finding the website (93%), the quality (90%) and availability (90%) of advice/information, and speed of response (88%) and clarity of online forms (88%) attracted high levels of satisfaction. However, there may be room for improvement with businesses less likely to be satisfied (76%) with the ease of using digital interactive services (11% were dissatisfied).

Notably, satisfaction with telephone interaction, the second most used method, was much lower and attracted higher levels of dissatisfaction. Only 43% were satisfied with the time they were left holding (37% expressed dissatisfaction); only 53% were satisfied with the speed with which their call was answered (30% dissatisfied) and 60% were satisfied with the ease of finding the telephone number (27% dissatisfied).

Those who used other methods of interaction (i.e. email, in person and on paper) were generally positive about their contact, although 19% were dissatisfied with the speed and efficiency of the response to their paper-based query, and 18% were dissatisfied with the design and layout of paper-based forms.



Executive Summary



Perception of the Civil Service

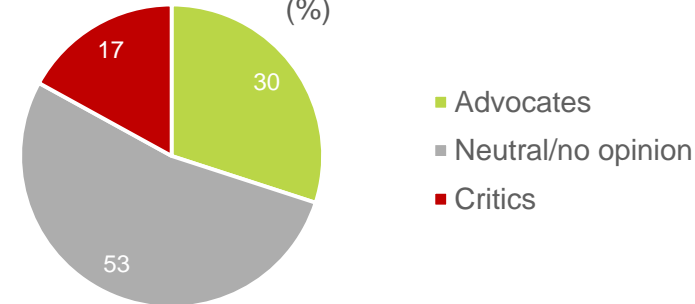
Businesses were asked to comment on their perceptions of the Civil Service irrespective of whether or not they had a recent interaction.

Overall satisfaction with the Civil Service

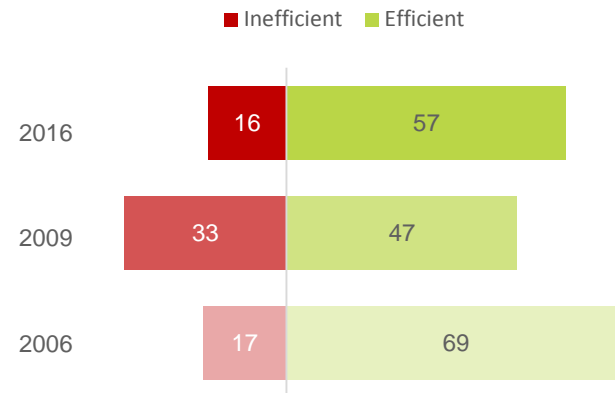
Based on their satisfaction overall, 70% were satisfied with the service provided by the Civil Service, and 12% expressed dissatisfaction. However, when probed further just 30% said they would speak highly of the Civil Service to other people, while 17% disclosed that they would be critical. The remainder (53%) confirmed that they would be either neutral or have no opinion. One quarter (25%) confirmed that they had been dissatisfied with an aspect of the Civil Service in the previous 12 months.

When probed about their perceptions of Civil Service efficiency, 16% rated the organisation as inefficient. This is an improvement from the 2009 study, in which 33% rated the Civil Service as inefficient, but it is similar to the 2006 study figure of 17%.

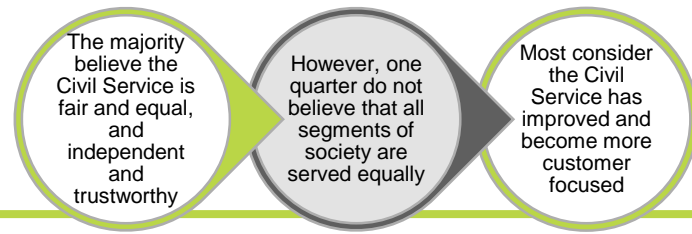
How businesses would speak of the Civil Service (%)



Perception of Civil Service efficiency (%)



Executive Summary



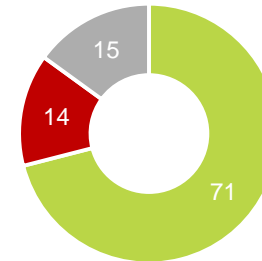
Views of the Civil Service values

Businesses were provided with a number of statements about the values of the Civil Service and asked if they agreed or disagreed with them. Around two thirds felt that the Civil Service is independent and trustworthy (67%) while 71% agreed that the Civil Service deals with businesses in a fair and equal way, 17% and 14% disagreed respectively with these statements. However, just over half agreed that the Civil Service serves all segments of society equally (51%) while 24% disagreed with this statement.

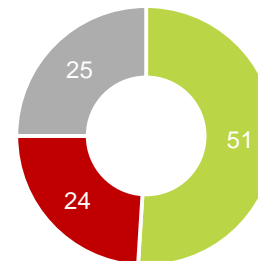
Views of aspects of the service provided

The majority of respondents agreed (61%) that the Civil Service has improved in the last five years, while almost one in five (19%) disagreed. 55% also agreed that the organisation has become more customer focused over the same time period, with 23% disagreeing. However, when compared, 44% thought that private sector organisations were providing a better service than the Civil Service and 23% disagreed.

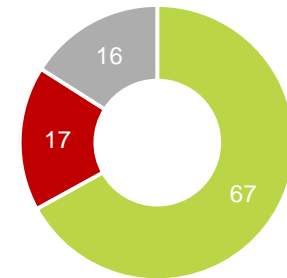
...deals with businesses in a fair and equal way (%)



...serves all segments of society in Ireland equally (%)



... is independent and trustworthy (%)



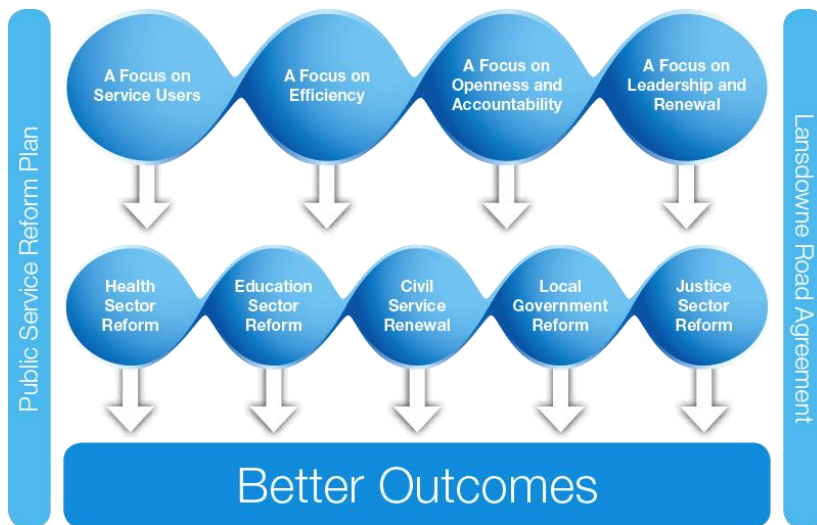
■ Agree ■ Disagree ■ Neutral/No opinion

Introduction

Introduction to the research

Introduction

The Reform and Delivery Office (RDO) in the Department of Public Expenditure and Reform's (DPER) role is to drive and oversee the implementation of the Government's [Public Service Reform Plan](#) 2014-16.



As part of this brief, the RDO is responsible for the development, promotion and implementation of the Quality Customer Service (QCS) Initiative in the Civil Service, including the promotion of best practice in customer service and the use of more efficient channels for service delivery.

Aim and objectives of the research

DPER commissioned Perceptive Insight to undertake a survey of 500 Irish businesses.

The aim of the research was to determine levels of satisfaction with, and perceptions of, the services provided by the Civil Service Departments and major Offices. Also included in the study were questions on the use of online services and the appetite to increase this type of provision.

The subsequent objectives of the research was:

- To analyse the experience of Irish businesses in their interaction with Government Departments and Offices and to establish overall satisfaction with the standards of customer service and delivery;
- To assess the impact of Public Service Reform initiatives on business, and in shaping their attitudes to, and perceptions of, the Civil Service; and
- To gauge, in a comprehensive manner, the possible reasons for any dissatisfaction with the service provided by the Civil Service to Irish businesses and, therefore, the areas that might require specific attention for improvement.

Methodology

Methodology

A total of 534 telephone interviews were conducted with Irish businesses during September and October 2016.

Questionnaire design

The questionnaire retained many of the questions used in previous studies to allow for benchmarking. It was reviewed and updated to include additional questions on online and interactive digital delivery of services. The revised questionnaire was piloted prior to the main study.

Similar studies were undertaken in 2009, 2006 and 2002. Previous studies included businesses with 1 or more employees, conversely, the 2016 study was widened to include sole traders and those businesses with no employees. The analysis throughout this report is on all respondents as there were no statistical differences between the two groups.

Sample

A stratified random sample approach was used with quotas applied by:

- Number of employees; and
- Location

Similar to the previous studies the data was weighted prior to analysis to reflect the national representation of businesses by size and location. This approach allows sufficient numbers in each of the sub-groups to allow analysis to be conducted by size and location.

The table at Appendix A summarises the approach to stratification and weighting.

Margin of error


The survey approach and sample size dictate the reliability of the findings. For this survey, the margin of error, based on a 95% confidence level lies within the range of + or – 4.2%. This means if this survey was replicated, 95 times out of 100 the results would be within + or – 4.2% of what was previously achieved.

Analysis

Throughout the analysis ‘don’t know’ and ‘no opinion’ have been excluded. For this reason bar charts may not equal 100%.

Research Findings

Research Highlights



97% of businesses have interacted with the Civil Service within the last 12 months; 32% made contact via their accountant or other business professional.

Over the last seven years the way businesses interact with the Civil Service has changed, with 83% of businesses now having interacted via online services compared to 33% in 2009.

82% of businesses were satisfied with the service they received during their last transaction and 82% were satisfied with the outcome of this interaction.

When asked how they would speak of the Civil Service, 30% of businesses said they would be advocates while 17% would be critics. Over half (53%) would be neutral.

Around seven in ten agreed that the Civil Service deals with businesses in a fair and equal way (71%).

The majority of respondents agreed (61%) that the service provided by the Civil Service has improved in the last 5 years.

Research Highlights



17% reported that they have never interacted with the Civil Service online.

When probed about their perceptions of Civil Service efficiency, 16% rated the organisation as inefficient. This is an improvement from the 2009 study, in which 35% rated the Civil Service as inefficient, but it is similar to the 2006 study figure of 17%.

A quarter of businesses have been dissatisfied with an aspect of the service or contact they received from the Civil Service in the last 12 months. The main reasons for dissatisfaction were that the process was too slow, they had a disappointing outcome, they were being passed around departments and poor customer care.

Interaction with the Civil Service

Frequency of contact

Three quarters of respondents (76%) have had contact with the Office of the Revenue Commissioners within the last 12 months, with 68% of those contacting the Office on 10 or more occasions. 18% have had contact with Central Statistics Office (CSO) and 17% have had contact with Companies Registration Office. However almost a third (32%) indicated that all their contact with the Civil Service is through an accountant or other service provider.

When asked about their most recent contact, 71% of respondents stated that their most recent contact was with the Office of the Revenue Commissioners. This is likely to be due to the survey being conducted during the peak tax pay and file period for businesses.

In comparison to 2009, similar volumes of contact were noted for the Office of the Revenue Commissioners (76% in 2016 and 77% in 2009) within the last 12 months. However, the amount of contact over the last 12 months reduced for most other departments, although it is worth noting that contact via an accountant or other service has more than doubled.

Have you had contact with any of the following in the last 12 months?

Department	Contact within the last 12 months	Number of times			Most recent contact
		1 to 5	6 to 10	10 or more	
Office of the Revenue Commissioners	76%	17%	15%	68%	71%
Central Statistics Office (CSO)	18%	73%	4%	22%	2%
Companies Registration Office	17%	73%	5%	23%	2%
Dept. of Social Protection	13%	64%	6%	31%	3%
Dept. of Agriculture, Food and the Marine	11%	68%	9%	23%	4%
Dept. of Health	9%	69%	6%	25%	3%
Office of Public Works (OPW)	8%	57%	0%	43%	2%
Dept. of Transport, Tourism and Sport	8%	50%	22%	28%	2%
Dept. of Finance	7%	85%	0%	15%	2%
Dept. of Housing, Planning, Community and Local Government	6%	29%	14%	57%	2%
Dept. of Jobs, Enterprise and Innovation	6%	69%	13%	19%	1%
Dept. of Communications, Climate Action and Environment	4%	62%	19%	19%	0%
Property Registration Authority	3%	50%	0%	50%	1%
Dept. of Education and Skills	3%	33%	13%	53%	2%
Office of Government Procurement	3%	60%	20%	20%	1%
Dept. of Arts, Heritage, Regional, Rural and Gaeltacht Affairs	2%	90%	10%	0%	0%
Workplace Relations Commission	2%	0%	100%	0%	1%
Dept. of Foreign Affairs and Trade	2%	86%	14%	0%	1%
Dept. of Justice and Equality	2%	0%	0%	100%	0%
Dept. of Defence	1%	20%	20%	60%	1%
Office of the Ombudsman	1%	100%	0%	0%	0%
Dept. of Public Expenditure and Reform	1%	0%	0%	100%	0%
Dept. of Children and Youth Affairs	1%	100%	0%	0%	0%
Courts Service	1%	100%	0%	0%	0%
All contact is through an accountant or other service provider	32%	-	-	-	-

Have you had contact with any of the following in the last 12 months?

Department	Contact within the last 12 months			
	2016	2009	2006	2002
Office of the Revenue Commissioners	76%	77%	45%	77%
Central Statistics Office (CSO)	18%	37%	20%	34%
Companies Registration Office	17%	43%	-	-
Dept. of Social Protection	13%	*22%	*19%	*8%
Dept. of Agriculture, Food and the Marine	11%	*9%	*16%	*14%
Dept. of Health	9%	-	-	-
Office of Public Works (OPW)	8%	13%	-	-
Dept. of Transport, Tourism and Sport	8%	*15%	-	
Dept. of Finance	7%	18%	19%	11%
Dept. of Housing, Planning, Community and Local Government	6%	*25%	*19%	*22%
Dept. of Jobs, Enterprise and Innovation	6%	*37%	*28%	*30%
Dept. of Communications, Climate Action and Environment	4%	*25%	*19%	*22%
Property Registration Authority	3%	-	-	-
Dept. of Education and Skills	3%	*16%	*19%	*8%
Office of Government Procurement	3%	-	-	-
Dept. of Arts, Heritage, Regional, Rural and Gaeltacht Affairs	2%	*25%	*19%*	*22%*
All contact is through an accountant or other service provider	32%	8%	19%	14%

* Civil Service departments and functions have changed since previous studies and therefore data is not directly comparable

Nature and method of contact

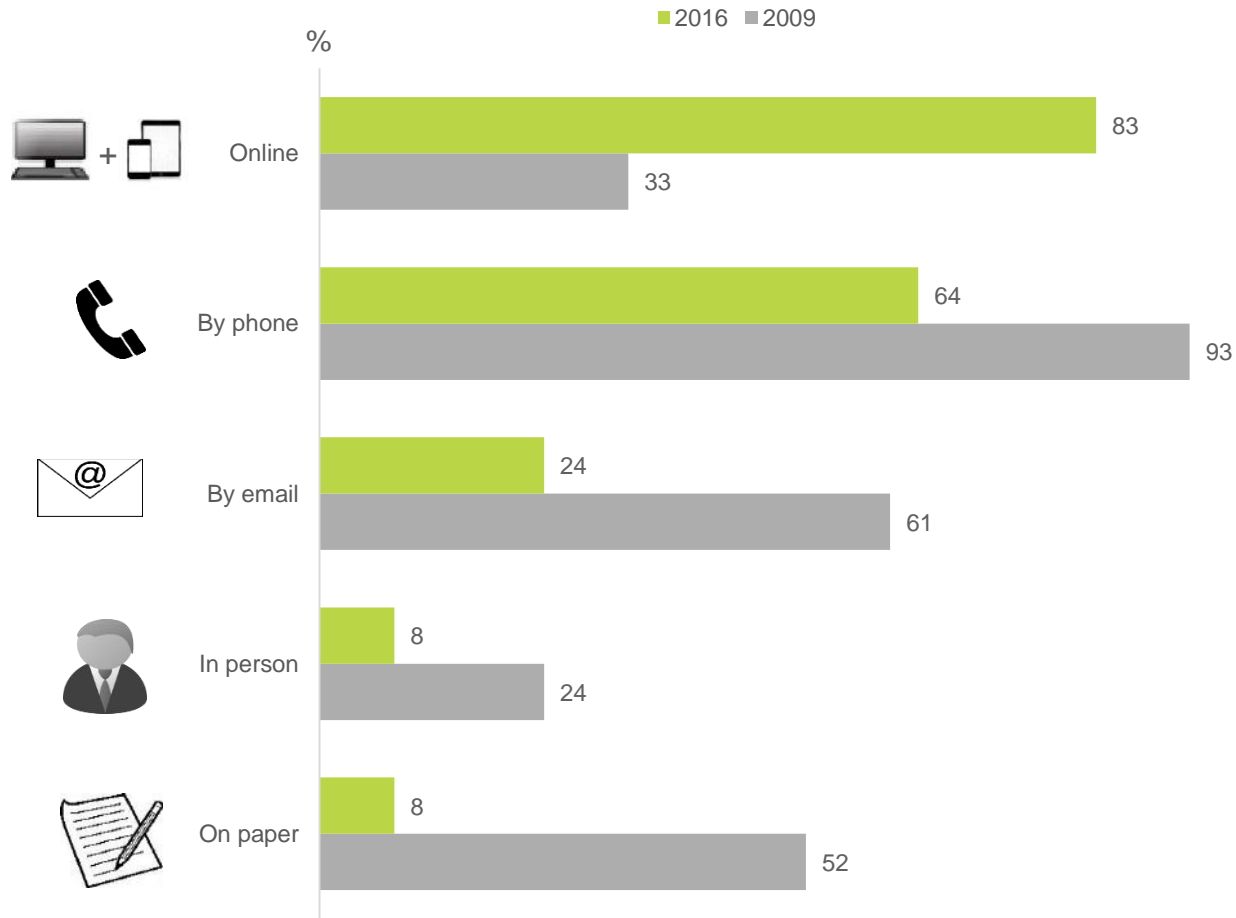
In 2009, telephone contact was most widely used to contact the Civil Service (93%). However in 2016, there has been a shift in the way businesses are interacting with contact via online service (83%) being most popular, closely followed by telephone contact (64%). The use of online communication has more than doubled since 2009.

62% of respondents revealed that their most recent contact was via online, while a further 20% stated that it was via the telephone.

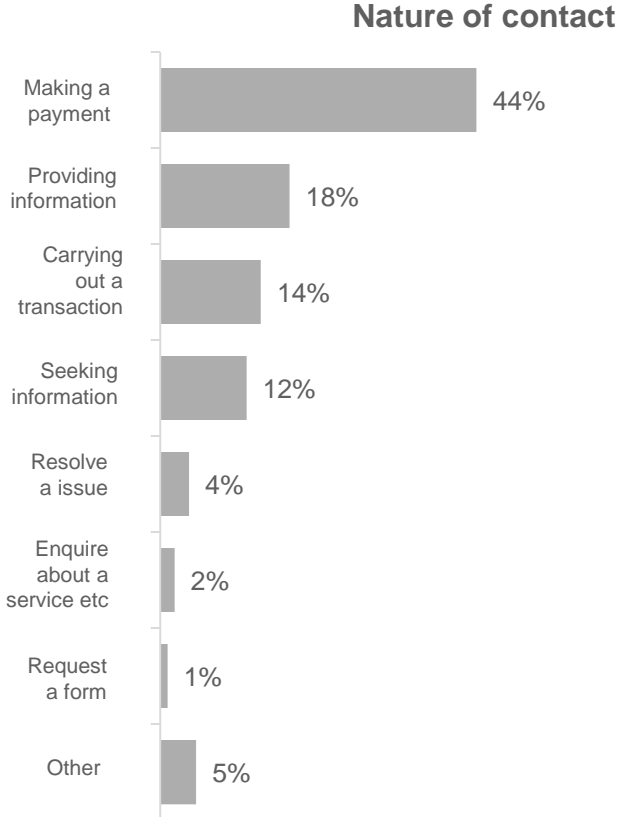
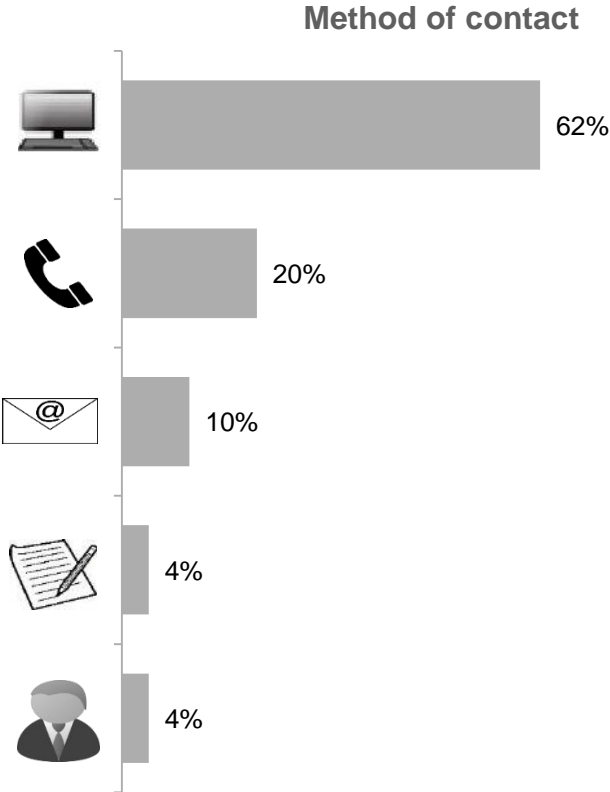
The main reasons for contacting the Civil Service included making a payment (44%), providing information (18%), carrying out a transaction (14%) or seeking information (12%).

Those businesses with 50 or more employees (72%) and those based in Dublin (68%) appear to be more inclined to contact the Civil Service via online services. Furthermore, those with zero to nine employees (20%) and those based in Munster (21%) or Connacht/Ulster (30%) tended to make contact via the telephone. This may be due to internet access and/or connection.

Which methods of communication have you ever used for business related interactions with any Government Department or Office?



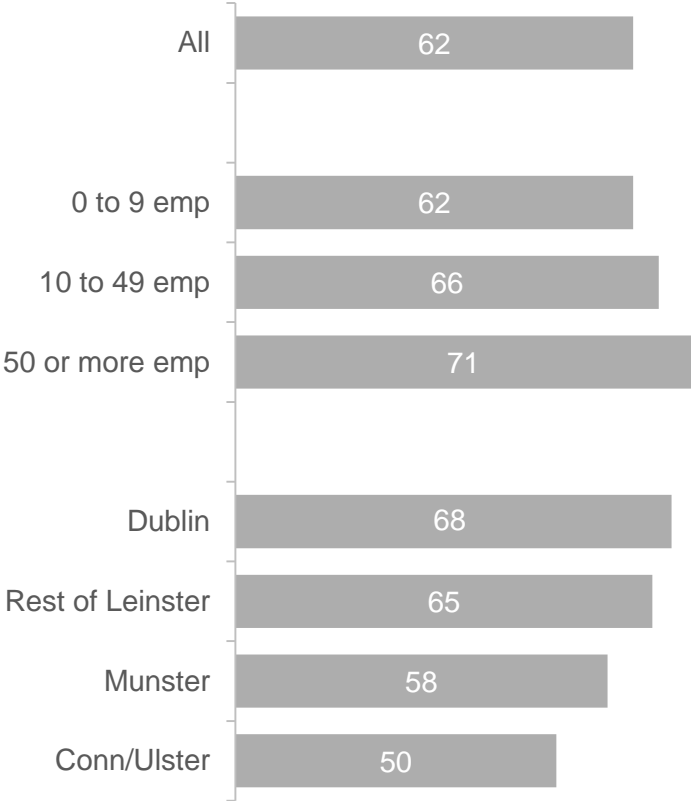
Nature and method of most recent contact



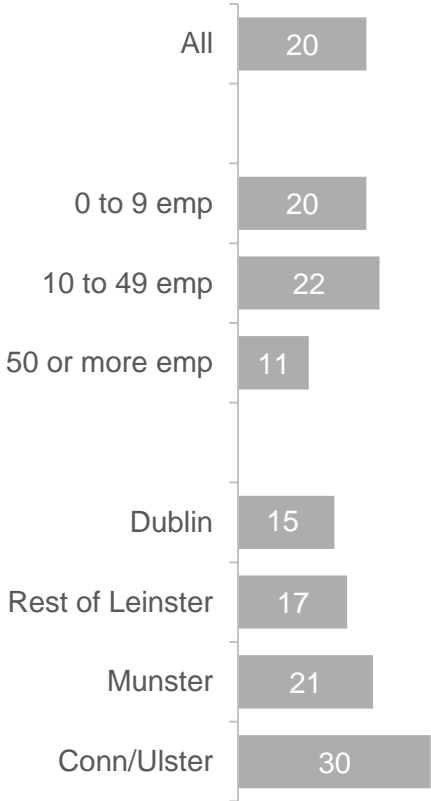
Method of most recent contact



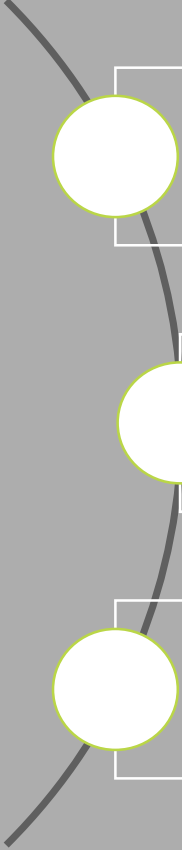
Online (%)



Telephone (%)



Satisfaction with last interaction



Over four fifths (82%) were satisfied with the service received during their last interaction, while 10% were dissatisfied. This is an improvement on 2009 when 71% were satisfied and 16% were dissatisfied.

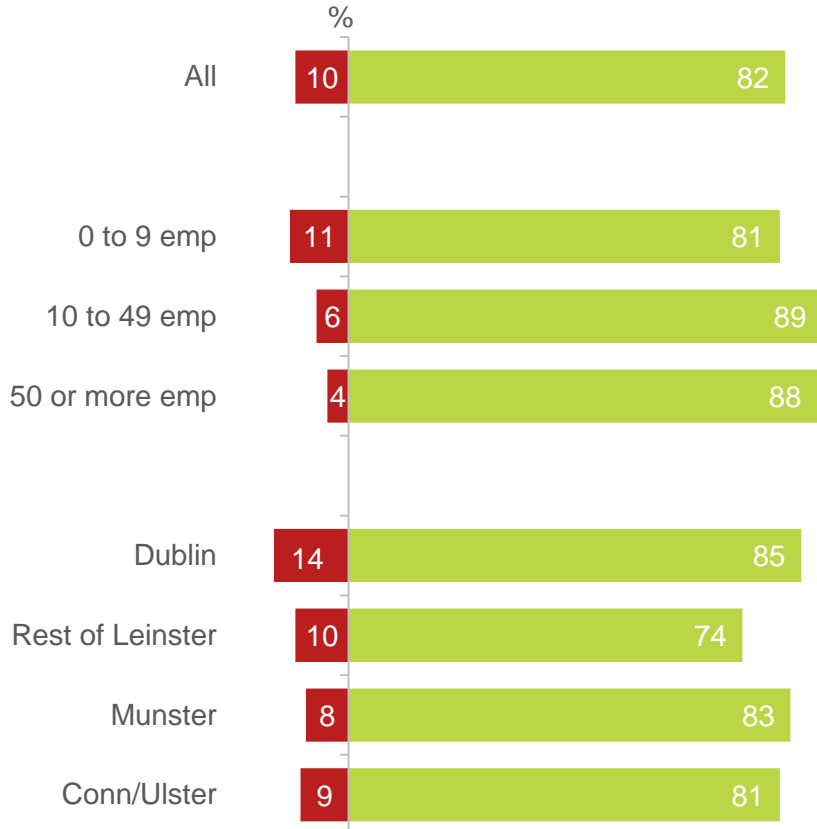
When asked how satisfied or dissatisfied they were with the outcome of their most recent transaction, 82% were satisfied and 8% were dissatisfied. This is an improvement on levels in 2009, but similar to 2002.

81% said the service received was as they expected, while 11% felt it was better than expected and 8% worse than expected.

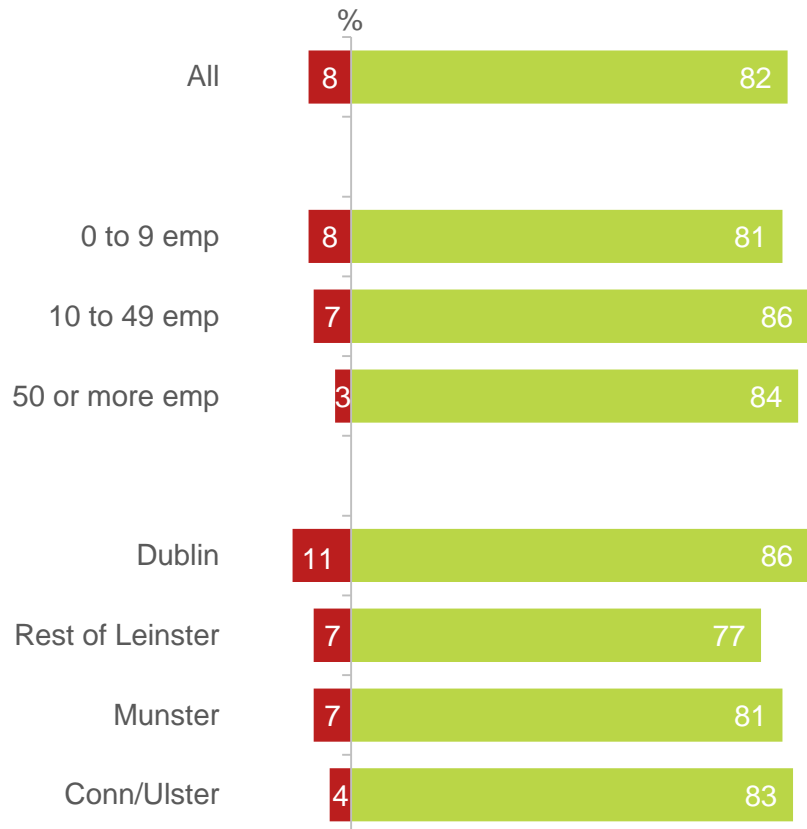
Thinking of the most recent business related interaction – Overall how satisfied or dissatisfied were you with.....

■ Dissatisfied ■ Satisfied

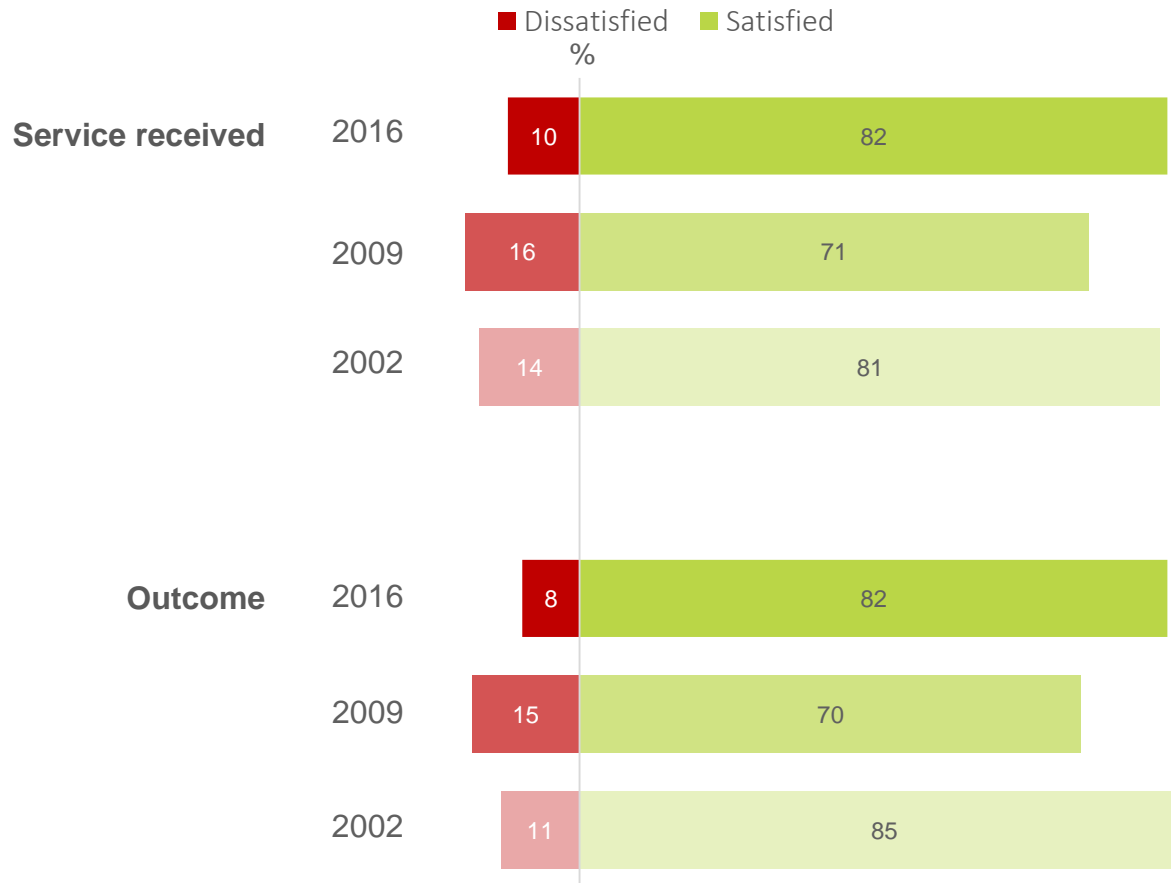
...The service received



...The outcome

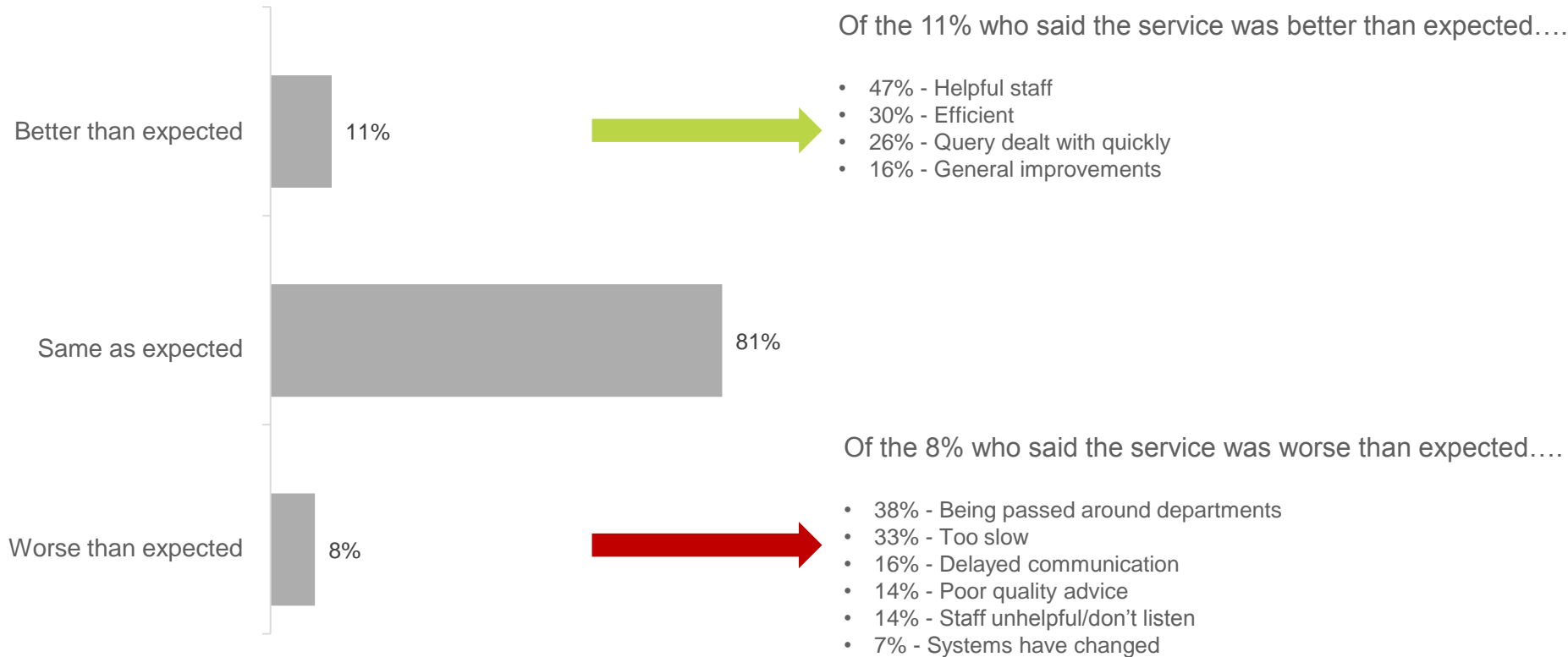


Thinking of the most recent business related interaction – Overall how satisfied or dissatisfied were you with.....



Base: Those who have had contact within the last 12 months (n=349)

Thinking of your most recent business related interaction - was the service you received better than expected, the same as expected or worse than expected?



Satisfaction with telephone contact

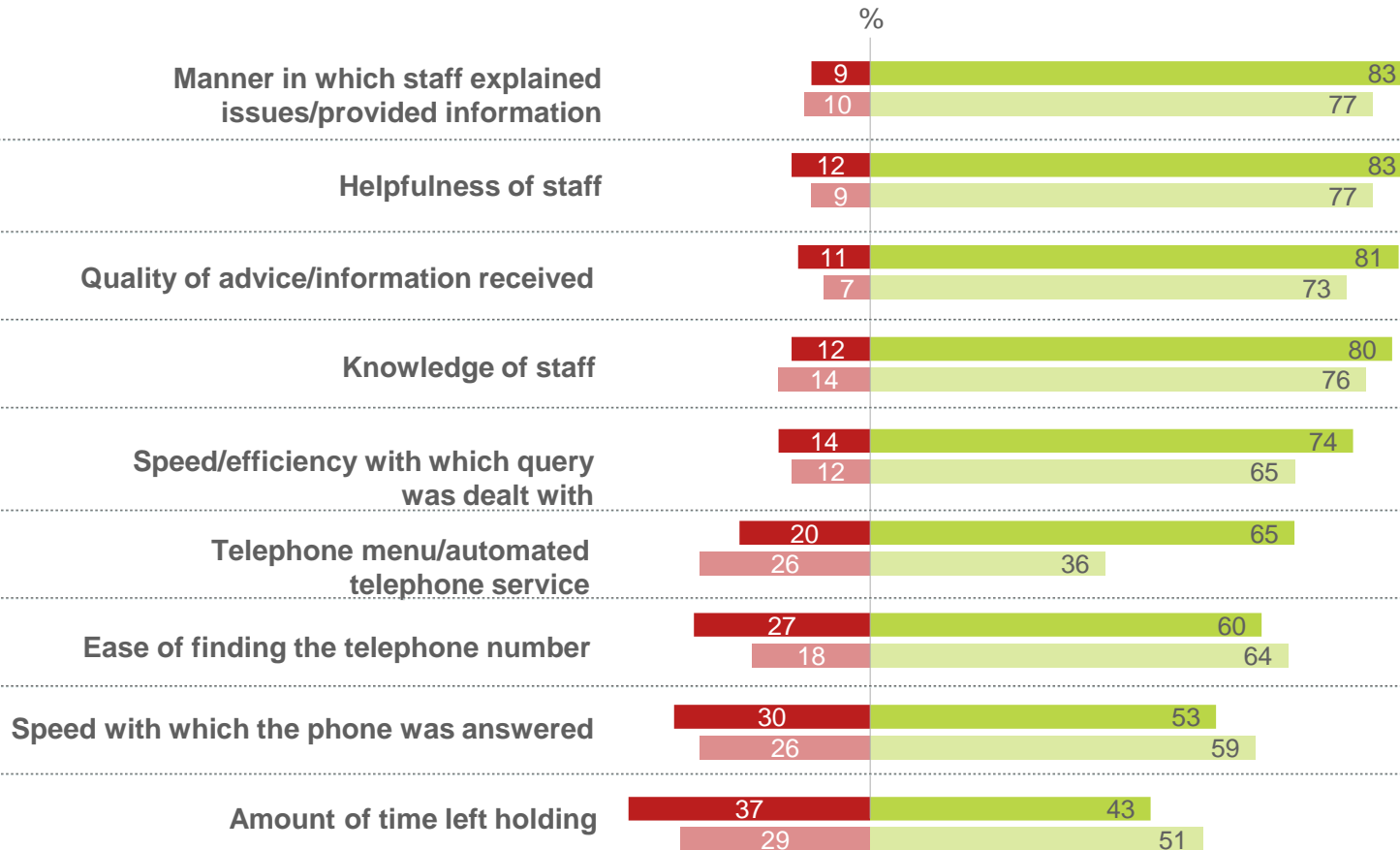
Areas with a high satisfaction rate for contact made by telephone include; the manner in which staff explained issues/provided information (83%), helpfulness of staff (83%), quality of advice/information received (81%) and knowledge of staff (80%).

Areas for improvement/highest levels of dissatisfaction when interacting with businesses via the telephone comprised of time left holding (37%), speed with which the phone was answered (30%) and ease of finding a telephone number (27%).

79% of respondents indicated that future dealings by telephone would be convenient for them, 12% said it is neither convenient nor inconvenient/no opinion and 9% rated telephone as inconvenient.

Satisfaction with most recent business related interaction by phone

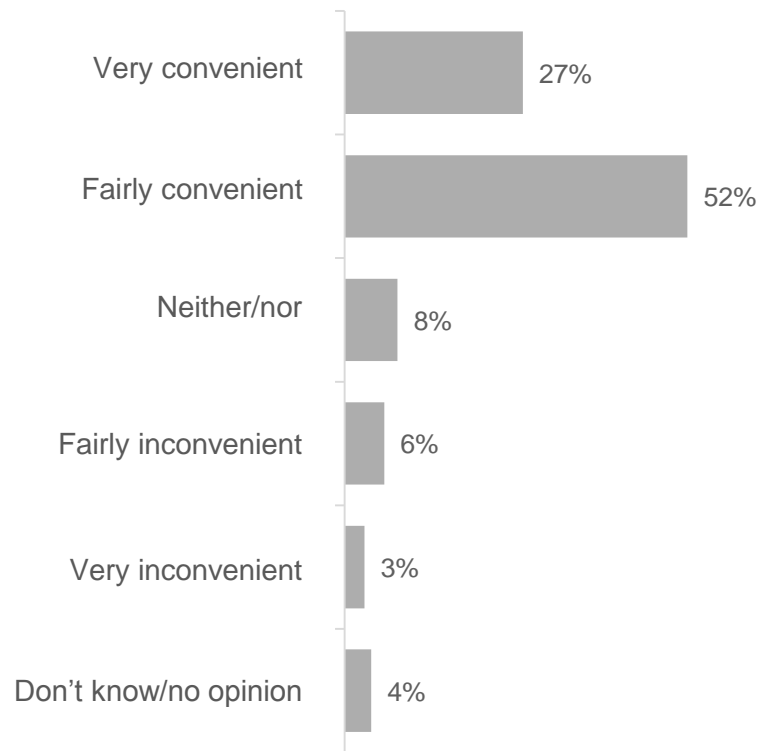
2016 ■ Dissatisfied ■ Satisfied
 2009 ■ Dissatisfied ■ Satisfied



Future dealings by phone



How convenient would contact by telephone be for you?



Satisfaction with online interaction

Respondents were asked about their levels of satisfaction in relation to their most recent interaction via online services. Aspects with high levels of satisfaction comprise of ease of finding the website (93%), information/documents available on the website (90%) and quality of advice/information received (90%).

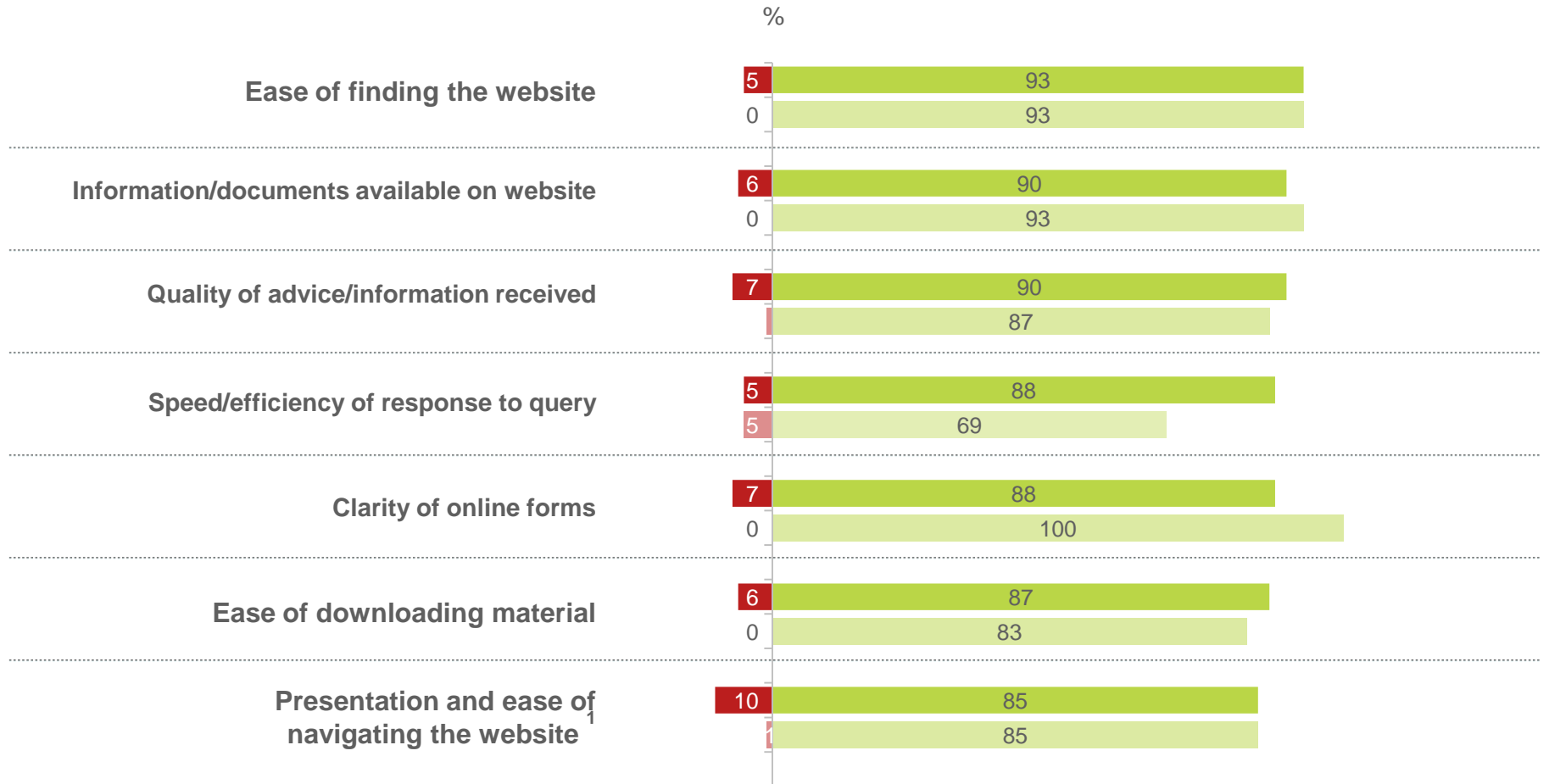
Problem areas identified include ease of using digital interactive service (11% dissatisfied), presentation and ease of navigating the website (10% dissatisfied) and efficiency of digital interactive service (9% dissatisfied).

The majority of respondents felt that future dealings via online digital services would be convenient; 45% very convenient and 37% fairly convenient. On the other hand, 8% felt that online digital services for future contact would be inconvenient.

Satisfaction with the most recent business related interaction through online

* Please note: in 2009 there was a low base of 36.

2016 ■ Dissatisfied ■ Satisfied
 2009* ■ Dissatisfied ■ Satisfied



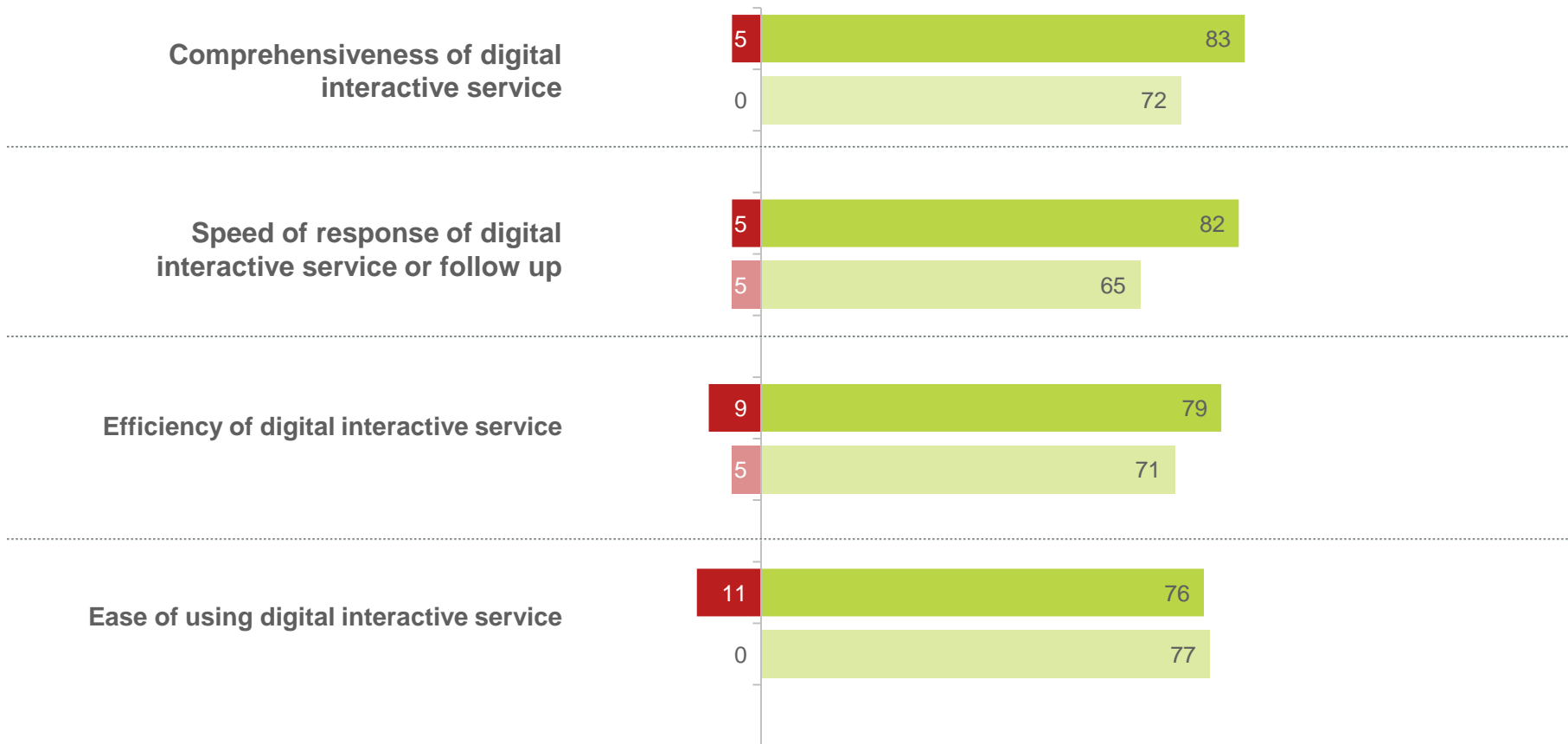
¹ In 2009 'Presentation and ease of navigating the website' was asked separately to ascertain a satisfaction level for each. An average score has been taken to broadly compare to 2016, however, 'Presentation and ease of navigating the website' is not directly comparable to 2016.

Satisfaction with the most recent business related interaction through online

2016 ■ Dissatisfied ■ Satisfied
 2009* ■ Dissatisfied ■ Satisfied



%



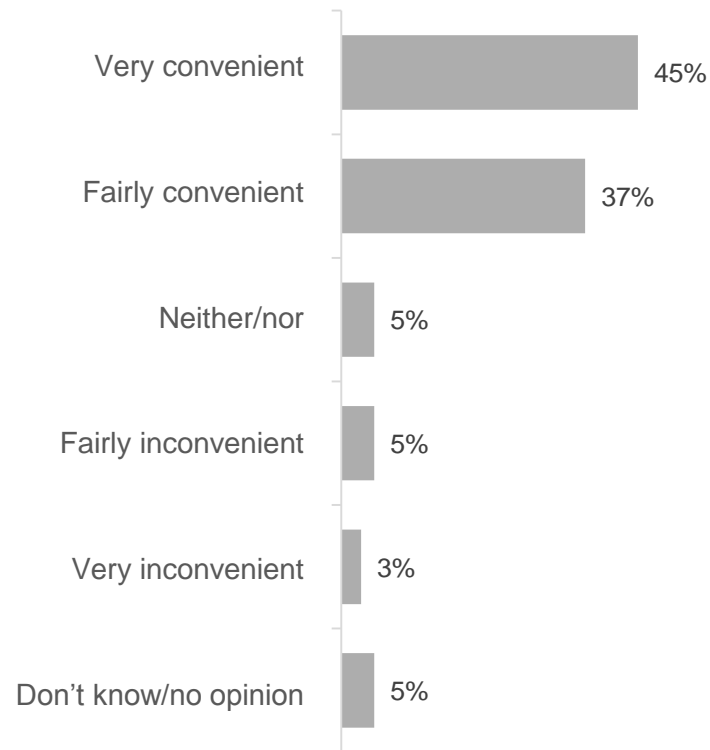
Base: Those who have contacted the Civil Service via online (n=270)

* Please note: in 2009 there was a low base of 36.

Future dealings through online digital services



How convenient would contact through online digital services be for you?



Base: All respondents (n=534)

Satisfaction with email interaction

When contacting the Civil Service via email, respondents were most inclined to be satisfied with the ease of finding the correct email address/contact (86%), the speed/efficiency of the response to their query, (81%), and the clarity of the language used in the email (81%)

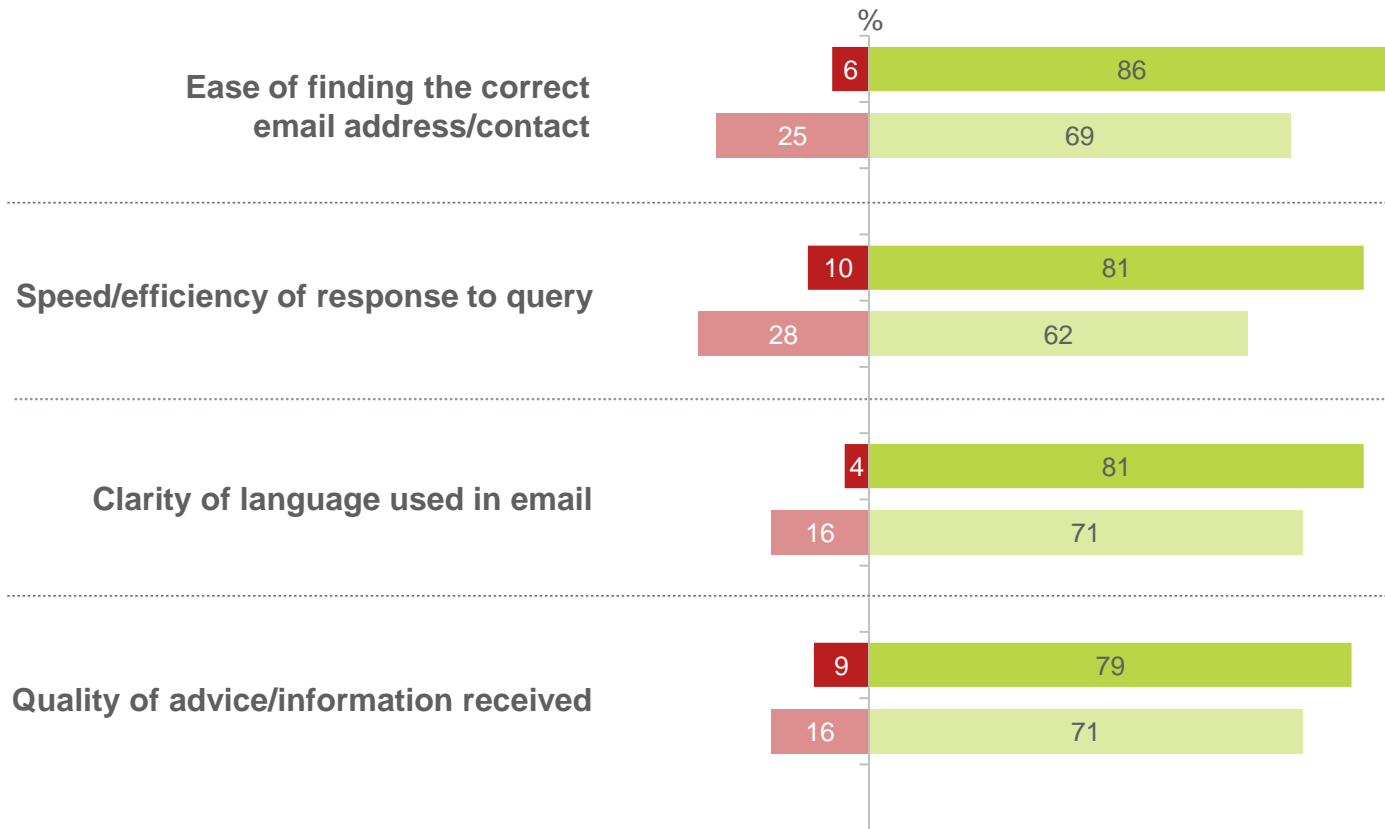
Although the speed and efficiency of the response to their email was rated among the areas that businesses were highly satisfied with, it was also the area rated highest for dissatisfaction, with 10% of respondents citing this. This was closely followed by the quality of the advice/information received (9% dissatisfied).

Overall, three quarters (76%) of respondents felt that future dealings via email would be convenient for them and their organisation, whereas 11% felt it would be inconvenient.

Satisfaction with most recent business related interaction through email



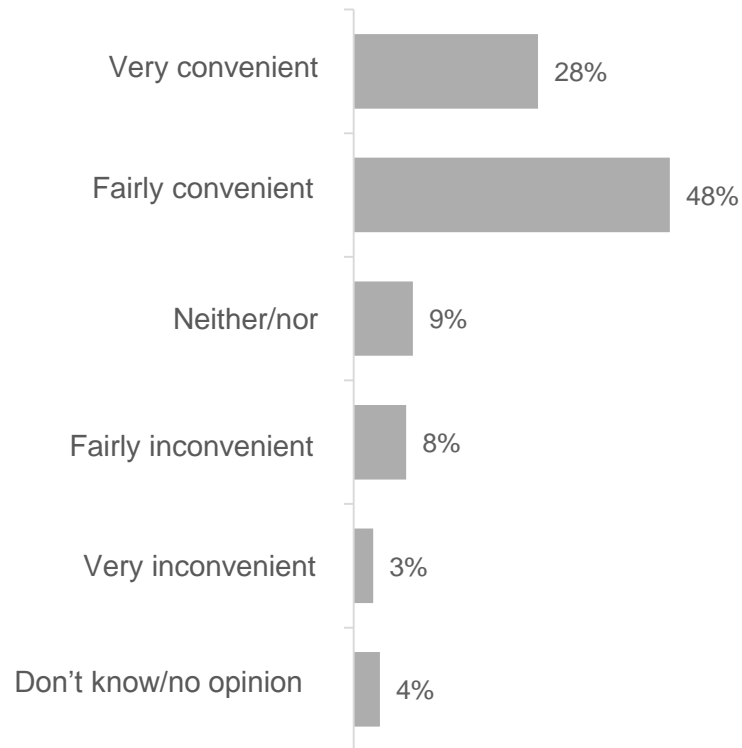
2016 ■ Dissatisfied ■ Satisfied
2009 ■ Dissatisfied ■ Satisfied



Future dealings through email



How convenient would contact through email be for you?



Base: All respondents (n=534)

Satisfaction with contact on paper

The areas with high levels of satisfaction in relation to contact with the Civil Service in writing on paper were recorded for the clarity of written language used (73%) and ease of finding the right person/address (68%).

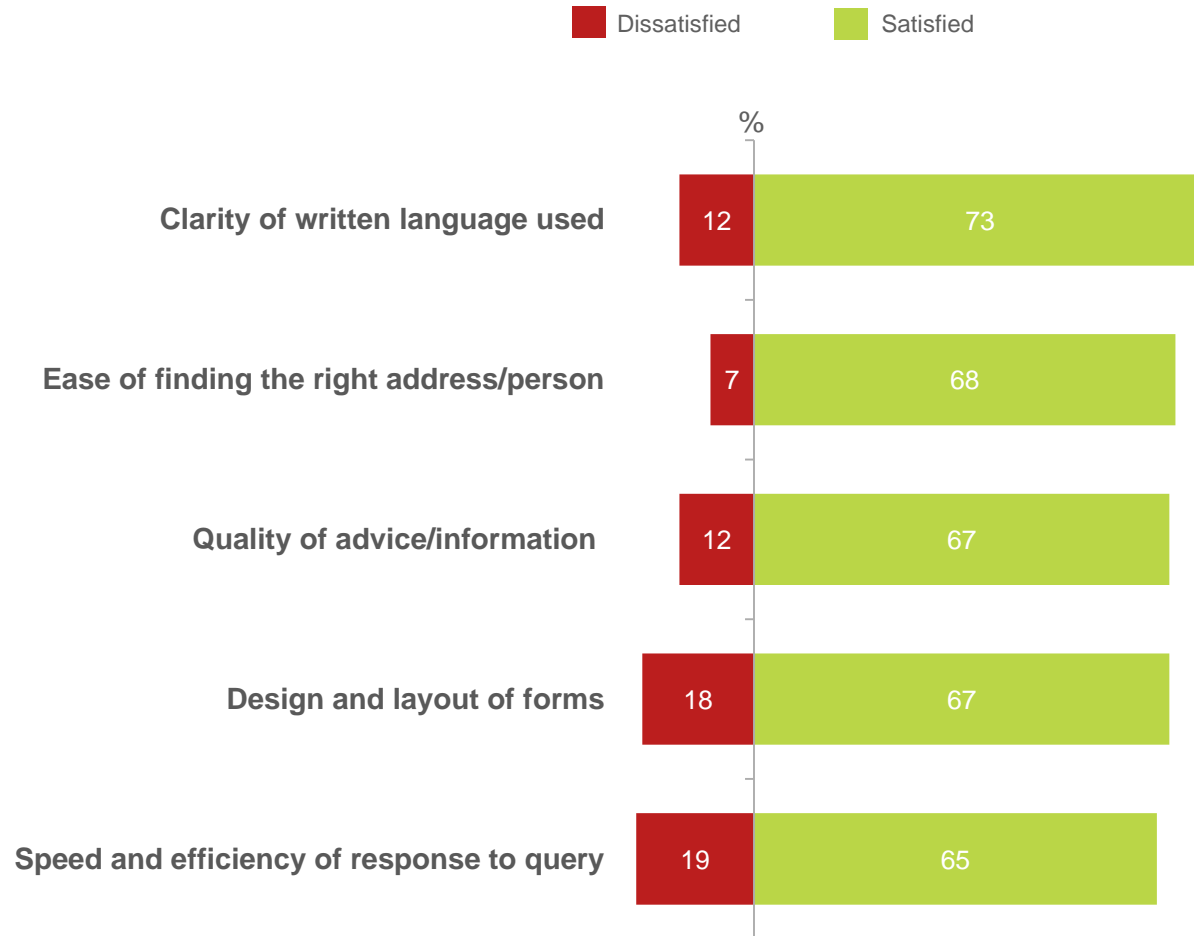
The speed and efficiency of the response to the query (19%) and the design and layout of the forms had the highest levels of dissatisfaction (18%).

Just over a third (35%) said future contact in writing on paper would be convenient. This backs up the results of the previous section; that businesses are moving towards online communication.

Please note:

The following questions regarding contact on paper have low bases
There are no comparisons with 2009 in this section as data is not available.

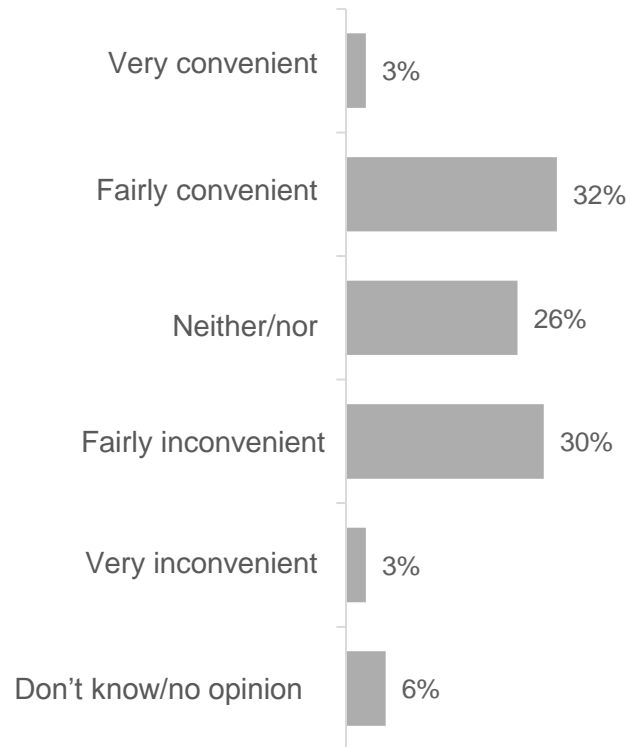
Satisfaction with most recent business related interaction in writing on paper



Future dealings in writing on paper



How convenient would contact in writing, on paper be for you?



Satisfaction with contact in person

Of the 29 people who had interacted with the Civil Service in person, around three quarters were content with the helpfulness of staff (72%), the quality of information received (67%), and knowledge of staff and the manner in which staff explained information (67%).

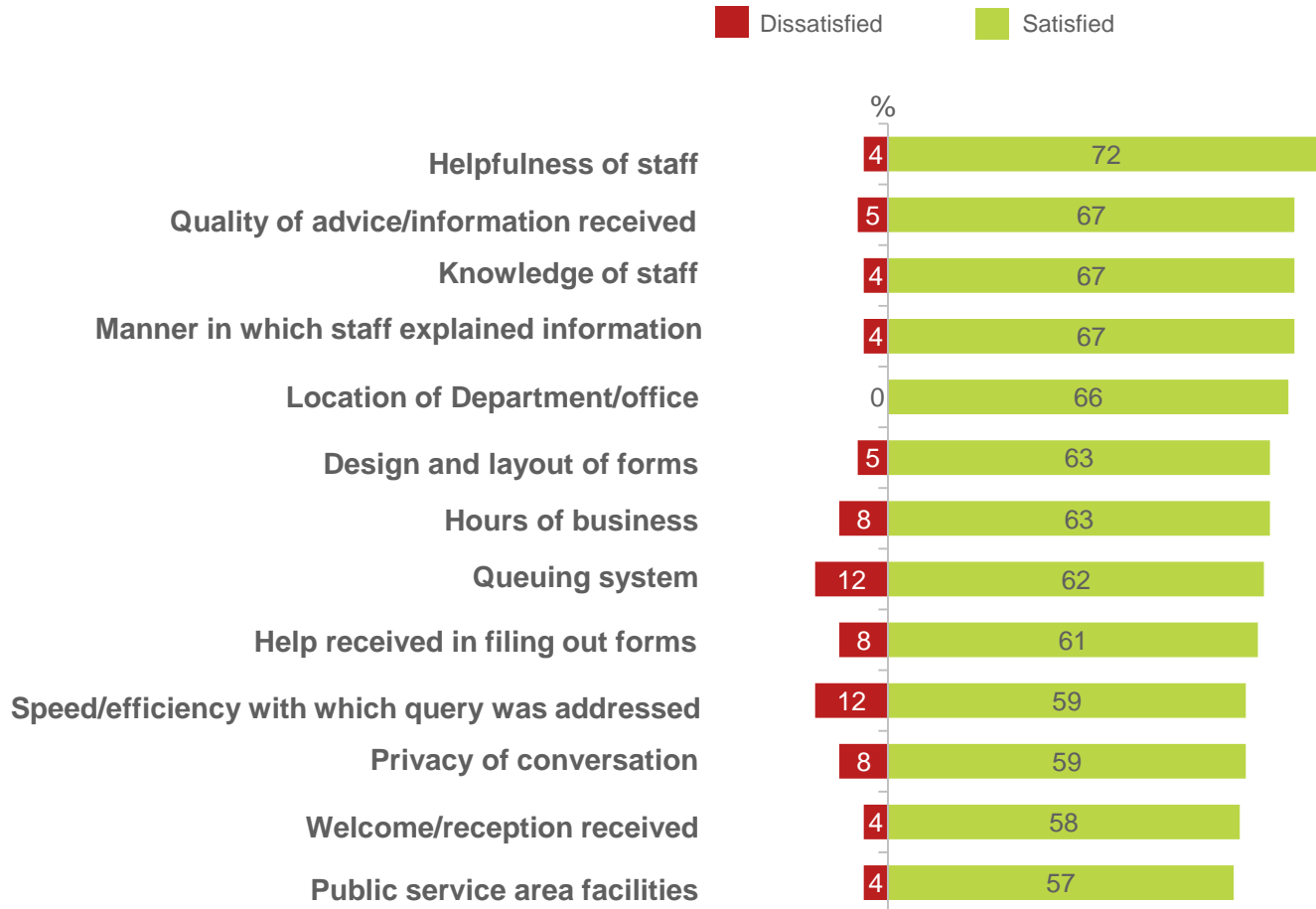
Businesses were most likely to be dissatisfied with the queuing system and the speed/efficiency in which the query was addressed (12% dissatisfied respectively)

A fifth said future contact in person would be convenient, while 58% stated that it would be inconvenient; 36% fairly and 22% very inconvenient.

Please note:

The following question regarding contact in person have low bases
There are no comparisons with 2009 in this section as data is not available.

Satisfaction with most recent business related interaction in person

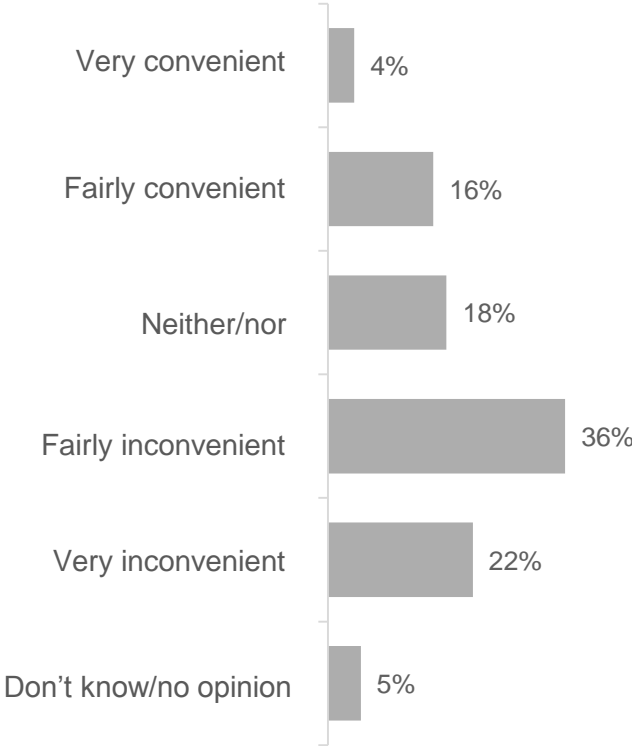


In 2009 the data collected about recent contact in person was insufficient for data analysis due to small base numbers

Future dealings in person

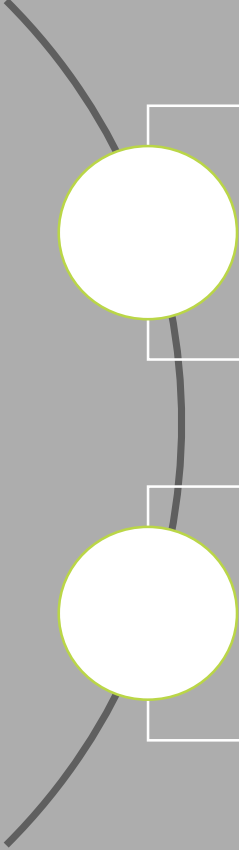


How convenient would contact in person be for you?



Base: All respondents (n=534)

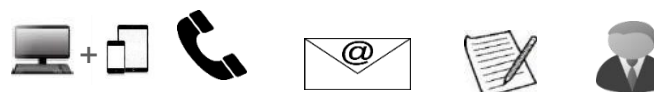
Preferred methods of interaction



Online is most likely to be the preferred method of interaction in all scenarios, apart from when trying to resolve an issue or query, when telephone becomes the option most likely to be preferred.

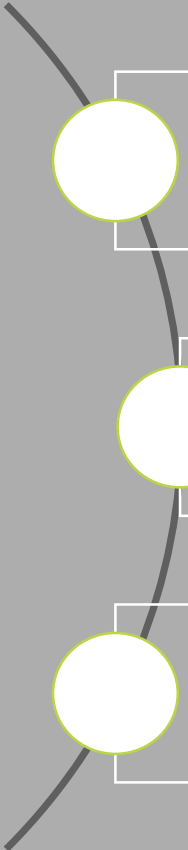
Online contact was most popular for carrying out a transaction and making a payment.

What would be your preferred method of interaction for



	Online	By phone	By email	In writing on paper	In person	Don't know/ No opinion	Total
Seeking general information	54%	28%	10%	1%	3%	4%	100%
Providing information to you	51%	25%	16%	1%	3%	4%	100%
Carrying out a transaction	71%	12%	6%	2%	3%	7%	100%
Making a payment	71%	13%	6%	1%	3%	6%	100%
Enquiring about a particular service / entitlement / application	42%	32%	17%	1%	4%	4%	100%
Seeking payment / collecting allowance	48%	22%	17%	1%	4%	8%	100%
Resolving an issue / querying the meaning or accuracy in documentation received	21%	53%	15%	1%	5%	5%	100%
Requesting a form	59%	16%	17%	1%	2%	4%	100%

Views of online interaction



It appears that those businesses with 50 plus employees (93%) and those in Dublin (85%) are more likely to prefer online communication. Those with 10-49 employees (83%) or based in Connaught/Ulster (87%) were more likely to rate telephone contact as convenient.

Of those rating online interaction as inconvenient, the main reason given was because they preferred telephone contact.

The majority were in favour of a single online gateway and a single identity for future contact (70% and 69% respectively)

Thinking of future business dealings how convenient or inconvenient are the following types of interaction.....

	Very convenient	Fairly convenient	Neither/nor	Fairly inconvenient	Very inconvenient	Don't know/ No opinion
Online digital interactive service	45%	37%	5%	5%	3%	5%
By telephone	27%	52%	8%	6%	3%	4%
By email	28%	48%	9%	8%	3%	4%
Visiting a Department or Offices in person	4%	16%	18%	36%	22%	5%
In writing on paper	3%	32%	26%	30%	3%	6%

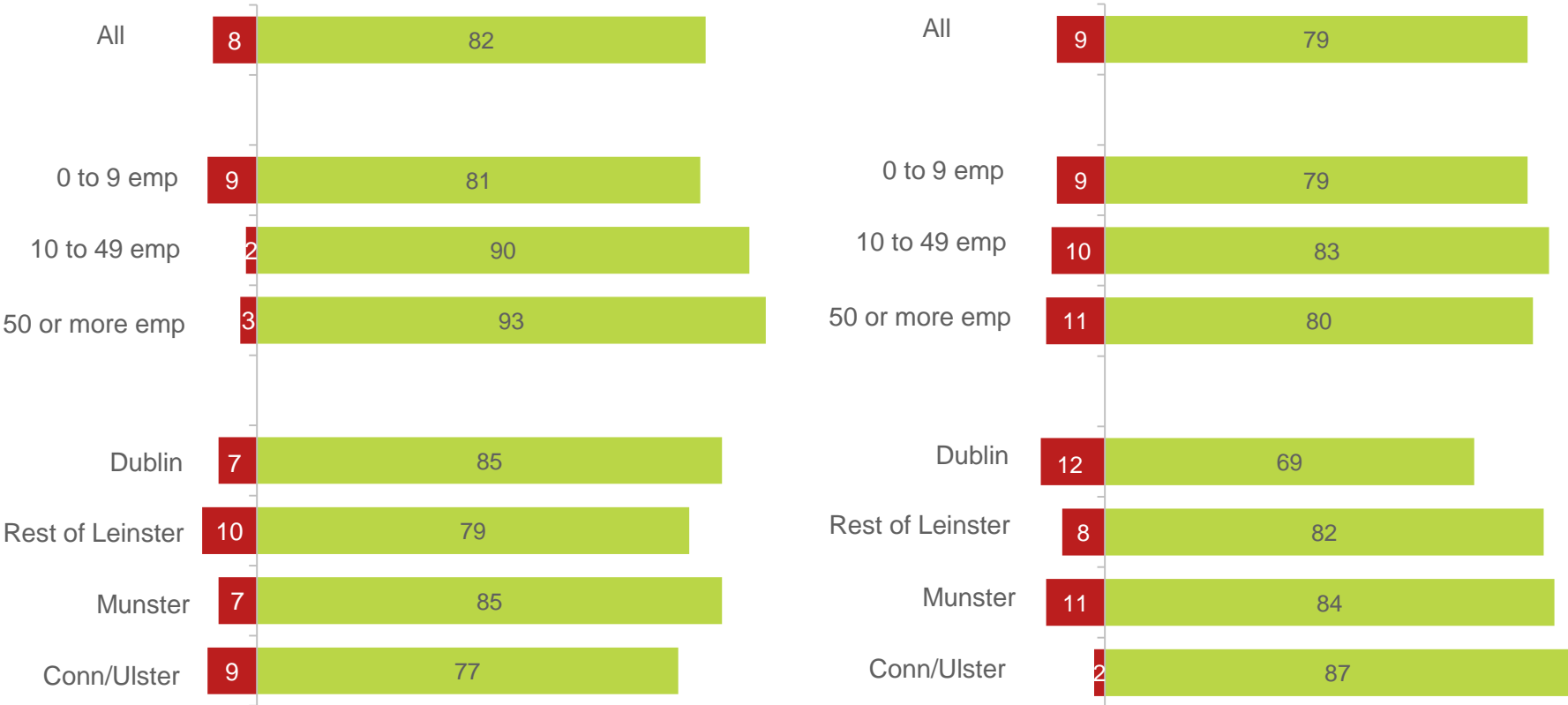
Convenience of online and telephone interaction



Online (% convenient)

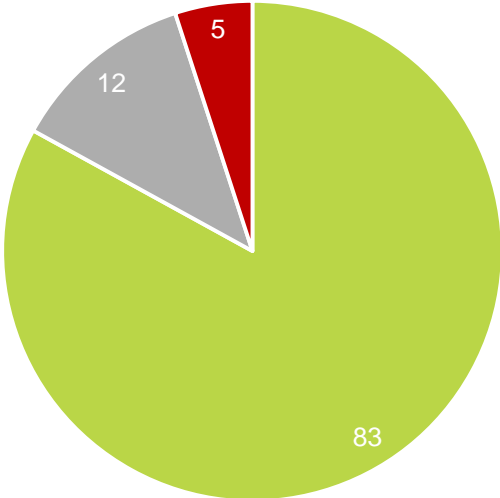


Telephone (% convenient)



Which of the following represents your business's circumstances in relation to internet/email access?

- Avail of broadband internet access and use online services
- Currently constrained due to inadequate broadband service quality
- Do not require access to the internet or online services



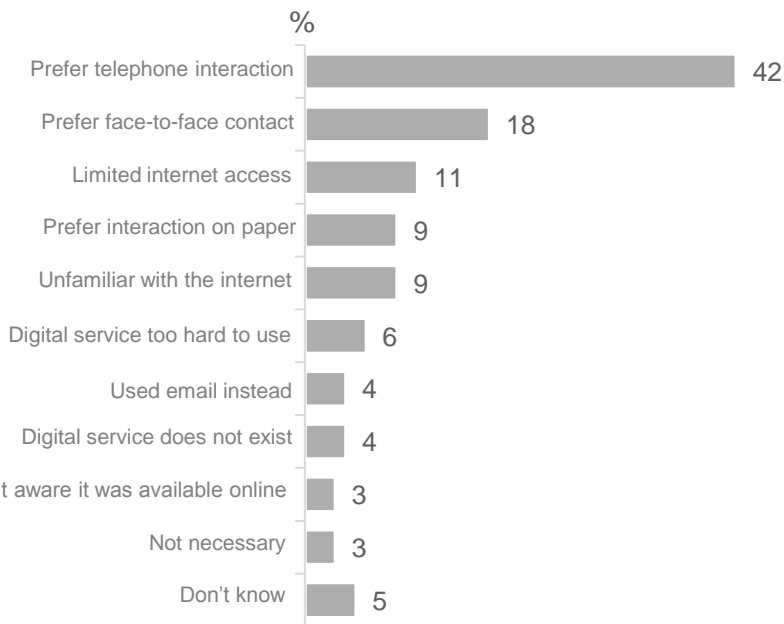
Reasons for not interacting online

The main reason for **not interacting** online was due to a preference for telephone contact (42%)

Of those who find email and/or online inconvenient 34% said it was because they prefer telephone

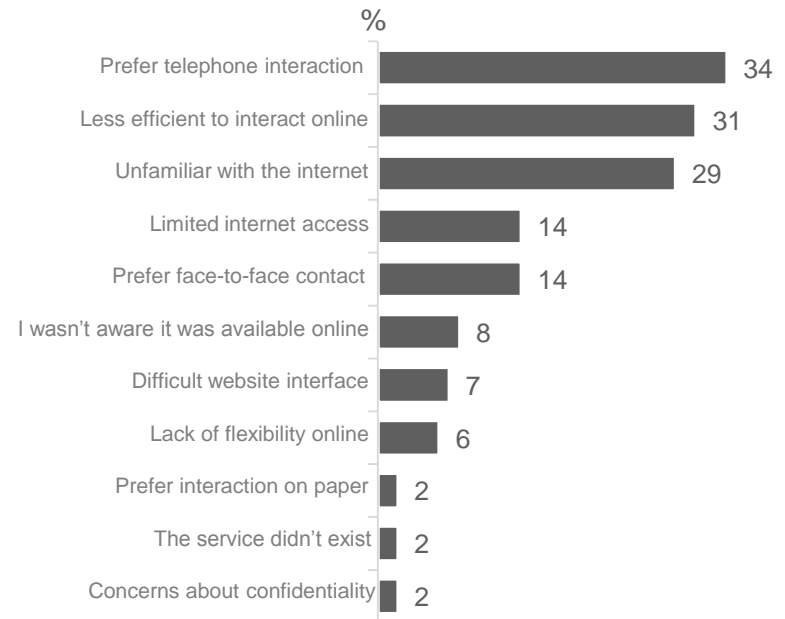
A further reason for finding **email and/or online an inconvenient** is because it is less efficient (31%)

Of the 17% who have **not interacted with a Government department or Office online**, the main reasons given were:



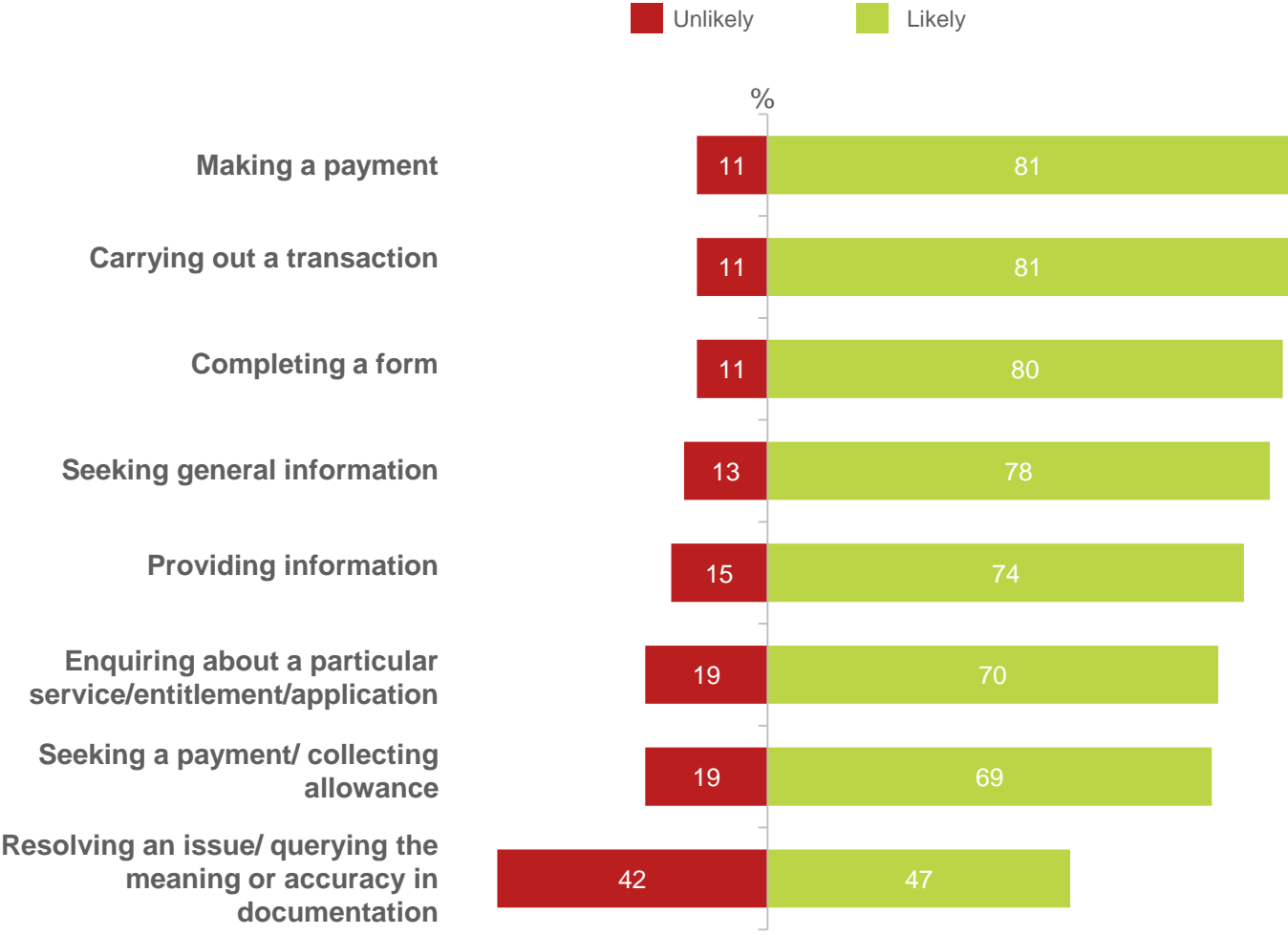
Base: All respondents (n=77)

Of the 13% who have **rated email and/or online an inconvenient way to communicate**, the main reasons given were:



Base: All respondents (n=68)

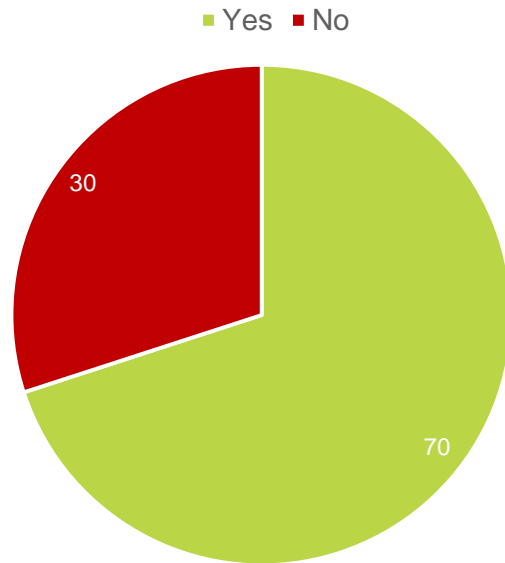
How likely would you be to avail of the following online service in relation to business matters?



Future dealings through online digital services

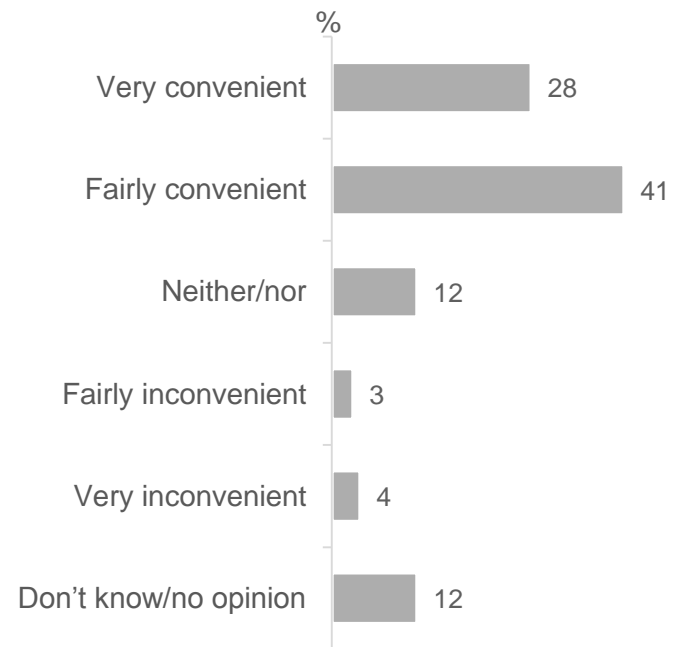


Do you think a single portal or online gateway would make it easier to find the services you need (%)



Those in Connaught/Ulster (37%) and in the Accommodation and food industry (64%) were most likely to indicate that they do not need a single portal or online gateway.

How convenient would having a single digital identity for your business to securely access services online?



Those in Connaught/Ulster (11%) and in the Wholesale, Retail and Motor industry (11%) were more inclined to find the idea of a single digital identity inconvenient.

Are there any services provided by the Civil Service which are not currently online, but which you would like?



83% of respondents stated that there was nothing they would like added to the online services, and a further 7% did not know if/what they would like to see added. *Only two respondents made reference to seeing motor tax online, however this is already a feature. Of those who felt there was a service they would like to see online, suggestions included:

“A live chat when online, for small queries to be answered, instead of having to wait for an email”

“Different accounts needed for different aspects of business so its not clumped together”

“Entitlements, fairness, transparency and accountability need to be addressed”

“A digital signature service would be good so you don't have to use the postal service”

“Replace lengthy phone call procedures with efficient email”

“We can't see our own tax clearance forms”

“Property registration authority insist on cheques, rather than online payments”

“Consolidate information as it is difficult to find”

“A better complaints service”

“Services are all online but they do not work well together”

General perceptions of the Civil Service

In overall terms, 70% of business are satisfied with the service the Civil Service provides.

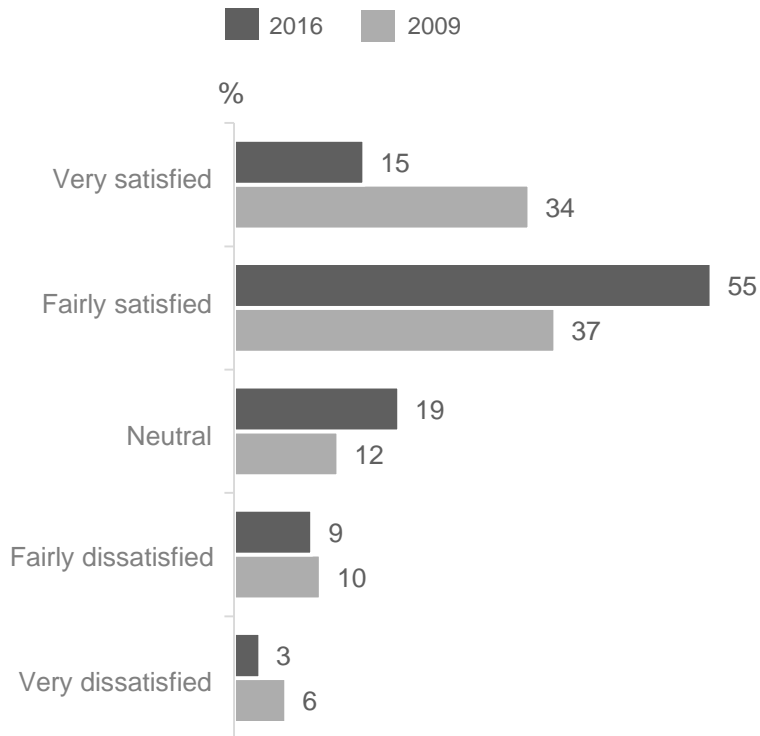
30% of businesses would speak highly of the Civil Service to other people; 5% without being asked and 25% if asked.

Seven in ten businesses (71%) agreed that the Civil Service deals with businesses in a fair and equal way; a 15 percentage point increase on 2009.

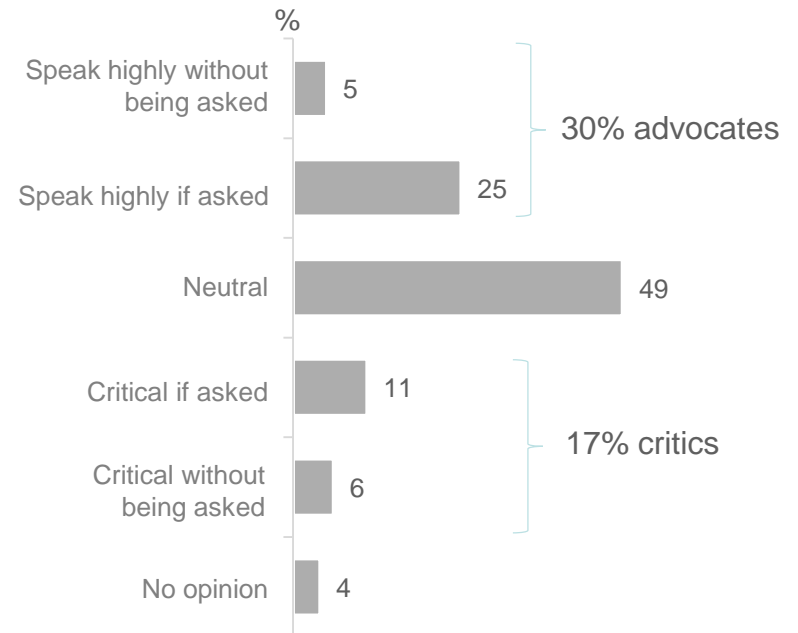
Over half (51%) agreed that the Civil Service serves all segments of society in Ireland equally. Furthermore 67% agreed that the Civil Service is independent and trustworthy

Overall satisfaction levels

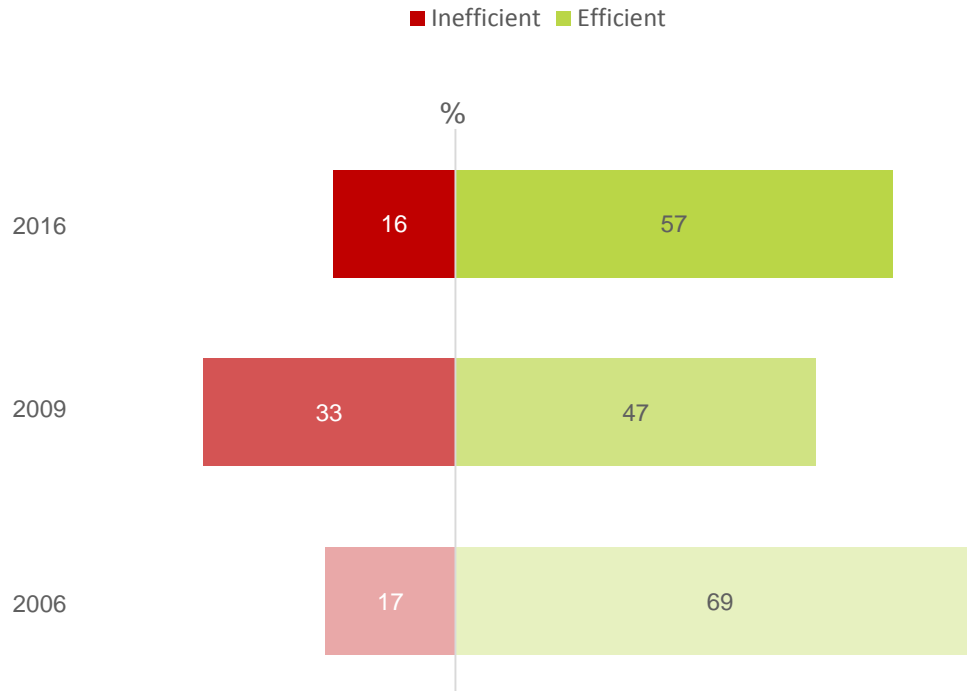
Thinking of the Civil Service in **overall terms, how satisfied or dissatisfied are you** with the service it provides?



Taking into account your own experiences or impressions, which of these phrases best describes **the way you would speak of the Civil Service to other people?**



Thinking of the Civil Service in overall terms, I would like you to give me your impression of how efficient you feel it is?



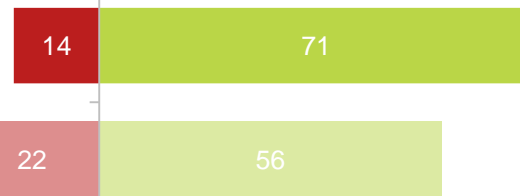
Similar proportions of businesses with 10 to 49 employees (66%) and those with more than 50 employees (65%) felt that the Civil Service is efficient. However, those with 0 to 9 employees were less likely to agree with only 57% stating this.

Now thinking about the Irish Civil Service in general, please tell me to what extent you agree or disagree with the following statements?

2016 Disagree Agree
2009 Disagree Agree

%

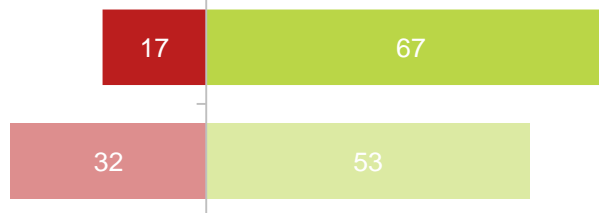
The Civil Service deals with businesses in a fair and equal way



The Civil Service serves all segments of society in Ireland equally *




The Civil Service is independent and trustworthy



* This question was not asked in 2009.

Attitudes towards the Irish Civil Service



Around three quarters feel the Irish Civil Service is doing enough to provide online digital services, and a further 76% are confident that any business data provided to the Civil Service is securely managed.

Around a fifth (17%) feel that the Civil Service has too much red tape.

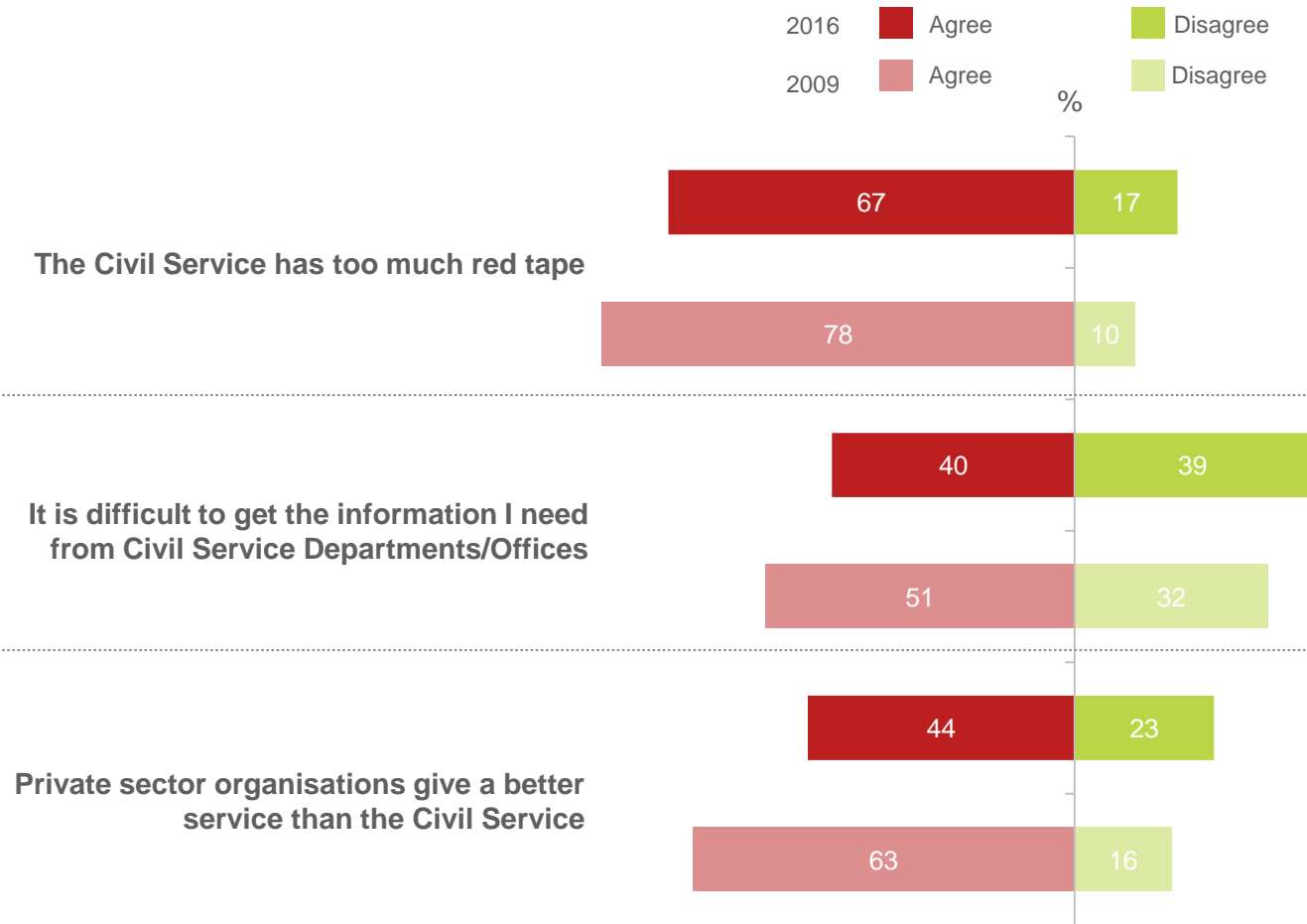
44% of businesses feel that private sector organisations give a better service than the Civil Service; this is an improvement from 2009 (63%)

And to what extent do you agree or disagree with the following statements?



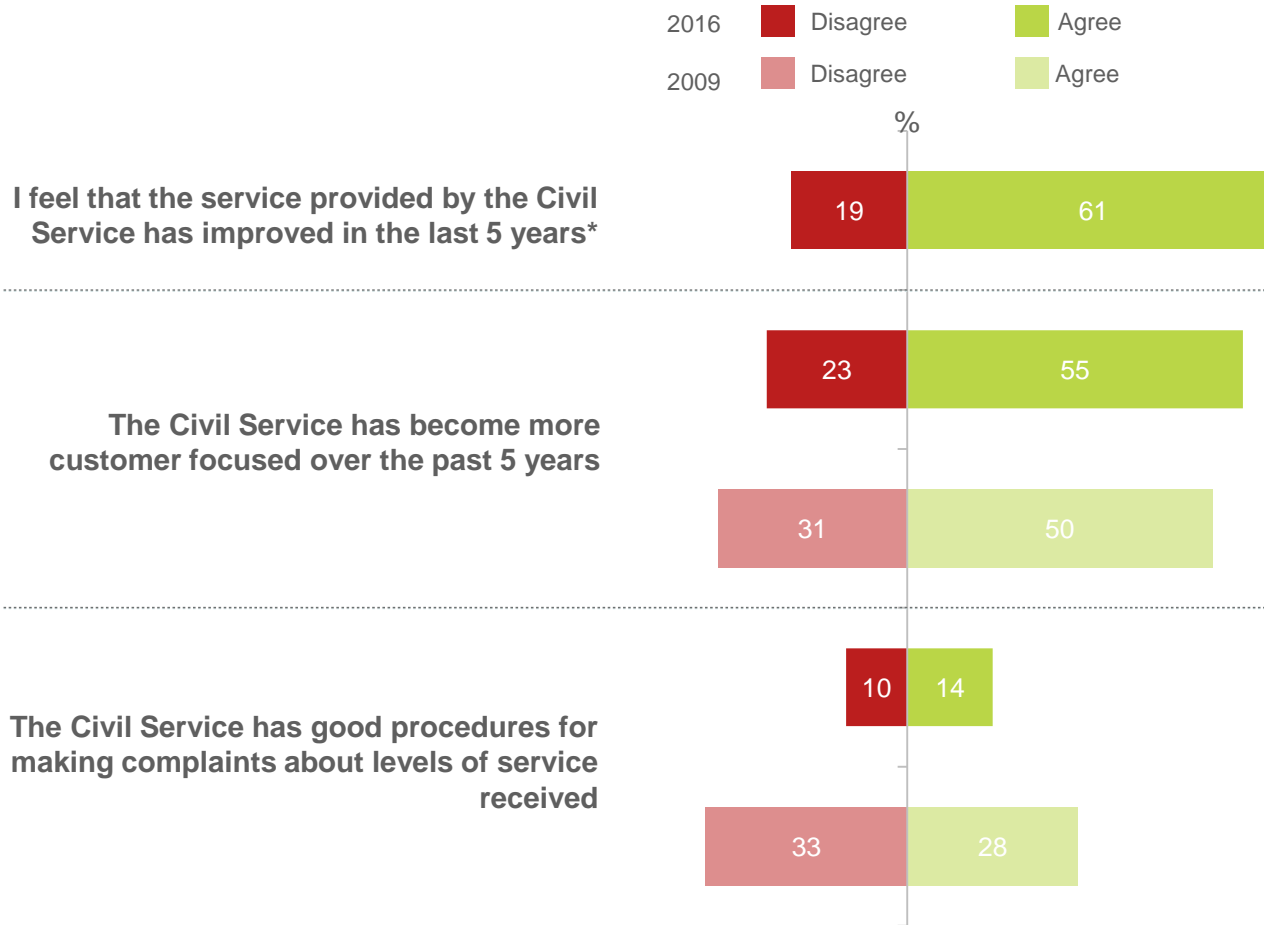
* This question was not asked in 2009.

And to what extent you agree or disagree with the following statements?



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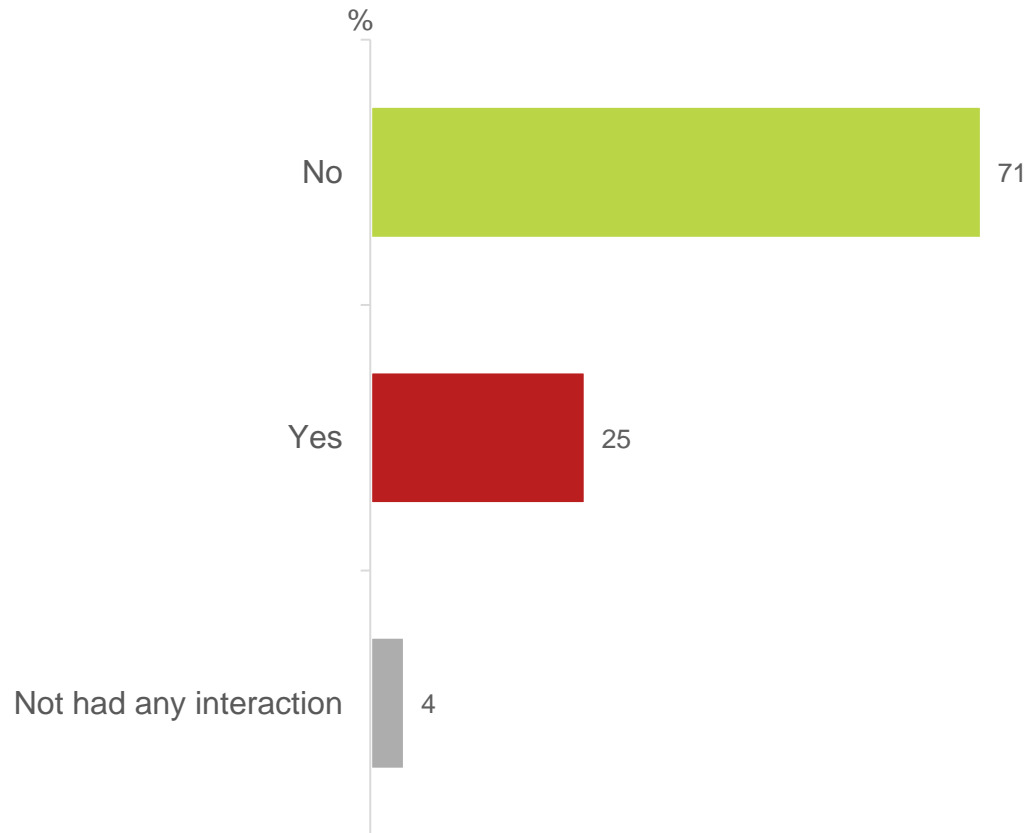
Reasons for dissatisfaction



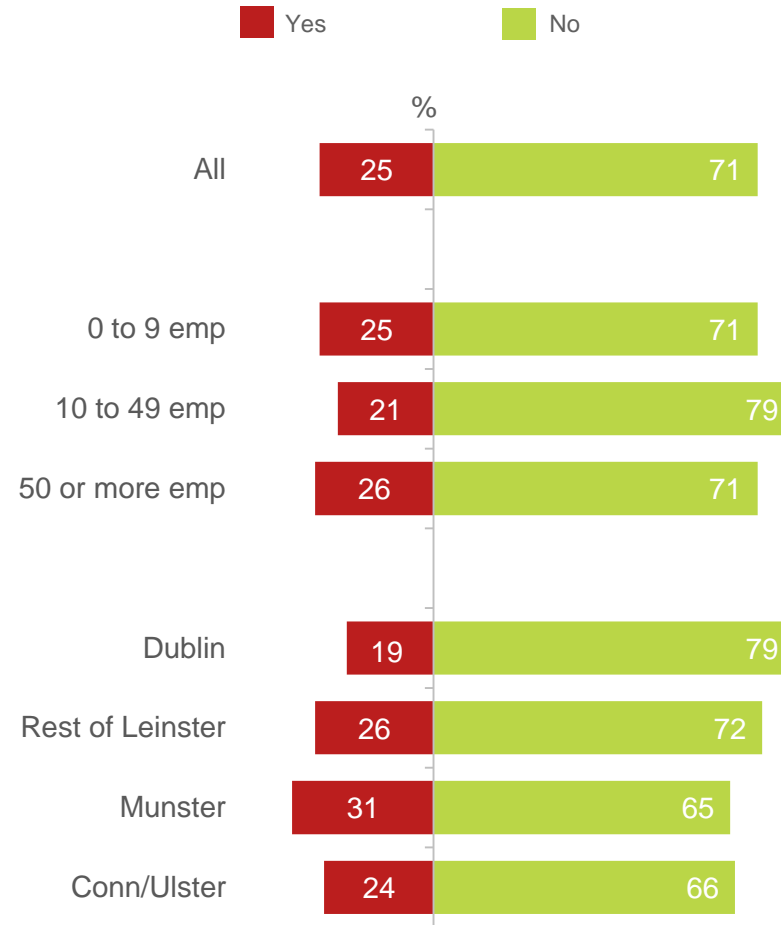
A quarter of businesses have been dissatisfied with an business related aspect of service or contact received from the Civil Service in the 12 months.

Reasons for dissatisfaction include the process was too slow, a disappointing outcome, being passed around departments and poor customer care.

In the last 12 months, have you been dissatisfied with any business related aspect of service or contact you received from the Civil Service?



In the last 12 months, have you been dissatisfied with any business related aspect of service or contact you received from the Civil Service?



Base: All respondents (n=534)

In the last 12 months, have you been dissatisfied with any business related aspect of service or contact you received from the Civil Service?

Of those who were **dissatisfied (25%)** with a business related aspect of service or contact received the reasons given include:



Appendix A - Sample stratification

Appendix A: Sample stratification

	Number of interviews achieved	Percentage of businesses surveyed	Weighting to be applied
Industry/Manufacturing	40	7%	-
Construction	107	20%	-
Wholesale and retail trade, repair of motor vehicles	112	21%	-
Transportation and storage	50	9%	-
Accommodation and food service activities	55	10%	-
Information and communication	30	6%	-
Financial and insurance activities	26	5%	-
Professional, scientific and technical activities, real estate activities	114	21%	-
<i>Total</i>	<i>534</i>	<i>100%</i>	<i>-</i>
0 to 9	300	56%	93%
10 to 49	134	25%	6%
50 or more	100	19%	1%
<i>Total</i>	<i>534</i>	<i>100%</i>	<i>100%</i>
Dublin	138	26%	32%
Rest of Leinster	140	26%	24%
Munster	136	25%	26%
Connaught/Ulster	120	23%	17%
<i>Total</i>	<i>534</i>	<i>100%</i>	<i>100%</i>

¹ Previous studies included businesses with 1 or more employees. The 2016 study was widened to include sole traders and those businesses with no employees

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