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

Ipsos MRBI

Irish Civil Service **Customer Satisfaction Survey 2019**
Summary of Findings

CUSTOMER SATISFACTION

85% ARE SATISFIED OVERALL WITH THE SERVICE
83% IN 2017

85% ARE SATISFIED OVERALL WITH THE OUTCOME
82% IN 2017

89% FELT THEIR EXPECTATIONS WERE MET OR EXCEEDED
87% IN 2017

87% WERE SATISFIED WITH THE HELPFULNESS OF STAFF BY PHONE
83% IN 2017

87% WERE SATISFIED WITH THE KNOWLEDGE OF STAFF IN PERSON
87% IN 2017

68% WERE SATISFIED WITH THE AUTOMATED TELEPHONE SERVICE
51% IN 2017

37% OF CUSTOMERS FELT THE QUALITY OF THE CIVIL SERVICE WAS IMPROVING*
*NEW QUESTION

CONTACT CONVENIENCE

80% OF ADULTS PERCEIVE TELEPHONE TO BE A CONVENIENT INTERACTION METHOD

67% OF ADULTS PERCEIVE IN PERSON CONTACT AS A CONVENIENT INTERACTION METHOD

67% OF ADULTS PERCEIVE E-MAIL AS A CONVENIENT INTERACTION METHOD

INTERACTION LEVELS

48% HAVE HAD AN INTERACTION WITH THE CIVIL SERVICE WITHIN THE PAST YEAR

MAIN METHOD OF INTERACTION

E-MAIL IS NOW THE NO.1 PRIMARY INTERACTION METHOD

BY E-MAIL	BY PHONE	IN PERSON	IN WRITING
29%	28%	23%	6%
9% IN 2017	42% IN 2017	29% IN 2017	12% IN 2017

MAIN REASONS FOR NOT INTERACTING ONLINE

PREFER FACE TO FACE INTERACTION	PREFER PHONE INTERACTION	UNFAMILAR WITH THE INTERNET	DISLIKE SOCIAL MEDIA
34%	31%	21%	15%

MAIN INTERACTIONS BY DEPARTMENT

Revenue
18% INTERACTED WITH THE REVENUE COMISSIONERS
14% IN 2017

15% INTERACTED WITH THE PASSPORT OFFICE
8% IN 2017

GENERAL PERCEPTIONS

68% OF ADULTS ARE CONFIDENT THAT ANY PERSONAL DATA SUPPLIED TO THE CIVIL SERVICE WOULD BE SECURLEY MANAGED
59% IN 2017

63% OF ADULTS FELT THE CIVIL SERVICE CAN BE TRUSTED TO DO WHAT IT SAYS IT WILL*
*NEW QUESTION

57% OF ADULTS STATED IT WAS SIMPLE AND EASY TO INTERACT WITH THE CIVIL SERVICE*
*NEW QUESTION

ONLINE INTERACTION

60% STATE THEY WOULD BE LIKELY TO INTERACT WITH GOVERNMENT SERVICES ONLINE

TECHNICAL DETAILS

- SURVEY CONDUCTED BY IPSOS MRBI
- 2,019 INTERVIEWS COMPLETED
- FACE TO FACE SURVEY
- SAMPLE OF ADULTS AGED 18+
- FIELDWORK: MARCH - MAY 2019

Ipsos MRBI, an independent research agency, conducted a face-to-face customer satisfaction survey amongst the general public on behalf of the R.E.U, Department of Public Expenditure and Reform. A nationally representative sample of adults aged 18+ were interviewed. Quotas were set by age, gender, region and social class. Fieldwork took place in March, April and May of 2019.