



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

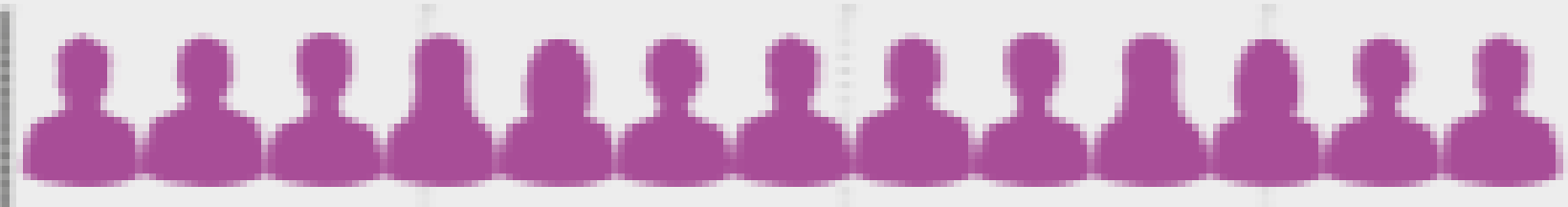


Engagement and trust across the civil service


Robert Watt
Secretary General



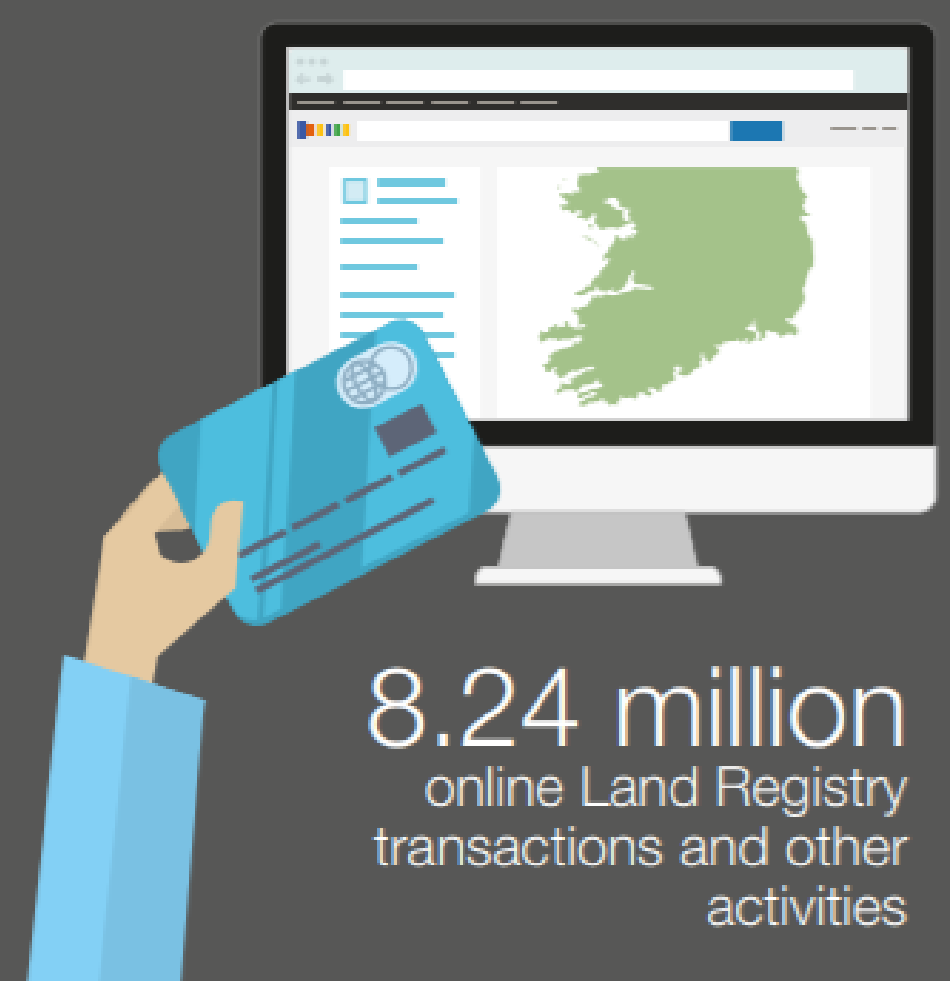
Civil Service: 38,483





80.7 million payments made to
2.1 million million beneficiaries of Social Protection schemes



15 million customer contacts with the Revenue Commissioners, of which 10 million (67%) were online



8.24 million online Land Registry transactions and other activities



131,500 applications processed under the Basic Payment Scheme (77% online)



733,100 passports issued



575,000 driving licences issued



10,000 conferred with citizenship

Figures from 2017-2018
Source: OPS 2020

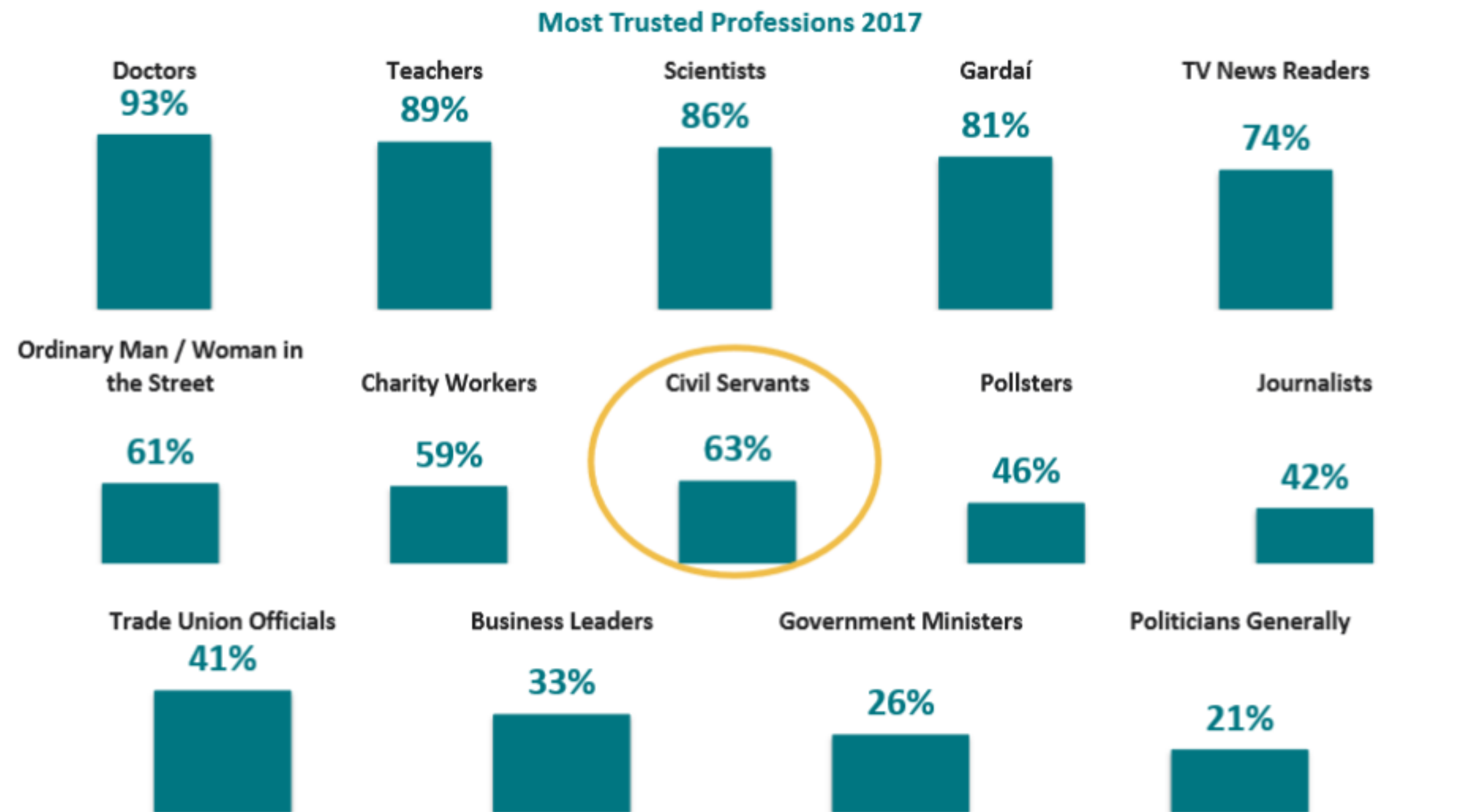


Trust in the civil service



Satisfaction

Veracity Index 2017 – Who Do We Trust The Most?



Source: Ipsos MRBI Veracity Index Q1 2017

Public customers

Overall Satisfaction With Service*



Business customers



Q. Now I will read you a list of different types of people. For each would you tell me if you generally trust them to tell the truth, or not?

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Transparency and trust in our processes



BARRIERS

- CONFIDENCE**
YOUNG CITIZENS HAVE MORE EXPERIENCE USING THE INTERNET BUT LESS EXPERIENCE ENGAGING WITH GOVERNMENT SERVICES
'I AM SCARED... I DON'T UNDERSTAND THE FORMS'
- SIGNPOSTING TO ONLINE SERVICES**
3 OUT OF 4 CITIZENS BELIEVE THAT IF ONLINE GOVERNMENT SERVICES WERE EASIER TO FIND, THEY WOULD BE MORE INCLINED TO USE THEM
- DIGITAL LITERACY**
24% OF 65 YEAR-OLDS COMPARED WITH 1% OF 15-24 YEAR-OLDS ARE UNCOMFORTABLE USING COMPUTERS
- MOBILE APPLICATION**
70% WOULD BE MORE INCLINED TO USE ONLINE GOVERNMENT SERVICES IF THEY WERE OPTIMISED FOR MOBILE DEVICES

65% OF CITIZENS WHO ACCESS THE INTERNET DO SO ON THEIR MOBILE PHONE

ENABLERS

- EFFICIENT USE OF TIME**
3 OUT OF 4 CITIZENS BELIEVE THAT USING ONLINE GOVERNMENT SERVICES IS AN EFFICIENT WAY OF MANAGING THEIR TIME
- ONE STOP SHOP**
83% OF CITIZENS AGREE THAT IT WOULD BE CONVENIENT TO HAVE ONE ONLINE ACCOUNT TO ACCESS GOVERNMENT SERVICES
- HELP AND SUPPORT**
69% OF CITIZENS AGREE THAT HAVING BETTER HELP WOULD BE USEFUL FOR USING ONLINE GOVERNMENT SERVICES

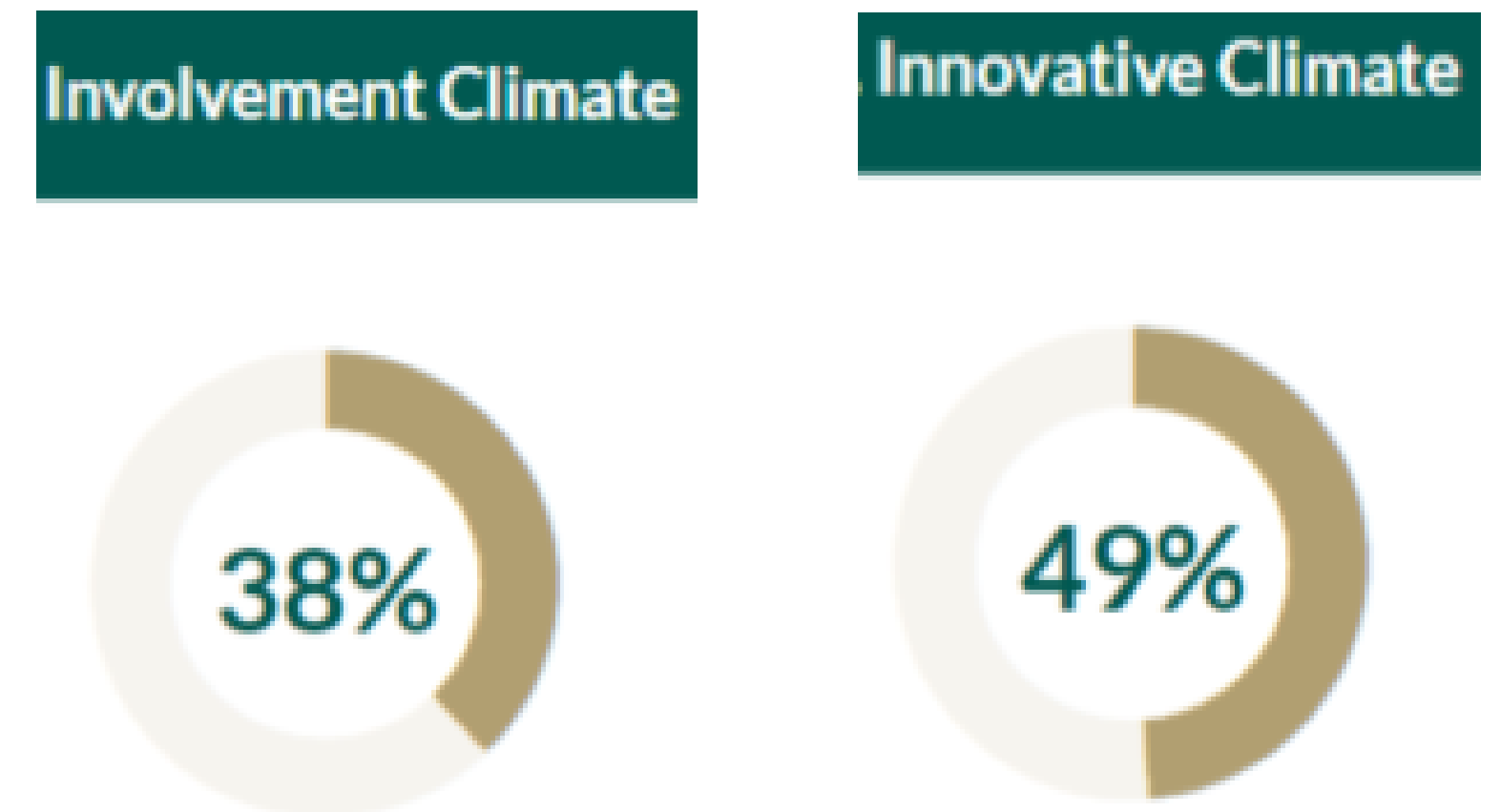
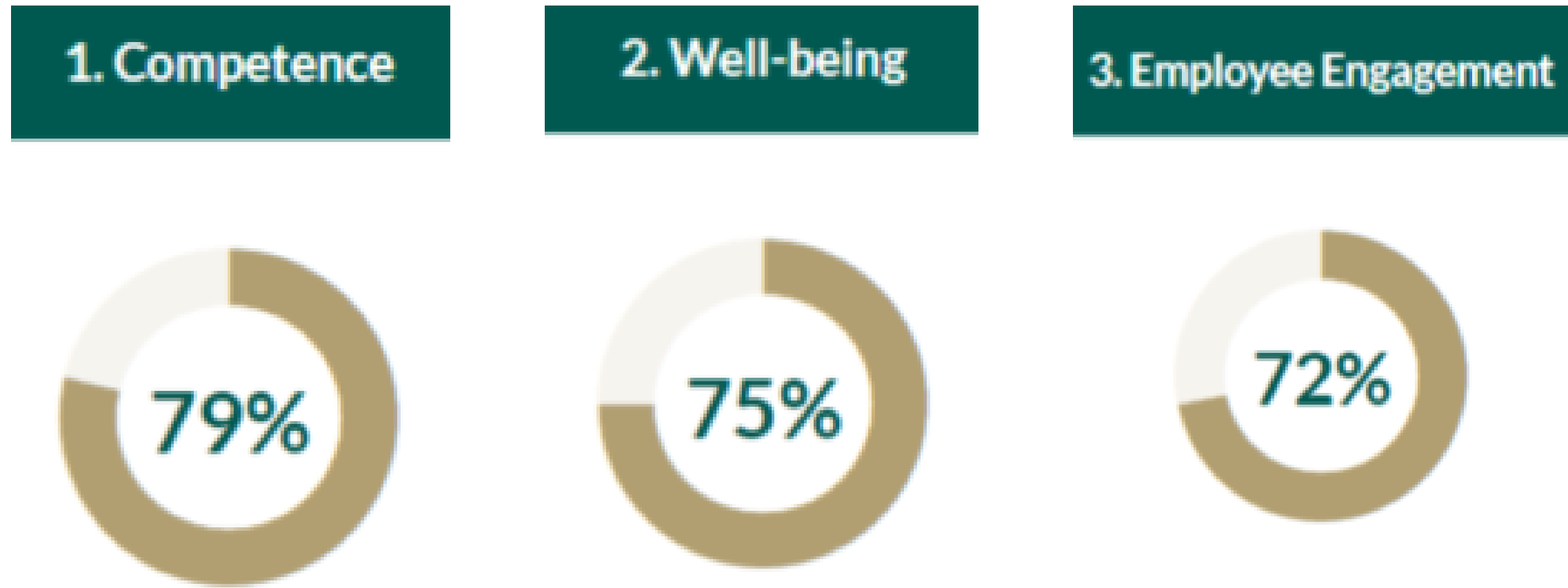


Civil service employee engagement



Top 3 positive results

Some challenging results





Trust, engagement and our people agenda



- Build innovative culture
- High performance standards
- Keep pace with change and public expectations
- Service delivery – both systems and our people
- Grow our talent through our people agenda

