

Summary Report

Civil Service Employee Assistance Service (CSEAS)

Survey to all Civil Servants (October 2013)

Background to the Survey

The Civil Service Employee Assistance Service was restructured as a centralised, regionalised, shared service within the Department of Public Expenditure and Reform in 2012. In order to seek feedback on awareness of and user satisfaction with the restructured Service, a survey of all Civil Servants was undertaken in October 2013.

Purpose of CSEAS Survey

- to establish the level of awareness and understanding Civil Servants have about the CSEAS, and
- to seek feedback from Civil Servants who have availed of the CSEAS since June 2012.

Table 1: Circulation of the Survey

| | |
|-------------------------------------|--|
| Number Surveyed | 31,000 (approx. by head count) |
| Circulation Method | Survey Monkey online survey tool circulated via HR Divisions to 38 Departments/Offices |
| Respondents | 4,647 |
| Respondents as % of number surveyed | 15% |
| No. of Line Manager Respondents | 1,596 (34% of respondents) |

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Key Findings

General



- 86% of respondents indicated awareness of the CSEAS
- 84% of respondents would consider using the CSEAS
- 64% of respondents said sufficient information on the CSEAS had circulated to them
- 14% of respondents had used the CSEAS; roughly 1 in 7 who completed the survey
- 87% of those who had used the CSEAS indicated they would use the Service again
- Respondents who had used the CSEAS indicated the following satisfaction levels with the quality of the service received:
 - 94% satisfied with face-to-face appointments
 - 93% satisfied with telephone consultations
 - 84% satisfied with support in managing/resolving the issue(s)
 - 90% satisfied with their experience of being listened to, understood and assisted
- 91% of those respondents who had made contact with the restructured CSEAS indicated satisfaction with the quality of the response received to telephone calls, emails and/or letters to the CSEAS

Line Managers

The survey also sought additional feedback from respondents who are also line managers to determine their:

- familiarity with options for line managers using the CSEAS
- familiarity with options of consulting with and referring to the CSEAS
- satisfaction levels with CSEAS service delivery having used the CSEAS

1,596 line managers responded to the survey

See Table 2 below for statistical data.

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Table 2: Line Managers' Feedback

| Consultation/ Referral | Familiar with Option | Familiarity with Procedure | Usage of Consultation/ Referrals | Satisfaction with Service (of those who used it) |
|------------------------------------|-------------------------|-------------------------------|--|--|
| Consultation with the CSEAS | 56% | * | 19% | 89% |
| Suggested Referral to the CSEAS | 71% | * | 23% | 90% |
| Formal Referral to the CSEAS | 45% | 19% | 7% | 86% |
| *Not asked in survey | | | | |

Respondents' Feedback and Suggestions

Feedback on service delivery and suggestions for service improvement were sought. Qualitative responses can be grouped into the following themes:

1. Communications

A high level of the feedback and suggestions focused on increasing awareness and understanding of the role and confidentiality of the CSEAS. Suggestions included:

- 1.1. Increase in circulation of CSEAS publications and communications to individual Civil Servants
- 1.2. Heightened visibility of EAOs on the ground through on-site visits and presentation delivery
- 1.3. An enhanced CSEAS website
- 1.4. Wider circulation of CSEAS posters
- 1.5. Consideration be given to a CSEAS newsletter

2. The role of the CSEAS in supporting the line management function

Suggestions included:

- 2.1. More information on the role of the CSEAS in this regard
- 2.2. More information on the referral options and the procedures for same

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Service User Expectations

Feedback from some respondents indicated a gap between their expectations of the CSEAS and the service available within the remit of the CSEAS.

CSEAS Action Plan Resulting from Findings

1. Refine the CSEAS Communications Strategy to increase visibility and publicity utilising:
 - 1.1. Increased circulations by e-mail, via HR Divisions, to all Civil Servants
 - 1.2. EAO on-site visits and on-the-ground linkages
 - 1.3. Presentations, leaflets, feature articles and CSEAS website
2. Seek opportunities to contribute to line manager awareness of the CSEAS role in supporting the line management function by:
 - 2.1. Participation, where possible, at line manager training courses
 - 2.2. Developing on-the-ground linkages with line managers
3. Manage service user expectations:
 - 3.1. Explain the role of the CSEAS in communications and at one-to-one meetings.
4. Enhance CSEAS website



Thank you to all who participated in this survey

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