

HIGH CUSTOMER SATISFACTION WITH WRC

The results of the first annual customer survey of the Workplace Relations Commission (WRC) provide tangible evidence that its establishment has been welcomed by its users and that overall satisfaction and its service provision is high, according to its Director General Oonagh Buckley.

The Director General of the Workplace Relations Commission (WRC) has described their first annual customer survey as “an important element of our continuous improvement process and the positive outcomes are welcome and we must work hard to maintain these standards”.

However, Oonagh Buckley also claimed that the survey and their regular interactions with stakeholders “more generally indicate areas where we need to press ahead and improve service delivery further”, which she added were priority for the next 12 months.

Levels of satisfaction amongst those who had engaged with the Conciliation Service were very high (90%), driven by the professionalism, ability, skills, understanding of the issues and the impartiality of the WRC Conciliation team.

Overall ratings of the inspection process were high; 91% of respondents were very impressed with the professionalism of the Inspectorate, 85% viewed it as impartial, 83% said they had a better understanding of employment legislation post-inspection and over half of non-compliant employers became compliant voluntarily very quickly thereafter.

Amongst those who had engaged with the Advisory Service satisfaction with the service, the process and the staff were all high, with the vast majority satisfied and, should the need arise, will use the service again.

Meanwhile, customer satisfaction with the telephone service was high with over 90% in all cases satisfied with the service provision, clarity and usefulness of information provided, and the knowledge base of the staff.



WRC's Director General Oonagh Buckley.

IMPARTIAL MEDIATION

The Mediation Service was considered impartial by over 80% of users and two in three users were happy with the service received – albeit this was influenced by the outcome.

Satisfaction rates for those who experienced a positive outcome of the mediation process was noticeably higher.

Users expressed the view that an increased offering by the WRC – particularly face-to-face

mediation – would be welcome.

Similarly, user experience of adjudication outcome appeared to influence user perception. In this regard, 56% were satisfied with their overall experience of the Adjudication Service.

Adjudicators generally were positively rated, with seven in ten service users rating them and the staff as ‘professional’ and three rating them positively for impartiality regardless of outcome.

However, some concern was expressed with regard to the time lapse between hearing and decision, the need to revamp the online complaint form, and increased consistency of outcomes in terms of decisions. Overall, 56% were satisfied with their experience of using the www.workplacerelations.ie website.

The Department of Business, Enterprise and Innovation (DBEI) plays a key role in implementing the Government’s policies of stimulating the productive capacity of the economy and creating an environment which supports job creation and maintenance. The Department also has a remit to promote fair competition in the marketplace, protect consumers and safeguard workers.