Citizens Information Board Digital Strategy Survey ⸙

The Citizens Information Board (CIB) provides the citizensinformation.ie website and funds and supports twenty-two companies to deliver a range of services. These companies are:

- Eight regional Citizens Information Services
- The Citizens Information Phone Service
- Eight regional Money Advice and Budgeting Services (MABS)
- National Traveller MABS
- MABS Support
- The National Advocacy Service for People with Disabilities (NAS)
- The Sign Language Interpreting Service (SLIS)
- Register of Irish Sign Language Interpreters (RISLI)

CIB's strategy commits to supporting and promoting face-to-face services and to developing a new digital strategy. CIB is conducting this survey to gather insights that will help us design a digital strategy that will complement our in-person and telephone services.

Please note - unless you provide your details this survey is completely anonymous. None of the questions are mandatory. To find out how we use your information when you fill in a CIB survey, read our privacy notice: https://www.citizensinformationboard.ie/downloads/data_protection/data-protection-notice-for-consultations-and-surveys.pdf
The survey should take approximately 5 minutes to complete.

About You

1. Do you live in Ireland?

○ Yes

○ No

2. What age are you?

○ Under 18

○ 18 - 25

○ 26 - 35

○ 36 - 45

○ 46 - 55

○ 56 - 65

○ 66 - 75

○ 76 - 85

○ 86+

3. What is your current situation?

- [ ] Employed full-time
- [ ] Employed part-time
- [ ] Homemaker
- [ ] Self-employed
- [ ] Unemployed
- [ ] Student
- [ ] Retired
- [ ] Other

4. Do you have access to a good internet connection?

- ( ) Yes
- ( ) No

5. How often do you use the internet or go online?

- ( ) Several times a day
- ( ) Once a day
- ( ) A few times a week
- ( ) Once a week
- ( ) Rarely

6. How confident are you using the internet / online services? For example, email, social media, shopping, banking or applying for services.

- ( ) Very Confident
- ( ) Confident
- ( ) Somewhat Confident
- ( ) Not Confident at All

7. Rank the following devices based on how often you use them to access the internet, with the top being the most used and last being the least used.

Desktop computer

Laptop computer

Smart phone

Tablet

8. Do you currently use any supports to access online services?

☐ No

☐ Assistive technologies, for example, screen readers

☐ Language or translation services

☐ Assistance from another person

☐ Other

Citizens Information Board Websites

9. What type of online resources do you use to find information or support?

☐ Search engines

☐ Online forums

☐ Government websites

☐ Social media

☐ I do not use online resources

☐ Other

10. If you have used www.citizensinformation.ie, how does it compare to other online information sources?

◯ Better

◯ Same

◯ Worse

◯ I have not used www.citizensinformation.ie

11. Did you find www.citizensinformation.ie easy to use?

◯ Yes

◯ No

◯ I don't know

12. If you have used www.mabs.ie, how does it compare to other online information sources?

◯ Better

◯ Same

◯ Worse

◯ I have not used www.mabs.ie

13. Did you find www.mabs.ie easy to use?

○ Yes

○ No

○ I don't know

14. What features or tools could improve these websites for you?

☐ Enhanced search function

☐ Greater compatibility with assistive technologies

☐ Mobile app with offline functionality

☐ Translation options for multiple languages

☐ Visual aids such as icons or images to guide navigation

☐ Other

CIB-Funded Services

15. Have you used CIB-funded services ?

    (Select all that apply)

    ☐ No

    ☐ Citizens Information Services (CIS)

    ☐ Citizens Information Phone Service (CIPS)

    ☐ Money Advice and Budgeting Services (MABS)

    ☐ National Advocacy Service for People for Disabilities (NAS)

    ☐ Sign Language Interpreting Service (SLIS)

    ☐ Register of Irish Sign Language Interpreters (RISLI)

Communication and Engagement

16. How would you prefer to access CIB-funded services?

Please select at most 4 options.

- [ ] Drop-in service
- [ ] Appointment service (in person)
- [ ] Virtual appointments (for example, Zoom)
- [ ] Telephone appointment
- [ ] Instant messaging system (for example, WhatsApp)
- [ ] Webchat
- [ ] Mobile app
- [ ] Social media
- [ ] Other

17. What features would you find helpful when accessing CIB-funded services?

Please select at most 4 options.

- [ ] Mobile app
- [ ] Online appointment booking
- [ ] Appointment reminders
- [ ] On demand virtual access to Sign Language Interpreters
- [ ] Podcasts
- [ ] Information videos
- [ ] Social media posts
- [ ] Other

18. When is the most convenient time for you to access CIB-funded services?

- [ ] Weekdays between 9am – 5pm
- [ ] Lunchtime (12pm – 2pm)
- [ ] Evenings after 5pm
- [ ] Weekends
- [ ] No preference

19. What would be the best way to keep you informed about our services?

Please select at most 6 options.

- [ ] Collaboration with local organisations or charities

- [ ] In app notifications

- [ ] Instant messaging system, for example, WhatsApp

- [ ] Local information events

- [ ] Newspaper advertisements or articles

- [ ] Posters in public spaces, for example, libraries, GP offices

- [ ] Social media

- [ ] TV and radio campaigns

- [ ] Website

- [ ] Other

Trust in Digital Platforms

20. How confident are you in the security of your personal data when accessing services online?

○ Confident

○ Not confident

○ Not sure

○ It depends on the service

21. What makes you feel most confident using online platforms?

Please select at most 5 options.

☐ Clear privacy policies

☐ Compatibility with assistive technology

☐ Downloadable app

☐ Encrypted connections (lock symbol)

☐ Frequency of new content

☐ Independent certifications, for example, ISO certifications

☐ Positive user reviews and ratings

☐ Reliable performance

☐ Transparent data usage policies

☐ User-friendly design

☐ Other

22. Thank you for completing this survey. Have you any final thoughts on how we can improve online services to the public?