

Social services



ŠKODA AUTO Nadační fond

Quantitative research in Mladá Boleslav Region
Representative sample (weighted), 460 respondents
Data collection: November, 2020 – February, 2021



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42% of people are satisfied with social services in the Mladá Boleslav Region.

Satisfaction



People are satisfied with the regional **social services**. Compared to the previous wave, level of satisfaction is higher.

Positive drivers of satisfaction



Satisfaction is **driven** mainly by *focus on important issues* and *good staff*. **Compared to 2019**, the focus on important issues is better. Availability of health care has also improved.

Negative drivers



The shortage of some social services and limited capacity have a tendency to decrease satisfaction.

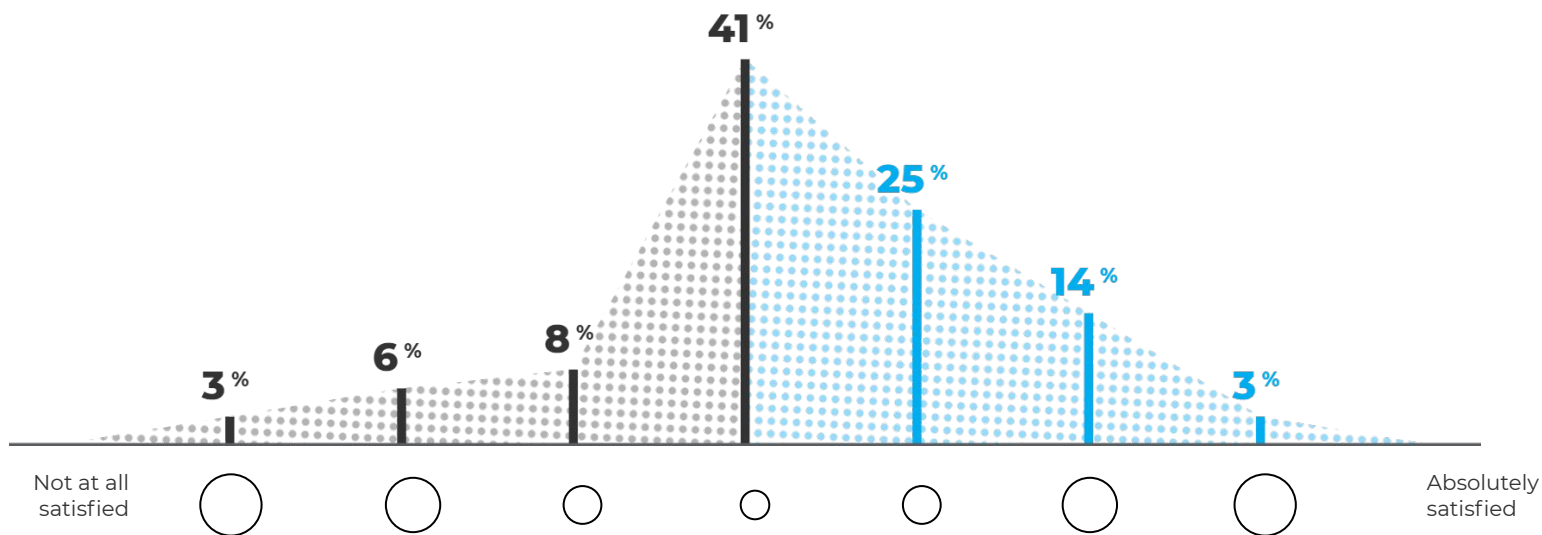


1 | Satisfaction with social services



42% are satisfied with social services, while 17% are dissatisfied.

There is a big improvement compared to 2019 during which only 31% of people were satisfied.



17% feel there is an improvement compared to last year.

Compared to last year's situation in social services:

It is better today



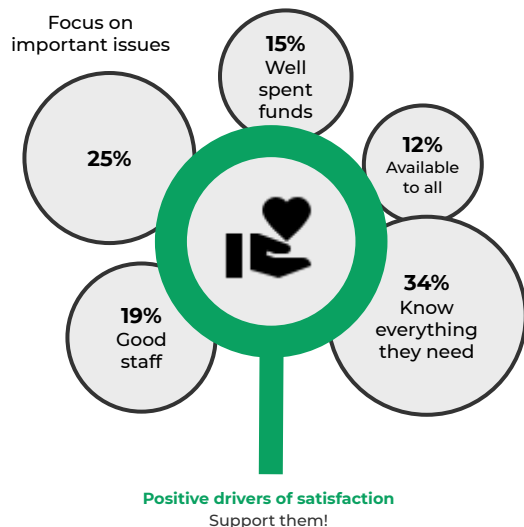
It is the same



It is worse



Satisfaction is mainly driven by *focus on important issues* and *good staff*.

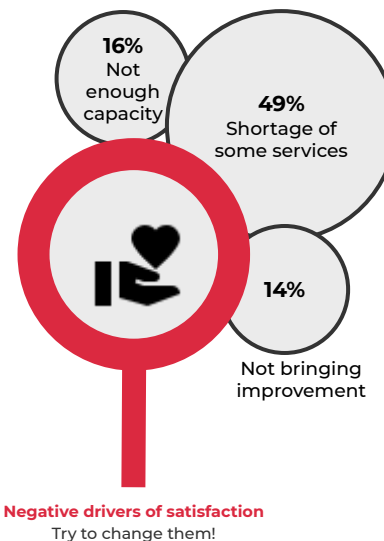
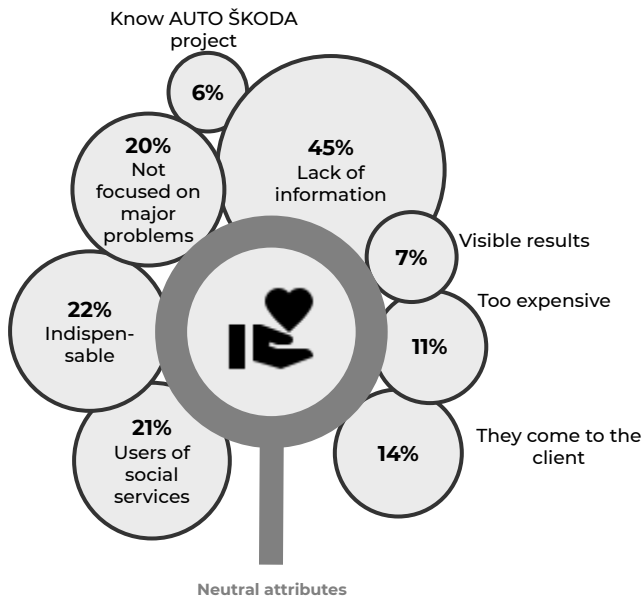


The **model** shows which issues influence the satisfaction with social services - in other words, people who have those attitudes are more satisfied than the ones who do not have those attitudes. For example, people who think that social services focus on important issues are more satisfied than the others.

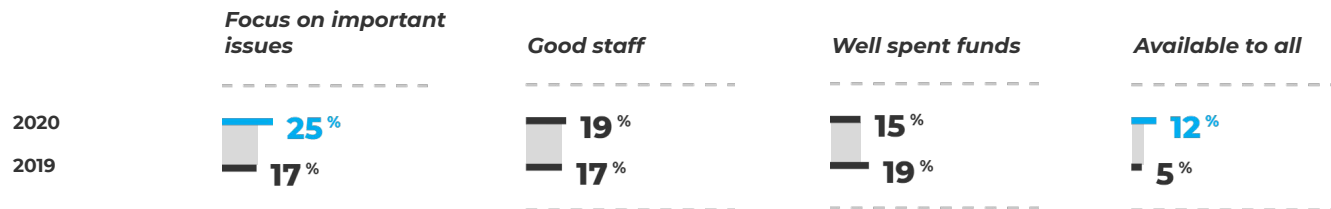
This makes the attribute a driver that should be supported.

Shortage of some social services and limited capacity decrease satisfaction.

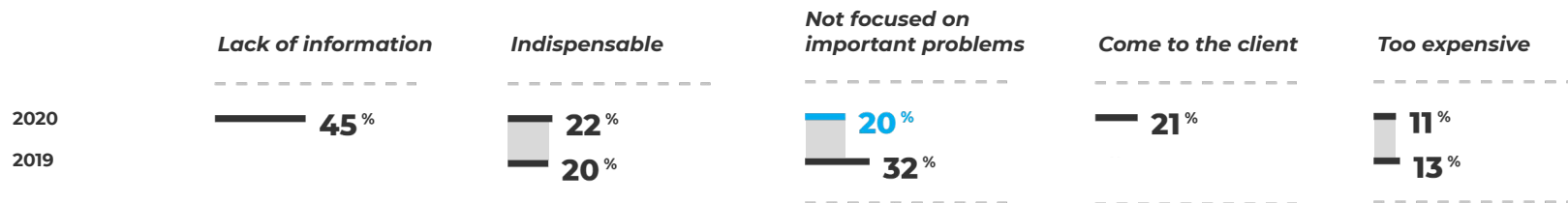
Lack of information does not improve or worsen satisfaction.



Positive drivers: People see improvement in focus on important issues and availability of social services.

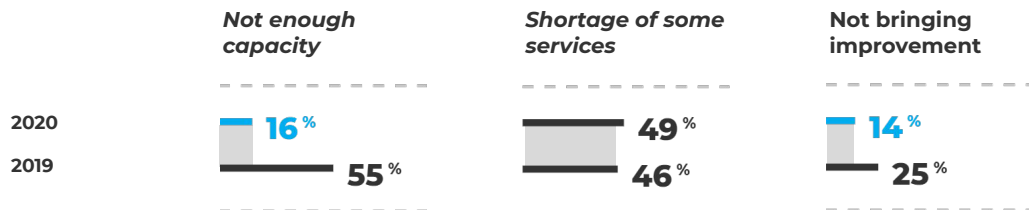


Neutral drivers: People notice smaller focus on *unimportant issues* compared to 2019.



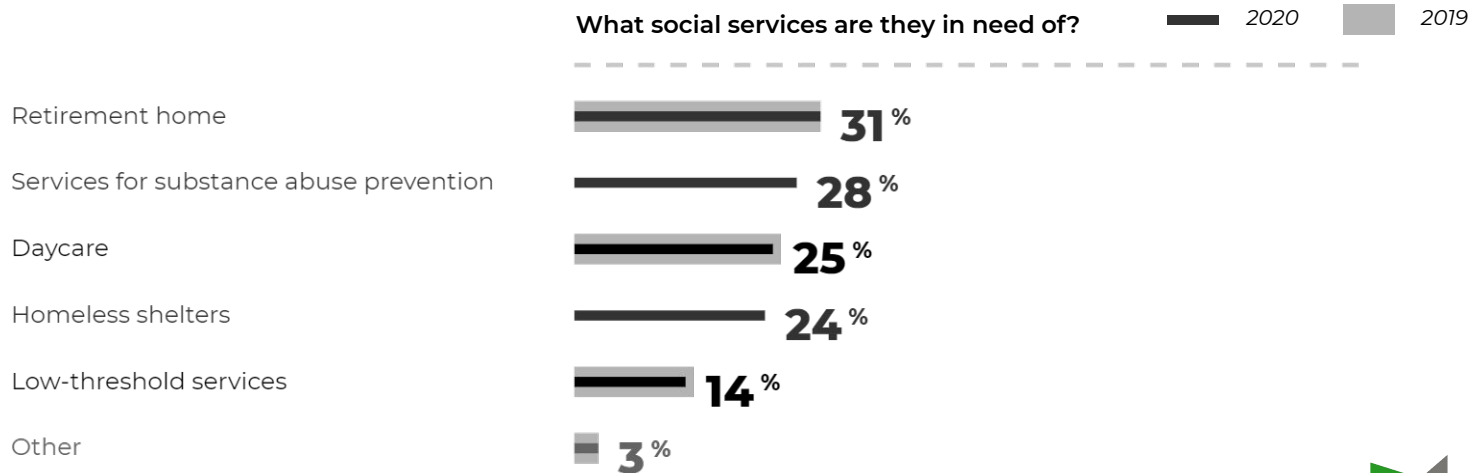
Negative drivers: There is a smaller shortage of capacities than in 2019.

Also, less people think that social services do not bring improvement.



Detail: People lack retirement homes the most.

One quarter of people thinks there should be more drug prevention centers and homeless shelters - this opinion is more common among people between 18 to 29 years old. People lack other social services to the same extent as in the year 2019.



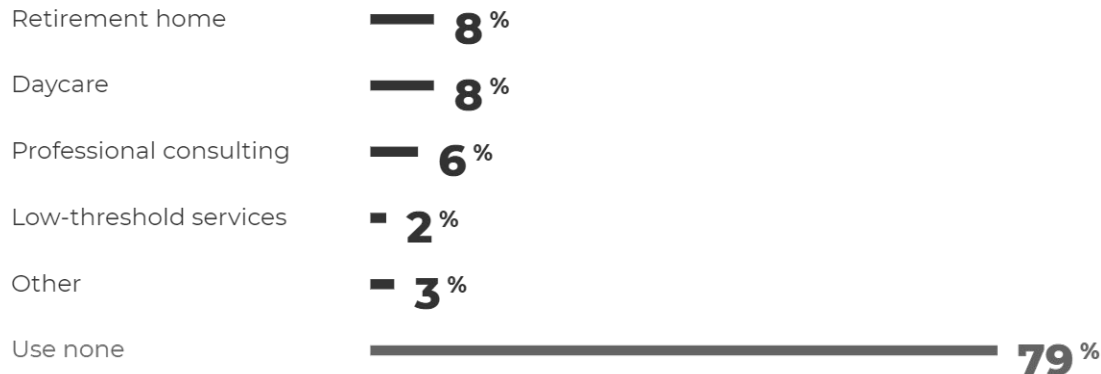
*Drug prevention and homeless shelters were not examined in 2019.

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Detail: 21% respondents or their relatives use some social services.

58% of them are satisfied with the services they use; 30% have neutral emotions towards them.

Do they or their relatives use any social services?



2 | Information about social services



Information: One third of people has enough information about social services.

It is more common among people over the age of 50.

Do they have enough information about social services?

They know everything they need.



They want more information.



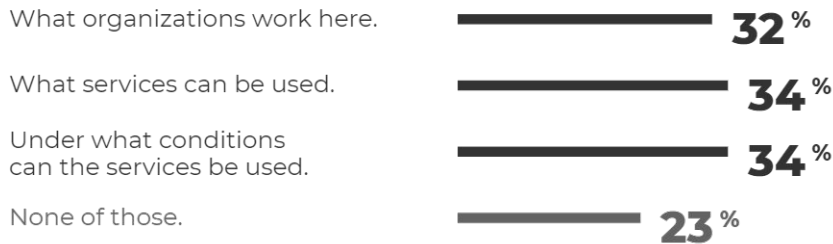
They are not interested at all.



Information: One third of people lack some information.

People are in need of information about how organizations work, what services they provide and under what conditions they provide them.

What information about social services in their region are they in need of?



*Those who are interested in the information about social services have been asked about this.



Information: 62% search for information about social services via a browser.

The youngest age group uses all of the undermentioned to a lesser extent.

Where do they look for information about social services?

Search engine (Seznam.cz, Google)

62 %

Websites of specific social organizations

38 %

Municipal websites

27 %

Register of social service providers

11 %

Other

1 %

*Those who are interested in the information about social services have been asked about this.



3

ŠKODA AUTO's Projects



Only 10% know about ŠKODA AUTO's grand programme - Crisis Fund.

Do they know ŠKODA AUTO's grand programme - Crisis Fund?

They know about it.

— 10 %

This is the first time they have heard of it.

————— 90 %



The majority perceives the project positively.

What do they think about the Crisis Fund?

Great! More such projects



Quite beneficial



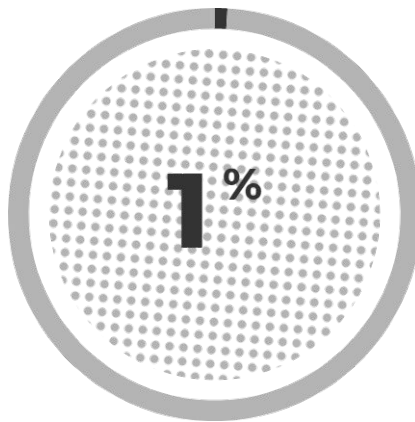
It has no impact



Only 1% assigned it correctly to ŠKODA AUTO.

Only 2 people assigned it to ŠKODA AUTO endowment fund.

Who finances the Crisis Fund?



Social services are perceived as better than in 2019.

People are rather satisfied with social services in their region.

42% of people are satisfied with healthcare in their region. Men are more satisfied. Compared to the previous wave, level of satisfaction is higher.

Satisfaction with social services is improved mainly by focus on important issues and good staff. Compared to 2019, focus on important issues as well as availability of healthcare has improved.

Dissatisfaction is caused mainly by lack of some social services and limited capacity. Shortage of some social services is perceived worse than in 2019. On the contrary, limited capacity has improved. Keep it up and provide social services that people are in need of.

Lack of information does not improve or worsen satisfaction. One third of people has enough information about social services. 38% of people want to have more info about social services. People tend to search for information about social services mainly through their search engine or on websites of specific social organizations. Try to improve and clarify the system of information about social services. This can lead to higher satisfaction.

Missing information is most often related with what types of organizations work here, what services can be used and under what conditions social services can be used.





It was a pleasure.



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Eva Jaderná

730 803 161 | eva.jaderna@savs.cz

Lenka Chudomelová

731 228 449 | lenka.chudomelova@behaviorlabs.com