# Government Satisfaction Report Q2'25

*8th July 2025*

## SME SATISFACTION WITH GOVERNMENT PERFORMANCE FURTHER DECLINES

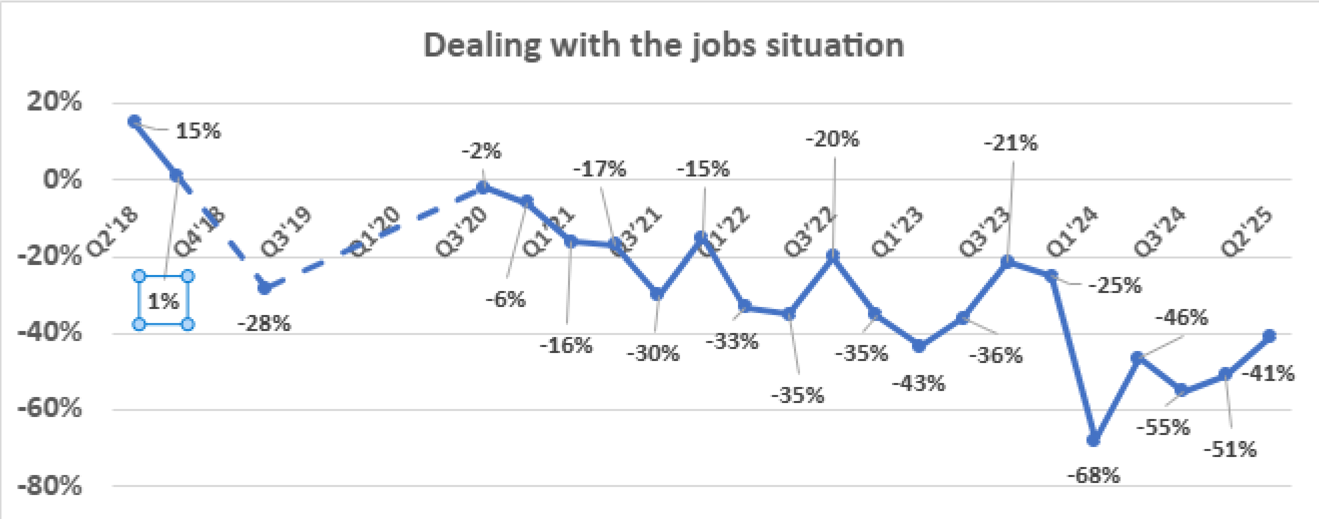
- **Medium-sized enterprises (50+ employees) least satisfied with government (-60%).**
- **Small-sized businesses (1-10 employees) most satisfied with government performance (-46%).**
- **Government's handling of banking situation declines.**
- **Services and retails sectors least satisfied with government performance (-54%).**

**ISME, the Irish SME Association**, today (8th July) released its Government Satisfaction Report for Q2'25. ISME emphasises the need for greater action on business costs and access to finance. This report examines government satisfaction in key areas for the SME sector; 'Jobs', 'Banking', 'Economy' and 'Business Costs'.

This report was generated using data from our Q2'25 business trends survey, published in the second week of June 2025. There were 132 SME respondents, 41% of whom employ less than 10; 48% employ between 11 and 49; and the remaining 11% employ between 50 and 250. Geographically, 30% are from Dublin; 63% are spread across the rest of the country; and 7% have multiple sites.

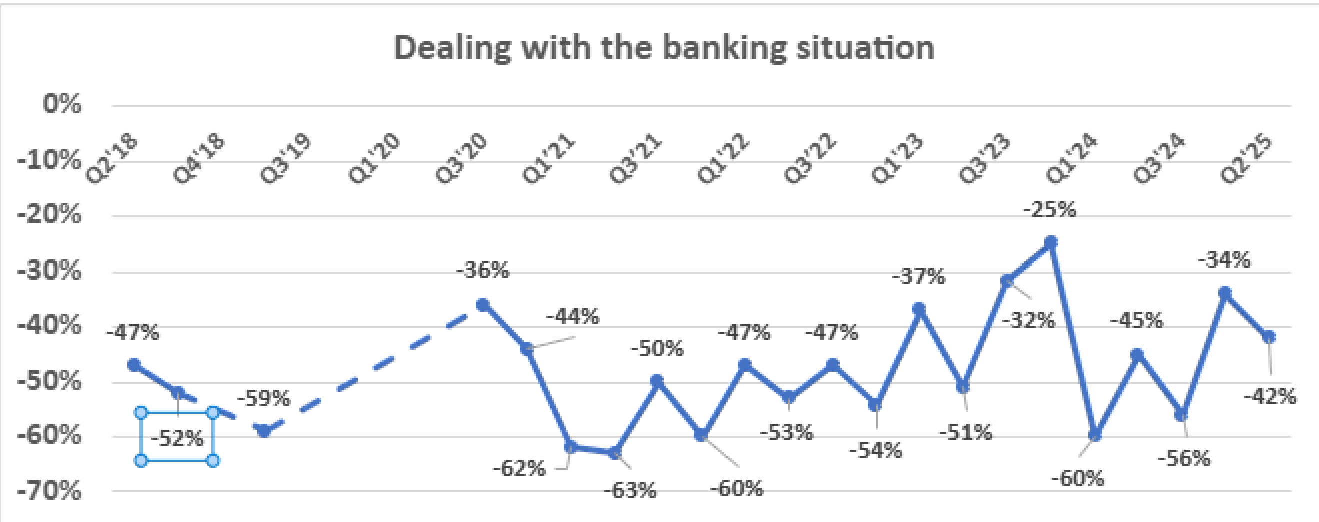
### Dealing with the job situation:

The trend of the Government's handling of the job situation rose this quarter from -51% to -41%. SMEs are still running having difficulty with retaining current staff and attracting new employees.



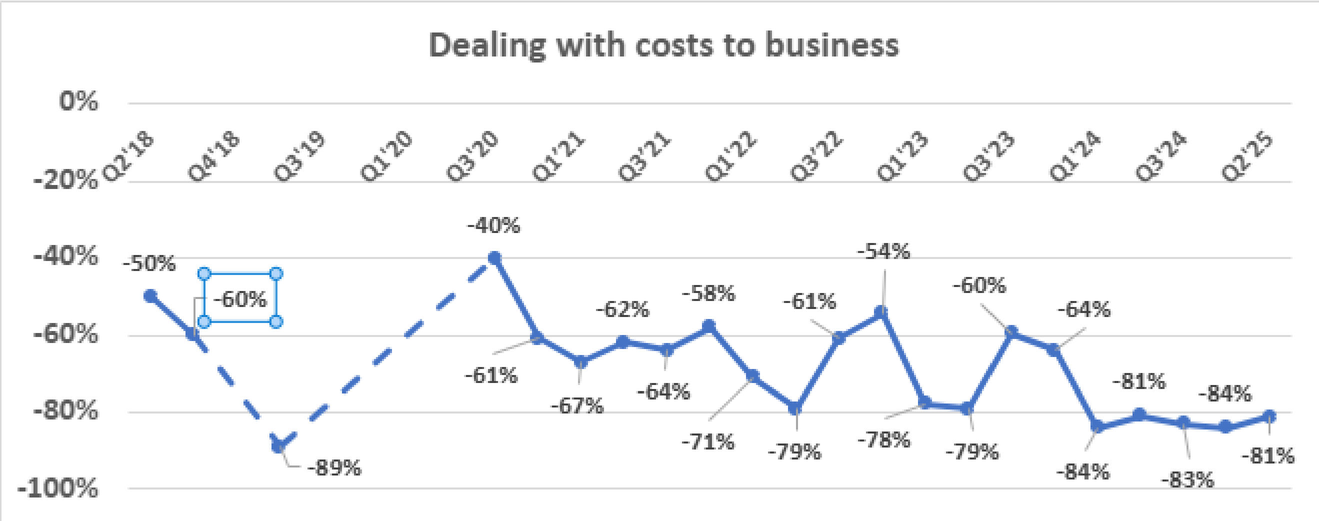

**Dealing with the banking situation:**

Banking, access to finance and the government's handling of the banking situation persists as one of the biggest sources of dissatisfaction for many small and medium enterprises. This trend fell by 8% this quarter, decreasing from -34% in Q4'24 to -42% in Q2'25. It must be reiterated that until a change occurs in the dependence on the three main financial institutions in this country, this persistent trend around banking will likely persist.



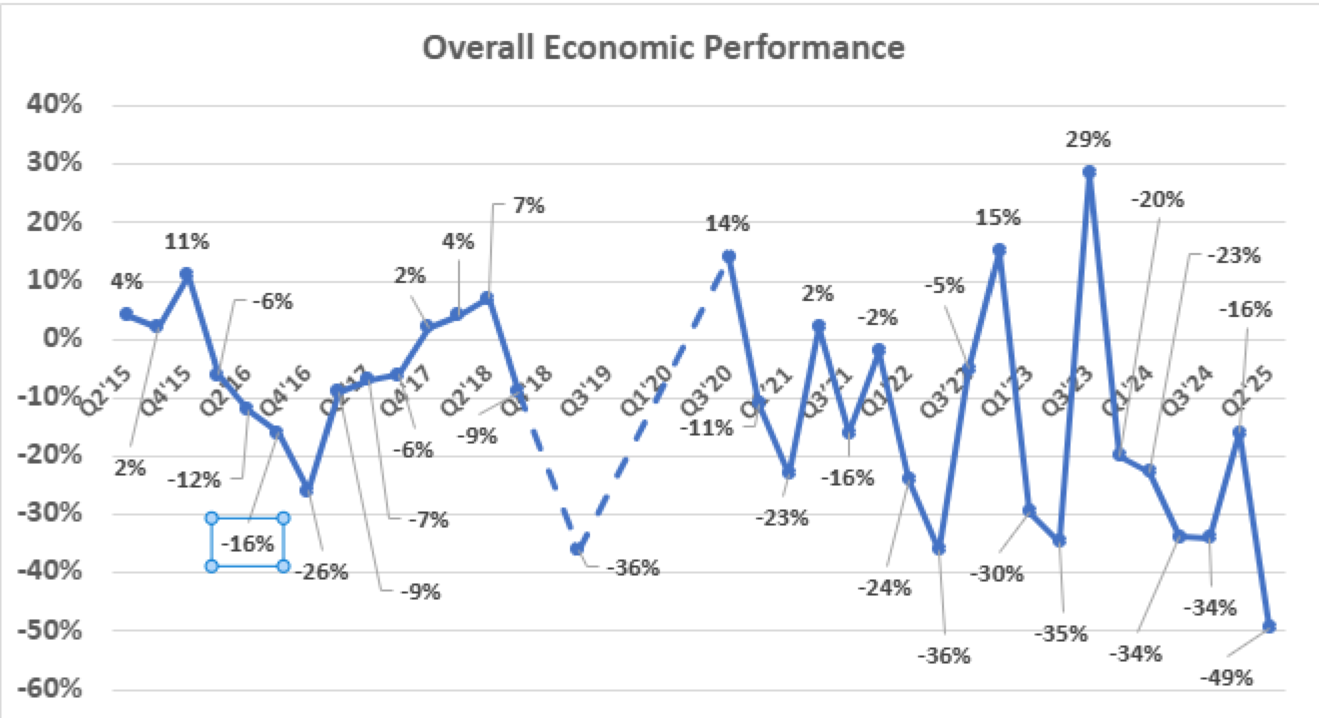
**Dealing with the costs to business:**

Business cost satisfaction has been a consistent worry for SMEs. This trend has remained approximately level for the past year, a trend that persists this quarter, with only a slight increase of 3%.




**Overall Economic Performance:**

The overall economic performance of the government, based on the responses of our SMEs, shows a decline from Q4’24.



**Summary Data:**

| Q1'24 | SME Size | | |
|---|---|---|---|
| | Micro (1-10) | Small (10-50) | Medium (50+) * |
| **Jobs** | -41% | -59% | -60% |
| **Banking** | -51% | -33% | -60% |
| **Economy** | -44% | -38% | -60% |
| **Costs to business** | -78% | -88% | -60% |
| **Overall Economic Performance** | -53% | -46% | -60% |

| Q1'24 | Sector | | |
|---|---|---|---|
| | Manufacturing | Services | Retail * |
| **Jobs** | -10% | -38% | -17% |
| **Banking** | -20% | -46% | -17% |
| **Economy** | -47% | -23% | -50% |
| **Costs to business** | -81% | -69% | -83% |
| **Overall Economic Performance** | -30% | -54% | -54% |

**NOTE:**

The satisfaction ratings in this report are made up from five specific responses to a question on the Government's performance in dealing with Jobs, Banking, Business Costs the Economy and Overall performance. The results are based on simple balances of the differences between positive and negative responses, for example the negative balance for Jobs means that a greater percentage of respondents were unsatisfied with the Government's performance on the Jobs issue.

**ENDS.**

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**Note to Editors:**

**This survey was conducted in the the second week of June 2025, covering the second quarter of 2025. There were 132 SME owner manager respondents. The results presented in this report are calculated as the aggregate response to a survey question, i.e., the sum of all positive and negative responses. For example, a survey question may ask: "Have you increased or reduced investment in your company in the last 12 months?". The breakdown of responses is as follows: 51% "Increased", 39% "Remain Same" and 13% "Decreased". The aggregate response to this question is calculated as the sum of the positive and negative sentiment expressed in the question: 51% - 13% = 38%. The neutral response, "Remain Same" is not considered.**

*** Summary data based on a very small sample size.**