



Job-Matching

to address

Careers



QUALITY EMPLOYMENT

# ANNUAL EMPLOYER SURVEY REPORT 2016

## PURPOSE

On the 28 March 2017, 87 emails were sent to employers regarding the 2016, Annual Employer Survey. Employers were emailed the link to Survey Monkey to complete the survey online. There were 198 placements to 31/12/2016, however, surveys are not sent to employers if: it is a BIZLINK job; a self-employed job; a Job Start survey has recently been sent (i.e. < 3 months); the client was suspended; the client was not disclosing that they are registered with BIZLINK. Once those not to be included are removed from the email list, there were 127 placements (a number of employers employ more than one client).

7 surveys were returned of the 87 employers emailed. The 7 responses accounted for 18 placements. The square root of 87 (number of emails sent) is 9 and of 127 (number of placements) the square root is 11. The return rate was disappointing, in that, employers were conveniently emailed using a well-known survey format (Survey Monkey) and given the chance to win a draw prize of a \$100 gift voucher. The sample of 7 employers and 18 placements is, however, considered a valid return rate (with reference to procedure 18, sample size, JAS-ANZ). The returned surveys supply the information used in this report.

The “employer” may be a manager, supervisor or co-worker and may also be referred to as a “respondent” or “participant”.

In order to maintain confidentiality, where BIZLINK staff are mentioned in the survey, ‘BIZLINK employee’ is denoted. Where clients are mentioned in the survey, ‘client’ has been denoted. Where employers are mentioned in the survey, ‘employer’ has been denoted.

### Q1. Your details (these questions are optional but are needed for prize draw entry)

Answer Options	Response Percent	Response Count
Employer Name	100%	7
Employee Name	71%	5
Your Name	100%	7
Your Position	100%	7
Preferred Contact Details (mob/email)	100%	7
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>0</b>

### Q2. Can BIZLINK contact you to follow-up the contents of your survey?

Answer Options	Response Percent	Response Count
Yes	100%	7
No	0%	0
Any comments		0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>0</b>

**Q3. Has a Support Coordinator provided on-site support?**

Answer Options	Response Percent	Response Count
Yes	100%	7
No - and that's fine	0%	0
No - but I think the employee and / or coworkers would benefit	0%	0
Any comments		0
<i>answered question</i>		<b>7</b>
<i>skipped question</i>		<b>0</b>

**Q4. How helpful is the assistance provided by our Support Coordinator?**

Answer Options	Very unhelpful	Unhelpful	Neither unhelpful or helpful	Helpful	Very Helpful	N/A	Response Count
Understanding employee's duties	0	0	0	3	4	0	7
Knowing employee's skills and abilities	0	0	0	3	4	0	7
Assisting employee to meet expected work performance	0	0	1	2	3	1	7
Communicating with coworkers	0	0	1	3	3	0	7
Responding to employer needs	0	0	0	3	4	0	7
Frequency of on-site visits	0	0	1	2	3	1	7
Overall assistance	0	0	0	4	3	0	7
Any comments							2
<i>answered question</i>							<b>7</b>
<i>skipped question</i>							<b>0</b>

Number	Any comments
1	Client hasn't required a lot of support in the past, but when needed we do get the support required.
2	Great assistance all round

**Q 5. How satisfied are you with the assistance that our Support Coordinator is currently providing**

Answer Options	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A no on-site support required	Response Count
Employee support	0	0	0	2	5	0	7
Coworker support	0	0	0	2	3	2	7
Communication	0	0	0	2	5	0	7
Frequency of visits	0	0	0	4	3	0	7
Overall Satisfaction	0	0	0	3	4	0	7
Any comments							0
<i>answered question</i>							<b>7</b>
<i>skipped question</i>							<b>0</b>

**Q6 If you required another employee, would you employ through BIZLINK?  
(please note this puts you under no obligation)**

Answer Options	Response Percent	Response Count
Yes	100%	6
No	0%	0
Any comments		2
<i>answered question</i>		<b>6</b>
<i>skipped question</i>		<b>1</b>

Number	Any comments
1	Only if required
2	Have employed 2 team members in last few weeks

**Q7. How satisfied are you with the employee's work performance?**

Answer Options	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	Response Count
Quantity	0	0	1	5	1	7
Quality	0	0	1	4	2	7
Communication	0	0	0	4	3	7
Attendance	0	1	0	3	3	7
Safety	0	0	0	5	2	7
Interpersonal skills	0	0	1	3	3	7
Overall Satisfaction	0	1	0	2	4	7
Any comments						2
<i>answered question</i>						<b>7</b>
<i>skipped question</i>						<b>0</b>

Number	Any comments
1	Client is restricted in what she can do and as she has got older she struggles physically a little bit more. She likes coming to work, is very communicative, positive and productive
2	Have 5 employees now, not all great but support from Bizlink is assisting with issues

**Q8. How likely is it that you would recommend BIZLINK to a friend or colleague?**

Not at all likely - 0	1	2	3	4	5	6	7	8	9	Extremely likely - 10	Response Count
0	0	0	0	0	0	0	4	1	1	1	7
<i>answered question</i>											<b>7</b>
<i>skipped question</i>											<b>0</b>

**Q9. Do you have any suggestions on how BIZLINK can improve our service to you or the employee?**

Answer Options	Response Count
	1
<i>answered question</i>	1
<i>skipped question</i>	6

Number	Response Text
1	Nil

## CONCLUSIONS

The aim of the annual employer survey is to provide employers with the opportunity to provide feedback and for us to ascertain what we are doing well and where employers suggest we could improve. With any such survey, it is important to take all opinions from the perspective of our employers and use their constructive feedback to improve our service. Where employers have disclosed contact details, and have raised concerns, these will be addressed individually. Where general concerns have been raised, BIZLINK will review procedures to improve service across the organisation.

The results from the Employer Survey show that the employers who responded to the survey have a positive view on their experience with BIZLINK:

- 100% find Support Coordinator assistance helpful
- 100% were satisfied with the assistance BIZLINK is currently providing
- 86% were satisfied with the clients work performance
- 100% were willing to employ another BIZLINK client

Overall, the survey indicates that the BIZLINK team of Support Coordinators are doing an effective job. A strong indicator of satisfaction is highlighted by 100% of employers who responded to this question being willing to employ another BIZLINK client.

Results from surveys such as these provide encouragement and suggest opportunities for improvement. BIZLINK endeavours to provide an excellent service. The Quality Review Committee will review this report to discuss strategies for service improvement.

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