



ANNUAL EMPLOYER SURVEY REPORT 2017

Job-matching | Training | Support | Careers

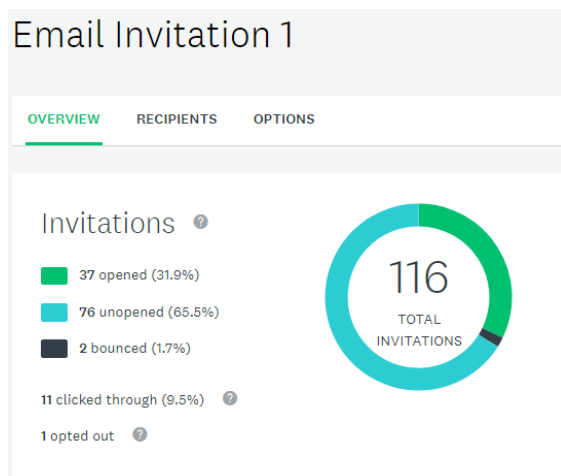
www.bizlink.asn.au

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PURPOSE

On the 23 April 2018, 116 emails were sent to employers regarding the 2017, Annual Employer Survey. Employers were emailed the link to Survey Monkey to complete the survey online. Surveys are not sent to employers if: it is a BIZLINK job; a self-employed job; a Job Start survey has recently been sent; the client was suspended; the client was not disclosing that they are registered with BIZLINK.

At the time data was extracted for the survey, 6 April 2018, there were 242 active placements with a start date prior to 01/01/2018. That is, the Annual Employer survey includes only current employers at the time of survey and excludes recent job starts (as employers receive the job start survey). Additionally, two were BIZLINK placements, 3 were self-employed (so their satisfaction is covered by the Client Survey), 2 exited whilst email data was being updated and 46 were listed as “no employer contact” so were excluded from the survey and 5 did not have an email address supplied. 116 employers that provided an email address had an active placement and client consent to contact were emailed the survey on 23 April 2018. Whilst these 116 employers provide 184 placements, employers with multiple placements, though encouraged to send one survey per placement, often send a single response covering the BIZLINK support. There is only one question (Q6. “How satisfied are you with your employee’s work performance?”) specific to an individual client’s performance, so much of the survey would possibly be repeated in terms of satisfaction with BIZLINK. Given that, the square root of 116 is 10.7.



7 surveys were returned of the 116 employers emailed. The 7 responses accounted for 10 placements. The square root of 116 (number of emails sent) is 10.7. 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 survey was also promoted on our Facebook page and in the Bizzybodies newsletter which provided the survey link. The sample of 7 employers and 10 placements is 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”.

Where deemed appropriate to maintain confidentiality, BIZLINK staff 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 Choices	Responses	
Employer Name	100.00%	7
Employee Name	100.00%	7
Your Name	100.00%	7
Your Position	100.00%	7
Preferred Contact Details (mob/email)	100.00%	7
	Answered	7
	Skipped	0

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

Answer Choices	Responses	
Yes	100.00%	7
No	0.00%	0
Any comments		0
	Answered	7
	Skipped	0

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

Answer Choices	Responses	
Yes	100.00%	7
No - and that's fine	0.00%	0
No - but I think the employee and / or coworkers would benefit	0.00%	0
Any comments		2
	Answered	7
	Skipped	0

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

	Very unhelpful	Unhelpful	Neither unhelpful or helpful	Helpful	Very Helpful	Total
Understanding employee's duties	0	0	0	1	6	7
Knowing employee's skills and abilities	0	0	0	1	6	7
Assisting employee to meet expected work performance	0	0	0	1	6	7
Responding to employer needs	0	0	0	0	7	7
Overall assistance	0	0	0	0	7	7
Any comments						1
					Answered	7
					Skipped	0

Number	Any comments
1	They have been very helpful
2	Dave is excellent

Q 5. How satisfied are you with the assistance the BIZLINK Support Coordinator is currently providing

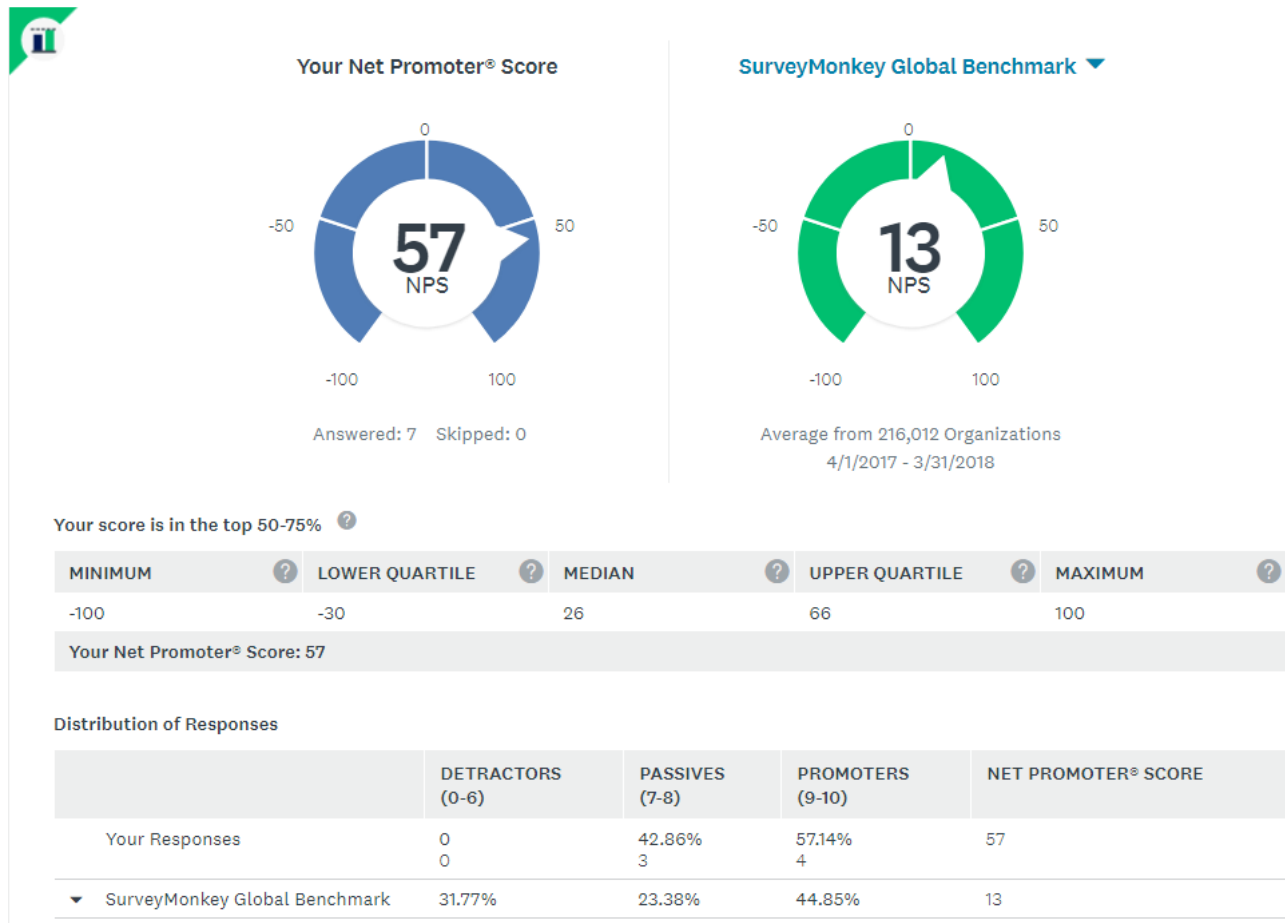
	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	Total
Employee support	0	0	0	1	6	7
Coworker support	0	0	0	2	5	7
Communication	0	0	0	1	6	7
Frequency of visits	0	0	0	1	6	7
Overall Satisfaction	0	0	0	1	6	7
Any comments						0
					Answered	7
					Skipped	0

Q6 How satisfied are you with your employee's work performance?

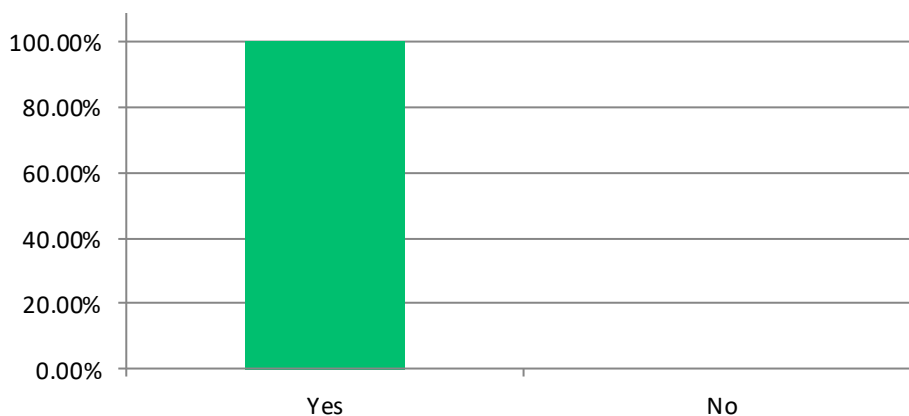
	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	Total
Employee support	0	0	0	1	6	7
Coworker support	0	0	0	2	5	7
Communication	0	0	0	1	6	7
Frequency of visits	0	0	0	1	6	7
Overall Satisfaction	0	0	0	1	6	7
Any comments						0
					Answered	7
					Skipped	0

Number	Any comments
1	Client has been outstanding with multiple compliments from customers
2	Client has opened up quite a bit since working with the food services team

Q7. How likely is it that you would recommend BIZLINK to a friend or colleague?



Q8. If you required another employee, would you employ through BIZLINK? (please note this puts you under no obligation)



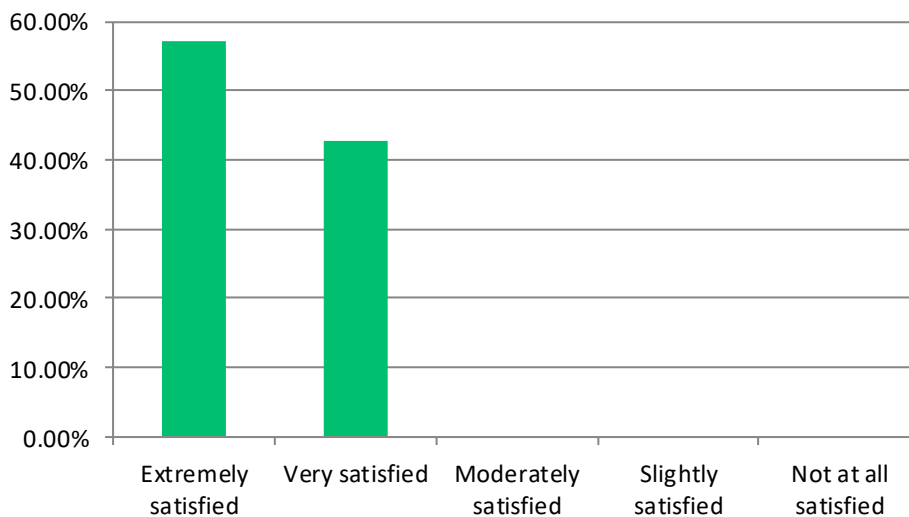
Number	Any comments
1	Yes we have already tried other employees through Bizlink
2	If they meet my expectations and requirements

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

Answered	2
Skipped	5
Number	Response Text
1	Try to get to know our HR and recruitment
2	Possibly have three way supervised meetings at critical employment stages. 3-6-12 MONTHS

Q10. Overall, how satisfied are you with BIZLINK?

Answer Choices	Responses	
Extremely satisfied	57.14%	4
Very satisfied	42.86%	3
Moderately satisfied	0.00%	0
Slightly satisfied	0.00%	0
Not at all satisfied	0.00%	0
	Answered	7
	Skipped	0



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 have been 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 (Q.4)
- 100% were satisfied with the assistance BIZLINK is currently providing (Q.5)
- 100% were satisfied with the clients work performance (Q.6)
- 100% were willing to employ another BIZLINK client (Q.8)
- 100% were satisfied overall with BIZLINK – with 57% extremely satisfied and 43% very satisfied (Q.10)

BIZLINK had a net promoter score of 57 compared to the global not-for-profit benchmark of 13 (Q.7). A score of 0 to 6 is a detractor, 7 or 8 is considered passive and 9 or 10 is a promoter. 57% gave a score of 9 or 10 and 43% gave a score of 7 or 8, none scored below 7.

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.

In terms of getting a higher response rate, next year we will aim to send the survey out in February, the survey will include all jobs that are current, with client consent to contact the employer with a start date prior to 01/01/2019.

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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