

QUALITY EMPLOYMENT

ANNUAL EMPLOYER SURVEY REPORT 2018

Job-matching | Training | Support | Careers

www.bizlink.asn.au

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PURPOSE

On the 19 February 2019, 198 emails were sent to employers regarding the 2018, 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 there were 429 active placements with a start date prior to 01/01/2019. 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, BIZLINK placements, self-employed (their satisfaction is covered by the Client Survey) and “no employer contact” were excluded from the survey. 198 employers that provided an email address had an active placement and client consent to contact were emailed the survey. Whilst these 198 employers provide 314 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.

22 surveys were returned of the 198 employers emailed. The 22 responses accounted for 38 placements. The square root of 198 (number of emails sent) is 14. 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 22 employers and 38 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, **SC/JC etc** 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%	21
Employee Name	86%	18
Your Name	100%	21
Your Position	100%	21
Preferred Contact Details (mob/email)	100%	21
	Answered	21
	Skipped	1

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

Answer Choices	Responses	
Yes	90%	19
No	10%	2
	Answered	21
	Skipped	1

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

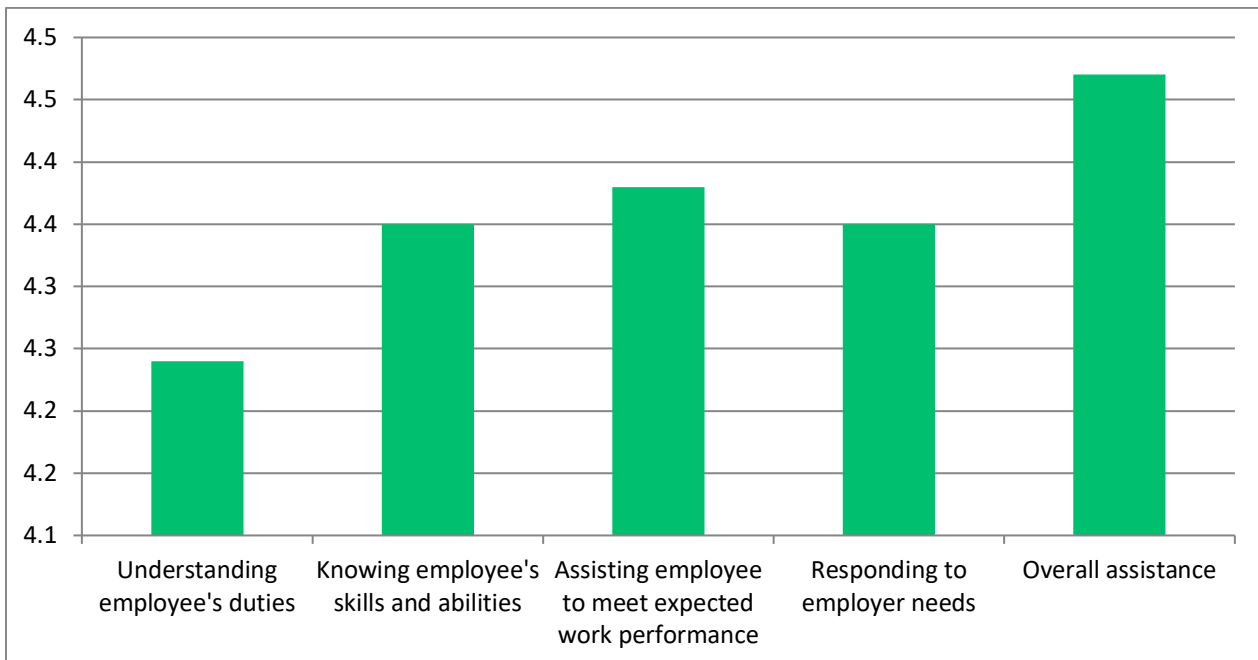
Answer Choices	Responses	
Yes	81%	7
No - and that's fine	19%	0
No - but I think the employee and / or coworkers would benefit	0%	0
Any comments		2
	Answered	7
	Skipped	0

Comments:

- SC is fantastic..!
- I feel they need to be more interactive with the worker and not just follow them around
- SC was excellent.
- JC and SC both make regular visits and provide support where needed.
- SC has been very involved in client's progress and training. He has allowed client to train and learn independently whilst also being very engaged and supportive. Tough balance!

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

Weighted average with 5 being the highest

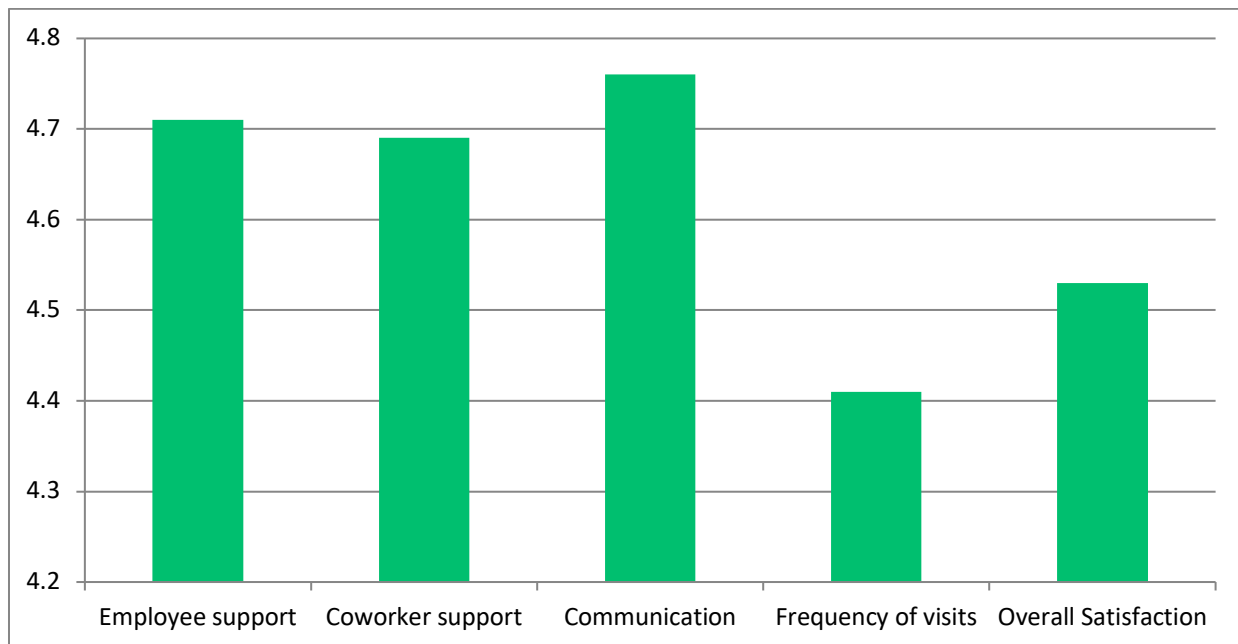


Comments:

- The support is absolutely amazing and the Support Coordinator is invaluable.
- It is a very good service when done properly
- Always fantastic support from the Support Coordinator
- Couldn't ask more of either SC or JC.
- SC does a fantastic job and is available at all times.

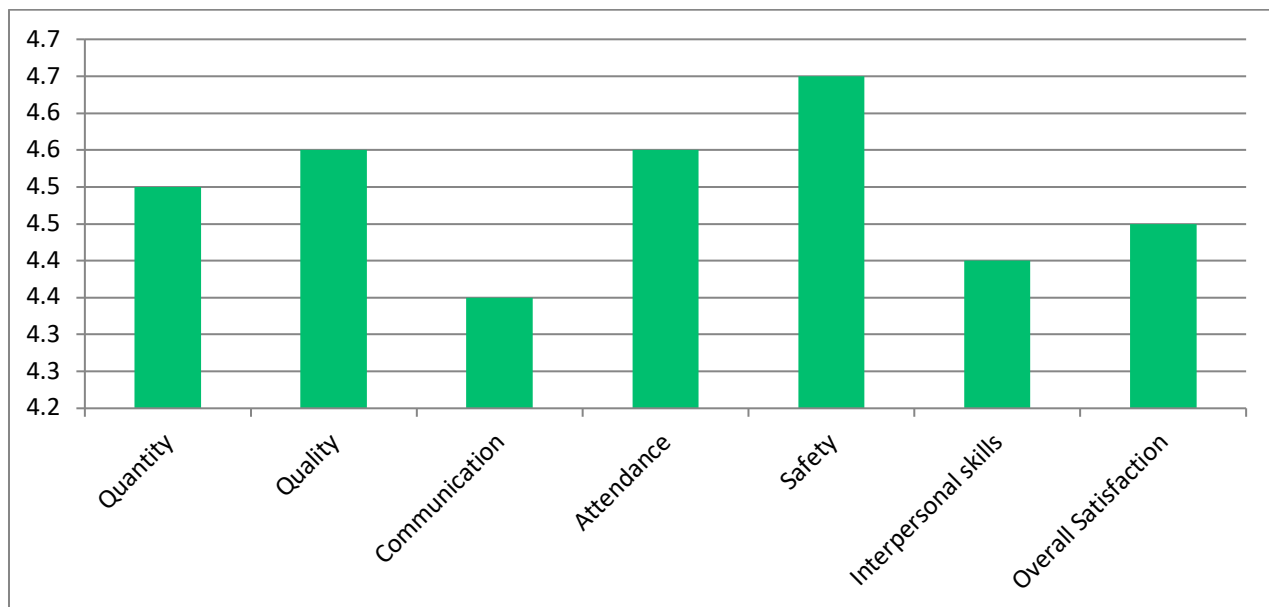
Q 5. How satisfied are you with the assistance the BIZLINK Support Coordinator is currently providing

Weighted average with 5 being the highest



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

Weighted average with 5 being the highest



Comments:

- I cannot speak more highly of client and have recently nominated her for a staff award.
- The employee interacts with everyone here very well. We need to check her work continually though
- Most of the guys are fairly quick. We have had to change shifts around in the last couple of weeks to move the faster guys to busier times to keep up with demand.
- Client tries very hard at work all the time and he is very reliable.

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

85% scored 7 to 10, with 10 being extremely likely.

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

Answer Choices	Responses	
Yes	85%	17
No	15%	3
	Answered	20
	Skipped	2

Comments:

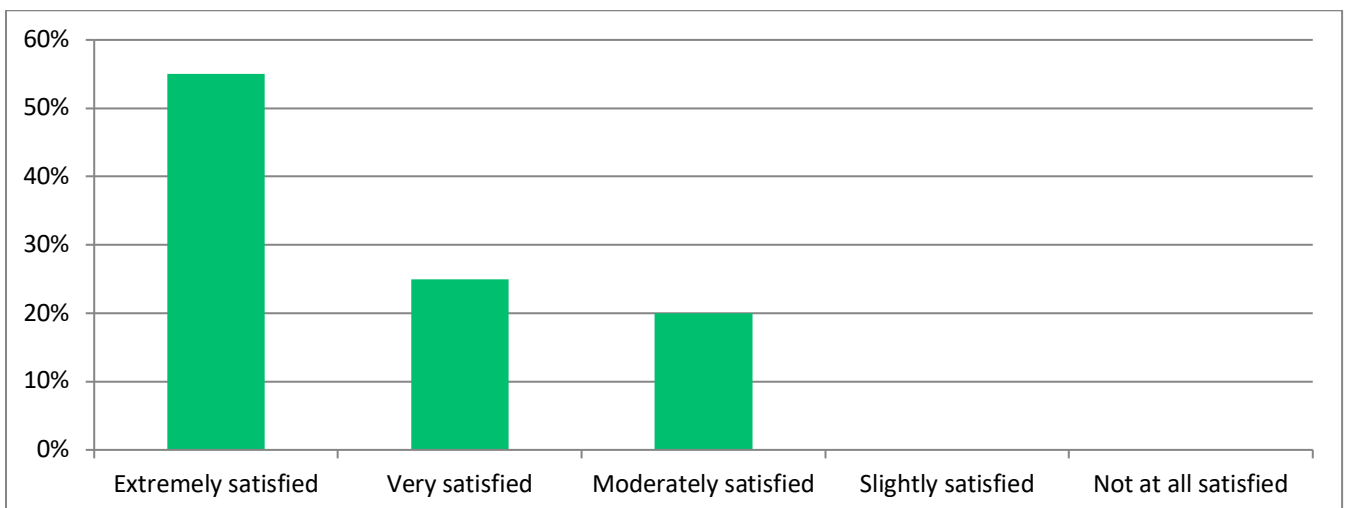
- We have already sourced another 3 employees through Bizlink
- Already securing another employee.
- We have had a couple of people from Bizlink and none have worked out except this one
- I would probably assess alternatives before making a decision.
- If a suitable candidate presented and we could not fill it, we would consider them
- Yes, however would be quite prescriptive in terms of support needed as in our case the support provided cause more harm than good in our view.

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

Comments:

- Keep employer contact person up to date with any changes in personal.
- More interaction with the client. Would be good if they had a uniform so people know who they are when walking around the business. Badges are not always noticeable.
- Have a greater understanding of history, relationships and where the support is actually needed. Providing a standard support structure that was not tailored to the employee or employers needs in our case caused more harm than actual benefit.

Q10. Overall, how satisfied are you with BIZLINK?



100% satisfaction overall.

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)
- 90% were satisfied with the assistance BIZLINK is currently providing (6% neutral, 18% satisfied and 72% very satisfied)(Q.5)
- 80% were satisfied with the clients work performance (20% neutral, 15% satisfied and 75% very satisfied)(Q.6)
- 85% would recommend BIZLINK to a colleague i.e. a score of 7 to 10, with 10 being extremely likely
- 85% were willing to employ another BIZLINK client (Q.8)
- 100% were satisfied overall with BIZLINK – with 55% extremely satisfied and 25% very satisfied (Q.10)

Overall, the survey indicates that the BIZLINK team of Support Coordinators are doing an effective job. A strong indicator of satisfaction is highlighted by 85% 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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