



QUALITY EMPLOYMENT

# JOB START EMPLOYER SURVEY REPORT 2017

Job-matching | Training | Support | Careers

[www.bizlink.asn.au](http://www.bizlink.asn.au)

**1 300 780 789**

## PURPOSE

BIZLINK sends the Job Start Employer Survey to employers four weeks after the employee starts employment. From 1 July 2016 to 30 June 2017, of 184 jobs starts, 97 job start employer surveys were sent to employers. Employers returned 25 (26%) surveys. The square root of 97 (number of surveys sent) is 10, so the sample of 25 is a good return rate. The returned surveys supply the information used in this report.

Surveys were not sent for various valid reasons, with 87 surveys not sent due mostly to 'no employer contact' (60%) and 'job separation' (25%). Reasons detailed in [G:\Audit Jobs Related.xlsx](#) Job Start 16/17 tab.

The "employer" may be a manager, supervisor or co-worker.

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

The Job Start Employer Survey has 12 or 13 questions depending on whether job support is provided. Employers were conveniently emailed using a well-known survey format (Survey Monkey) and given the chance to win a quarterly draw prize of a \$100 gift voucher.

The comments are as written by the survey respondent, except to preserve privacy where appropriate.

### Q1. Your details (these questions are optional but are needed to be entered in the prize draw)

Answer Choices	Responses	
Employer Name	100.00%	25
Employee Name	100.00%	25
Your Name	100.00%	25
Your Position	100.00%	25
Preferred Contact Details (mob/email)	100.00%	25
	<b>Answered</b>	<b>25</b>
	<b>Skipped</b>	<b>0</b>

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

Answer Choices	Responses	
Yes	96.00%	24
No	4.00%	1
Any comments		1
	<b>Answered</b>	<b>25</b>
	<b>Skipped</b>	<b>0</b>

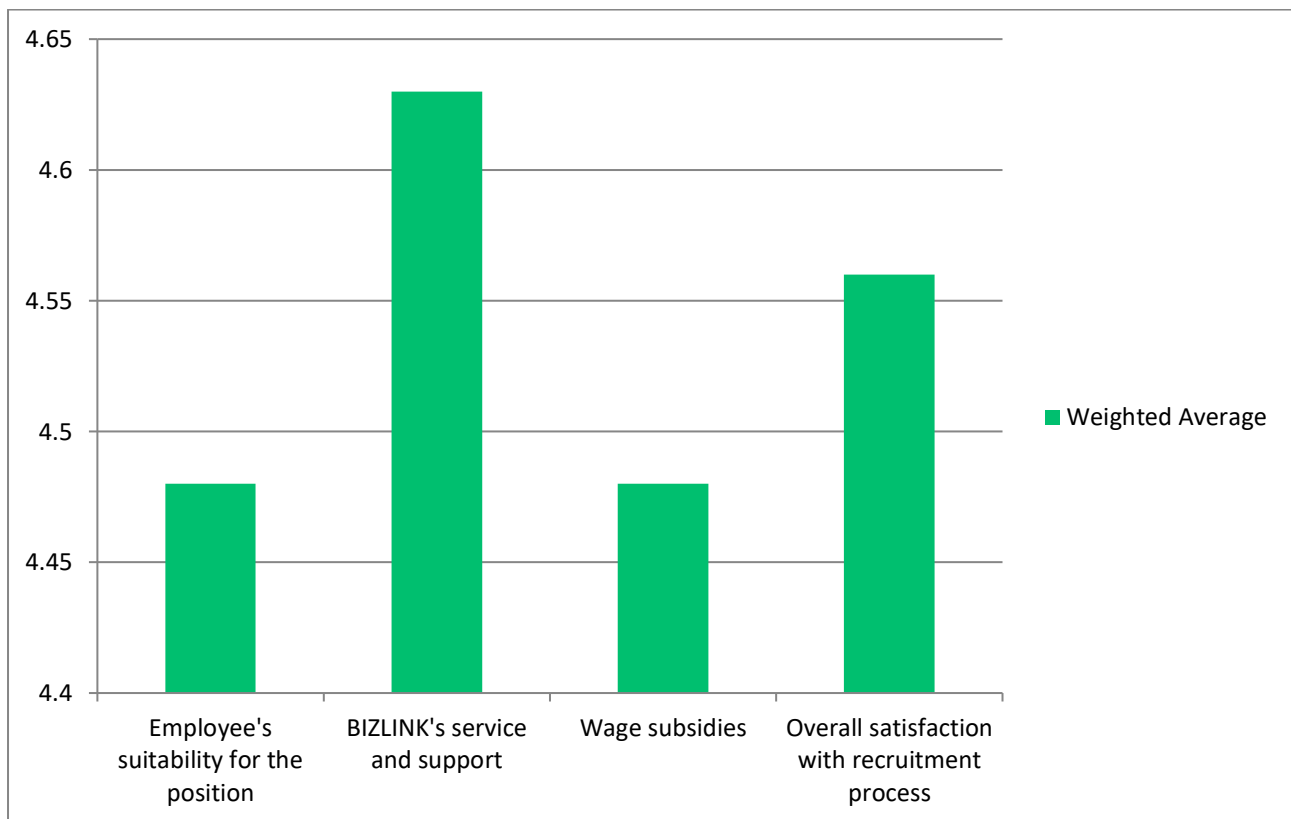
### Comments:

- Client is a good hard working employee. He is a good asset to the team.

**Q3. How satisfied were you with the information provided by our Job Search Coordinator?**

This question is rated out of 5 with 1 being Very Dissatisfied and 5 being Very Satisfied.

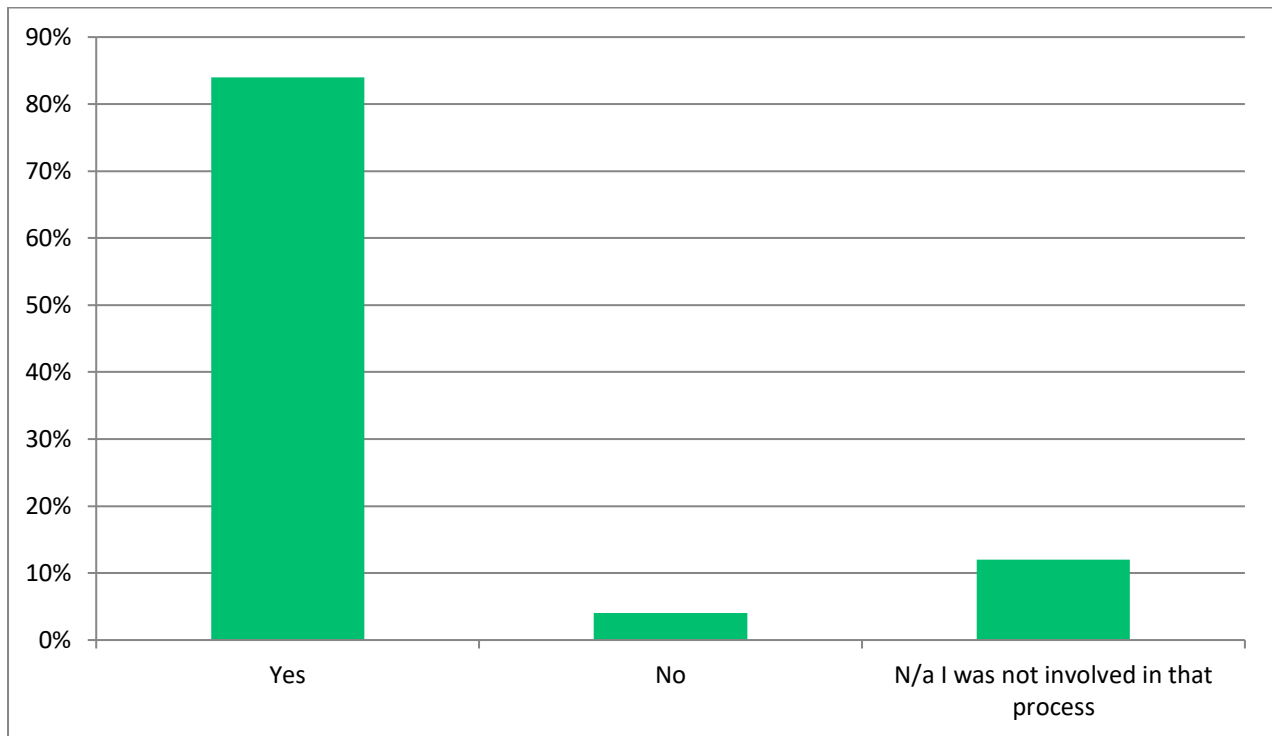
	Very Dissatisfied		Dissatisfied		Neither Satisfied or Dissatisfied		Satisfied		Very Satisfied		N/A	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Employee's suitability for the position	0%	0	0%	0	8%	2	36%	9	56%	14	0%	0
BIZLINK's service and support	0%	0	0%	0	0%	0	36%	9	60%	15	4%	1
Wage subsidies	0%	0	0%	0	0%	0	48%	12	44%	11	8%	2
Overall satisfaction with recruitment process	0%	0	0%	0	0%	0	44%	11	56%	14	0%	0



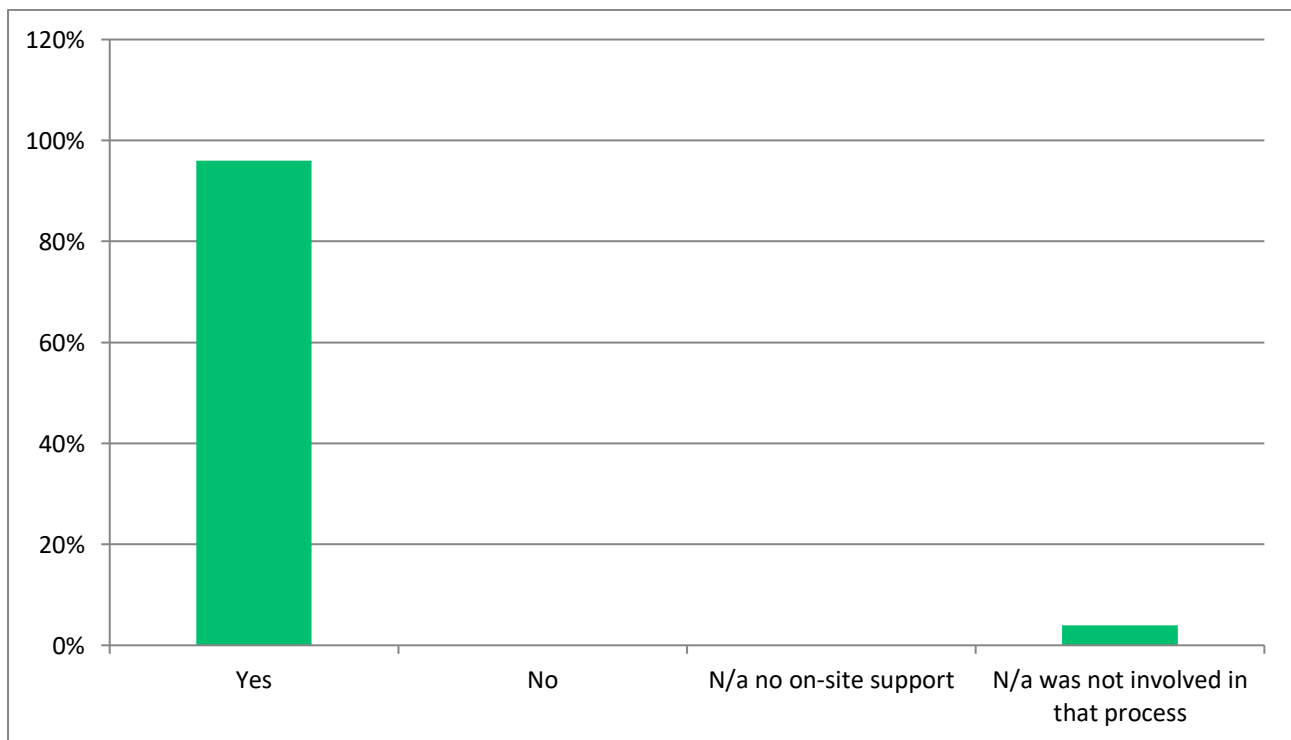
**Comments:**

- Bizlink provides a very professional service.

**Q4. Did the Job Search Coordinator discuss the employee's wages and conditions with you?**



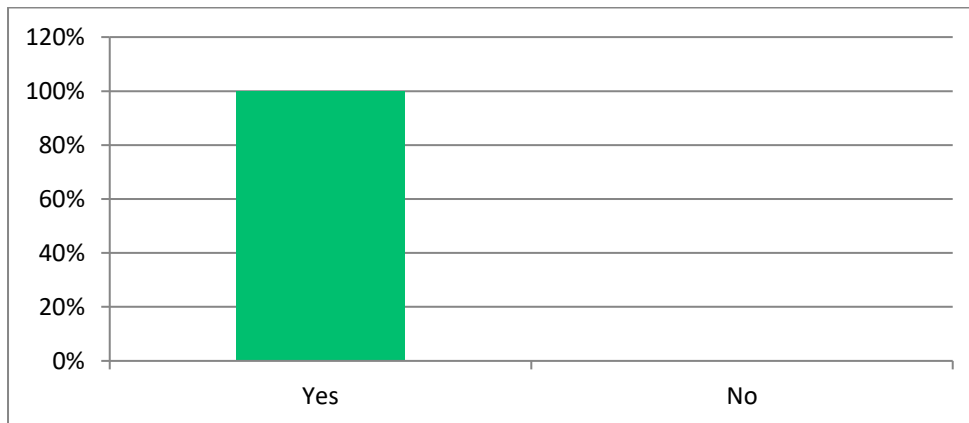
**Q5. Were you introduced to the employee's Support Coordinator?**



**Comments:**

- All communication has been via phone, email

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



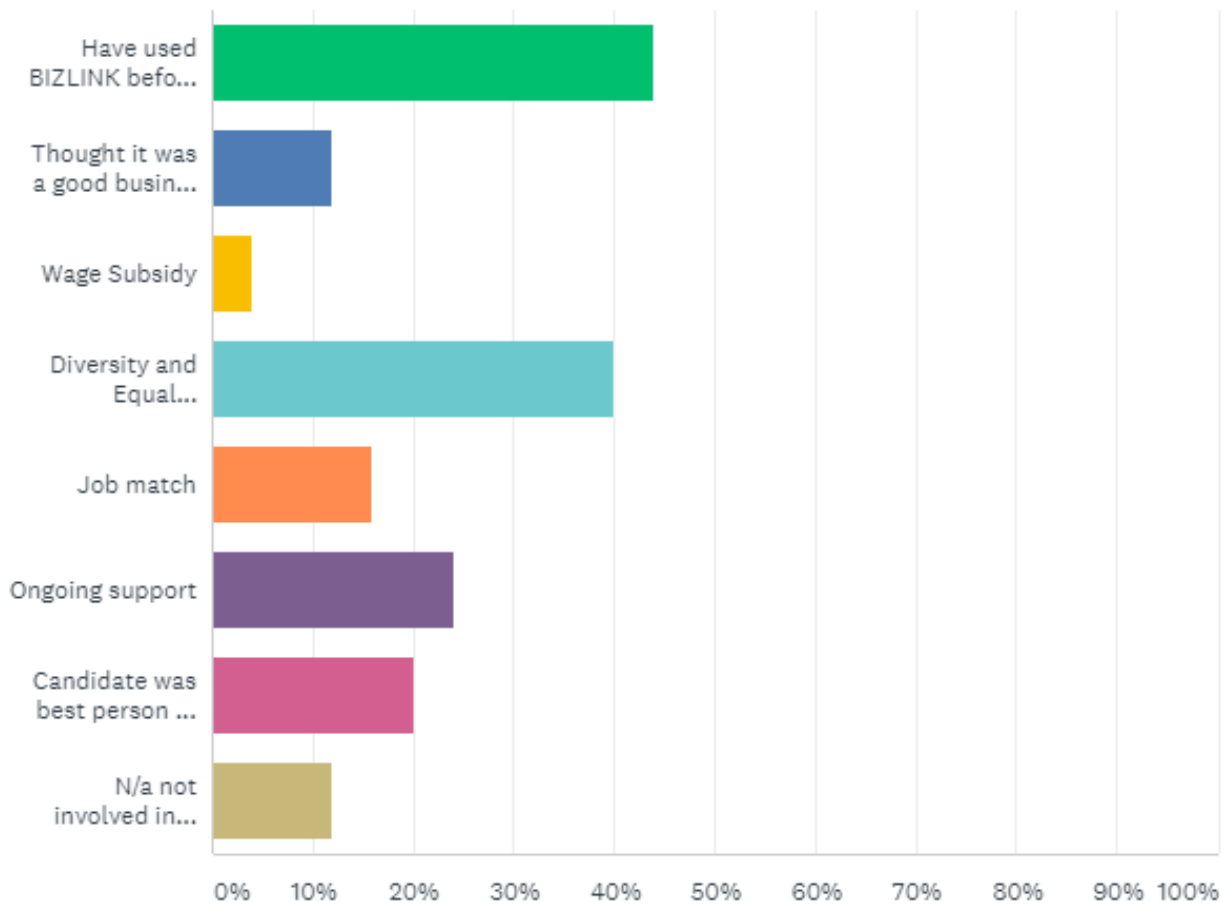
**Comments:**

- Normally we wouldn't use a recruitment agency
- If candidate had desired experience, etc
- if the client meets the inherent tasks associated with the position

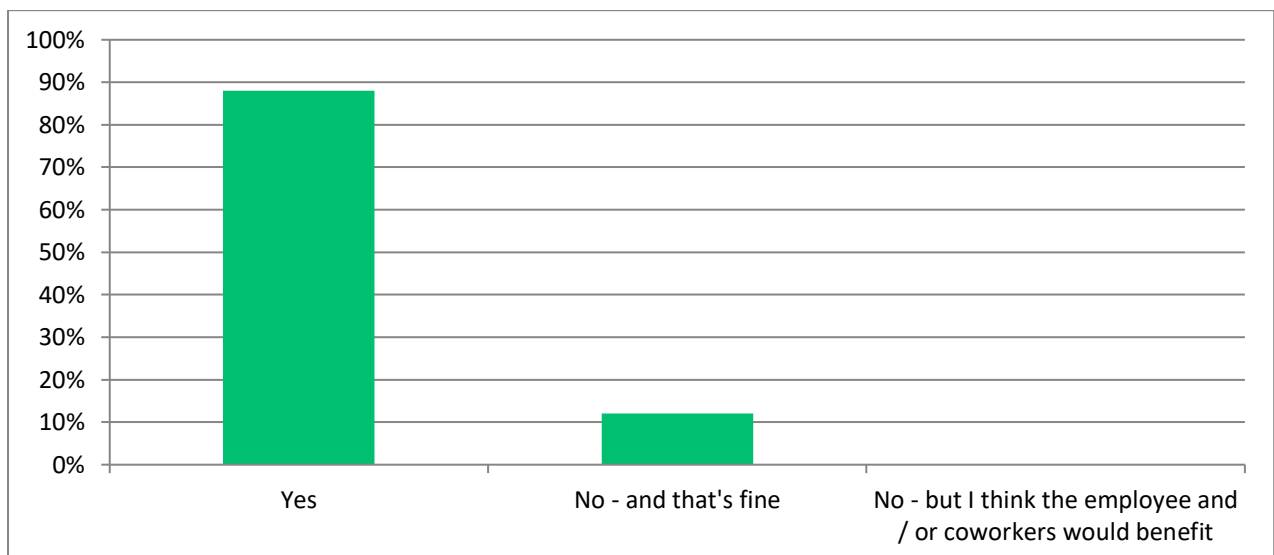
**Q 7. What was the reason you decided to employ through BIZLINK? (you can tick more than one response)**

Answer Choices	Responses	
Have used BIZLINK before and it was a good experience	44%	11
Thought it was a good business decision	12%	3
Wage Subsidy	4%	1
Diversity and Equal Opportunity is good for business and community	40%	10
Job match	16%	4
Ongoing support	24%	6
Candidate was best person for job	20%	5
N/a not involved in that process	12%	3
Any comments		0
	<b>Answered</b>	<b>25</b>
	<b>Skipped</b>	<b>0</b>

## Reasons used BIZLINK



## Q8. Has BIZLINK provided on-site support?



### Comments:

- Exceptional on site and off site support
- Giorgio/Troy/Rachell really good working relationship with your team. Best i have dealt with for a external company.

**Q9. How helpful was the assistance provided by the Support Coordinator when the employee started working?**

	Very unhelpful	Unhelpful	Neither unhelpful or helpful	Helpful	Very Helpful	N/a
Understanding employee's duties	0	0	2	5	15	0
Knowing employee's skills and abilities	0	0	2	6	14	0
Assisting employee to meet expected work performance	0	0	1	8	13	0
Communicating with coworkers	0	0	1	6	15	0
Responding to employer needs	0	0	1	7	14	0
Frequency of on-site visits	0	0	0	10	12	0
Overall assistance	0	0	1	8	13	0

**Comments:**

- Sometimes is a distraction for staff as all stop work to talk to Coordinator and at times this has been for 30 minutes or more.
- Sometimes the visits can result in at least 45 mins of group chatting which can disrupt the other staff from completing duties?

**Q 10. How satisfied are you with the employee's work performance?**

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Quantity	0	1	2	14	5
Quality	0	2	2	11	7
Communication	0	0	2	17	4
Attendance	0	1	1	10	11
Safety	0	0	2	14	7
Interpersonal skills	0	0	2	15	6
Overall Satisfaction	0	0	3	14	6

**Comments**

- Obviously Client requires assistance in some areas, however the support provided by Troy to both myself and Client is a great help.
- We are working towards improving quality of job performed
- Client has adapted well to his first role within hospitality, keen member of staff
- Client is an asset to the team and works extremely hard

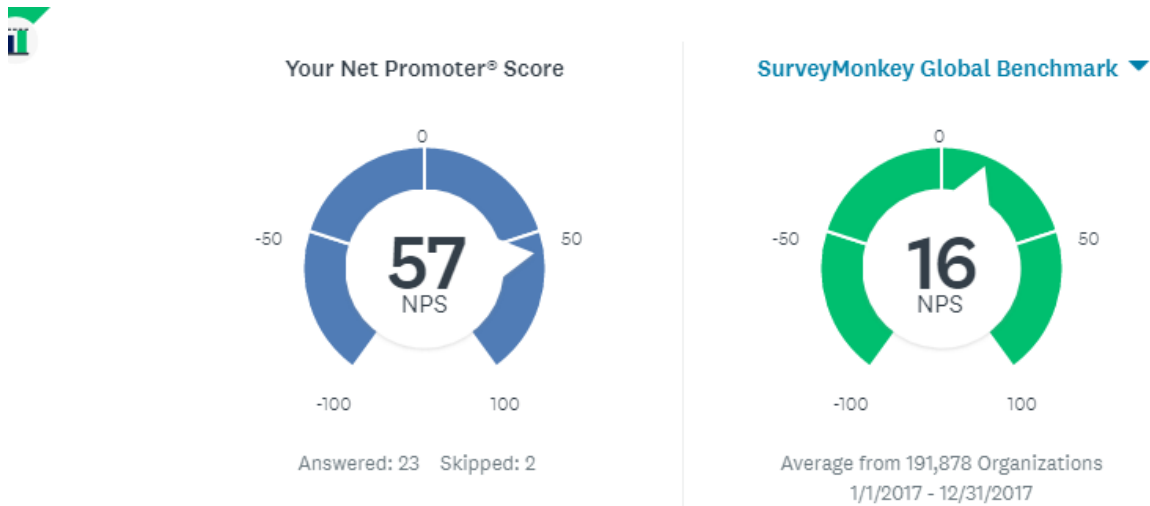
**Q 11. Do you have any suggestions on how BIZLINK can improve our service to you or the employee?**

**Five responses as follows:**

- Continue with ongoing support
- All appears to be going well.
- No

- Not at this time. but for future stores, work experience with potential to gain employment would be an idea for your business to be able to place candidates
- No not at this point

**Q 12. How likely is it that you would recommend BIZLINK to a friend or colleague?**



Your score is in the top 50-75%

MINIMUM	LOWER QUARTILE	MEDIAN	UPPER QUARTILE	MAXIMUM
-100	-18.4	30.8	66.8	100
Your Net Promoter® Score: 57				

Distribution of Responses

	DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
Your Responses	0 0	43.48% 10	56.52% 13	57
SurveyMonkey Global Benchmark	30.00%	23.63%	46.37%	16

**Q 13. How satisfied are you with the assistance that BIZLINK is currently providing**

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A no on-site support required
Employee support	0	0	1	7	14	1
Coworker support	0	0	1	7	12	3
Communication	0	0	0	7	14	2
Frequency of visits	0	0	0	8	13	2
Overall Satisfaction	0	0	0	7	15	1

23 answered and 2 skipped.

Overall Satisfaction – 30% Satisfied | 65% Very Satisfied – 100% satisfaction for those that responded and had onsite support.



## CONCLUSIONS

The Job Start Employer Survey aims to determine whether BIZLINK is providing a quality service, particularly in regards to the employers perspective on the usefulness and satisfaction of our support and communication. With any such survey, it is important to respect all opinions and use the constructive feedback to improve our service. Where employers have disclosed contact details, and concerns have been raised, these will be addressed individually. Where general concerns have been raised BIZLINK will review procedures to improve service across the organisation.

The results show that the Job Search Team is providing a suitable level of information to employers about the client and our services. This is highlighted by question 6, where 100% of employers who responded agreed they would use BIZLINK again - "If you required another employee, would you employ through BIZLINK?" At question 3, the overall satisfaction with the recruitment process was 100% satisfied, with 44% Satisfied and 56% very satisfied.

It was good to see that 22 responded that onsite support was provided, of the 3 that didn't have onsite support they reported "that was fine". The results show that the Support Team is providing helpful support and useful information to the employer. This is emphasised by question 9 "How helpful was the assistance provided by the Support Coordinator when the employee started working?" with 95% of employers who responded finding on-the-job support was helpful (36%) or very helpful (59%).

The results show that the Support Team is providing effective support, this is emphasised by 87% of employers who responded being satisfied (61%) to very satisfied (26%) with the employee's work performance, the other 13% were neutral being neither satisfied or dissatisfied.

In addition, 95% of employers that responded stated that they were satisfied (30%) to very satisfied (65%) with the support BIZLINK is currently providing. Which actually equates to 100% satisfaction as 5% reported N/a due to no onsite support being required.

Overall the survey has indicated that the BIZLINK team are doing an effective job. This is highlighted by 100% of respondents being willing to employ another person from BIZLINK. The feedback indicates that employers are very happy with BIZLINK clients and if openings occurred in future, BIZLINK would definitely be contacted.

Results from surveys such as these provide encouragement and suggest means of improvement. BIZLINK will continue to strive to provide an excellent service; this report will be reviewed by the Quality Review Committee to discuss strategies for service improvement.

Report Compiled by: Tara Doyle, Strategic Manager

Date: 20 March 2018

Using data collected from Survey Monkey for the 2017 Job Start Employer Survey.

## GETTING INFORMATION HOW YOU NEED IT

### ABILITIES

**BIZLINK** assists people with a range of abilities.

### ASSISTANCE

**BIZLINK** staff can read and explain this information as needed

### ACCESS

**BIZLINK** can provide the information in different ways, such as in large print, another language or electronically, as needed.



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