



QUALITY EMPLOYMENT

JOB START EMPLOYER SURVEY REPORT 2018

Job-matching | Training | Support | Careers

www.bizlink.asn.au

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PURPOSE

BIZLINK sends the Job Start Employer Survey to employers four weeks after the employee starts employment. From 1 January 2018 to 31 December 2018, of 323 jobs starts, 125 job start employer surveys were sent to employers. Employers returned 28 (22%) surveys. The square root of 125 (number of surveys sent) is 11, so the sample of 28 is a valid return rate. The returned surveys supply the information used in this report.

Surveys were not sent for various valid reasons, e.g. 'no employer contact' and 'job separation' as detailed in [G:\Audit Jobs Related.xlsx](#). 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)

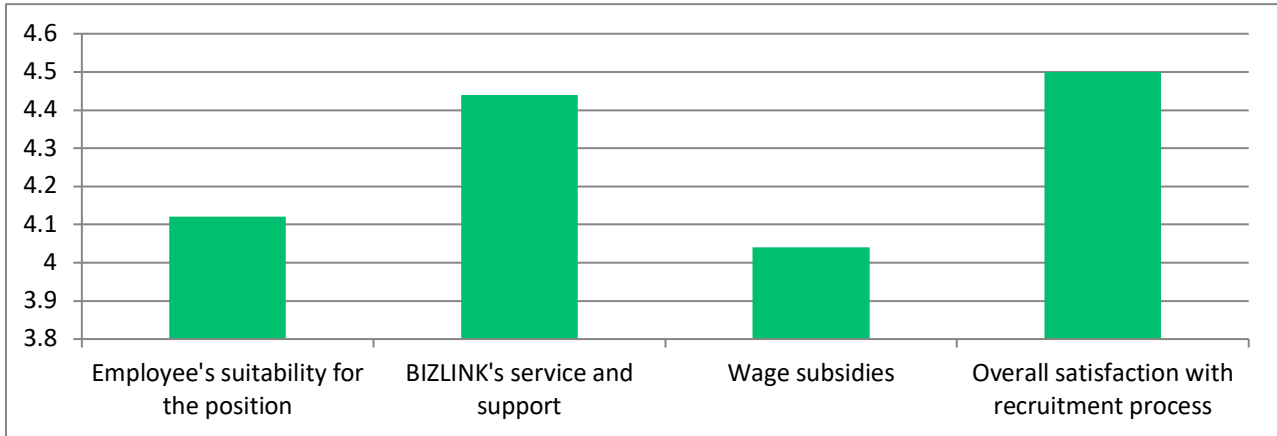
Answer Choices	Responses	
Employer Name	100.00%	25
Employee Name	96.00%	24
Your Name	100.00%	25
Your Position	100.00%	25
Preferred Contact Details (mob/email)	100.00%	25
	Answered	25
	Skipped	3

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

Answer Choices	Responses	
Yes	96.15%	25
No	3.85%	1
	Answered	26
	Skipped	2

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

Weighted average with 5 being the highest



Comments:

- Client is on leave for 3 weeks during our busiest time
- All working out great
- This is only for client as the previous candidate didn't work out
- I am extremely impressed by the professionalism and support provided by Bizlink.
- It's very difficult to ascertain job suitability in regards to the information provided. A rating or break down in regards to capabilities would be helpful especially in regards to employing people with a disability
- JC was fantastic, he communicated very well, was honest and upfront and very easy to talk to.

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

Answer Choices	Responses	
Yes	92%	23
No	4%	1
N/a I was not involved in that process	4%	1
Any comments		1
	Answered	25
	Skipped	3

Comments:

- But he initially gave me the wrong info - was corrected two weeks after client started

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

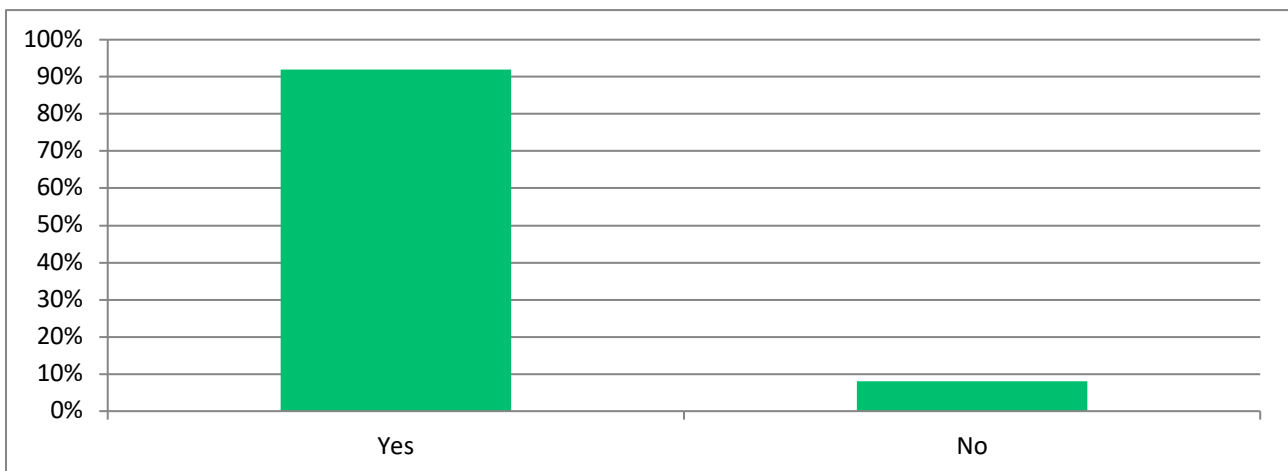
Answer Choices	Responses	
Yes	96%	23
No	0%	0
N/a no on-site support	0%	0
N/a was not involved in that process	4%	1
Any comments		1
	Answered	24
	Skipped	4

Comments:

- She turned up and introduced herself

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

Percentage of responses

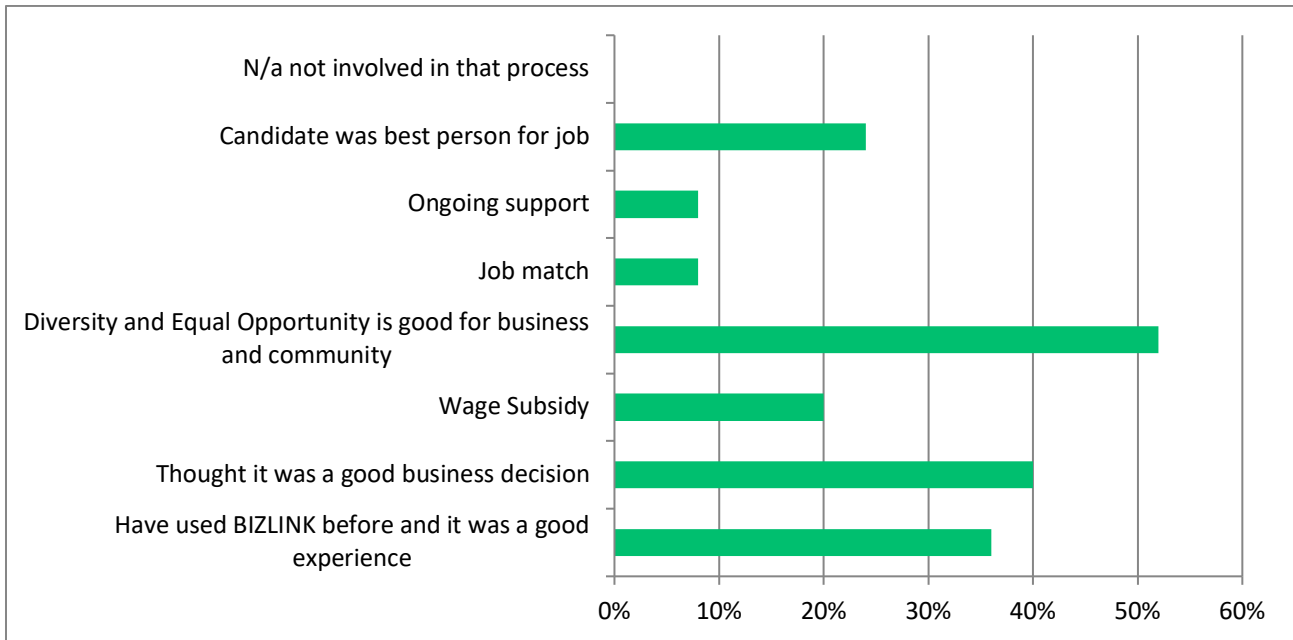


Comments:

- We've had a few issues with employee... so not sure if we would go through any employment agency of this nature again.
- We have employed two other people through Bizlink.
- We require Taxi Drivers urgently we currently have approx. 15 vacancies to fill.

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

Reasons used BIZLINK



Comments:

- Giving people the opportunity for work.
- JC Knocked on my door as I have employed through him with other companies.
- JC approached the business and we decided to try and offer employment to client
- We are always looking for Taxi Drivers and it is a job that can suit many older workers or those that may have injuries or disabilities restricting the type of work they can do. Taxi Driving is an option many people don't think of.

Q8. Has BIZLINK provided on-site support?

Answer Choices	Responses	
Yes	96%	24
No - and that's fine	4%	1
No - but I think the employee and / or coworkers would benefit	0%	0
Any comments		2
	Answered	25
	Skipped	3

Comments:

- They have for the SC, but basic things like filling in time sheets, tax forms etc... we were not satisfied with. We thought that employment centre's of this nature would either train the people they are wanting to help get employment, - or they would help them with the process of filling in forms. We found this sadly lacking.
- The onsite support provided by Bizlink has been exceptional and we are extremely grateful for the ongoing support and excellent service.

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

Weighted average with 5 being the highest

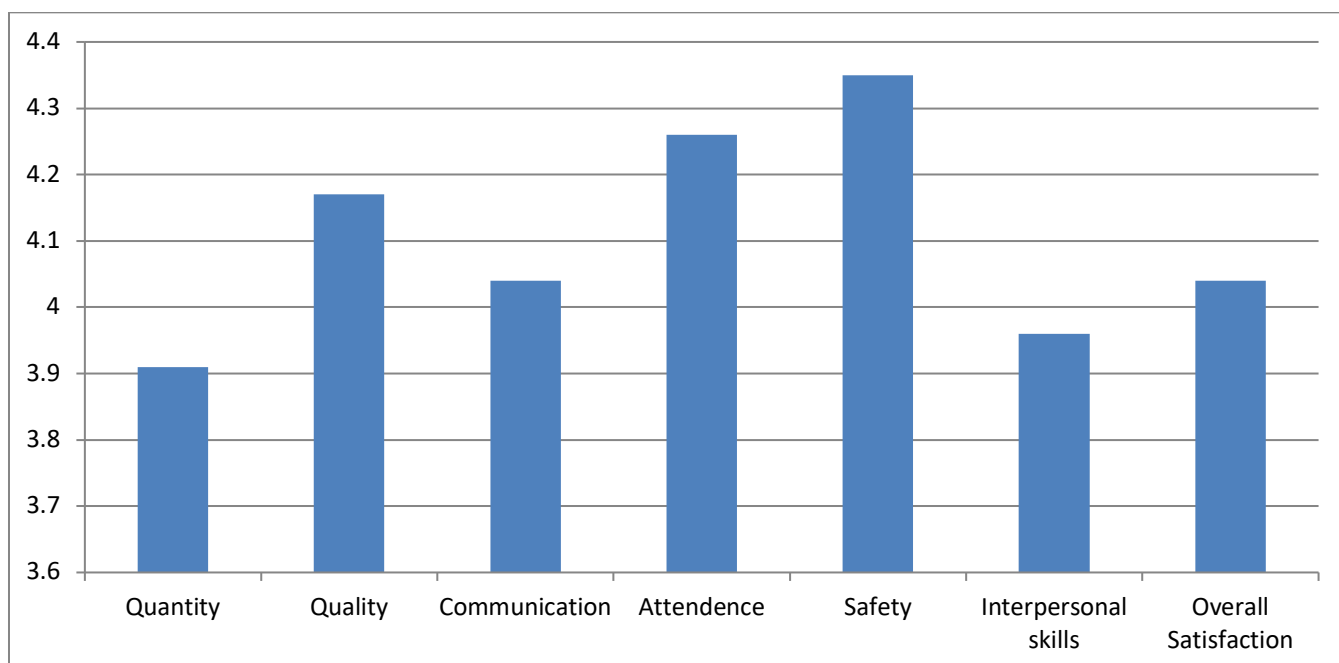


Comments:

- When we have had issues and have emailed SC, he has been very helpful in addressing them.
- Sometimes visits can be distracting for all employees and it can end up with reduced productivity.
- All of our expectations regarding these items have been exceeded.
- SC is a very good support to new employees

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

Weighted average with 5 being the highest



Comments

- Needs to work on listening, needs to speed up and have to always constantly remind how things should be done.
- Client has anxiety which is preventing him from progressing and learning new tasks
- Not sure whether client is able to work to capacity as compared to other employees and he is unable to work independently as yet. He does require supervision which reduces other workers productivity as he can be easily distracted and sometimes misses steps.
- Client is a pleasure to have in the workplace and is a hard worker who is keen and eager to please.
- Once client was shown how to do the tasks he was good. He does a good job within the tasks he is allocated.
- Client found it difficult to complete the required tasks at a reasonable pace due to physical issues. He realised himself this jobs was probably too physical for him currently.

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

Comment:

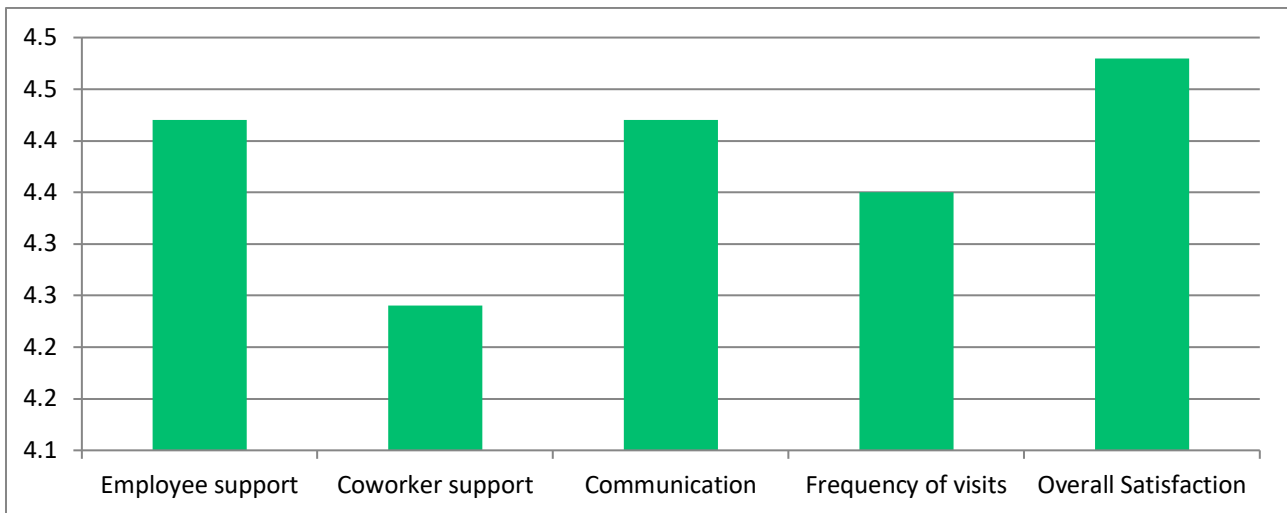
- To help the client to fill in forms in the workplace, making sure they are putting in the right answers not leaving it up to the Employer.
- Ensure employers know of any conditions or issues prior to starting work so we are already aware
- May need some extra training?
- Not at this stage
- Clients need to contact the Employer direct if they cannot work a shift or are unwell. They can also contact Bizlink but Employers should be contacted first as often we rely on staff attending work to get tasks completed. It just means more phone calls for everyone if the correct person is not notified straight away. Employers are left wondering where the staff member is?
- We need more Taxi Drivers and offer positions please send any suitable candidates.

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

100% scored 7 to 10 with 10 being extremely likely.

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

Weighted average with 5 being the highest



Overall Satisfaction – 52% Satisfied | 48% Very Satisfied – 100% satisfaction.

Comments:

- Always find that my emails to SC at Bizlink are handled straight away and in a courteous manner.
- Perhaps in this case it was a bit rushed for this employee? Client is not able to work independently and it is slowing down the other person he works with.
- Sometimes visits during work hours can disrupt the team and for some people that can reduce ability to complete jobs.
- Very satisfied overall
- Depends on different employees some pick up the skills and pace quicker than others.
- As above Employers should be contacted direct with regards to absences. Some difficulties with staff taking extra cigarette breaks which shouldn't be required in a 4 hour shift? Explained via email and verbally to staff regarding breaks and start/finish times etc.
- We don't need much assistance as a business we can assist employees through most requirements.

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 are 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 92% 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 92% satisfied, with 36% Satisfied and 56% very satisfied.

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 91% of employers who responded finding on-the-job support was helpful (48%) or very helpful (43%).

The results show that job matching and the support being provided is effective. This is emphasised by question 10 with 74% of employers who responded being satisfied (39%) to very satisfied (35%) with the employee’s work performance, 22% were neutral i.e. being neither satisfied or dissatisfied.

In addition, Q13 with 100% of employers reporting satisfaction. Employers that responded stated that they were satisfied (52%) to very satisfied (48%) with the support BIZLINK is currently providing.

Overall the survey has indicated that the BIZLINK team are doing an effective job. This is highlighted by 92% of respondents being willing to employ another person from BIZLINK. The feedback indicates that employers are satisfied with BIZLINK staff and clients and if openings occurred in future, BIZLINK would be considered.

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

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Using data collected from Survey Monkey for the 2018 Job Start Employer Survey.



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