

## OEA Client Services Survey

### 2004-05 Survey

**Question:** What do you feel are the main benefits of AWAs for you as a small business?

**Response Type:** Open-ended free text response, then coded to response categories.

**Respondent Base:** Sample of employers from small business; less than 20 employees. n=134.

**Results: (a)** Compressed coding of open-ended responses

**Table 1:** Reported Benefits of AWAs: Small Business Employers. Compressed Coding.

Reported Benefit of AWAs	Count	% of Responses	% of Cases
Clearly Outlines Terms and Conditions of Employment	36	21.1	26.9
Employee Satisfaction / Ability to Offer Improved Conditions / Benefits	8	4.7	6.0
Flexibility	55	32.2	41.0
Assists Financial Planning / Simpler Administration / Simpler Negotiation	53	31.0	39.6
Reduced Scope for Third Party Intervention / Less Room for Disputes	6	3.5	4.5
Other	1	0.6	0.7
Don't Know	12	7.0	9.0
<b>Total</b>	<b>134</b>	<b>100.0%</b>	<b>127.6</b>

**Notes:** All Small Business employers were asked this question n = 134 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employers who stated each reason (multiple response allowed).

**Results: (b)** Expanded coding of open-ended responses

**Table 2:** Reported Benefits of AWAs: Small Business Employers. Expanded Coding.

Reported Benefit of AWAs *Detailed Coding	Count	% of Responses	% of Cases
Provides Guidelines/Boundaries for Employees	8	4.3	6.0
Provides Guidelines for Employers	2	1.1	1.5
Defines Obligations/Guidelines for All Parties	6	3.3	4.5
AWAs Keep Employees Satisfied	20	10.9	14.9
Improve Conditions or Benefits for Employees	8	4.3	6.0
Flexibility for Employers	18	9.8	13.4
Flexibility for Both Parties	16	8.7	11.9
Flexibility in Rates of Pay / Work Outside	23	12.5	17.2

Award			
Flexibility in Working Hours / Rostering	9	4.9	6.7
Simpler Administration / Less Red Tape / Hassle	17	9.2	12.7
AWAs make Management Easier / More Efficient / Easier to Plan Ahead / Budget	6	3.3	4.5
Way of Keeping things Uniform / Standardising Wages	3	1.6	2.2
Containment of Labour Costs / Wage Control	4	2.2	3.0
Easier to Engage /Negotiate with Employees	2	1.1	1.5
Reduce Scope Third Party / Legally Binding Document	16	8.7	11.9
Less Room for Disputes / Resolution Clear	13	7.1	9.7
Other	1	0.5	0.7
Don't Know	12	6.5	9.0
<b>Total</b>	<b>184</b>	<b>100.0%</b>	<b>137.5</b>

**Notes:** Only small business employers who had used a better workplaces product were included in the analysis, n = 89 valid cases.

% of responses highlights the percentage of each reason within the total number of reasons. % of cases indicates the proportion of employees who stated each reason (multiple response allowed).

**Question:** How important were these benefits in marking your decision to use AWAs?

**Response Type:** Four point 'very important' to 'not at all important' response scale

**Respondent Base:** Sample of employers from small business; less than 20 employees. Don't know responses removed n=118.

**Results:**

- 98.3 percent of surveyed small business employers, reported that these benefits were at least somewhat important in their decision to use AWAs. 87.3 per cent strongly agreed.

**Question:** Please tell me if you agree or disagree with the following statements: The introduction of AWAs into my workplace has...

- improved flexibility in my business
- improved the competitiveness of my business
- improved the productivity of my business

**Response Type:** Five point 'strongly agree' to 'strongly disagree' response scale

**Respondent Base:** Sample of employers from small business; less than 20 employees. 'Don't know' responses removed, n =121 to 123 depending on question.

**Results:**

- Flexibility: 82.1 per cent of small business employers agreed or strongly agreed that the introduction of AWAs into their workplace had improved flexibility for their business.
- Competitiveness: 53.7 per cent of small business employers agreed or strongly agreed that the introduction of AWAs into their workplace had improved the competitiveness of their business.
- Productivity: 59.5 per cent of small business employers agreed or strongly agreed that the introduction of AWAs into their workplace had improved the productivity of their business.

## **2003-04 Survey**

**Question:**     **In your opinion, who are Australian workplace agreements (AWAs) intended to benefit?**

- Employees themselves;
- Employers;
- Government;
- Anyone else?

**Response Type:** Multiple responses to answers allowed

**Respondent Base:** **Respondent Base:** Sample of Industry Partners, AWA employers, AWA employees, and employees who have contacted the OEA n = 751, total responses (multiple choice allowed) = 1,614

### **Results:**

- 82 per cent of survey respondents believed that AWAs are intended to benefit employees;
- 90 per cent of survey respondents believed that AWAs are intended to benefit employers;
- 33 per cent of survey respondents believed that AWAs are intended to benefit the government;
- 9 per cent of survey respondents believed that it is intended that 'others' benefit from AWAs. Some of these included the family of workers, customers or consumers, small business or industry, or the general public.
- Almost four out of every five AWA employees perceived AWAs as being intended to benefit 'employees themselves'

**Question:**     **Which of the following do you value most about AWAs?**

- Reduced scope for third party intervention
- Flexibility for your business
- Obtaining better organisational outcomes
- Improvement in employee- management relations

- Ability to tailor AWAs to individual needs
- Containment of labour costs
- Or something else
- Cant say

**Response Type:** Selecting a response from a pre-determined list of response categories.

**Respondent Base:** Sample of industry partners and AWA employers, n = 351. ‘Don’t know’ responses removed, n =347

**Results**

- The two characteristics of AWAs which employers most commonly valued were ‘flexibility for your business’ and ‘ability to tailor AWAs to individual needs’
- Employers were three times as likely to rate ‘improvement in employee–management relations’ as the most valued characteristic of AWAs, compared to industry partners
- Industry partners were more likely to endorse the value of the flexibility of AWAs and the ability to tailor AWAs to individual needs.

**Table 3:** Value most about AWAs?

<b>Value most about AWAs</b>	<b>Industry Partners %</b>	<b>AWA Employers %</b>	<b>Total %</b>
Flexibility for your business	44	34	36
Ability to tailor AWAs to individual needs	35	26	28
Obtaining better organisational outcomes	4	6	6
Improvement in employee-management relations	6	18	16
Reduced scope for third party intervention	4	8	8
Containment of labour costs	2	6	5
Something else	4	2	2
Total	100	100	100

**Notes:** Totals may not add to 100 due to rounding