

# RCSA Web Survey

December 2001

# Executive Summary

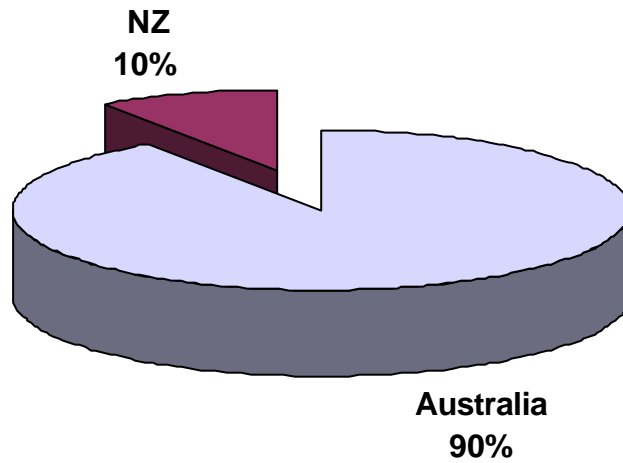
- Overall, the survey showed some reduction in optimism for the immediate future
  - Members are:
    - Expecting slower growth in the economy in the next three months – this may be due to the Christmas break
    - Finding it harder to locate suitable candidates
    - Experiencing faster reduction in their own staff levels
  - Members greatest concerns for the future are:
    - Lack of hiring intentions by clients
    - Deteriorating economy
    - Price undercutting in their industry
    - Maintaining profitability/fee levels
- The RCSA website is the most used source of information for finding out about Australian Privacy Legislation

# Process

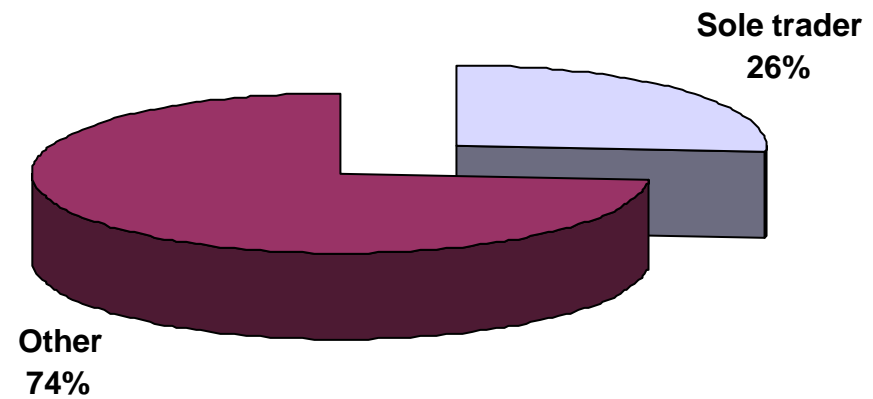
- Web survey
  - E-mail business heads in both NZ and Australia
  - 119 responses

# Demographics of sample

Country

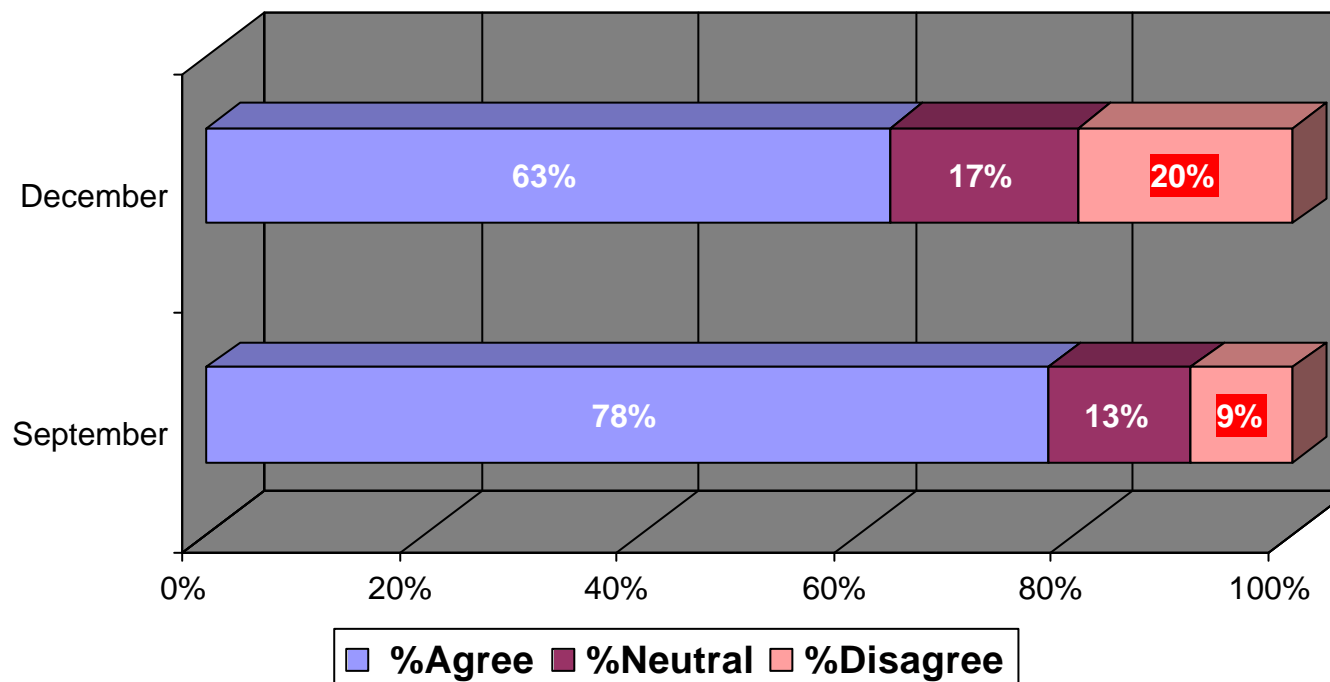


Trader status



RCSA members are confident their business will improve in the next three months but are less confident than in September. They are still expecting a lift in their business **volume** in the next three months but are not quite as bullish as in September.

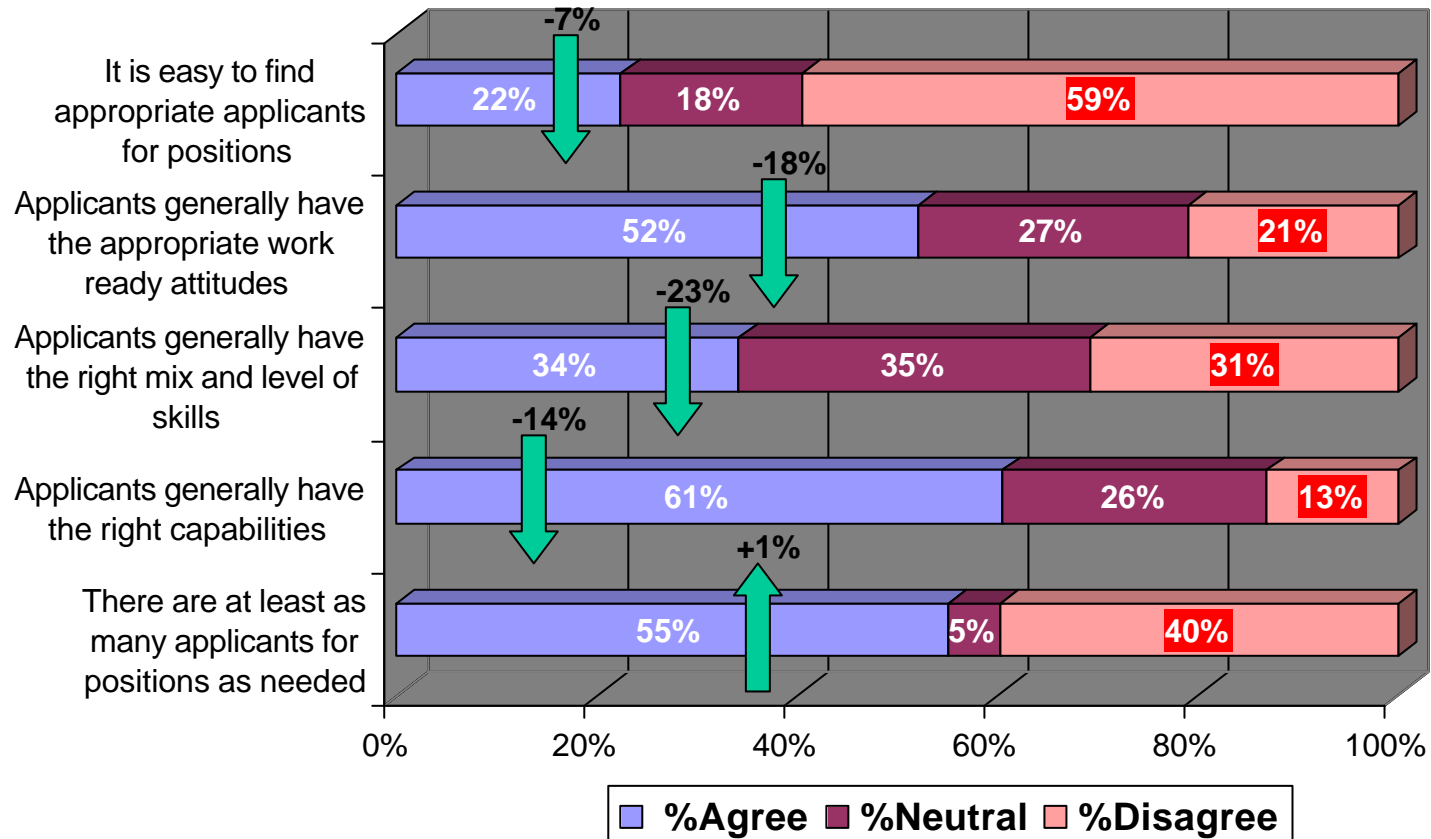
### Confidence that business will improve in the next 3 months



Expected volume of business increase in the next quarter =4.9% down from 5.5% last round

# It is hard to find applicants for positions – harder than in September .

There are not enough applicants with the right combination of ALL the job attributes (skills, work ready attitudes and capabilities) despite there being sufficient of each attribute considered alone. Skills is the most critical shortage



RCSA staff turnover is very high and their staff levels have shrunk substantially in the last six months

There is extreme variability in the rate of staff turnover. RCSA members have the same level of turnover as last quarter but are replacing fewer exiting staff

| <b>September</b>  | Average | Minimum | Maximum |
|---|---------|---------|---------|
| Equivalent full time internal positions in your business (include yourself) | 12.80   | 1       | 240     |
| Internal employees who left your business in the last six months            | 2.30    | 0       | 32      |
| Staff turnover 6 months - %   | 24.6%   | 0.0%    | 300.0%  |
| Internal employees who joined your business in the last six months          | 2.10    | 0       | 35      |
| Staff growth 6 months - %   | -2.9%   | -300.0% | 100.0%  |

| <b>December</b>   | Mean  | Minimum | Maximum |
|---|-------|---------|---------|
| Equivalent full time internal positions in your business (include yourself) | 16.1  | 1       | 220     |
| Internal employees who left your business in the last six months            | 2.7   | 0       | 25      |
| Staff turnover 6 months - %   | 24.6% | 0.0%    | 200.0%  |
| Internal employees who joined your business in the last six months          | 1.9   | 0       | 10      |
| Staff growth 6 months - %   | -7.3% | -150.0% | 66.7%   |

## Industry sectors the greatest number of people placed in the last month are in Trades & Services followed by Marketing and Advertising

| Number place in the last month by industry |       |         |         |
|--|-------|---------|---------|
|  | Mean  | Minimum | Maximum |
| Total number Placed                        | 130.7 | 0       | 2470    |
| Trade & services                           | 58.1  | 0       | 1127    |
| Marketing & advert                         | 23.4  | 0       | 2290    |
| Logistics & supply                         | 11.4  | 0       | 320     |
| General Management                         | 11.2  | 0       | 250     |
| Logistics & supply                         | 8.3   | 0       | 805     |
| Health & medical                           | 6.1   | 0       | 305     |
| Hosp & Travel                              | 4.5   | 0       | 415     |
| Bldg & Engineering                         | 3.6   | 0       | 205     |
| IT & Telecoms                              | 1.3   | 0       | 36      |
| Scientific                                 | 1.1   | 0       | 80      |
| Banking & Finance                          | 1     | 0       | 12      |
| Legal                                      | 0.5   | 0       | 11      |
| Education                                  | 0.1   | 0       | 6       |

## The top 30 occupations are:

| <b>Number place in the last month by industry</b>   |      |         |         |
|---|------|---------|---------|
|   | Mean | Minimum | Maximum |
| Trade & services - Process workers                  | 17.2 | 0       | 600     |
| Trade & services - Labourers                        | 13.2 | 0       | 700     |
| Marketing & advertising - Call centre staff         | 12.2 | 0       | 1200    |
| Marketing & advertising - Telemarketers             | 9.2  | 0       | 1000    |
| Logistics & supply - Stores people                  | 8.5  | 0       | 300     |
| Health & medical - Nurses – for local employment    | 5.9  | 0       | 300     |
| Trade & services - Metal trades                     | 5.0  | 0       | 250     |
| Trade & services - Other manufacturing workers      | 4.8  | 0       | 200     |
| Trade & services - Postal workers                   | 4.5  | 0       | 450     |
| Trade & services - Nannies                          | 4.0  | 0       | 468     |
| General management – Clerks                         | 3.4  | 0       | 100     |
| General management – Secretary/PAs                  | 3.2  | 0       | 50      |
| Trade & services - Trades assistants                | 3.1  | 0       | 100     |
| General management – Receptionists                  | 2.9  | 0       | 100     |
| Trade & services - Wine industry workers            | 2.9  | 0       | 200     |
| Logistics & supply - Driver                         | 2.4  | 0       | 90      |
| Building & Engineering - Builders                   | 1.8  | 0       | 200     |
| Hospitality & Travel - Bar attendants               | 1.6  | 0       | 180     |
| Hospitality & Travel - Waiters/waitresses           | 1.6  | 0       | 160     |
| Marketing & advertising - Data entry staff          | 1.5  | 0       | 50      |
| General management – Senior management              | 1.1  | 0       | 14      |
| Trade & services - Cabinet makers                   | 1.0  | 0       | 75      |
| Scientific - Laboratory technicians                 | 0.8  | 0       | 60      |
| Building & Engineering - Drafts people              | 0.7  | 0       | 36      |
| Trade & services - Electricians                     | 0.6  | 0       | 40      |
| Hospitality & Travel - Kitchen hands                | 0.6  | 0       | 60      |
| Building & Engineering - Civil/structural engineers | 0.5  | 0       | 25      |
| IT & T – Programmers                                | 0.4  | 0       | 10      |
| IT & T – Computer software developers               | 0.4  | 0       | 12      |
| Banking & Finance - Accountants                     | 0.4  | 0       | 10      |

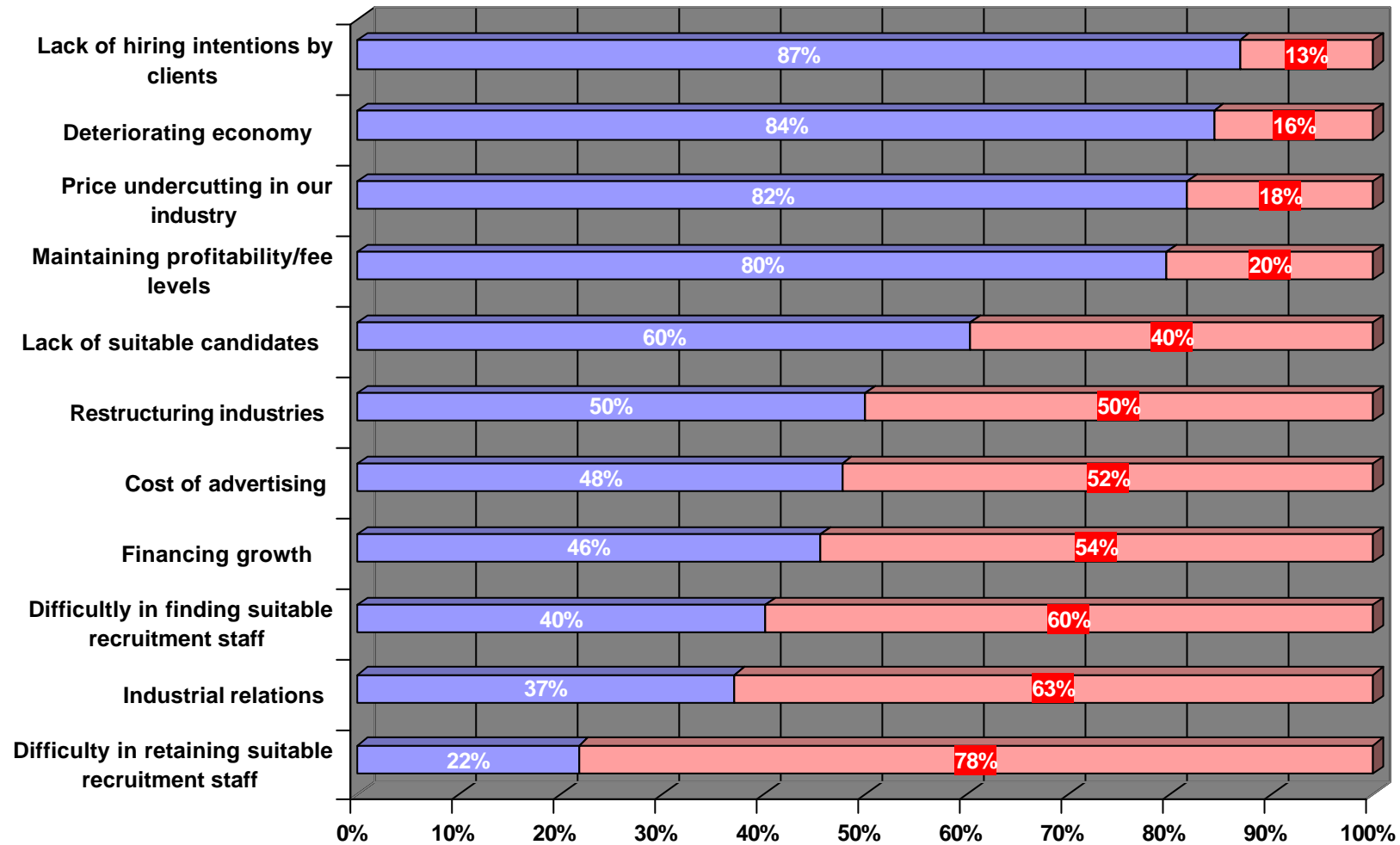
# Staff placed and on-hired workers

| <b>September</b>  | Average   | Minimum | Maximum |
|---|-----------|---------|---------|
| Number of staff placed on client payrolls by your business – last month   | 68.60     | 0       | 5,000   |
| Total number of on-hired workers you manage – last month                  | 149.40    | 0       | 1,500   |
| Number of hours billed for on-hired workers by your business – last month | 17,136.90 | 0       | 450,000 |

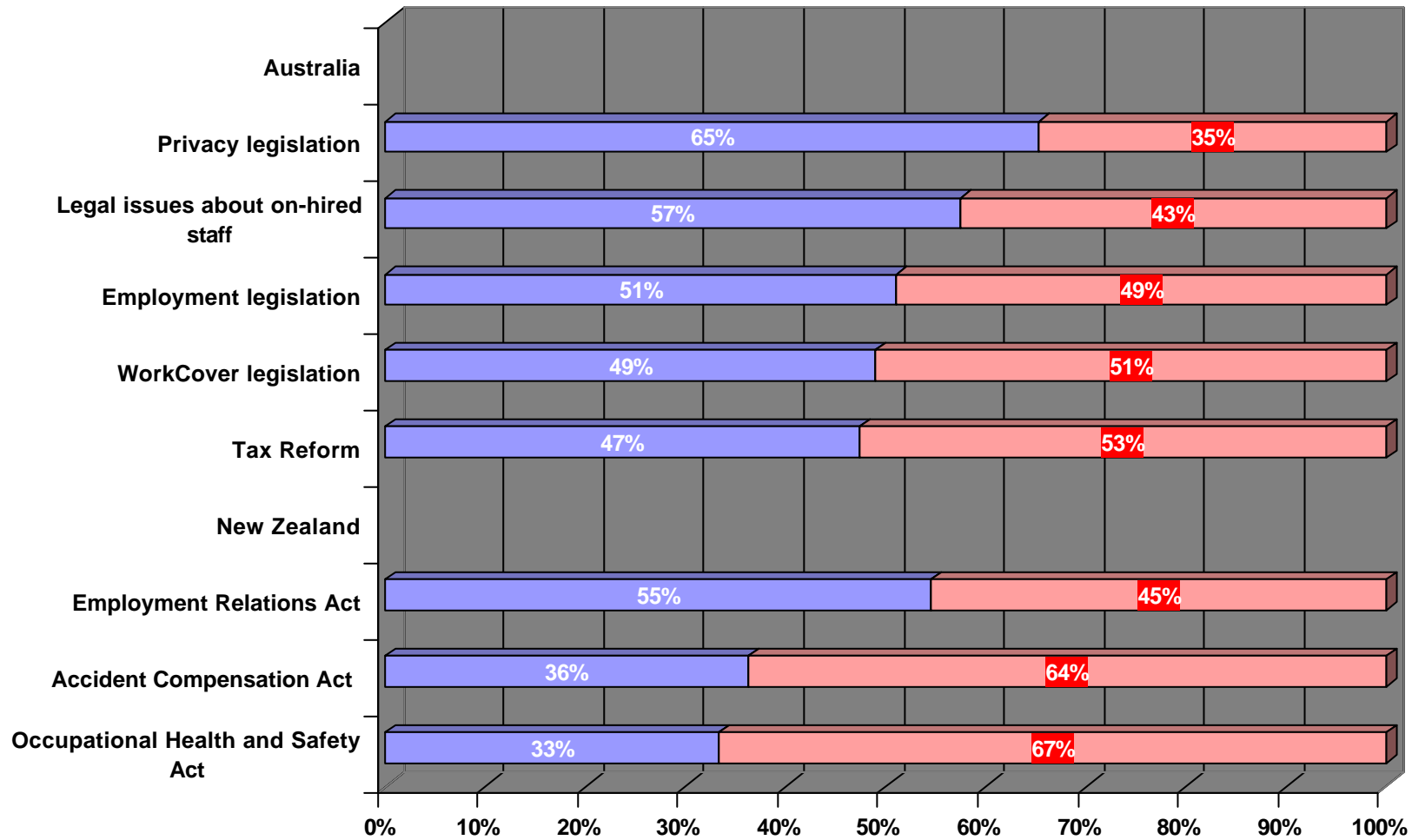
## **December**

|   |        |   |         |
|---|--------|---|---------|
| Number of staff placed on client payrolls by your business - last month   | 90     | 0 | 4,500   |
| Total number of on-hired workers you manage - last month                  | 328    | 0 | 7,000   |
| Number of hours billed for on-hired workers by your business - last month | 14,724 | 0 | 475,000 |

# Concerns for the present and near future (all respondents)

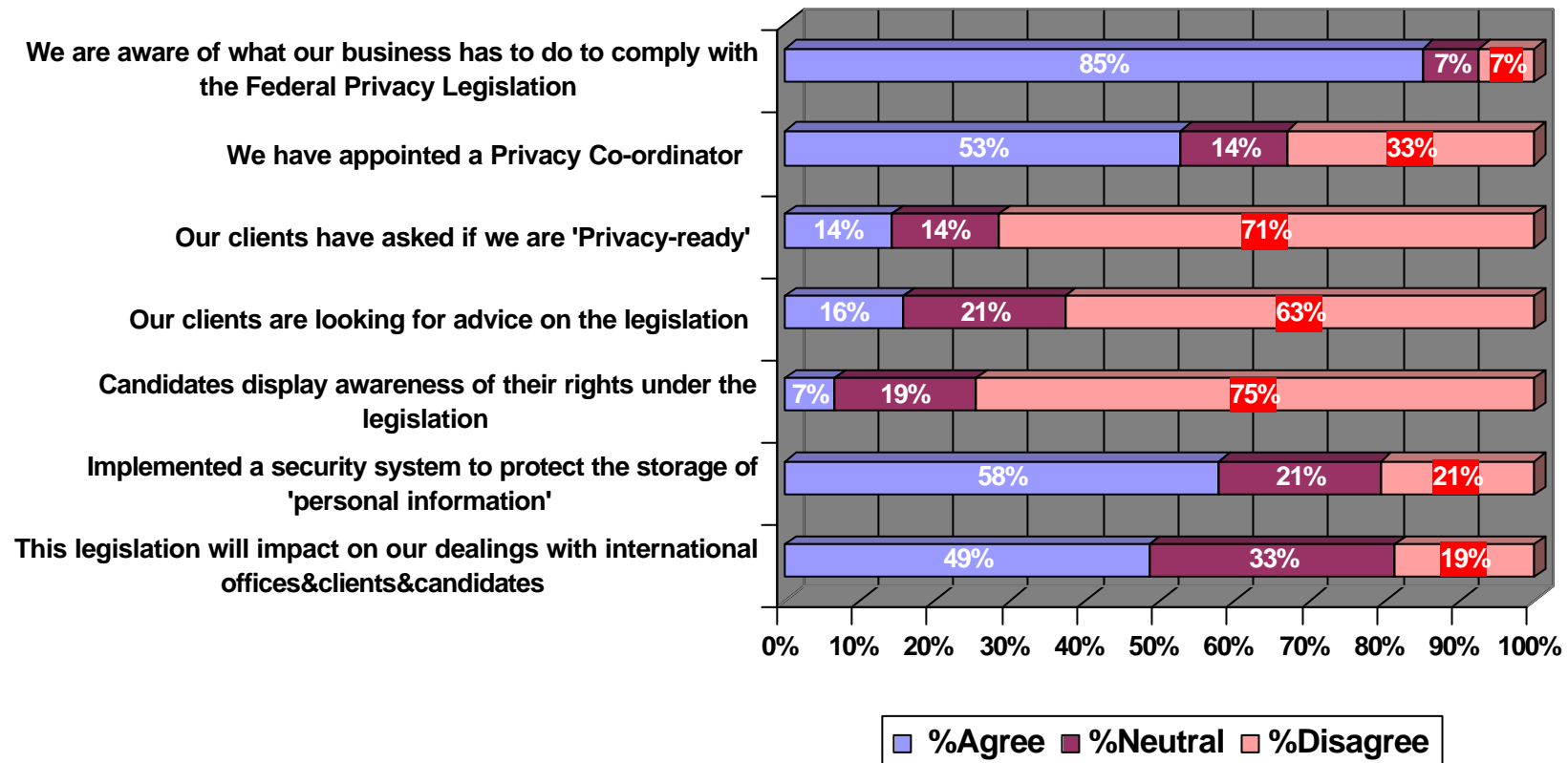


# Concerns for the present and near future (National issues)

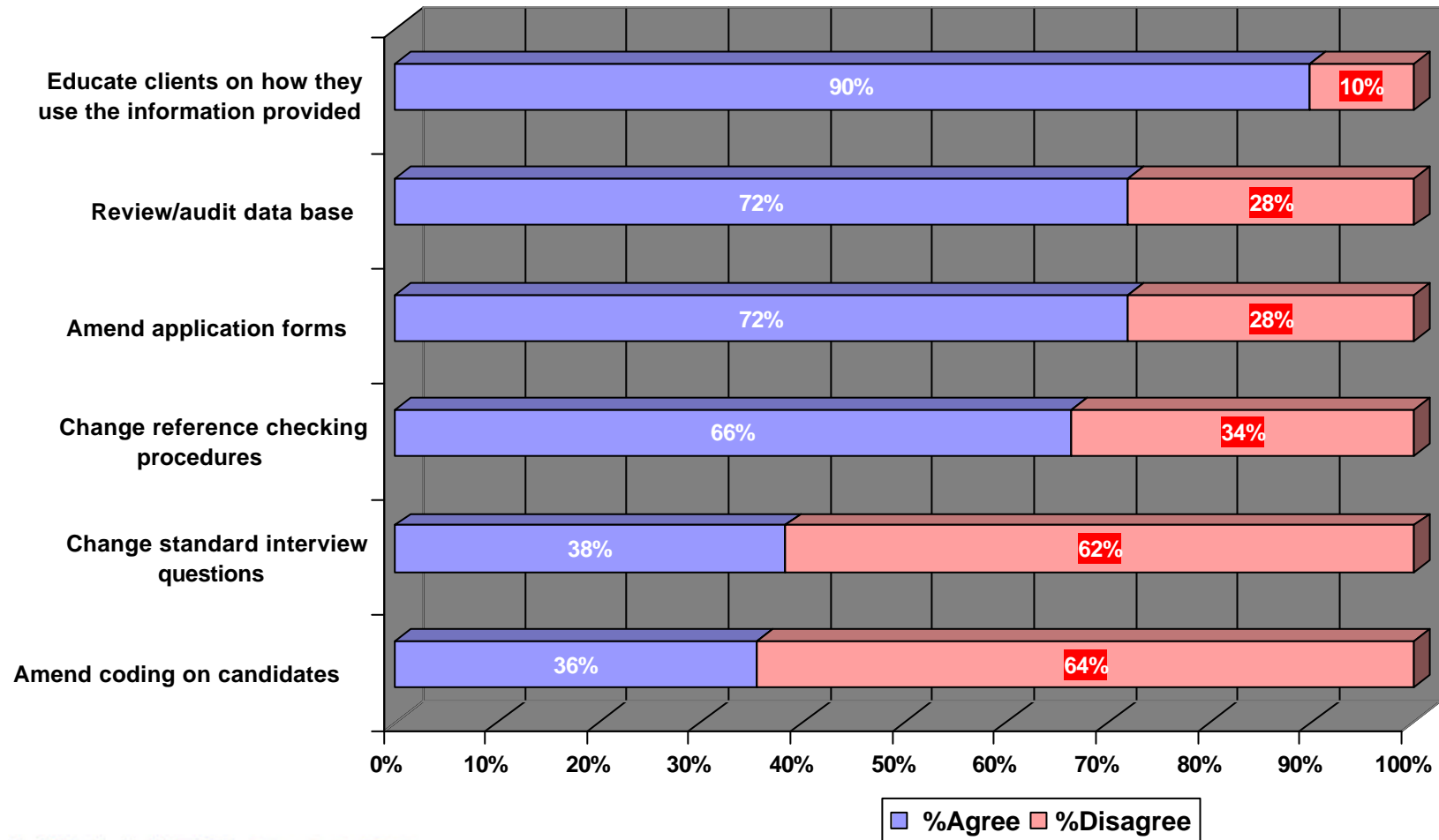


# Australian members

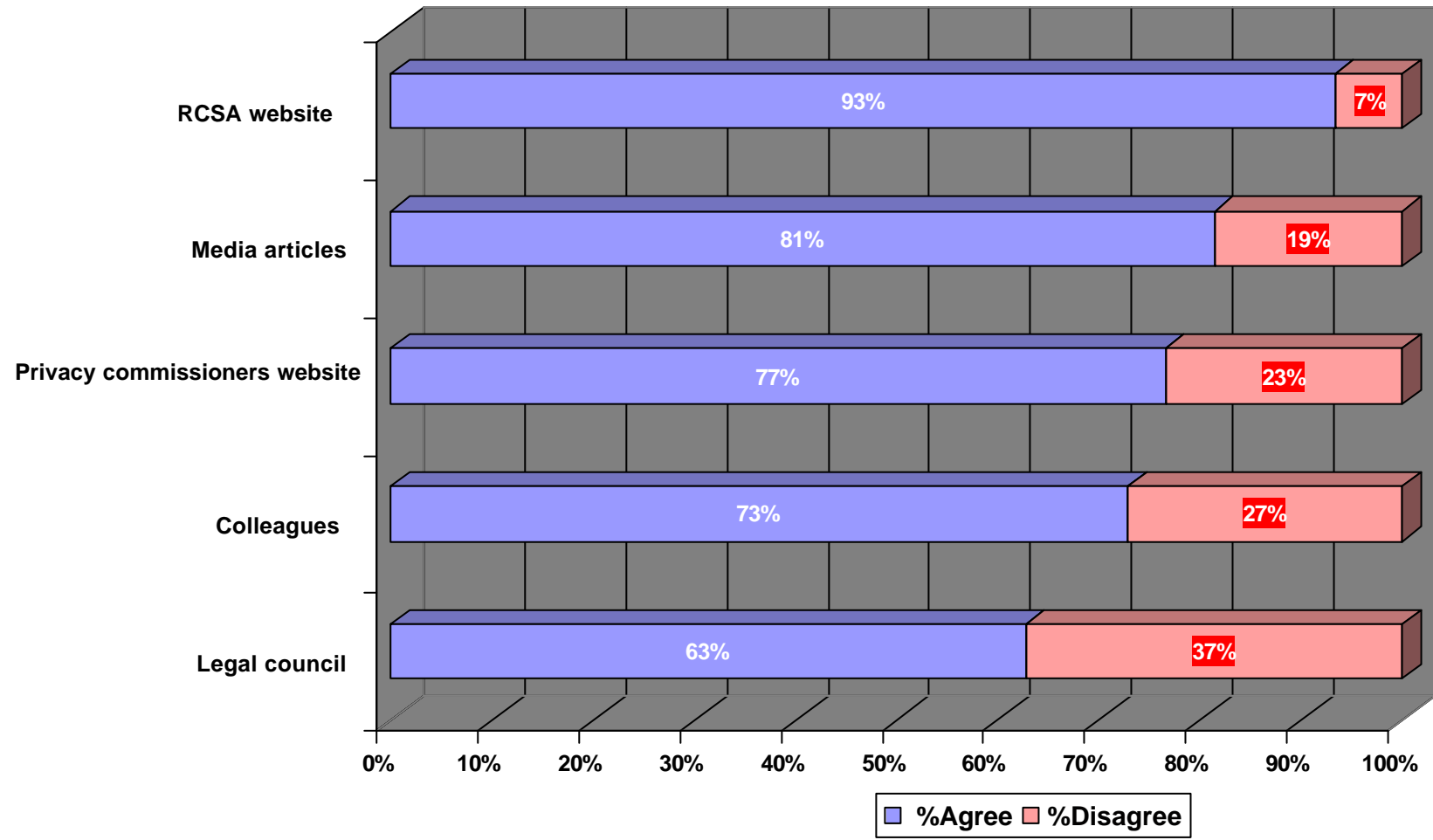
# Privacy Legislation - most members are aware of their obligations and have begun meeting them. Clients & candidates are not particularly demanding in these matters (Australia)



# Privacy Legislation – how it will affect the way members do business (Australia)



# Privacy Legislation – sources of information. RCSA website is the preferred place to obtain information (Australia)



# New Zealand members

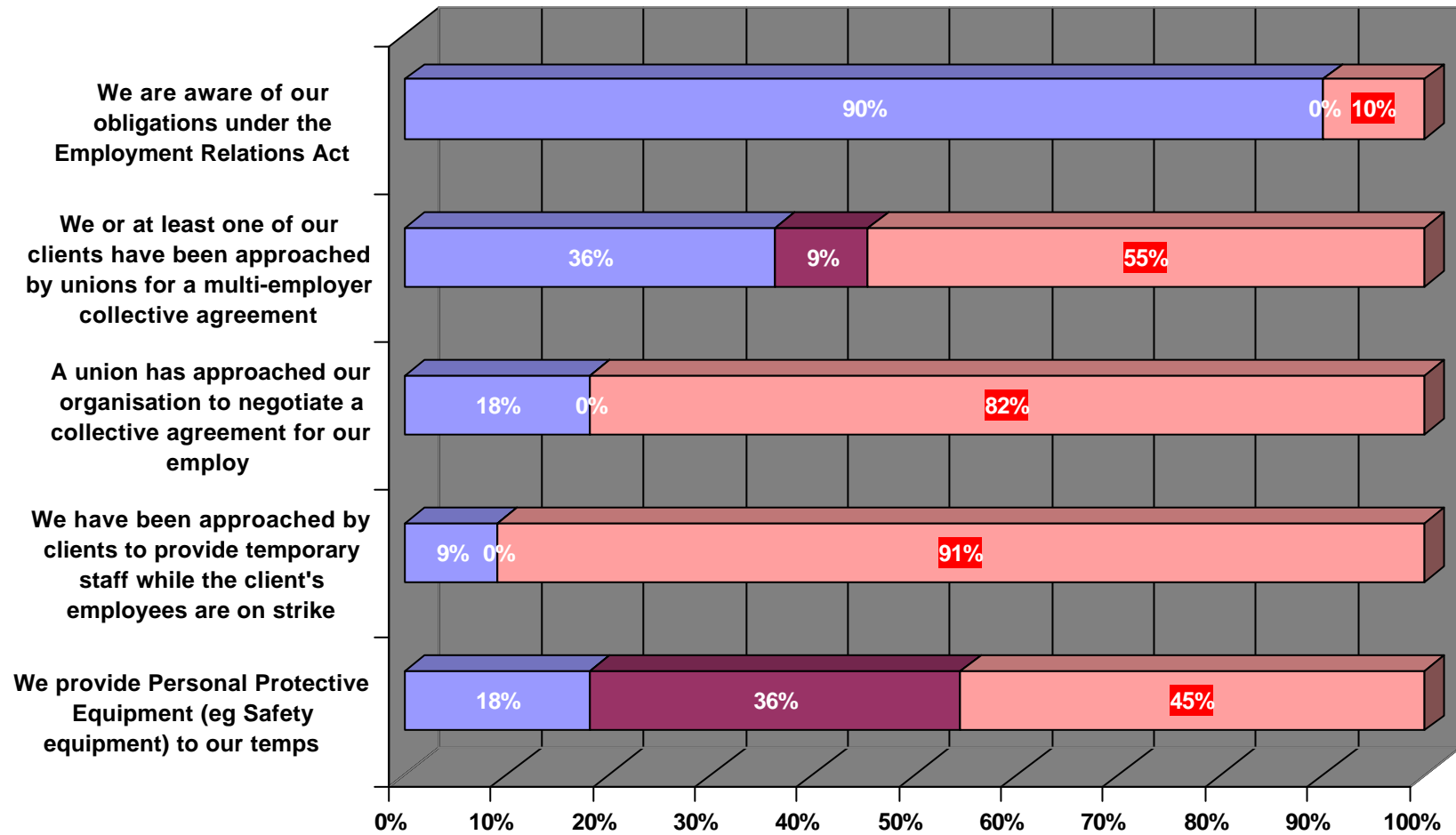
Note: these data should be used with caution as there were only 11 NZ respondents

# Differences between NZ and Australian responses

Compared to Australians, NZ respondents believe:

- Lack of suitable candidates. In particular:
  - Applicants generally **do not** have the right mix and level of skills
  - Applicants generally **do not** have the right capabilities
  - Irrespective of appropriateness there **are not** as many applicants for positions as there are positions
- All scores are 15% to 25% lower than those of the Australians
- In all other scores in the survey, Australians and New Zealanders are similar

# Employment Relations Act - most members are aware of their obligations. Clients & unions are not particularly demanding in these matters (NZ)



# Worker Injuries - both the number and cost of injuries has dropped in the last 12 months (NZ)

