



Workplace Pulse Quarterly Survey: Induction Fatigue

April 2012

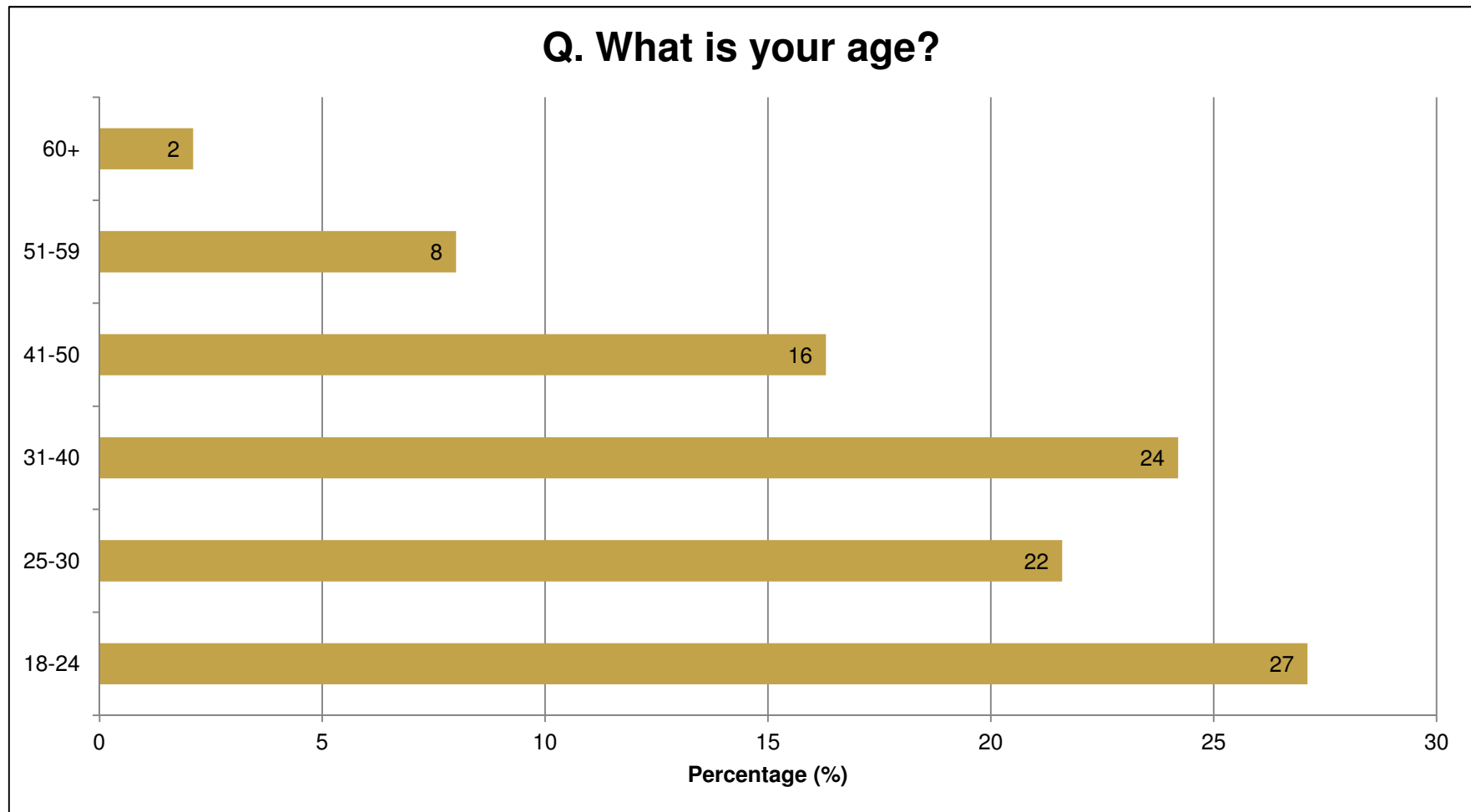
About the survey:

- WorkPro's 7th quarterly Workplace Pulse survey was conducted in April 2012, among a sample of 2,146 contractor and temporary employees applying for work through recruitment agencies across Australia.
- The research investigated the frequency and repetition of induction and refresher training in Australian workplaces.

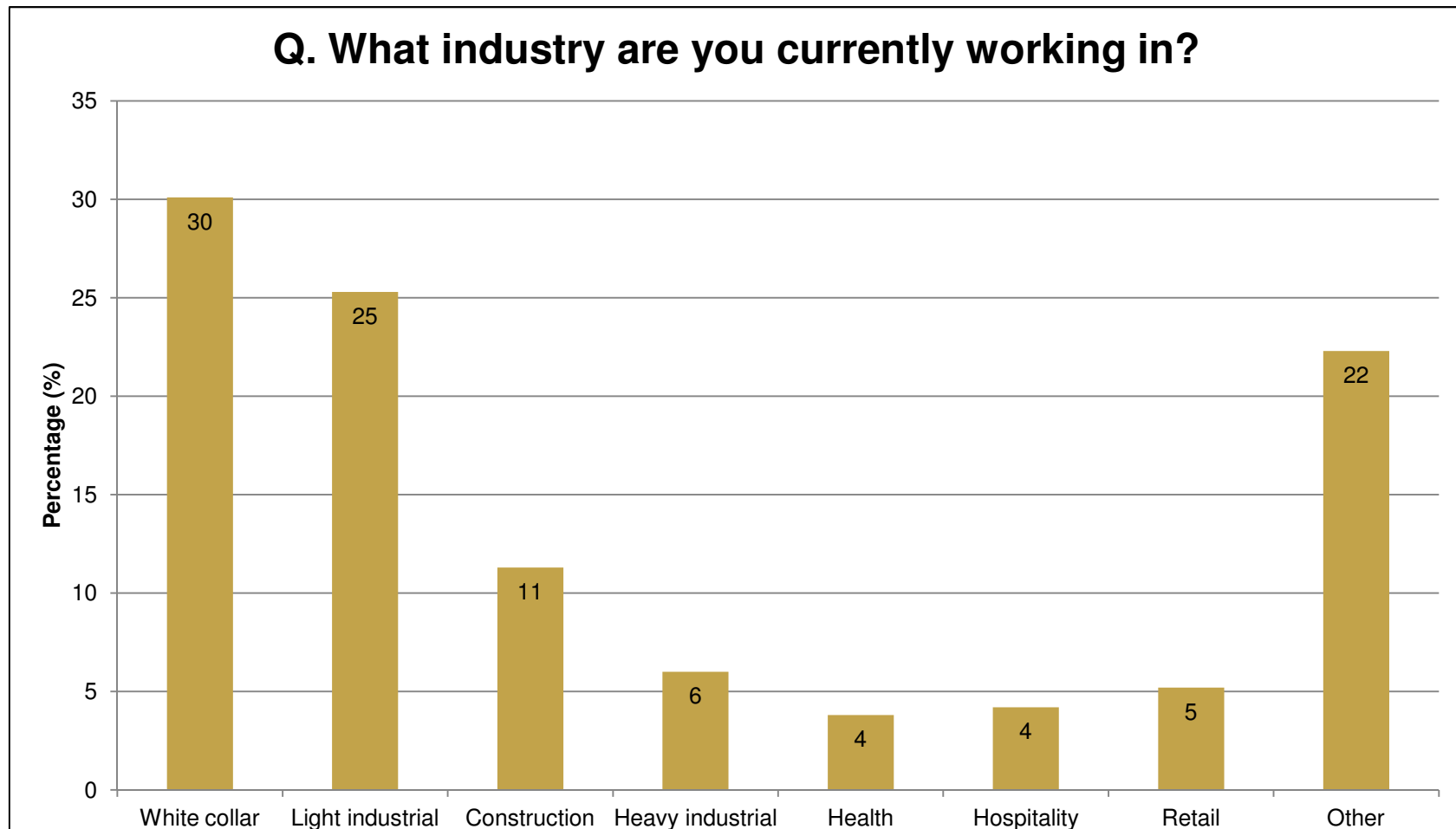
About WorkPro:

- WorkPro is a leader in online pre-employment screening and workforce solutions.
- The system represents recruitment industry best-practice in the mitigation of workplace risk, getting candidates job-ready and providing an auditable track-record of key compliance processes, such as OHS induction training, criminal history checks and Visa-status checks.

Whilst the majority of survey respondents (73%) were aged between 18-40 years of age, approximately one quarter of those surveyed (27%) were aged 41+, reflecting the continuing growth of older workers in Australia.

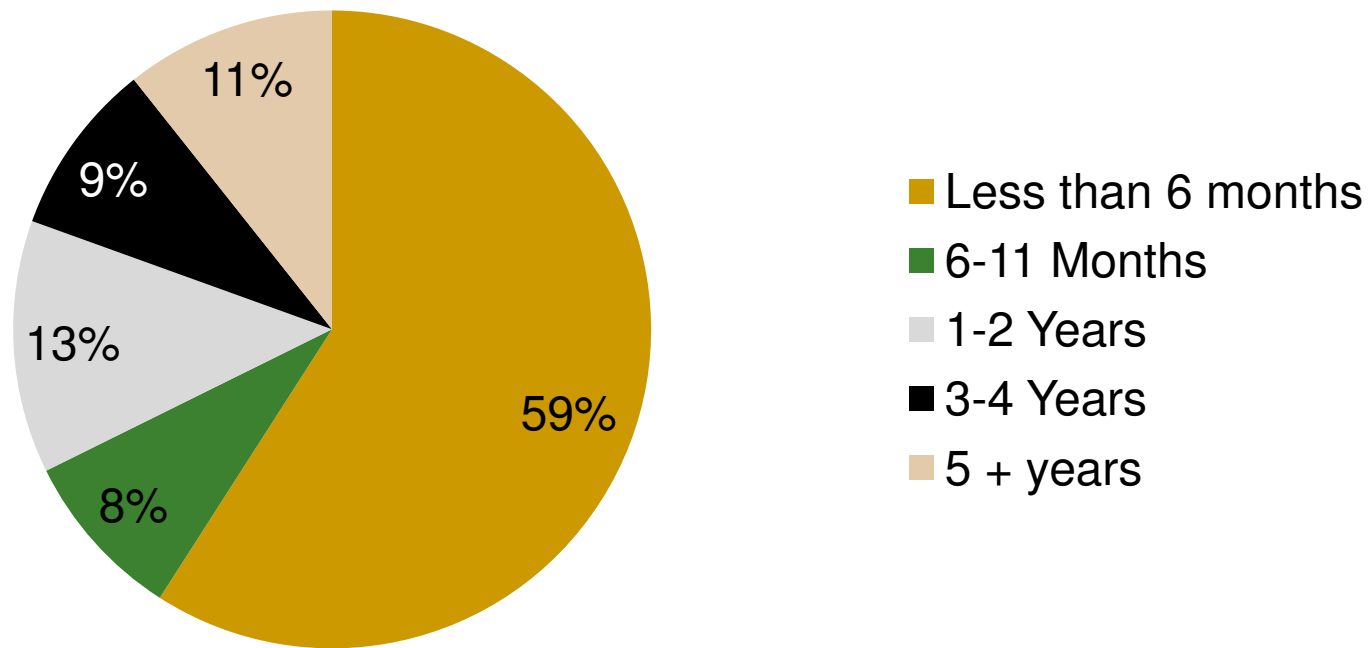


WorkPro Pulse Survey respondents were from a wide range of industries but one third of respondents came from white collar industries, indicating a high level of contingent workers within the professional services industry, not just light industrial and construction (37%).



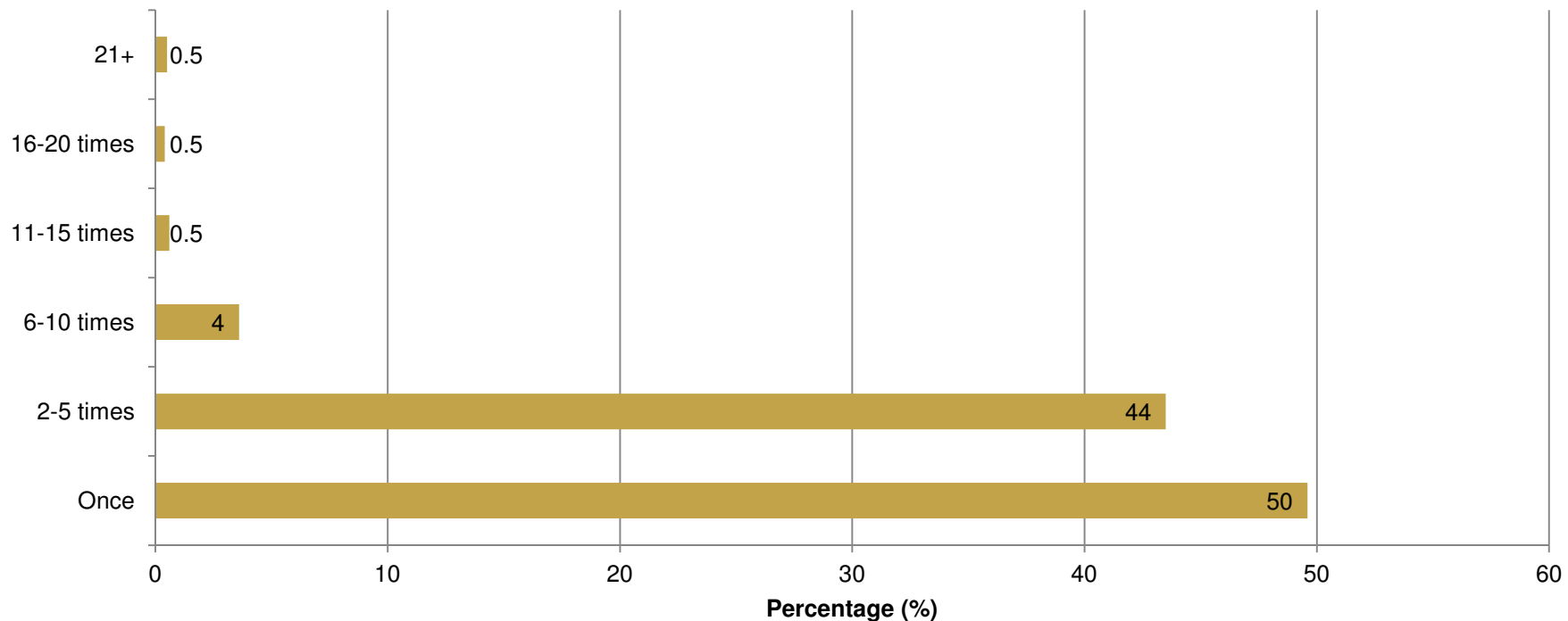
Although over half of respondents (58%) had been contracting or temping for less than 6 months, almost 20% of those surveyed had been part of the contingent workforce for more than three years, indicating that the contingent workforce is here to stay.

Q. How long have you been contracting or temping?



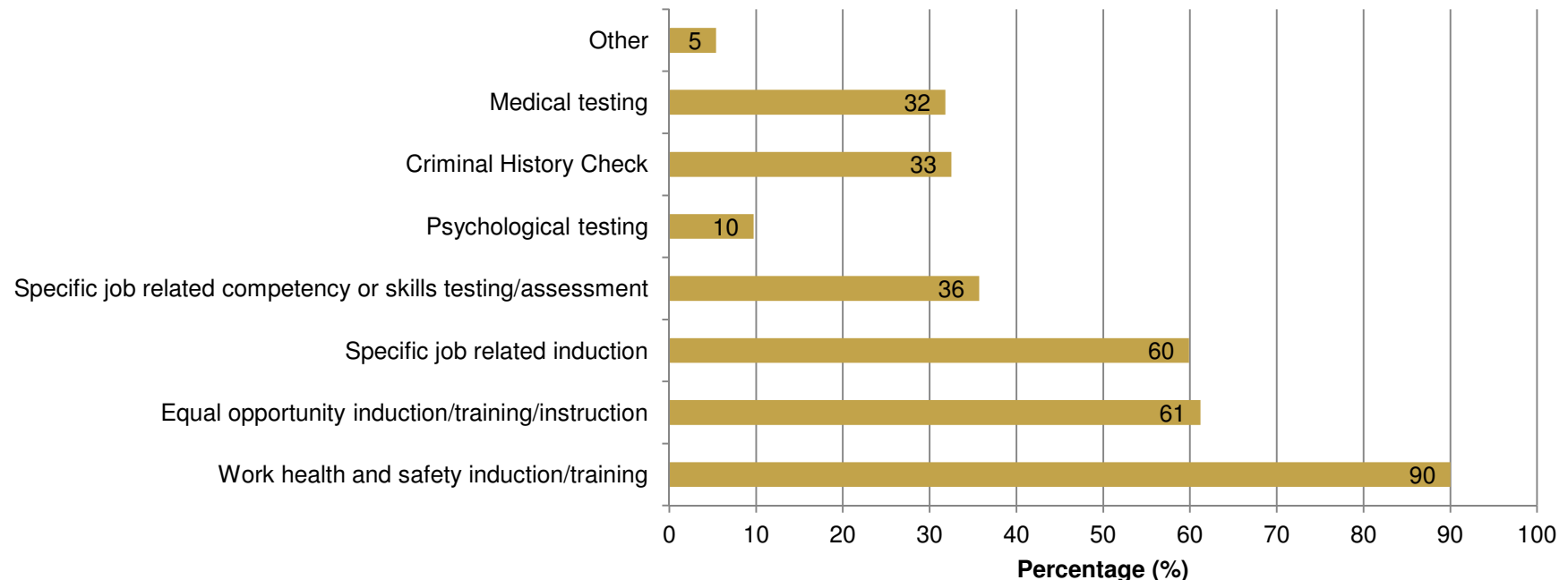
Almost 50% of respondents had only received one pre-employment induction/screening in the past three years and 44% had taken 2-5 pre-employment screenings, further reflecting the short amount of time respondents have spent in contracting or temping roles.

Q. Over the past three years how many times have you been required to undertake a pre-employment induction/screening?



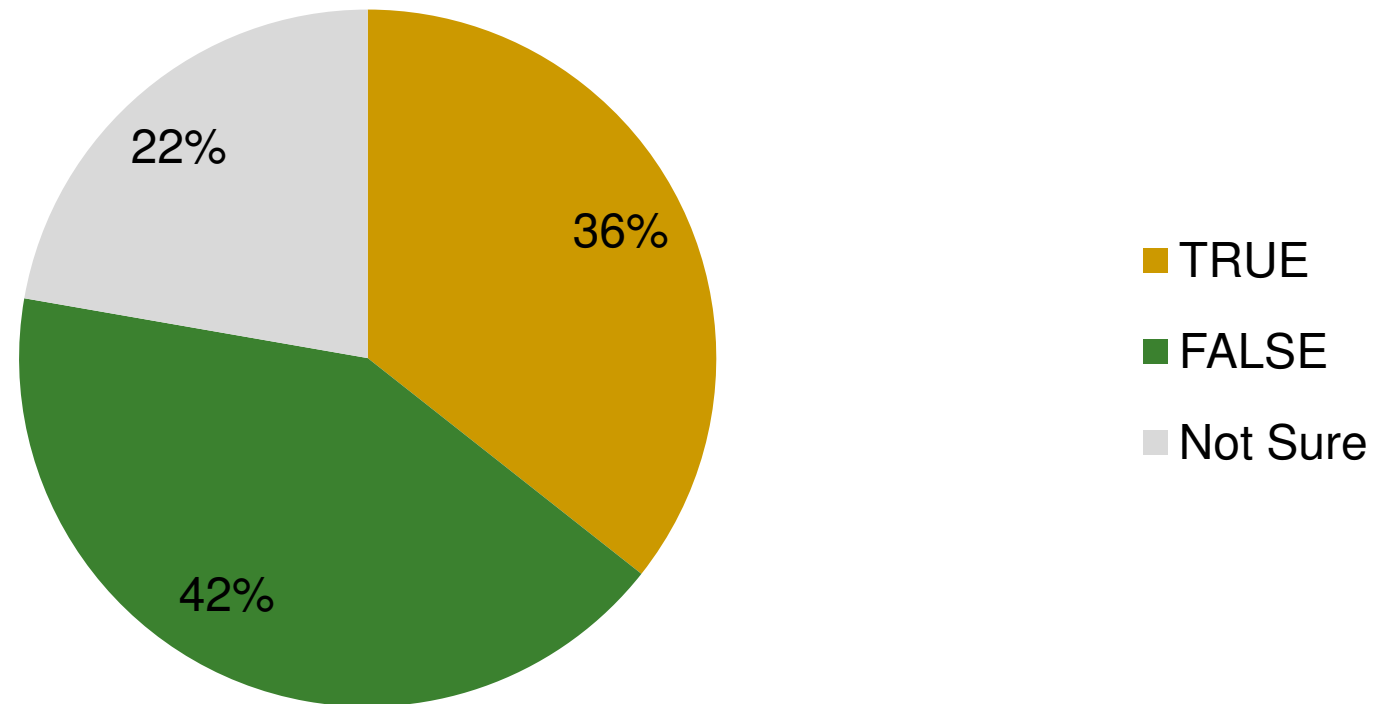
90% of those surveyed said WHS training was included in the induction process, a sign that employers are receiving the important message of safety in the workplace. However, only 36% of respondents said they received specific job competency or skills testing, indicating there is a need for employers to ensure their staff are regularly assessed and re-skilled according to their job requirements.

Q. What has typically been included in an induction/screening program? (You can choose more than one answer)



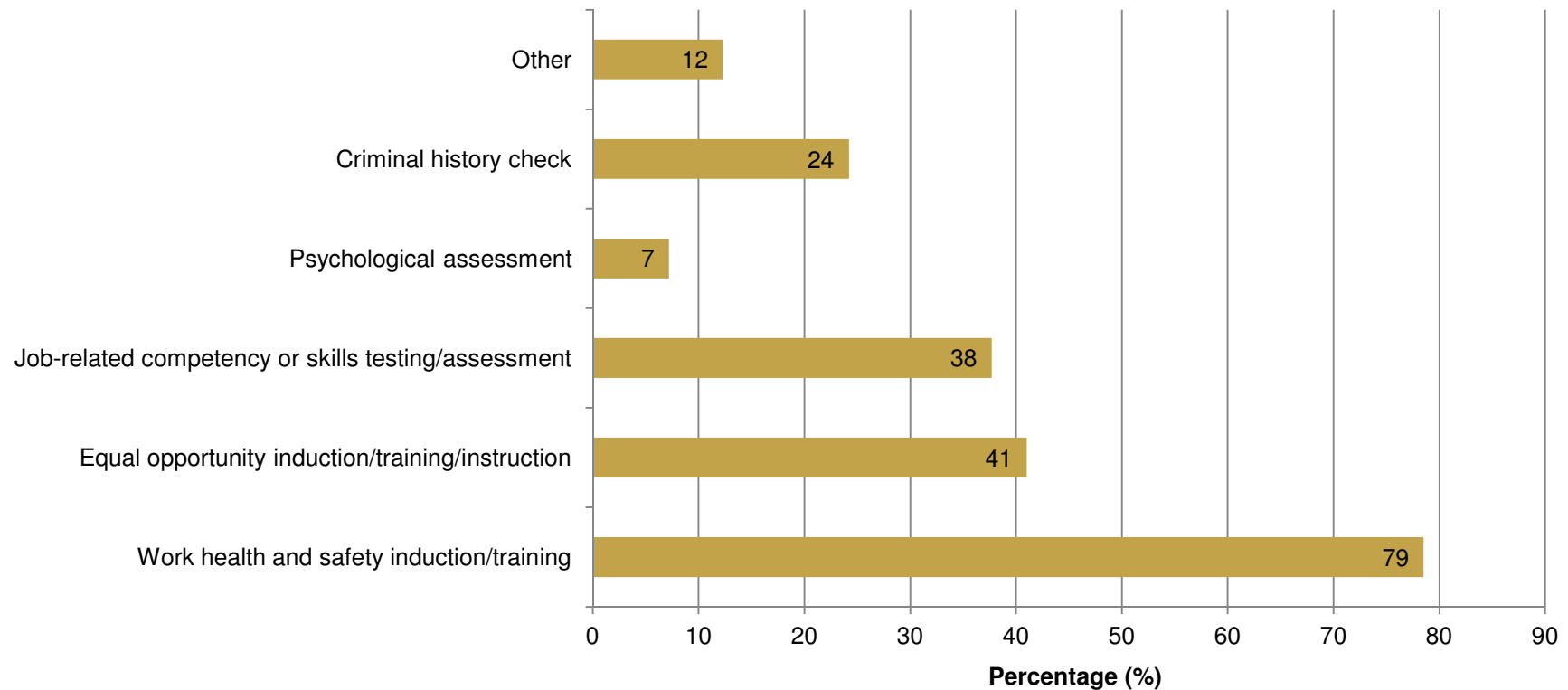
42% of respondents said they had not repeated the same induction/screening upon commencing work, reflecting the majority of respondents, who had been in contracting or temp role for 6 months or less. However, one third of those surveyed had been exposed to a similar induction program in the past.

Q. Have you had to repeat the same induction/screening program upon commencing work in a different work place?



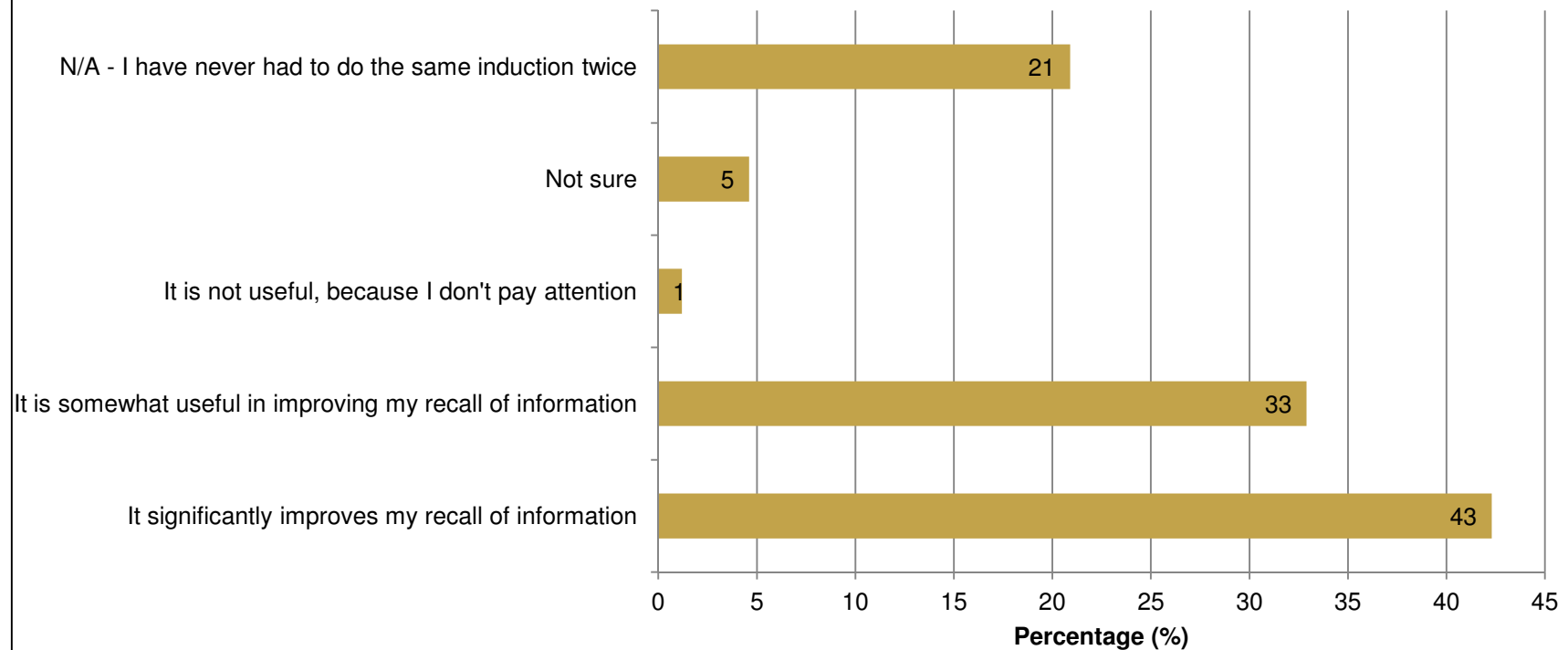
Majority of repetition was undertaken in WHS training however, other leaders in induction programs were equal opportunity training, job-related competency training and criminal history check programs.

Q. Which of the following have you undertaken multiple times over the past three years? (You can choose more than one answer)



Three quarters of those surveyed felt it was important to refresh training in the workplace as repeating inductions and/or training helped somewhat/significantly improve their recall of important information.

Q. If you have had to undertake the same/similar induction/training, which statement best describes the impact of repeating the same process?



Although respondents felt positive about refresher programs, almost half (46%) thought that a yearly refresher was adequate, whilst only 20% thought that a 6-monthly refresher would be beneficial. These figures show that there is a fine line between induction fatigue and ensuring candidates are up to speed with vital workplace information.

