

Office of the Employment Advocate

AWA Employee Attitude Survey

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Executive Summary

Who is an AWA employee?

- AWA employees were as likely to be members of a union as employees in the workforce². The gender distribution of AWA employees was also in line with the general workforce, although AWA employees were more likely to be Managers and administrators, Technicians or associates and either Elementary or Intermediate clerical workers than the random sample employees.
- Employment duration also showed some significant differences between the sample groups with AWA employees tending to have been with their current employer for less time than random sample employees. 12.5 per cent of employees in the AWA sample had been with their employer for less than a year compared to 7.4 per cent of employees in the random sample. Conversely, among the employees in the random sample, employment duration of greater than 2 years was predominant - more than 60 per cent of all employees in the random sample covering all occupational categories had been employed by their current employer for more than 2 years.
- AWA employees tended to be younger than the random sample employees. AWA employees were much more likely to belong in the 15 to 20 age group than random sample employees, while random sample employees were 4.7 per cent more likely to belong in the 30 to 44 age group, and 2.3 per cent more likely to belong in the 45 to 59 age group.
- AWA employees were more likely than random sample to be at either end of the income scale, being more likely to earn either under \$10,000 or over \$50,000 a year.
- Although there were some interesting differences in the characteristics of the two sample groups, there were also some interesting similarities. The proportion of part-time workers and casual employees were remarkably similar in each of the samples, suggesting that there is no predominance of part-time or casual workers in the AWA population.

Relations with management

General relations with management

- Generally employees' attitudes to management amongst both AWA and random sample employees are fairly positive with younger workers (15-20) being the most positive about relations with management. AWA employees were more likely than random sample employees to think that management does its best to get on with employees. This contrast was most marked in larger workplaces.
- Union members were generally less likely to have a positive attitude to management. However, union workers with AWAs were more likely to have a positive perception of management than union members in the random sample.

² ABS Cat. No. 6010.0.

- Importantly, good and effective communication and information was positively linked to relations with management, particularly trust.

Trust with management

- The results also suggest that employees have greater trust in management than was found in AWIRS 95 (46 per cent of employees agreed with the statement that management can be trusted to tell things the way they are compared to 37 per cent from AWIRS 95).
- Employment duration appears to be linked to perceptions of management with longer-term employees reporting lower levels of trust in management. Male employees also tended to show lower levels of trust in management.

Information

- About half of all employees indicated that they were more informed compared to two years ago.
- Where employees were satisfied with the level of communication and information, they were also much more likely to feel that management does its best to get on with employees and that it can be trusted to tell things the way they are.
- Overwhelmingly, the majority of employees indicated that they felt comfortable in raising issues with supervisors.

Employee Involvement

- Management seem to allow employees freedom on how they perform their own work and how they do their work.
- Around three-quarters of all employees indicated that they were willing to negotiate pay and conditions directly. Over 80 per cent of AWA employees were willing to negotiate directly. AWA employees were also less influenced by union membership in showing willingness to negotiate directly. This suggests that employees with experience of direct negotiations through AWAs view the experience positively.

Hours, stress and work and life balance

Hours at work

- Around a third of all employees indicated that they worked more hours than they did two years earlier. Employees under AWAs were more likely to report that they worked more hours than two years ago compared to employees in the random sample. A lower percentage of employees under AWAs also worked less hours compared to employees in the random sample.

The amount of work effort

- Slightly more employees under AWAs indicated that they are putting more effort into work in the last two years compared to employees in the random sample. Interestingly, a greater number of employees under AWAs also suggested that they are not working as

hard as two years ago. A greater proportion of the random sample indicated that the amount of work effort had stayed about the same.

Stress

- A significant proportion (around four in ten employees) of employees indicated greater stress in the last two years. AWA employees were less likely to report they had experienced an increase in stress and more likely to report a reduction in stress.

Balancing work and life

- AWA employees were more likely than random sample employees to report that balancing work and life had become easier. Significantly, over two in five of all employees indicated that it had become more difficult to balance work and life commitments over the past two years.
- In general, changes in work life balance were strongly correlated with occupation – employees who reported a worsening in work life balance were concentrated in high skill occupations, such as Managerial, Professional and Technical.

Awareness of maternity leave rights

- While there was some variation in the sample groups by duration of employment, overall a majority of female employees indicated they were somewhat aware or very aware of their maternity leave rights and almost 90 per cent were confident about accessing them.

Changes in the workplace

- Overall, there was a high level of change in the workplace with almost half of all employees indicating that change had occurred to the type of work performed and how work is done, with around three in five employees indicating changes in the way the workplace is managed. Employees under AWAs had experienced more changes in the workplace than employees in the random sample.

Pay, conditions and performance

Remuneration

- The majority of employees had a good understanding about their pay and conditions.

Pay rise and bonuses

- A similar proportion (around seven in ten) of employees under AWAs and in the random sample received a pay rise in the last 12 months and around 71 per cent of all employees were satisfied with the pay rise. Significantly, over four in ten employees under AWAs have received bonuses and incentives related to their job performance in the last twelve months. This compares to three in ten employees in the random sample.
- A much larger proportion of AWA employees than employees in the random sample were the recipients of bonuses or incentives in the previous 12 months.

- AWA employees were more likely than random sample employees to rate performance in the job as the factor that should most influence employees pay, with random employees more likely to refer to skills and qualifications, or length of time in the job.

Productivity and performance

- Overall three-quarters of all employees agreed or strongly agreed that the productivity and profitability of their employer was important to them. This was similar for employees under AWAs and in the random sample. Nearly nine in ten of all employees identified their own performance as important to the overall performance of their employer.

Influence at work and work satisfaction

General influence at work

- The majority of employees have a degree of influence over the type of work and how they do their work. A majority also indicated that they had a degree of influence over decisions which affect them at the workplace.
- AWA employees were more likely than random sample employees to indicate that their level of influence over their work had increased compared to two years ago. This was especially pronounced over how employees do their work.

General satisfaction at work

- Around half of all employees either felt satisfied or very satisfied with the level of communication and information, and the recognition of work and effort. However, around a quarter to a third of all employees were dissatisfied or very dissatisfied with these issues. The highest level of dissatisfaction was with the provision of training, although new employees were generally more satisfied than more established employees. AWA employees were also more satisfied with the amount of training they received compared to employees in the random sample.
- Employees in small workplaces (1 to 20 employees) were less satisfied over communication and information and with the recognition of work and effort compared to medium to larger workplaces (20 or more employees). Across all industries, around 45 per cent of employees stated that they were satisfied or very satisfied with the level of communication and information, and recognition of their work and effort. Around 40 per cent of all employees were satisfied or very satisfied with the amount of training the received.

Influence and the pace of work

- The majority of all employees feel that they have some influence over the pace at which they do their work.
- A greater percentage of AWA employees than employees in the random sample felt they have increased influence over the pace at which they do their work compared to two years ago.

Satisfaction over the amount of work

- The majority of employees in both samples indicated that they were satisfied or very satisfied with the amount of work they do, although employees under AWAs were slightly more satisfied. Likewise, employees in the random sample were a little more likely to indicate their dissatisfaction. In smaller workplaces, AWA employees were proportionately less satisfied when compared to the random sample.

Satisfaction with remuneration

- Around half of all employees indicated that they were satisfied or very satisfied with their pay and conditions. However, AWA employees were more likely to have become more satisfied with their pay and conditions over the previous two years than employees in the random sample. This was most marked in larger workplaces.
- Longer-term employees on AWAs were 25 per cent more likely to have become more satisfied with their pay and conditions than their counterparts in the random sample.
- Just over half of all employees said they were paid enough. There were no significant differences between employees under AWAs and random sample employees.

Satisfaction with hours worked

- Over two-thirds of all employees were satisfied with their hours. One in four employees preferred to work less hours and around one in ten employees preferred to work more hours.
- AWA and random sample employees' satisfaction with hours worked were very similar.
- Generally, higher skill level occupational groupings were more likely to want to work shorter hours, while many employees in lower skill level occupational groups wanted to work longer hours.

Influence over working time

- Over two-thirds of all employees indicated that they had some influence over when they start and finish work. More longer-term AWA employees felt they had a significant level of influence over their start and finish times each day compared to longer-term employees in the random sample and two in five new AWA employees.
- A greater proportion of employees under AWAs indicated that their influence over start and finish times had increased over the last two years than employees in the random sample.

Satisfaction with working time

- Nearly two-thirds of all employees expressed satisfaction with their control over their hours of work.

Introduction

The last major survey of employees to be undertaken in Australia was the 1995 Australian Workplace Industrial Relations Survey (AWIRS), undertaken by the then Department of Workplace Relations and Small Business. Considerable changes in the workplace relations environment have occurred since this time, not the least of which is the introduction of formalised individual workplace agreements in the form of Australian Workplace Agreements.

The Office of the Employment Advocate (OEA) engaged the author to assist with a survey of Australian employees (the Employee Survey) and to produce a report analysing its results. The Employee Survey focused on the attitudes of employees towards the workplace, with a particular emphasis placed on AWA employees. This paper summarises the findings from the Employee Survey and is a partner to previous research undertaken by this author on employer attitudes to AWAs (The Employer Survey).

The Employee Survey was undertaken to provide the OEA with information about how employees see their workplaces, and whether AWAs are making a positive contribution to the functioning of workplaces. Specifically, the questions explored were: -

- Who is an AWA employee?
- What impact do AWAs have on the relationship between employers and employees, including the level of trust, level of employee influence over aspects of their employment?
- What levels of stress are employees experiencing, have the levels of stress changed over the past two years and are there any differences between AWA and other employees?
- Are AWA workplaces more likely to have experienced changes over the past two years than other workplaces, in what areas are changes being experienced and what has happened to employee levels of influence and satisfaction?
- How do employees feel about their pay and conditions, what is their level of knowledge about them and what proportion of employees have had pay increases and / or performance pay over the past two years?
- Has balancing work and life become easier for employees, and are there any differences between AWA employees and other employees?

Methodology

The questionnaire used in conducting the Employee Survey was based partly on previous research such as AWIRS. It was developed by the OEA and the author and was refined with the assistance of NCS Pearson – the firm engaged by the OEA to undertake the survey on its behalf.

The questionnaire was piloted in the middle of May 2000 and the survey conducted between the 21st of May 2001 and 12th June 2001. The final version of the questionnaire comprised 32 questions and took around 14 minutes to complete for each respondent.

Unlike AWIRS and the Employer Survey, the Employee Survey was conducted by telephone interview using an automated system to rotate questions and sub-questions to eliminate any possible bias from the order of the questions. The OEA aimed to achieve 2000 completed questionnaires comprising 1000 AWA employees and 1000 wage and salary earners randomly selected from the Australian White Pages Directory. Details of the samples used are provided below.

AWA Sample

The AWA employees were sourced from the OEA's databases and included only those employees who had had AWAs approved between six months and two years prior to the start of the survey period. Those employees whose AWA had been approved within six months of the survey date were eliminated as it was assumed that such employees were unlikely to have had sufficient time in their workplace to provide useful responses (particularly where the questions attempt to gauge changes in the workplace). The upper limit of two years was applied to try to minimise those employees who might have changed jobs or employers since their AWAs were approved. In order to provide greater reliability in the sample, respondents were also asked whether they had been working for their present employer for less than six months. Any respondents who answered in the affirmative were eliminated from the survey as it was clear that they had moved on since their AWA had been approved.

Despite these measures, it was considered likely that some employees within the AWA sample would no longer be on an AWA. As a test, respondents were therefore asked whether or not they were still on an AWA. The results showed that around 13 per cent said that they were not working under an AWA, while 4.8 per cent indicated they were not sure.

The Random Sample

As noted earlier, the random sample employees were sourced from the latest edition of the Australian White Pages Directory. In order to identify employees, a number of simple questions were asked to exclude self-employed persons, owner operators and chief executive officers from the sample. Where more than one qualifying wage and salary earner belonged to the household being surveyed, NCS Pearson were asked to request the person who had enjoyed the most recent birthday in order to eliminate any age or gender bias in the sample.

English as a second language

To ensure that a diversity of views was captured, NCS Pearson attempted to provide interviews in other languages wherever possible. When a respondent was identified as having insufficient English language skills to respond to an interview conducted in English, the interviewer

attempted to identify the preferred language. Those respondents whose preferred language was identified as being Spanish, Filipino, Greek, Italian, Vietnamese or Cantonese were called back by an interviewer fluent in that language. A total of 87 attempts at call back were made yielding fourteen (14) completed interviews. Four (4) of these interviews were in the AWA employee sample and ten (10) were in the random sample. The small numbers of completed surveys conducted in a language other than English are unlikely to have any significant influence over the findings as a whole.

Occupation and Industry

Respondents were requested to nominate their occupation and the industry of their employer. The interviewer recorded the job title and business of the employer verbatim, probed to verify that the title was correct, and then coded the occupation and industry according to the appropriate ABS classification. ASCO codes were listed with second level descriptors, and ANZSIC codes were recorded at the divisional level.

Pregnancy and Maternity Leave Questions

The questionnaire included some specific questions about awareness of rights at work and special leave during pregnancy, leave rights following the birth of a child and whether employees felt confident in using their maternity leave and returning to the same employer. For simplicity, these questions were asked only of female respondents who indicated they were not casual employees³.

Comparisons to AWIRS 95

While some comparisons will be made with the results from AWIRS '95, there are some very important differences between the methodology used for this survey and that utilised for AWIRS '95. Firstly, the main survey for AWIRS '95 sampled only workplaces with 20 or more employees which were identified from the ABS register of all establishments in Australia.

In addition, AWIRS utilised face-to-face interviews with senior managers, workplace relations managers and union delegates or written surveys with employees rather than using telephone interviewers as the Employee Survey has done.

³ Respondents were asked to respond to the questions "Are you a casual employee?".

3. Who is an AWA employee?

As outlined above, one of the key questions which the survey aimed to explore was what characteristics, if any, were shared by AWA employees. There has been considerable discussion around this issue, with speculation that AWA employees tend to be clustered as either female casual employees in the service industries or as senior public servants. While data collected by the OEA and some recent ABS surveys has provided a basic outline of AWA employee characteristics, this survey provided a unique opportunity to look at new areas and to assess whether any of the characteristics tended to co-exist. From a research point of view, gaining a detailed analysis of the characteristics of AWA employees as well as the wage and salary earners captured within the random sample survey will enable a more informed picture of the responses to the attitudinal questions. This section aims to describe and analyse the key characteristics of each of the sample groups in order to build the foundation for the analysis of the questionnaire.

As can be seen in Table 3.1 below, the AWA and random sample employees showed little difference in the incidence of casual or part-time employment. The results seemed on a par with the results from the last AWIRS. The AWA and random samples differed in terms of gender and union membership. All of these variables are described in greater detail below, along with a wider selection of characteristics gathered by the questionnaire.

Table 3.1 Basic Characteristics of the Sample Employees (percentage)

	AWA Sample	Random Sample	ABS⁴	OEA⁵	AWIRS95
Casual⁶	17	15	18	18	17
Part-time	24	26	27	14	25
Male	56	48	56	58	55
Union Membership	26	36	25	n/a	50

Workplace size

There is a significant association between the sample type and workplace size⁷. The table below shows that AWA employees were more likely to belong to workplaces with 100 to 499 employees than random sample employees, and less likely to belong to workplaces with either less than 20 or 20 to 99 employees. Both samples were just as likely to belong to workplaces with 500 or more employees.

Table 3.2 Respondents by Workplace size

Employment instrument	Less than 20	20 to 99	100 to 499	500 or more
AWAs	23.6	29.8	30.3	14.7
Random	29.4	33.3	21.1	14.7
Total	26.4	31.5	25.8	14.7

⁴ Part-time and gender data was sourced from ABS Cat. No 6203.0 "Labour Force Survey". Data on casual workers was sourced from ABS Cat. No. 6359.0 "Forms of Employment August 1998" and union membership figures were sourced from Employee Earnings Benefits and Trade Union Membership, August 2000 ABS Cat No. 6310.0. Where applicable, the figure shown is the average for the last twelve months.

⁵ As at end of 1999.

⁶ Respondents were asked "are you a casual employee?"

⁷ Chi-square ($\chi^2(3,2017) = 25.411, p = .000$).

Industry

There is a statistically significant association between sample type and the industry of the employer⁸. Table 3.3 below shows the proportion of employees within each industry for both samples and compares the results to those from the ABS.

The random sample should be compared to ABS data in order to test the level of representativeness. Overall, the random sample was reasonably matched to ABS data but there was an over representation of Government administration and defence and Education industries and an under representation of the Agriculture, forestry and fishing, Construction, and Accommodation industries.

Aside from the comparison to external data, it is important to discuss the characteristics of the samples collected from this survey. The AWA sample had three dominant industries: Retail trade, Communication services, and Finance and insurance. The random sample also showed a large representation of employees in the Retail trade industry, but also had strong representation from the Education and the Health and community services industries.

Table 3.3 Employees by Industry (percentage)

	AWA Sample	Random Sample	ABS ⁹
Agriculture, forestry and fishing	1.1	2.8	4.7
Mining	3.3	2.1	0.9
Manufacturing	7	11	12.4
Electricity, gas and water supply	3.1	0.9	0.7
Construction	1.8	4.2	7.5
Wholesale trade	2.5	2.7	4.8
Retail trade	11.6	10.9	14.7
Accommodation, cafes and restaurants	6.3	2.2	5.2
Transport and storage	3.3	3.9	4.6
Communications services	13.9	3.9	2.0
Finance and insurance	10	5.1	3.7
Property and business services	9.4	8.8	11.9
Government administration and defence	8.9	8.8	4.0
Education	2	14.1	6.8
Health and community services	6.4	12.6	9.6
Cultural and recreational services	5.1	2.5	2.5
Personal and other services	3.5	3	3.8
Other	0.7	0.8	

Occupation

Occupation was also tested and a significant association was found between sample type and occupation¹⁰. AWA employees were more likely to belong to the occupations defined by the ABS as Manager or administrators, Technicians or associate professionals, Intermediate clerical

⁸ Chi-square (χ^2 (16, 2035) = 260.274, p = .000).

⁹ ABS Labour Force Survey May 2001, Cat. No. 6203.0.

¹⁰ Chi-square (χ^2 (8, 2049) = 78.839, p = .000).

or service workers, and Elementary clerical, sales or service workers than employees in the random sample. On the other hand, employees in the random sample were more likely to belong to the Professional, Tradespersons, and Advanced clerical workers than the AWA sample.

Table 3.4 Occupation by Sample Type

	<i>Employment instrument</i>	<i>Current position (per cent)</i>	<i>Current employer 2 years or less (per cent)</i>	<i>Current employer 2 years or more (per cent)</i>
Manager or administrator work	AWAs	14.1	20.4	79.6
	Random	9.2	23.7	76.3
Professional work	AWAs	14.1	44.2	55.8
	Random	25.3	22.7	77.3
Technician or associate professional work	AWAs	21.1	40.6	59.4
	Random	14.7	18.9	81.1
Tradesperson or related work	AWAs	5.1	47.2	52.8
	Random	7	25.4	74.6
Advanced clerical or service work	AWAs	6.4	52.2	47.8
	Random	11	21.6	78.4
Intermediate clerical, sales or service work	AWAs	16.9	69.9	30.1
	Random	14.9	31.3	68.7
Intermediate plant operator work	AWAs	6.9	37.5	62.5
	Random	6.8	21.7	78.3
Elementary clerical, sales or service work	AWAs	9.8	61.8	38.2
	Random	6.7	36.8	63.2
Labourer or related work	AWAs	5.4	57.1	42.9
	Random	4.4	29.5	70.5

As can be seen from the table above, there are some interesting differences between the sample groups when duration and occupation are analysed together. In all but two occupational categories, Elementary and Intermediate Clerical, sales or service work, more than 70 per cent of all employees in the random sample have more than 2 years employment duration with their current employer.

This pattern is not repeated for AWA employees. While 79.6 per cent of Managers and administrators have been working for their current employer more than 2 years, only 30.1 per cent of Intermediate Clerical, Sales or Service workers have more than 2 years employment duration with their current employer. In four of the nine occupational categories the majority of AWA employees have less than 2 years employment duration with their current employer.

With the exception of those occupational categories generally thought of as more highly skilled (Manager/Administrator, Professional, Technical, Trades & Intermediate Plant Operator), the figures suggest that a higher proportion of AWAs are offered to new rather than existing employees.

The notion that AWAs are being offered to certain employees in order to retain their services may indeed have some basis.

Gender

There were some differences in the proportion of males to females between the two sample groups. The AWA population showed around 56 per cent of respondents were male (44 per cent female) while the random survey showed around 48 per cent male and 52 per cent female. The

difference between the samples means that the majority of AWA employees are males while the majority of the random population were females. ABS statistics on gender breakdowns in the workforce were matched exactly with the gender breakdown results from the AWA sample, but the random sample showed a much higher female population at 52 per cent than indicated by the ABS data at 44 per cent.

Table 3.5 Gender by population (percentage)

	AWA Sample	Random Sample	ABS ¹¹	OEA ¹²	AWIRS95
Male	56	48	56	58	55
Female	44	52	44	42	45

Age

A significant association was found between respondent age and sample type¹³. Table 3.6 below clearly shows some large differences between the sample groups, with AWA employees being much more likely to belong in the 15 to 20 age group than random sample employees. Random sample employees were 4.7 per cent more likely to belong in the 30 to 44 age group, and 2.3 per cent more likely to belong in the 45 to 59 age group.

Table 3.6 Respondent Age by Sample (percentage)

Respondent age	AWA employees	Random sample employees
15 to 20	9.6	3.4
21 to 29	22.1	19
30 to 44	41.1	45.8
45 to 59	26.2	28.5
60 or over	1.1	3.2

Casual

A slightly higher proportion of AWA employees (17.3 per cent) are casual compared to random sample employees (14.8 per cent), however, the difference is not statistically significant¹⁴.

A higher proportion (72.2 per cent) of casual AWA employees have been with their current employer less than 2 years compared to (47 per cent) casual employees in the random sample. Among non-casual employees, 49.9 per cent are AWA employees. Of these, the AWA employees were twice as likely to have been with their employer for less than two years compared to the random sample employees.

Part-time versus Full-time

Part-time employees were identified by using the standard ABS definition that employees who work less than 35 hours per week are part-time employees. The results were remarkably similar for all of the sample groups, with the AWA sample showing 24 per cent of employees were part-

¹¹ ABS Labour Force Survey 6203.0 average of the past 12 months.

¹² As at end of May 2001.

¹³ Chi-square (χ^2 (4, 2049) = 47.640, p= .000).

¹⁴ Chi-square (χ^2 (1, 2050) = 2.483, p = .115)

time compared to 26 per cent in the random sample. The results are also on par with ABS statistics which show around 26.6 per cent of the labour force in part-time work¹⁵.

Income

The relationship between income and sample type was also measured using a Chi-square test of independence and was shown to be significant¹⁶. Table 3.7 below groups respondents by income, and it appears that AWA employees tend to be at either end of the income spectrum rather than in the middle. AWA employees were around 3 per cent more likely to be within the under \$10,000 category than the random sample employees, while AWA employees were 4 per cent more likely to be within the \$75,000 to \$99,999 category. Conversely, random sample respondents were 6 per cent more likely to be in the \$25,000 to \$49,999 category and 4 per cent more likely to be in the \$10,000 to \$24,999 group. The employees in the under \$10,000 income grouping are likely to be part-time juniors in the retail industry.

Table 3.7 Respondents by Income

		Under \$10,000	\$10,000 - \$24,999	\$25,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 +
AWA Sample	Count	68	157	429	248	89	29	2
	%	7	15	41	24	9	3	0
Random Sample	Count	40	187	471	218	46	12	6
	%	4	19	47	22	5	1	1
Total	Count	108	344	900	466	135	41	8
	%	5	17	44	23	7	2	0

Duration with Employer

Some 12.5 per cent of employees in the AWA sample had been with their current employer for less than a year while only 7.4 per cent of employees in the random sample had been with their current employer for less than a year.

A greater proportion of AWA employees had been with their employer for less than 2 years (47 per cent to 24.8 per cent). Given the sampling methodology (AWA employees chosen from those having entered into an AWA between 31 October 2000 and 1 May 1999), new employees are being engaged using AWAs at a disproportionately faster rate than existing employees are signing AWAs.

Among employees in the random sample, employment duration of greater than 2 years is predominant with more than 60 per cent of all employees in the random sample and in every occupational category have been employed by their current employer for more than 2 years.

Union Membership

There were quite significant differences in the proportions of union members in each of the samples. 25.8 per cent of the AWA sample respondents were union members while a very high 36.2 per cent of the random sample were union members. The results from the random sample

¹⁵ ABS Labour Force Survey, May 2001 (ABS Cat no. 6203.0).

¹⁶ Chi-square (χ^2 (6, 2002) = 35.647, p= .000)

respondents differ quite significantly from the most recent ABS statistics which suggest that around 25 per cent of wage and salary earners belong to a union¹⁷.

Table 3.8 Union membership and employment duration

	<i>Employment instrument</i>	<i>Current employer 2 years or less (per cent)</i>	<i>Current more than 2 years (per cent)</i>
Member of union	AWAs	32.1	67.9
	Random	15.8	84.2
	Total	22.7	77.3
Not a member of a union	AWAs	50.5	49.5
	Random	29.6	70.4
	Total	40.8	59.2

Table 3.8 above explores union membership with the additional dimension of employment duration. Overall, the majority of union members (77.3 per cent) in both samples have been employed by their current employer for more than 2 years. Of those union members on AWAs, 67.9 per cent have been with their current employer for more than 2 years.

Interestingly, 84.2 per cent of union employees in the random sample have been with their employer for more than 2 years, while only 15.8 per cent of employees with 2 years or less experience with their employer are union members. This would seem to indicate a higher proportion of short-term employees (2 years or less) under AWAs are union members compared to the random sample.

While short and long-term (more than 2 years) employees under AWAs are equally likely not to be union members (around 50 per cent), in the random sample length of employment was a significant factor. 70.4 per cent of random sample employees that were not members of a union were long-term employees and 29.6 per cent were short-term employees.

6.8 per cent of AWA employees who had been with their current employer for less than 2 years indicated that they didn't know whether they were a member of a workplace union. In total, 3.5 per cent of AWA employees did not know whether they were members of a union, compared to only 0.7 per cent of the employees in the random sample.

Summary

Overall, the key differences between employees in the AWA sample group and the random sample group were in the areas of union membership, gender, occupation, age and duration with their employer.

AWA employees were less likely to be members of a union at 25.8 per cent of respondents compared to random survey employees who showed a very high 36.2 per cent union membership. AWA employees were more likely to be males, and were more likely to be Managers and administrators, Technicians or associates and either Elementary or Intermediate clerical workers than the random sample employees.

Employment duration also showed some significant differences between the sample groups with AWA employees tending to have been with their current employer for less time than the random

¹⁷ ABS Cat. No. 6010.0

sample employees. 12.5 per cent of employees in the AWA sample had been with their employer for less than a year compared to 7.4 per cent of employees in the random sample. Conversely, among the employees in the random sample, employment duration of greater than 2 years was predominant - more than 60 per cent of all employees in the random sample and in every occupational category had been employed by their current employer for more than 2 years.

With the exception of those occupational categories generally thought of as more highly skilled, the shorter employment duration of the AWA employees suggests that AWAs tend to be offered to new rather than existing employees. In the higher skilled areas, the duration of AWA employees tends to be longer, and could provide some basis for the notion that AWAs are being offered to certain employees in order to retain their services.

Another factor in shorter duration could be that AWA employees tended to be much younger than the random sample employees. AWA employees were much more likely to belong in the 15 to 20 age group than random sample employees, while random sample employees were 4.7 per cent more likely to belong in the 30 to 44 age group, and 2.3 per cent more likely to belong in the 45 to 59 age group.

Although there were some interesting differences in the characteristics of the two sample groups, there were also some interesting similarities. The proportion of part-time workers and casual employees were remarkably similar in each of the samples, suggesting that there is no predominance of part-time or casual workers in the AWA population.

4. Relations with management

Employees interviewed for the survey were asked four questions that sought to explore the relationship with management which they perceived to exist in their workplaces. Two of the questions posed to employees were also asked in the AWIRS 95 and provide a useful comparison. As was the case in AWIRS 95, each of the respondents to the survey were asked whether they agreed or disagreed with the following statements: ‘Management does its best to get on with employees’, and ‘Management can be trusted to tell things the way they are’.

In addition, to gauge whether employees felt that management allows them a voice in the way the workplace operates, and whether they had some sense of control over how they do their jobs, respondents were asked whether they agreed or disagreed with the statements ‘management gives me a say in the way things are run’ and ‘management gives me a say in the way I do my job’.

Table 4.1 Perceptions of management – responses to the four questions

<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
<i>Management does its best to get on with employees</i>			
AWAs	16.3	20.5	63.1
Random	18.6	19.5	61.7
<i>Management can be trusted to tell things the way they are</i>			
AWAs	28	26.1	45.9
Random	30.7	22	46.9
<i>Management gives me a say in the way things are run</i>			
AWAs	31.4	26.3	42.2
Random	30.9	26.4	42.5
<i>Management gives me a say in the way I do my job</i>			
AWAs	17.2	22.2	60.4
Random	16.6	23.9	59.4

Generally, the survey data would suggest that employees, regardless of industrial instrument, have a positive attitude towards management. Overall, most positive responses (around 60 per cent) were with respect to management getting on with employees and allowing employees some say in the way they do their job. Employees were least positive towards management with respect to giving them a say in the way things are run (42 per cent), followed by trust in management (around 46 per cent).

There were few differences in attitude to management between employees under AWAs and those in the random sample. However, AWA employees were slightly more favourable with responses in relation to management getting on with employees.

These figures broadly reflect the employee views from AWIRS95¹⁸ with 58 per cent of employees agreeing with the statement ‘management at this workplace does its best to get on with employees’. Some 16 per cent of employees from AWIRS95 disagreed with the statement. A greater proportion of employees from the AWA sample and random sample stated that ‘management can be trusted to tell things the way they are’ compared to responses from

¹⁸ The AWIRS95 Employee Survey consisted of a sample from all employees at workplaces with 20 or more employees.

employees in the AWIRS95 sample. Only 37 per cent of employees from AWIRS95 indicated they were trusting of management compared to around 46 per cent of employees in the AWA and random samples.

4.1 Management relations and age

The age of respondents would seem to have a bearing on their perception of management relations at the workplace, with younger workers more inclined to feel positive about management relations generally.

Table 4.2 Management does its best to get on with employees, by age

<i>Age</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
15-20	AWA	5.0	18.0	77.0
	Random	17.6	8.8	73.5
	Total	8.2	15.7	76.1
21-29	AWA	11.7	17.4	70.9
	Random	15.1	22.9	61.5
	Total	13.3	19.9	66.6
30-44	AWA	18.5	23.2	58.1
	Random	17.5	20.5	62.0
	Total	18.0	21.8	60.1
45-59	AWA	21.3	19.1	59.6
	Random	23.3	17.0	59.4
	Total	22.3	18.0	59.5
60 or over	AWA	9.1	36.4	54.5
	Random	15.6	15.6	68.8
	Total	14.0	20.9	65.1

In all but one age group (45-59 years), over 60% of all respondents felt that management does its best to get on with employees. Young employees (15-20 years) were however most likely to agree with the proposition (76.1 per cent), followed by those in the 21-29 years age group (66.6 per cent). AWA employees in these age groups were slightly more inclined to agree with the proposition than employees from the random sample (72.7 per cent to 63.3 per cent).

Compared to AWIRS 95, a slightly higher percentage of employees agreed that management did their best to get on with employees (62.4 per cent to 58 per cent). Among young employees the difference between this survey and AWIRS 95 was even greater (76.1 per cent to 66 per cent).

Overall, whilst there were some differences between AWA employees and those in the random sample, they were not particularly significant.

In relation to trust, age again appears to be a factor in how employees perceive relations with management.

Table 4.3 Management can be trusted to tell things the way they are, by age

<i>Age</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
15-20	AWA	13.0	28.0	59.0
	Random	20.6	20.6	58.8
	Total	14.9	26.1	59.0
21-29	AWA	22.6	23.9	53.5
	Random	32.3	20.8	46.4
	Total	27.0	22.5	50.2
30-44	AWA	30.9	26.7	42.2
	Random	31.5	23.3	45.1
	Total	31.2	24.9	43.7
45-59	AWA	33.1	26.1	40.8
	Random	31.6	21.9	46.2
	Total	32.3	23.9	43.6
60 or over	AWA	36.4	27.3	36.4
	Random	15.6	12.5	68.8
	Total	20.9	16.3	60.5

The youngest and the oldest employees are more inclined to trust their employer - 59 per cent of employees in the 15-20 years age group and 60.5 per cent of employees 60 years and over agreeing that 'management can be trusted to tell things as they are'. Over 52 per cent of employees aged 15-29 years felt that management can be trusted to tell things as they are, compared to less than 44 per cent of 30-59 year olds.

Aside from the 60 years and over age group, trust in management appears to decline with age. Similar trends were observed in AWIRS 95.

Generally, there is little difference between AWA employees and those from the random sample in relation to trust and the age of respondents.

4.2 Relationship with Management and hours at work

Employee perceptions as to management relations differ according to whether they work more or less than 35 hours per week. Part-time employees (those working less than 35 hours per week) generally felt more positive about relations with management, particularly when it comes to trust and perceptions of management doing its best to get on with employees.

Table 4.4 Management does its best to get on with employees, by hours

<i>Work less than 35 hours per week</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Yes	AWAs	12.7	23.1	64.1
	Random	14.4	15.9	69.3
	Total	13.6	19.4	66.8
No	AWAs	17.5	19.6	62.7
	Random	20.1	20.8	59.0
	Total	18.8	20.2	60.9

Table 4.5 Management can be trusted to tell things the way they are, by hours

<i>Work less than 35 hours per week</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Yes	AWAs	23.1	23.9	53.0
	Random	23.1	22.3	54.5
	Total	23.1	23.1	53.8
No	AWAs	29.5	26.7	43.6
	Random	33.5	21.8	44.2
	Total	31.5	24.4	43.9

For part-time employees as a whole, 53.8 per cent agreed that management can be trusted to tell things as they are, while 66.8 per cent agreed with the proposition that ‘management does its best to get on with employees’. In the latter case, the proportion of employees who agreed is little different from the AWIRS 95 figure of 65 per cent of part-time employees that agreed with the same proposition.

Not unexpectedly, employees working less than 35 hours per week are not as likely to have felt that ‘management gives them a say in the way things are run’ or ‘the way they do their jobs’ compared to those employees working at least 35 hours per week – only 39.6 per cent of part-time employees agreed with the former proposition and 57.1 per cent to the latter.

Table 4.6 Management gives me a say in the way things are run, by hours

<i>Work less than 35 hours per week</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Yes	AWAs	38.2	27.9	33.5
	Random	27.7	26.9	45.5
	Total	32.8	27.4	39.6
No	AWAs	29.2	25.7	45.0
	Random	32.0	26.3	41.6
	Total	30.6	26.0	43.3

AWA employees working less than 35 hours per week are less inclined to agree that management are both giving them a say in the way things are run (33.5 per cent) or in the way they do their jobs (52.6 per cent) when compared to the random sample employees (45.5 per cent and 61.4 per cent respectively). Similar responses to part-time AWA employees were recorded for casual AWA employees in these areas.

Table 4.7 Management gives me a say in the way I do my job, by hours

<i>Work less than 35 hours per week</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Yes	AWAs	20.3	26.7	52.6
	Random	17.0	21.6	61.4
	Total	18.6	24.1	57.1
No	AWAs	16.2	20.8	63.0
	Random	16.5	24.7	58.7
	Total	16.4	22.7	60.9

Conversely, AWA employees working more than 35 hours per week appeared however to have more say in both the way things are run and in the way they do their job compared to the random

sample employees. Of AWA employees, 45.0 per cent agreed with the former proposition and 63.0 per cent with the latter, compared to random sample employees, 41.6 per cent and 58.7 per cent respectively.

4.3 Relationship with management and union membership

Employee perceptions of the employer-employee relationship appear to be associated with or not an employee belongs to a workplace union.

Employees who are not members of a workplace union are more likely than unionised employees to agree with the statements ‘management does its best to get on with employees’ and ‘management can be trusted to tell things the way they are’. In relation to management doing its best to get on with employees, 65.7 per cent of non-union employees agreed with the proposition compared with 54.9 per cent of unionised employees. On the question of trust, 49.9 per cent of non-union employees compared to 38.2 per cent of unionised employees agreed with the proposition.

Table 4.8 Management does its best to get on with employees, by union membership

	<i>Employment Instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Union Member	AWA	20.9	21.6	57.1
	Random	24.3	22.1	53.3
	Total	22.9	21.9	54.9
Not a Union Member	AWA	14.7	20.4	64.9
	Random	15.3	18.1	66.5
	Total	14.9	19.3	65.7

Interestingly, for union members, being a party to an AWA would appear to positively influence their perception of management efforts to get on with employees. A greater percentage of union members who are AWA employees than random sample unionised employees agreed with the proposition (57.1 per cent to 53.3 per cent). A smaller percentage of these employees were also inclined to disagree with the proposition (20.9 per cent to 24.3 per cent).

Of all employees who are not union members, 65.7 per cent were inclined to agree with the proposition that ‘management does its best to get on with employees’. Being a party to an AWA did not have the same influence over employee perceptions when employees were not members of unions.

In relation to employee trust in management, for union members, being party to an AWA again appears to have a positive influence. A larger proportion of unionised employees with AWAs than non-union AWA employees agreed with the proposition that ‘management can be trusted to tell things the way they are’ (40.3 per cent to 36.6 per cent). Additionally, a smaller proportion was inclined to disagree with the proposition (33.2 per cent to 40.2 per cent).

Table 4.9 Management can be trusted to tell things the way they are, by union membership

	<i>Employment Instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Union Member	AWA	33.2	26.5	40.3
	Random	40.2	23.0	36.6
	Total	37.2	24.4	38.2
Not a Union Member	AWA	26.6	25.7	47.6
	Random	25.6	21.5	52.5
	Total	26.2	23.8	49.9

4.3.1 Relationship with management, employment duration and union membership

The association of union membership and relations with management is most evident when employment duration is factored into the data. Whilst the degree to which employees have trust in their employer to tell things the way they are diminishes over time, the degree of diminution appears to be particularly associated by whether or not employees belong to workplace unions.

Table 4.10 Management can be trusted to tell things the way they are, by union membership, by employment duration

	<i>Union</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Current employer 2 years or less	Union member	26.4	20.8	52.1
	Not a union member	25.4	21.4	52.9
Current employer for more than 2 years	Union member	40.4	25.5	34.1
	Not a union member	26.7	25.4	47.8

Where employees are in their first two years of employment with an employer there is very little difference between union and non-union employees' responses to the proposition that 'management can be trusted to tell things the way they are' (52.1 per cent to 52.9 per cent). However, as employment duration increases to two years or more, unionised employees' trust in what their employer tells them falls quite significantly - to the extent that the majority (40.4 per cent) disagreed with the proposition that 'management can be trusted to tell things the way they are', compared to 34.1 per cent who agreed. Amongst longer-term, non-union employees the diminution of trust is far less pronounced - the majority (47.8 per cent) still agreed with the proposition that management could be trusted to tell things the way they are.

4.4 Relationship with management and employment duration

It follows then, that in general, duration of employment would have some influence over the way management is perceived by employees.

The majority of employees felt that relations with management are relatively positive. New employees (those with less than 2 years employment duration with their current employer) seem to have a more positive attitude toward their relations with management than longer-term employees (those with more than 2 years employment duration with their current employer). Among new employees, 68.2 per cent agreed with the proposition that management does its best to get on with employees. This compares with 59.1 per cent of longer-term employees.

Table 4.11 Management does it best to get on with employees, by employment duration

	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Current employer 2 years or less	AWAs	12.7	20.4	66.9
	Random	13.2	16	70.8
	Total	12.9	18.9	68.2
Current employer for more than 2 years	AWAs	19.6	20.5	59.7
	Random	20.4	20.7	58.7
	Total	20.1	20.6	59.1

Most employees are relatively trusting of management with less than 30 per cent of all employees disagreeing with the proposition that ‘management can be trusted to tell things the way they are’. Over 50 per cent of all new employees agreed with the proposition while among longer-term employees this drops to 42.7 per cent.

Table 4.12 Management can be trusted to tell things the way they are, by employment duration

	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Current employer 2 years or less	AWAs	25.4	22.5	51.9
	Random	24.4	20	54.8
	Total	25	21.7	52.9
Current employer for more than 2 years	AWAs	30.3	29.2	40.5
	Random	32.9	22.6	44.3
	Total	31.8	25.4	42.7

Compared to AWA employees, random sample employees were slightly more inclined to trust their employer to tell things the way they are, regardless of duration of employment with their current employer. Longer-term AWA employees were slightly less inclined to disagree with the proposition than random sample employees (30.3 per cent to 32.9 per cent), although more neither agree nor disagree (29.2 per cent to 22.6 per cent).

Table 4.13 Management gives me a say in the way things are run, by employment duration

	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Current employer 2 years or less	AWAs	32.6	25.4	42.0
	Random	28.5	27.7	43.8
	Total	31.2	26.2	42.6
Current employer for more than 2 years	AWAs	30.4	27.1	42.5
	Random	31.7	26.1	42.2
	Total	31.1	26.5	42.4

In relation to whether employees felt that management gives them a say in the way things are run, responses between the two employee samples were remarkably similar. Duration of employment did little to alter the proportion of employees that agreed or disagreed with the proposition. Overall however, more employees agreed than disagreed with the proposition that management gave them a say in the way things are run (42 per cent to 31 per cent).

Table 4.14 Management gives me a say in the way I do my job, by employment duration

	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Current employer 2 years or less	AWAs	18.0	22.7	59.2
	Random	16.8	21.6	61.6
	Total	17.6	22.4	60.0
Current employer for more than 2 years	AWAs	16.5	21.8	61.7
	Random	16.6	24.6	58.8
	Total	16.6	23.4	60.0

It also seems that duration of employment does not have a great degree of influence over employee perceptions of whether management gives them a say in the way they do their job; there being few differences between the AWA sample and the random sample employees when duration of employment is taken into account.

4.5 Relationship with management and workplace size

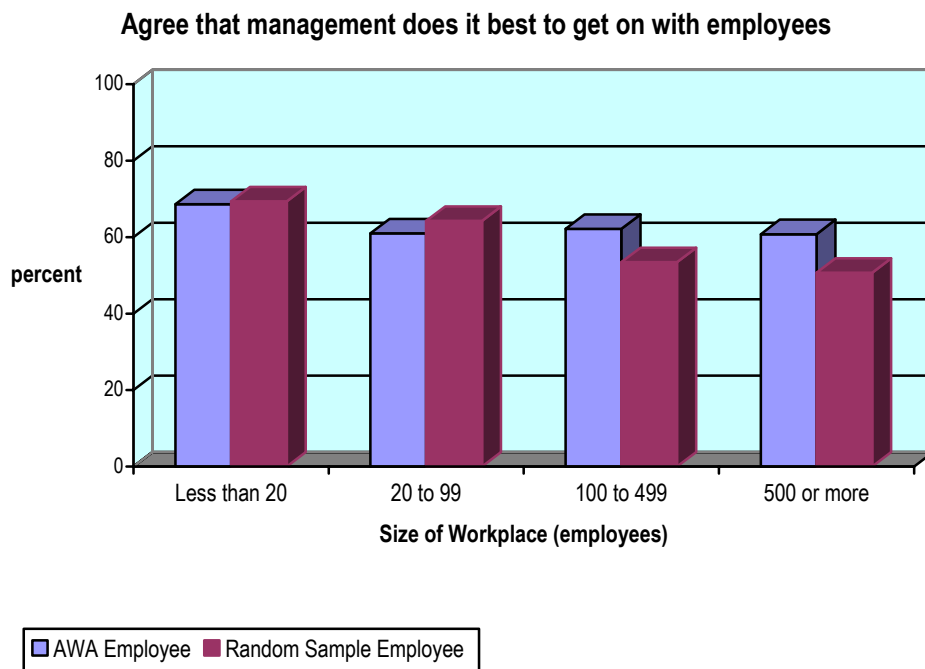
The degree to which all employees agree with the proposition that management does its best to get on with employees declines as the size of the workplace increases. In workplaces with less than 20 employees, 69 per cent of all employees felt that ‘management does its best to get on with employees’. The percentage of employees agreeing with this proposition falls to 55.8 per cent in workplaces of more than 500 employees.

Table 4.15 Management does it best to get on with employees, by workplace size

<i>Workplace Size (No. of Employees)</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Less than 20	AWAs	14.7	16.3	68.6
	Random	15.2	15.2	69.4
	Total	14.9	15.7	69.0
20 to 99	AWAs	15.5	23.5	61.0
	Random	15.5	19.9	64.3
	Total	15.5	21.7	62.7
100 to 499	AWAs	20.6	17.1	62.2
	Random	23.0	23.5	53.5
	Total	21.6	19.7	58.7
500 or more	AWAs	12.4	26.8	60.8
	Random	27.0	22.3	50.7
	Total	19.6	24.6	55.8

Interestingly, while AWA employees in workplaces of up to 99 employees are slightly less likely to agree with the proposition that ‘management does its best to get on with employees’ than the random sample employees, in larger workplaces they are more likely to agree with the proposition. In workplaces of between 100 and 499 employees, 62.2 per cent of AWA employees compared to 53.5 per cent of random sample employees agree with the proposition. In workplaces of 500 or more employees the difference between the samples is slightly more (60.8 per cent to 50.7 per cent).

Figure 4A



Also worth noting, though not represented in the graph, is that the lowest percentage of responses from employees disagreeing with the proposition that management does its best to get on with employees comes from AWA employees in workplaces of 500 or more employees – 12.4 per cent.

Similarly, when it comes to trust, workplace size would also seem to have some influence over the management-employee relationship. In the case of all employees, the proportion that agreed that ‘management can be trusted to tell things the way they are’ ranges from 55.7 per cent in workplaces of less than 20 employees, to 36.5 per cent in workplaces of more than 500 employees.

Table 4.16 Management can be trusted to tell things the way they are, by workplace size

<i>Workplace Size (No. of Employees)</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Less than 20	AWAs	25.7	22.9	51.4
	Random	22.6	18.2	59.3
	Total	24.0	20.3	55.7
20 to 99	AWAs	27.4	23.9	48.4
	Random	26.8	25.6	47.0
	Total	27.1	24.8	47.7
100 to 499	AWAs	31.4	26.3	42.2
	Random	40.4	21.6	37.6
	Total	35.0	24.4	40.3
500 or more	AWAs	26.1	35.3	38.6
	Random	42.6	23.0	34.5
	Total	34.2	29.2	36.5

AWA employees in workplaces of over 100 employees were not only more inclined to agree with the proposition that management can be trusted than random sample employees, they were also less inclined to disagree.

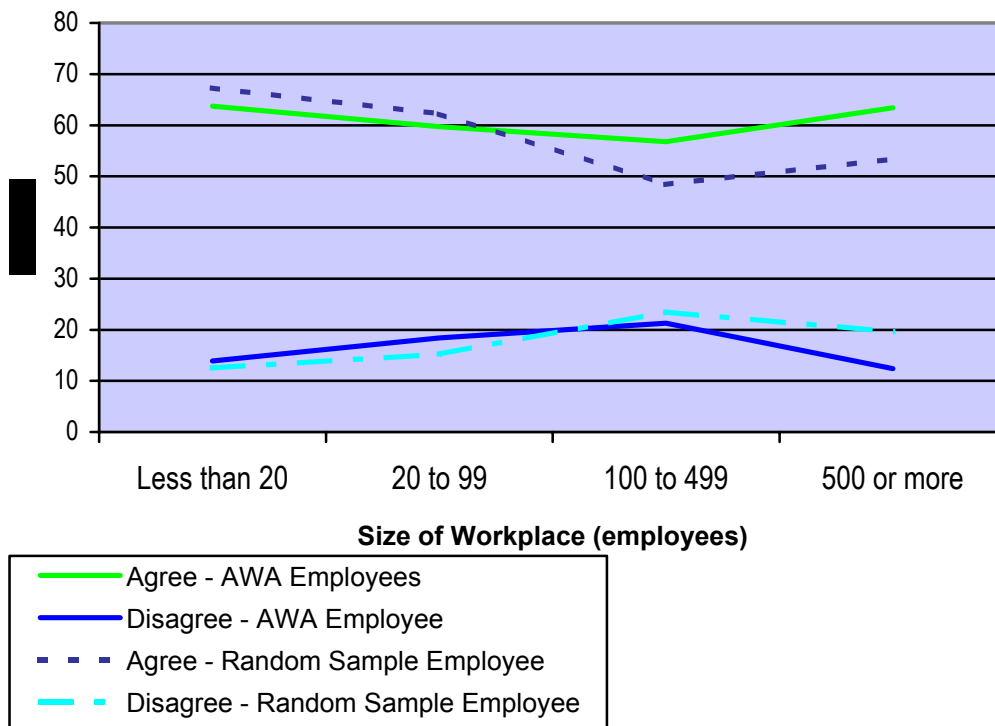
In relation to whether employees felt that they have a say in how things are run, the larger the workplace, the less employees agreed with the proposition. In workplaces of less than 20 employees, 50.6 per cent of all employees agreed that 'management gives them a say in the way things are run', compared to 38.2 per cent of employees in workplaces of 500 employees or more.

Responses to the proposition that management 'gives me a say in the way I do my job' provide some indication of whether management is prepared to allow employees some control over their day-to-day tasks. A relatively large proportion of employees from both the AWA and random sample in workplaces of up to 100 employees agreed that 'management gives them a say in the way they do their jobs' (between 59.7 per cent and 67.3 per cent), with random sample employees slightly more inclined to have agreed with the proposition. However, as the workplace grows in size, AWA employees become more inclined to agree with the proposition than employees from the random sample. In the case of workplaces with over 500 employees, 63.4 per cent of AWA employees agreed that management gave them a say in the way they do their job, compared to 53.4 per cent of random sample employees.

These findings seem to suggest that management, particularly in larger firms, is allowing AWA employees greater discretion in how they perform their jobs. Figure 4B illustrates how in larger workplaces, AWA employees compare with the random sample employees in the perceived say they have in doing their jobs.

Figure 4B

Management gives me a say in the way I do my job



4.6 Relationship with management and communication in the workplace

Employee perceptions of the state of relations with management have the potential to be influenced by the level of communication and information in the workplace.

All employees were asked two questions relating to communication and information. The first related to their level of satisfaction with the level of communication and information, the second, to whether they felt more or less informed about the workplace compared to two years ago.

Employees appear on the whole to be satisfied with the level of communication and information as it relates to their jobs, with only about 25 per cent of both AWA employees and random sample employees being dissatisfied.

Table 4.17 Satisfaction with job – the level of communication and information

<i>Employment instrument</i>	<i>Dissatisfied (%)</i>	<i>Neither satisfied nor dissatisfied (%)</i>	<i>Satisfied (%)</i>
AWAs	25.5	28.8	45.7
Random	24.6	31.5	44.0
Total	25.0	30.1	44.8

Where employees are satisfied with the level of communication and information, they are much more likely to have felt that management does its best to get on with employees. Over 80 per cent of all employees satisfied with the level of communication and information agreed that

management does its best to get on with employees, compared to 30.6 per cent where employees were dissatisfied.

Table 4.18 Management does it best to get on with employees, by communication/information satisfaction

<i>Level of communication and information</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Dissatisfied	AWAs	41.9	24.2	34.0
	Random	48.0	24.6	27.0
	Total	44.8	24.4	30.6
Satisfied	AWAs	4.6	13.1	82.1
	Random	4.3	10.1	85.6
	Total	4.5	11.6	83.8

Whether employees agreed that management could be trusted to tell things the way they are appears also to be strongly linked to satisfaction with the level of communication and information. Nearly 70 per cent of all employees who are satisfied with the level of communication and information agreed that management could be trusted. Quite significantly, where employees were dissatisfied with the level of communication and information, less than 16 per cent felt that management could be trusted.

Table 4.19 Management can be trusted to tell things the way they are, by communication/information satisfaction

<i>Level of communication and information</i>	<i>Employment instrument</i>	<i>Disagree (%)</i>	<i>Neither agree nor disagree (%)</i>	<i>Agree (%)</i>
Dissatisfied	AWAs	58.5	23.8	17.4
	Random	66.5	19.4	14.1
	Total	62.4	21.6	15.8
Satisfied	AWAs	11.2	20.8	68.0
	Random	10.8	17.1	71.6
	Total	11.0	19.0	69.7

It seems quite clear that where management makes the effort to communicate with employees, the level of trust that employees have in management will be positively influenced.

4.7 Relationship with management and changes in employee knowledge of workplace issues

Almost half of all employees indicated that they were more informed about workplace issues compared to two years ago. Slightly more employees in the random sample compared to the AWA employees indicated that they were more informed (48.5 per cent to 47.3 per cent).

Table 4.20 Compared to two years ago, how informed about workplace issues do you feel

<i>Employment instrument</i>	<i>More informed (%)</i>	<i>Less informed (%)</i>	<i>About the same (%)</i>
AWAs	47.3	13.4	39.3
Random	48.5	12.8	38.7
Total	47.9	13.1	39

Nearly 50 per cent of all employees felt that they are more informed than they were two years ago. Employees in Managerial or administrative positions felt that they were more informed about workplace issues (52.9 per cent). Among Managerial and administrative employees, those on AWAs were slightly more inclined to have felt that they were now more informed (54.4 per cent) than were employees from the random sample (50.5 per cent). The employees in the Labourer and related category were the least likely to have felt that they were now more informed (36.0 per cent) about workplace issues than two years ago.

68 per cent of all employees that felt both more informed about workplace issues and satisfied with the level of communication and information agreed that management could be trusted to tell things the way they are. This compares with only 8.8 per cent that agreed management could be trusted where the employees felt both less informed about workplace issues and dissatisfied with the level of communication and information.

4.8 Relationship with management and willingness to negotiate pay and conditions

The majority of all employees (75.1 per cent) stated that they were willing to negotiate pay and conditions directly with their employer. AWA employees were however much more willing than random sample employees to negotiate pay and conditions directly (81.4 per cent to 68.7 per cent).

Table 4.21 Willing to negotiate pay and conditions directly with employer

<i>Employment Instrument</i>	<i>Yes (%)</i>	<i>No (%)</i>
AWAs	81.4	18.6
Random	68.7	31.3
Total	75.1	31.3

Male employees were also found to be more willing to negotiate pay and conditions directly with their employer than were female employees (77.2 per cent to 70.3 per cent).

4.8.1 Relationship with management, willingness to negotiate pay and conditions and employment duration

Employment duration appears to have some influence over an employee's willingness to negotiate pay and conditions directly with their employer. For all employees, a greater percentage of new employees (those with less than two years employment duration with their current employer) are willing to negotiate directly (79.4 per cent), compared to longer-term employees (70.8 per cent). However, between the random employee sample and the AWA employee sample this influence is apparently not uniformly felt. Within the AWA group, the proportion of employees willing to negotiate directly with their employer rises with duration of employment (79.3 per cent to 81.1 per cent). The opposite occurs among the random sample

employees with 79.6 per cent of new employees and 63.3 per cent of longer-term employees being willing to negotiate directly with their employer.

Table 4.22 Willing to negotiate pay and conditions directly with employer, by employment duration

	<i>Employment Instrument</i>	<i>Yes (%)</i>	<i>No (%)</i>	<i>Don't Know (%)</i>
Current employer 2 years or less	AWAs	79.3	19.2	1.4
	Random	79.6	18.8	1.6
	Total	79.4	19.1	1.5
Current employer for more than 2 years	AWAs	81.1	17.6	1.3
	Random	63.3	34.6	2.1
	Total	70.8	27.5	1.8

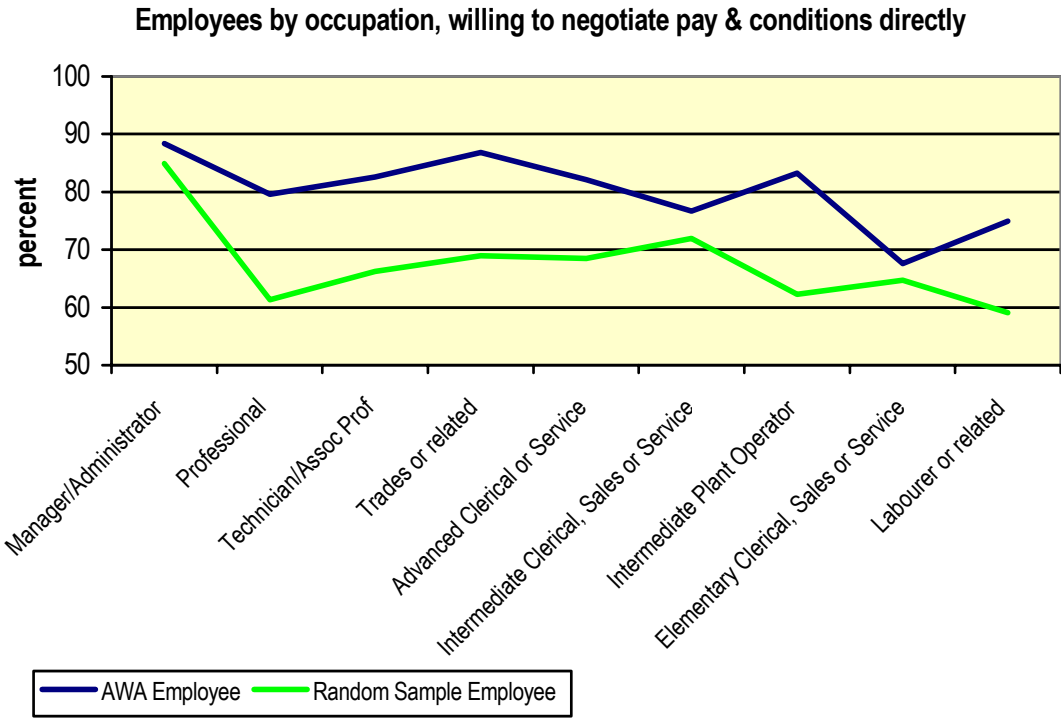
4.8.2 Relationship with management, willingness to negotiate pay and conditions and union membership

Union membership, particularly amongst the random sample employees, has an impact on the willingness of employees to negotiate pay and conditions directly with their employer. Only 43.7 per cent of unionised employees from the random sample are willing to negotiate pay and conditions directly, compared to 81 per cent that are not members of a workplace related union. AWA employees are less influenced by union membership when it comes to their willingness to negotiate pay and conditions directly, with 74.6 per cent stating that they are willing. As for non-union AWA employees, 82.5 per cent of them are willing to negotiate pay and conditions directly with their employer.

4.8.3 Relationship with management, willingness to negotiate pay and conditions and occupation

Other than for those in Elementary Clerical, Sales or Service positions, over 75 per cent of AWA employees in every occupation were willing to negotiate their pay and conditions directly with their employers. AWA employees in the Manager/Administrator occupational group were most willing (88.4 per cent), followed by those in the Tradesperson or related group (86.8 per cent). See Figure 4C for an illustration of how willingness to negotiate is linked to both occupation and industrial instrument.

Figure 4C



4.8.4 Relationship with management, willingness to negotiate pay and conditions, and trust

Quite surprisingly, the majority of all employees would be willing to negotiate pay and conditions regardless of whether they felt that management could be trusted to tell things the way they are or not. Employees who disagreed with the proposition that management could be trusted to tell things the way they are were, however, a little less likely to be willing to negotiate pay and conditions directly than were those employees who agreed with the proposition (67.6 per cent to 77.5 per cent).

Table 4.23 Willing to negotiate pay and conditions directly with employer, by trust

Management can be trusted to tell things the way they are	Employment Instrument	Yes (%)	No (%)	Don't Know (%)
Disagree	AWAs	74.6	23.4	2.1
	Random	61.1	37.0	1.9
	Total	67.6	30.4	2.0
Neither agree nor disagree	AWAs	82.3	15.9	1.8
	Random	64.9	33.3	1.8
	Total	74.4	23.7	1.8
Agree	AWAs	82.6	16.8	0.6
	Random	72.4	25.5	2.1
	Total	77.5	21.1	1.4

Summary

Generally employees' attitudes to management are fairly positive. Overall, there were few differences at an aggregate level between AWA employees and those from the random sample in

relation to how they perceive their relations with management. In particular, younger workers, those in the 15-20 year age group, were the most positive about relations with management.

Part-time employees were also more positive about relations with management in areas of management getting on with employees and trust. However, part-time AWA employees were less likely to feel that they are given a say in the way things are run or in the way they do their job compared to random sample part-time employees. Union membership is a factor in employee perception of management relations (generally negative), although having an AWA seems to some degree to counter union influence towards management. AWAs also seem to have a positive influence over relations with management as workplace size increases.

Importantly, good and effective communication and information is positively linked to relations with management, particularly trust.

The AWA Employee Attitudes Survey also indicates that employees have greater trust in management than what was found in AWIRS 95 (46 per cent of employees agreed with the statement that management can be trusted to tell things the way they are compared to 37 per cent from AWIRS 95).

Interestingly, employment duration seems to be linked to employee perceptions of management with the level of trust declining over time with longer-term employees. Males were also less trusting of management. Employees in the random sample would seem slightly more inclined to trust their employer. Significantly union members who are longer-term employees seem to be less trusting. As a consequence, as employment duration increases, unionised employees appear to more rapidly lose trust in what their employer tells them.

About half of all employees indicated that they were more informed compared to two years ago. Overwhelmingly, the majority of employees felt comfortable in raising issues with supervisors.

Management seem to allow employees freedom on how they perform their own work and how they do their work, however, the findings would indicate that management is reluctant to give employees a say and involve employees into the decision making processes at a wider level.

Despite this, three-quarters of all employees were willing to negotiate pay and conditions directly. Male employees were slightly more willing and AWA employees were much more willing to negotiate directly. AWA employees were also less influenced by union membership in showing willingness to negotiate directly.

More skilled employees were generally more willing to negotiate directly. While employees who trusted their employer were more willing to negotiate directly, there was still a majority of those who didn't trust their employer to tell things the way they are that would be willing to negotiate directly.

5. Hours, stress, and work and life balance

Hours at work

Employees under AWAs were more likely to indicate that they worked more hours compared to two years previously than employees in the random sample. A lower percentage of employees under AWAs also worked less hours than two years ago compared to those employees in the random sample.

Table 5.1 Hours worked as compared to 2 years ago

<i>Employment instrument</i>	<i>Work more hours (%)</i>	<i>Work similar hours (%)</i>	<i>Work less hours (%)</i>
AWAs	34.1	47.2	18.7
Random	30.3	49.7	20

Among AWA employees, those employed by their current employer for more than 2 years experienced less variation in hours worked than new AWA employees and all employees in the random sample. 53.5 per cent work similar hours as compared to two years ago, but they were also the least likely to work less hours. New employees, whether AWA or employees in the random sample, are most likely to be working more hours as compared to 2 years ago - 37 per cent and 35.6 per cent respectively. They are also more likely than longer-term employees to be working less hours than 2 years ago.

Table 5.2 Hours worked as compared to 2 years ago and employment duration

	<i>Employment instrument</i>	<i>Work more hours (%)</i>	<i>Work similar hours (%)</i>	<i>Work less hours (%)</i>
Current employer 2 years or less	AWAs	37	40.1	22.9
	Random	35.6	43.6	20.8
	Total	36.5	41.3	22.2
Current employer for more than 2 years	AWAs	31.6	53.5	14.9
	Random	28.6	51.7	19.7
	Total	29.8	52.5	17.7

The amount of work effort

There was a difference between employees under AWAs and those in the random sample regarding the amount of work effort. 54 per cent of employees under AWAs indicated that their work effort had increased in the last two years compared to 50.8 per cent of employees in the random sample. Interestingly, a greater number of employees under AWAs also suggested that they are working not as hard as two years ago. A greater proportion of the random sample indicated that the amount of work effort had stayed about the same.

Table 5.3 Over the last two years has the amount of work effort become

<i>Employment instrument</i>	<i>Harder (%)</i>	<i>Not as hard (%)</i>	<i>About the same (%)</i>
AWAs	54	10.3	35.7
Random	50.8	9.2	40

These figures are in contrast to the responses from employees in AWIRS95. In this survey employees were asked whether in the preceding 12 months ‘the effort you have to put into your job’ has increased, decreased, or no change. Some 59 per cent of employees indicated it had increased, only 4 per cent said it had decreased and 37 per cent suggested there was no change.

Stress at work

A significant proportion (around four in ten employees) of employees indicated greater stress in the last two years. Employees in the random sample indicated that there has been greater stress at work in the last two years (43.6 per cent to 40.9 per cent of employees under AWAs). 17.7 per cent of employees under AWAs indicated that there has not been as much stress compared to 15 per cent of those employees in the random sample.

Table 5.4 Over the last two years there has been

<i>Employment instrument</i>	<i>Greater stress (%)</i>	<i>Not as much stress (%)</i>	<i>About the same level of stress (%)</i>
AWAs	40.9	17.7	41.4
Random	43.6	15	41.4

Again, employee responses from AWIRS95 suggest greater stress levels than those indicated by the AWA and random sample. Some 50 per cent of employees in AWIRS95 indicated stress had increased in the preceding 12 months with 7 per cent indicating it had decreased and 42 per cent suggesting it had stayed the same.

Balancing work and life

20 per cent of employees with AWA arrangements indicated that balancing work and life had become easier compared to 17.6 per cent of employees in the random sample. Significantly over 40 per cent of all employees indicated that it had become more difficult to balance work and life commitments.

Table 5.5 Has balancing work and life become

<i>Employment instrument</i>	<i>Easier (%)</i>	<i>More difficult (%)</i>	<i>Has stayed the same (%)</i>
AWAs	20.1	40.4	39.5
Random	17.6	41.4	41

In percentage terms there is very little difference between the perceptions of males and females as to whether balancing work and life had become easier or more difficult. About 19 per cent of both males and females felt balancing work with life had become easier, while about 40 per cent felt it had become more difficult. Male AWA employees had the largest percentage of responses in the ‘easier’ category with 20.3 per cent.

Table 5.6 Balancing work and life, by gender

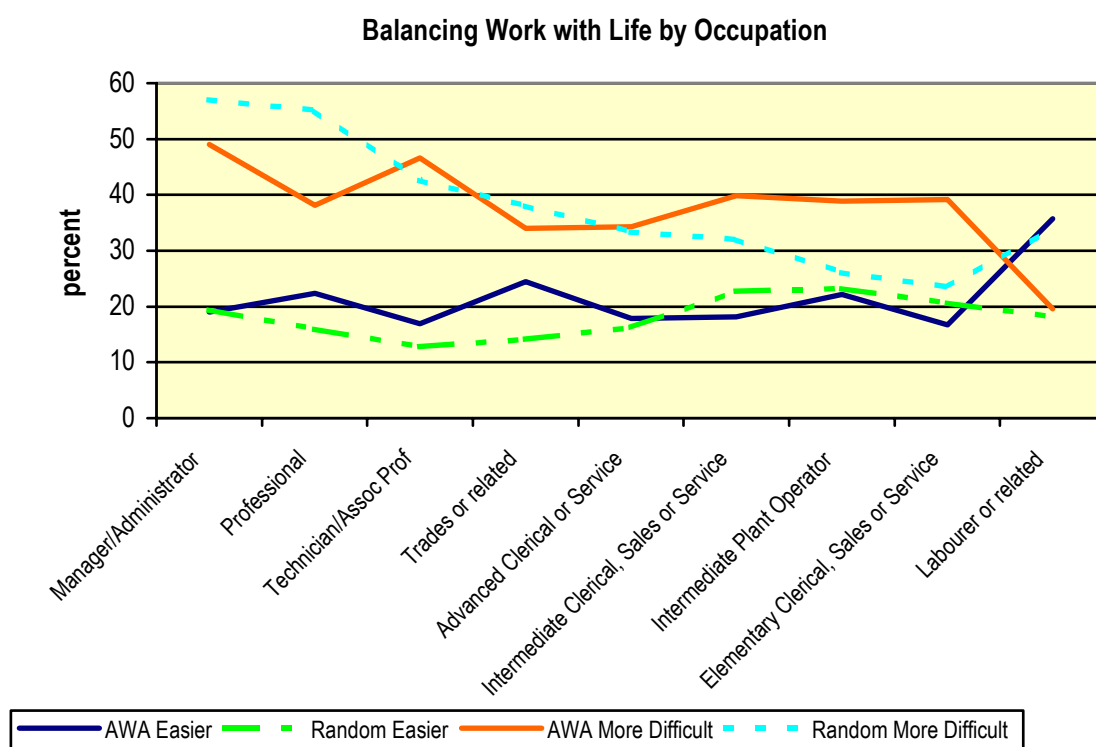
	<i>Employment instrument</i>	<i>Easier (%)</i>	<i>More difficult (%)</i>	<i>Has stayed the same (%)</i>
Male	AWAs	20.3	40.4	39.3
	Random	17.2	41.3	41.5

	Total	18.9	40.8	40.3
Female	AWAs	19.9	40.4	39.7
	Random	18.0	41.5	40.5
	Total	18.9	41.0	40.2

Overall, employees in the more highly skilled occupations are not as highly represented among those employees finding the balance easier to achieve as some others. Those employees in occupations with the highest percentages finding the work/life balance more difficult are: Managers/Administrators (52.1 per cent), Professionals (48.9 per cent) and Technicians or Associate Professionals (45 per cent). This compares to among the less highly skilled occupations: Labourer or related work (26 per cent), Elementary clerical, sales or service work (32.9 per cent) and Intermediate clerical, sales or service work (36.2 per cent).

In most occupational categories a greater proportion of AWA employees than random sample employees are finding that balancing work with life has actually become easier. For example, while 22.4 per cent of Professionals from the AWA sample state that they have found the balance easier to achieve, 16 per cent of their random sample counterparts felt the same. Among this same occupational group, 38.1 per cent of AWA employees, compared to 55.1 per cent of the random sample employees stated that the balance had become more difficult to achieve.

Figure 5A



From the graph above, it can be seen that AWAs appear to be contributing positively to the work/life balance for Professionals, Technicians/Associate Professionals, the Tradesperson, Labourer and related occupations. However, they do not appear to be having the same influence for the occupational groups of Intermediate and Elementary clerical, sales or service and Intermediate Plant Operator where a higher proportion of AWA employees are finding the balancing of work and life seemingly more difficult.

Balancing work with life and workplace size

Family-friendly workplace policies are often claimed to be more suited to large employers given their better resources and a greater capacity to absorb additional costs. Somewhat surprising then, is the apparent lack of difference in responses to the work and life balance question when workplace size is taken into consideration. A smaller proportion of employees from workplaces of less than 20 employees felt that balancing work with life was becoming more difficult compared to employees from larger workplaces.

In all but the largest workplaces (500 or more employees), AWA employees were slightly more inclined than the random sample employees to have felt that balancing work with life had become easier. However, in workplaces of 500 or more employees, AWA employees were more likely than the random sample employees to have found balancing work with life had stayed the same (44.4 per cent to 37.2 per cent), as opposed to having become more difficult (38.6 per cent to 43.2 per cent).

Table 5.7 Balancing work and life, by workplace size

<i>Workplace Size (No. of Employees)</i>	<i>Employment instrument</i>	<i>Easier (%)</i>	<i>More Difficult (%)</i>	<i>Has stayed the same (%)</i>
<i>Balancing work with life</i>				
Less than 20	AWAs	21.2	37.6	41.2
	Random	18.2	37.0	44.8
	Total	19.6	37.3	43.2
20 to 99	AWAs	22.3	39.7	38.1
	Random	17.6	41.4	41.1
	Total	19.8	40.6	39.6
100 to 499	AWAs	18.4	43.8	37.8
	Random	16.0	46.5	37.6
	Total	17.4	44.9	37.7
500 or more	AWAs	17.0	38.6	44.4
	Random	19.6	43.2	37.2
	Total	18.3	40.9	40.9

For those employees who stated that work and life balance had become easier some 73.8 per cent of employees under AWAs suggested work had become more accommodating compared to only 59.7 per cent of employees in the random sample.

Overall, a larger proportion of casual employees than non-casual employees felt that balancing work with life had become easier (23.7 per cent to 18 per cent).

Table 5.8 Balancing work and life, casual employees

	<i>Employment instrument</i>	<i>Easier (%)</i>	<i>More difficult (%)</i>	<i>Has stayed the same (%)</i>
Casual	AWAs	23.3	41.1	35.6
	Random	24.2	30.9	45.0
	Total	23.7	36.5	39.8
Non-casual	AWAs	19.4	40.2	40.3
	Random	16.5	43.2	40.3
	Total	18.0	41.7	40.3

Whilst similar proportions of casual AWA and random sample employees felt that it had become easier to find a work and life balance, casual AWA employees were much more likely to have found achieving balance more difficult (41.1 per cent to 30.9 per cent).

Among non-casual employees, those on AWAs were more likely to have felt that balancing work and life had become easier (19.4 per cent). In addition, a smaller proportion felt it had become more difficult when compared to the non-casual employees from the random sample.

Table 5.9 Balancing work and life, work less than 35 hours per week

	<i>Employment instrument</i>	<i>Easier (%)</i>	<i>More difficult (%)</i>	<i>Has stayed the same (%)</i>
Yes	AWAs	21.9	36.7	41.4
	Random	22.7	34.1	43.2
	Total	22.3	35.3	42.3
No	AWAs	19.5	41.6	38.9
	Random	15.8	44.0	40.2
	Total	17.7	42.7	39.5

Very similar trends to that for casual and non-casual employees are evident among part-time and full-time workers. Where employment is part-time there is very little difference between employee responses based upon whether an AWA or other industrial instrument is in place. Among full-time workers, as was the case for non-casual workers, AWA employees were slightly more inclined to have felt that balancing work with life had become easier (19.5 per cent). In addition, whilst the majority of all full-time employees felt that balancing work with life had become more difficult, the AWA employees were slightly less likely to have felt this way (41.6 per cent to 44 per cent).

Table 5.10 Balancing work and life, satisfaction with hours worked

	<i>Employment instrument</i>	<i>Easier (%)</i>	<i>More difficult (%)</i>	<i>Has stayed the same (%)</i>
Satisfied with hours	AWAs	24.1	32.0	43.9
	Random	20.3	32.8	46.9
	Total	22.2	32.4	45.4
Prefer less hours	AWAs	6.2	65.4	28.5
	Random	10.2	64.9	24.9
	Total	8.1	65.1	26.7
Prefer more hours	AWAs	29.5	32.6	37.9
	Random	18.0	41.6	40.4
	Total	23.9	37.0	39.1

The link between a work and life balance and working hours becomes apparent in Table 5.10 where nearly two-thirds of both AWA and random sample employees who felt the balance becoming more difficult to attain also indicated that they preferred to work fewer hours.

Of the nearly two-thirds of employees satisfied with the hours they work, AWA employees are more inclined to have felt that it had become easier to achieve a work and life balance (24.1 per cent to 20.3 per cent). Of the employees satisfied with their hours worked, the largest proportion also felt that the ease with which they could balance work and life was largely unchanged – 43.9 per cent for AWA employees and 46.9 per cent for random sample employees.

Table 5.11 Why balancing work and life is ‘easier’

<i>Employment instrument</i>	<i>Work is more accommodating (%)</i>	<i>Family circumstances have change (%)</i>	<i>Other (%)</i>
AWAs	73.8	22.3	3.9
Random	59.7	32.4	8

Of the employees who indicated that balancing work and life was easier, 73.8 per cent of AWA employees thought that their ability to balance had improved because their workplace had become more accommodating. This compared to only 59.7 per cent of random sample employees who thought that balancing work and life had become easier because of their workplace.

Table 5.12 Why balancing work and life is ‘more difficult’

<i>Employment instrument</i>	<i>Work is less accommodating (%)</i>	<i>Family circumstances have change (%)</i>	<i>Both reasons (%)</i>	<i>I am studying/my study workload has increased (%)</i>	<i>Other (%)</i>
AWAs	51.5	40	1.9	4.4	2.2
Random	46.4	43.2	2.9	2.4	5.1

The table above shows that those employees who suggested that balancing work and life had become more difficult some 51.5 per cent of employees under AWAs indicated work had become less accommodating compared with 46.4 per cent of employees in the random sample.

Aware of maternity leave rights

The majority of all female employees were aware of their rights concerning pregnancy leave. AWA employees were, however, less likely to be aware.

Table 5.13 Aware of rights

<i>Employment instrument</i>	<i>Unaware (%)</i>	<i>Somewhat aware (%)</i>	<i>Very aware (%)</i>
<i>pregnancy leave and work conditions</i>			
AWAs	26.1	32	41.9
Random	19.5	33.3	47.2
<i>maternity leave</i>			
AWAs	24.6	33.7	41.6
Random	19.5	35.9	44.6

Aware of rights and employment duration

77.5 per cent of non-casual female employees feel that they are at least somewhat aware of their rights in relation to pregnancy leave and associated work conditions. Longer-term employees were least likely to be unaware of rights and conditions (17.3 per cent). Awareness of rights relating to pregnancy leave and working conditions was highest among longer-term employees, with 50.7 per cent stating that they were very aware. This compares to 34.1 per cent of 'new' employees being very aware. Longer-term AWA employees were most likely to be very aware

(53.8 per cent). New employees were least likely to have any awareness (31.9 per cent), with 34.6 per cent of 'new' AWA employees being unaware.

Awareness of rights to maternity leave was again greatest among longer-term employees (82.1 per cent being at least somewhat aware). AWA employees from this group were most aware – 55 per cent being very aware and 28.7 per cent being somewhat aware.

Table 5.14 Aware of rights and employment duration

	<i>Employment instrument</i>	<i>Unaware (%)</i>	<i>Somewhat aware (%)</i>	<i>Very aware (%)</i>
<i>Pregnancy leave and work conditions and employment duration</i>				
Current employer 2 years or less	AWAs	34.6	34.6	30.8
	Random	26.6	33	40.4
	Total	31.9	34.1	34.1
Current employer for more than 2 years	AWAs	17	29.2	53.8
	Random	17.5	33.4	49.1
	Total	17.3	32	50.7
<i>Maternity Leave</i>				
Current employer 2 years or less	AWAs	32.4	38.5	29.1
	Random	22.3	41.5	36.2
	Total	29	39.5	31.5
Current employer for more than 2 years	AWAs	16.4	28.7	55
	Random	18.7	34.3	47
	Total	17.9	32.4	49.7

Confident using maternity leave

A very high percentage of all employees were confident is using maternity leave. AWA employees were slightly more likely than those employees in the random sample to be confident about using maternity leave.

Table 5.15 Confident using maternity leave

<i>Employment instrument</i>	<i>Yes (%)</i>	<i>No (%)</i>	<i>Don't know (%)</i>
AWAs	89.5	6.2	4.2
Random	88.3	7.7	4
Total	88.8	7.1	4.1

Over 88 per cent of all non-casual female employees felt confident about using maternity leave and then returning to the same employer. New non-AWA employees were least confident - just over 10 per cent stating they were not confident about being granted maternity leave and then returning to their employer. Long-term AWA employees were most confident of using maternity leave, with 93.6 per cent stating that they were confident about being granted maternity leave and then returning to the same employer.

Table 5.16 Confident using maternity leave and employment duration

	<i>Employment instrument</i>	<i>Yes (%)</i>	<i>No (%)</i>	<i>Don't know (%)</i>
Current employer 2 years or less	AWAs	85.7	7.7	6.6
	Random	84	10.6	5.3
	Total	85.1	8.7	6.2

Current employer for more than 2 years	AWAs	93.6	4.7	1.8
	Random	89.5	6.9	3.6
	Total	90.9	6.2	3

Summary

Around a third of all employees indicated that they worked more hours than they did two years ago. Employees under AWAs were more likely to indicate that they worked more hours compared to two years previously than employees in the random sample. A lower percentage of employees under AWAs also worked less hours than two years ago compared to those employees in the random sample. Importantly, new employees were most likely to be working more hours in the previous two years.

There was a difference between employees under AWAs and those in the random sample regarding the amount of work effort. Over half of employees under AWAs indicated that their work effort had increased in the last two years compared to just on half of employees in the random sample. Interestingly, a greater number of employees under AWAs also suggested that they are not working as hard as two years ago. A greater proportion of the random sample indicated that the amount of work effort had stayed about the same.

A significant proportion (around four in ten employees) of employees indicated greater stress in the last two years. AWA employees were less likely than employees in the random sample to indicate that there had been greater stress at work in the last two years.

One in five employees with AWA arrangements indicated that balancing work and life had become easier. This was slightly less for employees in the random sample. Significantly over two in five of all employees indicated that it had become more difficult to balance work and life commitments. This was more common amongst the non AWA employees.

For those employees who stated that work and life balance had become easier, nearly 74 per cent under AWAs suggested work had become more accommodating compared to only 60 per cent of employees in the random sample.

Those employees who suggested that balancing work and life had become more difficult just over half of employees under AWAs indicated work had become less accommodating compared with just under half of employees in the random sample.

Over three-quarters of non-casual female employees feel that they are at least somewhat aware of their rights in relation to pregnancy leave and associated work conditions. Longer-term employees were most likely to be aware of rights and conditions. A very high percentage of all employees were confident in using maternity leave.

6. Changes in the workplace

Changes at the workplace

Overall, there was a high level of change in the workplace with almost half of all employees indicating change over the type of work performed, how the work is done, and around 60 per cent of employees indicating changes in the way the workplace is managed. Employees under AWAs had experienced more changes in the workplace than employees in the random sample. This is significantly the case where changes relate to the type of work performed and the way the workplace is managed. Greater change was experienced by employees in the random sample regarding training.

The findings in Table 6.1 broadly reflect those in the AWIRS95 Employee Survey which found 42 per cent of employees indicated changes in the type of work they do, 46 per cent stating changes in how they did their work and 57 per cent indicating changes in the way their workplace was managed.

Table 6.1 Changes in the workplace

<i>Employment instrument</i>	<i>Yes (%)</i>	<i>No (%)</i>
the type of work you do		
AWAs	46.3	53.7
Random	42.9	57.1
how you do your work		
AWAs	48.8	50.7
Random	47.3	52.7
the way the workplace is managed		
AWAs	61.7	37.8
Random	55.5	44
The amount of training you get		
AWAs	42.6	56.6
Random	47	51

Workplace change and occupations

Only four occupations are more likely to have experienced change in the type of work they do than not to have experienced change. These are: Managers, Professionals, Technical or Associate professional and Advanced clerical. Of these, AWA employees who are Managers or Technicians were more likely to have experienced change than the random sample, while random employees who are Professional or Advanced clerical were more likely than AWA employees to have experienced change. The same four occupations were more likely to have experienced change in the way their workplace is managed or organised than not, but the differences are relatively low.

Managers were more likely to have experienced change in the way they do their work than not (14.5 per cent to 9.2 per cent) and of those who had experienced change, they were much more likely to have been AWA employees (18.3 per cent to 10.5 per cent). On the other hand, those Professionals who answered yes to changes in how they do their work were much more likely to be from the random sample (26.2 per cent to 14.8 per cent).

Table 6.2 Workplace change and occupations

	<i>Employment instrument</i>	<i>The type of work you do (%)</i>	<i>The way the workplace is managed or organised (%)</i>	<i>How you do your work (%)</i>	<i>The amount of training you get (%)</i>
Changes in the workplace					
Manager or administrator work	AWAs	16.6	15.4	18.3	13.3
	Random	11.5	8.9	10.5	10.7
Professional work	AWAs	15.8	14.5	14.8	12.6
	Random	27.3	28	26.2	26.5
Technician or associate professional work	AWAs	21.8	22	22.8	23
	Random	16.6	14.3	17.4	14.5
Tradesperson or related work	AWAs	4.1	4.8	4.5	5.4
	Random	4.2	6.8	5.2	6.6
Advanced clerical or service work	AWAs	9.8	6.9	6.7	7.4
	Random	13.2	10.9	11.9	10.4
Intermediate clerical, sales or service work	AWAs	13.5	15.7	13.6	17.6
	Random	13.6	14.8	15.1	15.3
Intermediate plant operator work	AWAs	6.2	6.4	6.7	7.2
	Random	3.5	6.8	4.6	6.9
Elementary clerical, sales or service work	AWAs	8.3	9.2	9.3	9.3
	Random	5.8	5.5	4.6	5.6
Labourer or related work	AWAs	3.9	5	3.1	4.1
	Random	4.4	4.1	4.6	3.6
No changes in the workplace					
Manager or administrator work	AWAs	12	12.2	10.2	14.9
	Random	7.5	9.7	8.1	8.3
Professional work	AWAs	12.7	13.7	13.5	14.9
	Random	23.9	21.6	24.6	24.8
Technician or associate professional work	AWAs	20.4	19.6	19.4	19.9
	Random	13.2	15.1	12.2	14.4
Tradesperson or related work	AWAs	5.9	5.6	5.7	4.9
	Random	9.2	7.2	8.6	7.4
Advanced clerical or service work	AWAs	3.6	5.9	5.9	5.8
	Random	9.4	11.3	10.2	11.4
Intermediate clerical, sales or service work	AWAs	19.9	19.1	20.1	16.6
	Random	15.8	15.1	14.7	14.4
Intermediate plant operator work	AWAs	7.5	7.4	7.2	6.3
	Random	9.4	7	8.8	6.9
Elementary clerical, sales or service work	AWAs	11.1	10.7	10.4	10.2
	Random	7.5	8.3	8.6	7.5
Labourer or related work	AWAs	6.6	5.9	7.6	6.3
	Random	4.3	4.7	4.1	4.9

Workplace change and employment duration

AWA employees with an employment duration of over two years are slightly more likely than other employees to have experienced changes in the type of work they do compared to two years ago (nearly 50 per cent affirmed that there had been changes in the type of work they did).

Table 6.3 Changes in the way the workplace is managed or organised and workplace size

		Changes - way the workplace is managed or organised		Changes - How you do your work	
		Yes (%)	No (%)	Yes (%)	No (%)
Q8. Number of people employed at this workplace					
Less than 20	AWA	60	40	48	51
	Random	48	52	41	59
20 to 99	AWA	60	39	48	52
	Random	56	44	48	52
100 to 499	AWA	63	36	49	51
	Random	60	39	53	47
500 or more	AWA	66	33	54	46
	Random	64	37	52	48

Table 6.3 above indicates that changes in the way the workplace is managed or organised were more likely to have taken place in workplaces with 500 or more employees, and that this was even more so for the AWA population in workplaces with greater than 500. This also holds true for responses to “changes in how you do your work” - the yes responses increased as the company size increased and the negative responses declined as company size increased.

Table 6.4 Changes in the type of work

	<i>Employment instrument</i>	<i>Changes in the type of work (%)</i>	<i>No changes in the type of work (%)</i>
Current employer 2 years or less	AWAs	42.9	57.1
	Random	44	56
	Total	43.3	56.7
Current employer for more than 2 years	AWAs	49.4	50.6
	Random	42.5	57.5
	Total	45.4	54.6

Most change in relation to how an individual goes about their work compared to 2 years ago has been experienced by longer-term AWA employees - 53.2 per cent stating that change had occurred. Generally, longer-term employees were more inclined to have experienced change in how they did their work than new employees.

Table 6.5 Changes in how you do your work

	<i>Employment instrument</i>	<i>Changes in how you do your work (%)</i>	<i>No changes in how you do your work (%)</i>
Current employer 2 years or less	AWAs	44	55.2
	Random	42.4	57.6
	Total	43.4	56
Current employer for more than 2 years	AWAs	53.2	46.6
	Random	48.9	51.1

	Total	50.7	49.2
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AWA employees, particularly longer-term AWA employees, have perceived greater change in how the workplace is managed than employees in the random sample. 66.2 per cent of 'existing' AWA-employees and 56.6 per cent of new AWA-employees state that changes have occurred in the way the workplace is managed. Longer-term employees generally are more likely to feel that change has occurred in this regard - 61.8 per cent see this to be the case.

Table 6.6 Changes in the way the workplace is managed or organised

	<i>Employment instrument</i>	<i>Changes in the way the workplace is managed or organised (%)</i>	<i>No changes in the way the workplace is managed or organised (%)</i>
Current employer 2 years or less	AWAs	56.6	42.9
	Random	46.4	53.6
	Total	53.2	46.5
Current employer for more than 2 years	AWAs	66.2	33.2
	Random	58.6	40.8
	Total	61.8	37.6

Change in the amount of training and duration

AWA employees were slightly more inclined to state that there has been changes in the amount of training they get compared to employees in the random sample regardless of the duration of employment.

Table 6.7 Change in the amount of training and duration

	<i>Employment instrument</i>	<i>Changes in the amount of training (%)</i>	<i>No changes in the amount of training (%)</i>
<i>Changes in the amount of training</i>			
Current employer 2 years or less	AWAs	43.8	55.6
	Random	40.4	58.8
	Total	42.6	56.7
Current employer for more than 2 years	AWAs	41.6	57.5
	Random	38.4	61.2
	Total	39.7	59.6

Changes in the workplace and casualisation

Those employees who reported changes in the type of work they did and were employed on a casual basis were more likely to be AWA employees (58.3 per cent to 41.7 per cent). Again, those who had experienced change (the way the workplace is managed) and were casuals were more likely to be AWA employees. Employees who had experienced changes in the amount of training they received and who were also casual were also more likely to be AWA employees (60.2 per cent to 39.8 per cent).

Table 6.8 Changes in the workplace and casualisation

		AWA employees (%)	Random sample employees (%)
<i>the type of work you do</i>			
Change	Casual	58.3	41.7
	Permanent	51.8	48.2
No change	Casual	52.6	47.4
	Permanent	48.4	51.6
<i>the way the workplace is managed or organised</i>			
Change	Casual	61.1	38.9
	Permanent	52.2	47.8
No change	Casual	48.8	51.2
	Permanent	46.5	53.5
<i>how you do your work</i>			
Change	Casual	56.8	43.2
	Permanent	50.9	49.1
No change	Casual	53.5	46.5
	Permanent	48.8	51.2
<i>the amount of training you get</i>			
Change	Casual	60.2	39.8
	Permanent	51.9	48.1
No change	Casual	52.1	47.9
	Permanent	48.4	51.6

Summary

Overall, there was a high level of change in the workplace with almost half of all employees indicating change over the type of work performed, how the work is done, with around three in five employees indicating changes in the way the workplace is managed. Employees under AWAs had experienced more changes in the workplace than employees in the random sample. This was significantly the case where changes were related to the type of work performed or the way the workplace is managed - which were also positively linked with workplace size. It is possible that these types of changes are more commonly introduced into larger workplaces as part of wider cultural change or human resources strategies.

Managers, Professionals, Technical or Associate professional and Advanced clerical were more likely to have experienced change in the type of work they do than not to have experienced change. Of these, AWA employees who are Managers or Technicians were more likely to have experienced change than the random sample employees, while random sample employees who are Professional or Advanced clerical were more likely than AWA employees to have experienced change.

Managers were more likely to have experienced change in the way they do their work than not to have and of those who had experienced change, they were much more likely to have been AWA employees. On the other hand, those Professionals who had experienced changes in how they do their work were much more likely to be from the random sample. Within the Professionals who had experienced change in the amount of training, most were from the random survey.

AWA employees with an employment duration of over two years were slightly more likely than other employees to have experienced changes in the type of work they do compared to two years ago, with nearly half saying this was the case. Most change in relation to how an individual goes

about their work compared to two years previously has been experienced by longer-term AWA employees.

AWA employees were slightly more inclined to state that there has been change occur in relation to the amount of training compared to employees in the random sample regardless of the duration of employment. Of those who reported changes in the type of work they did and were casual, most were AWA employees. Again, of those who had experienced change (the way the workplace is managed) were more likely to be casual employees on AWAs. Those who had experienced changes in the amount of training they received were most likely to be casual AWA employees.

7. Pay, conditions and performance

Pay and Conditions

The vast majority of employees felt that they had a good understanding of their pay and conditions. Only around 5 to 6 per cent of employees suggested that they had little understanding of their pay and conditions.

Table 7.1 What understanding do you have over pay and conditions

<i>Employment instrument</i>	<i>A good understanding (%)</i>	<i>Some understanding (%)</i>	<i>Little understanding (%)</i>	<i>No understanding (%)</i>
AWAs	71.5	22.2	5.8	.5
Random	73.5	21.6	4.6	.4

Among employees with less than 2 years employment duration with their current employer, 70.8 per cent of employees in the random sample felt that they had a good understanding of their pay and conditions compared to 65.6 per cent of AWA employees. Of employees who have been with their current employer for more than 2 years, 76.8 per cent of AWA employees felt that they had a good understanding of their pay and conditions compared to 74.3 per cent of employees in the random sample.

As was shown in Section 3.6 of this report, employees are on the whole reasonably satisfied with the level of communication and information as it relates to their job. Whether or not an employee is satisfied with the level of communication and information appears to have some bearing on the degree of understanding they have of pay and conditions. 77.1 per cent of all employees who are satisfied with levels of communication and information also felt they had a good understanding of pay and conditions of employment, while only 64.3 per cent of employees felt this way if dissatisfied with communication and information levels.

Understanding of pay and conditions and union membership

Somewhat surprisingly, there appears little basis for the assumption that an understanding of pay and conditions of employment is linked to union membership. Employees that felt they had a good understanding of pay and conditions of employment are generally no more or less likely to be a member of a union. Among union members 73.3 per cent of employees felt that they had a good understanding of pay and conditions. This compares with 73 per cent of employees who were not a member of a union.

A slightly larger proportion of union members than non-union member employees felt that they had at least some understanding of pay and conditions (23.2 per cent to 20.9 per cent).

	<i>Employment Instrument</i>	<i>A good understanding (%)</i>	<i>Some understanding (%)</i>	<i>Little understanding (%)</i>	<i>No understanding (%)</i>
Union Member	AWA	71.6	23.9	4.5	
	Random	74.6	22.7	2.2	.5
Not a Union Member	AWA	73.1	20.9	5.4	.5
	Random	72.8	20.9	6.0	.3

Table 7.2 Understanding of pay and conditions and employment duration

	<i>Employment instrument</i>	<i>A good understanding (%)</i>	<i>Some understanding (%)</i>	<i>Little understanding (%)</i>	<i>No understanding (%)</i>
Current employer 2 years or less	AWAs	65.6	26.4	7.4	.6
	Random	70.8	22.4	6.8	-
	Total	67.4	25	7.2	.4
Current employer for more than 2 years	AWAs	76.8	18.5	4.4	.4
	Random	74.3	21.3	3.8	.5
	Total	75.4	20.1	4	.5

An overwhelming majority of employees in both samples suggested their willingness to negotiate pay and conditions directly with their employer. As to be expected, this was especially so with employees under AWAs with 80.3 per cent indicating their willingness compared to 67.3 per cent of employees in the random sample. 30.7 per cent of employees in the random sample and 18.4 per cent of employees under AWAs indicated their reluctance to negotiate directly with their employer.

Table 7.3 Are you paid enough

<i>Employment instrument</i>	<i>Yes (%)</i>	<i>No (%)</i>
AWAs	52.7	47.3
Random	51.2	48.8

Except for longer-term employees in the random sample, the majority (over 50 per cent) of employees felt that they were paid enough for the work they do. A slightly greater percentage of AWA employees than employees in the random sample felt as though they are paid enough - 53.5 per cent to 51.7 per cent.

Table 7.4 Paid enough and employment duration

	<i>Employment instrument</i>	<i>Yes (%)</i>	<i>No (%)</i>
Current employer 2 years or less	AWAs	51.7	48.3
	Random	56	44
Current employer for more than 2 years	AWAs	53.5	46.5
	Random	49.6	50.4

Pay rises and bonuses

A similar proportion (around 69 per cent) of employees under AWAs and in the random sample received a pay rise in the last 12 months and around 71 per cent of all employees were satisfied with the pay rise.

Significantly, 43.2 per cent of employees under AWAs have received bonuses and incentives related to their job performance in the last twelve months. This compares to 30.1 per cent of employees in the random sample. This is in contrast with the AWIRS95 Employee Survey which indicated that only 20 per cent of employees received bonuses and incentives related to job performance in the preceding 12 months. This may reflect growing enthusiasm for incentive and contingent rewards in the six-year period between the two surveys.

The difference in the satisfaction between AWA and random sample employees with their bonuses and incentives is not statistically significant¹⁹.

Table 7.5 Pay rise and bonuses

<i>Employment instrument</i>	<i>Yes (%)</i>	<i>No (%)</i>
Have you received a pay rise in the last 12 months		
AWAs	68.3	31.7
Random	69.9	30
Satisfied with pay rise		
AWAs	71	28.5
Random	71.2	28.5
Total	71.1	28.5
Have you received bonuses and incentives related to your job performance in the last 12 months		
AWAs	43.2	56.7
Random	30.1	69.9
Satisfied with bonus or incentive		
AWAs	79.3	20.3
Random	81.9	17.4

Pay rises and bonus and employment duration

New AWA employees and new employees in the random sample were slightly less likely to have received a pay rise than longer-term AWA and random sample employees - 62.9 per cent to 72.5 per cent. Longer-term employees, whether on AWAs or party to other arrangements, were as likely as one another to have received a pay rise in the last 12 months. AWA employees were marginally less likely than employees in the random sample to have had a pay rise in the last 12 months - 68.3 per cent to 69.9 per cent.

Longer-term AWA employees were most likely to have received performance-based remuneration (45.2 per cent), with longer-term non-AWA employees the least likely (29.3 per cent).

Table 7.6 Pay rises and bonus and employment duration

	<i>Employment instrument</i>	<i>Yes (%)</i>	<i>No (%)</i>
A pay rise in the last 12 months			
Current employer 2 years or less	AWAs	63.4	36.6
	Random	62	38
	Total	62.9	37.1
Current employer for more than 2 years	AWAs	72.6	27.4
	Random	72.5	27.4
	Total	72.5	27.4
Bonuses and incentives paid related to your job performance in the last 12 months			
Current employer 2 years or less	AWAs	40.9	59.1
	Random	32.4	67.6
	Total	38	62
Current employer for more than 2 years	AWAs	45.2	54.6
	Random	29.3	70.7
	Total	36	63.9

¹⁹ A Chi-square analysis showed ($\chi^2 (2) = 1.070, p = .586$)

Determination of employee's pay

Among new employees, there is considerable consistency in responses between AWA and random sample employees when asked to nominate what it is that should most influence an employees' pay. Performance in the job was rated by just over 58 per cent of all 'new' employees as the factor that should have the most influence.

Greater variation between AWA and random sample employees was evident where longer-term employees were concerned. Whereas performance in the job was rated most influential by AWA employees at 62.3 per cent, only 51.8 per cent of random sample employees felt the same - 20.1 per cent opting for skills and qualifications and 14.6 per cent experience/length of time in the job. Longer-term employees in the random sample were also least likely to favour the productivity or profitability of their employer to have most influence over their pay (11.2 per cent), although this was only marginally less than responses given by the other groups - each at around 13 per cent.

Table 7.7 What should most influence on an employee's pay and employment duration

	<i>Employment instrument</i>	<i>Skills and qualifications (%)</i>	<i>Experience or length of time in the job (%)</i>	<i>Performance in the job (%)</i>	<i>Overall productivity/profitability of their employer (%)</i>
Current employer 2 years or less	AWAs	16.8	11.2	58.5	13.1
	Random	11.6	14.8	58.8	13.2
Current employer for more than 2 years	AWAs	12.5	10.3	62.3	13.1
	Random	20.1	14.6	51.8	11.2
All employees	AWAs	14.5	10.8	60.5	13.1
	Random	18	14.7	53.6	11.7

Productivity and Performance

Overall three-quarters of all employees agreed or strongly agreed that the productivity and profitability was important to them. This was similar for employees under AWAs and in the random sample. Around 86 per cent of all employees identified their own performance as important to the overall performance of their employer. Only around 3 per cent of employees from both samples indicated that this was not the case.

Table 7.8 Productivity and Performance

<i>Employment instrument</i>	<i>Strongly disagree (%)</i>		<i>Neither agree nor disagree (%)</i>		<i>Strongly agree (%)</i>
<i>The productivity and profitability of my employer is important to me</i>					
AWAs	3.8	4.5	16.1	38.3	36.9
Random	4.5	3.6	15.7	36.4	39.1
<i>My performance in the job is important to the overall performance of my employer</i>					
AWAs	.7	2.3	10.7	39.4	46.8
Random	1.4	2.1	10.6	36.6	49.1

The productivity and profitability of their employer is important to the great majority of all employees (over 75 per cent).

Summary

The vast majority of employees had a good understanding over their pay and conditions.

An overwhelming majority of employees in both samples suggested their willingness to negotiate pay and conditions directly with their employer. As to be expected, this was especially so with employees under AWAs. Most significantly, four out of five AWA employees with greater than two years employment duration with their current employer were willing to negotiate pay and conditions directly compared to three out of five employees in the random sample with more than two years employment duration with their current employer. Just over half of all employees indicated that they were paid enough, with AWA employees slightly more likely to say that they were paid enough.

A similar proportion (around seven in ten) of employees under AWAs and in the random sample received a pay rise in the last 12 months and around 71 per cent of all employees were satisfied with the pay rise. Significantly, over four in ten employees under AWAs have received bonuses and incentives related to their job performance in the last twelve months. This compares to three in ten employees in the random sample.

Overall three-quarters of all employees agreed or strongly agreed that the productivity and profitability was important to them. This was similar for employees under AWAs and in the random sample. Nearly nine in ten of all employees identified their own performance as important to the overall performance of their employer. Very few employees from both samples indicated that this was not the case.

The productivity and profitability of their employer is important to the majority of all employees (over 75 per cent). Nearly nine in ten employees agree with the proposition that their own performance in the job is important to the overall performance of their employer.

8. Influence at work and work satisfaction

Amount of influence over aspects of employment

The majority of employees in both samples indicated that they have either some influence or significant influence over the type of work they do, how they do their work and decisions that affect them at the workplace.

There were little differences between the two groups regarding the degree of influence on how employees do their work and their influence on decisions which affect them at the workplace.

Table 8.1 Amount of influence over aspects of employment

<i>Employment instrument</i>	<i>No influence</i>		<i>Some influence</i>		<i>Significant influence</i>
<i>the type of work you do</i>					
AWAs	16.9	15.7	27.2	27.2	11.9
Random	15.3	16.1	24.1	25.9	17.6
<i>how you do your work</i>					
AWAs	4.9	6.5	20	41.2	26.5
Random	4.4	7.2	20.8	36.8	30.2
<i>decisions which affect you at this workplace</i>					
AWAs	11.2	18.5	32.7	25.7	10.7
Random	11.4	17.5	33.7	24.7	12.2

Influence over aspects of employment

Nearly two-thirds of all employees feel they have significant influence over how they do their work - AWA employees slightly more inclined to feel this way. Random sample employees feel that they have slightly more influence over the type of work they do than AWA employees. Existing AWA employees are more inclined to feel they have significant influence over the type of work they do, than new AWA employees - 41.9 per cent to 36 per cent. Insignificant differences between AWA and random employees where the amount of influence over decisions affecting them in the workplace is concerned. Most feel as if they have some influence.

Table 8.2 Influence over aspects of employment

	<i>Employment instrument</i>	<i>No influence</i>	<i>Some influence</i>	<i>Significant influence</i>
<i>over the type of work</i>				
Current employer 2 years or less	AWAs	17.6	45	36
	Random	14	42.4	42.8
Current employer for more than 2 years	AWAs	16.3	41	41.9
	Random	15.8	39.5	43.8
<i>over how you do your work</i>				
Current employer 2 years or less	AWAs	6.3	26.2	66.1
	Random	4	29.2	65.2
Current employer for more than 2 years	AWAs	3.6	26.9	69.1
	Random	4.5	27.6	67.6
<i>over decisions which affect you at the workplace</i>				
Current employer 2 years or less	AWAs	12.5	50.7	35
	Random	10.8	50.8	38
Current employer for more than 2 years	AWAs	10	51.5	37.6
	Random	11.6	51.3	36.4

Change of influence over aspects of employment compared to two years ago

On all three issues (the type of work you do, how you do your work, and decisions which affect you at this workplace) employees under AWAs indicated that influence had increased over the last two years compared to those employees in the random sample. This was highly significant in relation to increased influence over how employees do their work in the last two years.

Table 8.3 Change of influence has over aspects of employment over the last two years

<i>Employment instrument</i>	<i>Increased</i>	<i>Decreased</i>	<i>Stayed same</i>
<i>the type of work you do</i>			
AWAs	39.3	6.6	53.5
Random	34.3	7.7	57.3
<i>how you do your work</i>			
AWAs	48.3	6.2	44.9
Random	39.2	5.9	54.5
<i>decisions which affect you at this workplace</i>			
AWAs	40.7	10.1	48.7
Random	36.4	11	52.1

Change in the influence over aspects of employment over the last two years

Compared to two years ago, most employees felt that their influence over the type of work they do remained unchanged. However in the case of new employees, over 40 per cent feel they now had increased influence. 38.5 per cent of longer-term AWA employees felt they had increased influence. This compares to 31.1 per cent of longer-term employees in the random sample.

AWA employees are more likely to feel that they have more influence over how they do their work compared to 2 years ago than random sample employees. In the case of new employees, 49.5 per cent to 43.6 per cent, and for longer-term employees, 47.2 per cent to 37.8 per cent.

While a greater percentage of new employees than longer-term employees feel that they have increased influence over decisions that affect them in the workplace (43.2 per cent to 36 per cent), there is virtually no difference between AWA and random sample employees. Longer-term AWA employees do however feel they have increased influence compared to two years ago more than do longer-term employees in the random sample - 38.5 per cent to 34.2 per cent.

Table 8.4 Change in the influence over aspects of employment over the last two years

	<i>Employment instrument (%)</i>	<i>Increased (%)</i>	<i>Decreased (%)</i>	<i>Stayed the same (%)</i>
<i>the type of work you do</i>				
Current employer 2 years or less	AWAs	40.3	4.1	54.8
	Random	44	5.6	50
Current employer for more than 2 years	AWAs	38.5	8.9	52.3
	Random	31.1	8.4	59.7
<i>how you do your work</i>				
Current employer 2 years or less	AWAs	49.5	5.3	44.2
	Random	43.6	2.4	54
Current employer for more than 2 years	AWAs	47.2	6.9	45.6
	Random	37.8	7.1	54.6
<i>decisions which affect you at this workplace</i>				

Current employer 2 years or less	AWAs	43.1	7.4	48.5
	Random	43.2	7.2	49.2
Current employer for more than 2 years	AWAs	38.5	12.5	48.8
	Random	34.2	12.2	53

Amount of satisfaction over aspects of employment

Just under half of all employees indicated that they were either satisfied or very satisfied with the level of communication and information and recognition of employees' work and effort. Around four in ten employees in both samples were satisfied or very satisfied with the amount of training they received, although more AWA employees (41.4 per cent) than employees in the random sample (38.2 per cent) indicated that they were satisfied or very satisfied with the amount of training. Perhaps more significantly around a quarter to a third of employees in both samples indicated that they were dissatisfied or very dissatisfied with these issues, with the highest dissatisfaction towards the amount of training.

Table 8.5 Amount of satisfaction over aspects of employment

<i>Employment instrument</i>	<i>Very dissatisfied (%)</i>		<i>Neither satisfied nor dissatisfied (%)</i>		<i>Very satisfied (%)</i>
<i>level of communication and information</i>					
AWAs	7.4	18.1	28.8	32.2	13.5
Random	9.6	15	31.5	29.7	14.3
<i>recognition of work and effort</i>					
AWAs	10.6	15.7	29.6	30.8	13.4
Random	13.6	15	25.9	30.8	14.7
<i>amount of training you receive</i>					
AWAs	10.7	18.8	29	24.4	17
Random	12.6	19.4	29.8	22.5	15.7

Satisfaction and employment duration

Around 25 per cent of all employees are dissatisfied with the level of communication and information made available to them in the workplace. Longer-term employees are slightly less likely to be satisfied than 'new' employees with the level of communication and information - 43.3 per cent to 47.5 per cent.

Longer-term employees are less satisfied with the recognition they get for the work and effort they put into their jobs than new employees. AWA employees are slightly less likely to be satisfied than non-AWA employees with the level of recognition they may receive.

New AWA employees are generally more satisfied than any other group of employees with the amount of training they receive - most satisfied (44.4 per cent) and least dissatisfied (27.6 per cent). Whether employed less than 2 years or more than 2 years, AWA employees are more satisfied than random sample employees with the amount of training.

Table 8.6 Satisfaction and employment duration

	<i>Employment instrument</i>	<i>Dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Satisfied</i>
<i>level of communication and information at work</i>				
Current employer 2 years or less	AWAs	24.5	29	46.4
	Random	25.2	25.2	49.6
Current employer for more than 2 years	AWAs	26.3	28.7	45
	Random	24.3	33.6	42.1
<i>of recognition of work and effort</i>				
Current employer 2 years or less	AWAs	22.5	31.3	46.2
	Random	20.4	27.6	52
Current employer for more than 2 years	AWAs	29.6	28.1	42.3
	Random	31.3	25.4	43.3
<i>the amount of training you receive</i>				
Current employer 2 years or less	AWAs	27.6	28	44.4
	Random	30.8	26.4	42.8
Current employer for more than 2 years	AWAs	31.2	29.9	38.8
	Random	32.4	30.9	36.7

Satisfaction and workplace size

The AWA sample indicated a higher proportion of satisfaction in relation to communication and information when compared to the random sample in three of the four workplace size groups.

The AWA sample indicated a higher proportion of satisfaction *amount of training you receive* when compared to the random sample in all of the four workplace size groups. Like the AWA response for satisfaction with change in pay and conditions by workplace size, satisfaction with training is higher in all areas within the AWA sample than in the random sample.

Table 8.7 Satisfaction and workplace size

	<i>Employment instrument</i>	<i>Very dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Satisfied</i>	<i>Very satisfied</i>
<i>level of communication and information</i>						
Less than 20 employees	AWAs	4.5	18.8	27.3	29.8	19.6
	Random	7.7	15.8	23.6	30	22.9
20 to 99	AWAs	6.8	21	29.4	30.3	12.6
	Random	9.2	13.7	36.6	28.6	11.9
100 to 499	AWAs	11.4	15.6	29.2	34.3	9.5
	Random	12.2	16.9	34.3	30	6.6
500 or more	AWAs	4.6	15	31.4	35.3	13.7
	Random	10.1	14.9	30.4	31.8	12.8
<i>recognition of work and effort</i>						
Less than 20 employees	AWAs	8.2	15.9	26.5	31.8	17.6
	Random	10.1	12.1	23.9	29.6	24.2
20 to 99	AWAs	11.3	17.1	29.7	30	11.9
	Random	13.4	16.4	25.6	33	11.6
100 to 499	AWAs	13.7	13.7	33	27.9	11.7
	Random	16.9	16.4	29.6	29.6	7.5
500 or more	AWAs	5.9	15.7	28.8	36.6	13.1
	Random	15.5	16.9	24.3	30.4	12.8
<i>amount of training you receive</i>						
Less than 20 employees	AWAs	10.6	13.5	31	27.8	17.1
	Random	12.8	16.2	28.3	21.5	21.2
20 to 99	AWAs	11.3	20.3	29	25.8	13.5

	Random	11.9	19.6	31.5	22.6	14.3
100 to 499	AWAs	11.4	19	28.9	21	19.7
	Random	11.3	23.9	30.5	22.5	11.7
500 or more	AWAs	6.5	22.9	26.8	24.8	19
	Random	15.5	17.6	27	25.7	14.2

Amount of influence over the pace at which you do your job

Table 8.8 Amount of influence over the pace at which you do your job

<i>Employment instrument</i>	<i>No influence</i>		<i>Some influence</i>		<i>Significant influence</i>
AWAs	10.2	7.6	22.7	30.4	27.8
Random	10.9	9.3	22.4	28.3	28.5

The great majority (89.5 per cent) of all employees feel that they have some influence over the pace at which they do their work.

Change of influence over the pace at which you do your job in the last two years

Significantly, a greater percentage of employees under AWAs indicated their influence over the pace at which they do their job has increased over the last two years compared to those employees in the random sample (39.3 percent to 32.9 per cent). A higher proportion of employees in the random sample compared to employees on AWAs indicated that their influence over the pace at which they work had decreased. The majority of employees indicated that their level of influence over the pace at which they did their work had stayed the same.

Table 8.9 Change of influence over the pace at which you do your job in the last two years

<i>Employment instrument</i>	<i>Increased</i>	<i>Decreased</i>	<i>Stayed same</i>
AWAs	39.3	5.6	54.2
Random	32.9	7.7	58.8

Satisfaction with the amount of work you do

The majority of employees in both samples indicated that they were satisfied or very satisfied with the amount of work they do, although employees under AWAs were slightly more satisfied. Likewise, employees in the random sample were a little more likely to indicate their dissatisfaction.

Table 8.10 Satisfaction with the amount of work you do

<i>Employment instrument</i>	<i>Very dissatisfied</i>		<i>Neither satisfied nor dissatisfied</i>		<i>Very satisfied</i>
AWAs	5.2	10.2	29.9	37.6	17.1
Random	5.5	11.3	28.7	35.4	19

Satisfaction with the amount of work you do and workplace size

The AWA sample indicated a higher proportion of satisfaction when compared to the random sample in three of the four workplace size groups. The 1 to 20 workplace size group within the AWA sample is proportionately less satisfied when compared to the random sample.

Table 8.11 Satisfaction with the amount of work you do and workplace size

	<i>Employment instrument</i>	<i>Very dissatisfied</i>	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	<i>Very satisfied</i>
Less than 20 employees	AWAs	4.9	12.2	26.5	40	16.3
	Random	4.4	7.7	23.6	35	29.3
20 to 99	AWAs	4.8	8.4	30.6	36.8	19.4
	Random	4.5	11.3	30.4	35.4	18.5
100 to 499	AWAs	6	11.1	31.4	33.7	17.8
	Random	7.5	15.5	32.4	35.2	9.4
500 or more	AWAs	5.2	8.5	30.1	41.8	14.4
	Random	7.4	11.5	31.8	37.2	12.2

Satisfaction about pay and conditions

Significantly, around half of all employees indicated that they were satisfied or very satisfied with their pay and conditions. Slightly more employees in the random sample indicated their satisfaction. About one in five employees were dissatisfied with their pay and conditions.

Table 8.13 Satisfaction about pay and conditions

<i>Employment instrument</i>	<i>Very dissatisfied</i>		<i>Neither satisfied nor dissatisfied</i>		<i>Very satisfied</i>
AWAs	6.4	13.1	32.6	33.7	14.2
Random	6.4	13.2	29.5	36.1	14.8

Satisfaction with pay and conditions and workplace size

The AWA sample indicated a higher proportion of satisfaction when compared to the random sample in two of the four workplace size groups. The two workplace size groups in which the AWA sample indicated a higher proportion of satisfaction than the random sample were the two larger workplace size groups (100-499 and 500 plus).

Table 8.14 Satisfaction with pay and conditions and workplace size

	<i>Employment instrument</i>	<i>Very dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Satisfied</i>	<i>Very satisfied</i>
Less than 20 employees	AWAs	9.8	13.1	26.9	34.7	15.5
	Random	7.1	10.4	28.3	35	19.2
20 to 99	AWAs	7.4	13.9	31.3	33.9	13.5
	Random	5.4	14.3	33	34.8	12.5
100 to 499	AWAs	6.3	13.7	34.9	28.6	16.5
	Random	8.5	17.8	26.3	33.3	14.1
500 or more	AWAs	-	10.5	39.2	39.9	10.5
	Random	3.4	10.1	28.4	46.6	11.5

Change in satisfaction with pay and conditions in the last two years

A greater proportion of employees under AWAs increased their satisfaction over pay and conditions in the last two years compared to employees in the random sample.

Table 8.15 Change in satisfaction with pay and conditions in the last two years

<i>Employment instrument</i>	<i>More satisfied</i>	<i>Less satisfied</i>	<i>Neither satisfied nor dissatisfied</i>
AWAs	39.7	20.7	39.6
Random	35.1	20.8	44.1

Change in satisfaction with pay and conditions and size

The AWA sample indicated a higher proportion of increased satisfaction over pay and conditions when compared to the random sample in all of the four workplace size groups.

Table 8.16 Change in satisfaction with pay and conditions and size

	<i>Employment instrument</i>	<i>More satisfied</i>	<i>Less satisfied</i>	<i>Neither more satisfied nor dissatisfied</i>
Less than 20 employees	AWAs	37.6	23.3	39.2
	Random	36.7	18.9	44.4
20 to 99	AWAs	39.7	21	39.4
	Random	34.5	21.1	44.3
100 to 499	AWAs	38.4	20	41.6
	Random	35.2	22.5	42.3
500 or more	AWAs	45.8	17.6	36.6
	Random	35.1	20.3	44.6

Change in satisfaction with pay and conditions and employment duration

Compared to two years ago, more longer-term employees in the random sample were less satisfied (22.6 per cent) and fewer satisfied (32.8 per cent) with their pay and conditions than any other group. Longer-term AWA employees were 25 per cent more likely to be satisfied than their counterparts in the random sample.

Table 8.17 Change in satisfaction with pay and conditions and employment duration

	<i>Employment instrument</i>	<i>More satisfied</i>	<i>Less satisfied</i>	<i>Neither more satisfied or less satisfied</i>
Current employer 2 years or less	AWAs	38	21.1	40.9
	Random	42.4	15.2	42.4
	Total	39.5	19.1	41.4
Current employer for more than 2 years	AWAs	41.2	20.3	38.5
	Random	32.8	22.6	44.6
	Total	36.3	21.7	42

Satisfaction with pay rise and bonus and employment duration

Overall, 71 per cent of employees under AWAs and employees in the random sample reported that they were satisfied, with 28.6 not satisfied with their pay rise.

Satisfaction with bonus or incentive

The AWA sample indicated a higher satisfaction when compared to the random sample in one of the four workplace size groups. Only AWA sample employees from the 100 to 499 employee size group are proportionately more satisfied when compared to the random sample. Employees in the random sample were more satisfied with their bonus or incentive in all other size groups.

Satisfaction with hours worked

Overall 65.9 per cent of employees under AWAs reported that they were more satisfied with their hours, 25 per cent preferred to work less hours, and 9.1 preferred to work more hours. These figures are very similar to those in the random sample with 66.9 per cent of employees in the random sample satisfied with their hours, 24.3 per cent preferred to work less hours, and 8.8 preferred to work more hours.

Table 8.18 Satisfaction with hours worked

<i>Employment instrument</i>	<i>Were satisfied with your hours</i>	<i>Prefer to work less hours</i>	<i>Prefer to work more hours</i>
AWAs	65.9	25	9.1
Random	66.9	24.3	8.8

Satisfaction with hours and industry

The survey results indicate that employees from the AWA sample when compared to the random (wage & salary earners) by industry are more satisfied with their hours in 8 of the 18 industry groups (including other).

Table 8.19 Satisfaction with hours and industry

	<i>Employment instrument</i>	<i>Were satisfied with your hours (%)</i>	<i>Prefer to work less hours (%)</i>	<i>Prefer to work more hours (%)</i>	<i>Count</i>
Agriculture, forestry and fishing	AWAs	81.9	18.2	-	11
	Random	71.4	21.4	7.1	28
Mining	AWAs	44.1	47.1	8.8	34
	Random	61.9	33.3	4.8	21
Manufacturing	AWAs	71.2	21.9	6.8	73
	Random	64	25.2	10.8	111
Electricity, gas and water supply	AWAs	81.3	18.8	-	32
	Random	88.9	11.1	-	9
Construction	AWAs	73.7	-	26.3	19
	Random	59.5	23.8	16.7	42
Wholesale trade	AWAs	50	30.8	19.2	26
	Random	55.6	33.3	11.1	27
Retail trade	AWAs	61.2	13.2	25.6	121
	Random	60.9	22.7	16.4	110

Accommodation, cafes and restaurants	AWAs	71.2	16.7	12.1	66
	Random	72.7	-	27.3	22
Transport and storage	AWAs	61.8	23.5	14.7	34
	Random	76.9	17.9	5.1	39
Communication services	AWAs	63.4	33.8	2.8	145
	Random	53.8	35.9	10.3	39
Finance and insurance	AWAs	62.5	36.5	1	104
	Random	65.4	32.7	1.9	52
Property and business services	AWAs	71.4	24.5	4.1	98
	Random	65.2	28.1	6.7	89
Government administration and defence	AWAs	58.1	37.6	4.3	93
	Random	75.3	20.2	4.5	89
Education	AWAs	66.7	28.6	4.8	21
	Random	63.4	30.3	6.3	142
Health and community services	AWAs	73.1	16.4	10.4	67
	Random	70.1	20.5	9.4	127
Cultural and recreational services	AWAs	75.5	9.4	15.1	53
	Random	84	16	-	25
Personal and other services	AWAs	63.9	25	11.1	36
	Random	80	13.3	6.7	30
Other*	AWAs	100	-	-	7
	Random	87.5	12.5	-	8

* Low cell count

Amount of influence over when you start and finish work each day

Over two-thirds of all employees indicated that they had some influence over when they start and finish. In fact, around a quarter of all employees indicated that they had a significant influence over when they start and finish work. There was little difference between employees in the random sample and AWA employees.

Table 8.20 Amount of influence over you start and finish work each day

<i>Employment instrument</i>	<i>No influence (%)</i>		<i>Some influence (%)</i>		<i>Significant influence (%)</i>
AWAs	21.1	10.6	18.8	22.7	26.1
Random	21.7	10.5	18.5	23.2	25.7

Change in influence

26.6 per cent of employees under AWAs indicated that their influence over start and finish times had increased over the last two years. This was a higher proportion than employees in the random sample (21.3 per cent).

Table 8.21 Change of influence has over aspects of employment over the last two years of when you start and finish work each day

<i>Employment instrument</i>	<i>Increased</i>	<i>Decreased</i>	<i>Stayed same</i>
AWAs	26.6	6.3	66.4
Random	21.3	5.5	72.8

Whilst two-thirds of all employees feel that the amount of influence they have over start and finish times has remained the same when compared to two years ago, longer-term AWA employees are more likely than employees in the random sample to feel they have increased influence – 26 per cent to 19.7 per cent.

Satisfaction with your control over your hours of work

Around 64 per cent of all employees expressed satisfaction with their control over hours of work. Slightly more employees under AWAs indicated that they were dissatisfied or very dissatisfied with their control of hours at work.

Table 8.22 Satisfaction with your control over your hours of work

<i>Employment instrument</i>	<i>Very dissatisfied</i>		<i>Neither satisfied nor dissatisfied</i>		<i>Very satisfied</i>
AWAs	10	11.9	23.2	31.4	23.5
Random	9.4	10.5	24.2	32.6	23.4

The AWA sample indicated a higher proportion of satisfaction when compared to the random sample in two of the four workplace size groups. The workplace size groups where the employees from the AWA sample were proportionately more satisfied than the random sample were employers with 20 to 99 and 100 to 499 employees.

Table 8.23 Satisfaction with your control over your hours of work and size

	<i>Employment instrument</i>	<i>Very dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither satisfied or dissatisfied</i>	<i>Satisfied</i>	<i>Very satisfied</i>
Less than 20 employees	AWAs	11.4	9.8	22.4	28.6	27.8
	Random	9.8	8.4	18.9	30.3	32.7
20 to 99	AWAs	8.1	13.2	24.2	33.2	21.3
	Random	8.3	11.3	28.9	32.4	19
100 to 499	AWAs	11.7	12.4	23.5	31.1	21.3
	Random	13.1	13.6	23	33.8	16.4
500 or more	AWAs	7.2	10.5	22.9	35.3	24.2
	Random	4.7	8.8	26.4	35.1	25

Summary

The majority of employees have a degree of influence over the type of work and how they do their work. Employees also indicated that they had a degree of influence over decisions which affect them at the workplace.

In relation to the change of influence AWA employees indicated increased influence over the previous two years compared to employees in the random sample. This was especially pronounced over how employees do their work.

Around half of all employees either felt satisfied or very satisfied with the level of communication and information, and the recognition of work and effort. However, significantly around a quarter to a third of all employees were dissatisfied or very dissatisfied with these issues. The highest dissatisfaction was the provision of training. AWA employees were more satisfied with the amount of training they received compared to employees in the random sample.

The great majority of all employees feel that they have some influence over the pace at which they do their work. However, those employees who have been with their current employer for more than two years and employees under AWAs indicated slightly more influence.

Significantly, a greater percentage of employees under AWAs indicated their influence over the pace at which they do their job has increased over the last two years compared to those employees in the random sample. A greater percentage of AWA employees than employees in the random sample felt they have increased influence over the pace at which they do their work compared to two years ago.

The majority of employees in both samples indicated that they were satisfied or very satisfied with the amount of work they do, although employees under AWAs were slightly more satisfied. Likewise, employees in the random sample were a little more likely to indicate their dissatisfaction.

Significantly around half of all employees indicated that they were satisfied or very satisfied with their pay and conditions. Slightly more employees in the random sample indicated their satisfaction. However, employees in the AWA sample also indicated a higher proportion of satisfaction when compared to the random sample in larger employers.

Overall 71 per cent of employees under AWAs reported that they were satisfied, with 28.6 not satisfied with their pay rise.

Among new employees, there is considerable consistency to responses between AWA and non-AWA employees when asked to nominate what it is that should most influence an employees' pay. Performance in the job was rated by over half of all new employees as the factor that should have the most influence.

Greater variation between AWA and employees in the random sample was evident where longer-term employees was concerned. Whereas performance in the job was rated most influential by six in ten AWA employees, only half of employees in the random sample felt the same, with some 20 per cent per cent opting for skills and qualifications and around 15 per cent indicating experience or length of time in the job. Longer-term employees in the random sample were also least likely to favour the productivity or profitability of their employer to have most influence over their pay, although this was only marginally less than responses given by the other groups.

Over two-thirds of all employees indicated that they had some influence over when they start and finish. In fact, around a quarter of all employees indicated that they had a significant influence over when they start and finish work.

Whilst two-thirds of all employees felt that the amount of influence they have over start and finish times has remained the same when compared to two years ago, longer-term AWA employees are more likely than the random sample employees to feel they have increased influence.

9. Discussion and conclusions

Who has AWAs?

The survey suggests that AWA employees are no more or less likely (than other employees) to be casual or part time.

Of particular interest, AWA employees also appear to be just as likely as other employees to be union members, with around a quarter of all employees being in a union. This contrasts with a quite commonly held perception that employees who sign AWAs are likely to resign their union membership.

AWA employees are slightly more likely (than other employees) to be in larger workplaces. This probably reflects the fact that a high proportion of employees in small business work under informal arrangements (rather than registered agreements such as AWAs or certified agreements). Indeed, the over-representation of employees in larger workplaces would be much higher for employees under certified agreements.

The gender breakdown of AWA employees appears to be the same as for all wage and salary earners.

AWA employees are more likely than other employees to be employed in Mining, Communications services, Finance and insurance and Government administration. They are less likely than other employees to be employed in Manufacturing, Construction, or Education.

AWA employees are more likely than other employees to be Managers or administrators, Technicians or associate professional or engaged in Elementary clerical, sales or service work – and less likely to be Professionals, Tradespersons, or engaged in Advanced clerical or service work.

AWA employees are on average younger than other employees and are more likely to earn over \$50,000. AWA employees, however, were also more likely than random sample employees to earn under \$10,000.

AWA employees are much more likely than other employees to have been with their current employer for two years or less

Employees attitudes to the direct negotiation of pay and conditions

There is a very high level of support amongst employees for direct negotiation of pay and conditions. More than two out of three employees in the random sample stated they were willing to negotiate their pay and conditions directly with their employer (though only just under half of union members in the random sample were willing to do so.) Amongst AWA employees the figure is even higher with over 80 per cent of employees stating that they were willing to negotiate directly. AWA employees are more willing to negotiate directly with their employer than the random employees in every occupational category. A very high proportion of union members with AWAs said they were willing to negotiate directly with their employer.

This suggests that employees with personal experience of direct negotiation with their employer (through AWAs) are even more positive about the concept than other employees. (This is

particularly evident in relation to union members). This suggests that employees who have negotiated directly have found it to be a positive experience.

AWA employees were more likely than other employees to say that performance in the job (rather than factors such as qualifications or seniority) should be the main influence on an employee's pay.

How do employees with AWAs and those without compare when it comes to relations with management?

AWA employees are more likely to think that management does its best to get on with employees – the contrast is quite marked in larger workplaces.

Otherwise, there is generally little difference at an aggregate level between the views of AWA employees and other employees about management. However in larger workplaces AWA employees are much more likely to say that management gives them a say both in how things are run and the way they do their job, and to trust management to tell things the way they are.

These findings could be indicative of larger employers (successfully) using AWAs to improve the quality of management-employee relations.

Union members are less likely to think that management does its best to get on with employees – though the direction of causality – if any – is unclear. However union members with AWAs are more likely to trust than distrust their managers – in contrast with union members in general, who are more likely to distrust than trust them. This could be because it takes a higher level of trust in management for someone exposed to union policy to sign an AWA than for a non-union employee. Alternatively, perhaps management in unionised workplaces need to establish a higher level of trust before employees will sign AWAs (these explanations are not mutually exclusive). This is probably also correlated with workplace size. In other words, union members are more likely to be in larger workplaces – and it is in these workplaces that AWA employees are much more likely than non AWA employees to have a positive relationship with their managers. In addition it could be argued that AWA employees require management to be “closer” to employees.

As a whole, employees generally have a positive attitude to management. Most employees felt that management does its best to get on with employees, with young employees most likely to agree with the proposition.

In relation to trust, age again appears to be a factor in how employees perceive relations with management with young employees more inclined to trust their employer.

Part-time employees are more positive about relations with management when it comes to trust and perceptions of management doing its best to get on with employees. However, not surprisingly, part-time employees are not as likely as full time employees to feel that management gives them a say in the way things are run or the way they do their jobs.

In general, the degree to which employees agree with the propositions that ‘management does its best to get on with employees’ and that ‘management can be trusted to tell things the way they are’ declines as the size of the workplace increases. However, as noted above, AWA employees

in larger workplaces tend to have a relatively more positive view of management than other employees.

Responses to the proposition that ‘management gives me a say in the way I do my job’ provide some indication of whether management is prepared to allow employees some control over their day to day tasks. While a similar majority of AWA and random sample employees from workplaces with up to 100 employees agree that management gives them a say in the way they do their jobs, it is the relatively higher percentage of AWA employees from workplaces of over 500 employees that is most noteworthy.

The response made by AWA employees from larger workplaces would seem to support the hypothesis that larger employers are using AWAs as part of a management strategy aimed at fostering more direct management-employee relations, thereby creating a more positive organisational culture.

Where employees are satisfied with the level of communication and information, they are much more likely to have felt that management does its best to get on with employees and can be trusted to tell things the way they are. This highlights the importance of effective communication and consultation in the employment relationship.

Hours, Stress and Work Life Balance

Around a third of all employees indicated that they worked more hours than two years earlier. Employees with AWAs are slightly more likely than other employees to be working longer hours than they were two years ago. They are also slightly more likely to report that they are working harder.

However, AWA employees were less likely to report that they had experienced an increase in stress and more likely to report a reduction in stress compared to two years earlier.

AWA employees were also more likely to report that work life balance had become easier and were less likely to report that it had got worse. This held true for both males and females.

In general, changes in work life balance are strongly correlated with occupation – especially in the random sample – with more highly skilled employees most likely to complain of a worsening in work life balance, and working longer hours. This is not consistent with the view that worsening work life balance, stress etc. is related to poorer bargaining power – indeed it is precisely those employees with the strongest position in the labour market who are most likely to complain about this area.

While there appeared to be some variation in the sample groups by duration of employment, overall a very high proportion of female employees felt that they were aware of their pregnancy and maternity rights, and felt confident about accessing those rights.

Changes in the Workplace

Overall, there was a high level of change in the workplace with almost half of all employees indicating change in the previous two years over the type of work performed, and how the work is done. Around three in five employees indicated changes in how their workplace is managed.

AWA employees were more likely than the random sample to report recent workplace change – especially in how their workplace is managed. This was particularly true in larger workplaces.

Pay, Conditions and Performance

The great majority of both random sample and AWA employees stated they had a good understanding of their pay and conditions. AWA employees were very slightly less likely to report a good understanding – perhaps because they were more likely to have had a recent change in the way their pay and conditions operated.

AWA employees were slightly more likely to say they were paid enough than random employees.

Just under 70 per cent of both the AWA and random employees had received a pay rise in the last 12 months and the same proportion of both (71 per cent) were satisfied with the increase. This puts in to context research that has been used to suggest that AWA employees are relatively unlikely to receive pay rises. AWA employees were however much more likely than other employees to have received a performance related bonus or incentive.

These figures confirm that AWA employees are in general no less satisfied with their pay than other employees.

AWA employees are however much more performance oriented. They are more likely to think that their pay should be set according to their own performance in the job – and are more likely to receive performance related bonuses. They are just as likely however, also to receive a general pay rise.

Influence at work and work satisfaction

AWA employees were much more likely to report an increase in their influence over the type of work they do, how they did their work and to a slightly lesser extent an increase in influence over decisions which affect them at their workplace.

AWA employees were more satisfied with the level of communication and information, and the level of training they received – but very slightly less satisfied with the level of recognition they received for their work and effort (despite being more likely to have received a performance related bonus or incentive). This latter paradox could be explained by the greater weight placed on employees' pay being linked to performance by AWA employees. In other words, AWA employees have higher expectations vis a vis recognition for performance.

This is also consistent with the fact that AWA employees are slightly less likely to be satisfied with their pay and conditions. AWA employees were however, more likely to say that their level of satisfaction with their pay and conditions had increased over the last two years.

Interestingly, it is particularly in larger workplaces where AWA employees are more satisfied than non AWA employees with the level of communication and information. This is consistent with the proposition that it is in larger workplaces that organisations are using AWAs to improve management-employee relations. AWA employees in larger workplaces – unlike smaller workplaces - are more likely than random employees to be satisfied with recognition for their work and effort.

AWA employees were slightly more likely to say that they had influence over the pace at which they did their job. They were however much more likely to say that their influence over the pace at which they did their job had increased over the previous two years.

AWA employees were also more likely to say that their influence over when they start and finish work each day had increased.

While overall there was little difference between AWA employees and others over their satisfaction with the amount of work they do – in larger workplaces AWA employees were generally much more likely to be satisfied than other employees.

The evidence is consistent with the notion that flexibility through AWAs has worked to the advantage of the majority of employees (as well presumably as employers) – with employees on AWAs more likely to report an increase in control over aspects of their working environment. Even though AWA employees are more likely to be working longer and harder they are less likely to report an increase in stress and are more likely to have seen an improvement in their work life balance.

Conclusion

Finally, an important point to emerge from the data is that for the vast majority of employees these results suggest that employee outcomes are not simply a result of the type of employment instrument and are more to do with management motivations in introducing and initiating a particular employment instrument. In particular, the strategies and approach employed by management, the nature of the employment relationship, and how management has used that employment arrangement will greatly affect the likely success of such agreements.

The findings also suggest the importance of effective communication and consultation to underpin the employment relationship as a means to provide the trust and good management-employee relations. It is only by developing trust that employee satisfaction will be created providing a more productive workplace.