

Data Sheet 74 (DS 074)

Access to Local Employment Opportunities

What are we monitoring?

Difference between resident satisfaction with and their importance rating for access to local employment opportunities.

The Council conducts a bi-annual Community Survey (previously conducted annually) of a representative sample of the population, that includes assessing resident satisfaction and importance for: 'access to local employment'. Survey respondents are asked to indicate satisfaction and importance on a 1 to 5 scale where 1 means 'very dissatisfied' or 'not at all important' and 5 means 'very satisfied' or 'very important'.

This measure assesses the gap between mean importance and mean satisfaction ratings for access to local employment. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

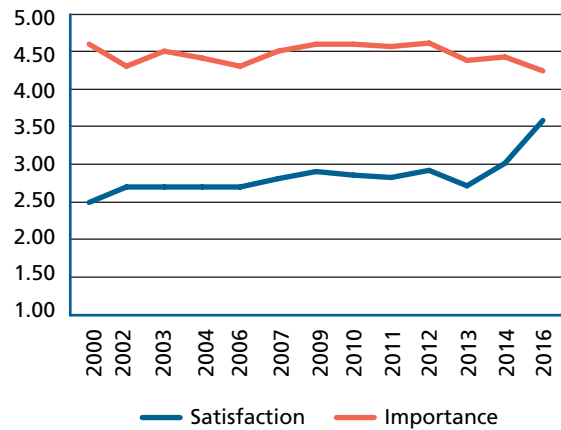
What is the trend?

The trend for this service is moving in the right direction. The gap between resident satisfaction with and importance of access to local employment opportunities has decreased steadily and significantly since 2000. The gap remains large at 1.25 but is much improved when compared with 2000 when it was 2.10.

Why is monitoring this trend important?

Monitoring importance and satisfaction of services helps the Council to plan and prioritise future service provision. There are a variety of ways in which the Council can directly affect the generation of local employment opportunities through its service provision.

Access to Local Employment Opportunities – Gap Between Resident Satisfaction and Importance Ratings



Access to Local Employment Opportunities – Gap Between Resident Satisfaction and Importance Ratings

Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	2.50	2.70	2.70	2.90	2.83	2.72	2.90
Importance Ratings	4.60	4.50	4.30	4.60	4.56	4.38	4.15
Gap	2.10	1.80	1.60	1.70	1.73	1.66	1.25

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2000–2016