



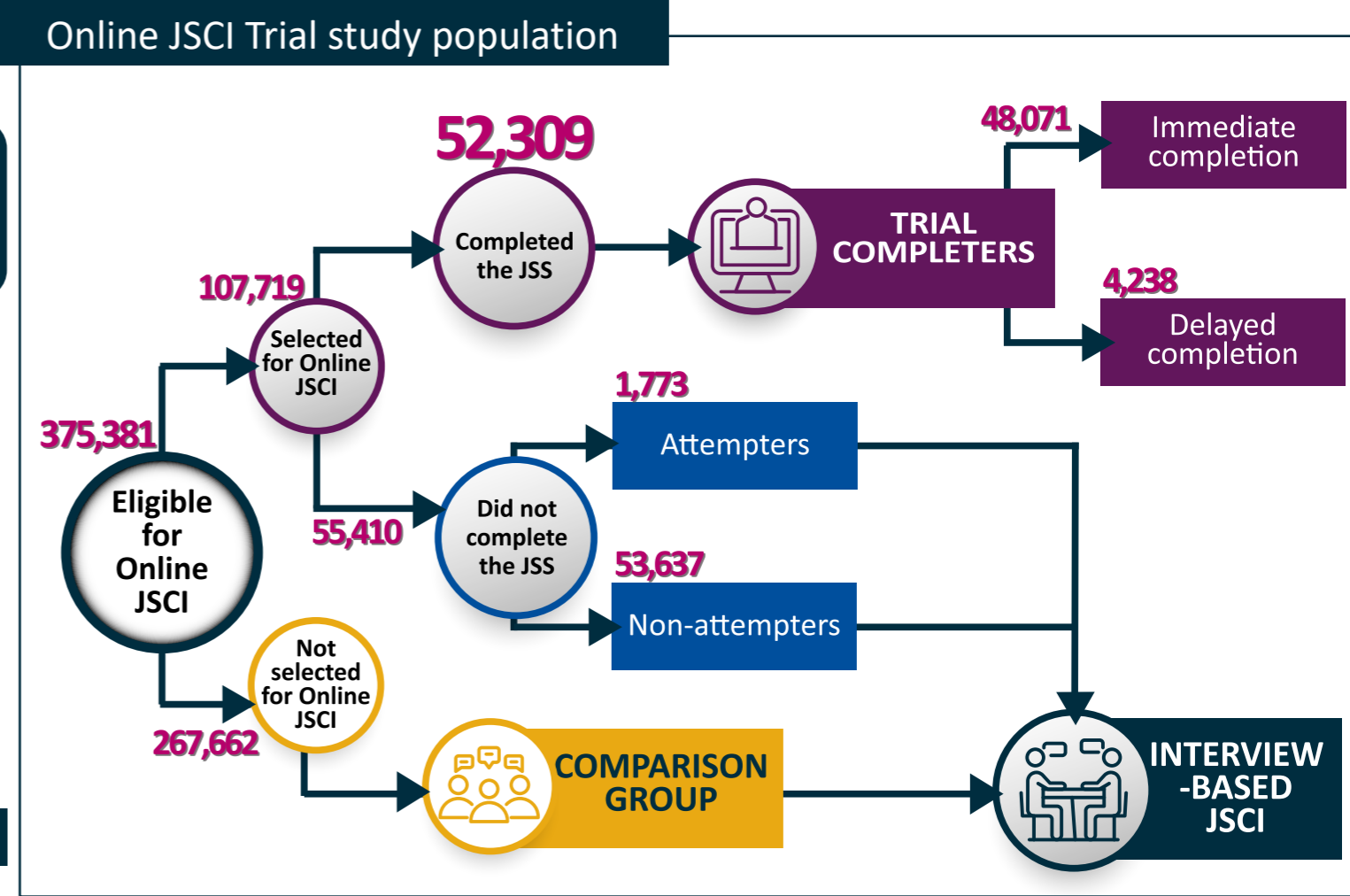
# Online Job Seeker Classification Instrument (JSCI) Trial Evaluation

## About the Online JSCI Trial

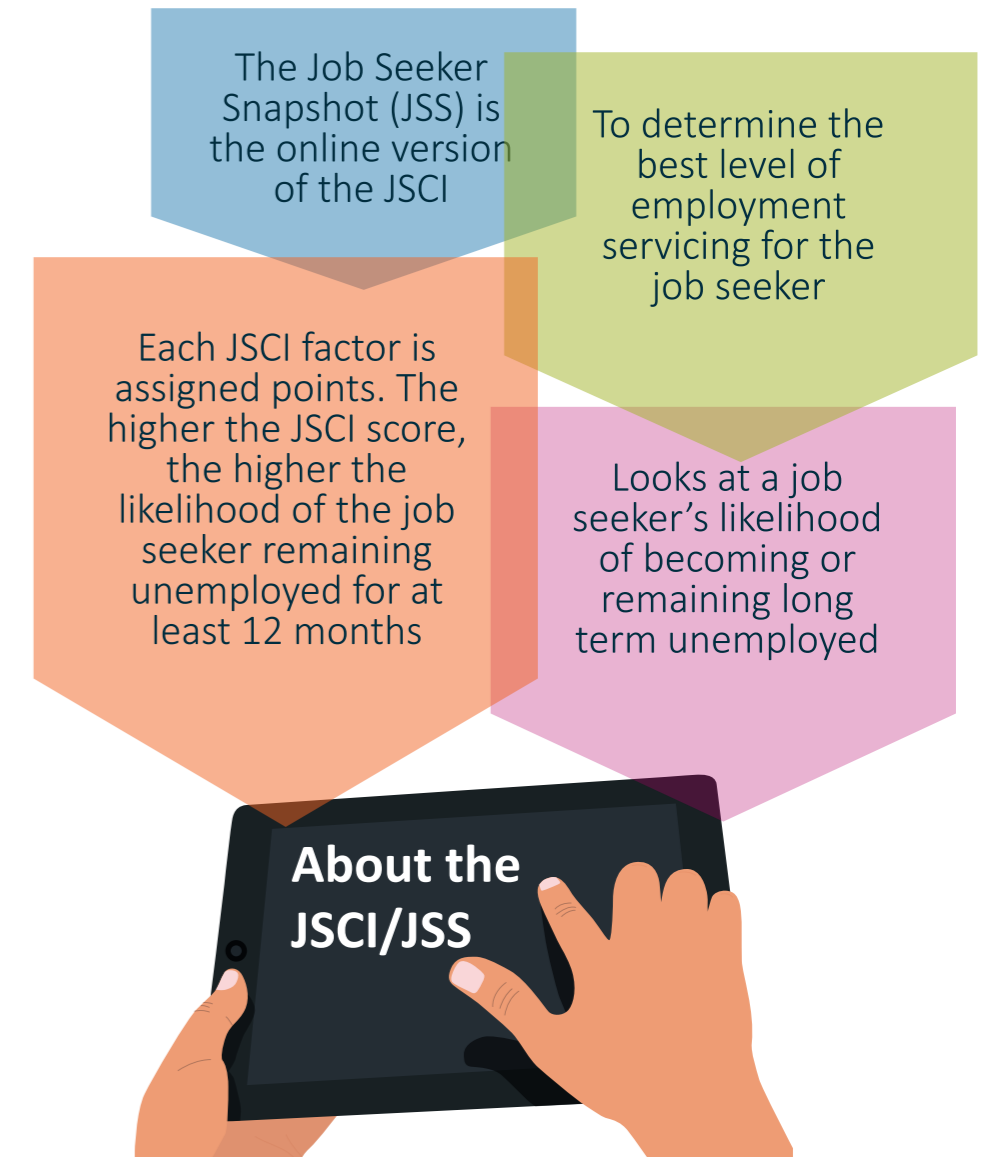
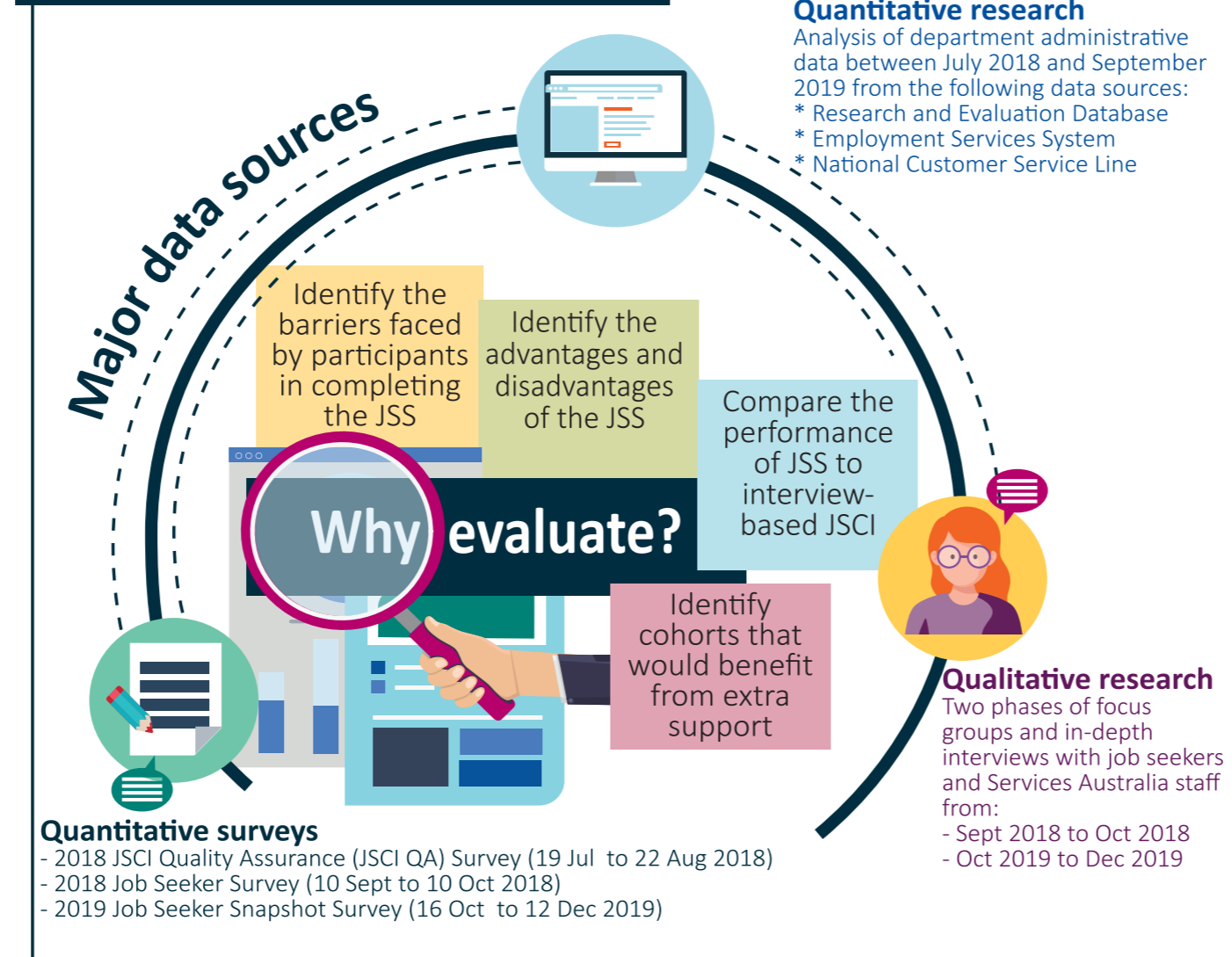
The Online JSCI Trial commenced from 1 July 2018 to test the feasibility of delivering the JSCI online.

The JSCI is a departmental assessment tool to predict a job seeker's likelihood of long term unemployment.

The trial was conducted from July 2018 to March 2020.

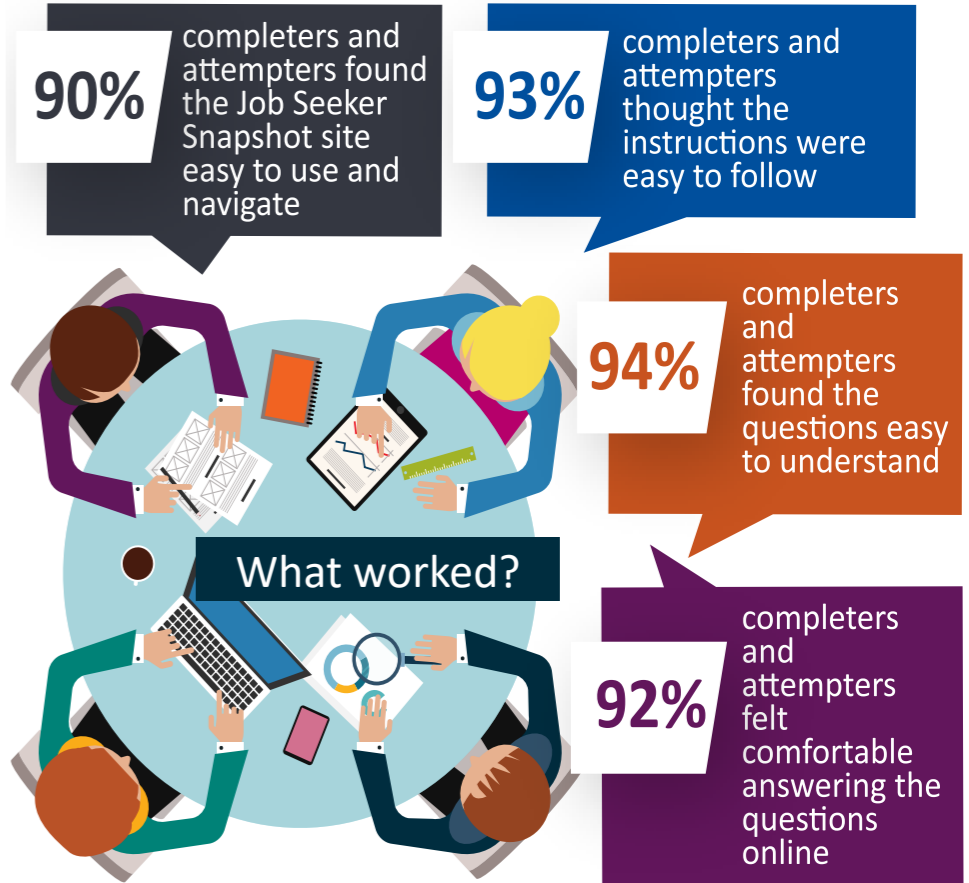
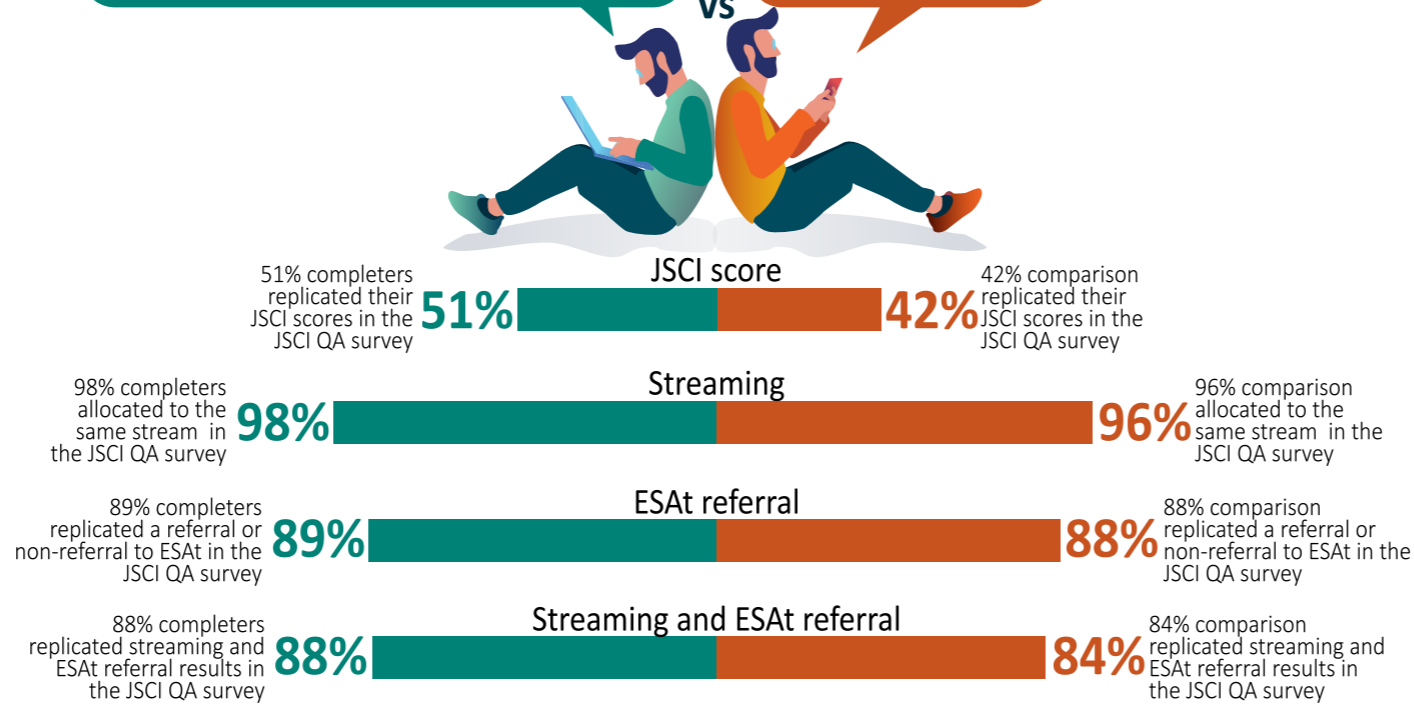


## About the Online JSCI Trial Evaluation



## Job Seeker Snapshot (JSS) results were consistent and replicable

### Job Seeker Snapshot (JSS) vs Comparison



## Overall findings

The Job Seeker Snapshot (JSS) was time efficient and its usability was well regarded.

Online completers' JSCI scores were more consistent.

Digital literacy contributed greatly to JSS completion.

### 49% of trial job seekers completed the Job Seeker Snapshot

Job seekers generally took 10 to 15 minutes to complete the Job Seeker Snapshot, and most completed it in one session (85% in 2018, and 79% in 2019):

### 51% of trial job seekers did not complete the Job Seeker Snapshot

Reasons for non-completion include:

- I didn't know I had to complete it online (19%)
- I had problems with the website (10%)
- I was contacted by Centrelink before I had the chance to do it (10%)
- I didn't have enough instructions on how to do it (9%)
- I had problems with accessing or using my device (8%)

### 97% of trial job seekers who did not complete the Job Seeker Snapshot did not attempt it

Reasons for not attempting include:

- I had problems logging into myGov or the jobactive site (27%)
- I chose not to do it as completing the Job Seeker Snapshot was voluntary (20%)

Main driver of non-completion is **DIGITAL LITERACY**

Key factor for non-completion is the **repetitive** nature of the Job Seeker Snapshot



## Suggestions from non-completers to encourage more job seekers to complete the Job Seeker Snapshot

Prefill the JSS with information given previously **60%**

More information on benefits of doing the JSS rather than JSCI **57%**

Told about the JSS process at the start of the claim process **56%**

No need to login to myGov or jobactive **37%**

Online training **32%**