

Workforce Training: Needs and Practices of Washington State Employers 2007 Short Form

ABOUT THE QUESTIONNAIRE DESIGN:

This questionnaire has been designed so that the data can be compiled using an optical scanner. Answers are given one of two ways. For most questions, you will indicate your response by filling in the appropriate bubble. Only one answer can be chosen for each question. Please thoroughly fill in the bubble with a black ballpoint pen and do not make any additional marks outside the bubble. In the example below, the answers "No" and "Some Difficulty" are selected.

Yes Much Difficulty Some Difficulty No Difficulty Not Applicable
 No

Other answers are indicated in numeral form. These are comb-style fields in which you write out the numbers yourself. This is commonly used in questions asking you to indicate the percentage of your employees that meet a specific criteria. In the example below, a company indicated that 45% of its employees have a Bachelor's degree.

G. A baccalaureate (B.A. or B.S.) degree %

Some fields are closed boxes and are marked "Office Use Only." Please do not write in these fields.

SKIPPING QUESTIONS THAT DO NOT APPLY:

Some questions do not apply to you. Depending on your response to some questions, you will be instructed to skip over questions that do not apply. Instructions are PRINTED IN CAPITAL LETTERS. In the example below, a person answering "Yes" would continue to the next question. A person answering "No" would skip to page 11 and begin with question 24.

Yes
 No → SKIP TO PAGE 11, QUESTION 24

For questions about this survey, please contact Tomomi Watanabe, Project Director or Kelly Baumeister, Project Manager, via email (tomomi@nwr.org / kelly@nwr.org) or during regular business hours at 1-800-545-5909 (toll free) or 206-624-6465 (local).

SECTION A: RECENT HIRING AND DIFFICULTIES IN FINDING QUALIFIED APPLICANTS

These first questions are about whether you have hired new employees in the last twelve (12) months and about any difficulties you may have experienced in finding qualified applicants.

- Has your firm/organization hired any new employees in the last 12 months? Yes No
- In the last 12 months, did your firm/organization have any difficulty finding qualified applicants for any of the jobs you were trying to fill? Yes No → SKIP TO PAGE 3, QUESTION 9
- How did your firm/organization respond to the difficulty finding qualified applicants?

MORE THAN ONE RESPONSE IS POSSIBLE. PLEASE INDICATE YES OR NO FOR EACH STATEMENT

- | | | |
|--|---------------------------|--------------------------|
| a. Did not fill the job opening | <input type="radio"/> Yes | <input type="radio"/> No |
| b. Hired a less qualified applicant | <input type="radio"/> Yes | <input type="radio"/> No |
| c. Outsourced work or purchased services from another firm | <input type="radio"/> Yes | <input type="radio"/> No |
| d. Increased overtime hours for current workers | <input type="radio"/> Yes | <input type="radio"/> No |
| e. Increased recruiting efforts | <input type="radio"/> Yes | <input type="radio"/> No |
| f. Increased wages to attract more applicants | <input type="radio"/> Yes | <input type="radio"/> No |
| g. Other, specify _____ | <input type="radio"/> Yes | <input type="radio"/> No |

Office Use Only

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- Please indicate the occupation for which your firm/organization had the most difficulty finding qualified applicants in the last 12 months.

Office Use Only

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- Sometimes firms/organizations may experience difficulty in finding qualified applicants with the formal education required to perform certain jobs. In general, how much difficulty has your firm/organization experienced in the last 12 months finding qualified applicants with the different education levels listed below?

PLEASE FILL IN ONLY ONE CIRCLE IN EACH ROW. IF YOU DID NOT NEED EMPLOYEES WITH THAT LEVEL OF EDUCATION, FILL IN THE CIRCLE FOR "NOT APPLICABLE" IN THAT ROW.

- | | Much Difficulty | Some Difficulty | No Difficulty | Not Applicable |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| a. Neither a high school diploma nor a GED | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. A high school diploma or GED | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. Some college course work beyond high school | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. A vocational diploma or certificate | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e. A vocational associate degree | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f. An academic associate (A.A. or A.S.) degree | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| g. A baccalaureate (B.A. or B.S.) degree | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| h. A master's (M.A. or M.S.) degree from a college or university | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| i. A doctoral (Ph.D.) or professional degree from a college or university | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. Firms/organizations may also experience difficulty finding qualified applicants with certain kinds of abilities and job skills. How much difficulty has your firm/organization had finding employees with the following skills?

	Much Difficulty	Some Difficulty	No Difficulty	Not Applicable
a. Reading skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Writing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Math skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. English as a Second Language skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Occupation-specific skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Computer skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Team work skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Problem solving or critical thinking skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Positive work habits and attitudes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Ability to accept supervision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Ability to adapt to changes in duties and responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Which of the following has resulted from your firm's difficulty in finding qualified applicants?

PLEASE INDICATE YES OR NO FOR EACH STATEMENT.

a. Lowered overall productivity	<input type="radio"/> Yes	<input type="radio"/> No
b. Reduced product or service quality	<input type="radio"/> Yes	<input type="radio"/> No
c. Reduced production output or sales	<input type="radio"/> Yes	<input type="radio"/> No
d. Prevented your firm/organization from expanding its facilities	<input type="radio"/> Yes	<input type="radio"/> No
e. Prevented your firm/organization from developing new products or services	<input type="radio"/> Yes	<input type="radio"/> No
f. Caused your firm/organization to move some operations out of Washington State	<input type="radio"/> Yes	<input type="radio"/> No

8. Firms/organizations may experience difficulty with entry-level workers hired in the last 6 months. How much difficulty has your firm/organization experienced with entry-level workers demonstrating the following skills?

	Much Difficulty	Some Difficulty	No Difficulty	Not Applicable
a. Speaks so others can understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Listen actively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Read with understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Observe critically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Cooperate with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Resolve conflict and negotiate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Use math to solve problems and communicate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Solve problems and make decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Take responsibility for learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Use information and communications technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION B: FUTURE NEEDS FOR SKILLED EMPLOYEES

9. Now we would like you to think about future needs of your firm/organization. How will your firm's/organization's need for employees with each of the types of education listed below change in the next five years?

Employees with...	Increase	Stay About the Same	Decrease	Not Needed
a. Neither a high school diploma nor a GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. A high school diploma or GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Some college course work beyond high school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. A vocational diploma or certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. A vocational associate degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. An academic associate (A.A. or A.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. A baccalaureate (B.A. or B.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. A master's (M.A. or M.S.) degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. A doctoral (Ph.D.) or professional degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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SECTION C: EMPLOYEE TRAINING YOU PROVIDE

10. In the last three years, have the skills required to adequately perform production or support jobs (primary or front-line services or support jobs) increased, decreased, or remained the same?

- Increased Remained the Same Decreased

CLASSROOM TRAINING THAT YOU PROVIDE

These next questions are about classroom training, workshops, or seminars your firm/organization uses to train its employees. Please count only types of training that last four hours or longer (a half day). This training may be offered at the worksite or at another location and may occur during the working hours or at other times. These may be conducted either by personnel from your firm/organization or by sources outside your firm/organization. Examples include seminars, lectures, workshops, or audio-visual presentations.

11. Did your firm/organization provide or pay for any classroom training, workshops, or seminars (lasting at least four hours) for any employees in the last 12 months?

- Yes No → SKIP TO QUESTION 13

12. Did your firm/organization have a tuition reimbursement program for any employee during the past 12 months?

- Yes No

ON-THE-JOB TRAINING THAT YOU PROVIDE

These next questions refer to on-the-job training. During on-the-job training, the worker is learning from someone else the duties that the job requires while performing work. We are specifically interested in the extent to which firms provide on-the-job training that includes a formal plan or agreement. In answering these questions, please include all employees: full-time, part-time, temporary, seasonal, salaried, and hourly.

13. Did your firm/organization provide at least 4 hours of on-the-job training that was described in a written plan or agreement for any employees in the last 12 months?

- Yes No

14. What percentage of your non-supervisory employees use computers in their jobs? IF NONE, ENTER "0".

% Using computers

15. We would also like to know if anyone in your firm/organization who was hired in the last 12 months attended, or was trained by, one of the following seven types of institutions or programs. Please indicate YES for each institution or program that trained at least one of your employees with the past 12 months, and NO for each institution or program that was not utilized.

- a. High school vocational education programs Yes No
- b. Community or technical college vocational training programs Yes No
- c. Workforce Investment Act (WIA), Workforce Development Council (WDC) or WorkSource programs Yes No
- d. Private vocational/technical schools Yes No
- e. Apprenticeship programs Yes No
- f. Adult basic skills classes such as GED and English as a Second Language Yes No
- g. Four-year colleges or universities Yes No

16. Are you willing to share your answers to this questionnaire with staff of your local Workforce Development Council? This will help them to identify employers with skill development needs. If your answer is No, your individual responses will not be shared with Workforce Development Council staff.

- Yes No

YOUR COMMENTS?

Please use the space provided below for your comments about this survey. Feel free to make suggestions about important topics or issues that we may not have covered. And let us know about any problems you encountered in the survey, such as unclear instructions or questions that were difficult to understand.

Thank you for your time and effort in participating in this survey.

Please return the completed survey in the postage paid envelope to:
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For questions, please contact Tomomi Watanabe, Project Director, or Kelly Baumeister, Project Manager
via email (tomomi@nwrp.com / kelly@nwrp.com)
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