

Q1: Percent of Firms That Hired New Employees In The Last 12 Months (All Employers).

Major Industry Groups	Percent	N	Total Number of Firms in Industry
Ag Food	87%	4,900	5,600
Construction	90%	14,800	16,400
High Tech	63%	2,800	4,400
Manufacturing	77%	4,800	6,200
Services	87%	75,300	86,600
Trade	84%	36,000	42,800
F.I.R.E. Trans. Wrhs. Utl. Gov. *	77%	36,500	47,400
All Industries	84%	175,100	209,500

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

*Question 3: How did your firm/organization respond to the difficulty of finding qualified applicants?
(Among All Employers)*

Q3a) Did not fill the opening

All Firms	Yes		No		Don't Know		Not Reporting	
Ag Food	1,200	22%	1,300	24%	500	10%	2,500	45%
Construction	3,600	22%	4,700	29%	2,100	13%	5,900	36%
High Tech	400	19%	700	17%	200	7%	2,500	57%
Manufacturing	1,700	29%	800	14%	600	10%	2,800	46%
Services	12,800	23%	19,400	20%	4,000	7%	23,700	50%
Trade	7,000	15%	15,600	24%	4,300	5%	48,900	57%
F.I.R.E. Trans. Wrhs. Utl. Gov.	10,400	18%	9,300	38%	3,400	10%	14,500	34%
All Industries	37,100	19%	51,800	26%	15,200	7%	100,800	48%

Q3b) Hired a less qualified applicant

All Firms	Yes		No		Don't Know		Not Reporting	
Ag Food	2,000	37%	600	10%	400	8%	2,500	45%
Construction	5,900	36%	3,800	23%	700	4%	5,900	36%
High Tech	500	11%	700	27%	100	4%	2,500	57%
Manufacturing	1,900	30%	700	13%	500	10%	2,800	46%
Services	15,900	17%	17,900	16%	2,400	16%	23,700	50%
Trade	15,500	20%	9,800	21%	1,600	3%	48,900	57%
F.I.R.E. Trans. Wrhs. Utl. Gov.	8,000	37%	7,800	24%	7,400	5%	14,500	34%
All Industries	49,700	25%	41,300	20%	13,100	7%	100,800	48%

Q3c) Outsourced the work/service

All Firms	Yes		No		Don't Know		Not Reporting	
Ag Food	800	14%	1,600	30%	600	12%	2,500	45%
Construction	2,000	12%	6,100	38%	2,200	14%	5,900	36%
High Tech	400	11%	700	26%	200	6%	2,500	57%
Manufacturing	900	15%	1,200	20%	1,000	18%	2,800	46%
Services	4,700	17%	27,700	24%	3,800	9%	23,700	50%
Trade	2,200	5%	17,800	34%	7,000	4%	48,900	57%
F.I.R.E. Trans. Wrhs. Utl. Gov.	8,100	7%	11,200	43%	3,800	17%	14,500	34%
All Industries	19,100	9%	66,300	33%	18,600	9%	100,800	48%

Q3d) Increased overtime for employees

Employers with Difficulty Hiring	Yes		No		Don't Know		Not Reporting	
Ag Food	1,700	31%	1,000	17%	400	7%	2,500	45%
Construction	4,300	27%	4,300	26%	1,700	11%	5,900	36%
High Tech	700	26%	500	13%	100	4%	2,500	57%
Manufacturing	2,100	35%	500	9%	500	9%	2,800	46%
Services	16,100	24%	17,900	18%	2,200	8%	23,700	50%
Trade	16,600	19%	7,600	22%	2,800	3%	48,900	57%
F.I.R.E. Trans. Wrhs. Utl. Gov.	10,800	40%	8,700	19%	3,600	6%	14,500	34%
All Industries	52,300	26%	40,500	20%	11,300	6%	100,800	48%

Q3e) Increased recruiting efforts

Employers with Difficulty Hiring	Yes		No		Don't Know		Not Reporting	
Ag Food	1,700	31%	400	8%	800	15%	2,500	45%
Construction	6,300	39%	2,900	18%	1,100	7%	5,900	36%
High Tech	1,000	33%	200	4%	100	5%	2,500	57%
Manufacturing	1,900	32%	600	10%	700	12%	2,800	46%
Services	29,800	41%	3,900	6%	2,400	3%	23,700	50%
Trade	20,100	36%	4,300	5%	2,500	3%	48,900	57%
F.I.R.E. Trans. Wrhs. Utl. Gov.	19,100	48%	2,800	11%	1,200	7%	14,500	34%
All Industries	80,000	39%	15,200	8%	8,900	5%	100,800	48%

Q3f) Increased wages to attract applicants

Employers with Difficulty Hiring	Yes		No		Don't Know		Not Reporting	
Ag Food	1,400	26%	1,000	18%	600	12%	2,500	45%
Construction	3,400	21%	5,100	31%	1,900	12%	5,900	36%
High Tech	500	11%	600	26%	200	6%	2,500	57%
Manufacturing	1,100	17%	1,200	20%	900	16%	2,800	46%
Services	9,800	21%	22,000	22%	4,400	7%	23,700	50%
Trade	9,100	11%	12,600	27%	5,200	5%	48,900	57%
F.I.R.E. Trans. Wrhs. Utl. Gov.*	9,700	23%	10,200	30%	3,200	13%	14,500	34%
All Industries	35,000	17%	52,700	26%	16,400	8%	100,800	48%

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

Question 5: 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? (Among All Employers)

Q5a) Neither a high school diploma or GED

For All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
Ag Food	14%	800	22%	1,200	19%	1,000	45%	2,500
Construction	7%	1,200	20%	3,200	37%	6,000	36%	5,900
High Tech	1%	100	13%	600	28%	1,200	57%	2,500
Manufacturing	10%	600	16%	1,000	27%	1,700	46%	2,800
Services	8%	6,700	11%	9,300	25%	21,500	57%	48,900
Trade	14%	5,900	20%	8,600	32%	13,700	34%	14,500
F.I.R.E. Trans. Wrhs. Utl. Gov.	3%	1,200	15%	7,000	32%	15,200	50%	23,700
All Industries	8%	16,400	15%	30,900	29%	60,400	48%	100,800

Q5b) High school diploma or GED

For All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
Ag Food	15%	900	21%	1,200	18%	1,000	45%	2,500
Construction	13%	2,100	27%	4,400	24%	4,000	36%	5,900
High Tech	6%	200	30%	1,300	8%	300	57%	2,500
Manufacturing	14%	900	21%	1,300	18%	1,100	46%	2,800
Services	11%	9,800	25%	21,900	7%	5,900	57%	48,900
Trade	27%	11,500	23%	9,800	16%	6,900	34%	14,500
F.I.R.E. Trans. Wrhs. Utl. Gov.	5%	2,500	33%	15,300	12%	5,500	50%	23,700
All Industries	13%	27,800	26%	55,100	12%	24,700	48%	100,800

Q5c) Some college course work

For All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
Ag Food	17%	1,000	10%	500	28%	1,600	45%	2,500
Construction	21%	3,400	13%	2,200	30%	4,900	36%	5,900
High Tech	6%	300	26%	1,100	11%	500	57%	2,500
Manufacturing	12%	700	19%	1,200	22%	1,400	46%	2,800
Services	27%	23,300	6%	4,800	11%	9,400	57%	48,900
Trade	19%	8,200	8%	3,500	39%	16,500	34%	14,500
F.I.R.E. Trans. Wrhs. Utl. Gov.	17%	8,200	18%	8,600	14%	6,600	50%	23,700
All Industries	22%	45,000	11%	21,900	20%	40,800	48%	100,800

Q5d) Vocational certificate

For All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
Ag Food	18%	1,000	4%	200	34%	1,900	45%	2,500
Construction	24%	3,800	10%	1,700	30%	4,900	36%	5,900
High Tech	11%	500	18%	800	14%	600	57%	2,500
Manufacturing	19%	1,100	12%	700	23%	1,400	46%	2,800
Services	12%	10,700	6%	5,000	25%	21,800	57%	48,900
Trade	28%	11,800	5%	2,000	34%	14,400	34%	14,500
F.I.R.E. Trans. Wrhs. Utl. Gov.	20%	9,200	12%	5,500	18%	8,700	50%	23,700
All Industries	18%	38,100	8%	15,900	26%	53,700	48%	100,800

Q5e) Vocational associate's degree

For All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
Ag Food	12%	700	2%	100	41%	2,300	45%	2,500
Construction	15%	2,400	9%	1,500	40%	6,500	36%	5,900
High Tech	10%	400	18%	800	14%	600	57%	2,500
Manufacturing	15%	900	12%	700	27%	1,600	46%	2,800
Services	10%	8,300	5%	4,000	29%	25,300	57%	48,900
Trade	20%	8,400	8%	3,600	38%	16,100	34%	14,500
F.I.R.E. Trans. Wrhs. Utl. Gov.	18%	8,300	12%	5,800	20%	9,300	50%	23,700
All Industries	14%	29,500	8%	16,500	30%	61,700	48%	100,800

Q5f) Academic associate's degree

For All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
Ag Food	8%	500	5%	300	42%	2,300	45%	2,500
Construction	12%	1,900	7%	1,100	45%	7,400	36%	5,900
High Tech	9%	400	19%	800	16%	700	57%	2,500
Manufacturing	7%	400	12%	700	34%	2,100	46%	2,800
Services	10%	8,400	6%	5,000	28%	24,000	57%	48,900
Trade	14%	5,800	8%	3,600	44%	18,800	34%	14,500
F.I.R.E. Trans. Wrhs. Utl. Gov.	9%	4,200	23%	10,900	18%	8,400	50%	23,700
All Industries	10%	21,600	11%	22,500	31%	63,600	48%	100,800

Q5g) Baccalaureate degree

For All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
Ag Food	9%	500	4%	200	42%	2,300	45%	2,500
Construction	15%	2,400	6%	1,000	43%	7,000	36%	5,900
High Tech	14%	600	15%	700	14%	600	57%	2,500
Manufacturing	6%	300	10%	600	38%	2,300	46%	2,800
Services	10%	8,400	5%	4,000	29%	25,100	57%	48,900
Trade	13%	5,700	5%	2,100	48%	20,400	34%	14,500
F.I.R.E. Trans. Wrhs. Utl. Gov.	18%	8,600	18%	8,500	13%	6,300	50%	23,700
All Industries	13%	26,600	8%	17,100	31%	64,000	48%	100,800

Q5h) Master's degree

For All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
Ag Food	4%	200	4%	200	47%	2,600	45%	2,500
Construction	8%	1,400	2%	300	54%	8,700	36%	5,900
High Tech	10%	400	2%	100	30%	1,300	57%	2,500
Manufacturing	2%	100	3%	200	48%	2,900	46%	2,800
Services	7%	6,300	4%	3,400	32%	27,900	57%	48,900
Trade	4%	1,800	5%	2,000	57%	24,400	34%	14,500
F.I.R.E. Trans. Wrhs. Utl. Gov.	14%	6,500	14%	6,800	21%	10,100	50%	23,700
All Industries	8%	16,700	6%	13,100	37%	77,900	48%	100,800

Q5i) Doctoral or professional degree

For All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
Ag Food	7%	400	1%	100	47%	2,600	45%	2,500
Construction	10%	1,600	2%	300	52%	8,500	36%	5,900
High Tech	6%	300	1%	100	35%	1,500	57%	2,500
Manufacturing	1%	100	3%	200	50%	3,000	46%	2,800
Services	6%	5,600	3%	2,300	34%	29,600	57%	48,900
Trade	3%	1,100	4%	1,800	59%	25,200	34%	14,500
F.I.R.E. Trans. Wrhs. Utl. Gov.*	7%	3,200	3%	1,300	40%	18,900	50%	23,700
All Industries	6%	12,300	3%	6,000	43%	89,400	48%	100,800

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

Question 6: How much difficulty has your firm/organization had finding employees with the following skills? (Among All Employers)

Ag Food

Q6: All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a) Reading skills	23%	1,300	24%	1,300	8%	500	45%	2,500
b) Writing skills	33%	1,900	14%	800	7%	400	45%	2,500
c) Math Skills	35%	1,900	9%	500	11%	600	45%	2,500
d) English as a Second Language skills	26%	1,500	9%	500	20%	1,100	45%	2,500
e) Occupation-specific skills	47%	2,600	4%	200	4%	200	45%	2,500
f) Computer skills	13%	700	17%	900	26%	1,400	45%	2,500
g) Teamwork skills	33%	1,800	16%	900	7%	400	45%	2,500
h) Problem solving or critical thinking skills	41%	2,300	8%	400	6%	300	45%	2,500
i) Communication skills	45%	2,500	7%	400	4%	200	45%	2,500
j) Positive work habits and attitudes	41%	2,300	10%	500	5%	300	45%	2,500
k) Ability to accept supervision	37%	2,000	12%	700	6%	300	45%	2,500
l) Ability to adapt to changes in duties and responsibilities	40%	2,200	11%	600	5%	200	45%	2,500

Construction

Q6: All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a) Reading skills	20%	3,300	36%	5,900	7%	1,200	36%	5,900
b) Writing skills	30%	4,800	26%	4,300	8%	1,300	36%	5,900
c) Math Skills	36%	5,800	21%	3,400	7%	1,200	36%	5,900
d) English as a Second Language skills	29%	4,700	22%	3,500	14%	2,200	36%	5,900
e) Occupation-specific skills	50%	8,100	9%	1,400	5%	900	36%	5,900
f) Computer skills	23%	3,800	13%	2,100	28%	4,500	36%	5,900
g) Teamwork skills	31%	5,100	25%	4,100	8%	1,200	36%	5,900
h) Problem solving or critical thinking skills	49%	7,900	11%	1,800	4%	700	36%	5,900
i) Communication skills	43%	7,000	17%	2,700	4%	700	36%	5,900
j) Positive work habits and attitudes	52%	8,500	10%	1,600	2%	300	36%	5,900
k) Ability to accept supervision	37%	6,000	23%	3,800	4%	700	36%	5,900
l) Ability to adapt to changes in duties and responsibilities	47%	7,700	12%	2,000	4%	700	36%	5,900

High Tech

Q6: All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a) Reading skills	7%	300	29%	1,300	6%	300	57%	2,500
b) Writing skills	12%	500	25%	1,100	6%	300	57%	2,500
c) Math Skills	26%	1,100	10%	400	7%	300	57%	2,500
d) English as a Second Language skills	21%	900	9%	400	12%	500	57%	2,500
e) Occupation-specific skills	34%	1,500	4%	200	5%	200	57%	2,500
f) Computer skills	20%	900	7%	300	16%	700	57%	2,500
g) Teamwork skills	26%	1,100	9%	400	8%	300	57%	2,500
h) Problem solving or critical thinking skills	30%	1,300	7%	300	6%	300	57%	2,500
i) Communication skills	29%	1,200	8%	400	6%	200	57%	2,500
j) Positive work habits and attitudes	28%	1,200	10%	400	5%	200	57%	2,500
k) Ability to accept supervision	24%	1,000	14%	600	5%	200	57%	2,500
l) Ability to adapt to changes in duties and responsibilities	23%	1,000	12%	500	7%	300	57%	2,500

Manufacturing

Q6: All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a) Reading skills	20%	1,200	26%	1,600	7%	500	46%	2,800
b) Writing skills	24%	1,400	21%	1,300	9%	500	46%	2,800
c) Math Skills	32%	2,000	14%	800	8%	500	46%	2,800
d) English as a Second Language skills	15%	900	15%	900	24%	1,400	46%	2,800
e) Occupation-specific skills	39%	2,400	8%	500	6%	400	46%	2,800
f) Computer skills	23%	1,400	14%	800	17%	1,000	46%	2,800
g) Teamwork skills	25%	1,500	24%	1,400	5%	300	46%	2,800
h) Problem solving or critical thinking skills	39%	2,400	9%	500	6%	400	46%	2,800
i) Communication skills	34%	2,100	14%	900	5%	300	46%	2,800
j) Positive work habits and attitudes	38%	2,300	11%	700	4%	200	46%	2,800
k) Ability to accept supervision	25%	1,500	25%	1,500	5%	300	46%	2,800
l) Ability to adapt to changes in duties and responsibilities	37%	2,200	12%	700	5%	300	46%	2,800

Service

Q6: All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a) Reading skills	9%	7,500	31%	26,900	4%	3,100	57%	48,900
b) Writing skills	14%	11,900	26%	22,300	4%	3,300	57%	48,900
c) Math Skills	22%	18,800	16%	13,600	6%	5,100	57%	48,900
d) English as a Second Language skills	10%	8,800	12%	10,400	21%	18,300	57%	48,900
e) Occupation-specific skills	36%	30,700	5%	4,700	2%	2,100	57%	48,900
f) Computer skills	16%	13,500	10%	8,600	18%	15,500	57%	48,900
g) Teamwork skills	33%	28,900	6%	5,400	4%	3,200	57%	48,900
h) Problem solving or critical thinking skills	36%	30,700	5%	4,500	3%	2,300	57%	48,900
i) Communication skills	26%	22,300	15%	13,300	2%	1,900	57%	48,900
j) Positive work habits and attitudes	27%	23,600	14%	12,200	2%	1,700	57%	48,900
k) Ability to accept supervision	21%	18,200	20%	17,600	2%	1,700	57%	48,900
l) Ability to adapt to changes in duties and responsibilities	26%	22,600	15%	13,200	2%	1,700	57%	48,900

Trade

Q6: All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a) Reading skills	28%	12,100	32%	13,800	5%	2,300	34%	14,500
b) Writing skills	38%	16,200	22%	9,300	6%	2,700	34%	14,500
c) Math Skills	42%	18,000	19%	8,000	5%	2,200	34%	14,500
d) English as a Second Language skills	27%	11,500	17%	7,400	22%	9,300	34%	14,500
e) Occupation-specific skills	53%	22,800	4%	1,700	9%	3,800	34%	14,500
f) Computer skills	33%	14,200	18%	7,600	15%	6,300	34%	14,500
g) Teamwork skills	51%	21,800	11%	4,800	4%	1,600	34%	14,500
h) Problem solving or critical thinking skills	58%	24,800	4%	1,700	4%	1,700	34%	14,500
i) Communication skills	57%	24,400	7%	2,800	2%	1,000	34%	14,500
j) Positive work habits and attitudes	60%	25,700	4%	1,700	2%	800	34%	14,500
k) Ability to accept supervision	50%	21,200	13%	5,700	3%	1,200	34%	14,500
l) Ability to adapt to changes in duties and responsibilities	45%	19,100	18%	7,800	3%	1,300	34%	14,500

Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government

Q6: All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a) Reading skills	8%	3,900	34%	16,100	7%	3,400	50%	23,700
b) Writing skills	12%	5,500	31%	14,600	7%	3,300	50%	23,700
c) Math Skills	11%	5,200	29%	13,700	10%	4,600	50%	23,700
d) English as a Second Language skills	20%	9,500	12%	5,800	17%	8,100	50%	23,700
e) Occupation-specific skills	39%	18,600	4%	2,100	6%	2,700	50%	23,700
f) Computer skills	15%	7,300	29%	13,500	6%	2,600	50%	23,700
g) Teamwork skills	19%	9,200	25%	11,900	5%	2,400	50%	23,700
h) Problem solving or critical thinking skills	32%	15,300	12%	5,500	6%	2,600	50%	23,700
i) Communication skills	23%		22%	10,300	4%	2,100	50%	23,700
j) Positive work habits and attitudes	23%	10,900	22%	10,400	4%	2,100	50%	23,700
k) Ability to accept supervision	24%	11,400	19%	9,000	6%	3,000	50%	23,700
l) Ability to adapt to changes in duties and responsibilities	30%	14,200	13%	6,200	6%	3,000	50%	23,700

Note: For definitions of industries, see the last table in this report on page 41.

Question 7: Which of the following has resulted from your firm's difficulty in finding qualified applicants? (Among All Employers)

Agriculture-Food

Q7: All Employers	Yes		No		Don't Know		Not Reporting	
a) Lowered overall productivity	2,000	36%	800	15%	300	5%	2,500	45%
b) Reduced product or service quality	1,200	22%	1,500	28%	300	6%	2,500	45%
c) Reduced production output or sales	1,800	33%	1,000	18%	300	5%	2,500	45%
d) Prevented firm from expanding its facilities	1,200	21%	1,400	25%	500	9%	2,500	45%
e) Prevented firm from developing new products/services	900	17%	1,600	28%	600	10%	2,500	45%
f) Caused firm to move some operations out of Washington	100	2%	2,500	45%	500	8%	2,500	45%

Construction

Q7: All Employers	Yes		No		Don't Know		Not Reporting	
a) Lowered overall productivity	6,800	42%	2,900	18%	700	4%	5,900	36%
b) Reduced product or service quality	4,100	25%	6,000	37%	300	2%	5,900	36%
c) Reduced production output or sales	6,100	38%	3,800	23%	500	3%	5,900	36%
d) Prevented firm from expanding its facilities	4,200	26%	5,200	32%	1,000	6%	5,900	36%
e) Prevented firm from developing new products/services	2,800	17%	6,500	40%	1,100	7%	5,900	36%
f) Caused firm to move some operations out of Washington	300	2%	8,900	54%	1,200	7%	5,900	36%

High Tech

Q7: All Employers	Yes		No		Don't Know		Not Reporting	
a) Lowered overall productivity	1,400	32%	300	7%	100	3%	2,500	57%
b) Reduced product or service quality	1,000	22%	700	17%	100	3%	2,500	57%
c) Reduced production output or sales	1,500	34%	200	5%	200	4%	2,500	57%
d) Prevented firm from expanding its facilities	400	9%	1,200	28%	200	6%	2,500	57%
e) Prevented firm from developing new products/services	600	14%	500	11%	700	17%	2,500	57%
f) Caused firm to move some operations out of Washington	200	5%	1,300	30%	300	7%	2,500	57%

Manufacturing

Q7: All Employers	Yes		No		Don't Know		Not Reporting	
a) Lowered overall productivity	2,200	37%	1,000	16%	100	1%	2,800	46%
b) Reduced product or service quality	1,500	24%	1,700	27%	100	2%	2,800	46%
c) Reduced production output or sales	2,200	35%	1,000	17%	100	2%	2,800	46%
d) Prevented firm from expanding its facilities	900	15%	2,100	35%	200	3%	2,800	46%
e) Prevented firm from developing new products/services	1,100	19%	1,900	31%	200	4%	2,800	46%
f) Caused firm to move some operations out of Washington	300	5%	2,800	45%	200	3%	2,800	46%

Services

Q7: All Employers	Yes		No		Don't Know		Not Reporting	
a) Lowered overall productivity	22,300	26%	12,100	14%	3,200	4%	48,900	57%
b) Reduced product or service quality	16,300	19%	18,400	21%	2,700	3%	48,900	57%
c) Reduced production output or sales	19,200	22%	14,100	16%	4,200	5%	48,900	57%
d) Prevented firm from expanding its facilities	10,000	12%	23,700	27%	3,800	4%	48,900	57%
e) Prevented firm from developing new products/services	6,700	8%	26,400	31%	4,400	5%	48,900	57%
f) Caused firm to move some operations out of Washington	600	1%	32,200	37%	4,700	5%	48,900	57%

Trade

Q7: All Employers	Yes		No		Don't Know		Not Reporting	
a) Lowered overall productivity	20,700	49%	6,400	15%	1,000	2%	14,500	34%
b) Reduced product or service quality	14,500	34%	11,400	27%	2,300	5%	14,500	34%
c) Reduced production output or sales	17,300	41%	9,900	23%	1,000	2%	14,500	34%
d) Prevented firm from expanding its facilities	3,600	8%	18,700	44%	5,900	14%	14,500	34%
e) Prevented firm from developing new products/services	4,000	9%	17,500	41%	6,700	16%	14,500	34%
f) Caused firm to move some operations out of Washington	1,100	3%	20,100	47%	7,000	16%	14,500	34%

Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government

Q7: All Employers	Yes		No		Don't Know		Not Reporting	
a) Lowered overall productivity	9,700	21%	10,900	23%	2,900	6%	23,700	50%
b) Reduced product or service quality	7,600	16%	11,900	25%	4,000	8%	23,700	50%
c) Reduced production output or sales	12,200	26%	7,000	15%	4,300	9%	23,700	50%
d) Prevented firm from expanding its facilities	8,600	18%	9,300	20%	5,600	12%	23,700	50%
e) Prevented firm from developing new products/services	8,900	19%	9,300	20%	5,200	11%	23,700	50%
f) Caused firm to move some operations out of Washington	1,400	3%	12,500	26%	9,600	20%	23,700	50%

Note: For definitions of industries, see the last table in this report on page 41.

Question 8: How much difficulty has your firm/organization experienced with entry-level workers hired in the last 6 months demonstrating the following skills? (Among All Employers)

Ag Food

All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a. Speaks so others can understand	31%	1,700	19%	1,000	5%	300	45%	2,500
b. Listen actively	31%	1,700	17%	900	7%	400	45%	2,500
c. Read with understanding	25%	1,400	20%	1,100	10%	500	45%	2,500
d. Observe critically	39%	2,100	6%	300	10%	600	45%	2,500
e. Cooperate with others	30%	1,700	19%	1,100	6%	300	45%	2,500
f. Resolve conflict and negotiate	33%	1,800	15%	800	7%	400	45%	2,500
g. Use math to solve problems and communicate	32%	1,800	7%	400	17%	900	45%	2,500
h. Solve problems and make decisions	41%	2,300	6%	300	8%	400	45%	2,500
i. Take responsibility for learning	38%	2,100	9%	500	8%	400	45%	2,500
j. Use information and communications technology	25%	1,400	8%	400	22%	1,200	45%	2,500

Construction

All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a. Speaks so others can understand	23%	3,800	33%	5,300	8%	1,300	36%	5,900
b. Listen actively	37%	6,000	19%	3,100	8%	1,400	36%	5,900
c. Read with understanding	33%	5,400	20%	3,300	11%	1,700	36%	5,900
d. Observe critically	31%	5,100	19%	3,200	13%	2,100	36%	5,900
e. Cooperate with others	35%	5,700	22%	3,600	7%	1,200	36%	5,900
f. Resolve conflict and negotiate	32%	5,200	22%	3,500	10%	1,700	36%	5,900
g. Use math to solve problems and communicate	33%	5,300	14%	2,300	17%	2,800	36%	5,900
h. Solve problems and make decisions	43%	7,000	12%	2,000	9%	1,500	36%	5,900
i. Take responsibility for learning	40%	6,500	15%	2,500	9%	1,400	36%	5,900
j. Use information and communications technology	26%	4,200	19%	3,000	19%	3,200	36%	5,900

High Tech

All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a. Speaks so others can understand	18%	800	12%	500	13%	600	57%	2,500
b. Listen actively	24%	1,000	8%	300	11%	500	57%	2,500
c. Read with understanding	21%	900	11%	500	11%	500	57%	2,500
d. Observe critically	25%	1,100	7%	300	11%	500	57%	2,500
e. Cooperate with others	24%	1,000	8%	300	11%	500	57%	2,500
f. Resolve conflict and negotiate	24%	1,000	7%	300	12%	500	57%	2,500
g. Use math to solve problems and communicate	22%	1,000	7%	300	13%	600	57%	2,500
h. Solve problems and make decisions	24%	1,100	7%	300	12%	500	57%	2,500
i. Take responsibility for learning	26%	1,100	5%	200	11%	500	57%	2,500
j. Use information and communications technology	25%	1,100	6%	300	12%	500	57%	2,500

Manufacturing

All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a. Speaks so others can understand	18%	1,100	25%	1,600	11%	600	46%	2,800
b. Listen actively	27%	1,700	15%	900	11%	700	46%	2,800
c. Read with understanding	19%	1,200	20%	1,200	14%	900	46%	2,800
d. Observe critically	26%	1,600	14%	800	14%	800	46%	2,800
e. Cooperate with others	20%	1,200	22%	1,300	12%	700	46%	2,800
f. Resolve conflict and negotiate	22%	1,400	16%	1,000	15%	900	46%	2,800
g. Use math to solve problems and communicate	21%	1,300	14%	800	19%	1,200	46%	2,800
h. Solve problems and make decisions	31%	1,900	11%	600	12%	800	46%	2,800
i. Take responsibility for learning	28%	1,700	12%	700	14%	900	46%	2,800
j. Use information and communications technology	21%	1,300	13%	800	20%	1,200	46%	2,800

Services

All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a. Speaks so others can understand	15%	13,100	25%	21,800	3%	2,600	57%	48,900
b. Listen actively	19%	16,700	21%	18,400	3%	2,500	57%	48,900
c. Read with understanding	17%	14,900	23%	20,100	3%	2,500	57%	48,900
d. Observe critically	22%	18,600	19%	16,100	3%	2,800	57%	48,900
e. Cooperate with others	21%	17,900	20%	17,300	3%	2,300	57%	48,900
f. Resolve conflict and negotiate	31%	26,500	9%	7,900	4%	3,100	57%	48,900
g. Use math to solve problems and communicate	25%	21,300	12%	10,500	7%	5,700	57%	48,900
h. Solve problems and make decisions	25%	21,500	16%	13,800	3%	2,200	57%	48,900
i. Take responsibility for learning	23%	19,800	18%	15,500	3%	2,300	57%	48,900
j. Use information and communications technology	16%	13,600	22%	18,600	6%	5,300	57%	48,900

Trade

All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a. Speaks so others can understand	28%	11,900	32%	13,700	6%	2,500	34%	14,500
b. Listen actively	42%	18,000	21%	9,000	3%	1,200	34%	14,500
c. Read with understanding	30%	12,900	24%	10,200	12%	5,000	34%	14,500
d. Observe critically	48%	20,600	11%	4,700	7%	3,000	34%	14,500
e. Cooperate with others	46%	19,700	18%	7,700	2%	700	34%	14,500
f. Resolve conflict and negotiate	43%	18,500	17%	7,400	6%	2,400	34%	14,500
g. Use math to solve problems and communicate	39%	16,500	20%	8,700	7%	3,000	34%	14,500
h. Solve problems and make decisions	54%	23,000	9%	3,700	4%	1,500	34%	14,500
i. Take responsibility for learning	55%	23,300	9%	4,000	2%	900	34%	14,500
j. Use information and communications technology	38%	16,000	16%	7,000	12%	5,200	34%	14,500

Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government

All Employers	Had Difficulty		No Difficulty		Don't Know		Not Reporting	
a. Speaks so others can understand	18%	8,700	23%	11,000	8%	3,800	50%	23,700
b. Listen actively	15%	6,900	28%	13,200	7%	3,300	50%	23,700
c. Read with understanding	20%	9,300	23%	10,600	7%	3,500	50%	23,700
d. Observe critically	23%	10,700	19%	8,900	8%	3,900	50%	23,700
e. Cooperate with others	13%	6,200	29%	13,800	7%	3,400	50%	23,700
f. Resolve conflict and negotiate	18%	8,700	24%	11,300	7%	3,500	50%	23,700
g. Use math to solve problems and communicate	11%	5,000	29%	13,500	11%	5,000	50%	23,700
h. Solve problems and make decisions	26%	12,100	16%	7,600	8%	3,600	50%	23,700
i. Take responsibility for learning	26%	12,400	16%	7,700	7%	3,300	50%	23,700
j. Use information and communications technology	11%	5,400	30%	14,100	8%	4,000	50%	23,700

Note: For definitions of industries, see the last table in this report on page 41.

Question 9: How will your firm's need for employees with each type of education change in the next few years? (All Employers)

Ag Food

For All Firms	Increase		Stay Same		Decrease		Not Needed	
Q9a: Workers with Neither a High School Diploma nor GED	8%	400	51%	2,800	8%	400	34%	1,900
Q9b: Workers with High School Diploma or GED	17%	900	61%	3,400	3%	200	19%	1,000
Q9c: Workers with Some College Course Work	25%	1,400	36%	2,000	0%	0	38%	2,100
Q9d: Workers with Vocational Certificate	26%	1,400	31%	1,700	1%	100	42%	2,300
Q9e: Workers with Vocational Associate's Degree	18%	1,000	36%	2,000	1%	100	45%	2,500
Q9f: Workers with Academic Associate's Degree	11%	600	34%	1,900	1%	100	53%	2,900
Q9g: Needs for Workers with Baccalaureate Degree	11%	600	28%	1,500	2%	100	59%	3,300
Q9h: Workers with Master's Degree	5%	300	23%	1,300	1%	0	72%	4,000
Q9i: Workers with Doctoral or Professional Degree	11%	600	18%	1,000	0%	0	71%	3,900

Construction

For All Firms	Increase		Stay Same		Decrease		Not Needed	
Q9a: Workers with Neither a High School Diploma nor GED	18%	2,900	43%	7,100	2%	400	37%	6,000
Q9b: Workers with High School Diploma or GED	24%	3,900	57%	9,400	0%	100	18%	3,000
Q9c: Workers with Some College Course Work	20%	3,300	42%	6,900	1%	100	36%	5,900
Q9d: Workers with Vocational Certificate	26%	4,200	33%	5,400	1%	100	41%	6,700
Q9e: Workers with Vocational Associate's Degree	16%	2,700	29%	4,700	1%	200	54%	8,800
Q9f: Workers with Academic Associate's Degree	6%	1,000	30%	4,900	1%	200	63%	10,300
Q9g: Needs for Workers with Baccalaureate Degree	12%	2,000	21%	3,500	1%	100	66%	10,800
Q9h: Workers with Master's Degree	4%	600	22%	3,500	1%	100	74%	12,100
Q9i: Workers with Doctoral or Professional Degree	3%	500	19%	3,200	1%	100	77%	12,600

High Tech

For All Firms	Increase		Stay Same		Decrease		Not Needed	
Q9a: Workers with Neither a High School Diploma nor GED	9%	400	28%	1,200	6%	300	58%	2,500
Q9b: Workers with High School Diploma or GED	13%	600	72%	3,100	2%	100	12%	500
Q9c: Workers with Some College Course Work	23%	1,000	63%	2,700	2%	100	13%	600
Q9d: Workers with Vocational Certificate	19%	800	63%	2,700	0%	0	18%	800
Q9e: Workers with Vocational Associate's Degree	19%	800	61%	2,600	0%	0	19%	800
Q9f: Workers with Academic Associate's Degree	15%	600	64%	2,700	1%	0	21%	900
Q9g: Needs for Workers with Baccalaureate Degree	33%	1,400	38%	1,600	0%	0	29%	1,200
Q9h: Workers with Master's Degree	10%	400	42%	1,800			49%	2,100
Q9i: Workers with Doctoral or Professional Degree	6%	200	22%	1,000	0%	0	72%	3,100

Manufacturing

For All Firms	Increase		Stay Same		Decrease		Not Needed	
Q9a: Workers with Neither a High School Diploma nor GED	7%	400	44%	2,700	6%	400	44%	2,700
Q9b: Workers with High School Diploma or GED	21%	1,300	58%	3,500	1%	100	20%	1,200
Q9c: Workers with Some College Course Work	26%	1,600	50%	3,000	0%	0	24%	1,400
Q9d: Workers with Vocational Certificate	29%	1,800	41%	2,500	1%	0	29%	1,800
Q9e: Workers with Vocational Associate's Degree	19%	1,200	41%	2,500	0%	0	39%	2,400
Q9f: Workers with Academic Associate's Degree	14%	900	36%	2,200	5%	300	45%	2,700
Q9g: Needs for Workers with Baccalaureate Degree	15%	900	33%	2,000	1%	0	52%	3,100
Q9h: Workers with Master's Degree	2%	200	30%	1,900	1%	100	66%	4,000
Q9i: Workers with Doctoral or Professional Degree	1%	100	27%	1,600	1%	0	71%	4,400

Services

For All Firms	Increase		Stay Same		Decrease		Not Needed	
Q9a: Workers with Neither a High School Diploma nor GED	15%	12,500	41%	35,800	3%	2,500	41%	35,500
Q9b: Workers with High School Diploma or GED	18%	15,400	61%	52,900	2%	1,600	19%	16,400
Q9c: Workers with Some College Course Work	30%	26,000	39%	33,300	1%	1,100	30%	25,900
Q9d: Workers with Vocational Certificate	24%	20,800	33%	28,800	1%	800	42%	35,900
Q9e: Workers with Vocational Associate's Degree	22%	19,100	31%	27,000	2%	1,800	44%	38,400
Q9f: Workers with Academic Associate's Degree	11%	9,500	32%	27,200	11%	9,900	46%	39,800
Q9g: Needs for Workers with Baccalaureate Degree	23%	19,500	30%	26,300	1%	500	46%	40,000
Q9h: Workers with Master's Degree	7%	6,200	26%	22,600	11%	9,500	56%	48,000
Q9i: Workers with Doctoral or Professional Degree	4%	3,600	23%	19,900	11%	9,800	61%	53,100

Trade

For All Firms	Increase		Stay Same		Decrease		Not Needed	
Q9a: Workers with Neither a High School Diploma nor GED	11%	4,700	55%	23,400	8%	3,400	26%	11,100
Q9b: Workers with High School Diploma or GED	23%	9,700	63%	26,800	2%	1,000	12%	5,200
Q9c: Workers with Some College Course Work	21%	8,800	55%	23,500	0%	200	24%	10,200
Q9d: Workers with Vocational Certificate	22%	9,500	40%	17,000	1%	300	37%	15,900
Q9e: Workers with Vocational Associate's Degree	17%	7,300	39%	16,800	1%	400	43%	18,200
Q9f: Workers with Academic Associate's Degree	5%	2,300	46%	19,700	1%	500	47%	20,100
Q9g: Needs for Workers with Baccalaureate Degree	8%	3,500	35%	15,100	2%	1,000	54%	23,000
Q9h: Workers with Master's Degree	2%	900	27%	11,700	3%	1,100	68%	28,900
Q9i: Workers with Doctoral or Professional Degree	3%	1,300	26%	11,100	1%	600	70%	29,700

Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government

For All Firms	Increase		Stay Same		Decrease		Not Needed	
Q9a: Workers with Neither a High School Diploma nor GED	6%	3,000	44%	20,800	4%	1,900	45%	21,400
Q9b: Workers with High School Diploma or GED	12%	5,700	67%	31,600	4%	2,000	17%	7,900
Q9c: Workers with Some College Course Work	29%	13,700	52%	24,700	1%	300	18%	8,500
Q9d: Workers with Vocational Certificate	16%	7,400	48%	22,600	0%	200	36%	16,900
Q9e: Workers with Vocational Associate's Degree	9%	4,400	53%	25,100	0%	200	37%	17,500
Q9f: Workers with Academic Associate's Degree	13%	6,100	56%	26,400	1%	300	30%	14,300
Q9g: Needs for Workers with Baccalaureate Degree	20%	9,300	48%	22,700	0%	200	32%	15,000
Q9h: Workers with Master's Degree	14%	6,800	41%	19,300	1%	300	44%	20,800
Q9i: Workers with Doctoral or Professional Degree	3%	1,500	29%	13,600	1%	300	67%	31,600

Note: For definitions of industries, see the last table in this report on page 41.

Question 10: In the last three years, have the skills required to adequately perform production or support jobs increased, decreased, or remained the same?

Q10 (All Employers)	Increase		Stay Same		Decrease		Don't Know		Total
Ag Food	40%	2,200	56%	3,100	2%	100	2%	100	5,500
Construction	39%	6,400	51%	8,300	3%	500	7%	1,200	16,300
High Tech	34%	1,500	63%	2,700	3%	100	0%	0	4,300
Manufacturing	46%	2,800	47%	2,900	3%	200	4%	200	6,100
Services	38%	32,700	55%	47,500	3%	3,000	4%	3,200	86,400
Trade	41%	17,600	55%	23,300	2%	1000	2%	800	42,700
F.I.R.E. Trans. Wrhs. Utl. Gov.*	47%	22,000	50%	23,500	0%	200	3%	1,400	47,200
All Industries	41%	85,200	53%	111,200	2%	5,100	3%	7,000	208,500

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

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

Q11 (All Employers)	Yes		No		Not Applicable		Total
Ag Food	49%	2,700	50%	2,700	2%	100	5,500
Construction	65%	10,600	35%	5,700	0%	100	16,300
High Tech	58%	2,500	40%	1,700	2%	100	4,300
Manufacturing	46%	2,800	53%	3,300	0%	0	6,100
Services	62%	53,800	36%	31,300	2%	1,400	86,400
Trade	56%	23,800	43%	18,300	1%	500	42,700
F.I.R.E. Trans. Wrhs. Utl. Gov.*	62%	29,500	34%	16,100	3%	1,600	47,200
All Industries	60%	125,700	38%	79,100	2%	3,700	208,500

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

Question 12: For each type of employee listed below, approximately what percentage received classroom training, workshops, or seminars (lasting at least four hours) in the last 12 months?

Q12 (Q11="Yes")	Q12a	Q12b	Q12c	Q12d	Q12e	Q12f	Q12g	Q12h
Ag Food	47%	38%	30%	13%	28%	18%	26%	14%
Construction	35%	20%	17%	17%	22%	14%	47%	1%
High Tech	47%	15%	56%	45%	16%	6%	12%	0%
Manufacturing	52%	13%	23%	27%	13%	3%	17%	2%
Services	57%	38%	31%	15%	29%	32%	28%	18%
Trade	37%	15%	23%	30%	17%	15%	20%	2%
F.I.R.E. Trans. Wrhs. Utl. Gov.*	49%	41%	36%	16%	32%	26%	20%	4%
All Industries	49%	32%	30%	19%	26%	24%	26%	9%

Note:

Q12a = Managerial and administrative occupations

Q12b = Professional occupations

Q12c = Technical and paraprofessional occupations

Q12d = Marketing and sales-related occupations

Q12e = Clerical and administrative support occupations

Q12f = Service occupations

Q12g = Production, construction, operation, maintenance, and material-handling occupations

Q12h = Agricultural, forestry, fishing, and related occupations

Note: For definitions of industries, see the last table in this report on page 41.

Question 14: In the last three years, has the percentage of your employees who received classroom training, workshops, or seminars of some kind increased, decreased, or remained the same?

Q14 Industry	Increase		Stay Same		Decrease		Don't Know	
	Q11="Yes"	All Firms	Q11="Yes"	All Firms	Q11="Yes"	All Firms	Q11="Yes"	All Firms
Ag Food	45%	21%	54%	25%	0%	0%	0%	0%
Construction	40%	22%	57%	31%	NA	NA	3%	1%
High Tech	39%	23%	58%	33%	2%	1%	1%	1%
Manufacturing	49%	22%	49%	22%	2%	1%	0%	0%
Services	43%	24%	53%	30%	1%	1%	3%	2%
Trade	34%	17%	58%	29%	1%	0%	7%	3%
F.I.R.E. Trans. Wrhs. Utl. Gov.*	42%	25%	39%	23%	16%	10%	3%	2%
All Industries	41%	23%	51%	28%	5%	3%	4%	2%

Note:

* "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

Question 15: Which of the following are reasons for your increase in training?

Ag Food

Q15 by Industry: (Q11="Yes")	Yes		No		Don't Know	
Changes in products or services you provide	500	42%	600	52%	100	7%
Changes in technology	800	72%	300	22%	100	6%
Changes in the organization of work	900	77%	200	17%	100	6%
Need to improve the quality of your output	800	72%	300	27%	0	1%
Need to improve worker productivity	900	77%	300	23%	NA	NA
New hires did not have necessary skills	600	53%	300	25%	200	22%
To help employees develop more positive attitudes and work habits	900	80%	200	19%	0	1%
To keep up with competition from foreign countries	200	17%	800	66%	200	17%
To keep up with competitors at home	400	35%	400	39%	300	26%
To improve the morale of employees	800	73%	300	27%	0	1%
To develop a more flexible and versatile workforce	900	79%	200	14%	100	7%
To promote the personal or career development of employees	1,100	92%	100	8%	NA	NA
Legal requirements forced us to increase training	200	20%	800	66%	200	13%

Construction

Q15 by Industry: (Q11="Yes")	Yes		No		Don't Know	
Changes in products or services you provide	1,700	47%	1,800	48%	200	4%
Changes in technology	2,800	76%	700	20%	100	4%
Changes in the organization of work	2,700	73%	900	24%	100	3%
Need to improve the quality of your output	2,500	68%	1,200	32%	0	0%
Need to improve worker productivity	1,900	51%	1,700	46%	100	3%
New hires did not have necessary skills	2,600	71%	900	25%	200	4%
To help employees develop more positive attitudes and work habits	2,400	65%	1,100	30%	200	4%
To keep up with competition from foreign countries	500	13%	2,900	78%	300	9%
To keep up with competitors at home	2,500	67%	1000	27%	200	6%
To improve the morale of employees	2,600	70%	900	25%	200	4%
To develop a more flexible and versatile workforce	2,700	75%	800	22%	100	4%
To promote the personal or career development of employees	2,700	74%	800	23%	100	3%
Legal requirements forced us to increase training	1,800	49%	1,700	46%	200	5%

High Tech

Q15 by Industry: (Q11="Yes")	Yes		No		Don't Know	
Changes in products or services you provide	900	93%	100	7%	NA	NA
Changes in technology	900	95%	0	5%	NA	NA
Changes in the organization of work	800	82%	200	16%	0	2%
Need to improve the quality of your output	800	85%	100	13%	0	2%
Need to improve worker productivity	900	92%	100	6%	0	2%
New hires did not have necessary skills	900	88%	100	10%	0	2%
To help employees develop more positive attitudes and work habits	700	68%	300	28%	0	3%
To keep up with competition from foreign countries	0	3%	800	85%	100	11%
To keep up with competitors at home	800	87%	100	7%	100	6%
To improve the morale of employees	800	79%	200	18%	0	3%
To develop a more flexible and versatile workforce	900	87%	100	10%	0	2%
To promote the personal or career development of employees	900	88%	100	12%	NA	NA
Legal requirements forced us to increase training	200	23%	700	76%	0	1%

Manufacturing

Q15 by Industry: (Q11="Yes")	Yes		No		Don't Know	
Changes in products or services you provide	800	59%	500	38%	0	3%
Changes in technology	1,100	87%	100	8%	100	6%
Changes in the organization of work	500	41%	700	55%	100	5%
Need to improve the quality of your output	800	62%	400	33%	100	5%
Need to improve worker productivity	900	68%	400	27%	100	5%
New hires did not have necessary skills	1,200	88%	100	10%	0	2%
To help employees develop more positive attitudes and work habits	700	56%	200	16%	400	27%
To keep up with competition from foreign countries	400	33%	600	48%	200	19%
To keep up with competitors at home	800	57%	200	14%	400	28%
To improve the morale of employees	1,100	81%	100	11%	100	9%
To develop a more flexible and versatile workforce	800	62%	500	36%	0	2%
To promote the personal or career development of employees	1,200	90%	100	5%	100	5%
Legal requirements forced us to increase training	300	21%	1000	73%	100	6%

Services

Q15 by Industry: (Q11="Yes")	Yes		No		Don't Know	
Changes in products or services you provide	16,300	77%	3,300	16%	1,500	7%
Changes in technology	19,500	92%	900	4%	700	3%
Changes in the organization of work	8,400	40%	11,600	55%	1,100	5%
Need to improve the quality of your output	17,400	82%	2,300	11%	1,500	7%
Need to improve worker productivity	16,300	77%	3,700	18%	1,100	5%
New hires did not have necessary skills	14,100	67%	4,500	21%	2,600	12%
To help employees develop more positive attitudes and work habits	7,200	34%	12,700	60%	1,200	6%
To keep up with competition from foreign countries	700	4%	15,200	72%	5,200	25%
To keep up with competitors at home	4,900	23%	12,400	59%	3,800	18%
To improve the morale of employees	15,400	73%	4,400	21%	1,400	7%
To develop a more flexible and versatile workforce	18,500	87%	2,300	11%	300	2%
To promote the personal or career development of employees	19,100	90%	1,900	9%	100	1%
Legal requirements forced us to increase training	5,800	28%	13,500	64%	1,800	8%

Trade

Q15 by Industry: (Q11="Yes")	Yes		No		Don't Know	
Changes in products or services you provide	5,800	80%	1,300	18%	200	2%
Changes in technology	6,400	88%	700	10%	200	2%
Changes in the organization of work	4,700	65%	2,400	33%	200	2%
Need to improve the quality of your output	6,000	82%	1,100	15%	200	3%
Need to improve worker productivity	6,200	84%	700	10%	400	5%
New hires did not have necessary skills	5,500	75%	1,800	25%	NA	NA
To help employees develop more positive attitudes and work habits	5,000	68%	2,200	30%	200	2%
To keep up with competition from foreign countries	200	2%	6,400	87%	800	11%
To keep up with competitors at home	5,100	69%	2,100	28%	200	3%
To improve the morale of employees	2,700	37%	4,400	60%	200	2%
To develop a more flexible and versatile workforce	5,300	72%	2,000	28%	NA	NA
To promote the personal or career development of employees	5,200	72%	1,900	26%	200	2%
Legal requirements forced us to increase training	2,900	39%	4,100	55%	400	6%

Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government

Q15 by Industry: (Q11="Yes")	Yes		No		Don't Know	
Changes in products or services you provide	8,900	77%	2,200	19%	500	4%
Changes in technology	10,500	90%	1,000	9%	100	1%
Changes in the organization of work	7,300	63%	3,200	28%	1,000	9%
Need to improve the quality of your output	8,200	71%	2,400	20%	1,100	9%
Need to improve worker productivity	8,200	71%	2,300	20%	1,000	9%
New hires did not have necessary skills	5,000	43%	5,200	45%	1,400	12%
To help employees develop more positive attitudes and work habits	8,200	71%	2,300	20%	1,000	9%
To keep up with competition from foreign countries	900	8%	6,700	57%	4,100	35%
To keep up with competitors at home	3,100	27%	5,400	46%	3,100	27%
To improve the morale of employees	7,800	67%	2,700	24%	1,100	10%
To develop a more flexible and versatile workforce	7,100	61%	3,300	28%	1,300	11%
To promote the personal or career development of employees	10,200	88%	1,400	12%	100	1%
Legal requirements forced us to increase training	7,000	60%	2,600	23%	2,000	17%

Note: For definitions of industries, see the last table in this report on page 41.

*Question 18: Percentage of Employers That Provided Classroom Training in **Work-Place Practices** for at Least Four Hours*

Among Employers that provided or paid for any classroom training, workshops, or seminars (lasting at least four hours) for any employees in the last 12 months.

Q18	Yes	No	Don't Know	Not Applicable	Total
Ag Food	61%	25%	1%	14%	2,500
Construction	55%	26%	1%	19%	9,000
High Tech	28%	61%	0%	11%	2,500
Manufacturing	44%	30%	5%	21%	2,700
Services	39%	32%	1%	28%	49,500
Trade	45%	36%	0%	19%	21,400
F.I.R.E. Trans. Wrhs. Utl. Gov.*	72%	15%	1%	13%	28,000
All Industries	50%	28%	1%	21%	115,600

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

*Question 19: Percentage of Employers That Provided Classroom Training in **Basic Skills Trainings** for at Least Four Hours*

Among Employers that provided or paid for any classroom training, workshops, or seminars (lasting at least four hours) for any employees in the last 12 months.

Q19	Yes	No	Don't Know	Not Applicable	Total
Ag Food	10%	90%	NA	1%	2,500
Construction	24%	73%	1%	2%	9,000
High Tech	29%	69%	1%	1%	2,500
Manufacturing	25%	69%	5%	1%	2,700
Services	8%	89%	1%	3%	49,500
Trade	21%	72%	1%	7%	21,400
F.I.R.E. Trans. Wrhs. Utl. Gov.*	23%	72%	3%	3%	28,000
All Industries	16%	80%	1%	4%	115,600

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

*Question 20: Percentage of Employers That Provided Classroom Training in **Job Specific Skills** for at Least Four Hours*

Among Employers that provided or paid for any classroom training, workshops, or seminars (lasting at least four hours) for any employees in the last 12 months.

Q20 (Q11=Yes)	Yes	No	Don't Know	Not Applicable	Total
Ag Food	78%	21%	1%	0%	2,500
Construction	73%	24%	1%	3%	9,000
High Tech	92%	6%	0%	1%	2,500
Manufacturing	79%	15%	5%	1%	2,700
Services	64%	32%	0%	4%	49,500
Trade	70%	20%	3%	7%	21,400
F.I.R.E. Trans. Wrhs. Utl. Gov.*	85%	9%	2%	3%	28,000
All Industries	72%	22%	1%	4%	115,600

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

*Question 21: Did your firm/organization have a **tuition reimbursement** program for any employee during the past 12 months?*

Among Companies Providing Any Training At Least Four Hours (Q11=Yes)

Q21	Yes		No		Total
Ag Food	42%	1,100	58%	1,600	2,700
Construction	41%	4,300	59%	6,300	10,600
High Tech	39%	1,000	61%	1,500	2,500
Manufacturing	53%	1,500	47%	1,300	2,800
Services	24%	12,900	76%	40,900	53,800
Trade	39%	9,300	61%	14,500	23,800
F.I.R.E. Trans. Wrhs. Utl. Gov.*	65%	19,100	35%	10,300	29,500
All Industries	39%	49,200	61%	76,500	125,700

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

Q22: Was your tuition reimbursement program restricted to job-related training only?

Among Companies Providing Any Training At Least Four Hours (Q11=Yes)

Q22	Yes		No		Don't Know		Total
Ag Food	83%	900	16%	200	1%	0	1,100
Construction	94%	3,000	6%	200	NA	NA	3,200
High Tech	80%	800	19%	200	1%	0	1,000
Manufacturing	53%	800	45%	600	1%	0	1,400
Services	81%	9,100	17%	1,900	2%	200	11,200
Trade	79%	5,800	12%	800	9%	700	7,300
F.I.R.E. Trans. Wrhs. Utl. Gov.*	77%	14,200	23%	4,200	1%	100	18,500
All Industries	79%	34,500	19%	8,100	2%	1,100	43,600

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

*Question 23: Percentage of Employers That Had Written Plan with Any Employee for **On-the-job Training** at Least Four Hours*

Among Companies Providing Any Training At Least Four Hours (Q11=Yes)

Q23	Yes		No		Don't Know		Total
Ag Food	46%	2,600	52%	2,900	2%	100	5,500
Construction	32%	5,200	65%	10,700	3%	400	16,300
High Tech	29%	1,300	68%	2,900	3%	100	4,300
Manufacturing	33%	2,000	64%	3,900	3%	200	6,100
Services	49%	42,100	49%	42,600	2%	1,700	86,400
Trade	55%	23,600	44%	18,600	1%	500	42,700
F.I.R.E. Trans. Wrhs. Utl. Gov.*	57%	26,700	40%	18,900	3%	1,600	47,200
All Industries	50%	103,500	48%	100,400	2%	4,600	208,500

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

Question 24: For each type of employee listed below, approximately what percentage received on-the-job training in the last 12 months?

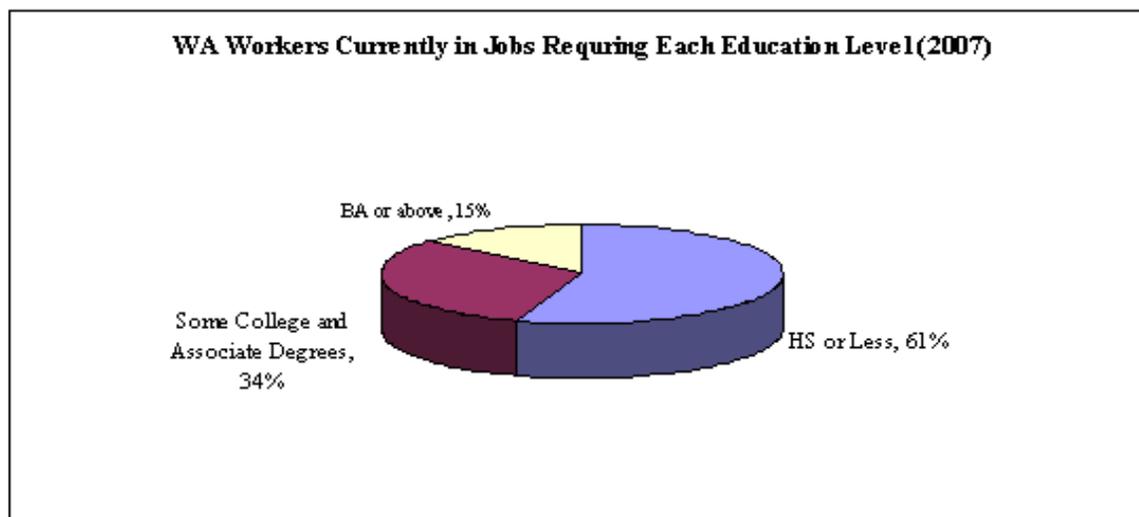
Major Occupational Groups	Ag_Food	Construction	High_Tech	Manufacture	Service	Trade	F.I.R.E. Trans. Wrhs. Utl. Gov.	All Industries
occupations	29%	19%	51%	19%	21%	31%	39%	28%
Professional occupations	20%	12%	8%	7%	18%	6%	25%	16%
Technical and paraprofessional occupations	22%	14%	29%	18%	23%	20%	19%	21%
Marketing and sales-related occupations	14%	9%	18%	16%	8%	33%	22%	18%
Clerical and administrative support occupations	36%	14%	61%	22%	40%	19%	42%	34%
Service occupations	20%	20%	28%	6%	23%	14%	22%	20%
Production, construction, operation, maintenance, and material-handling occupations	40%	53%	17%	51%	32%	25%	16%	28%
Agricultural, forestry, fishing, and related occupations	15%	4%	0%	3%	17%	2%	2%	9%

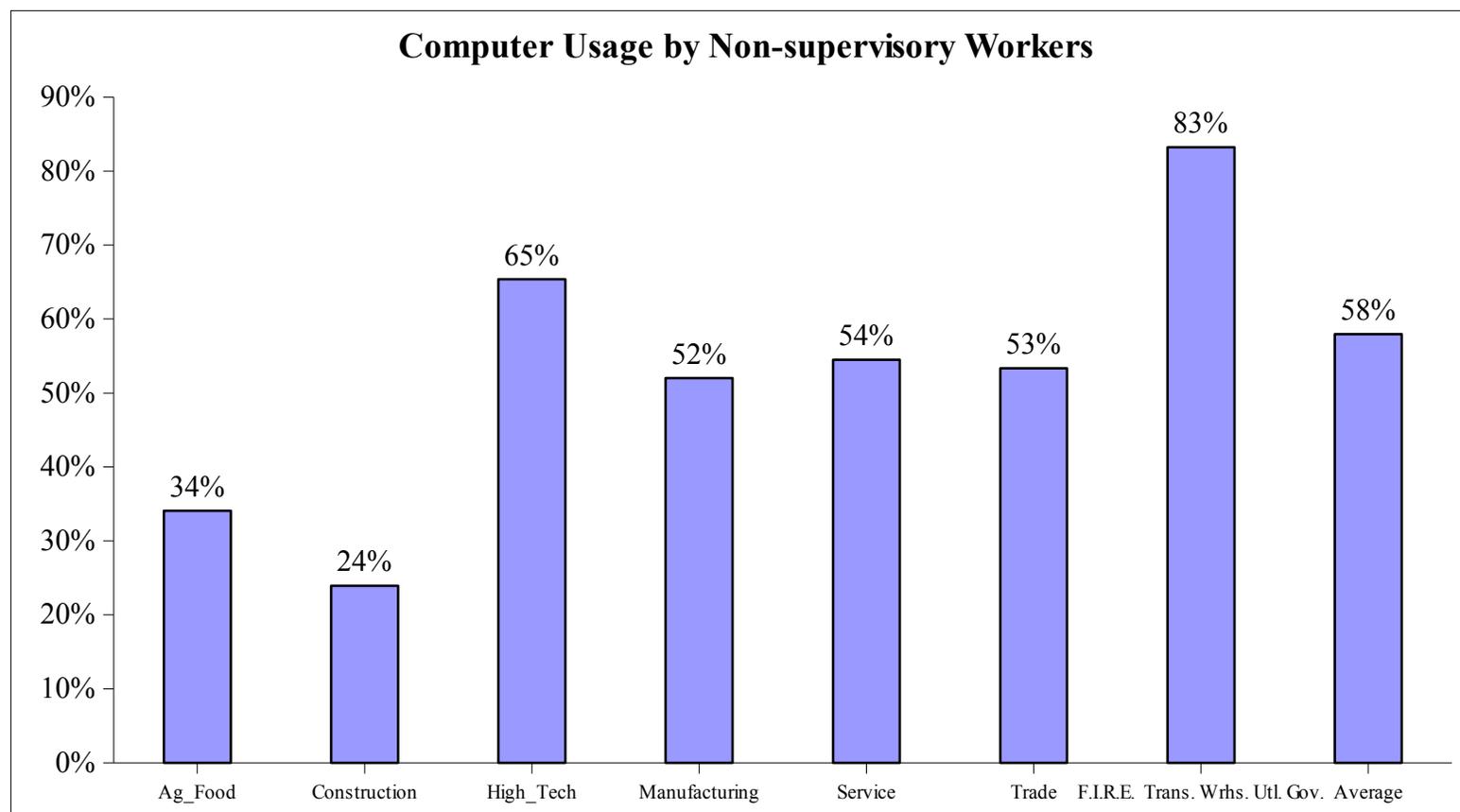
Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

Question 25: What percentage of your firm's current employees are in jobs that require each of the education levels?

All Employers	Ag_Food	Construction	High_Tech	Manufacturing	Services	Trade	F.I.R.E. Trans. Wrhs. Utl. Gov.	All Industries
Neither a high school diploma or GED	37%	30%	8%	22%	19%	28%	15%	21%
High school diploma or GED	34%	41%	31%	47%	44%	46%	30%	40%
Some college course work	10%	10%	22%	9%	12%	11%	16%	13%
Vocational certificate	4%	4%	8%	3%	6%	4%	7%	6%
Vocational Associate's Degree	1%	2%	3%	3%	1%	1%	2%	1%
Academic Associate's Degree	3%	2%	4%	3%	2%	2%	7%	4%
Baccalaureate degree	5%	10%	20%	8%	11%	6%	16%	11%
Master's degree	2%	1%	3%	3%	4%	1%	6%	3%
Doctoral or professional degree	4%	0%	1%	1%	1%	1%	1%	1%

Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.





Note: "F.I.R.E. Trans. Wrhs. Utl. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report.

Question 27: Percentage and Number of Employers Reporting the Type of Institution or program that trained at least one employee for the firm within the past 12 months.

Q27: All Firms	Ag_Food	Construction	High_Tech	Manufacturing	Services	Trade	F.I.R.E. Trans. Wrhs. Util. Gov.	All Industries
High School	14%	17%	22%	15%	17%	11%	8%	14%
Vocational Programs	800	2,800	1000	900	14,300	4,700	3,700	28,200
Community and	28%	24%	33%	23%	36%	28%	30%	31%
Technical Colleges	1,500	3,900	1,400	1,400	30,800	11,900	14,300	65,200
WIA, WDC, or	8%	2%	3%	6%	6%	6%	5%	5%
WorkSource	400	400	100	400	4,900	2,700	2,400	11,200
Private Vocational	15%	14%	14%	14%	14%	18%	24%	17%
Schools	800	2,300	600	800	12,300	7,700	11,200	35,800
Apprenticeship	14%	24%	6%	11%	9%	13%	18%	13%
	800	3,900	300	700	7,500	5,500	8,600	27,300
Adult Basic Skills	14%	9%	7%	7%	6%	9%	3%	7%
(GED, ESL)	800	1,600	300	400	5,600	3,600	1,600	13,900
Four-year Colleges	28%	16%	38%	21%	31%	15%	41%	29%
	1,600	2,700	1,600	1,300	26,400	6,500	19,400	59,400

Note: "F.I.R.E. Trans. Wrhs. Util. Gov." stands for Financial, Insurance, Real Estate, Transportation, Warehouse, Utilities, and Government. For definitions of industries, see the last table in this report on page 41.

Definition of Industry Groups Used in the Survey

SIC	Major Industry Group	Industry
01	Agriculture-Food	AGRICULTURAL PRODUCTION CROPS
02	Agriculture-Food	AGRICULTURAL PRODUCTION LIVESTOCK
07	Agriculture-Food	AGRICULTURAL SERVICES
08	Agriculture-Food	FORESTRY
09	Agriculture-Food	FISHING, HUNTING AND TRAPPING
20	Agriculture-Food	FOOD AND KINDRED PRODUCTS
10	Construction	METAL MINING
12	Construction	COAL MINING
13	Construction	OIL AND GAS EXTRACTION
14	Construction	NONMETALLIC MINERALS, EXCEPT FUELS
16	Construction	HEAVY CONSTRUCTION, EX. BUILDING
17	Construction	SPECIAL TRADE CONTRACTORS
28	High Tech	CHEMICALS AND ALLIED PRODUCTS
35	High Tech	INDUSTRIAL MACHINERY AND EQUIPMENT
36	High Tech	ELECTRONIC AND OTHER ELECTRIC EQUIPMENT
38	High Tech	INSTRUMENTS AND RELATED PRODUCTS
48	High Tech	COMMUNICATION
73	High Tech	BUSINESS SERVICES
87	High Tech	ENGINEERING AND MANAGEMENT SERVICES
22	Manufacturing	TEXTILE MILL PRODUCTS
23	Manufacturing	APPAREL AND OTHER TEXTILE PRODUCTS
24	Manufacturing	LUMBER AND WOOD PRODUCTS
25	Manufacturing	FURNITURE AND FIXTURES
26	Manufacturing	PAPER AND ALLIED PRODUCTS
27	Manufacturing	PRINTING AND PUBLISHING
28	Manufacturing	CHEMICALS AND ALLIED PRODUCTS
29	Manufacturing	PETROLEUM AND COAL PRODUCTS
30	Manufacturing	RUBBER AND MISC PLASTICS PRODUCTS
31	Manufacturing	LEATHER AND LEATHER PRODUCTS
32	Manufacturing	STONE, CLAY, AND GLASS PRODUCTS
33	Manufacturing	PRIMARY METAL INDUSTRIES
34	Manufacturing	FABRICATED METAL PRODUCTS
35	Manufacturing	INDUSTRIAL MACHINERY AND EQUIPMENT
37	Manufacturing	TRANSPORTATION EQUIPMENT
39	Manufacturing	MISCELLANEOUS MANUFACTURING INDUSTRIES

41	F.I.R.E. Trans. Wrhs. Utl. Gov.	LOCAL AND INTERURBAN PASSENGER TRANSIT
42	F.I.R.E. Trans. Wrhs. Utl. Gov.	TRUCKING AND WAREHOUSING
44	F.I.R.E. Trans. Wrhs. Utl. Gov.	WATER TRANSPORTATION
45	F.I.R.E. Trans. Wrhs. Utl. Gov.	TRANSPORTATION BY AIR
46	F.I.R.E. Trans. Wrhs. Utl. Gov.	PIPELINES, EXCEPT NATURAL GAS
47	F.I.R.E. Trans. Wrhs. Utl. Gov.	TRANSPORTATION SERVICES
49	F.I.R.E. Trans. Wrhs. Utl. Gov.	ELECTRIC, GAS, AND SANITARY SERVICES
60	F.I.R.E. Trans. Wrhs. Utl. Gov.	DEPOSITORY INSTITUTIONS
61	F.I.R.E. Trans. Wrhs. Utl. Gov.	NONDEPOSITORY INSTITUTIONS
62	F.I.R.E. Trans. Wrhs. Utl. Gov.	SECURITY AND COMMODITY BROKERS
63	F.I.R.E. Trans. Wrhs. Utl. Gov.	INSURANCE CARRIERS
64	F.I.R.E. Trans. Wrhs. Utl. Gov.	INSURANCE AGENTS, BROKERS, & SERVICE
65	F.I.R.E. Trans. Wrhs. Utl. Gov.	REAL ESTATE
67	F.I.R.E. Trans. Wrhs. Utl. Gov.	HOLDING AND OTHER INVESTMENT OFFICES
70	Services	HOTELS AND OTHER LODGING PLACES
72	Services	PERSONAL SERVICES
73	Services	BUSINESS SERVICES
75	Services	AUTO REPAIR SERVICES AND PARKING
76	Services	MISCELLANEOUS REPAIR SERVICES
78	Services	MOTION PICTURES
79	Services	AMUSEMENT AND RECREATION SERVICES
80	Services	HEALTH SERVICES
81	Services	LEGAL SERVICES
82	Services	EDUCATIONAL SERVICES
83	Services	SOCIAL SERVICES
84	Services	MUSEUMS, BOTANICAL, ZOOLOGICAL GARDENS
86	Services	MEMBERSHIP ORGANIZATIONS
87	Services	ENGINEERING AND MANAGEMENT SERVICES
89	Services	SERVICES, NEC
50	Trade	WHOLESALE TRADE DURABLE GOODS
51	Trade	WHOLESALE TRADE NONDURABLE GOODS
52	Trade	BUILDING MATERIALS & GARDEN SUPPLIES
53	Trade	GENERAL MERCHANDISE STORES
54	Trade	FOOD STORES
55	Trade	AUTO DEALERS AND SERVICE STATIONS
56	Trade	APPAREL AND ACCESSORY STORES
57	Trade	FURNITURE AND HOMEFURNISHING STORES
58	Trade	EATING AND DRINKING PLACES
59	Trade	MISCELLANEOUS RETAIL

Note: Boeing was grouped in Manufacturing rather than High-tech.