

**WASHINGTON STATE
WORKFORCE TRAINING AND EDUCATION COORDINATING BOARD
MEETING NO. 168
JANUARY 24, 2013**

EMPLOYER SURVEY OF WORKFORCE NEEDS AND PRACTICES

The biennial survey of Washington State employers has just been completed. Over 2,800 employers provided information about their workforce needs, their current worker training practices, and their satisfaction with recent hires from the state's workforce system. Initial tabulations of statewide needs and practices responses will be presented.

Board Action is Requested: For discussion only.

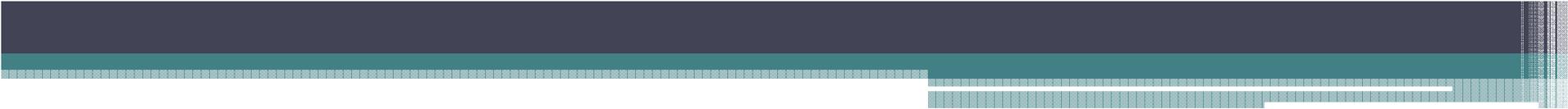
2012 Employer Survey

Dave Pavelchek

Research Manager

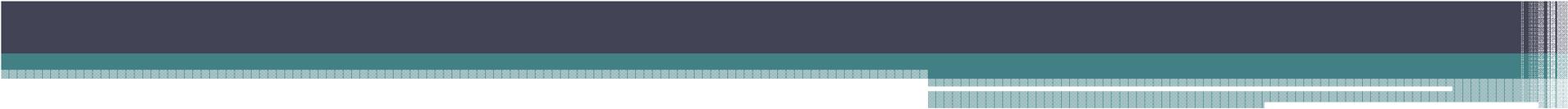
Workforce Training and
Education Coordinating Board





Biennial Employer Survey

- Statutory responsibility of the WTB.
- Phone survey of over 2800 private and public employers in Washington.
- Calls made in September-December 2012.
- Respondents who have hired recently are also asked satisfaction questions that provide the State Core Employer Satisfaction measure for Workforce Training Results.



Biennial Employer Survey

- Results are expressed as estimated overall percentages and numbers of employers - not percentage of jobs across those employers, so large employers do not dominate results.
- Most questions about training for existing workers are only asked of those firms with five or more employees.
- Changes in methods and data limit direct comparisons with data from prior surveys.

Has your firm hired any new employees in the last twelve months?

Q1	# of Employers (est.)	Percent
Yes	60,314	51%
No	58,620	49%
Total	118,934	100%

Did your firm have any difficulty finding qualified applicants?

Among those who hired

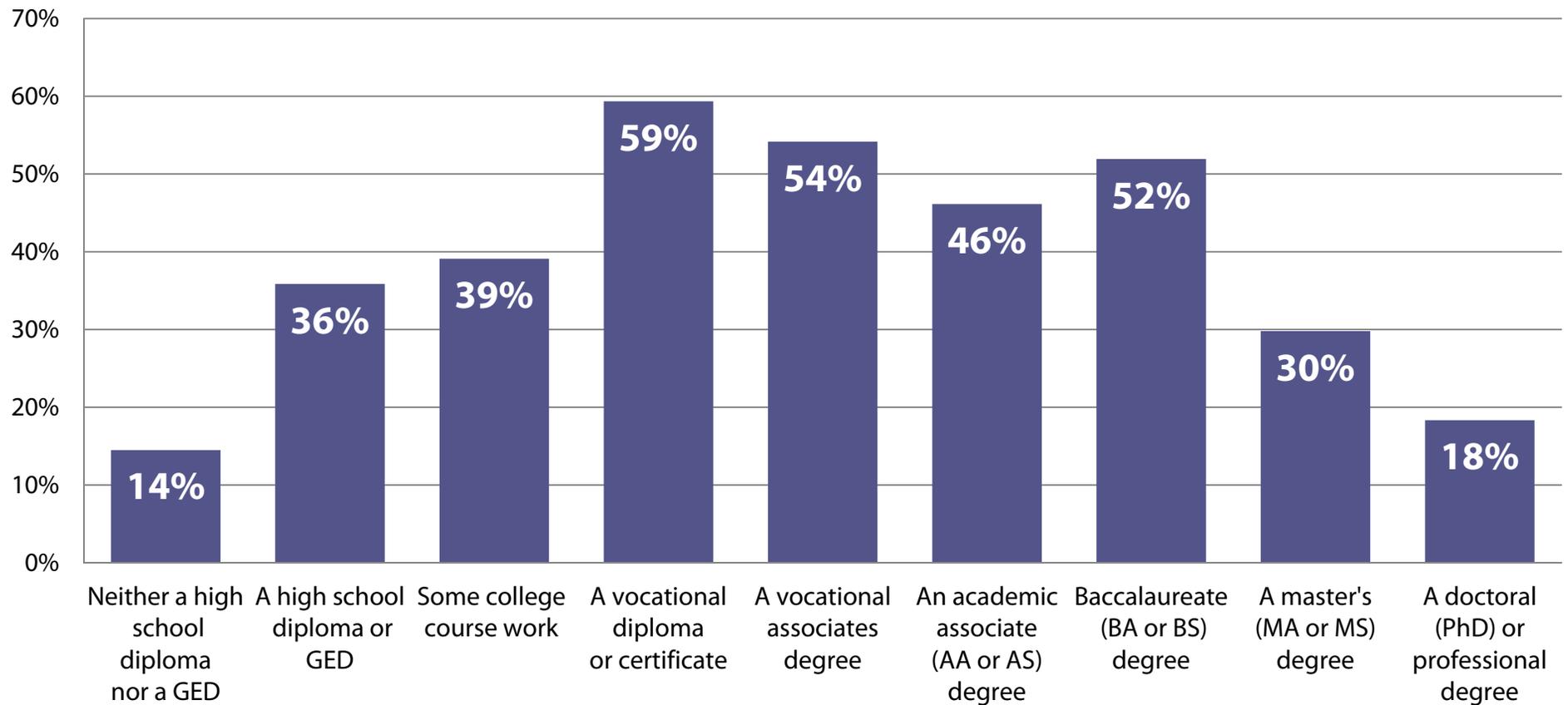
Q2	# of Employers (est.)	Percent
Yes	12,686	21%
No	47,622	79%
Total	60,307	

How did your firm/organization respond to the difficulty finding qualified applicants?

<i>Among those with difficulty hiring.</i>	
Increased recruiting efforts	65%
Hired a less qualified applicant	44%
Increased overtime hours for current workers	43%
Did not fill the job opening	37%
Increased wages to attract more applicants	15%
Outsourced work or purchased services from another firm	11%

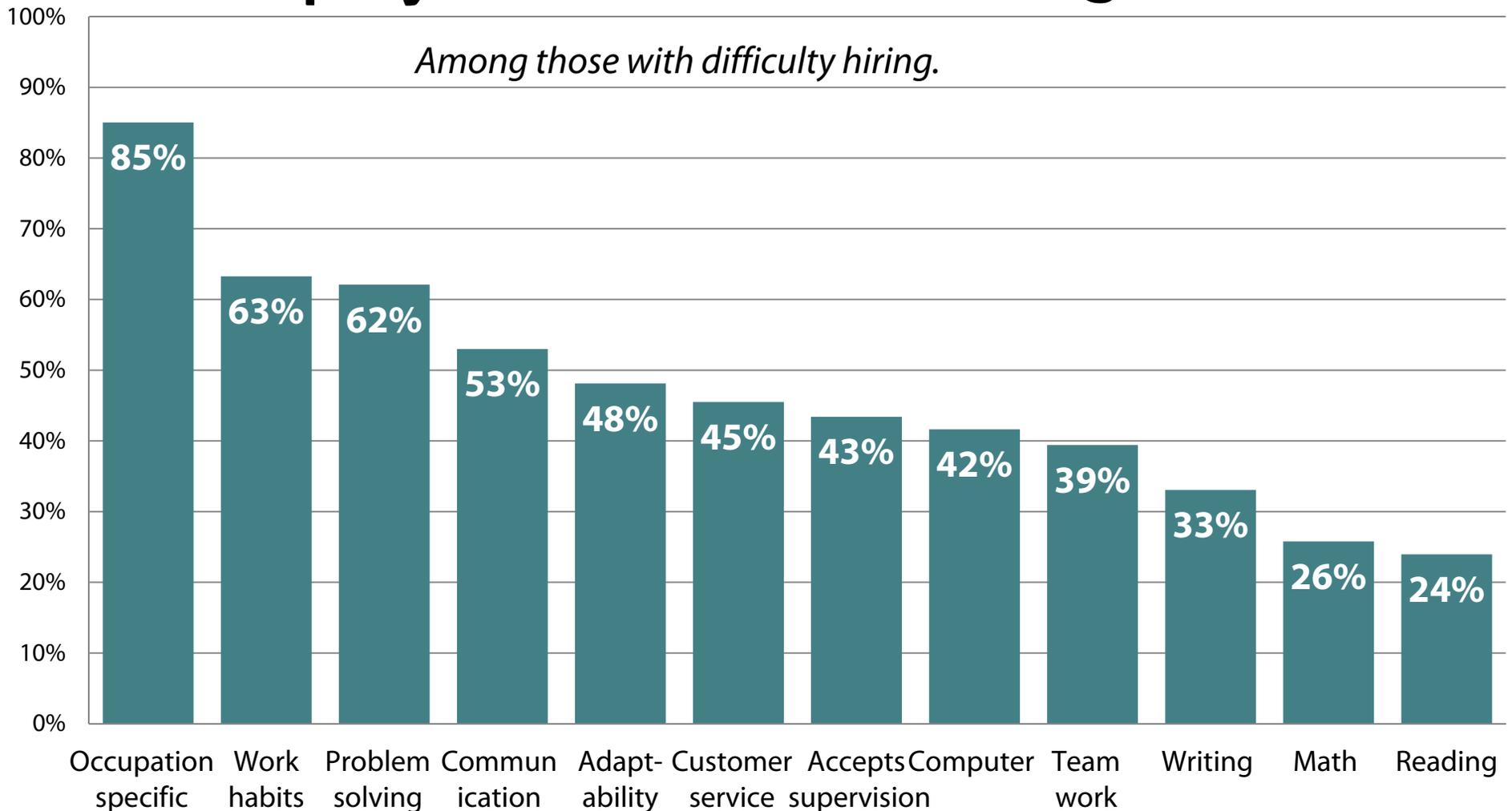
Firms that experienced difficulty finding qualified applicants with the different education levels listed below in the last 12 months.

Among those with difficulty hiring.



Firms with difficulty finding employees with the following skills?

Among those with difficulty hiring.



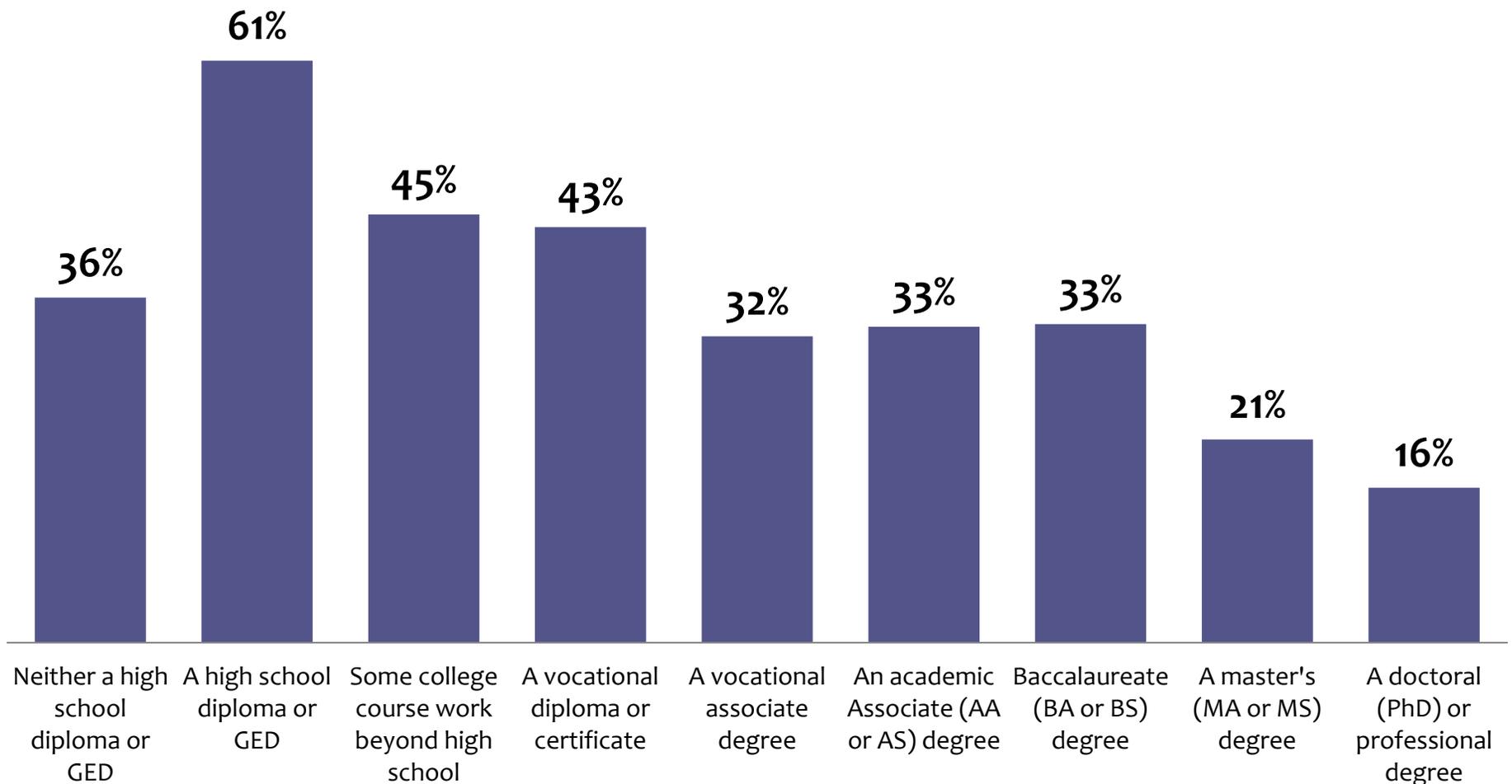
Which of the following has resulted from your firm's difficulty finding qualified applicants?

<i>Among those with difficulty hiring.</i>	
Reduced product or service quality	36%
Reduced production output or sales	33%
Lowered overall productivity	32%
Prevented your firm from expanding its facilities	26%
Prevented your firm from developing new products or services	13%
Caused your firm to move some operations out of Washington	3%

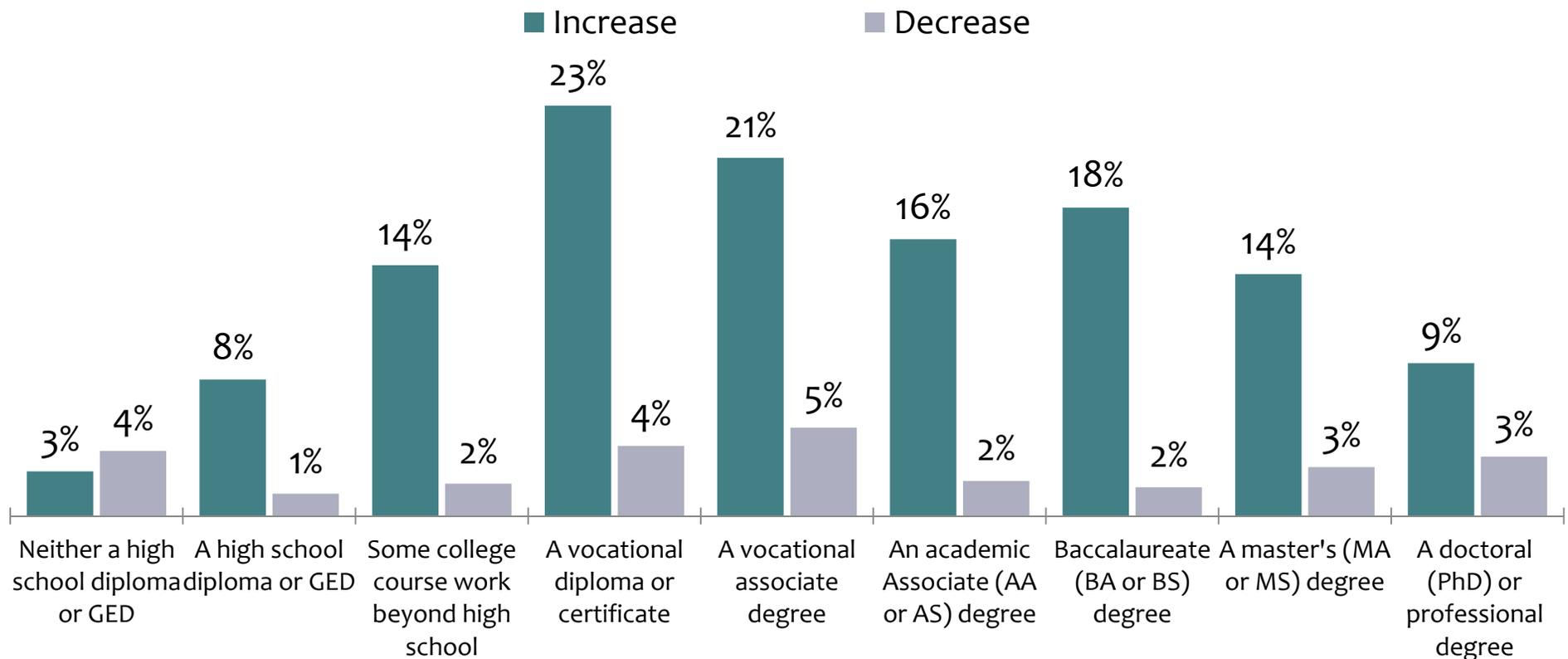
In the last 6 months how much difficulty has your firm/organization experienced with entry-level workers demonstrating the following skills?

<i>Among those with difficulty hiring.</i>	
Solve problems and make decisions	50%
Take responsibility for learning	43%
Listen actively	40%
Observe critically	38%
Resolve conflict and negotiate	38%
Use information and communications technology	35%
Cooperate with others	33%
Read with understanding	32%
Use math to solve problems and communicate	31%
Speak so others can understand	29%
Interact well with customers	28%

In the next five years, will your firm need employees with...



How will the firm's need for employees with the following education levels change over the next five years?



Of those firms who needed employees at each education levels

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?

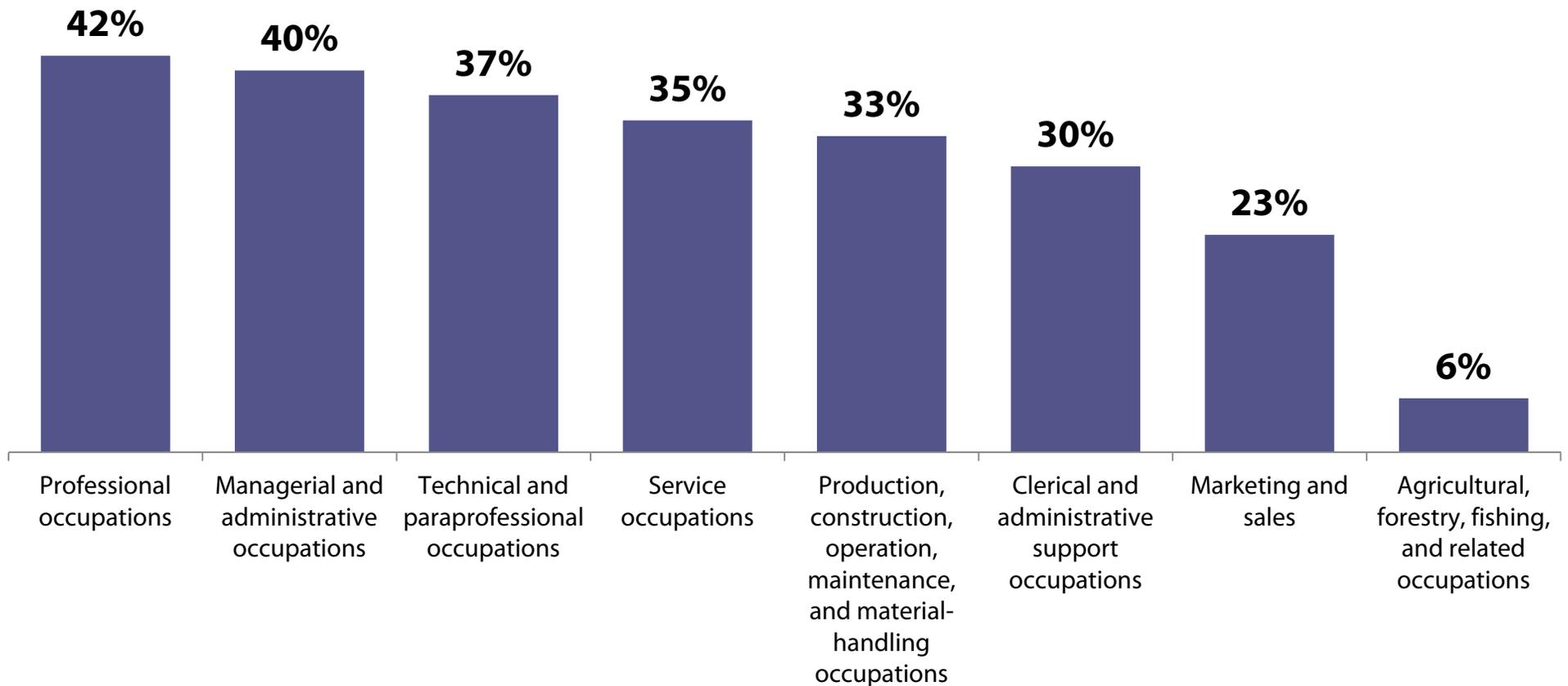
Q10	# of Employers (est.)	Percent
Increased	26,048	22%
Decreased	3,915	3%

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?

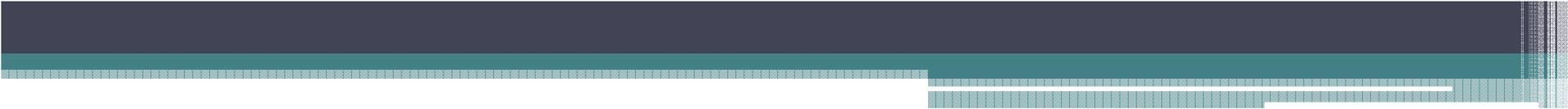
Q11	# of Employers (est.)	Percent
Yes	44,351	38%
No	73,529	62%

Based on this question, the following questions (Q12-21) were asked only of employers with 5 or more employees, who had provided training for any employees in the past year.

For each type of employee listed below, approximately what percentage received classroom training, workshops, or seminars (lasting at least 4 hours) in the last 12 months?



Among firms with more than 5 employees who provide or pay for training.

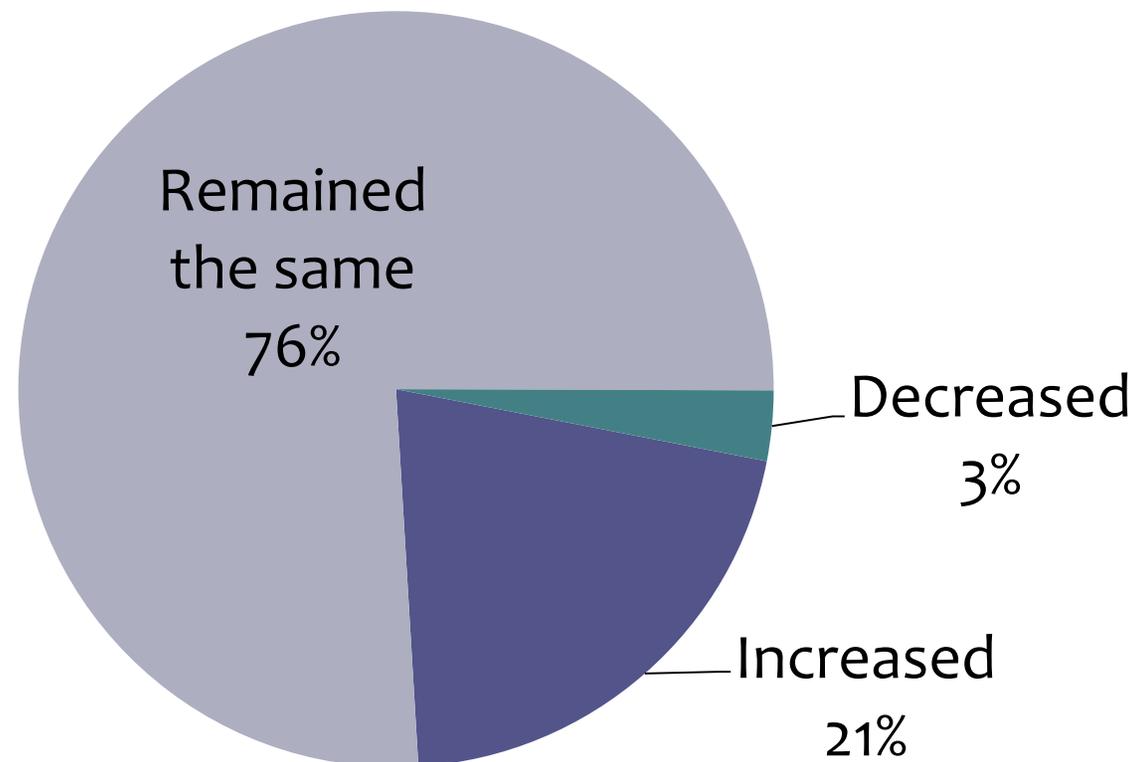


Approximately what percent of your current employees would you say need further college level training in a formal program in order to reach the current level of productivity and competence that your company needs?

Community and technical colleges	Four-year colleges and universities
7%	2%

Among firms with more than 5 employees who provide or pay for training.

In the last three years, has the percentage of your employees who receive classroom training, workshops, or seminars of some kind increased, decreased, or stayed about the same?

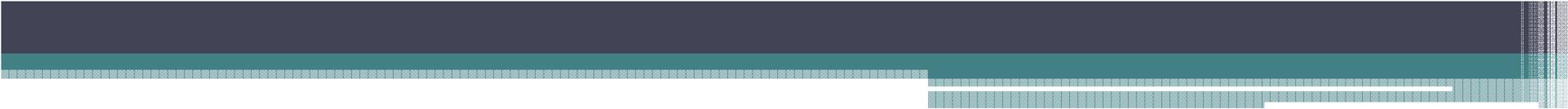


Among firms with more than five employees who provide or pay for training.

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

Among those who increased training in the last three years.

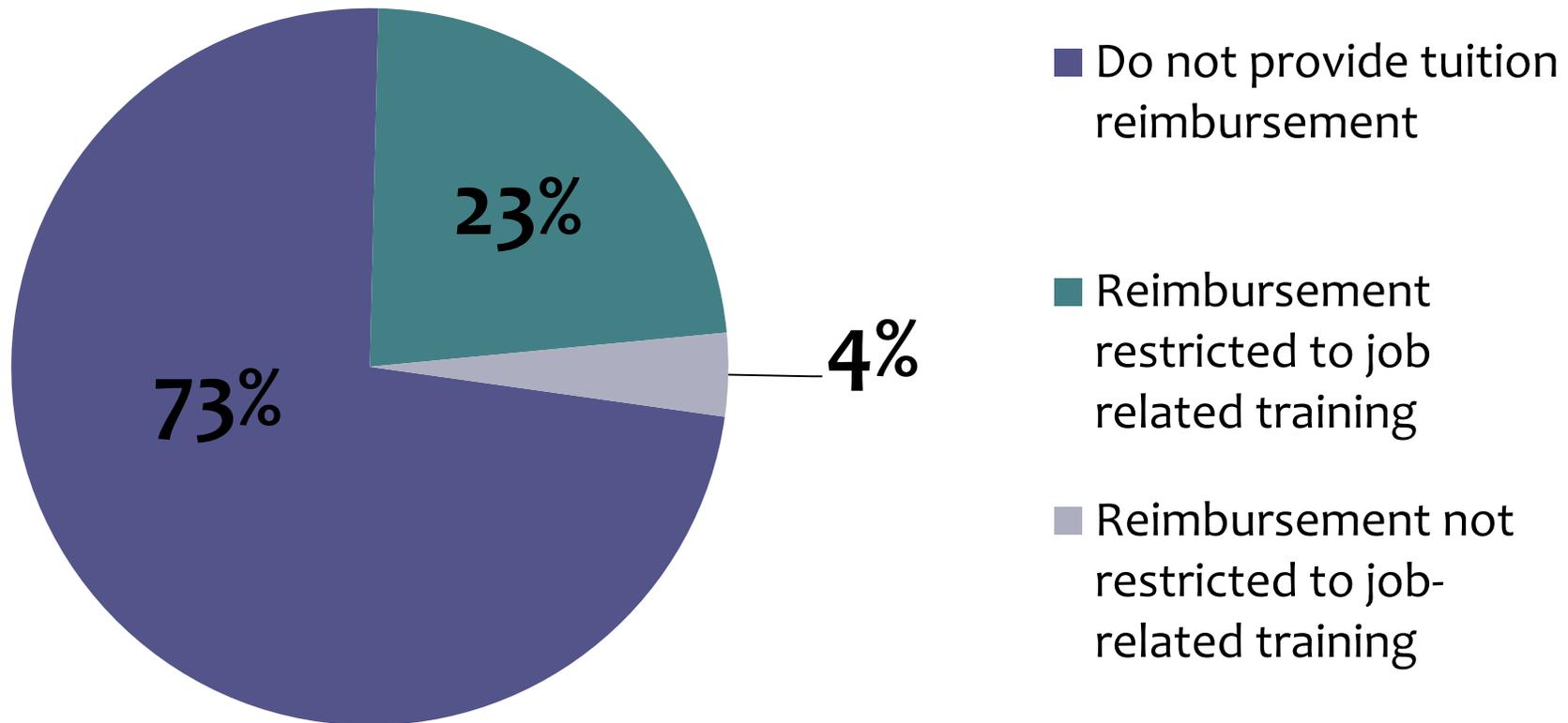
To promote the personal or career development of employees	85%
Need to improve the quality of output	73%
To develop a more flexible and versatile workforce	71%
Changes in technology	64%
Need to improve worker productivity	61%
Changes in the organization of work	60%
To improve the morale of employees	55%
Changes in products or services you provide	55%
To keep up with competitors at home	54%
Legal requirements forced us to increase training	46%
To help employees develop more positive attitudes and work habits	40%
New hires did not have necessary skills	39%
To keep up with competition from foreign countries	5%



Training and satisfaction at community or technical colleges

93% of those employers who arranged with a community or technical college to provide education and training services to their employees were satisfied with the training.

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



Did your firm provide at least 4 hours of on-the-job training under a written plan for any employees in the last 12 months?

