

Employer Survey 2004

The background features a complex geometric design. A white diagonal line runs from the top right towards the bottom left. A large blue circle is positioned in the center, with a blue line extending from its bottom edge towards the bottom left corner. The background is divided into several colored regions: a light blue area at the top left, a dark blue area on the right, and a green area at the bottom left and bottom center.

WASHINGTON STATE

WASHINGTON STATE
Workforce Training and Education Coordinating Board

Our Vision

Washington’s Workforce Training and Education Coordinating Board is an active and effective partnership of labor, business, and government leaders guiding the best workforce development system in the world.

Our Mission

We shape strategies to create and sustain a high-skill, high-wage economy.

To fulfill this Mission, the Board will:

- Advise the Governor, Legislature, and other policymakers on workforce development policy and innovative practice.
- Promote a seamless workforce development system that anticipates and meets the lifelong learning and employment needs of our current and future workforce.
- Advocate for the training and education needed for success in the 75–80 percent of jobs that do not require a baccalaureate degree
- Ensure quality and accountability by evaluating results, and supporting high standards and continuous improvement.

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Washington State Employers' Workforce Training Needs and Practices

2004



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Survey Instrument

Roughly 3,000 Washington State employers responded to our survey during the summer and fall of 2003. We asked about their needs during the previous 12 months, a period when the state economy was struggling to recover from the recession. What did we learn?

We learned that even in a weak labor market, many employers had difficulty finding qualified job applicants.

- Fewer employers reported hiring new employees compared to previous surveys conducted when the labor market was much stronger. Still, the majority of firms attempted to fill positions. Fifty-five percent of firms reported hiring new employees in the last 12 months, compared with sixty-five percent in 2001.

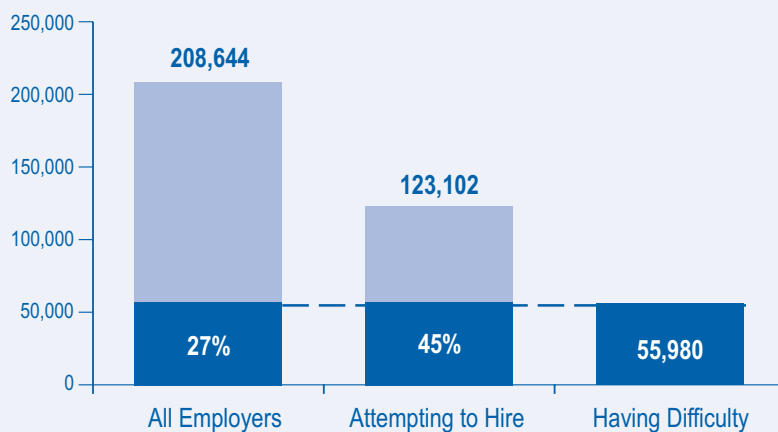
- Fewer employers reported having difficulty filling these positions than did so during previous surveys conducted during the economic expansion. The problem of skill shortages, however, has persisted. Among firms attempting to hire, 45 percent reported difficulty finding qualified job applicants, compared with 60 percent two years ago.
- Extrapolating from the survey results, an estimated 55,980 Washington employers—about one in every four—had difficulty finding qualified job applicants during the past year.

Why is there a skill shortage during a recession? We learned that employers were looking for skills that many of the unemployed workers and new labor market entrants did not have. The shortage is greatest for jobs requiring postsecondary education, especially for vocationally trained workers from our community colleges, apprenticeship programs, and private career schools.

- Among employers attempting to hire workers with postsecondary vocational training, 67 percent reported difficulty finding qualified applicants. In contrast, among employers attempting to hire workers with only a high school diploma, 24 percent reported difficulty.

FIGURE 1

Washington State Employers, Those Attempting to Hire, and Those Having Difficulty Finding Qualified Applicants



We learned that employers most frequently had difficulty finding job applicants with specific occupational skills.

- Among employers reporting difficulty finding qualified job applicants, 91 percent had difficulty finding applicants with occupation-specific skills (e.g., they wanted to hire a registered nurse but had trouble finding one).
- About 85 percent had difficulty finding applicants with problem-solving skills, communication skills, or positive work habits and attitudes. Fewer employers had difficulty finding applicants with basic math (62 percent), writing (63 percent), or reading skills (38 percent).

We learned from employers that this shortage is damaging; it reduces productivity, sales, and the quality of products and services.

- Among firms reporting difficulty finding qualified job applicants, 70 percent indicated that the difficulty finding qualified applicants lowered output or sales, and 56 percent said it reduced product quality.

Background

Every two years, the Workforce Training and Education Coordinating Board (Workforce Board) surveys Washington State employers. The Workforce Board uses the survey responses to identify employers' workforce needs and practices and their satisfaction with workforce programs. The Workforce Board shares the information with policymakers and program administrators in order to improve the workforce development system's responsiveness to employer needs. This report summarizes the survey results. The survey information on employer satisfaction with the skills of program participants is published as part of a separate evaluation of the state's workforce programs, *Workforce Training Results*.

The Workforce Board administered the survey during the summer and fall of 2003. The Association of Washington Business assisted by encouraging employers to respond, and 25 percent or 2,968 employers did. This is a good response rate for a mass mail survey of this length, and an increase from the 20 percent response rate two years ago. The margin of error is 1.8 percent at the 95 percent confidence level for statewide analysis. The sample was stratified by firm size, region of the state, and industry. Sample weights were used to make the reported statistics representative of all employers in the state.

Appendix A provides definitions of industry sectors and the distribution of survey responses by workforce development area, firm size, and industry. Appendix B provides industry analysis, and Appendix C contains the short form of the survey instrument.

FIGURE 2

Distribution of Survey Responses by Industry Sector*

Industry	# of Responses
Agriculture and Food Processing	455
Construction	338
High-Tech	261
Manufacturing	534
Services	488
Trade	434
Other: Finance, Insurance, and Real Estate (F.I.R.E); Transportation; Utilities; and Government	458
All Industries	2,968

*See Appendix, Figure A-4 for definitions of industry sectors.

Survey Responses

In some cases, responses are compared with previous surveys. Appendix B shows additional breakdowns of survey responses by industry sector.

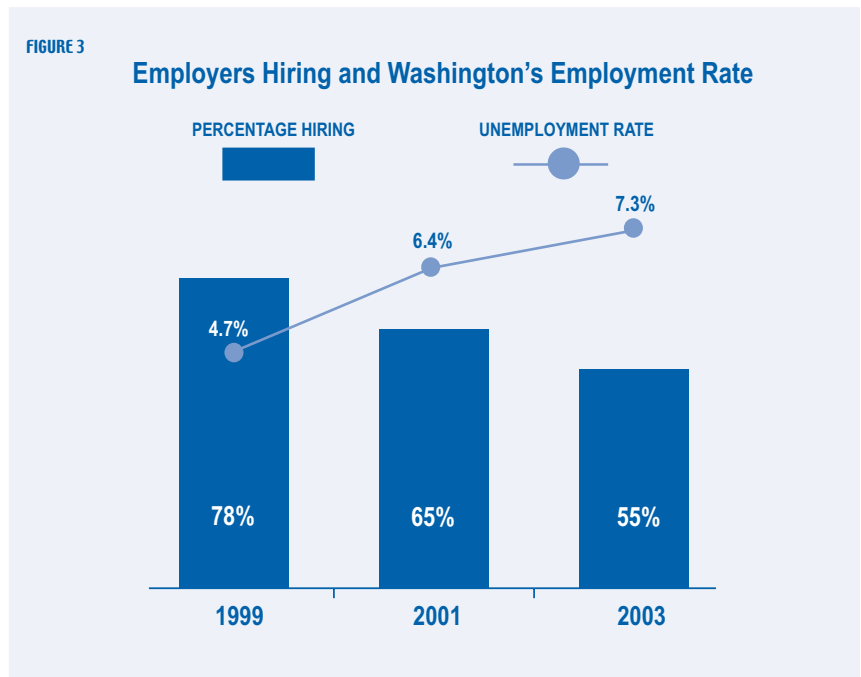
Number of employers who hired new employees

Question

Has your firm/organization hired any new employees in the last 12 months? (Q1 on survey)

- The most recent survey asked employers about their needs during a period when the state was still in the midst of the economic downturn. Not surprisingly, fewer firms reported hiring new employees compared to previous surveys conducted when the labor

market was much stronger. Still, the majority of firms attempted to fill positions. Fifty-five percent of firms reported hiring new employees in the last 12 months.



Scarcity of skilled job applicants

Question

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? (Q3 on survey)

- Among firms attempting to hire workers during the last 12 months, 45 percent reported difficulty finding qualified job applicants, compared with 60 percent in 2001. While fewer employers reported shortages of skilled labor, the shortages still affected a large number of firms. An estimated 55,980 employers had difficulty finding qualified job applicants. When the labor market does become stronger, the problem is likely to become even more intense.
- The difficulty in finding qualified job applicants was most severe in the construction and high-tech industries.
- Employers in all parts of Washington reported difficulty finding qualified applicants, but the highest incidences

were in the Olympic, Seattle-King County, and Eastern Washington workforce development areas (WDAs). The recent recession was felt strongest in Western Washington, and employers in this region were less likely to report difficulty hiring compared to two years ago.

FIGURE 4
Employers Attempting to Hire and Having Difficulty Finding Qualified Job Applicants



FIGURE 5
Employers Reporting Difficulty Finding Qualified Job Applicants by Industry Sector,* Among Those Attempting to Hire

Industry	2001	2003
Agriculture and Food Processing	66%	44%
Construction	48%	65%
High-Tech	47%	54%
Manufacturing	60%	49%
Services	63%	38%
Trade	58%	51%
Other: F.I.R.E., Transportation, Utilities, and Government	61%	42%
<i>All Industries</i>	60%	45%

*See Appendix, Figure A-4 for definitions of industry sectors.

FIGURE 6
Employers Reporting Difficulty Finding Qualified Job Applicants by WDA,* Among Those Attempting to Hire

WDA	2001	2003
Olympic	61%	56%
Seattle-King County	71%	54%
Eastern Washington Partnership	54%	53%
Tri-County	51%	46%
Northwest	43%	46%
North Central	42%	45%
Benton-Franklin	61%	44%
Snohomish County	61%	42%
Spokane Area	47%	41%
Pacific Mountain	69%	38%
Tacoma-Pierce County	54%	30%
Southwest Washington	54%	28%
<i>Statewide</i>	60%	45%

*See Appendix, Figure A-1, for the counties included in each WDA.

Economic costs of skill shortages

Question

How did your firm/organization respond to the difficulty finding qualified applicants?
(Q4 on survey)

- Faced with a shortage of qualified applicants, firms increased recruiting efforts, hired less qualified workers, and left openings unfilled. Among firms having difficulty, the responses to skill shortages were similar to those reported two years ago.

FIGURE 7

Employer Response to the Shortage of Qualified Applicants

Response	Among Employers Who Had Difficulty	Among All Employers
Increased recruiting efforts	72%	15%
Hired a less qualified applicant	62%	13%
Increased overtime for employees	50%	10%
Did not fill the opening	41%	9%
Increased wages to attract applicants	34%	7%
Outsourced work to another firm*	28%	5%

*This does not necessarily involve outsourcing overseas; the other firms could be in Washington or another state.

Question

Which of the following has resulted from your firm's difficulty in finding qualified applicants?
(Q8 on survey)

- Employers believed skill shortages were hurting their businesses by limiting output or sales, lowering productivity, and reducing product quality. Among all firms, impacts on productivity, output, and service quality were less pervasive than in 2001 when the labor market was tighter and more firms were attempting to hire.

FIGURE 8

Economic Impacts of Skill Shortages

Impact	Among Employers Who Had Difficulty	Among All Employers
Reduced production output or sales	70%	16%
Lowered overall productivity	69%	16%
Reduced product or service quality	56%	13%
Prevented firm from expanding its facilities	31%	8%
Prevented firm from developing new products/services	31%	7%
Caused firm to move some operations out of state	4%	1%

Difficulty finding applicants by level of education

Question

In general, how much difficulty has your firm/organization experienced in the last 12 months finding qualified applicants with different education levels? (Q6 on survey)

- The problem is a scarcity of workers with postsecondary training, as opposed to a general shortage. Among employers attempting to hire workers with a vocational associate degree or a baccalaureate degree, for example, about 67 percent reported difficulty finding qualified applicants. In contrast, among employers attempting to hire workers with only a high school diploma, only 24 percent reported difficulty.
- Given hiring patterns across firms and levels of reported difficulty, the scarcity of workers with postsecondary vocational training affected more firms than were affected by shortages of other workers. An estimated 17,000 employers had difficulty finding applicants with vocational certificates, and 16,600 employers had difficulty finding applicants with vocational associate degrees.
- An estimated 12,700 employers had difficulty finding applicants with baccalaureate degrees.
- Compared with 2001 responses, fewer firms were attempting to hire, and the percentage of all firms reporting difficulty hiring across all educational levels has declined as well.

FIGURE 9

Employer Difficulty Finding Applicants by Educational Level

Educational Level	Among Employers Attempting to Hire at That Level	Estimated # of Firms	Among All Employers
Neither a high school diploma or GED	19%	4,200	2%
High school diploma or GED	24%	9,300	4%
Some college course work	35%	11,300	5%
Vocational certificate	53%	17,000	8%
Vocational associate degree	67%	16,600	8%
Academic associate degree	60%	10,800	5%
Baccalaureate degree	68%	12,700	6%
Master's, doctoral, or professional degree	68%	7,300	3%

Difficulty finding workers with certain abilities/skills

Question

How much difficulty has your firm/organization had finding employees with the following skills? (Q7 on survey)

- Firms had the most difficulty finding applicants with occupation-specific skills.
- Firms also found it difficult to find applicants with problem-solving or critical thinking skills, communication skills, and positive work habits.
- Fewer firms had difficulty in finding workers with the basic skills of reading, writing, and math.

FIGURE 10

Employers Reporting Difficulty Finding Qualified Applicants With Specific Skills and Abilities

Type of Skill or Ability	Among Employers Who Had Difficulty	Among All Employers
Occupational-specific skills	91%	21%
Problem-solving or critical thinking skills	87%	18%
Positive work habits and attitudes	83%	21%
Communication skills	83%	20%
Ability to adapt to changes in duties and responsibilities	79%	17%
Team work skills	75%	16%
Computer skills	72%	14%
Ability to accept supervision	69%	16%
Writing skills	63%	14%
Math skills	62%	14%
Reading skills	38%	8%

Employer-provided classroom training

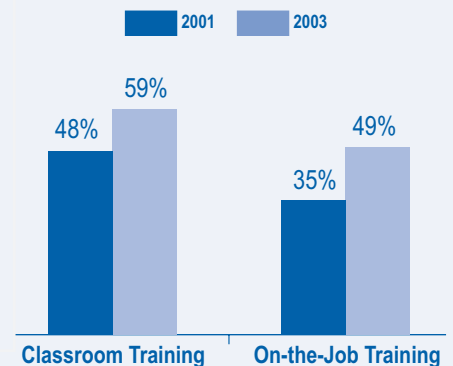
Question

Did your firm/organization provide or pay for any classroom training, workshops, or seminars (lasting at least 4 hours) for any employees in the last 12 months? (Q11 on survey)

- The majority of firms (59 percent) provided or paid for some classroom training, compared with 48 percent of firms in 2001.
- There are three broad categories of classroom training—training in work place practices, basic skills training (reading, writing, math, and English language skills), and training in job-specific skills. Among the firms that provided classroom training, 74 percent provided such training in job-specific skills, 67 percent provided it for work place practices, and 13 percent provided it for basic skills.
- Forty-one percent of firms reported that the percentage of their workers who received classroom training increased during the past three years. Firms increased classroom training for a number of reasons—changes in technology, the need to improve worker productivity, and an effort to develop a more flexible workforce were most often cited.
- Among employers who provided classroom training, 35 percent had tuition reimbursement programs for their employees. This represents about 21 percent of all firms.
- The proportion receiving classroom training varied by occupation. It was especially high among managerial and technical staff and lower among production workers.

FIGURE 11

Proportion of All Employers Providing Classroom Training and On-the-Job Training During the Last 12 Months



Note: Training must have lasted at least four hours; on-the-job training must have had a written plan or agreement.

Employer-provided on-the-job training

Question

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 employee during the past 12 months? (Q13 on survey)

- Forty-nine percent of firms provided at least four hours of On-the-Job Training (OJT) described in a written plan or agreement. This is up considerably from the 35 percent reported two years ago.
- The incidence of OJT also varied by occupation, though less so than did classroom training. Employers offered OJT more frequently than classroom training to their administrative support staff and production workers.

Training in workforce development programs

Question

We would also like to know if anyone in your firm/organization who was hired in the last 12 months attended, or received training from, one of the following six types of institutions or programs. (Q15 on survey)

- Among employers who hired during the past 12 months, 32 percent hired workers who had at any time attended a community or technical college job preparatory program. This represents an estimated 33,426 employers.
- Among those hiring, 17 percent hired former secondary career and technical education students and 14 percent hired former private career school students.

FIGURE 12

Proportion Hiring Workers Trained in the Following Programs, Among Employers Who Hired During the Last 12 Months

Training Institution or Program	Hiring	Estimated Employers
Secondary career and technical education	17%	17,752
Community or technical college vocational training	32%	33,426
Workforce Investment Act or WorkSource	8%	7,824
Private career schools	14%	14,545
Apprenticeship programs	8%	8,123
Adult basic skills such as GED, literacy, and English-as-a-second language	9%	9,139

Future needs—increasing skill requirements

Question

How will your firm's need for employees with each of the types of education listed? (Q9 on survey)

- Forty-eight percent of firms reported that the skills required to adequately perform production or support jobs had increased over the last three years.
- One reason skill requirements increased is the use of computers has become more common. Employers reported 51 percent of nonsupervisory employees used computers in their jobs.
- Another factor that increased skill requirements is the adoption of high-performance work organization practices—85 percent of firms cross-trained employees to do a number of jobs, 68 percent organized regular meetings with workers to discuss ways to improve practices, 59 percent linked pay to performance, and 47 percent compared their performance with that of other firms (benchmarking).
- Skill requirements will continue to increase. As a result, about a third of all firms reported their need for workers with postsecondary training would increase over the next five years.
- Employer projections of skill requirements are similar to those made in 2001.

FIGURE 13

Employer Expectations of Future Employment Needs by Educational Level

Educational Level	Increase	Stay About the Same	Decrease
Neither a high school diploma or GED	12%	70%	18%
High school diploma or GED	17%	77%	6%
Some college course work	27%	70%	3%
Vocational certificate	35%	64%	2%
Vocational associate degree	30%	68%	2%
Academic associate degree	30%	68%	2%
Baccalaureate degree	34%	64%	2%
Master's, doctoral, or professional degree	24%	68%	8%

Appendix A—Additional Information on Survey Sample

Figure A-1 Washington's 12 WDAs with counties

• Benton-Franklin—Benton and Franklin counties • Eastern Washington Partnership—Asotin, Columbia, Ferry, Garfield, Lincoln, Pend Oreille, Stevens, Walla Walla, and Whitman counties • North Central—Adams, Chelan, Douglas, Grant, and Okanogan counties • Northwest—Island, San Juan, Skagit, and Whatcom counties • Olympic—Clallam, Jefferson, and Kitsap counties • Pacific Mountain—Grays Harbor, Mason, Thurston, Lewis, and Pacific counties • Seattle-King County—King County • Snohomish County—Snohomish County • Southwest Washington—Wahkiakum, Clark, Cowlitz, and Skamania counties • Spokane Area—Spokane County • Tacoma-Pierce County—Pierce County • Tri-County—Kittitas, Klickitat, and Yakima counties

Figure A-2 Number of survey responses by WDA and firm size

WDA	FIRM SIZE—NUMBER OF EMPLOYEES				WDC Count
	1-4	5-19	20-99	100 or More	
Benton-Franklin	51	99	71	32	253
Eastern Washington Partnership	65	93	76	24	258
North Central	60	81	63	42	246
Northwest	33	75	77	53	238
Olympic	47	86	48	36	217
Pacific Mountain	36	78	70	75	259
Seattle-King County	39	37	80	100	256
Snohomish County	44	74	79	64	261
Southwest Washington	37	84	71	54	246
Spokane Area	43	72	81	56	252
Tacoma-Pierce County	40	67	78	44	229
Tri-County	47	94	64	48	253
Statewide	542	940	858	628	2,968

Note: Response rate for 2003 is 25 percent compared with 20 percent for 2001 survey. Number of employers in the state—211,612

Figure A-3 Number of survey responses by WDA and industry

WDA	Ag.-Food 2003	Const. 2003	High- Tech 2003	F.I.R.E., Trans., Manuf. 2003	Wrhs., Util., Gov. 2003	Services 2003	Trade 2003	All Industries 2003
Benton-Franklin	29	42	11	35	48	50	38	253
Eastern Washington Partnership	31	34	20	34	54	47	38	258
North Central	44	21	22	40	36	46	37	246
Northwest	42	32	21	33	33	42	35	238
Olympic	28	23	21	37	31	45	32	217
Pacific Mountain	41	28	23	31	63	46	27	259
Seattle-King County	53	28	33	59	32	32	19	256
Snohomish County	38	24	27	58	33	30	51	261
Southwest Washington	28	37	28	44	35	38	40	252
Spokane Area	44	33	18	44	35	38	40	252
Tacoma-Pierce County	35	14	22	59	26	26	47	229
Tri-County	42	22	15	60	33	44	37	253
Statewide	455	338	261	534	458	488	434	2,968

Figure A-4 *Definition of industry sectors*

SIC*	INDUSTRY	MAJOR SUBGROUPS (AT 2 DIGIT SIC)
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 Miscellaneous 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	Other	Local and Interurban Passenger Transit
42	Other	Trucking and Warehousing
44	Other	Water Transportation

*Standard Industrial Classification

45	Other	Transportation by Air
46	Other	Pipelines, Except Natural Gas
47	Other	Transportation Services
49	Other	Electric, Gas, and Sanitary Services
60	Other	Depository Institutions
61	Other	Nondepository Institutions
62	Other	Security and Commodity Brokers
63	Other	Insurance Carriers
64	Other	Insurance Agents, Brokers, and Service
65	Other	Real Estate
67	Other	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, and Zoological Gardens
86	Services	Membership Organizations
87	Services	Engineering and Management Services
89	Services	Services, (not elsewhere classified)
50	Trade	Wholesale Trade Durable Goods
51	Trade	Wholesale Trade Nondurable Goods
52	Trade	Building Materials and 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 Home Furnishing Stores
58	Trade	Eating and Drinking Places
59	Trade	Miscellaneous Retail

Note: Boeing was grouped in manufacturing rather than high-tech.

Appendix B—Additional Tables by Industry Sectors

Q3 *In the last 12 months, the percentage of employers attempting to hire who had difficulty finding qualified applicants*

	2001	2003	Number of Firms Looking	
			2001	2003
Benton-Franklin	61%	44%	4,576	3,777
Eastern Washington Partnership	54%	53%	4,467	3,690
North Central	42%	45%	6,258	6,625
Northwest	43%	46%	10,359	8,282
Olympic	61%	56%	8,812	5,972
Pacific Mountain	69%	38%	10,342	8,898
Seattle-King County	71%	54%	52,509	41,998
Snohomish County	61%	42%	11,035	9,036
Southwest Washington	45%	28%	8,034	7,958
Spokane Area	47%	41%	11,408	9,050
Tacoma-Pierce County	54%	30%	14,684	11,241
Tri-County	51%	46%	7,205	6,572
Statewide	60%	45%	149,690	123,102

In the last 12 months, the percentage of all employers having difficulty finding qualified applicants

	2001	2003	TOTAL NUMBER OF EMPLOYERS	
			2001	2003
Benton-Franklin	44%	29%	6,345	5,776
Eastern Washington Partnership	31%	30%	7,678	6,382
North Central	27%	32%	9,885	9,420
Northwest	29%	25%	15,459	14,969
Olympic	42%	29%	12,678	11,558
Pacific Mountain	42%	21%	16,950	15,716
Seattle-King County	49%	32%	76,106	71,596
Snohomish County	42%	24%	15,911	15,513
Southwest Washington	28%	17%	12,939	12,989
Spokane Area	33%	26%	16,501	14,563
Tacoma-Pierce County	40%	18%	19,519	18,744
Tri-County	35%	31%	10,610	9,774
Statewide	41%	27%	220,580	206,999

Among employers attempting to hire, the percentage having difficulty finding qualified applicants

	FIRM SIZE—NUMBER OF EMPLOYEES				WDC Average
	1-2	5-19	20-99	100 or More	
Benton-Franklin	50%	35%	50%	53%	44%
Eastern Washington Partnership	52%	49%	67%	63%	53%
North Central	49%	34%	52%	51%	45%
Northwest	47%	40%	56%	57%	46%
Olympic	45%	69%	46%	63%	56%
Pacific Mountain	30%	43%	43%	48%	38%
Seattle-King County	71%	31%	65%	47%	54%
Snohomish County	39%	43%	46%	55%	42%
Southwest Washington	22%	30%	45%	45%	28%
Spokane Area	37%	48%	35%	51%	41%
Tacoma-Pierce County	28%	25%	49%	39%	30%
Tri-County	55%	30%	51%	67%	46%
All firms that size	50%	37%	54%	49%	45%

Q4

Employer response to shortage of qualified applicants among employers who had difficulty

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Did not fill opening	46%	33%	45%	53%	36%	52%	26%	41%
Hired a less qualified applicant	72%	71%	87%	66%	44%	79%	63%	62%
Outsourced the work/service	15%	41%	77%	46%	24%	27%	18%	28%
Increased overtime for employees	42%	52%	52%	62%	42%	60%	52%	50%
Increased recruiting efforts	64%	56%	76%	64%	78%	63%	86%	72%
Increased wages to attract applicants	30%	33%	15%	33%	35%	39%	31%	34%

Employer response to shortage of qualified applicants among all employers

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Did not fill opening	10%	9%	13%	9%	7%	15%	5%	9%
Hired a less qualified applicant	15%	24%	21%	13%	8%	16%	14%	13%
Outsourced the work/service	3%	11%	20%	8%	4%	4%	4%	5%
Increased overtime for employees	9%	16%	14%	12%	8%	12%	10%	10%
Increased recruiting efforts	14%	16%	18%	12%	15%	12%	18%	15%
Increased wages to attract applicants	6%	10%	4%	5%	6%	7%	6%	7%

Q6a

Among all employers

Level of Difficulty Finding Applicants Without High School/GED Diploma

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	0.1%	0.1%	0.1%	0.7%	0.3%	2%	0%	0.8%
Some difficulty	2%	1%	0.3%	2%	0.8%	2%	0.9%	1%
No difficulty	10%	10%	4%	9%	8%	9%	6%	8%
Did not hire/respond	81%	83%	93%	78%	84%	79%	88%	83%

Among employers having difficulty

Level of Difficulty Finding Applicants Without High School/GED Diploma

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	2%	1%	3%	6%	4%	17%	0%	8%
Some difficulty	17%	10%	8%	17%	9%	12%	14%	11%
No difficulty	82%	88%	89%	77%	87%	70%	86%	81%

Q6b

Among all employers

Level of Difficulty Finding Applicants With High School/GED Diploma

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	1%	1%	0%	1%	0%	1%	3%	1%
Some difficulty	4%	9%	0%	4%	3%	3%	3%	4%
No difficulty	9%	8%	12%	9%	12%	20%	13%	14%
Did not hire/respond	79%	73%	79%	73%	73%	62%	69%	69%

Among employers having difficulty

Level of Difficulty Finding Applicants With High School/GED Diploma

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	6%	3%	2%	5%	2%	3%	14%	5%
Some difficulty	28%	53%	4%	31%	19%	14%	14%	19%
No difficulty	66%	44%	94%	64%	79%	83%	72%	76%

Q6c *Among all employers*

Level of Difficulty Finding Applicants With Some College, No Degree	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	0%	1%	0%	1%	1%	2%	1%	1%
Some difficulty	3%	6%	2%	3%	4%	4%	6%	4%
No difficulty	2%	1%	10%	5%	9%	16%	9%	10%
Did not hire/respond	92%	88%	78%	83%	77%	66%	74%	75%

Among employers having difficulty

Level of Difficulty Finding Applicants With Some College, No Degree	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	9%	14%	4%	15%	7%	10%	4%	8%
Some difficulty	61%	75%	14%	34%	27%	17%	38%	27%
No difficulty	30%	12%	82%	51%	66%	72%	58%	65%

Q6d *Among all employers*

Level of Difficulty Finding Applicants With Vocational Certificate	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	5%	9%	0%	2%	2%	1%	3%	3%
Some difficulty	3%	2%	2%	3%	7%	5%	4%	5%
No difficulty	1%	1%	9%	3%	4%	15%	5%	7%
Did not hire/respond	87%	81%	79%	84%	77%	66%	79%	75%

Among employers having difficulty

Level of Difficulty Finding Applicants With Vocational Certificate	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	54%	71%	4%	26%	15%	6%	27%	17%
Some difficulty	33%	17%	17%	37%	55%	25%	29%	36%
No difficulty	12%	12%	79%	36%	30%	69%	44%	47%

Q6e *Among all employers*

Level of Difficulty Finding Applicants With Vocational Certificate	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	1%	7%	1%	2%	1%	1%	3%	2%
Some difficulty	2%	1%	3%	2%	6%	11%	1%	6%
No difficulty	1%	0%	2%	2%	4%	6%	3%	4%
Did not hire/respond	94%	86%	89%	89%	81%	73%	88%	81%

Among employers having difficulty

Level of Difficulty Finding Applicants With Vocational Certificate	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	26%	84%	15%	27%	11%	5%	45%	16%
Some difficulty	52%	13%	45%	32%	52%	63%	19%	51%
No difficulty	23%	3%	40%	41%	37%	33%	36%	33%

Q6f *Among all employers*

Level of Difficulty Finding Applicants With Academic Associate Degree	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	1%	1%	1%	1%	2%	1%	3%	1%
Some difficulty	1%	1%	13%	1%	4%	3%	4%	4%
No difficulty	1%	0%	2%	3%	3%	4%	6%	3%
Did not hire/respond	96%	97%	71%	89%	84%	87%	80%	86%

Among employers having difficulty

Level of Difficulty Finding Applicants With Academic Associate Degree	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	33%	39%	7%	25%	19%	8%	25%	17%
Some difficulty	27%	49%	79%	19%	49%	38%	29%	42%
No difficulty	40%	12%	14%	56%	32%	55%	46%	40%

Q6g *Among all employers*

Level of Difficulty Finding Applicants With BA/BS Degree	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	1%	1%	2%	2%	2%	1%	4%	2%
Some difficulty	0%	1%	14%	3%	4%	4%	3%	4%
No difficulty	1%	1%	7%	3%	3%	3%	5%	3%
Did not hire/respond	97%	96%	60%	86%	84%	87%	79%	85%

Among employers having difficulty

Level of Difficulty Finding Applicants With BA/BS Degree	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	30%	24%	8%	21%	22%	12%	34%	21%
Some difficulty	23%	54%	60%	40%	50%	56%	26%	46%
No difficulty	48%	22%	32%	39%	29%	32%	39%	32%

Q6h *Among all employers*

Level of Difficulty Finding Applicants With MA/Ph.D/ Professional Degree	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	1%	0%	6%	1%	3%	1%	5%	2%
Some difficulty	2%	0%	11%	0%	1%	1%	1%	1%
No difficulty	1%	0%	1%	3%	2%	2%	1%	2%
Did not hire/respond	95%	98%	68%	92%	90%	94%	89%	92%

Among employers having difficulty

Level of Difficulty Finding Applicants With MA/Ph.D/ Professional Degree	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	21%	13%	33%	32%	49%	26%	70%	45%
Some difficulty	51%	42%	63%	5%	13%	31%	15%	22%
No difficulty	27%	45%	4%	63%	37%	42%	15%	32%

Q7a *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Reading Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	1%	7%	0%	1%	0%	3%	0%	1%
Some difficulty	6%	8%	11%	8%	6%	7%	3%	6%
No difficulty	14%	16%	17%	10%	11%	9%	20%	12%
Did not hire/respond	79%	69%	72%	82%	83%	80%	77%	80%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Reading Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	5%	22%	1%	3%	0%	16%	1%	7%
Some difficulty	30%	27%	40%	43%	34%	38%	13%	31%
No difficulty	65%	51%	59%	54%	66%	47%	86%	62%

Q7b *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Writing Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	1%	7%	12%	1%	0%	3%	1%	2%
Some difficulty	7%	9%	8%	8%	13%	17%	8%	12%
No difficulty	12%	13%	8%	9%	7%	7%	14%	8%
Did not hire/respond	80%	71%	72%	81%	80%	73%	78%	77%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Writing Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	6%	24%	41%	7%	1%	11%	4%	8%
Some difficulty	37%	33%	29%	45%	65%	63%	35%	55%
No difficulty	58%	43%	30%	48%	34%	26%	61%	37%

Q7c *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Math Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	2%	10%	0%	2%	0%	4%	3%	3%
Some difficulty	9%	7%	16%	11%	9%	18%	7%	11%
No difficulty	8%	14%	7%	5%	9%	5%	10%	8%
Did not hire/respond	81%	70%	77%	81%	81%	73%	80%	78%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Math Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	9%	31%	2%	13%	1%	15%	16%	12%
Some difficulty	48%	22%	69%	58%	49%	66%	34%	50%
No difficulty	43%	47%	29%	29%	50%	19%	51%	38%

Q7d *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Job-Specific Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	12%	20%	3%	11%	9%	18%	10%	12%
Some difficulty	11%	14%	24%	9%	8%	8%	9%	9%
No difficulty	1%	1%	2%	2%	1%	3%	5%	2%
Did not hire/respond	76%	66%	71%	79%	82%	71%	76%	76%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Job-Specific Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	50%	58%	12%	50%	49%	63%	41%	53%
Some difficulty	47%	39%	82%	42%	44%	28%	38%	38%
No difficulty	3%	3%	6%	8%	7%	9%	20%	9%

Q7e *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Computer Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	0%	7%	0%	1%	1%	11%	4%	4%
Some difficulty	7%	1%	21%	8%	13%	6%	8%	9%
No difficulty	2%	12%	7%	4%	4%	5%	8%	5%
Did not hire/respond	90%	80%	71%	87%	82%	78%	80%	81%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Computer Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	4%	33%	1%	9%	5%	49%	18%	23%
Some difficulty	75%	7%	73%	62%	76%	28%	40%	49%
No difficulty	21%	61%	25%	29%	20%	22%	42%	28%

Q7f *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Team Work Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	5%	9%	10%	2%	1%	4%	2%	3%
Some difficulty	8%	18%	10%	11%	13%	15%	9%	13%
No difficulty	7%	7%	6%	6%	5%	3%	9%	5%
Did not hire/respond	79%	66%	73%	81%	81%	78%	80%	78%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Team Work Skills	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	25%	26%	39%	11%	7%	16%	10%	14%
Some difficulty	40%	54%	37%	59%	65%	70%	46%	61%
No difficulty	35%	21%	24%	31%	28%	13%	43%	25%

Q7g *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Problem-Solving Skills	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	9%	12%	11%	6%	7%	7%	7%	7%
Some difficulty	10%	15%	14%	10%	8%	13%	15%	11%
No difficulty	3%	5%	3%	3%	3%	1%	2%	3%
Did not hire/respond	78%	68%	71%	81%	82%	79%	77%	79%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Problem-Solving Skills	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	39%	37%	40%	32%	36%	34%	28%	34%
Some difficulty	47%	46%	51%	54%	46%	60%	63%	53%
No difficulty	14%	17%	9%	14%	19%	6%	8%	13%

Q7h *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Communication Skills	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	4%	7%	10%	3%	2%	4%	2%	3%
Some difficulty	15%	16%	13%	15%	14%	24%	15%	17%
No difficulty	4%	9%	5%	3%	3%	2%	7%	4%
Did not hire/respond	77%	68%	71%	79%	81%	69%	77%	76%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Communication Skills	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	19%	23%	36%	13%	9%	14%	7%	13%
Some difficulty	63%	50%	47%	72%	73%	79%	64%	71%
No difficulty	18%	27%	17%	15%	18%	7%	29%	17%

Q7i *Among all employers*

Level of Difficulty Finding Applicants With Good Work Habits	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	8%	15%	11%	7%	7%	9%	4%	8%
Some difficulty	12%	11%	13%	12%	10%	19%	12%	13%
No difficulty	3%	9%	5%	3%	4%	2%	6%	4%
Did not hire/respond	77%	68%	71%	77%	79%	70%	77%	75%

Among employers having difficulty

Level of Difficulty Finding Applicants With Good Work Habits	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	36%	44%	37%	32%	34%	31%	19%	32%
Some difficulty	49%	31%	46%	55%	46%	62%	53%	51%
No difficulty	15%	25%	17%	13%	20%	7%	28%	17%

Q7j *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Ability to Accept Supervision	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	4%	9%	0%	2%	1%	4%	4%	3%
Some difficulty	11%	13%	22%	13%	9%	21%	11%	13%
No difficulty	8%	14%	6%	7%	8%	5%	7%	7%
Did not hire/respond	77%	65%	71%	79%	82%	70%	78%	76%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Ability to Accept Supervision	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	18%	24%	2%	8%	8%	15%	18%	14%
Some difficulty	48%	36%	76%	61%	47%	69%	49%	55%
No difficulty	33%	40%	22%	31%	45%	16%	33%	31%

Q7k *Among all employers*

Level of Difficulty Finding Applicants With Sufficient Ability to Adapt to Change	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	7%	10%	1%	2%	4%	4%	1%	4%
Some difficulty	11%	13%	22%	14%	10%	16%	18%	14%
No difficulty	6%	9%	6%	4%	5%	3%	3%	5%
Did not hire/respond	76%	67%	71%	79%	80%	78%	78%	78%

Among employers having difficulty

Level of Difficulty Finding Applicants With Sufficient Ability to Adapt to Change	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Much difficulty	30%	31%	3%	12%	21%	16%	5%	18%
Some difficulty	46%	40%	78%	68%	51%	72%	83%	62%
No difficulty	25%	29%	19%	20%	28%	12%	13%	21%

Q8 *Economic impact of skill shortages for employers having difficulty finding qualified applicants*

	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Lowered overall productivity	73%	70%	76%	68%	66%	74%	65%	69%
Reduced product or service quality	63%	43%	34%	55%	60%	53%	66%	56%
Reduced production output or sales	60%	80%	50%	79%	70%	67%	72%	70%
Prevented expanding facilities	26%	47%	73%	34%	38%	18%	21%	31%
Prevented developing new products/services	29%	27%	71%	35%	38%	23%	27%	31%
Caused to move some operations out of state	1%	16%	1%	7%	1%	5%	1%	4%

Economic impact of skill shortages for all employers

	Ag/ Food	Const.	High-Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Lowered overall productivity	17%	27%	22%	15%	14%	17%	15%	16%
Reduced product or service quality	15%	16%	10%	12%	13%	12%	15%	13%
Reduced production output or sales	14%	31%	14%	17%	13%	15%	16%	16%
Prevented expanding facilities	6%	18%	21%	7%	8%	6%	5%	8%
Prevented developing new products/services	7%	10%	20%	7%	8%	5%	6%	7%
Caused to move some operations out of state	0%	6%	0%	2%	0%	2%	0%	1%

Q9a *In the next five years, the percentage of employers needing workers without a high school diploma or GED*

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	14%	30%	3%	11%	7%	11%	18%	12%
Stay same	77%	52%	40%	69%	70%	79%	59%	70%
Decrease	9%	18%	57%	19%	23%	10%	23%	18%

Q9b *In the next five years, the percentage of employers needing workers with a high school diploma or GED*

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	16%	31%	15%	14%	14%	18%	14%	17%
Stay same	82%	68%	62%	79%	79%	79%	69%	77%
Decrease	2%	1%	23%	7%	7%	3%	17%	6%

Q9c *In the next five years, the percentage of employers needing workers with some college course work*

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	20%	32%	37%	25%	29%	20%	30%	27%
Stay same	79%	67%	42%	69%	67%	77%	69%	70%
Decrease	2%	1%	21%	6%	4%	3%	1%	3%

Q9d *In the next five years, the percentage of employers needing workers with vocational certificate*

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	31%	41%	62%	33%	29%	40%	36%	35%
Stay same	69%	58%	37%	59%	70%	60%	56%	64%
Decrease	1%	1%	2%	8%	1%	0%	8%	2%

Q9e *In the next five years, the percentage of employers needing workers with a vocational associate degree*

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	27%	17%	44%	23%	29%	43%	18%	30%
Stay same	72%	82%	5%	70%	71%	55%	76%	68%
Decrease	1%	1%	2%	1%	1%	2%	6%	29%

Q9f *In the next five years, the percentage of employers needing workers with academic associate degree*

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	20%	12%	33%	19%	30%	40%	24%	30%
Stay same	79%	85%	66%	73%	69%	58%	71%	68%
Decrease	1%	3%	1%	8%	1%	2%	4%	2%

Q9g *In the next five years, the percentage of employers needing workers with baccalaureate degree*

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	29%	20%	53%	37%	40%	23%	31%	34%
Stay same	69%	77%	47%	58%	59%	74%	69%	64%
Decrease	2%	3%	1%	5%	1%	3%	1%	2%

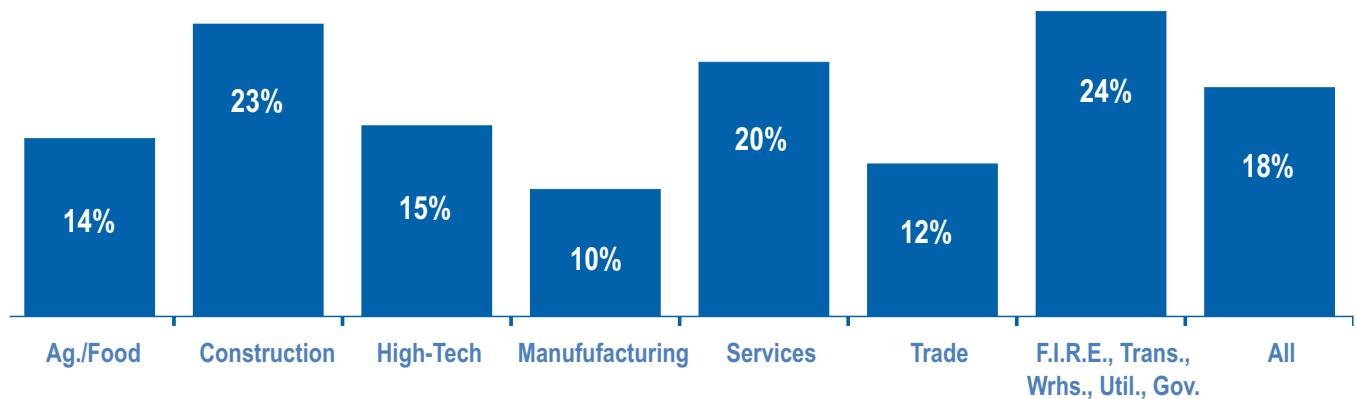
Q9h *In the next five years, the percentage of employers needing workers with master's, doctorate, or professional degree*

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	29%	3%	51%	16%	33%	8%	15%	24%
Stay same	69%	87%	47%	59%	55%	87%	83%	68%
Decrease	2%	11%	2%	26%	12%	5%	2%	8%

Q10 *The percentage of employers responding that in the last three years the skills required to adequately perform production or support jobs increased, decreased, or remained the same*

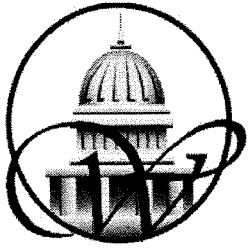
	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	33%	46%	64%	40%	49%	47%	52%	48%
Stay same	62%	45%	33%	55%	46%	49%	45%	47%
Decrease	3%	10%	2%	4%	4%	4%	3%	4%

Q13 *Percentage of current employees who need further formal training in community colleges or private vocational schools, by management estimate*



Q14 *In the last three years, the percentage of employers who received classroom training, workshops, or seminars of some kind increased, decreased, or remained the same*

	Ag/ Food	Const.	High- Tech	Manuf.	Services	Trade	F.I.R.E., Trans., Wrhs., Util., Gov.	All Industries
Increase	40%	41%	34%	28%	41%	39%	45%	41%
Stay same	53%	54%	51%	59%	55%	58%	49%	55%
Decrease	6%	5%	15%	13%	4%	3%	5%	4%



Washington State Employers' Workforce Training Needs and Practice Survey, 2004

A Chart Book By Workforce Development Areas

Workforce Training and Education Coordinating Board

August 2004

Q1. Has your firm/organization hired any new employees in the last 12 months? (For All Firms)

Q1	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	Industry Average
Ag_Food	95%	39%	44%	63%	42%	28%	64%	58%	25%	98%	81%	85%	56%
Construction	49%	83%	76%	60%	39%	18%	17%	59%	26%	56%	93%	79%	56%
High_Tech	65%	51%	43%	66%	60%	53%	49%	47%	77%	63%	79%	38%	52%
Manufacturing	54%	50%	31%	50%	37%	53%	63%	65%	77%	66%	41%	55%	48%
Services	57%	37%	47%	59%	53%	48%	60%	56%	54%	41%	57%	55%	51%
Trade	65%	58%	60%	76%	71%	64%	43%	66%	59%	60%	60%	75%	61%
F.I.R.E. Trans. Wrhs. Utl. Gov.	74%	57%	52%	45%	34%	59%	65%	42%	75%	74%	49%	48%	55%
WDC Average	63%	51%	52%	62%	53%	50%	53%	58%	56%	55%	60%	63%	55%

Q3. Among Firms Looking, Percentage Reporting Difficulty Finding Qualified Applicants

Q3	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	Industry Average
Ag_Food	20%	63%	52%	26%	79%	28%	59%	43%	72%	14%	36%	38%	44%
Construction	84%	68%	73%	88%	94%	64%	84%	19%	46%	22%	90%	56%	65%
High_Tech	49%	29%	82%	70%	77%	21%	12%	27%	29%	44%	27%	38%	54%
Manufacturing	63%	58%	35%	51%	44%	84%	42%	32%	53%	58%	67%	64%	49%
Services	42%	45%	36%	50%	25%	73%	27%	40%	49%	43%	25%	39%	38%
Trade	36%	58%	80%	34%	56%	43%	36%	24%	31%	22%	36%	40%	51%
F.I.R.E. Trans. Wrhs. Utl. Gov.	48%	48%	48%	34%	43%	39%	40%	17%	40%	11%	58%	69%	42%
WDC Average	44%	53%	54%	45%	46%	56%	38%	30%	42%	28%	41%	46%	45%

Among Firms Looking, Percentage Reporting Difficulty Finding Qualified Applicants													Average by Firm Size
Q3	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	
1-4 Workers	50%	52%	71%	49%	47%	45%	30%	28%	39%	22%	37%	55%	50%
5-19 Workers	35%	49%	31%	34%	40%	69%	43%	25%	43%	30%	48%	30%	37%
20-99 Workers	50%	67%	65%	52%	56%	46%	43%	49%	46%	45%	35%	51%	54%
100+ Workers	53%	63%	47%	51%	57%	63%	48%	39%	55%	45%	51%	67%	49%
WDC Average	44%	53%	54%	45%	46%	56%	38%	30%	42%	28%	41%	46%	45%

Q4. How did your firm/organization respond to the difficulty finding qualified applicants? (Among Firms with Difficulty Hiring)

a) Did not fill the opening

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	All
Yes	27%	29%	45%	62%	30%	53%	19%	36%	28%	48%	42%	44%	41%
No	73%	71%	55%	38%	70%	47%	81%	64%	72%	52%	58%	56%	59%
WDC N	1293	1201	19751	2629	2688	2691	2472	3279	3666	1996	2557	2884	47107

b) Hired a less qualified

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	All
Yes	78%	78%	62%	57%	77%	50%	55%	78%	49%	57%	57%	59%	62%
No	22%	22%	38%	43%	23%	50%	45%	22%	51%	43%	43%	41%	38%
WDC N	1561	1399	16981	2333	2973	2820	2827	3246	3501	1729	2616	2704	44690

c) Outsourced the work/service

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	All
Yes	22%	17%	33%	5%	46%	26%	13%	24%	15%	29%	32%	31%	28%
No	78%	83%	67%	95%	54%	74%	87%	76%	85%	71%	68%	69%	72%
WDC N	1259	1081	14417	1757	2649	2260	2443	3105	3282	1516	2365	2688	38822

d) Increased overtime for employees

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	All
Yes	52%	48%	55%	70%	51%	56%	24%	38%	51%	45%	44%	48%	50%
No	48%	52%	45%	30%	49%	44%	76%	62%	49%	55%	56%	52%	50%
WDC N	1295	1089	16266	2311	3364	2276	2357	3270	3567	1579	2621	2835	42830

e) Increased recruiting efforts

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	All
Yes	73%	71%	81%	61%	73%	61%	73%	31%	92%	57%	88%	57%	72%
No	27%	29%	19%	39%	27%	39%	27%	69%	-8%	43%	12%	43%	28%
WDC N	1314	1359	15849	2221	2695	2571	2716	3225	3426	1605	2454	2849	42284

f) Increased wages to attract applicants

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	All
Yes	27%	31%	36%	37%	65%	32%	41%	14%	19%	28%	25%	32%	34%
No	73%	69%	64%	63%	35%	68%	59%	86%	81%	72%	75%	68%	66%
WDC N	1287	1205	14815	1942	3636	2607	2331	3135	3195	1587	2101	2704	40545

Note: N in each table is the number of employers who answered the question.

Q6. 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? (Percent of Firms with Difficulty Hiring at that Education Level, among Firms with Difficulty Hiring Only)

Without High School/GED Diploma	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Much Difficulty	1%	11%		0%	36%	2%	27%		9%	3%	41%	2%	8%
Some Difficulty	8%	8%	0%	41%	9%	11%	24%	1%	6%	25%	26%	17%	11%
No Difficulty	91%	81%	100%	58%	55%	87%	49%	99%	85%	72%	33%	81%	81%
N	684	784	6214	1366	1563	1467	1257	1695	2325	1750	1019	1573	21697

With High School/GED Diploma	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Much Difficulty	7%	5%	5%	0%	0%	0%	2%	0%	12%	3%	10%	10%	5%
Some Difficulty	28%	8%	8%	27%	18%	29%	53%	28%	11%	49%	28%	14%	19%
No Difficulty	65%	87%	87%	73%	82%	71%	45%	72%	77%	47%	62%	76%	76%
N	1088	1269	16125	1661	2078	2435	2685	2592	2763	1904	1881	2251	38732

With Some Coursework in College, No Degree	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Much Difficulty	15%	8%	4%	4%	7%	0%	7%	1%	12%	54%	17%	5%	8%
Some Difficulty	45%	47%	15%	47%	41%	44%	61%	43%	22%	19%	45%	32%	27%
No Difficulty	40%	45%	81%	48%	52%	55%	32%	56%	66%	26%	38%	63%	65%
N	759	1008	15289	1290	2173	1821	973	1248	2436	1412	1816	1672	31897

With Vocational Certificate	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Much Difficulty	26%	41%	9%	68%	33%	23%	8%	1%	17%	37%	21%	9%	17%
Some Difficulty	27%	22%	35%	24%	13%	47%	80%	36%	25%	45%	41%	70%	36%
No Difficulty	48%	36%	56%	8%	53%	30%	13%	63%	58%	18%	38%	20%	47%
N	589	807	15522	1321	1976	1129	902	1689	2235	1719	2113	1602	31604

With Vocational Associate Degree	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Much Difficulty	31%	51%	10%	36%	28%	19%	5%	2%	7%	28%	39%	32%	16%
Some Difficulty	42%	32%	70%	28%	18%	25%	51%	37%	18%	55%	25%	12%	51%
No Difficulty	27%	18%	20%	36%	55%	56%	45%	61%	75%	17%	36%	56%	33%
N	371	723	13296	623	1642	780	258	1731	1632	1190	1144	1136	24526

With Academic Associate Degree	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Much Difficulty	10%	27%	13%	4%	9%	12%	30%	10%	7%	57%	23%	33%	17%
Some Difficulty	71%	53%	50%	69%	16%	17%	30%	70%	12%	32%	43%	41%	42%
No Difficulty	19%	20%	37%	27%	75%	71%	39%	20%	82%	11%	34%	26%	40%
N	562	643	7480	493	1327	795	503	876	1605	1188	1371	1163	18006

With BA/BS Degree	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Much Difficulty	15%	52%	13%	49%	5%	28%	18%	15%	10%	49%	32%	50%	21%
Some Difficulty	63%	31%	64%	23%	23%	23%	76%	57%	13%	30%	39%	26%	46%
No Difficulty	21%	18%	23%	29%	71%	49%	6%	28%	77%	21%	29%	24%	32%
N	626	669	7756	604	1347	719	929	750	1725	913	1308	1165	18511

With Graduate or Professional Degree	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Much Difficulty	15%	42%	41%	49%	42%	42%	53%	72%	14%	61%	86%	72%	45%
Some Difficulty	42%	41%	37%	24%	14%	4%	42%	3%	1%	18%	6%	18%	22%
No Difficulty	43%	17%	22%	27%	43%	54%	5%	25%	85%	21%	8%	10%	32%
N	252	684	2810	333	1741	462	485	432	1308	856	348	1016	10727

Note: N in each table is the number of employers who answered the question.

Q7. How much difficulty has your firm/organization had finding employees with the following skills?

Firms that had difficulty finding applicants with sufficient reading skills (Of Firms with Difficulty Hiring)													
Q7a	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	9%	2%	11%	8%	22%	4%	.	.	0%	10%	0%	2%	7%
Some Difficulty	37%	26%	37%	26%	3%	28%	49%	24%	35%	21%	40%	15%	31%
No Difficulty	54%	72%	51%	66%	75%	68%	51%	76%	65%	69%	59%	83%	62%
N	1372	1345	14436	2574	3254	3164	2912	2544	3378	1758	3116	2671	42524

Firms that had difficulty finding applicants with sufficient writing skills (Of Firms with Difficulty)													
Q7b	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	10%	4%	10%	9%	22%	1%	0%	0%	6%	10%	8%	4%	8%
Some Difficulty	42%	54%	68%	33%	18%	49%	68%	34%	66%	30%	47%	54%	55%
No Difficulty	47%	42%	22%	58%	60%	50%	32%	66%	28%	60%	45%	42%	37%
N	1422	1513	19989	2451	3339	3120	2864	2529	3447	1761	2924	2564	47923

Percent of Firms that had difficulty finding applicants with sufficient math skills (Of Firms with Difficulty Hiring)													
Q7c	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	12%	9%	12%	17%	25%	6%	4%	3%	7%	12%	21%	6%	12%
Some Difficulty	44%	44%	63%	33%	26%	66%	31%	30%	43%	30%	38%	72%	50%
No Difficulty	44%	46%	25%	51%	49%	28%	65%	67%	50%	58%	41%	21%	38%
N	1539	1419	19324	2550	3133	3111	2610	2757	3522	1779	2673	2602	47019

Percent of Firms that had difficulty finding applicants with sufficient job-specific skills (Of Firms with Difficulty Hiring)													
Q7d	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	19%	46%	69%	40%	37%	39%	48%	53%	27%	71%	50%	41%	53%
Some Difficulty	74%	46%	20%	40%	57%	40%	48%	45%	68%	24%	48%	55%	38%
No Difficulty	7%	7%	11%	20%	6%	21%	4%	2%	6%	5%	2%	4%	9%
N	1480	1689	19825	2703	3649	3137	3164	2697	3621	1798	3003	2871	49637

Percent of Firms that had difficulty finding applicants with sufficient computer skills (Of Firms with Difficulty Hiring)													
Q7e	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI COUNTY	All
Much Difficulty	20%	5%	35%	7%	27%	11%	1%	0%	9%	44%	8%	15%	23%
Some Difficulty	49%	86%	45%	21%	37%	68%	37%	75%	72%	36%	39%	57%	49%
No Difficulty	31%	9%	20%	72%	36%	21%	63%	25%	18%	20%	53%	28%	28%
N	1005	1291	19114	1533	2619	2699	2105	2271	2514	1196	2559	1679	40585

Percent of Firms that had difficulty finding applicants with sufficient team work skills (Of Firms with Difficulty Hiring)													
Q7f	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	11%	21%	10%	14%	22%	16%	11%	15%	17%	17%	15%	17%	14%
Some Difficulty	53%	66%	65%	36%	53%	74%	60%	64%	73%	53%	56%	50%	61%
No Difficulty	36%	13%	25%	51%	25%	10%	29%	21%	10%	30%	29%	33%	25%
N	1583	1659	16858	2494	3429	2985	3062	2253	3648	1803	2798	2682	45254

Percent of Firms that had difficulty finding applicants with sufficient problem solving skills (Of Firms With Difficultly)													
Q7g	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	26%	29%	47%	37%	30%	16%	10%	37%	25%	28%	36%	38%	34%
Some Difficulty	43%	61%	49%	43%	53%	77%	85%	22%	71%	51%	38%	51%	53%
No Difficulty	31%	9%	4%	19%	16%	7%	6%	41%	4%	21%	26%	11%	13%
N	1409	1602	14464	2586	3501	3077	3153	3330	3615	1923	3342	2686	44688

Percent of Firms that had difficulty finding applicants with sufficient communication skills (Of Firms with Difficulty Hiring)													
Q7h	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	24%	18%	12%	19%	19%	17%	3%	10%	14%	3%	6%	17%	13%
Some Difficulty	49%	71%	76%	57%	52%	71%	91%	76%	73%	64%	66%	61%	71%
No Difficulty	27%	11%	12%	24%	30%	13%	6%	14%	13%	34%	28%	22%	17%
N	1544	1680	20124	2584	3609	3136	2998	3342	3621	1972	3351	2794	50755

Percent of Firms that had difficulty finding applicants with good work habit (Of Firms with Difficulty Hiring)													
Q7i	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	26%	28%	32%	24%	28%	34%	27%	35%	34%	13%	47%	45%	32%
Some Difficulty	45%	60%	57%	43%	43%	53%	49%	26%	57%	70%	49%	32%	51%
No Difficulty	30%	12%	10%	34%	29%	13%	25%	39%	9%	17%	4%	23%	17%
N	1588	1725	22569	2411	3670	3081	3119	3366	3669	2018	2698	2699	52613

Percent of Firms that had difficulty finding applicants with sufficient ability to accept supervision (Of Firms with Difficulty Hiring)													
Q7j	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	16%	28%	12%	5%	22%	21%	9%	17%	12%	22%	7%	15%	14%
Some Difficulty	33%	57%	68%	56%	36%	56%	53%	30%	38%	40%	60%	52%	55%
No Difficulty	52%	15%	20%	39%	43%	23%	38%	53%	50%	38%	33%	33%	31%
N	1617	1376	20067	2408	3609	3085	3119	3306	3621	1961	3209	2705	50083

Percent of Firms that had difficulty finding applicants with sufficient ability to adapt to changes (Of Firms with Difficulty Hiring)													
Q7k	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	All
Much Difficulty	25%	16%	20%	14%	17%	29%	8%	22%	10%	38%	6%	15%	18%
Some Difficulty	48%	76%	76%	65%	49%	54%	69%	37%	47%	31%	54%	62%	62%
No Difficulty	27%	8%	4%	21%	34%	17%	23%	41%	43%	31%	40%	23%	21%
N	1385	1545	16964	2534	3728	2686	2956	3366	3237	1928	3362	2662	46353

Note: N in each table is the number of employers who answered the question.

Q8. Which of the following has resulted from your firm's difficulty in finding qualified applicants?
 (Among Firms with Difficulty Hiring)

a) Lowered overall productivity

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	ALL
Yes	53%	64%	85%	61%	69%	62%	59%	54%	48%	64%	67%	55%	69%
No	47%	36%	15%	39%	31%	38%	41%	46%	52%	36%	33%	45%	31%
WDC N	1578	1698	17746	2855	3673	3278	3006	3291	3615	2128	3589	2732	49189

b) Reduced product or service quality

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	ALL
Yes	53%	48%	62%	35%	57%	39%	59%	84%	43%	43%	53%	59%	56%
No	47%	52%	38%	65%	43%	61%	41%	16%	57%	57%	47%	41%	44%
WDC N	1580	1665	17527	2831	3633	3224	3129	3360	3657	2166	3551	2703	49026

c) Reduced production output or sales

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	ALL
Yes	54%	65%	75%	49%	57%	61%	75%	68%	82%	74%	79%	69%	70%
No	46%	35%	25%	51%	43%	39%	25%	32%	18%	26%	21%	31%	30%
WDC N	1538	1603	17659	2706	3633	3278	3172	2025	3543	2149	3562	2159	47027

d) Prevented firm from expanding its facilities

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	ALL
Yes	23%	41%	23%	36%	40%	27%	25%	27%	51%	65%	34%	35%	31%
No	77%	59%	77%	64%	60%	73%	75%	73%	49%	35%	66%	65%	69%
WDC N	1528	1733	22435	2844	3435	3224	2886	3348	3123	2097	3436	2289	52378

e) Prevented firm from developing new products/services

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	ALL
Yes	12%	23%	30%	37%	38%	16%	21%	27%	55%	64%	18%	42%	31%
No	88%	77%	70%	63%	62%	84%	79%	73%	45%	36%	82%	58%	69%
WDC N	1547	1743	17524	2701	3482	3187	2843	3294	3246	2082	3069	2298	47016

f) Caused firm to move some operations out of Washington

Firms with Difficulty Hiring Only	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	ALL
Yes	10%	4%	6%	8%	0%	0%	3%	2%	1%	1%	8%	2%	4%
No	90%	96%	94%	92%	100%	100%	97%	98%	99%	99%	92%	98%	96%
WDC N	1520	1748	22336	2702	3566	3206	2883	3051	3525	2149	2885	2570	52141

Note: N in each table is the number of employers who answered the question.

**Q9. 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?
(All Firms)**

Q9a. Without a high school diploma/GED	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTHWEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Increase	16%	7%	8%	13%	21%	6%	12%	23%	12%	8%	22%	14%	12%
Stay Same	72%	83%	69%	82%	64%	83%	82%	60%	58%	75%	72%	64%	70%
Decrease	13%	9%	23%	5%	15%	11%	6%	16%	30%	17%	6%	22%	18%

Q9b. Without a high school	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTHWEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Increase	23%	20%	14%	16%	8%	12%	20%	27%	30%	13%	13%	13%	17%
Stay Same	74%	76%	77%	79%	84%	87%	79%	69%	59%	80%	84%	78%	77%
Decrease	3%	3%	9%	6%	7%	1%	1%	3%	11%	8%	3%	8%	6%

Q9c. Some college course work beyond high school	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Increase	35%	31%	22%	33%	20%	23%	30%	37%	28%	29%	40%	23%	27%
Stay Same	62%	67%	75%	60%	79%	77%	68%	61%	60%	67%	59%	71%	70%
Decrease	3%	2%	3%	7%	1%	0%	1%	3%	11%	4%	1%	5%	3%

Q9d. A vocational diploma or	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	
Increase	45%	34%	37%	34%	29%	28%	31%	33%	27%	33%	42%	44%	35%
Stay Same	50%	66%	60%	66%	71%	72%	68%	67%	72%	63%	58%	55%	64%
Decrease	5%	1%	3%	.	.	0%	1%	0%	1%	4%	0%	1%	2%

Q9e. A vocational associate	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	
Increase	40%	27%	35%	24%	18%	17%	17%	23%	38%	29%	34%	33%	30%
Stay Same	53%	73%	63%	76%	80%	81%	82%	74%	60%	67%	65%	63%	68%
Decrease	6%	0%	2%		2%	1%	1%	3%	2%	4%	1%	4%	2%

Q9f. An academic associate	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	
Increase	46%	25%	27%	27%	22%	21%	21%	47%	40%	28%	35%	43%	30%
Stay Same	51%	75%	71%	63%	78%	79%	77%	50%	58%	70%	65%	56%	68%
Decrease	4%	0%	2%	10%	0%	0%	3%	3%	2%	2%	0%	0%	2%

Q9g. A baccalaureate degree	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	
Increase	44%	22%	34%	29%	20%	33%	45%	44%	28%	31%	43%	30%	34%
Stay Same	45%	76%	66%	56%	80%	65%	55%	56%	69%	67%	51%	69%	64%
Decrease	11%	2%	0%	15%	0%	2%	0%	0%	2%	2%	6%	1%	2%

Q9h. A Graduate or Professional	WDC NAME												All
	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO- MISH	SOUTH WEST	SPO- KANE	TRI- COUNTY	
Increase	20%	16%	25%	19%	10%	28%	35%	20%	33%	16%	32%	33%	24%
Stay Same	56%	72%	65%	62%	90%	66%	65%	70%	55%	82%	62%	66%	68%
Decrease	24%	12%	10%	19%	0%	6%	0%	10%	12%	2%	6%	2%	8%

Note: N in each table is the number of employers who answered the question.

Q10. 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. For All Firms	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	ALL
Increase	48%	46%	55%	41%	28%	46%	63%	42%	47%	44%	43%	43%	48%
Stay	49%	52%	41%	56%	66%	39%	32%	57%	50%	46%	53%	56%	47%
Decrease	2%	2%	4%	3%	5%	11%	5%	0%	2%	10%	4%	1%	4%

Q14. 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?

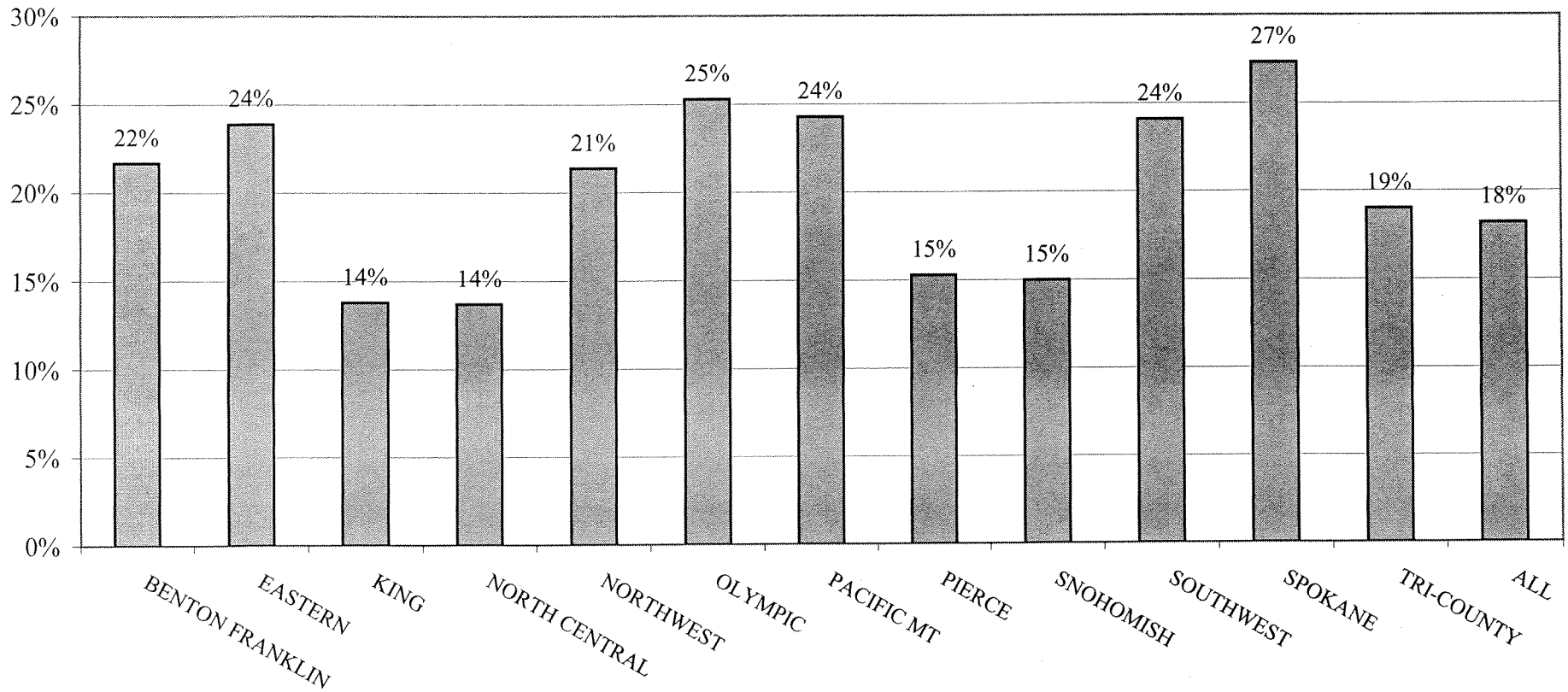
Q14. For All Firms	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	ALL
Increase	44%	46%	41%	22%	40%	28%	51%	37%	62%	25%	41%	58%	41%
Stay	53%	50%	54%	77%	52%	71%	44%	60%	33%	63%	58%	39%	55%
Decrease	3%	4%	5%	1%	8%	1%	5%	2%	6%	12%	0%	3%	4%

Note: N in each table is the number of employers who answered the question.

Q12. 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?

Q12 Occupations	Managerial and administrative occupations	Professional occupations	Technical and paraprofessional occupations	Marketing and sales-related occupations	Clerical and administrative support occupations	Service occupations	Production, construction, operation, maintenance, and material-handling occupations	Agricultural, forestry, fishing, and related occupations
BENTON								
FRANKLIN	56%	32%	39%	34%	38%	29%	25%	11%
EASTERN	53%	38%	42%	20%	41%	17%	27%	7%
KING	57%	29%	43%	21%	32%	43%	15%	4%
NORTH								
CENTRAL	51%	31%	38%	14%	30%	19%	12%	15%
NORTHWEST	52%	38%	48%	31%	33%	33%	31%	12%
OLYMPIC	47%	33%	25%	23%	24%	22%	13%	1%
PACIFIC MT	47%	46%	38%	24%	32%	21%	19%	15%
PIERCE	49%	37%	33%	47%	41%	33%	29%	1%
SNOHOMISH	57%	35%	34%	25%	30%	33%	27%	7%
SOUTHWEST	56%	34%	38%	12%	36%	43%	15%	5%
SPOKANE	52%	42%	30%	25%	39%	26%	31%	2%
TRI-COUNTY	69%	52%	32%	19%	39%	34%	32%	6%
Statewide	54%	35%	38%	24%	34%	34%	20%	6%

Q13. Management Estimates On Percent Of Current Employees Who Need Further Formal Training



Q15. Which of the following are reasons for your increase in training?

Q15 Reasons For Increase Training	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY
Changes in products or services	62%	74%	90%	53%	67%	55%	81%	73%	59%	58%	40%	65%
Changes in technology	63%	87%	84%	80%	64%	70%	62%	92%	86%	81%	83%	79%
Changes in the organization of work	44%	77%	32%	68%	46%	41%	30%	66%	75%	55%	57%	30%
Need to improve the quality of your output	88%	95%	56%	76%	71%	52%	53%	91%	98%	74%	88%	63%
Need to improve worker productivity	73%	83%	91%	82%	76%	43%	53%	79%	84%	79%	58%	56%
New hires did not have necessary skills	53%	68%	64%	85%	67%	69%	66%	87%	62%	59%	32%	67%
To help employees develop more positive attitudes and work habits	78%	49%	70%	69%	71%	55%	49%	71%	82%	66%	60%	62%
To keep up with competition from foreign countries	13%	2%	20%	3%	1%	2%	6%	0%	22%	1%	13%	8%
To keep up with competitors at home	54%	54%	53%	50%	44%	41%	35%	43%	83%	60%	37%	48%
To improve the morale of employees	64%	44%	75%	87%	74%	68%	75%	66%	78%	58%	66%	90%
To promote the personal or career development of employees	71%	73%	70%	82%	80%	84%	76%	60%	89%	94%	67%	95%
Legal requirements forced us to increase training	90%	78%	71%	85%	83%	73%	55%	64%	97%	95%	63%	96%

Percent Of Employers That Provided Various Trainings For At Least Four Hours, Or Had A Tuition Reimbursement Program, Or A Written Plan For On-The-Job Training, In The Last 12 Months

INDUSTRY PRACTICE IN JOB RELATED TRAININGS FOR EMPLOYEES	Classroom Training Provided/Paid For Any Employee (Q11)	Classroom Training, Workshop, Seminar						Tuition Reimbursement				On-the-Job Training Was In A Written Plan Or An Agreement (Q26)
		In Work-Place Practices (Q20)		For Basic Skills (Q21)		In Job Specific Skills (Q22)		For Any Employee (Q24)		Restricted To Job-Related Training Only (Q25)		
		Q11=Yes	All	Q11=Yes	All	Q11=Yes	All	Q11=Yes	All	Q11=Yes	All	
BENTON												
FRANKLIN	52%	79%	41%	10%	5%	88%	46%	59%	31%	70%	37%	37%
EASTERN	50%	62%	31%	15%	8%	76%	38%	38%	19%	94%	47%	25%
KING	49%	55%	27%	10%	5%	65%	32%	36%	17%	78%	38%	37%
NORTH CENTRAL	53%	79%	42%	11%	6%	76%	40%	33%	18%	93%	49%	39%
NORTHWEST	43%	74%	32%	5%	2%	79%	34%	29%	12%	87%	38%	37%
OLYMPIC	40%	60%	24%	9%	4%	66%	26%	40%	16%	95%	38%	30%
PACIFIC MT	50%	76%	38%	9%	5%	83%	41%	42%	21%	67%	33%	30%
PIERCE	45%	71%	32%	20%	9%	77%	35%	39%	18%	76%	35%	39%
SNOHOMISH	46%	75%	35%	17%	8%	75%	35%	21%	9%	77%	35%	41%
SOUTHWEST	51%	74%	38%	19%	10%	92%	47%	43%	22%	96%	49%	52%
SPOKANE	46%	83%	38%	33%	15%	83%	38%	24%	11%	76%	35%	35%
TRI-COUNTY	53%	73%	38%	16%	8%	73%	39%	27%	14%	89%	47%	44%

Q27. For each type of employee listed below, approximately what percentage received on-the-job training in the last 12 months.

Q27. Major Occupation Groups	BENTON FRANKLIN	EASTERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHOMISH	SOUTHWEST	SPOKANE	TRI-COUNTY	ALL
Managerial and administrative occupations	38%	44%	42%	45%	46%	53%	39%	49%	48%	31%	41%	38%	43%
Professional occupations	32%	24%	40%	28%	22%	26%	28%	34%	36%	16%	35%	25%	33%
Technical and paraprofessional occupations	24%	33%	41%	22%	29%	29%	25%	32%	19%	19%	28%	24%	31%
Marketing and sales-related occupations	35%	22%	35%	22%	38%	35%	29%	54%	42%	17%	29%	41%	35%
Clerical and administrative support occupations	37%	26%	47%	24%	51%	57%	38%	38%	30%	25%	35%	31%	40%
Service occupations	53%	43%	48%	19%	29%	53%	27%	37%	31%	42%	31%	37%	40%
Production, construction, operation, maintenance, and material-handling occupations	35%	18%	38%	16%	29%	19%	31%	32%	25%	17%	18%	10%	29%
Agricultural, forestry, fishing, and related occupations	14%	5%	18%	4%	7%	1%	12%	8%	7%	8%	1%	2%	11%

Q29. What percent of your firm's/organization's current employees are in jobs that require each of the educational levels listed below?

Q29. Education Level	BENTON FRANKLIN	EAS-TERN	KING	NORTH CENTRAL	NORTH WEST	OLYMPIC	PACIFIC MT	PIERCE	SNOHO-MISH	SOUTH WEST	SPO-KANE	TRI-COUNTY	ALL
Neither a high school diploma nor a GED	15%	12%	8%	30%	13%	27%	23%	22%	22%	21%	17%	16%	16%
A high school diploma or GED	42%	34%	34%	34%	35%	49%	41%	46%	36%	37%	42%	45%	38%
Some college course work of training beyond high school	10%	21%	18%	12%	18%	15%	12%	10%	17%	16%	9%	9%	15%
A vocational diploma or certificate	5%	7%	4%	3%	11%	4%	8%	11%	14%	7%	5%	5%	7%
A vocational associate degree	1%	3%	1%	1%	1%	4%	1%	2%	3%	4%	3%	1%	2%
An academic associate (A.A. or A.S.) degree	4%	7%	5%	5%	4%	2%	3%	3%	4%	5%	5%	4%	4%
A baccalaureate (B.A. or B.S. degree)	13%	12%	17%	9%	10%	9%	11%	5%	7%	13%	11%	16%	12%
A graduate or professional degree	4%	6%	13%	5%	5%	5%	1%	1%	5%	2%	7%	4%	7%

Q30. What percent of your non-supervisory employees uses computers in their jobs?

Q30. Computer Use for Non-Supervisors by Industry	Ag_Food	Construction	High_Tech	Manufac turing	Services	Trade	F.I.R.E. Trans. Wrhs. Util. Gov.	WDC Mean	N
BENTON FRANKLIN	55%	19%	73%	52%	52%	30%	50%	43%	5878
EASTERN	29%	4%	65%	37%	54%	32%	61%	44%	6639
KING	28%	23%	84%	27%	64%	91%	67%	68%	72630
NORTH CENTRAL	17%	6%	85%	27%	40%	32%	43%	35%	9406
NORTHWEST	45%	4%	65%	41%	60%	28%	64%	45%	15288
OLYMPIC	32%	31%	74%	21%	55%	48%	58%	50%	11633
PACIFIC MT	12%	10%	64%	19%	43%	49%	66%	44%	15803
PIERCE	30%	29%	81%	31%	31%	37%	66%	39%	19257
SNOHOMISH	12%	27%	84%	31%	78%	19%	65%	49%	15579
SOUTHWEST	14%	8%	93%	32%	45%	27%	81%	42%	13549
SPOKANE	60%	7%	86%	33%	29%	40%	79%	40%	15038
TRI-COUNTY	9%	3%	85%	44%	47%	34%	72%	42%	9745
Industry Mean	27%	17%	81%	30%	54%	52%	66%	51%	210445

**FINAL SAMPLE SIZE
2003 NEEDS AND PRACTICES SURVEY**

WDA Distribution	Sample Frame	Completed Surveys	% Complete	Margin of Error (%)
Benton Franklin	880	253	29	6.2
Eastern	875	258	29	6.1
King	1,158	256	22	6.1
North Central	938	246	26	6.3
Northwest	1,008	238	24	6.4
Olympic	846	217	24	6.8
Pacific MT	1,024	259	25	6.1
Pierce	1,012	229	23	6.5
Snohomish	1,063	261	25	6.1
Southwest	1,000	246	25	6.3
Spokane	1,039	252	24	6.2
Tri-County	952	253	27	6.2
ALL	11,795	2,968	25%	1.8%

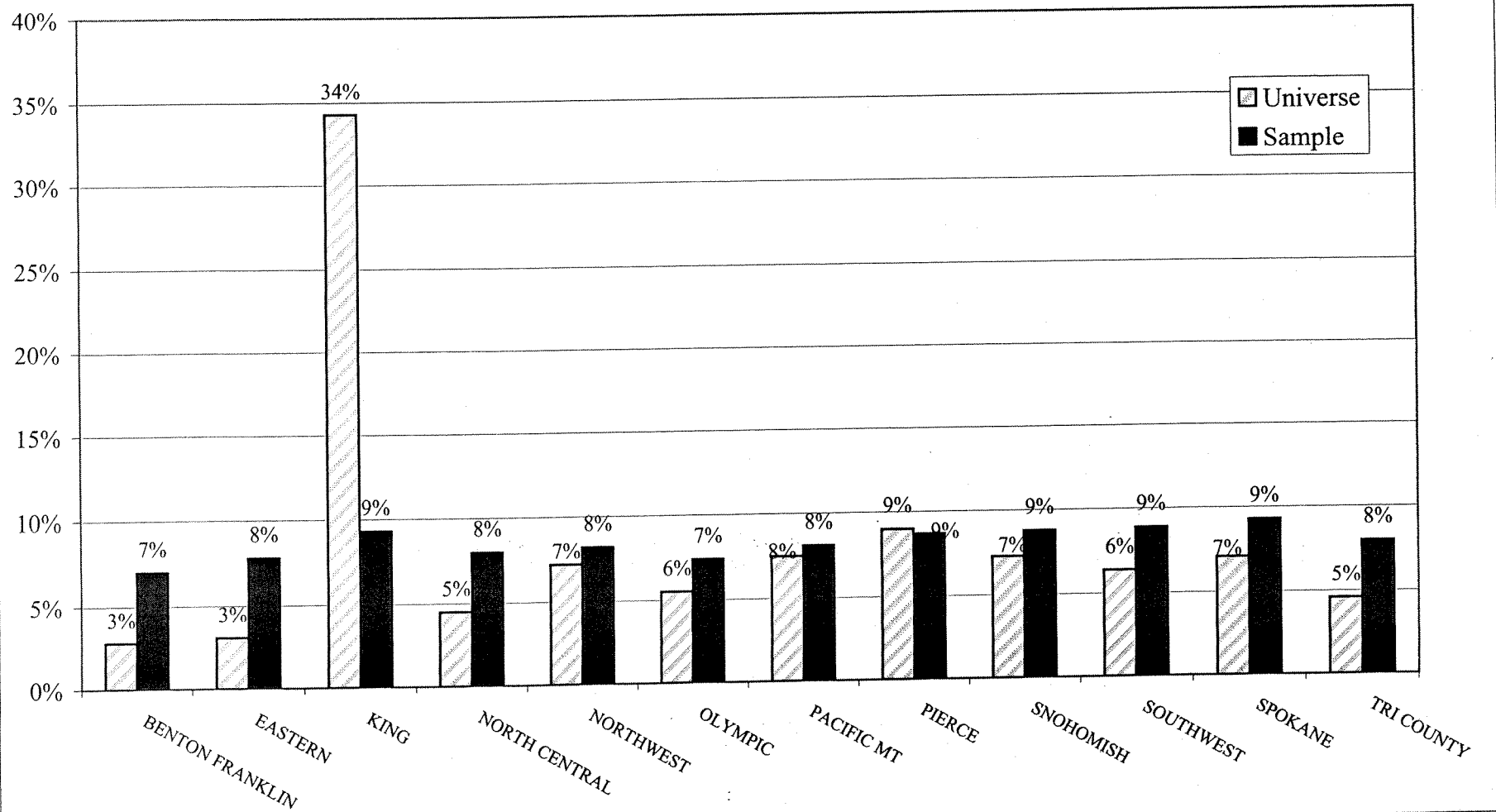
Note: Data collection took place from August 14 through November 21, 2003.

There are a total of 178 questions possible in the questionnaire, although employers only need to answer questions pertinent to them.

Distribution of the Employers Universe_03	AGRICULTURE- FOOD		CONSTRUC TION		HIGH TECH		MANUFACT URING		F.I.R.E. Trans. Wrhs. Utl. Gov.		SERVICES		TRADE		ALL	
	N	Row	N	Row	N	Row	N	Row	N	Row	N	Row	N	Row	N	Row
		Pctn		Pctn		Pctn		Pctn		Pctn		Pctn		Pctn		Pctn
BENTON FRANKLIN	261	4.3%	479	8.0%	98	1.6%	129	2.1%	867	14.4%	2475	41.3%	1673	27.9%	5982	2.8%
EASTERN	289	4.2%	512	7.6%	83	1.2%	224	3.3%	1221	18.1%	2653	39.3%	1752	26.0%	6734	3.1%
KING	1355	1.8%	4302	5.9%	2057	2.8%	2682	3.6%	10692	14.6%	31622	43.4%	20047	27.5%	72757	34.3%
NORTH CENTRAL	464	4.8%	797	8.3%	107	1.1%	230	2.4%	1542	16.1%	3688	38.6%	2707	28.3%	9535	4.5%
NORTHWEST	489	3.1%	1532	9.9%	294	1.9%	513	3.3%	2179	14.1%	6073	39.4%	4309	28.0%	15389	7.2%
OLYMPIC	325	2.7%	1220	10.4%	218	1.8%	319	2.7%	1606	13.7%	5009	42.7%	3017	25.7%	11714	5.5%
PACIFIC MT	471	2.9%	1363	8.5%	236	1.4%	541	3.3%	2580	16.1%	6415	40.2%	4333	27.1%	15939	7.5%
PIERCE	404	2.0%	1499	7.7%	311	1.6%	621	3.2%	2930	15.2%	8068	41.9%	5408	28.1%	19241	9.0%
SNOHOMISH	402	2.5%	1498	9.6%	283	1.8%	632	4.0%	2052	13.1%	6195	39.7%	4525	29.0%	15587	7.3%
SOUTHWEST	320	2.3%	1397	10.2%	273	1.9%	583	4.2%	2198	16.0%	5316	38.8%	3580	26.1%	13667	6.4%
SPOKANE	362	2.3%	1112	7.3%	341	2.2%	549	3.6%	2234	14.7%	6256	41.1%	4338	28.5%	15192	7.1%
TRI COUNTY	444	4.4%	817	8.2%	95	0.9%	295	2.9%	1487	15.0%	3804	38.5%	2933	29.7%	9875	4.6%
Statewide	5586	2.6%	16528	7.8%	4396	2.0%	7318	3.4%	31588	14.9%	87574	41.3%	58622	27.7%	211612	100%

Distribution of the Employers Universe_03	Firm_Size									
	1-4 Employees		5-19 Employees		20-99 Employees		100 or More Employees		All	
	N	Row Pctn	N	Row Pctn	N	Row Pctn	N	Row Pctn	N	Colon Pctn
BENTON FRANKLIN	3383	56.5%	97	1.6%	613	10.2%	1889	31.5%	5982	2.8%
EASTERN	4399	65.3%	76	1.1%	507	7.5%	1752	26.0%	6734	3.1%
KING	41504	57.0%	22616	31.0%	7219	9.9%	1418	1.9%	72757	34.3%
NORTH CENTRAL	6176	64.7%	2509	26.3%	706	7.4%	144	1.5%	9535	4.5%
NORTHWEST	9612	62.4%	4356	28.3%	1231	7.9%	190	1.2%	15389	7.2%
OLYMPIC	7763	66.2%	2994	25.5%	856	7.3%	101	0.8%	11714	5.5%
PACIFIC MT	10269	64.4%	4202	26.3%	1257	7.8%	211	1.3%	15939	7.5%
PIERCE	11514	59.8%	5489	28.5%	1912	9.9%	326	1.6%	19241	9.0%
SNOHOMISH	9308	59.7%	4562	29.2%	1489	9.5%	228	1.4%	15587	7.3%
SOUTHWEST	8136	59.5%	4121	30.1%	1213	8.8%	197	1.4%	13667	6.4%
SPOKANE	8502	55.9%	4833	31.8%	1571	10.3%	286	1.8%	15192	7.1%
TRI COUNTY	6114	61.9%	2697	27.3%	888	8.9%	176	1.7%	9875	4.6%
Statewide	126680	59.8%	62020	29.3%	19462	9.1%	3450	1.6%	211612	100%

2003 Employers Workforce Training Needs and Practice Survey Sample Distribution By WDC



2003 Employers Workforce Training Needs and Practice Survey Sample Distribution By Firm Size

