TNA Questionnaire Results

Sample Size n = 45

B1	How many employees does your company have?	Total			
		Micro<10	Small<50	Medium<250	Large>250
		2	3	12	28

B2	Please indicate the importance you attach to qualifications and/or experience when employing people to work in your business	Managerial (1 answer missing)	Qualifications	Σ=6
			Experience	Σ=4
			Both	Σ=34
		Accounting/financial (2 answers missing)	Qualifications	Σ=10
			Experience	Σ=2
			Both	Σ=31
		Technical (1 answer missing)	Qualifications	Σ=4
			Experience	Σ=10
			Both	Σ=30
		Marketing	Qualifications	Σ=10
			Experience	Σ=7
			Both	Σ=28
		Semi-skilled (1 answer missing)	Qualifications	Σ=9
			Experience	Σ=15
			Both	Σ=20
		Unskilled (1 answer missing)	Qualifications	Σ=4
			Experience	Σ=31
			Both	Σ=9
		If other, specify (no one gave specifications)	Qualifications	Σ=2
			Experience	Σ=6
			Both	Σ=9

B3	Do you employ university graduates?	Yes	Σ=43
		No	Σ=2

B4	If yes, to what extent are you satisfied with their:		1	2	3	4	5
		Organizational skills (2 answers missing)	Σ=4	Σ=0	Σ=19	Σ=13	Σ=7
		Communication skills (2 answers missing)	Σ=1	Σ=5	Σ=16	Σ=14	Σ=7
		Theoretical knowledge (2 answers missing)	Σ=0	Σ=4	Σ=11	Σ=18	Σ=10
		Practical skills (3 answers missing)	Σ=4	Σ=6	Σ=15	Σ=9	Σ=8
		Willingness to learn (4 answers missing)	Σ=1	Σ=1	Σ=10	Σ=13	Σ=16
B5	To what extent do you thing that universities can provide the type of training required by your business?		1	2	3	4	5
			Σ=2	Σ=4	Σ=22	Σ=12	Σ=5

C1	Do you have problems finding suitably **qualified** people for your business?	Yes	Σ=19
		No	Σ=26

C2	Do you have problems finding people with relevant **experience** for your business?	Yes	Σ=32
		No	Σ=13

C3	What type of skill or experience shortages are the most common? (Though asked to give only one answer, some of the examinees gave multiple answers)	Soft skills	Σ=1 (+5)
		Communication skills	Σ=2 (+3)
		People skills	Σ=5 (+6)
		Leader skills	Σ=7 (+8)
		Customer skills	Σ=0 (+2)
		Business skills	Σ=6 (+4)
		Analytical skills	Σ=1 (+1)
		Organizational skills	Σ=6 (+5)
		Management skills	Σ=2 (+7)
		Other, please specify (foreign language)	Σ=0 (+1)

1 answer missing
30 normal answers (only one marked)
14 multiple answers (written in columns)

C4	Please rate the importance of the following skills for your business.		1	2	3	4	5
		Soft skills (2 answers missing)	Σ=0	Σ=4	Σ=20	Σ=12	Σ=7
		Communication skills (1 answer missing)	Σ=0	Σ=2	Σ=8	Σ=15	Σ=19
		People skills (1 answer missing)	Σ=0	Σ=3	Σ=9	Σ=21	Σ=11
		Leader skills (1 answer missing)	Σ=0	Σ=1	Σ=9	Σ=20	Σ=14
		Customer skills (3 answers missing)	Σ=0	Σ=2	Σ=11	Σ=17	Σ=12
		Business skills (1 answer missing)	Σ=0	Σ=1	Σ=13	Σ=18	Σ=12
		Analytical skills (1 answer missing)	Σ=0	Σ=1	Σ=13	Σ=16	Σ=14
		Organizational skills (1 answer missing)	Σ=0	Σ=0	Σ=10	Σ=16	Σ=18
		Management skills (1 answer missing)	Σ=0	Σ=3	Σ=9	Σ=19	Σ=13
		Other, please specify (no one specified)	Σ=0	Σ=1	Σ=1	Σ=1	Σ=0

C5	How would you rate the general level of skills of your employees for the job they were hired? (1 missing)	1	2	3	4	5
		Σ=0	Σ=2	Σ=20	Σ=20	Σ=2

C6	Which channel do you most often use to recruit people for your business? In columns – answers from multiple answers once (1,3) 4 times (1,6) once (2,6) once (4,7)	1.National Employment Service	Σ=16 (+5)
		2.Private agencies for employment	Σ=3 (+1)
		3.Educational organizations	Σ=3 (+1)
		4.Internet	Σ=1 (+1)
		5.Newspapers	Σ=0 (+0)
		6.Recommendations	Σ=14 (+5)
		7.Other: private database	Σ=1 (+1)

D1	Does your business have regular training programs?	Yes	Σ=28
		No	Σ=17

D1a	How is training typically provided? (+9 multiple answers – both)	In-house	Σ=12
		External	Σ=9

D1b	Is training budgeted for in your annual business plans?	Yes	Σ=21
		No	Σ=7

D1c	How are the training needs of your employees most often determined? In columns – multiple answers 4 times (2 and 3) once (1,2 and 3)	1.By regular performance evaluation	Σ=4 (+1)
		2.By planned training programs	Σ=9 (+5)
		3.By training needs analysis	Σ=5 (+5)
		4.Ad-hoc	Σ=6
		5.Other	Σ=0

D1d	To what job level do you most often provide training? In columns – multiple answers 2 times (1 and 2) 4 times (1,2,3) once (2,3)	1.Top level	Σ=8 (+6)
		2.Middle level	Σ=12 (+7)
		3.Low level	Σ=3 (+5)

D1e	What are the main types of training you organize for your employees? In columns – multiple answers once (1,2) once (2,5) once (1,5,6) once (1,2,6) once (1,2,7)	1.Supervisory/management skills	Σ=0 (+4)
		2.Workplace technology	Σ=21(+4)
		3.Hiring and recruitment	Σ=0
		4.Stress management	Σ=0
		5.Presentation skills	Σ=2 (+2)
		6.Strategic planning/organizational skills	Σ=0 (+2)
		7.Conflict management	Σ=0 (+1)
		8.Customer services	Σ=1
		9.Other	Σ=0

D1f	Which method of training do you feel to be the most effective? In columns – multiple answers once (1,2) 2 times (2,3)	1.Classroom/lecture	Σ=2 (+1)
		2.Seminars/workshops	Σ=20 (+3)
		3.On-the-job training	Σ=4 (+2)
		4.Video presentations	Σ=0
		5.Other	Σ=0

D1g	Why is training not part of your business?	Lack of finances	Σ=11
		Lack of adequate training programs	Σ=6
		We have no need for training	Σ=2
		Other (not specified)	Σ=1

D1h	Would you be prepared to invest in training if it improved the efficiency and profitability of your business?	Yes, immediately	Σ=17
		Yes, sometime in the future	Σ=8
		No	Σ=0

D1i	Which of the following would most influence you to register for a training program? *In columns – multiple answers* *once (1,4)* *once (1,5)* *once (1,4,5)*	1.Program objectives	Σ=17 (+3)
		2.Location	Σ=1
		3.Facilitator/presenter	Σ=1
		4.Length of program	Σ=1(+2)
		5.Price	Σ=3(+2)
		6.Other	Σ=0

D2	Do you have problems in finding training to meet your business needs?	Yes, I am uncertain where to look	Σ=5
		Yes, I am not offered what I need	Σ=13
		No	Σ=27

D3	If yes, what types of training do you most often have problems finding? *In columns – multiple answers* *once (1,6)* *2 times (2,6)* *once (6,7)*	1.Supervisory/management skills	Σ=1(+1)
		2.Workplace technology	Σ=8(+2)
		3.Hiring and recruitment	Σ=0
		4.Stress management	Σ=0
		5.Presentation skills	Σ=0
		6.Strategic planning/organizational skills	Σ=5(+4)
		7.Conflict management	Σ=0(+1)
		8.Customer services	Σ=0
		9.Other (not specified)	Σ=1

D4	To what extent do you feel that a one-stop-shop would be helpful in identifying and meeting the training requirements of your company?	1	2	3	4	5
		Σ=1	Σ=4	Σ=10	Σ=19	Σ=11