

TNA Questionnaire Results

Sample Size n = 50

B1	How many employees does your company have?	Total			
		Micro<10	Small<50	Medium<250	Large>250
		9	28	10	3

B2	Please indicate the importance you attach to qualifications and/or experience when employing people to work in your business	Managerial	Qualifications	2
			Experience	10
			Both	36
		Accounting/financial	Qualifications	9
			Experience	3
			Both	34
		Technical	Qualifications	4
			Experience	7
			Both	37
		Marketing	Qualifications	6
			Experience	18
			Both	12
		Semi-skilled	Qualifications	6
			Experience	32
			Both	9
		Unskilled	Qualifications	3
			Experience	40
			Both	4
		If other, specify	Qualifications	0
			Experience	0
			Both	0

B3	Do you employ university graduates?	Yes	Σ 46
		No	Σ 4

B4	If yes, to what extent are you satisfied with their:		1	2	3	4	5
		Organizational skills	1	2	8	23	11
		Communication skills	0	1	10	22	11
		Theoretical knowledge	0	0	7	23	15
		Practical skills	3	6	11	12	13
		Willingness to learn	0	0	15	13	15

B5	To what extent do you think that universities can provide the type of training required by your business?	1	2	3	4	5
		3	7	21	13	4

C1	Do you have problems finding suitably qualified people for your business?	Yes	Σ 27
		No	Σ 23

C2	Do you have problems finding people with relevant experience for your business?	Yes	Σ 41
		No	Σ 9

C3	What type of skill or experience shortages are the most common?	Soft skills	15
		Communication skills	9
		People skills	12
		Leader skills	21
		Customer skills	9
		Business skills	12
		Analytical skills	13
		Organizational skills	16
		Management skills	16
		Other, please specify	6

C4	Please rate the importance of the following skills for your business.		1	2	3	4	5
		Soft skills	0	3	5	19	21
		Communication skills	0	2	5	17	24
		People skills	0	1	7	18	23
		Leader skills	0	2	7	17	22
		Customer skills	2	1	9	14	23
		Business skills	1	1	8	16	23
		Analytical skills	0	3	8	22	17
		Organizational skills	0	1	4	13	31
		Management skills	0	0	2	19	28
		Other, please specify	0	0	0	0	2

C5	How would you rate the general level of skills of your employees for the job they were hired?	1	2	3	4	5
		1	4	14	21	10

C6	Which channel do you most often use to recruit people for your business?	National Employment Service	28
		Private agencies for employment	0
		Educational organizations	3
		Internet	9
		Newspapers	21
		Recommendations	40
		Other:	2

D1	Does your business have regular training programs?	Yes	Σ 17
		No	Σ 33

D1a	How is training typically provided?	In-house	Σ 6
		External	Σ 14

D1b	Is training budgeted for in your annual business plans?	Yes	Σ 13
		No	Σ 4

D1c	How are the training needs of your employees most often determined?	By regular performance evaluation	8
		By planned training programs	6
		By training needs analysis	7
		Ad-hoc	3
		Other	0
			0

D1d	To what job level do you most often provide training?	Top level	Σ 3
		Middle level	Σ 12
		Low level	Σ 3

D1e	What are the main types of training you organize for your employees?	Supervisory/management skills	3
		Workplace technology	13
		Hiring and recruitment	0
		Stress management	1
		Presentation skills	2
		Strategic planning/organizational skills	6
		Conflict management	5
		Customer services	2
Other	1		

D1f	Which method of training do you feel to be the most effective?	Classroom/lecture	3
		Seminars/workshops	8
		On-the-job training	10
		Video presentations	0
		Other	0

D1g	Why is training not part of your business?	Lack of finances	7
		Lack of adequate training programs	11
		We have no need for training	8
		Other	13

D1h	Would you be prepared to invest in training if it improved the efficiency and profitability of your business?	Yes, immediately	5
		Yes, sometime in the future	21
		No	7

D1i	Which of the following would most influence you to register for a training program?	Program objectives	27
		Location	3
		Facilitator/presenter	4
		Length of program	4
		Price	13
		Other	1

D2	Do you have problems in finding training to meet your business needs?	Yes, I am uncertain where to look	3
		Yes, I am not offered what I need	8
		No	24

D3	If yes, what types of training do you most often have problems finding?	Supervisory/management skills	3
		Workplace technology	7
		Hiring and recruitment	0
		Stress management	2
		Presentation skills	0
		Strategic planning/organizational skills	2
		Conflict management	3
		Customer services	1
		Other	0

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
		4	1	3	7	33