Small Business and Special Surveys Division

National Survey of Information Technology Occupations, 2002: Employee Survey

In all correspondence concerning this questionnaire, please quote the QID and Case ID numbers listed below. ▼

Si vous préférez recevoir une version française de ce questionnaire, veuillez nous appeler au numéro de téléphone sans frais 1-866-257-4283.

The purpose of this survey

Statistics Canada is conducting this survey on behalf of the Software Human Resource Council to collect statistical information on employment trends in information technology (IT) occupations.

As you may know, many employers have reported having difficulty finding skilled labour and have raised concerns about whether there are sufficient numbers of employees in these occupations to meet the demand. At the present time, there is very little data available to determine the nature and extent of this problem.

This survey will provide government and businesses with up-to-date labour-market information for IT occupations within various industries and regions. The results will be used to help shape policies relating to this important group of occupations.

The data you are reporting are confidential

Statistics Canada is prohibited by law from publishing or releasing any statistics that reveal information obtained from this survey relating to any identifiable individual or business without the consent of that individual or business. The data reported on the questionnaire will be treated in strict confidence, used for statistical purposes and released in aggregated form only.

Your participation is important

Participation in this survey is voluntary. However, your co-operation is important in order for the survey results to be reliable. The information you provide will help shape current and future programs and policies.

Please complete and return this questionnaire within 10 days of receipt.

Please send the completed questionnaire in the enclosed postage-paid envelope or if you wish to send it by facsimile, our FAX number is 1-888-859-0376.

Statistics Canada advises you that there could be a risk of disclosure during the facsimile or other electronic transmission. However, upon receipt of your information, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the Statistics Act.

If you require assistance in the completion of the questionnaire or have any questions regarding this survey, please contact:
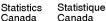
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SECTION A - OCCUPATIONAL HISTORY

The following questions ask about your current and previous work positions. For the purpose of this survey, a position refers to a job with a specific set of duties, performed for a specific employer.

1. Including your current employer, how many different companies or organizations have you worked for **as an employee** within the last five years?

    Please, do not consider a change of ownership in a company or organization as a different employer.

    1 ○ One

    2 ○ Two

    3 ○ Three

    4 ○ Four

    5 ○ Five or More

YOUR CURRENT POSITION

2. Which of the following information technology (IT) occupations best describes your **current position**? *(Mark only ONE)*

    If you perform more than one function, then the occupation for which you spend the MOST number of hours should be assigned.

    01 ○ Computer and information systems manager

    02 ○ IT Project manager

    03 ○ E-commerce manager

    04 ○ Electrical and electronics engineer, except computer engineer

    05 ○ Computer and telecommunications hardware engineer

    06 ○ Network systems and data communication engineer

    07 ○ Information systems business analyst and consultant

    08 ○ Systems security analyst

    09 ○ Information systems quality assurance analyst

    10 ○ Systems auditor

    11 ○ Database analyst

    12 ○ Data administrator

    13 ○ Software engineer

    14 ○ Computer programmer

    15 ○ Interactive media developer

    16 ○ Web designer and developer

    17 ○ Electrical and electronics engineering technologist and technician

    18 ○ Computer and network operator

    19 ○ Web technician

    20 ○ User support technician

    21 ○ Systems testing technician

    22 ○ IT Trainer

    23 ○ Technical writer

    24 ○ Graphic designer

    25 ○ Illustrator

    26 ○ Other, **please specify**

3. What is the title of your current position?

4. List the **most important** duties or activities of your current position?

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5. Since you began in your current position, have the duties of this position changed:
(Mark only ONE)

1 ◯ a great deal?
2 ◯ slightly?
3 ◯ not at all?

6. How long have you been working at this current position?

1 ◯ Less than one year
2 ◯ One to two years
3 ◯ Three to four years
4 ◯ Five years or more

7. Is your current position permanent or temporary?

1 ◯ Permanent *(no set termination date)*
2 ◯ Temporary *(a set termination date)*

8. **Not counting overtime**, how many **paid** hours, on average, do you work per week at this position?

1 ◯ Less than 30 hours
2 ◯ 30 - 35 hours
3 ◯ 36 - 40 hours
4 ◯ 41 - 45 hours
5 ◯ More than 45 hours

9. In your current position, during the past year, have you worked **overtime**?

1 ◯ Yes ⇒ **Go to Question 10**

2 ◯ No ⇒ **Go to Question 13**

10. How are you compensated for your overtime?
(Mark ALL that apply)

1 ◯ Paid at straight time *(at your regular rate of pay)*
2 ◯ Paid at overtime rate *(at a higher rate of pay than your regular rate)*
3 ◯ Given time off at straight time *(the amount of time off is the same as the number of extra hours worked)*
4 ◯ Given time off at overtime rate *(the amount of time off is greater than the number of extra hours worked)*
5 ◯ Informal arrangement *(leaving for appointments, child care, etc.)* ⇒ **Go to Question 11**

6 ◯ Not compensated ⇒ **Go to Question 12**

11. How many hours of **paid overtime**, *on average*, do you work per week?

1 ◯ None
2 ◯ 1 - 5 hours
3 ◯ 6 - 10 hours
4 ◯ More than 10 hours

12. How many hours of **unpaid overtime**, *on average*, do you work per week?

  1 ○ None
  2 ○ 1 - 5 hours
  3 ○ 6 - 10 hours
  4 ○ More than 10 hours

13. In your current position, what is your annual salary before taxes and other deductions? *(Please DO NOT include bonuses or overtime.)*

  1 ○ Less than $30,000
  2 ○ $30,000 - $39,999
  3 ○ $40,000 - $49,999
  4 ○ $50,000 - $59,999
  5 ○ $60,000 - $69,999
  6 ○ $70,000 - $79,999
  7 ○ $80,000 - $89,999
  8 ○ $90,000 - $99,999
  9 ○ $100,000 or more

14. In the last 12 months, what were your estimated earnings from **overtime** payments, shift premiums or piecework payments for your current position?

  1 ○ $0
  2 ○ $1 - $4,999
  3 ○ $5,000 - $9,999
  4 ○ $10,000 or more

15. Which of the following financial incentives does your employer provide to you? *(Mark ALL that apply)*

  1 ○ Bonuses
  2 ○ Profit-sharing
  3 ○ Stock options and/or shares   ⇒ **Go to Question 16**
  4 ○ Other, **please specify** [   ]
  5 ○ None   ⇒ **Go to Question 17**

16. In the last 12 months, what were your estimated total earnings from any bonuses, profit sharing, exercised stock options or marketable shares?

  1 ○ $0
  2 ○ $1 - $4,999
  3 ○ $5,000 - $9,999
  4 ○ $10,000 - $14,999
  5 ○ $15,000 - $19,999
  6 ○ $20,000 or more

17. For your next compensation increase within your organization, which of the following financial incentives would be the most attractive to you? *(Mark only ONE.)*

  1 ○ Bonuses
  2 ○ Profit-sharing
  3 ○ Stock options and/or shares
  4 ○ Other, **please specify** [   ]

*   *

18. Which of the following non-salary benefits does your employer fully or partially pay for and provide to you?
(Mark ALL that apply)

01 ○   Life or disability insurance
02 ○   Medical or dental plan
03 ○   Extended health care plan (vision, massage, physio, etc.)
04 ○   Pension plan (not including CPP/QPP or group RRSPs)
05 ○   Employment insurance supplements for maternity leave or layoffs
06 ○   RRSP contribution plan / RRSP matching
07 ○   Training Cost / Paid Courses
08 ○   Car Allowances / Car Loans
09 ○   Subsidy to purchase computer
10 ○   Other non-salary incentives, **please specify**
11 ○   None

19. Which of the following other benefits does your employer provide to you?
(Mark ALL that apply)

01 ○   Recreation facilities and / or memberships
02 ○   Professional memberships
03 ○   Day care facilities and / or support
04 ○   Flexible working hours
05 ○   Organized social activities
06 ○   Possibility to work from outside the office and may provide Internet access, computer, cellular phone, etc.
07 ○   Free or reduced parking fee or mass transit subsidy
08 ○   Complimentary beverages and food
09 ○   Other non-financial benefits, **please specify**
10 ○   None

20. What are your 3 main sources of information on job availability and market conditions.
(Mark only THREE)

01 ○   Help wanted ads (print media)
02 ○   Informal networking
03 ○   University, college or IT institute recruitment programs
04 ○   Job fairs
05 ○   IT specialized magazines
06 ○   Internet recruiting agency
07 ○   Internet jobs and ads Web sites
08 ○   The company's (organization's) Web site
09 ○   Government employment centres
10 ○   User groups and professional associations e-mail list
11 ○   Other, **please specify**

21. Many people in information technology advance their careers by acquiring new technical skills. How effective do you find the information available to you, from all sources, in enabling you to determine what technical skills you will need to advance your career?

1 ○   Very effective
2 ○   Somewhat effective
3 ○   Not effective
4 ○   Not applicable

*   *

PREVIOUS POSITIONS

22. Immediately before working at your current position, were you **mainly**:
   (Mark only ONE)

   1 ○ working as a paid employee?
   2 ○ self-employed?
   ⟹ **Go to Question 25**

   3 ○ going to school?
   4 ○ unemployed?
   5 ○ Other, **please specify** [   ]
   ⟹ **Go to Question 23**

23. Did you work as a paid employee or were you self-employed *at any time prior* to obtaining your current position?

   1 ○ Yes ⟹ **Go to Question 24**
   2 ○ No ⟹ **Go to Question 33**

24. How much time was there between your LAST position and your CURRENT position?
   Your LAST position is the job you held before your current position.

   1 ○ 0 - 3 months
   2 ○ 4 - 6 months
   3 ○ 7 - 9 months
   4 ○ 10 - 12 months
   5 ○ More than 12 months

YOUR LAST POSITION

The next questions ask about your last position. Your LAST position is the job you held before your current position.

25. Which of the following occupations best describes your **last position**? *(Mark only ONE)*

   If you performed more than one function, then the occupation for which you spent the MOST number of hours should be assigned.

   01 ○ Non-IT occupation, **please specify** [   ]
   02 ○ Computer and information systems manager
   03 ○ IT Project manager
   04 ○ E-commerce manager
   05 ○ Electrical and electronics engineer, except computer engineer
   06 ○ Computer and telecommunications hardware engineer
   07 ○ Network systems and data communication engineer
   08 ○ Information systems business analyst and consultant
   09 ○ Systems security analyst
   10 ○ Information systems quality assurance analyst
   11 ○ Systems auditor
   12 ○ Database analyst
   13 ○ Data administrator
   14 ○ Software engineer
   15 ○ Computer programmer
   16 ○ Interactive media developer
   17 ○ Web designer and developer
   18 ○ Electrical and electronics engineering technologist and technician
   19 ○ Computer and network operator
   20 ○ Web technician
   21 ○ User support technician

22 ◯ Systems testing technician

23 ◯ IT Trainer

24 ◯ Technical writer

25 ◯ Graphic designer

26 ◯ Illustrator

27 ◯ Other IT occupation, **please specify** [   ]

26. What were the **most important** duties or activities of your LAST position?

_____

_____

_____

_____

_____

27. Was your LAST position in Canada?

1 ◯ Yes

2 ◯ No

28. How long were you working in your LAST position?

1 ◯ Less than 1 year

2 ◯ 1 - 2 years

3 ◯ 3 - 4 years

4 ◯ 5 years or more

29. What was (were) the **main reason(s)** for leaving your LAST position? *(Please choose up to **three** reasons.)*

01 ◯ Better salary, incentives or benefits

02 ◯ Better opportunities for career development or growth

03 ◯ More challenging or interesting projects

04 ◯ The opportunity to use leading-edge technology

05 ◯ Quality of management

06 ◯ Change of ownership

07 ◯ Better working hours

08 ◯ Wanted to change occupation

09 ◯ Better working environment

10 ◯ Leaving self-employment

11 ◯ Downsizing, company (organization) closed down

12 ◯ Lay-off

13 ◯ Go back to school, education

14 ◯ Moving to another location

15 ◯ Immigration to Canada

16 ◯ Temporary / contractual work (co-op term, summer job, etc)

17 ◯ Other, **please specify** [   ]

YOUR FIRST IT OCCUPATION

30. Was your first IT position your first job after completing your education?

1 ◯ Yes

2 ◯ No

31. Is your first IT position...

   1 ◯   your CURRENT position?   ⇒ **Go to Question 33**

   2 ◯   your LAST position?   ⇒ **Go to Question 33**

   3 ◯   prior to your LAST position? ⇒ **Go to Question 32**

32. Which of the following occupations best describes your **first IT position**? *(Mark only ONE)*

If you performed more than one function, then the occupation for which you spent the MOST number of hours should be assigned.

  01 ◯   Computer and information systems manager
  02 ◯   IT Project manager
  03 ◯   E-commerce manager
  04 ◯   Electrical and electronics engineer, except computer engineer
  05 ◯   Computer and telecommunications hardware engineer
  06 ◯   Network systems and data communication engineer
  07 ◯   Information systems business analyst and consultant
  08 ◯   Systems security analyst
  09 ◯   Information systems quality assurance analyst
  10 ◯   Systems auditor
  11 ◯   Database analyst
  12 ◯   Data administrator
  13 ◯   Software engineer
  14 ◯   Computer programmer
  15 ◯   Interactive media developer
  16 ◯   Web designer and developer
  17 ◯   Electrical and electronics engineering technologist and technician
  18 ◯   Computer and network operator
  19 ◯   Web technician
  20 ◯   User support technician
  21 ◯   Systems testing technician
  22 ◯   IT Trainer
  23 ◯   Technical writer
  24 ◯   Graphic designer
  25 ◯   Illustrator
  26 ◯   Other IT occupation, **please specify** [   ]

33. How did you get your first IT position? *(Mark only ONE)*

  01 ◯   Directly recruited by employer
  02 ◯   Help wanted ad (print media)
  03 ◯   Personal initiative
  04 ◯   Word-of-mouth
  05 ◯   Informal networking
  06 ◯   University, college or IT institute recruitment
  07 ◯   Job fair
  08 ◯   Internet recruiting agency
  09 ◯   Internet jobs and ads Web sites
  10 ◯   The company's (organization's) Web site
  11 ◯   Government employment centres
  12 ◯   Head-hunter or personnel agency
  13 ◯   User groups and professional associations e-mail list
  14 ◯   Started or co-started a company

15 ◯ Found position through a co-op term or a summer job

16 ◯ You were transferred from within the company or organization

17 ◯ Other, **please specify**

SECTION B - EDUCATION

The following questions ask about your educational background.

34. Excluding education from a private business school or other private training institute, what is the **highest level** of education that you have completed?
(Mark only ONE)

1 ◯ Below high school or secondary school level
2 ◯ Some high school or secondary school education   ▥➡ **Go to Question 45**
3 ◯ A high school or secondary school diploma

4 ◯ Some community college or CEGEP education
5 ◯ A community college or CEGEP diploma or certificate   ▥➡ **Go to Question 40**

6 ◯ Some university education
7 ◯ A university certificate, diploma or degree   ▥➡ **Go to Question 35**

8 ◯ Other, **please specify**

UNIVERSITY EDUCATION

35. Were you enrolled in a university co-op program?

1 ◯ Yes
2 ◯ No

36. Which of the following university certificates, diplomas or degrees have you received?
(Mark ALL that apply)

1 ◯ University certificate or diploma (below the Bachelor's level)   ▥➡ **Go to Question 39**

2 ◯ Bachelor's degree
3 ◯ Diplôme d'études supérieures spécialisées (DESS)
4 ◯ Master's degree   ▥➡ **Go to Question 37**
5 ◯ Earned Doctorate (Ph.D., D.Sc. or D.Ed.) or Degree in medicine, dentistry, veterinary medicine or Optometry (M.D., D.D.S., D.M.D., D.V.M., O.D.)

6 ◯ No certificate, diploma or degree   ▥➡ **Go to Question 39**

37. What was (were) your **main** field(s) of study for each of these university levels *(mark ALL that apply)* and indicate the year of completion of the highest level?

Field	Bachelor's Level	Master's Level (including DESS)	Doctorate Level	*Year of completion of highest degree*
Arts, Education, Humanities or Social Sciences	01 ◯	01 ◯	01 ◯	[ ]
Business, Commerce, Management and Administrative Studies	02 ◯	02 ◯ MBA 03 ◯ MPA 04 ◯ Others	02 ◯	[ ]
Computer Science	03 ◯	05 ◯	03 ◯	[ ]
Computer Engineering	04 ◯	06 ◯	04 ◯	[ ]
Systems Engineering	05 ◯	07 ◯	05 ◯	[ ]
Electrical or Electronic Engineering	06 ◯	08 ◯	06 ◯	[ ]
Software Engineering	07 ◯	09 ◯	07 ◯	[ ]
Other Engineering, **please specify** [ ]	08 ◯	10 ◯	08 ◯	[ ]
Health	09 ◯	11 ◯	09 ◯	[ ]
Natural Sciences	10 ◯	12 ◯	10 ◯	[ ]
Mathematics and Pure and Applied Sciences (except Computer Science)	11 ◯	13 ◯	11 ◯	[ ]
Other, **please specify** [ ]	12 ◯	14 ◯	12 ◯	[ ]

38. Where did you receive your most recent university education at each of these levels? *(Mark ALL that apply)*

	Bachelor's Level	Master's Level (including DESS)	Doctorate Level
In Canada	1 ◯	1 ◯	1 ◯
In the United States	2 ◯	2 ◯	2 ◯
In Europe	3 ◯	3 ◯	3 ◯
In Asia	4 ◯	4 ◯	4 ◯
Other, **please specify** [ ]	5 ◯	5 ◯	5 ◯

COMMUNITY COLLEGE OR CEGEP EDUCATION
(excluding private schools and other private training institutes)

39. Have you received:

    1 ◯ a community college or CEGEP diploma or certificate?

    2 ◯ some community college or CEGEP education? ➡ **Go to Question 40**

    3 ◯ no community college or CEGEP education? ➡ **Go to Question 45**

40. How long was the college or CEGEP program that you were enrolled in?
    (Mark only ONE)

    1 ◯ Less than 1 year

    2 ◯ 1 to 2 years

    3 ◯ 3 to 4 years

    4 ◯ 5 or more years

41. Were you enrolled in a co-op program during your community college or CEGEP education?

    1 ◯ Yes

    2 ◯ No

42. What was (were) your **main** field(s) of study at community college or CEGEP?
    (Mark ALL that apply)

    1 ◯ Pure and Applied Sciences (except Computer Science and Engineering)
    2 ◯ Arts, Humanities and Social Sciences
    3 ◯ Business and Commerce
    4 ◯ Computer Science
    5 ◯ Software Engineering Technology
    6 ◯ Other Engineering Technology
    7 ◯ Health and Natural Sciences
    8 ◯ Other fields of study, **please specify**

43. In what year did you complete your most recent community college or CEGEP education?

44. Where did you receive your most recent community college or CEGEP education?
    (Mark only ONE)

    1 ◯ In Canada

    2 ◯ In the United States

    3 ◯ In Europe

    4 ◯ In Asia

    5 ◯ Other, **please specify**

PRIVATE BUSINESS SCHOOL AND OTHER PRIVATE TRAINING INSTITUTE EDUCATION

45. Have you earned a certificate or diploma from a private business school or other private training institute? *(Please include industry certification programs.)*

   1 ◯   Yes ▥➡ **Go to Question 46**

   2 ◯   No ▥➡ **Go to Question 50**

46. What was (were) your **main** field(s) of study at private business schools or other private training institutes?
   (Mark ALL that apply)

   1 ◯   Pure and Applied Sciences (except Computer Science and Engineering)

   2 ◯   Arts, Humanities and Social Sciences

   3 ◯   Business and Commerce

   4 ◯   Computer Science

   5 ◯   Software Engineering Technology

   6 ◯   Other Engineering Technology

   7 ◯   Health and Natural Sciences

   8 ◯   Other fields of study, **please specify** _____

47. In what year did you receive this certificate or diploma from a private business school or other private training institute?
   (If you have received more than one certificate or diploma, please consider the most recent.)

   _____

48. Were you enrolled in a co-op program in this private business school or other private training institute?

   1 ◯   Yes

   2 ◯   No

49. Where did you receive your most recent certificate or diploma?
   (Mark only ONE)

   1 ◯   In Canada

   2 ◯   In the United States

   3 ◯   In Europe

   4 ◯   In Asia

   5 ◯   Other, **please specify**

   _____

CERTIFICATIONS AND PROFESSIONAL DESIGNATIONS

50. Which of the following certifications do you have?
    (Mark ALL that apply)

    1 ◯ Certified Lotus Professional (CLP)
    2 ◯ Certified Novell Administrator (CNA)
    3 ◯ Certified Novell Engineer (CNE)
    4 ◯ Cisco Certified Network Administrator (CCNA)
    5 ◯ Microsoft Certified Systems Engineer (MCSE)
    6 ◯ Microsoft Certified Professional (MCP)
    7 ◯ Microsoft Certified Systems Developer (MCSD)

    8 ◯ Other, **please specify** [   ]
    9 ◯ None

51. Which of the following professional credentials or designations do you have?
    (Mark ALL that apply)

    01 ◯ Applied Science Technologist (AscT)
    02 ◯ Certified Engineering Technician (CET)
    03 ◯ Certified Engineering Technologist (CET)
    04 ◯ Certified Technician (C Tech)
    05 ◯ Engineer or Member in Training (EIT, MIT)
    06 ◯ Information Systems Professional (ISP)
    07 ◯ Information Technology Professional (ITP)
    08 ◯ Professional Engineer (P.Eng.)
    09 ◯ Registered Engineering Technologist (RET)
    10 ◯ Technologue professionnel (TP) *(Quebec only)*

    11 ◯ Other, **please specify** [   ]
    12 ◯ None

SECTION C - Training

The following are questions about the training that you have received in the last 12 months.

FORMAL TRAINING

For the purpose of this survey, FORMAL TRAINING includes all types of training intended to develop your skills or knowledge through a STRUCTURED FORMAT, whether it takes place inside or outside your work place. It EXCLUDES computer-based training and on-line courses.

52. In the last 12 months, did you receive any **formal** training related to your position while being employed?

    1 ◯ Yes ⮕ **Go to Question 53**
    2 ◯ No ⮕ **Go to Question 58**

53. In the past 12 months, how many days of **formal** training did you receive?

    1 ◯ 1 to 4 days
    2 ◯ 5 to 9 days
    3 ◯ 10 to 14 days
    4 ◯ 15 to 19 days
    5 ◯ 20 to 24 days
    6 ◯ 25 days or more

54. Which of the following types of **formal** training did you receive within the last 12 months?
(Mark ALL that apply)

01 ◯ Management
02 ◯ Systems software
03 ◯ Applications software
04 ◯ Telecommunication or computer network
05 ◯ Computer language and/or programming
06 ◯ Computer hardware
07 ◯ Communication or interpersonal skills
08 ◯ Company's Products
09 ◯ Language (i.e. French, English, etc.)

10 ◯ Other training, **please specify** [   ]

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55. Where was the **formal** training received in the last 12 months given?
(Mark ALL that apply)

1 ◯ In Canada
2 ◯ In the United States
3 ◯ In Europe
4 ◯ In Asia

5 ◯ Other, **please specify** [   ]

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56. Who paid for the **formal** training received in the last 12 months?
(Mark ALL that apply)

1 ◯ You only ⮕ **Go to Question 58**
2 ◯ Your employer only ⮕ **Go to Question 58**
3 ◯ Another organization ⮕ **Go to Question 58**
4 ◯ Shared costs with employer or another organization ⮕ **Go to Question 57**

5 ◯ Other, **please specify** [   ] ⮕ **Go to Question 58**

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57. For your last formal training period, what percentage of the training cost was paid by each of the following:

1 ◯ You [   ] %

2 ◯ Your employer [   ] %

3 ◯ Another organization [   ] %

4 ◯ Other [   ] %

[**100%**]

INFORMAL OR ON-THE-JOB TRAINING

For the purpose of this survey, INFORMAL or ON-THE-JOB TRAINING is acquired as part of doing the job and can provide the employee with information, skills and aptitudes. INFORMAL or ON-THE-JOB TRAINING may involve conferences, mentoring, self-study, networking and computer-based or on-line training.

58. In the past 12 months, have you had any **informal** or **on-the-job** training?

  1 ○ Yes ➠ **Go to Question 59**

  2 ○ No ➠ **Go to Question 60**

59. What methods of **informal** or **on-the-job** training did you use in the last 12 months?
(Mark ALL that apply)

  1 ○ Networking with colleagues or mentoring

  2 ○ Computer-based training or on-line courses

  3 ○ Self-study

  4 ○ Conferences, seminars or informal presentations

  5 ○ Work assignment

  6 ○ Other, **please specify** [   ]

SECTION D - SKILLS

The following questions ask about the skills you need for your CURRENT POSITION.

60. For each of the following IT skills, indicate the level of importance and whether you require training in these areas for your **current position**.

	Level of importance for your CURRENT POSITION				Do you need training in this area?	
	Very Important	Somewhat Important	Less Important	Not Required	Yes	No
Analytical	01 ○	01 ○	01 ○	01 ○	01 ○	01 ○
Design	02 ○	02 ○	02 ○	02 ○	02 ○	02 ○
Programming	03 ○	03 ○	03 ○	03 ○	03 ○	03 ○
Maintenance	04 ○	04 ○	04 ○	04 ○	04 ○	04 ○
Documentation (technical writing)	05 ○	05 ○	05 ○	05 ○	05 ○	05 ○
Quality assurance (validation, release)	06 ○	06 ○	06 ○	06 ○	06 ○	06 ○
System operation	07 ○	07 ○	07 ○	07 ○	07 ○	07 ○
System administration	08 ○	08 ○	08 ○	08 ○	08 ○	08 ○
Technical support	09 ○	09 ○	09 ○	09 ○	09 ○	09 ○
Sales and marketing	10 ○	10 ○	10 ○	10 ○	10 ○	10 ○
Testing	11 ○	11 ○	11 ○	11 ○	11 ○	11 ○
Training	12 ○	12 ○	12 ○	12 ○	12 ○	12 ○
Project management	13 ○	13 ○	13 ○	13 ○	13 ○	13 ○
Communication	14 ○	14 ○	14 ○	14 ○	14 ○	14 ○
Research	15 ○	15 ○	15 ○	15 ○	15 ○	15 ○
Client support	16 ○	16 ○	16 ○	16 ○	16 ○	16 ○
Other IT skills, **please specify** [ ]	17 ○	17 ○	17 ○	17 ○	17 ○	17 ○

61. For your **current position**, in which of the following areas do you work?
(Mark ALL that apply)

- 01 ◯ Database
- 02 ◯ Web, Internet, Intranet
- 03 ◯ Software
- 04 ◯ Hardware
- 05 ◯ Network (excluding Web)
- 06 ◯ Systems (excluding systems security)
- 07 ◯ Systems Security
- 08 ◯ E-commerce
- 09 ◯ Interactive Digital Media
- 10 ◯ Other, **please specify** [   ]

62. For each of the following business or management skills, indicate the level of importance and whether you need training in these areas for your **current position**.

	Level of importance for your CURRENT POSITION				Do you need training in this area?	
	Very Important	Somewhat Important	Less Important	Not Required	Yes	No
Financial management	01 ◯	01 ◯	01 ◯	01 ◯	01 ◯	01 ◯
People management	02 ◯	02 ◯	02 ◯	02 ◯	02 ◯	02 ◯
Time management	03 ◯	03 ◯	03 ◯	03 ◯	03 ◯	03 ◯
Planning	04 ◯	04 ◯	04 ◯	04 ◯	04 ◯	04 ◯
Project management	05 ◯	05 ◯	05 ◯	05 ◯	05 ◯	05 ◯
Client / vendor relations	06 ◯	06 ◯	06 ◯	06 ◯	06 ◯	06 ◯
E-commerce	07 ◯	07 ◯	07 ◯	07 ◯	07 ◯	07 ◯
Product release	08 ◯	08 ◯	08 ◯	08 ◯	08 ◯	08 ◯
Negotiation	09 ◯	09 ◯	09 ◯	09 ◯	09 ◯	09 ◯
Cost estimation	10 ◯	10 ◯	10 ◯	10 ◯	10 ◯	10 ◯

63. For each of the following personal / interpersonal skills, indicate the level of importance and whether you need training in these areas for your **current position**.

	Level of importance for your CURRENT POSITION				Do you need training in this area?	
	Very Important	Somewhat Important	Less Important	Not Required	Yes	No
Written communication	1 ◯	1 ◯	1 ◯	1 ◯	1 ◯	1 ◯
Oral communication	2 ◯	2 ◯	2 ◯	2 ◯	2 ◯	2 ◯
Team work	3 ◯	3 ◯	3 ◯	3 ◯	3 ◯	3 ◯
Leadership	4 ◯	4 ◯	4 ◯	4 ◯	4 ◯	4 ◯
Presentation	5 ◯	5 ◯	5 ◯	5 ◯	5 ◯	5 ◯

64. How did you acquire the IT skills that are needed for your **current position**?
(Mark ALL that apply)

1 ◯ Self learning (manuals, books, on-line tutorials, etc.)

2 ◯ Previous work experience

3 ◯ Formal training

4 ◯ On-the-job or informal training (co-workers, supervisors, resource people, friends)

5 ◯ Private business school or training institute

6 ◯ Community college, CEGEP or university

7 ◯ Other, **please specify** [   ]

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65. In which languages can you do IT work?
(Mark ALL that apply)

1 ◯ French

2 ◯ English

3 ◯ Other, **please specify** [   ]

SECTION E – DEMOGRAPHIC INFORMATION

The next few questions ask for basic demographic information.

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66. What is your age?

01 ◯ Under 20 years

02 ◯ 20 to 24 years

03 ◯ 25 to 29 years

04 ◯ 30 to 34 years

05 ◯ 35 to 39 years

06 ◯ 40 to 44 years

07 ◯ 45 to 49 years

08 ◯ 50 to 54 years

09 ◯ 55 to 59 years

10 ◯ 60 years and over

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67. What is your gender?

1 ◯ Male

2 ◯ Female

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68. What is your mother tongue?
(Mark only ONE)

1 ◯ French

2 ◯ English

3 ◯ Other, **please specify** [   ]

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69. What is your citizenship status?

1 ◯ Canadian citizen

2 ◯ Landed immigrant

3 ◯ Non-permanent resident

70. Are you a person with a disability?

"Persons with disabilities" includes people who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who consider themselves to be disadvantaged in employment by reason of that impairment, or believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment, and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.

1 ◯ Yes

2 ◯ No

71. Are you an Aboriginal person (that is, North American Indian / First Nations, Métis, Inuit)?

1 ◯ Yes

2 ◯ No

72. Are you a member of a visible minority group?

"Visible minority groups" include someone (other than an Aboriginal person) who is non-white in colour / race, regardless of place of birth. For example, Black, Chinese, Filipino, Japanese, Korean, South Asian / East Indian, Southeast Asian, non-white West Asian, North African or Arab, non-white Latin American, person of mixed origin (with one parent in one of the visible minority groups in this list), or other visible minority group.

1 ◯ Yes

2 ◯ No

SECTION F – RESPONDENT INFORMATION

CONTACT PERSON:

This information will only be used if we need to clarify the information that you have provided.

Name of person completing this questionnaire:	First name
1 ◯ Mr. 2 ◯ Mrs. 3 ◯ Miss 4 ◯ Ms.	Last name
Business telephone number: ( )	Extension:	E-mail:

COMMENTS:

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Thank you for your participation