

National Survey of Information Technology Occupations, 2002: Employer Survey (Private sector)

INITIAL CONTACT

Hello this is (interviewer) from Statistics Canada. We're conducting a survey on occupations specializing in information technology on behalf of the Software Human Resource Council.

NOTE TO PROGRAMMER:

Create a new variable called INITIAL as follows:

If NAME = blank, then INITIAL = "May I please speak with the manager or supervisor of the information technology staff at your location?"

Else INITIAL = "May I please speak with (NAME)?"

(INITIAL)

INTRODUCTION

[Hello this is (interviewer) from Statistics Canada. We're conducting a survey on occupations specializing in information technology.]

Your answers will be kept strictly confidential and used only for statistical purposes. My supervisor may listen in to evaluate the survey.

PRE-CONTACT - CD-ROM

NOTE TO PROGRAMMER:

Match QID to check if the CD-ROM was received and what are the selected occupation(s)

Create two new variables called CDOCC1, CDOCC2

If CDOCC1 = blank, then go to QP1

Else, go to IC

NOTE TO PROGRAMMER:

Please put the following definition on the same screen as QP1 and QA3.

Information technology occupations: For the purpose of this survey, information technology occupations are those whose primary functions are the management, design, development, analysis, implementation or maintenance of computer and telecommunications hardware, software, networks or information systems.

QP1 Recently, we have sent you a package containing information on the survey as well as a CD-ROM you can use to transmit electronically data on the number of employees and contract workers in several Information Technology occupations.

Are you the best person to talk to about Information Technology occupations in your location?

- <1> Yesgo to QP2
- <3> No.....go to CONTACT SCREEN
(from the pre-contact file)

QP2 Would you like to fill-in **the questionnaire using the CD-ROM** or would you prefer to do it as part of this interview?

- <1> CD applicationgo to QP3
- <3> Interviewgo to IA
- <8> Refusedgo to REFUSAL SCREEN,
then QP2 if convinced
- <9> Don't Knowgo to QP3

QP3 Do you still have the information package with the CD-ROM that was sent to you?

- <1> Yesgo to QP3_A
- <3> No.....go to QP3_B
- <9> Don't Knowgo to QP3_B

QP3_A Your participation is essential in order to have reliable and useful information. In order to complete the survey **in a timely manner**, we would appreciate receiving **your transmission of the electronic questionnaire** in the next 2 weeks. Can we count on your participation?

- <1> Yesgo to END
- <3> No.....go to REFUSAL SCREEN,
then QP3_A2 if convinced

QP3_A2 Would it be possible for you to **transmit the electronic questionnaire** in the next two weeks?

- <1> Yesgo to END
- <3> No.....go to END

QP3_B We will send you the information again. Our file shows that your location's address is (ADDRESS). Is this the right address?

NOTE TO PROGRAMMER:

Create a variable called ADDRESS, which should be linked with the pre-contact file. Read the complete address of this location to the interviewee to avoid possible errors. If this is not the right address, permit the interviewer to change the contact address.

- <1> Yesgo to END
- <3> No.....go to CONTACT SCREEN, then END
- <8> Refusedgo to REFUSAL SCREEN, then QP3_B if convinced
- <9> Don't Knowgo to END

SECTION A – Screening Questions

IA Throughout this interview we will be asking questions relating to the occupations you employ at this physical location ONLY.

NOTE TO PROGRAMMER:

Read the complete address of this location to the interviewee to avoid possible errors

QA1 Does your company (organization) have more than one physical location?

- <1> Yesgo to QA2
- <3> No.....go to QA2
- <8> Refusedgo to QA2
- <9> Don't Knowgo to QA2

NOTE TO PROGRAMMER:

Create a new variable called LOCATION as follows:

If QA1=3 then LOCATION = blank

Else LOCATION = “At this location” and MLOCATION = “at this location”

NOTE:

Whenever the notation (____) is used, it means that the space should be filled with the variable in the ().

QA2 How many people does your company (organization) CURRENTLY employ (MLOCATION), excluding contract workers and volunteers?

- <0-5> None or less than 6 employeesgo to LESS THAN 6 EMPLOYEES
- <6-999995> Numbergo to QA3
- <999998> Refusedgo to QA3
- <999999> Don't Knowgo to QA3

NOTE TO PROGRAMMER:
Please put the following definition on the same screen as QA2.

Contract workers (workers hired on contract): are either employed by another company or are self-employed and a lump sum of money is paid for their services for a specified project or period of time.

QA3 How many of these employees work in information technology occupations?

- <0> Nonego to IA4
- <1-999995> Numbergo to IA4
- <999998> Refusedgo to Contact Screen
- <999999> Don't Knowgo to Contact Screen

IA4 For our purposes, workers hired on contract are either employed by another company or are self-employed and a lump sum of money is paid for their services for a specified project or period of time.

QA4 (LOCATION), does your company (organization) hire workers ON CONTRACT in information technology occupations?

- <1> Yesgo to QA4a
- <3> Nogo to SCREEN
- <8> Refusedgo to SCREEN
- <9> Don't Knowgo to SCREEN

QA4a (LOCATION), how many information technology workers are CURRENTLY working ON CONTRACT with your company (organization)?

- <0> Nonego to SCREEN
- <1-999995> Numbergo to QA4b
- <999998> Refusedgo to SCREEN
- <999999> Don't Knowgo to SCREEN

QA4b **(LOCATION), how many of the information technology workers CURRENTLY working ON CONTRACT with your company (organization) would you like to hire as permanent employees of your company (organization)?**

- <1> Allgo to SCREEN
- <2> More than halfgo to SCREEN
- <3> Halfgo to SCREEN
- <4> Less than halfgo to SCREEN
- <5> Nonego to SCREEN
- <8> Refusedgo to SCREEN
- <9> Don't Knowgo to SCREEN

NOTE TO PROGRAMMER:

Create a new variable called EMPTYTYPE as follows:

If QA3=0 and (QA4=(3 or RF or DK) or QA4a=0), then EMPTYTYPE = 0

If QA3=(1-999995 or RF or DK) and (QA4=(3 or RF or DK) or QA4a=0), then EMPTYTYPE = 1 (Employees only)

If QA3=0 and (QA4=1 and QA4a not equal 0), then EMPTYTYPE = 2 (Contract workers only)

If QA3=(1-999995 or RF or DK) and (QA4=1 and QA4a not equal 0), then EMPTYTYPE = 3 (Employees and contract workers)

SCREEN

Screen: The system will now screen out all of the companies who do not currently have information technology professionals.

If EMPTYTYPE=0, then go to NO EMPLOYEES

If EMPTYTYPE =1 or 2 or 3, then go to IB

NOTE TO PROGRAMMER:

Create new variables called EMPTYTYPE1 and EMPTYTYPE2 and EMPTYTYPE3 as follows:

If EMPTYTYPE=1, then EMPTYTYPE1= “the number of people CURRENTLY employed” and EMPTYTYPE2 = “an employee” and EMPTYTYPE3 = “employees”

If EMPTYTYPE=2, then EMPTYTYPE1= “the number of people CURRENTLY working on contract” and EMPTYTYPE2 = “a contract worker” and EMPTYTYPE3= “people working on contract”

If EMPTYTYPE=3, then EMPTYTYPE1= “both the number of people CURRENTLY employed, and the number of people working on contract” and EMPTYTYPE2= “an employee or contract worker” and EMPTYTYPE3 = “employees or people working on contract”

NOTE:

If EMPTYTYPE = 1, interviewers will not need column 2

If EMPTYTYPE = 2, interviewers will not need column 1

SECTION B – Occupation Selection

IB We will be asking you to indicate (EMPTYTYPE1) in specific information technology occupations (MLOCATION). From now on, we will refer to these as IT occupations.

PLEASE NOTE: if (EMPTYTYPE2) performs more than one job, then assign the occupations where most hours are spent.

(LOCATION), how many (EMPTYTYPE3) do you have in the following occupations:

	QB1_ Number of <u>employees</u> (excluding contract workers and volunteers)	QB2_ Number of <u>contract workers</u>
1. Computer and information systems managers (0213)	_____	_____
2. IT Project managers (0213.1)	_____	_____
3. E-commerce managers (0611.5)	_____	_____
4. Electrical and electronics engineers, except computer engineers (2133)	_____	_____
5. Computer and telecommunications hardware engineers (2147.1)	_____	_____
6. Network system and data communication engineers (2147.2)	_____	_____
7. Information systems business analysts and consultants (2171.1)	_____	_____
8. Systems security analysts (2171.2)	_____	_____
9. Information systems quality assurance analysts (2171.3)	_____	_____
10. Systems auditors (2171.4)	_____	_____
11. Database analysts (2172.1)	_____	_____
12. Data administrators (2172.2)	_____	_____
13. Software engineers (2173)	_____	_____
14. Computer programmers (2174.1)	_____	_____
15. Interactive media developers (2174.2)	_____	_____
16. Web designers and developers (2175)	_____	_____
17. Electrical and electronics engineering technologists and technicians (2241)	_____	_____
18. Computer and network operators (2281.1)	_____	_____
19. Web technicians (2281.2)	_____	_____
20. User support technicians (2282)	_____	_____
21. Systems testing technicians (2283)	_____	_____
22. IT Trainers (4131.2)	_____	_____
23. Technical writers (5121.2)	_____	_____
24. Graphic designers (5241.1)	_____	_____

QB1_	QB2_
Number of	Number of
<u>employees</u>	<u>contract workers</u>
(excluding	
contract workers	
and volunteers)	
_____	_____

25. **Illustrators (5241.2)**

- | | | |
|-------------------------|------------------|--|
| <0> | None..... | go to next occupation, then A |
| <1-999995> | Number | flag and go to next occupation, then A |
| <999998> | Refused | go to next occupation, then A |
| <999999> | Don't Know | go to next occupation, then A |

NOTE TO PROGRAMMER: Only occupations in the first column (QB1_) should be flagged for later random selection.

NOTE TO PROGRAMMER:
 Create a new variable called NUMOCCS as follows:
 If no occupations (from QB1_1 to QB1_25) were flagged then NUMOCCS=0
 If only 1 occupation (from QB1_1 to QB1_25) was flagged then NUMOCCS = 1
 If 2 occupations (from QB1_1 to QB1_25) were flagged then NUMOCCS = 2
 If more than 2 occupations (from QB1_1 to QB1_25) were flagged then NUMOCCS =3

A (LOCATION), does your company (organization) have (EMPTYE3) in any other information technology occupation?

- | | | |
|------------------|------------------|--------------|
| <1> | Yes | go to A_1 |
| <3> | No..... | go to FLOW B |
| <8> | Refused | go to FLOW B |
| <9> | Don't Know | go to FLOW B |

A_1 Please specify the occupation or kind of work:

_____ go to A_2

A_2 What are the most important activities or duties of this occupation?

- | | |
|---|-----------------|
| 1 | _____ |
| 2 | _____ |
| 3 | _____ |
| 4 | _____ |
| 5 | _____ go to A_3 |

QB1_
Employees

QB2_
Contract workers

A_3 How many of these (EMPTYTYPE3) do you have at your location?

- <0-999995> Numbergo to B
- <999998> Refusedgo to B
- <999999> Don't Knowgo to B

B (LOCATION), does your company (organization) have (EMPTYTYPE3) in any other information technology occupation?

- <1> Yesgo to B_1
- <3> No.....go to FLOW B
- <8> Refusedgo to FLOW B
- <9> Don't Knowgo to FLOW B

B_1 Please specify the occupation or kind of work:

_____ go to B_2

B_2 What are the most important activities or duties of this occupation?

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____ go to B_3

QB1_
Employees

QB2_
Contract workers

B_3 How many of these (EMPTYTYPE3) do you have at your location?

- <0-999995> Numbergo to FLOW B
- <999998> Refusedgo to FLOW B
- <999999> Don't Knowgo to FLOW B

NOTE TO PROGRAMMER:

Create two new variables called TOTALIT and TOTALCW as follows:

TOTALIT = QB1_1 + QB1_2 + QB1_3 + QB1_4 + QB1_5 + QB1_6 + QB1_7 + QB1_8 + QB1_9 + QB1_10 + QB1_11 + QB1_12 + QB1_13 + QB1_14 + QB1_15 + QB1_16 + QB1_17 + QB1_18 + QB1_19 + QB1_20 + QB1_21 + QB1_22 + QB1_23 + QB1_24 + QB1_25 (not including RF and DK)

TOTALCW = QB2_1 + QB2_2 + QB2_3 + QB2_4 + QB2_5 + QB2_6 + QB2_7 + QB2_8 + QB2_9 + QB2_10 + QB2_11 + QB2_12 + QB2_13 + QB2_14 + QB2_15 + QB2_16 + QB2_17 + QB2_18 + QB2_19 + QB2_20 + QB2_21 + QB2_22 + QB2_23 + QB2_24 + QB2_25 (not including RF and DK)

FLOW B

The system will now determine the questionnaire flow based on the responses given so far.

If EMPTYTYPE=2, then go to QG5

If EMPTYTYPE=(1 or 3) and NUMOCCS = 0 and A=1, then go to QG5

If EMPTYTYPE=(1 or 3) and NUMOCCS = 0 and A=3, then go to NO EMPLOYEES.

Else, go to RANDOMIZE

RANDOMIZE

The system will now take all of the “flagged” occupations from QB1_1 to QB1_25 and:

If NUMOCCS = 1, select the flagged occupation for further questions.

If NUMOCCS = 2, select both flagged occupations for further questions .

If NUMOCCS = 3, the system will randomly select 2 of the flagged occupations for further questions .

NOTE: The system should keep the NOC code, the occupation title and the number of employees reported for each selected occupation. These variables should be named NOC1, NOC2, Occupation1, Occupation2, Number1 and Number2.

For example, from the randomized selection we have:

Occupation1: 2172.1 Database Analysts Number of employees: 7

Occupation2: 2147.1 Computer and telecommunications hardware engineers Number of employees: 2

SECTION C – Occupational Profile

NOTE TO PROGRAMMER:

The system should be set up with 2 columns – one for each occupation. Each of the questions from QC1 to QF5 will be asked about each selected occupation.

NOTE: If NUMOCCS=1, then the interviewers will not need column 2

Where the notation () exists, the space should be filled with the variable indicated in the ().

NOTE TO PROGRAMMER:

Create two new variables called INTRO and CEPROF as follows:

If CDOCC1=blank and NUMOCCS = 1, then INTRO= “We will now ask you some questions about the (occupation1) who work at this location.” and CEPROF = « this occupation »

If CDOCC1=blank and NUMOCCS = 2, then INTRO = “We will now ask you some questions about the (occupation1) and (occupation2) who work at this location.” and CEPROF = « these occupations »

If CDOCC1=blank and NUMOCCS = 3, then INTRO = “The computer has randomly selected two of the information technology occupations present in your company (organization). It has selected (occupation1) and (occupation2). We will now ask you some questions about these occupations.” and CEPROF = « these occupations »

If CDOCC1 not blank and NUMOCCS = 1, then INTRO= “Recently, you were sent a package that included a CD application to collect data on your employees in information technology occupations. We would like to thank you for providing the requested information to us. At the same time, you were told that Statistics Canada would be contacting you to conduct a more in-depth interview. We will now ask you some questions on the occupation chosen by the CD application, that is the (CDOCC1) who work at this location.” and CEPROF = « this occupation »

If CDOCC1 not blank and (NUMOCCS = 2 or NUMOCCS = 3), then INTRO = “Recently, you were sent a package that included a CD application to collect data on your employees in information technology occupations. We would like to thank you for providing the requested information to us. At the same time, you were told that Statistics Canada would be contacting you to conduct a more in-depth interview. We will now ask you some questions on the 2 occupations chosen by the CD application, that is the (CDOCC1) and the (CDOCC2) who work at this location.” and CEPROF = « these occupations »

When CDOCC1 is not blank, CDOCC1 = Occupation1

When CDOCC2 is not blank, CDOCC2 = Occupation2

IC (INTRO) The remainder of the interview will cover the occupation profile, the hiring, retention and training of employees in this (these) occupation(s).

NOTE TO PROGRAMMER

Create two new variables called SELOCC and DESC as follows:

If NUMOCCS = 1, then SELOCC= (occupation1) or (CDOCC1) and DESC = (occupation1) or (CDOCC1),

If NUMOCCS = 2, then SELOCC= “employees in each of these occupations” and DESC = “each of these occupations”

	Y (Occupation1)	Z (Occupation2)
QC1 What job titles does your company (organization) give to (SELOCC) (MLOCATION) ?		
	1 _____	_____ go to IC2
	2 _____	_____ go to IC2
	3 _____	_____ go to IC2
	4 _____	_____ go to IC2
	5 _____	_____ go to IC2
<8> Refused		go to IC2
<9> Don't Know		go to IC2

IC2 The following questions are about the full-time and part-time nature of **(CEPROF)**. For our purposes, full-time employees are defined as working 30 hours or more per week, and part-time employees work less than 30 hours per week.

	Y (Occupation1)	Z (Occupation2)
QC2 (LOCATION) , how many (SELOCC) are:		
QC2_1 PERMANENT, FULL-TIME employees?	_____	_____
QC2_2 TEMPORARY, FULL-TIME employees?	_____	_____
QC2_3 PERMANENT, PART-TIME employees?	_____	_____
QC2_4 TEMPORARY, PART-TIME employees?	_____	_____
<0> None		go to ID
<1-999995> Number		go to ID
<999998> Refused		go to ID
<999999> Don't Know		go to ID

SECTION D – Hiring and recruitment

ID The following questions are about hiring and recruitment practices at your location.

	Y (Occupation1)	Z (Occupation2)
QD1 (LOCATION) , how many (SELOCC) have been hired within the last 6 months?	_____	_____
<0> None.....	if QD1Y = 0, go to QD2Y if QD1Z = 0, go to QD2Z	
<1-999995> Number	if QD1Y = 1, go to QD1aY if QD1Y > 1, go to QD1bY if QD1Z = 1, go to QD1aZ if QD1Z > 1, go to QD1bZ	
<999998> Refused	go to QD2	
<999999> Don't Know	go to QD2	

	Y (Occupation1)	Z (Occupation2)
QD1a Did this new (SELOCC) require competency or skills upgrading training, excluding orientation after being hired?	_____	_____
<1> Yes	go to QD1c	
<3> No	go to QD2	
<8> Refused	go to QD2	
<9> Don't Know	go to QD2	

	Y (Occupation1)	Z (Occupation2)
QD1b How many of these new (SELOCC) required competency or skills upgrading training excluding orientation after being hired?	_____	_____
<1> None.....	go to QD2	
<3> Number	go to QD1c	
<8> Refused	go to QD2	
<9> Don't Know	go to QD2	

Y
(Occupation1)

Z
(Occupation2)

QD1c On average, how many days of training, excluding orientation, did it take for these employees to acquire these competencies or skills?

- <1> 1 to 4 daysgo to QD2
- <2> 5 to 9 daysgo to QD2
- <3> 10 to 14 daysgo to QD2
- <4> 15 to 19 daysgo to QD2
- <5> 20 to 24 daysgo to QD2
- <6> 25 days or more.....go to QD2
- <8> Refusedgo to QD2
- <9> Don't Knowgo to QD2

Y
(Occupation1)

Z
(Occupation2)

QD2 (LOCATION), when staffing for (SELOCC) from outside of the company (organization), does your company (organization) recruit... (Mark all that apply) (READ THE LIST)

- 1 From within your region exclusively**
- 2 Across the province**
- 3 Across Canada**
- 4 From the United States**
- 5 From Europe**
- 6 From Asia**
- 7 Other**
- 7_t Please specify**

- <1> Yesgo to next region, then go to QD3
- <3> Nogo to next region, then go to QD3
- <8> Refusedgo to next region, then go to QD3
- <9> Don't Knowgo to next region, then go to QD3

QD3 (LOCATION), which of the following external recruitment methods does your company (organization) use to fill available positions for (DESC)?

(Mark all that apply) (READ THE LIST)

	Y (Occupation1)	Z (Occupation2)
1 Employee referrals	_____	_____
2 Help wanted ads (print media)	_____	_____
3 Unsolicited résumés	_____	_____
4 Word-of-mouth	_____	_____
5 Informal networking	_____	_____
6 University, college or IT institutes	_____	_____
7 Job fairs	_____	_____
8 Internet recruiting agency	_____	_____
9 Internet jobs and ads web sites	_____	_____
10 Your firms' Web site	_____	_____
11 Government employment centres	_____	_____
12 Head-hunter or personnel agency	_____	_____
13 User groups and professional associations email list	_____	_____
14 Other	_____	_____
14_t Please specify this (these) other method(s)	_____	_____
15 Not applicable (don't recruit)	_____	_____

- <1> Yesgo to next method, then FLOW D3
- <3> Nogo to next method, then FLOW D3
- <8> Refusedgo to next method, then FLOW D3
- <9> Don't Knowgo to next method, then FLOW D3

FLOW D3

The system will now determine the questionnaire flow based on the responses given so far.

If QD3_15 = 1, then go to QD5.

If each of (QD3_1 to QD3_14) = 3 or RF or DK, then go to QD5.

If any of (QD3_1 to QD3_14) =1, then go to QD4.

Y
(Occupation1)

Z
(Occupation2)

**QD4 Of the external recruitment methods just listed,
which one do you find MOST
effective, in terms of finding qualified
(SELOCC)? (mark only one)
(DO NOT READ LIST)**

- <01> Employee referralsgo to QD5
- <02> Help wanted ads (print media).....go to QD5
- <03> Unsolicited résumésgo to QD5
- <04> Word-of-mouthgo to QD5
- <05> Informal networkinggo to QD5
- <06> University, college or IT institutesgo to QD5
- <07> Job fairsgo to QD5
- <08> Internet recruiting agencygo to QD5
- <09> Internet jobs and ads web sitesgo to QD5
- <10> Your firms' Web sitego to QD5
- <11> Government employment centresgo to QD5
- <12> Head-hunter or personnel agencygo to QD5
- <13> User groups and professional
associations email listgo to QD5
- <14> Othergo to QD5
- <98> Refusedgo to QD5
- <99> Don't Knowgo to QD5

Y
(Occupation1)

Z
(Occupation2)

**QD5 How many (DESC) positions are vacant at
(MLOCATION)?**

- <0> Nonego to QD6
- <1-999995> Number.....go to QD5a
- <999998> Refusedgo to QD6
- <999999> Don't Knowgo to QD6

Y
(Occupation1)

Z
(Occupation2)

QD5a How many of these vacant (DESC) positions have remained vacant for four months or longer because of lack of qualified candidates?

- <0> None..... go to QD6
- <1-999995> Number..... go to QD6
- <999998> Refused go to QD6
- <999999> Don't Know go to QD6

QD6 Which of the following factors make it especially challenging to staff positions for (DESC) (MLOCATION)? (mark ALL that apply) (READ THE LIST)

- 1 Lack of applicants with relevant experience**
- 2 Lack of applicants with relevant level education (Bachelor's, Masters, etc.)**
- 3 Lack of applicants with required skills**
- 4 Other employers offer better salaries, incentives or benefits**
- 5 Other employers offer better opportunities for career development or growth**
- 6 Other employers offer more challenging or interesting projects**
- 7 Other employers provide the opportunity to use leading-edge technology**
- 8 Other employers have a more enticing location**
- 9 Lack of communication skills/ Language barriers**
- 10 Better conditions in the U.S. or overseas**
- 11 Other**
- 11_t Please specify the other factors**
- 12 Not applicable**

- <1> Yes go to next factor, then QD7
- <3> No..... go to next factor, then QD7
- <8> Refused go to next factor, then QD7
- <9> Don't know go to next factor, then QD7

Y
(Occupation1)

Z
(Occupation2)

QD7 When hiring (SELOCC), how much importance does your company (organization) place on experience compared to education?
(mark only one)(READ THE LIST)

- <1> More importance.....go to QD8
- <2> Same importance.....go to QD8
- <3> Less importancego to QD8
- <4> No importance.....go to QD8
- <8> Refusedgo to QD8
- <9> Don't knowgo to QD8

QD8 Which of the following financial incentives does your company (organization) provide to (SELOCC) (MLOCATION)?
(mark ALL that apply) (READ THE LIST)

Y
(Occupation1)

Z
(Occupation2)

- 1 Bonuses**
- 2 Profit sharing**
- 3 Stock options and/or shares**
- 4 Other financial incentives, except salary**
- 4_t Please specify these other financial incentives**
- 5 Not applicable**

- <1> Yes go to next incentives, then QD9
- <3> No..... go to next incentives, then QD9
- <8> Refused go to next incentives, then QD9
- <9> Don't Know go to next incentives, then QD9

QD9 Does your company (organization) provide any of the following types of non-financial benefits to (SELOCC) (MLOCATION)?
(mark ALL that apply) (READ THE LIST)

Y
(Occupation1)

Z
(Occupation2)

- | | | |
|---|-------|-------|
| 1 Recreation facilities and/or memberships | _____ | _____ |
| 2 Professional memberships | _____ | _____ |
| 3 Day care facilities and/or support | _____ | _____ |
| 4 Flexible working hours | _____ | _____ |
| 5 Organized social activities | _____ | _____ |
| 6 Possibility to work from outside the office/
provide Internet access, computer,
cellular phone, etc. | _____ | _____ |
| 7 Free or reduced parking fee or mass
transit subsidy | _____ | _____ |
| 8 Complimentary beverages and food | _____ | _____ |
| 9 Other non-financial benefits | _____ | _____ |
| 9_t Please specify these other
non-financial benefits | _____ | _____ |
| 10 Not applicable | _____ | _____ |

- <1> Yes go to next type, then IE
 <3> No..... go to next type, then IE
 <8> Refused go to next type, then IE
 <9> Don't Know go to next type, then IE

SECTION E – Employee retention

IE The following questions are about employee retention (MLOCATION).

Y **Z**
(Occupation1) (Occupation2)

QE1 (LOCATION), how many (SELOCC)
 have vacated their positions in the past
 6 months?

- <0> Noneif QE1Y=0, go to IF
if QE1Z=0, go to IF
- <1-999995> Numberif QE1Y>=1, go to QE2_1Y
if QE1Z>=1, go to QE2_1Z
- <999998> Refused.....go to IF
- <999999> Don't Knowgo to IF

QE2 (LOCATION), how many of the (SELOCC)
 who vacated their positions, in the last 6 months:

- 1** Took an IT job outside your company,
 in CANADA
- 2** Took an IT job outside your company,
 in the UNITED STATES
- 3** Took an IT job outside your company,
 in another country other than the
 USA
- 4** Employee created his own company
- 5** Employee is returning to school
- 6** Left the IT field for a career in a
 different field
- 7** Retired or left the labour force
- 8** Employee terminated / fired
- 9** Left for other reasons
 9t Please specify these
 other reasons

- <0> Nonego to next reason, then IF
- <1-999995> Numbergo to next reason, then IF
- <999998> Refused.....go to next reason, then IF
- <999999> Don't Knowgo to next reason, then IF

SECTION F – Training and Development

IF The following questions deal with the nature and extent of training.

QF1

A) Who is responsible for determining the nature of training needed by employees? (mark ALL that apply)

	Y (Occupation1)	Z (Occupation2)
1 Human resources manager	_____	_____
2 Information technology manager	_____	_____
3 Chief information officer	_____	_____
4 General manager	_____	_____
5 Direct reporting manager	_____	_____
6 Employee	_____	_____
7 Other	_____	_____

<1> Yesgo to next responsible person then QF1_B

<3> No.....go to next responsible person then QF1_B

<8> Refusedgo to next responsible person then QF1_B

<9> Don't Knowgo to next responsible person then QF1_B

B) Who is responsible for determining which employees receive this training? (mark ALL that apply)

	Y (Occupation1)	Z (Occupation2)
1 Human resources manager	_____	_____
2 Information technology manager	_____	_____
3 Chief information officer	_____	_____
4 General manager	_____	_____
5 Direct reporting manager	_____	_____
6 Employee	_____	_____
7 Other	_____	_____

<1> Yesgo to next responsible person then IFA

<3> No.....go to next responsible person then IFA

<8> Refusedgo to next responsible person then IFA

<9> Don't Knowgo to next responsible person then IFA

IFA Now, we will ask some questions about **FORMAL TRAINING**. For our purposes, **FORMAL TRAINING** includes all types of training intended to develop your employees' skills or knowledge through a **STRUCTURED FORMAT**, whether it takes place inside or outside your location. It **EXCLUDES** computer-based training and on-line courses.

Y **Z**
(Occupation1) (Occupation2)

QF2 (**LOCATION**), within the last 6 months, how many (**SELOCC**) received formal training that was paid for in full or in part OR provided by your company (organization)? _____

- <0> Noneif QF2Y=0 go to IFB
if QF2Z=0 go to IFB
- <1-999995> Numberif QF2Y>=1 go to QF3_1Y
if QF2Z>=1 go to QF3_1Z
- <999998> Refusedgo to IFB
- <999999> Don't Knowgo to IFB

Y **Z**
(Occupation1) (Occupation2)

QF3 Which of the following types of formal training did your company (organization) pay for in full or in part OR provide for (**SELOCC**)?
(mark ALL that apply) (READ THE LIST)

- 1 Management _____
- 2 Systems software _____
- 3 Applications software _____
- 4 Telecommunications or computer network _____
- 5 Computer language and/or programming _____
- 6 Computer hardware _____
- 7 Communication or interpersonal skills _____
- 8 Your company's Products _____
- 9 Language training (e.g. French, English) _____
- 10 Other training _____
- 10_t Please specify this other training _____

- <1> YesGo to next type, then QF4
- <3> NoGo to next type, then QF4
- <8> RefusedGo to next type, then QF4
- <9> Don't knowGo to next type, then QF4

	Y (<u>Occupation1</u>)	Z (<u>Occupation2</u>)
QF4 On average, how many days of company-sponsored formal training did each employee in (CEPROF) receive, within the last 6 months?	_____	_____
<0> None	go to IFB	
<1-365> Number	go to IFB	
<998> Refused	go to IFB	
<999> Don't Know	go to IFB	

IFB We will now ask some questions about **INFORMAL** 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.

	Y (<u>Occupation1</u>)	Z (<u>Occupation2</u>)
QF5 Within the last 6 months, did the (SELOCC) working at this location acquire new IT skills or knowledge through INFORMAL or ON-THE-JOB training?	_____	_____
<1> Yes	go to IG1	
<3> No.....	go to IG1	
<8> Refused	go to IG1	
<9> Don't Know	go to IG1	

SECTION G – Employee survey participation

Note to programmer:

If CDOCC1 = blank.....go to IG1
 Else.....go to QG5

IG1 Over the next few weeks, we will be conducting a survey of **EMPLOYEES** in information technology occupations on behalf of the Software Human Resource Council. We are counting on the employers of these workers to assist us with this survey.

QG1 Would you be willing to provide a list of the names and business telephone numbers of your employees in the same selected IT occupation(s) so that they could be contacted directly regarding this survey?

- <1> Yesgo to QG3
- <3> No.....go to QG2
- <8> Refusedgo to QG2
- <9> Don't Knowgo to QG2

QG2 Would you be willing to distribute survey material to some of your employees in (CEPROF)?

- <1> Yesgo to IG2
- <3> No.....go to REFUSAL SCREEN,
then IG2 if convinced
- <8> Refusedgo to REFUSAL SCREEN,
then IG2 if convinced
- <9> Don't Knowgo to REFUSAL SCREEN,
then IG2 if convinced

IG2 Thank you for your cooperation. In the next few days, we will send you a package containing a number of envelopes to distribute randomly to the employees in the selected IT occupation(s). If you have any questions, please don't hesitate to contact us at the number indicated in the package.
.....go to QG5

QG3 Could you please use the **Electronic Data Return Facility contained in the CD-ROM provided to transmit this information electronically?**

- <1> Yesgo to IG3
- <3> No.....go to QG3_A
- <9> Don't Knowgo to QG3_A

IG3 Please refer to the instruction provided in the package and note that only the "EMPLOYEES LIST" has to be filled-in.
.....go to QG5

QG3_A If you have the list of names and business phone numbers available, you may provide this information by fax or over the phone. What is your preference?

- <1> Fax.....go to IG3_A
- <3> Phone.....go to QG4
- <9> Don't Knowgo to IG3_A

IG3_A A paper form was provided in the package you received earlier to fill in the names and business phone numbers of the employees in the selected occupation(s). Please use this form to transmit the information to us. The fax number is indicated on the form.

.....Go to QG5

Programmer: Please create a file containing the contact information of each employee for (Occupation1) and (Occupation2). (If only 1 occupation selected, there is no need for a file for (Occupation2)).

- <1> Last Name
- <2> First Name
- <3> Telephone Number
- <4> Extension Number
- <5> Specific Address (e.g. building, floor, and/or section number)

QG4 I will now take the contact information for each (SELOCC). (Interviewer: ask questions <1> to <5> for each employee in each selected occupation).

- <1> Last Name?
- <2> First Name?
- <3> Telephone Number?
- <4> Extension Number?
- <5> Specific Address (e.g. building, floor, and/or section number)?go to QG5

QG5 The interview is now finished. Do you have any comments about this survey?

- <1> Yesgo to QG5_t
- <3> No.....go to END

QG5_t Comments: _____go to END

LESS THAN 6 EMPLOYEES

Since your company (organization) has less than 6 employees, we have no further questions. (go to END)

NO EMPLOYEES

Since your company (organization) does not have any employees in information technology occupations, we have no further questions. (go to END)

END

Thank you for your time.

REFUSAL SCREEN

Your co-operation is important because the survey will provide businesses and government with up-to-date data on the labour market for those information technologies (IT) occupations.

The results will be used to shape programs and policies relating to help IT occupations. Your participation is essential in order for survey results to be reliable.

Stress:

- Importance of the respondent's information
- That the respondent's data will represent the responses of many other businesses
- Need for co-operation in order to produce reliable information
- Importance of these occupations and their industry
- Address confidentiality issues
- Users and uses: The results will provide both businesses and government with much needed information on this important group of occupations.