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 technolo gy 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 pac kage 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>   Yes..go 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 application.. go to QP3
<3>   Interview.. go to IA
<8>   Refused... go to REFUSAL SCREEN,
                                                                                  then QP2 if convinced
<9>   Don't Know.. go to QP3

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

<1>   Yes...go to QP3_A
<3>   No.. go to QP3_B
<9>   Don't Know.. go 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>   Yes...go 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>   Yes...go 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>   Yes..go to END
       <3>   No...go to CONTACT SCREEN,
                                             then END
       <8>   Refused ....go to REFUSAL SCREEN,
                                             then QP3_B if convinced
       <9>   Don't Know ....go 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>   Yes...go to QA2
    <3>   No...go to QA2
    <8>   Refused...go to QA2
    <9>   Don't Know..go 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 employees...	go to LESS THAN 6 EMPLOYEES
<6-999995>	Number..	go to QA3
<999998>	Refused...	go to QA3
<999999>	Don't Know...	go 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>	None	go to IA4
<1-999995>	Number..	go to IA4
<999998>	Refused...	go to Contact Screen
<999999>	Don't Know...	go 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>	Yes...	go to QA4a
<3>	No..	go to SCREEN
<8>	Refused...	go to SCREEN
<9>	Don't Know...	go to SCREEN

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

<0>	None	go to SCREEN
<1-999995>	Number..	go to QA4b
<999998>	Refused..	go to SCREEN
<999999>	Don't Know..	go 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>   All ..............................................................go to SCREEN
<2>   More than half .............................................go to SCREEN
<3>   Half ............................................................go to SCREEN
<4>   Less than half ..............................................go to SCREEN
<5>   None ...........................................................go to SCREEN
<8>   Refused ......................................................go to SCREEN
<9>   Don't Know ................................................go to SCREEN
```

NOTE TO PROGRAMMER:

Create a new variable called EMPTYPE as follows:

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

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

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

If QA3=(1-999995 or RF or DK) and (QA4=1 and QA4a not equal 0), then EMPTYPE = 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 EMPTYPE=0, then go to NO EMPLOYEES

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

NOTE TO PROGRAMMER:

Create new variables called EMPTYPE1 and EMPTYPE2 and EMPTYPE3 as follows:

If EMPTYPE=1, then EMPTYPE1= "the number of people CURRENTLY employed" and EMPTYPE2 = "an employee" and EMPTYPE3 = "employees"

If EMPTYPE=2, then EMPTYPE1= "the number of people CURRENTLY working on contract" and EMPTYPE2 = "a contract worker" and EMPTYPE3= "people working on contract"

If EMPTYPE=3, then EMPTYPE1= "both the number of people CURRENTLY employed, and the number of people working on contract" and EMPTYPE2= "an employee or contract worker" and EMPTYPE3 = "employees or people working on contract"

NOTE:

If EMPTYPE = 1, interviewers will not need column 2

If EMPTYPE = 2, interviewers will not need column 1

SECTION B – Occupation Selection

IB   We will be asking you to indicate **(EMPTYPE1)** in specific information technology occupations **(MLOCATION).** From now on, we will refer to these as IT occupations.

        PLEASE NOTE: if (EMPTYPE2) performs more than one job, then assign the occupations where most hours are spent.

        (LOCATION), how many (EMPTYPE3) do you have in the following occupations:

	QB1_ Number of employees (excluding contract workers and volunteers)	QB2_ Number of contract workers
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_ Number of	QB2_ Number of

	employees (excluding contract workers and volunteers)	contract workers

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 (EMPTYPE3) 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_	QB2_
	Employees	**Contract workers**

A_3 **How many of these (EMPTYPE3)**
do you have at your location?   _____   _____

<0-999995>   Number............go to B
<999998>   Refused............go to B
<999999>   Don't Know......go to B

B **(LOCATION), does your company (organization) have (EMPTYPE3) in any other**
information technology occupation?

<1>   Yes...................................go to B_1
<3>   No.....................................go to FLOW B
<8>   Refused.............................go to FLOW B
<9>   Don't Know......................go 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_	QB2_
	Employees	**Contract workers**

B_3 **How many of these (EMPTYPE3) do**
you have at your location?   _____   _____

<0-999995>   Number.................go to FLOW B
<999998>   Refused................go to FLOW B
<999999>   Don't Know..............go 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 EMPTYPE=2, then go to QG5

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

If EMPTYPE=(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

<div style="border: 1px solid black; padding: 10px;">

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 ( ).

</div>

<div style="border: 1px solid black; padding: 10px;">

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

</div>

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

QC1   **What job titles does your company (organization) give to (SELOCC) (MLOCATION)?**

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

QC2   **(LOCATION), how many (SELOCC) are:**

	Y	Z
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	**Z**
	(Occupation1)	**(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 days..........................go to QD2
<2> 5 to 9 days..........................go to QD2
<3> 10 to 14 days......................go to QD2
<4> 15 to 19 days......................go to QD2
<5> 20 to 24 days......................go to QD2
<6> 25 days or more.................go to QD2
<8> Refused ....go to QD2
<9> Don't Know ....go to QD2

	Y	**Z**
	(Occupation1)	**(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> Yes ....go to next region, then go to QD3
<3> No ....go to next region, then go to QD3
<8> Refused.................................go to next region, then go to QD3
<9> Don't Know ....go to next region, then go to QD3

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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	**Z**
		(Occupation1)	**(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> Yes ....go to next method, then FLOW D3
<3> No ....go to next method, then FLOW D3
<8> Refused ....go to next method, then FLOW D3
<9> Don't Know ....go 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	Z
	(Occupation1)	(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 referrals   go to QD5
    <02> ....Help wanted ads (print media) go to QD5
    <03> ....Unsolicited résumés   go to QD5
    <04> ....Word-of-mouth   go to QD5
    <05> Informal networking ....go to QD5
    <06> University, college or IT institutes......................go to QD5
    <07> Job fairs...go to QD5
    <08> Internet recruiting agency.................................go to QD5
    <09> Internet jobs and ads web sites ....go to QD5
    <10> Your firms' Web site......................................go to QD5
    <11> Government employment centres......................go to QD5
    <12> Head-hunter or personnel agency ....go to QD5
    <13> User groups and professional
          associations email list..go to QD5
    <14> Other..go to QD6
    <98>   Refused ....go to QD5
    <99>   Don't Know ....go to QD5

	Y	Z
	(Occupation1)	(Occupation2)

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

            _____   _____

    <0>   None ....go to QD6
    <1-999995> Number............................go to QD5a
    <999998> Refused ....go to QD6
    <999999> Don't Know ....go to QD6

	Y	**Z**
	(Occupation1)	**(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
<2> 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	**Z**
	(Occupation1)	**(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 importance ....go to QD8
<4>	No importance ....go to QD8
<8>	Refused...go to QD8
<9>	Don't know..go 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	**Z**
	(Occupation1)	**(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>   None..............................if QE1Y=0, go to IF
                ....if QE1Z=0, go to IF
<1-999995> Number...........................if QE1Y>=1, go to QE2_1Y
                ....if QE1Z>=1, go to QE2_1Z
<999998>   Refused...........................go to IF
<999999>   Don't Know....................go to IF

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

		Y	Z
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>   None....................go to next reason, then IF
<1-999995> Number...............go to next reason, then IF
<999998>   Refused...............go to next reason, then IF
<999999>   Don't Know.........go 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> Yes .... go to next responsible person then QF1_B
<3> No .... go to next responsible person then QF1_B
<8> Refused .... go to next responsible person then QF1_B
<9> Don't Know .... go 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> Yes .... go to next responsible person then IFA
<3> No .... go to next responsible person then IFA
<8> Refused .... go to next responsible person then IFA
<9> Don't Know .... go 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 (Occupation1)	**Z** (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>	None.......................if QF2Y=0 go to IFB
	..............................if QF2Z=0 go to IFB
<1-999995>	Number...................if QF2Y>=1 go to QF3_1Y
	..............................if QF2Z>=1 go to QF3_1Z
<999998>	Refused...................go to IFB
<999999>	Don't Know............go to IFB

	Y (Occupation1)	**Z** (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)

		Y (Occupation1)	**Z** (Occupation2)
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>	Yes ………………….Go to next type, then QF4
<3>	No...............................Go to next type, then QF4
<8>	Refused.......................Go to next type, then QF4
<9>	Don't know ....Go to next type, then QF4

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

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 (Occupation1)	**Z** (Occupation2)

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> Yes...go to QG3
<3> No..go to QG2
<8> Refused..go to QG2
<9> Don't Know..go to QG2

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

<1> Yes...go to IG2
<3> No..go to REFUSAL SCREEN,
 then IG2 if convinced
<8> Refused..go to REFUSAL SCREEN,
 then IG2 if convinced
<9> Don't Know..go 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> Yes...go to IG3
<3> No..go to QG3_A
<9> Don't Know..go 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 Know...go 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>   Yes...go 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.