

National Survey of Information Technology Occupations, 2002: Employer Survey (Public 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 in your area?"

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.

SECTION A – Screening Questions

IA Throughout this interview we will be asking questions relating to the occupations you employ in your area.

NOTE TO PROGRAMMER:

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

NOTE:

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

variable in the ().

For information only

NOTE TO PROGRAMMER:

Please put the following definition on the same screen as QA1.

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.

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.

QA1 How many employees work in information technology occupations, excluding contract workers and volunteers?

- <0> Nonego to IA2
- <1-999995> Number.....go to IA2
- <999998> Refused.....go to Contact Screen
- <999999> Don't Know.....go to Contact Screen

IA2For 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.

QA2 Do you hire workers ON CONTRACT in information technology occupations?

- <1> Yes.....go to QA2a
- <3> No.....go to QA3
- <8> Refused.....go to QA3
- <9> Don't Know.....go to QA3

QA2a How many information technology workers are CURRENTLY working ON CONTRACT for you?

- <0> Nonego to QA3
- <1-999995> Number.....go to QA2b
- <999998> Refused.....go to QA3
- <999999> Don't Know.....go to QA3

QA2b How many of the information technology workers CURRENTLY working ON CONTRACT with you would you like to hire as employees?

- <1> Allgo to QA3
- <2> More than halfgo to QA3
- <3> Halfgo to QA3

- <4> Less than halfgo to QA3
- <5> Nonego to QA3
- <8> Refused.....go to QA3
- <9> Don't Knowgo to QA3

QA3 In total, how many people **do you CURRENTLY employ, excluding contract workers and volunteers?**

- <0-999995>Number.....go to SCREEN
- <999998>Refusedgo to SCREEN
- <999999>Don't Knowgo to SCREEN

NOTE TO PROGRAMMER:

Create a new variable called EMPTYTYPE as follows:

If QA1=0 and (QA2=(3 or RF or DK) or QA2a=0), then EMPTYTYPE = 0

If QA1=(1-999995 or RF or DK) and (QA2=(3 or RF or DK) or QA2a=0), then EMPTYTYPE = 1 (Employees only)

If QA1=0 and (QA2=1 and QA2a not equal 0), then EMPTYTYPE = 2 (Contract workers only)

If QA1=(1-999995 or RF or DK) and (QA2=1 and QA2a 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 NOEMPLOYEES

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

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 (EMPTYPE1) in specific information technology occupations . From now on, we will refer to these as IT occupations.

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

How many (EMPTYPE3) 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_ Number of <u>employees</u>	QB2_ Number of <u>contract workers</u>

(excluding
contract workers
and volunteers)

25. **Illustrators (5241.2)**

- <0> Nonego to next occupation, then A
- <1-999995> Numberflag and go to next occupation, then A
- <999998> Refusedgo to next occupation, then A
- <999999> Don't Knowgo 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 Do you have (EMPTYE3) in any other information technology occupation?

- <1> Yes.....go to A_1
- <3> No.....go to FLOW B
- <8> Refusedgo to FLOW B
- <9> Don't Knowgo 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 (EMPTYE3) do you have?

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

B Do you have (EMPTYE3) in any other information technology occupation?

- <1> Yes.....go 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 (EMPTYE3) do you have?

- <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 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 in your area.” 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 in your area.” 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 area. 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 in your area.” 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 in your area.” 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 do you give to <u>(SELOCC)</u> ?	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	How many <u>(SELOCC)</u> are:		
	QC2_1 INDETERMINATE, FULL-TIME employees?		_____
	QC2_2 TERM, FULL-TIME employees?		_____
	QC2_3 INDETERMINATE, PART-TIME employees?		_____
	QC2_4 TERM, 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 in your area.

	Y (Occupation1)	Z (Occupation2)
QD1 How many (SELOCC) have been hired within the last 6 months?	_____	_____

- <0> Noneif QD1Y = 0, go to QD2Y
if QD1Z = 0, go to QD2Z
- <1-999995> Numberif QD1Y = 1, go to QD1aY
if QD1Y > 1, go to QD1bY
if QD1Z = 1, go to QD1aZ
if QD1Z > 1, go to QD1bZ
- <999998> Refusedgo to QD2
- <999999> Don't Knowgo to QD2

	Y (Occupation1)	Z (Occupation2)
QD1a Did this new (SELOCC) require competency or skills upgrading training, excluding orientation after being hired?	_____	_____

- <1> Yesgo to QD1c
- <3> Nogo to QD2
- <8> Refusedgo to QD2
- <9> Don't Knowgo 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> Nonego to QD2
- <3> Numbergo to QD1c
- <8> Refusedgo to QD2
- <9> Don't Knowgo 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 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 Knowgo to QD2

Y
(Occupation1)

Z
(Occupation2)

QD2 When staffing for (SELOCC) from outside the public sector, do you recruit..
(Mark all that apply) (READ THE LIST)

- 1 From within your region**
- 2 Across the province**
- 3 Across Canada**
- 4 Other**
- 4_t Please specify**

- <1> Yes.....go to next region, then go to QD3
- <3> Nogo to next region, then go to QD3
- <8> Refused.....go to next region, then go to QD3
- <9> Don't Knowgo to next region, then go to QD3

QD3 When recruiting outside the public sector, which of the following recruitment methods do you 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 Government Web site	_____	_____
11 Government employment centres	_____	_____
12 Head-hunter or personnel agency	_____	_____
13 User groups and professional associations email list	_____	_____
14 Public sector official staffing procedures	_____	_____
15 Other	_____	_____
15_t Please specify this (these) other method(s)	_____	_____
16 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 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> Government 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> Public sector official staffing procedures go to QD5
 - <15> Other go to QD5
 - <98> Refused go to QD5
 - <99> Don't Know go to QD5

Y
(Occupation1)

Z
(Occupation2)

QD5 How many **(DESC)** positions are you planning to fill? _____

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

Y
(Occupation1)

Z
(Occupation2)

QD5a How many of these vacant 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) ? (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 Public sector staffing regulations** _____
- 12 Other** _____
- 13 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 do you place on experience compared to education?
(mark only one)(READ THE LIST)

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

For information only

QD8 Does your area provide any of the following types of non-financial benefits to **(SELOCC)**?
 (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.

	Y (Occupation1)	Z (Occupation2)
QE1 How many (SELOCC) have left their positions in the past 6 months?	_____	_____
<0> None.....if QE1Y=0, go to IFif QE1Z=0, go to IF		
<1-999995> Number.....if QE1Y>=1, go to QE2_1Yif QE1Z>=1, go to QE2_1Z		
<999998> Refused.....go to IF		
<999999> Don't Know.....go to IF		
 QE2 How many of the (SELOCC) who left their positions, in the last 6 months:		
1 Took an IT job elsewhere inside public sector, in CANADA	_____	_____
2 Took an IT job outside your public sector, in CANADA	_____	_____
3 Took an IT job outside your public sector, in the UNITED STATES	_____	_____
4 Took an IT job outside your public sector, in another country other than the USA	_____	_____
5 Employee created his own company	_____	_____
6 Employee is returning to school	_____	_____
7 Left the IT field for a career in a different field	_____	_____
8 Retired or left the labour force	_____	_____
9 Employee terminated / fired	_____	_____
10 Left for other reasons	_____	_____
10t 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> 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> Yes.....go 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 area. It **EXCLUDES** computer-based training and on-line courses.

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

QF2 Within the last 6 months, how many **(SELOCC)** received formal training that was paid for in full or in part by the employer? _____

- <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 area pay for in full or in part 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 Government program delivery/product _____
- 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> No.....Go to next type, then QF4
- <8> RefusedGo to next type, then QF4
- <9> Don't knowGo to next type, then QF4

Y **Z**

QF4 On average, how many days of this formal training did each employee in (CEPROF) receive, within the last 6 months?

(Occupation1) (Occupation2)

- <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 Z
(Occupation1) (Occupation2)

QF5 Within the last 6 months, did the (SELOCC) working in your area acquire new IT skills or knowledge through INFORMAL or ON-THE-JOB training?

- <1> Yes.....go to IG1
- <3> No.....go to IG1
- <8> Refusedgo to IG1
- <9> Don't Knowgo 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> 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> Yes.....go 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> Yes.....go 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> Phonego 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> Yes.....go to QG5_t
- <3> No.....go to END

QG5_t Comments: _____ 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.
- Treasury Board and the provincial Chief Information Officer are aware of this survey and are supporting this survey.

For information only