



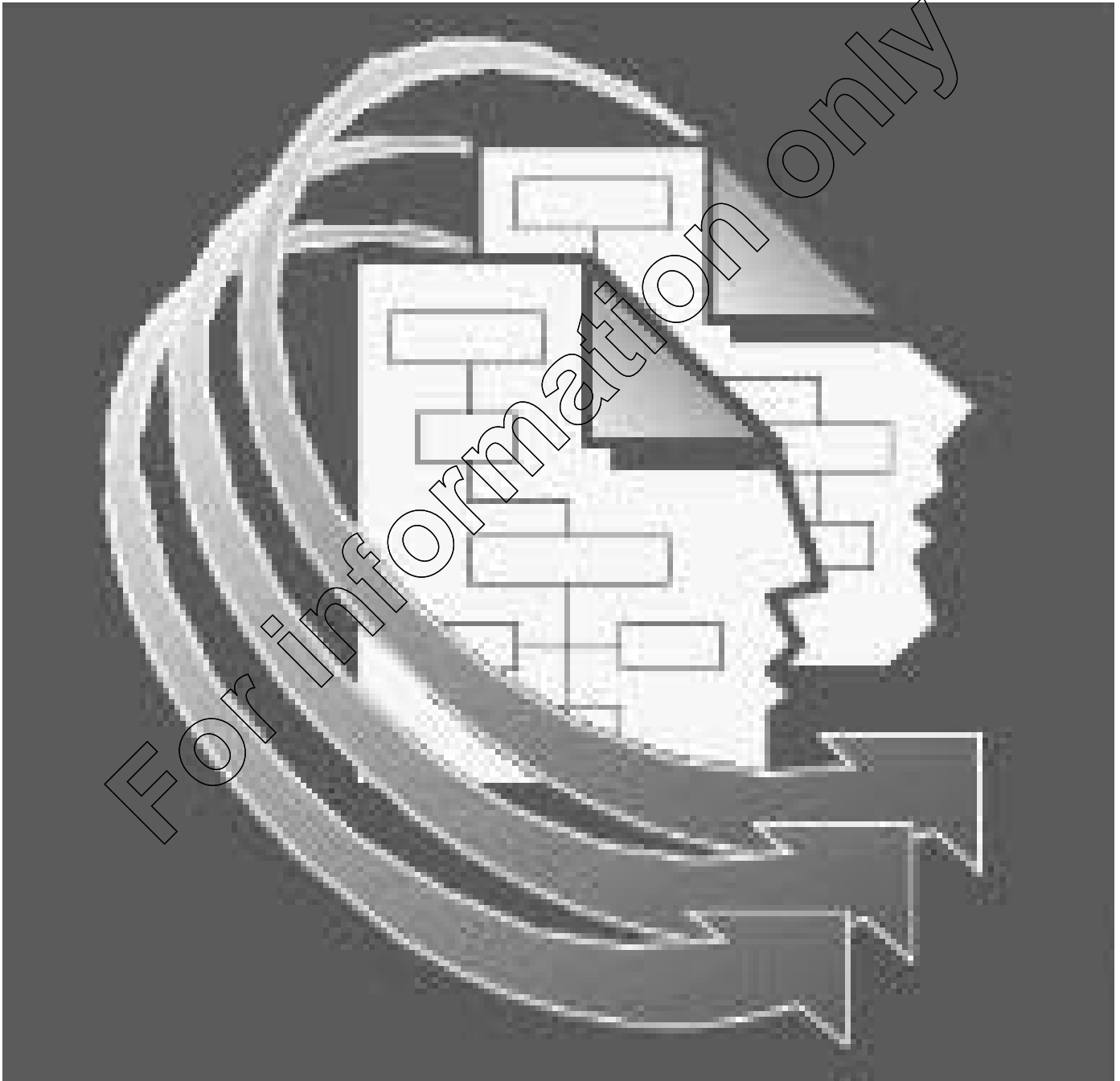
Business and Labour Market Analysis Division & Labour Statistics Division

# 1999 Workplace and Employee Survey

**Confidential when completed**

Collected under the authority of the  
Statistics Act, Revised Statutes of  
Canada, 1985, Chapter S19

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Statistics  
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Canada

Canada

# 1999 WORKPLACE AND EMPLOYEE SURVEY

## JOB CHARACTERISTICS

Unless otherwise specified, all questions refer to the position you currently hold with your present employer.

If you are no longer with this company, i.e. you left the firm after having been selected: please mark this circle  and report as of the last week with the company.

1. What is your job title?

\_\_\_\_\_

2. What are your most important activities or duties?

\_\_\_\_\_

3. When did you start working at that particular job?

Month [ ] [ ]

Year [ ] [ ] [ ] [ ]

NOTE:

Here we are talking specifically about the job duties you described above in this particular establishment. If you moved in and out of the job several times, we want the most recent start date.

4. When did you start working for this employer?

Month [ ] [ ]

Year [ ] [ ] [ ] [ ]

NOTE:

This refers to the total uninterrupted tenure with the employer, regardless of location.

If you quit at one time to work for another employer, we want the most recent start date.

If you have been on extended leave or lay-off from which you are expected to return, we want the original start date.

5. Did you ever work for this employer before?

- <sup>1</sup> Yes
- <sup>3</sup> No -----> Go to Question 6

5 (a) How many months did you work for them then?

[ ] [ ] [ ] • [ ] months

OR:

From: [ ] [ ] month [ ] [ ] [ ] [ ] year

To: [ ] [ ] month [ ] [ ] [ ] [ ] year

NOTE:

This is meant to include all previous terms of employment with the current employer.

6. When you were first hired how did you learn about the job opening? (Check all that apply.)

- <sup>1</sup> Help wanted ad
- <sup>2</sup> Family or friend
- <sup>3</sup> Union posting
- <sup>4</sup> Canada Employment Centre / other government agency
- <sup>5</sup> On-campus recruitment
- <sup>6</sup> News story
- <sup>7</sup> Job fair
- <sup>8</sup> Recruitment agency (headhunter)
- <sup>9</sup> Personal initiative
- <sup>10</sup> Directly recruited by current employer
- <sup>11</sup> Internet
- <sup>12</sup> Other, specify \_\_\_\_\_

7. When you were first hired, were you required to take (check all that apply):

- <sup>01</sup> Tests for specific skills (for example typing or manual dexterity)
- <sup>02</sup> Aptitude or other personality testing
- <sup>03</sup> A security check
- <sup>04</sup> A medical examination
- <sup>05</sup> A drug test
- <sup>06</sup> Tests administered by a recruitment agency
- <sup>07</sup> Any other type of testing or screening, specify \_\_\_\_\_
- <sup>08</sup> A personal interview
- <sup>09</sup> A test on job-related knowledge
- <sup>10</sup> A test on general knowledge or literacy skills
- <sup>11</sup> None

8. For your current job, what is the minimum level of education required?

- <sup>1</sup> Elementary school
- <sup>2</sup> Some secondary school
- <sup>3</sup> Secondary school diploma
- <sup>4</sup> Some postsecondary education
- <sup>5</sup> Trade certificate
- <sup>6</sup> College diploma
- <sup>7</sup> University undergraduate degree
- <sup>8</sup> University professional accreditation (M.D., Law, Architect, Engineer, Education, etc.)
- <sup>9</sup> University graduate degree
- <sup>10</sup> None

9. Do you supervise the work of other employees on a day-to-day basis?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 10

9 (a) About how many people do you directly and indirectly supervise on a day-to-day basis?

[ ] [ ] [ ] [ ] [ ]

NOTE:

Directly: are employees and supervisors who report to you. Indirectly: are employees reporting to supervisors who report to you.
-------------------------------------------------------------------------------------------------------------------------------------

10. Do you normally work the same number of paid hours per week at this job excluding all overtime?

<sup>1</sup>  Yes -----> Go to Question 10 (d)

<sup>3</sup>  No -----> Go to Question 10 (a)

10 (a) Not counting overtime, how many paid hours on average do you work per week at this job?

[ ] [ ] [ ] • [ ] hours

10 (b) Over the past 12 months, not counting overtime, what was the maximum number of paid hours you worked per week at this job?

[ ] [ ] [ ] • [ ] hours

10 (c) Over the past 12 months, not counting overtime, what was the minimum number of paid hours you worked per week at this job? (Exclude the hours when you were on paid vacation or paid sick leave.)

[ ] [ ] [ ] • [ ] hours -----> Go to Question 10 (e)

10 (d) Excluding all overtime, how many paid hours do you usually work per week at this job?

[ ] [ ] [ ] • [ ] hours

10 (e) How many hours of paid overtime do you usually work per week?

[ ] [ ] [ ] • [ ] hours

10 (f) How many hours of unpaid overtime do you usually work per week?

[ ] [ ] [ ] • [ ] hours

10 (g) How far in advance do you usually know your overtime schedule?

- <sup>1</sup> Always known
- <sup>2</sup> More than one month (more than 31 days)
- <sup>3</sup> One month (22 to 31 days)
- <sup>4</sup> 3 weeks (15 to 21 days)
- <sup>5</sup> 2 weeks (8 to 14 days)
- <sup>6</sup> 1 to 7 days
- <sup>7</sup> Less than one day

11 (a) How many weeks per year do you usually work at this job?

[ ] [ ] • [ ] weeks

NOTE:

This is meant to include vacation and other paid leave.

11 (b) How many months of the year do you usually work at this job?

[ ] [ ] • [ ] months

12. Thinking about the total number of hours you usually work per week, would you, at the same hourly wage rate, prefer to work:

- <sup>1</sup>  The same number of hours for the same pay? -----> Go to Question 13
- <sup>2</sup>  Fewer hours for less pay?
- <sup>3</sup>  More hours, for more pay? -----> Go to Question 12 (c)

12 (a) By how many hours would you like to reduce your work week?

[ ][ ] • [ ] hours

12 (b) Why would you prefer to work fewer hours? (Check all that apply.)

- <sup>1</sup>  Family responsibilities
- <sup>2</sup>  Work-related stress
- <sup>3</sup>  Other health reasons -----> Go to Question 13
- <sup>4</sup>  More leisure time
- <sup>5</sup>  Other, specify \_\_\_\_\_

12 (c) How many additional hours per week would you prefer to work at this job?

[ ][ ] • [ ] hours

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12 (d) What were the reasons you did not work these additional hours? (Check all that apply.)

- <sup>1</sup> Own illness or disability
- <sup>2</sup> Childcare unavailable
- <sup>3</sup> Other personal or family responsibilities
- <sup>4</sup> Going to school
- <sup>5</sup> Additional hours not offered by employer
- <sup>6</sup> Payment for additional hours not sufficient
- <sup>7</sup> Transportation problems
- <sup>8</sup> No reason
- <sup>9</sup> Other, specify \_\_\_\_\_

The next few questions cover your general work arrangements with your employer.

13. In your usual work week, do you work each day from Monday to Friday for at least six hours per day between the hours of 6 a.m. and 6 p.m.? (In other words, the traditional full-time work week.)

- <sup>1</sup> Yes -----> Go to Question 14
- <sup>3</sup> No

13 (a) How far in advance do you know your weekly hours of work?

- <sup>1</sup> Always known
- <sup>2</sup> More than one month (more than 31 days)
- <sup>3</sup> One month (22 to 31 days)
- <sup>4</sup> 3 weeks (15 to 21 days)
- <sup>5</sup> 2 weeks (8 to 14 days)
- <sup>6</sup> 1 to 7 days
- <sup>7</sup> Less than one day



13 (b) Do you work outside the hours of 6 a.m. to 6 p.m. on a regular basis?

- <sup>1</sup>  Yes  
<sup>3</sup>  No -----> Go to Question 13 (g)

13 (c) Do you usually work the same hours of the day?

- <sup>1</sup>  Yes  
<sup>3</sup>  No

13 (d) Do you usually work the same days of the week?

- <sup>1</sup>  Yes  
<sup>3</sup>  No

13 (e) Are you on a schedule of rotating shifts?

NOTE:

By rotating shift we mean that according to a known schedule, the hours of day or the days of week change.

- <sup>1</sup>  Yes  
<sup>3</sup>  No -----> Go to Question 13 (g)

13 (f) How many different shifts do you work in a full rotation?

[ ]

13 (g) Are you on a reduced work week by special arrangement with your employer?

NOTE:

By special arrangement, we mean that an agreement was reached with your employer to work fewer hours every week.

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 13 (i)

13 (h) Which of the following best describes that arrangement?

- <sup>1</sup>  Job sharing – you share a full-time job with another employee
- <sup>2</sup>  Work sharing – you and others are working reduced hours to avoid lay-offs
- <sup>3</sup>  Family responsibilities – childcare / eldercare limit your ability to work full time
- <sup>4</sup>  Physical problem / injury limits your ability to work full time
- <sup>5</sup>  Outside activities limit your ability to work full time
- <sup>6</sup>  Retirement transition schedule
- <sup>7</sup>  Other, specify \_\_\_\_\_

13 (i) Do you work a compressed work week? (This means working longer hours each day to reduce the number of days in a work week.)

- <sup>1</sup>  Yes
- <sup>3</sup>  No

13 (j) How many days a week do you usually work?

[ ] • [ ] days

13 (k) Does your usual work week include Saturdays or Sundays?

- <sup>1</sup>  Yes
- <sup>2</sup>  Varies, depends on shift
- <sup>3</sup>  No

14. Do you work flexible hours? (This means you may work a certain number of core hours, but you can vary your start and stop times as long as a full week is worked.)

- <sup>1</sup>  Yes
- <sup>3</sup>  No

15. Which of the following best describes your terms of employment in this job?

- <sup>1</sup>  Regular employee with no contractual or anticipated termination date -----> Go to Question 16
- <sup>2</sup>  Seasonal employee: my employment on this job is intermittent according to the season of the year -----> Go to Question 16
- <sup>3</sup>  Term employee: my current term of employment will end at a specified date -----> Go to Question 15 (a)
- <sup>4</sup>  Casual or on-call employee -----> Go to Question 16

NOTE:

Casual or on-call employees are persons:  
- who may have hours of work that vary substantially from one week to the next;  
- who are called to work as the need arises, not on a pre-arranged schedule.

5

Other, specify \_\_\_\_\_> Go to Question 16

15 (a) When will your current term of employment end?

Month [\_\_][\_\_]                      Year [\_\_][\_\_][\_\_][\_\_]

16. Are all of your duties carried out at your workplace (or do you do some of your work outside of your workplace)?

- <sup>1</sup> All of my duties are carried out at my workplace
- <sup>2</sup> Most of my duties are carried out outside of my workplace
- <sup>3</sup> Some of my duties are carried out outside of my workplace

17. Do you ever carry out the duties of this job at home?

- <sup>1</sup> Yes
- <sup>3</sup> No -----> Go to Question 18

17 (a) Is your work at home mainly:

- <sup>1</sup> paid and within your normally scheduled work hours?
- <sup>2</sup> paid and in addition to your normally scheduled work hours?
- <sup>3</sup> unpaid and in addition to your normally scheduled work hours?

17 (b) How many hours per week do you usually work at home?

[ ] [ ] [ ] • [ ] ↑ hours

17 (c) What is the main reason you work at home?

- <sup>1</sup> Requirements of the job, finish projects, etc.
- <sup>2</sup> Care for children
- <sup>3</sup> Care for other family members
- <sup>4</sup> Other personal or family responsibilities
- <sup>5</sup> Usual place of work
- <sup>6</sup> Better conditions of work
- <sup>7</sup> Save time, money
- <sup>8</sup> Other, specify \_\_\_\_\_

17 (d) Does your employer offer any type of equipment or supplies and/or reimbursement of costs for working at home?

- <sup>1</sup>  Yes
- <sup>2</sup>  No equipment or supplies required -----> Go to Question 18
- <sup>3</sup>  No -----> Go to Question 18

17 (e) For the work done at home, does the employer provide you with any of the following?  
(Check all that apply.)

- <sup>1</sup>  Computer hardware/software
- <sup>2</sup>  Internet access
- <sup>3</sup>  Modem/fax
- <sup>4</sup>  Cellular phone, pager, beeper
- <sup>5</sup>  Other equipment or supplies, specify \_\_\_\_\_
- <sup>6</sup>  Reimbursement of costs

The next few questions refer to the past 12 months. If you have been in your current job for less than 12 months, answer only for the period you have been in that job.

18. Have you taken any paid leave?

NOTE:

- Paid leave is leave paid for by the employer at your full daily rate.
- Unpaid leave is not compensated by your employer.

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 18 (e)

18 (a) How many days of paid vacation leave have you taken?

[ ][ ][ ] • [ ] days

18 (b) How many days of paid sick leave have you taken?

[ ][ ][ ] • [ ] days

18 (c) How many days of paid maternity/paternity leave have you taken?

[ ][ ][ ] • [ ] days

18 (d) How many days of other paid leave have you taken (for example education leave, disability leave, bereavement, marriage, jury duty, union business)?

[ ][ ][ ] • [ ] days

18 (e) Have you taken any unpaid leave?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 19

18 (f) How many days of unpaid leave have you taken?

[ ][ ][ ] • [ ] days

19. Have you been off work due to a lay-off, strike or lockout?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 20

19 (a) How many working days were you off due to layoffs?

[ ][ ][ ] • [ ] days or

[ ][ ] • [ ] weeks

19 (b) How many working days were you off due to strikes?

[ ][ ][ ] • [ ] days or

[ ][ ] • [ ] weeks

19 (c) How many working days were you off due to lockouts?

[ ][ ][ ] • [ ] days or

[ ][ ] • [ ] weeks

The next questions refer to your entire career with your employer, including all locations that they might operate.

20. Have you ever been promoted while working for this employer? (By promotion we mean a change in duties/responsibilities that lead to both an increase in pay and the complexity or responsibility of the job.)

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 21

20 (a) How many times have you been promoted?

[ ][ ]

20 (b) Speaking now about your most recent promotion, when did that promotion occur?  
(If you do not remember in which month you received the last promotion, enter "01" as the month.)

Month [ ][ ]

Year [ ][ ][ ][ ]

20 (c) Which of the following factors were important in earning that promotion? (Check all that apply.)

- <sup>1</sup> Experience gained at previous job
- <sup>2</sup> Seniority
- <sup>3</sup> Test or competitive process
- <sup>4</sup> Training or career development programs
- <sup>5</sup> Past performance evaluations
- <sup>6</sup> None

21. Is your job performance in your current position evaluated by a standard process?

By standard process, we mean:

- Through a written report
- A private meeting with your supervisor
- A standard report

- <sup>1</sup> Yes
- <sup>3</sup> No -----> Go to question 22

21 (a) Do the results of your job evaluation directly affect your level of pay or benefits?

- <sup>1</sup> Yes
- <sup>3</sup> No

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The next set of questions refers specifically to computers and other technologies you work with on the job.

22. Do you use a computer in your job? Please exclude sales terminals, scanners, machine monitors, etc. – these are covered in another question.

NOTE:

By a computer, we mean a microcomputer, minicomputer or mainframe computer that can be programmed to perform a variety of operations.

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 22 (m)

- 22 (a) How much time do you spend using a computer in a typical work week? (By this we mean using or developing computer applications, rather than just having the computer turned on.)

[ ] [ ] [ ] • [ ] hours

- 22 (b) When you first started this job, how much time did you spend using a computer in a typical work week?

[ ] [ ] [ ] • [ ] hours

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22 (c) What types of applications do you use? (Check all that apply.)

If you are not sure about the applications, please refer to the list provided at the end of the questionnaire.

- <sup>1</sup> Word processors
- <sup>2</sup> Spreadsheets
- <sup>3</sup> Databases
- <sup>4</sup> Desktop publishing and form design
- <sup>5</sup> General management applications
- <sup>6</sup> Communications
- <sup>7</sup> Programming languages and development tools
- <sup>8</sup> Specialized office applications
- <sup>9</sup> Data analysis
- <sup>10</sup> Graphics and presentations
- <sup>11</sup> Computer-aided design
- <sup>12</sup> Computer-aided engineering
- <sup>13</sup> Expert systems
- <sup>14</sup> Other, specify \_\_\_\_\_

- If only one application is used, go to Question 22 (e).

22 (d) Which of these applications do you use the most, in terms of time?

Type of application code as in Question 22 (c): [\_\_]\_\_

22 (e) How much time do you spend using this application in a typical work week?

[\_\_]\_\_] • [\_\_] hours

22 (f) How did you learn this application? (Check all that apply.)

- <sup>1</sup>  Self-learning (manuals, books, on-line tutorials, etc.)
- <sup>2</sup>  Employer-paid formal training
- <sup>3</sup>  Self-paid formal training
- <sup>4</sup>  On-the-job training (co-workers, supervisors, resource people, friends)
- <sup>5</sup>  University or community college courses
- <sup>6</sup>  Other, specify \_\_\_\_\_

22 (g) What method was the most helpful in learning this application?

- <sup>1</sup>  Self-learning (manuals, books, on-line tutorials, etc.)
- <sup>2</sup>  Employer-paid formal training
- <sup>3</sup>  Self-paid formal training
- <sup>4</sup>  On-the-job training (co-workers, supervisors, resource people, friends)
- <sup>5</sup>  University or community college courses
- <sup>6</sup>  Other, specify \_\_\_\_\_

22 (h) Did you learn more:

- <sup>1</sup>  on company time?
- <sup>2</sup>  on your own time?
- <sup>3</sup>  About equally on company and own time

22 (i) Which of the other applications do you use the second most, in terms of time? If you do not use any other application, please go to Question 22 (m).

Please enter the corresponding code, as printed to the left of the circle in Question 22 (c).

Type of application code: [\_\_][\_\_]

22 (j) How much time do you spend using this second application in a typical work week?

[ ] [ ] [ ] • [ ] hours

22 (k) Which of the other applications do you use the third most, in terms of time?

If you do not use any other application, please go to Question 22 (m).

Please enter the corresponding code, as printed to the left of the circle in Question 22 (c).

Type of application code: [ ] [ ]

22 (l) How much time do you spend using this third application in a typical work week?

[ ] [ ] [ ] • [ ] hours

22 (m) Considering all jobs you have held, how many years have you used a computer in a work environment?

[ ] [ ] years

23. Do you use a computer-controlled or computer-assisted technology in the course of your normal duties? For example, industrial robots, retail scanning systems, CAD / CAM systems.

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 23 (f)

23 (a) What type of computer-controlled or computer-assisted technology do you use the most?

\_\_\_\_\_

23 a)(i) How much time do you spend with this technology in a typical work week?

[ ] [ ] [ ] • [ ] hours

23 (b) What method was the most helpful in learning to use that technology?

- <sup>1</sup>  On-the-job training (co-workers, supervisors, resource people, friends)
- <sup>2</sup>  Employer-paid formal training
- <sup>3</sup>  Self-learning (manuals, books, on-line tutorials, etc.)
- <sup>4</sup>  Self-paid formal training
- <sup>5</sup>  University or community college courses
- <sup>6</sup>  Other, specify \_\_\_\_\_

23 (c) Has there been an upgrade or change in that technology in the past 12 months?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 23 (f)

23 (d) Did you receive any informal or formal training related to that change in technology?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 23 (f)

23 (e) Approximately how many days did you spend on that training? Include only the time actually spent in training sessions.

[ ] [ ] [ ] • [ ] days

23 (f) Do you use any other machine or technological device for at least one hour a day in the course of your normal duties? This question is meant to be inclusive and would include, for example, cash registers, sales terminals, scanners, manual typewriters, industrial machinery and vehicles.

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 24

23 (g) What machine(s) or technological device(s) do you use for at least one hour a day? If you use more than three, please report the three you use the most, in terms of time.

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

23 g(i) How much time do you spend with the first device or machine you reported in Question 23 (g) in a typical work week?

[ ] [ ] [ ] • [ ] hours

If you reported only one machine or device in Question 23 (g), please go to Question 23 (h).

23 g(ii) How much time do you spend with the second machine or device you reported in Question 23 (g) in a typical work week?

[ ] [ ] [ ] • [ ] hours

If you reported only two machines or devices in Question 23 (g), please go to Question 23 (h).

23 g)(iii) How much time do you spend with the third machine or device you reported in Question 23 (g) in a typical work week?

[ ] [ ] [ ] • [ ] hours

23 (h) Thinking of the machine or technological device you use the most, what has been the most helpful learning method to use that technology?

- <sup>1</sup>  On-the-job training (co-workers, supervisors, resource people, friends)
- <sup>2</sup>  Employer-paid formal training
- <sup>3</sup>  Self-learning (manuals, books, on-line tutorials, etc.)
- <sup>4</sup>  Self-paid formal training
- <sup>5</sup>  University or community college courses
- <sup>6</sup>  Other, specify \_\_\_\_\_

23 (i) Has there been an upgrade or change in that technology in the past 12 months?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 24

23 (j) Did you receive any informal or formal training related to that change in technology?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 24

23 (k) Approximately how many days did you spend on that training? Include only the time actually spent in training sessions.

[ ] [ ] [ ] • [ ] days

24. Since you started this job, has the overall technological complexity:

- <sup>1</sup>  remained about the same?
- <sup>2</sup>  increased?
- <sup>3</sup>  decreased?

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## TRAINING AND DEVELOPMENT

The next few questions deal with job-related training provided or paid by your employer.

25. In the past 12 months, have you received any classroom training related to your job?

- <sup>1</sup>  Yes -----> Go to Question 25(a)  
<sup>3</sup>  No -----> Go to Question 25 (d)

Classroom training includes:

- All training activities which have pre-determined format, including a pre-defined objective
- Specific content
- Progress may be monitored and / or evaluated

25 (a) In how many different training courses have you taken in the last 12 months?

[ ][ ]

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Thinking about the last course you completed,

25 b)(i) What was the main subject of the course?

- 01  Orientation for new employees
- 02  Managerial / supervisory training
- 03  Professional training
- 04  Apprenticeship training
- 05  Sales and marketing training
- 06  Computer hardware
- 07  Computer software
- 08  Other office or non-office equipment
- 09  Group decision-making or problem-solving
- 10  Team building, leadership, communication
- 11  Occupational health and safety, environmental protection
- 12  Literacy or numeracy
- 13  Other, specify \_\_\_\_\_

25 b)(ii) How long was the course? Include only the time actually spent in training sessions.

[ ][ ][ ] • [ ][ ] days or

[ ][ ][ ] • [ ][ ] hours

25 b)(iii) Did the training take place at your workplace?

- 1  Yes, entirely
- 2  Partly
- 3  No, always elsewhere

25 b)(iv) Did the training take place during your normal working hours?

- 1  Yes
- 2  Partly
- 3  No

25 b)(v) Who provided the training sessions? (Check all that apply.)

- 1  Supervisor
- 2  Fellow worker
- 3  In-house trainer
- 4  Outside trainer
- 5  Supplier
- 6  Other, specify \_\_\_\_\_

Continuing with the second most recent course you completed in the past 12 months,

25 c)(i) What was the main subject of the course?

- 1  Orientation for new employees
- 2  Managerial / supervisory training
- 3  Professional training
- 4  Apprenticeship training
- 5  Sales and marketing training
- 6  Computer hardware
- 7  Computer software
- 8  Other office or non-office equipment
- 9  Group decision-making or problem-solving
- 10  Team building, leadership, communication
- 11  Occupational health and safety, environmental protection
- 12  Literacy or numeracy
- 13  Other, specify \_\_\_\_\_

25 c)(ii) How long was the course? Include only the time actually spent in training sessions.

[ ][ ][ ] • [ ] days or

[ ][ ][ ] • [ ] hours

25 c)(iii) Did the training take place at your workplace?

- <sup>1</sup>  Yes, entirely
- <sup>2</sup>  Partly
- <sup>3</sup>  No, always elsewhere

25 c)(iv) Did the training take place during your normal working hours?

- <sup>1</sup>  Yes
- <sup>2</sup>  Partly
- <sup>3</sup>  No

25 c)(v) Who provided the training sessions? (Check all that apply.)

- <sup>1</sup>  Supervisor
- <sup>2</sup>  Fellow worker
- <sup>3</sup>  In-house trainer
- <sup>4</sup>  Outside trainer
- <sup>5</sup>  Supplier
- <sup>6</sup>  Other, specify \_\_\_\_\_

25 d) In the past 12 months, have you received any on-the-job training related to your job?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 26

25 d(i) What **were** the main **subjects** of the on-the-job training? (Check all that apply.)

- 01  Orientation for new employees
- 02  Managerial/supervisory training
- 03  Professional training
- 04  Apprenticeship training
- 05  Sales and marketing training
- 06  Computer hardware
- 07  Computer software
- 08  Other office or non-office equipment
- 09  Group decision-making or problem-solving
- 10  Team building, leadership, communication
- 11  Occupational health and safety, environmental protection
- 12  Literacy or numeracy
- 13  Other please specify \_\_\_\_\_

25 d(ii) In the past twelve months, how much time in total was spent for on-the-job training? Include only the time actually spent in training.

[ ][ ][ ] • [ ][ ] days or

[ ][ ][ ] • [ ][ ] hours

25 d(iii) What method was the most helpful in learning?

- 1  Self-learning (manuals, books, on-line tutorials, etc.)
- 2  Employer-paid formal training
- 3  Self-paid formal training
- 4  On-the-job training (co-workers, supervisors, resource people, friends)
- 5  University or community college courses
- 6  Other, specify \_\_\_\_\_

25 d)(iv) Who provided the training? (Check all that apply)

- <sup>1</sup> Self-learning (manuals, books, on-line tutorials, etc.)
- <sup>2</sup> Supervisor
- <sup>3</sup> Fellow worker
- <sup>4</sup> In-house trainer
- <sup>5</sup> Outside trainer
- <sup>6</sup> Equipment supplier
- <sup>7</sup> Other, specify \_\_\_\_\_

26. In the past 12 months, was there job-related training offered to you that you decided not to take?

- <sup>1</sup> Yes
- <sup>3</sup> No -----> Go to Question 27

26 (a) What was the main reason you decided not to take that training?

- <sup>1</sup> Too busy with my duties on the job
- <sup>2</sup> Courses not suitable (I already have the skills, heard bad things about the course, etc.)
- <sup>3</sup> Course too difficult
- <sup>4</sup> Health reasons
- <sup>5</sup> Family responsibilities
- <sup>6</sup> Too old, too late in career
- <sup>7</sup> Other, specify \_\_\_\_\_

26 (b) In the past 12 months, has your employer paid for or otherwise helped you to take courses, outside of your paid working hours, that were not directly job-related? (The objectives of these courses being for career development, not just interest.)

- <sup>1</sup>  Yes  
<sup>3</sup>  No -----> Go to Question 27

26 (c) How many such courses has your employer helped you to take in the past 12 months?

[ ][ ]

26 (d) Speaking of the most recent course, what was (were) the goal(s) of that course? (Check all that apply.)

- <sup>1</sup>  Working towards a trade or vocational certificate or diploma  
<sup>2</sup>  Working towards a degree or diploma  
<sup>3</sup>  Working towards a professional designation  
<sup>4</sup>  Increase literacy or numeracy skill  
<sup>5</sup>  Other, specify \_\_\_\_\_

26 (e) Who paid for this course? (Check all that apply.)

- <sup>1</sup>  My employer  
<sup>2</sup>  Myself  
<sup>3</sup>  Another organization

The next few questions deal with career-related training not sponsored by your employer. (Exclude courses taken for personal interest.)

27. Have you taken any such courses in the past 12 months?

- <sup>1</sup>  Yes  
<sup>3</sup>  No -----> Go to Question 28

27 (a) How many different courses have you taken in the last 12 months?

[ ][ ]

Thinking about the last course you completed,

27 b)(i) What was the main subject of the course?

- 1  Managerial / supervisory training
- 2  Professional training
- 3  Apprenticeship training
- 4  Sales and marketing training
- 5  Computer hardware
- 6  Computer software
- 7  Other office or non-office equipment
- 8  Group decision-making or problem-solving
- 9  Team building, leadership, communication
- 10  Occupational health and safety, environmental protection
- 11  Literacy or numeracy
- 12  Other, specify \_\_\_\_\_

27 b)(ii) How long was the course? Include only the time actually spent in training sessions.

[ ][ ][ ] days or

[ ][ ][ ] hours



Continuing with the second most recent course you took in the past 12 months,

27 c)(i) What was the main subject of the course?

- 1  Managerial / supervisory training
- 2  Professional training
- 3  Apprenticeship training
- 4  Sales and marketing training
- 5  Computer hardware
- 6  Computer software
- 7  Other office or non-office equipment
- 8  Group decision-making or problem-solving
- 9  Team building, leadership, communication
- 10  Occupational health and safety, environmental protection
- 11  Literacy or numeracy
- 12  Other, specify \_\_\_\_\_

27 c)(ii) How long did the course last? Include only the time actually spent in training sessions.

[ ] [ ] [ ] • [ ] [ ] days or  
[ ] [ ] [ ] [ ] [ ] hours

28. Since you began working in your current job, have the overall skill requirements of the position:

- 1  Increased?
- 2  Remained about the same?
- 3  Decreased?

29. Since you began working for this company, has the amount of training available to employees:

- <sup>1</sup>  Increased?
- <sup>2</sup>  Remained about the same?
- <sup>3</sup>  Decreased?

30. Would you say that the amount of training that you take is:

- <sup>1</sup>  about right for the demands of the job?
- <sup>2</sup>  too little for the demands of the job?
- <sup>3</sup>  too much for the demands of the job?

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## EMPLOYEE PARTICIPATION

The next few questions deal with employee participation in decisions regarding the workplace.

Please report how frequently this statement applies to you. Although a program or policy may exist somewhere in your workplace, we are only interested in those that apply directly to you.

If the answer to any of questions 31 (a) to 31 (d) is “always”, answer “frequently”.

31 (a) Are you asked to complete employee surveys?

- <sup>1</sup> Never
- <sup>2</sup> Occasionally
- <sup>3</sup> Frequently

31 (b) Do you currently participate in an employee suggestion program or regular meetings in which you offer suggestions to your superiors regarding areas of work that may need improvement?

- <sup>1</sup> Never
- <sup>2</sup> Occasionally
- <sup>3</sup> Frequently

31 (c) Do you participate in a job rotation or cross-training program where you work or are trained on a job with different duties than your regular job?

- <sup>1</sup> Never
- <sup>2</sup> Occasionally
- <sup>3</sup> Frequently

31 (d) Are you informed (through meetings, newsletters, E-Mail or Internet) about overall workplace performance, changes to workplace organization or the implementation of new technology?

- <sup>1</sup> Never
- <sup>2</sup> Occasionally
- <sup>3</sup> Frequently

31 (e) Do you participate in a task team or labour-management committee that is concerned with a broad range of workplace issues?

(Task teams and labour-management committees make recommendations to line managers on such issues as safety, quality, scheduling, training and personal development programs.)

- <sup>1</sup>  Never  
<sup>2</sup>  Occasionally  
<sup>3</sup>  Frequently  
<sup>4</sup>  Always

31 (f) Do you participate in a team or circle concerned with quality or work flow issues?

- <sup>1</sup>  Never  
<sup>2</sup>  Occasionally  
<sup>3</sup>  Frequently  
<sup>4</sup>  Always

31 (g) Are you part of a self-directed work group (or semi-autonomous work group or mini-enterprise group) that has a high level of responsibility for a particular product or service area? In such systems, part of your pay is normally related to group performance.

(Self-directed work groups:

- Are responsible for production of a fixed product or service, and have a high degree of autonomy in how they organize themselves to produce that product or service.
- Act almost as “businesses within businesses”.
- Often have incentives related to productivity, timeliness and quality.
- While most have a designated leader, other members also contribute to the organization of the group's activities.)

- <sup>1</sup>  Never  
<sup>2</sup>  Occasionally  
<sup>3</sup>  Frequently  
<sup>4</sup>  Always

## PERSONAL AND FAMILY SUPPORT PROGRAMS

These questions cover the availability and use of practices that aim to help employees balance their careers and personal lives.

32. Does your employer offer personal support or family services such as childcare, employee assistance, eldercare, fitness and recreation services or other types of services?

- <sup>1</sup>  Yes  
<sup>3</sup>  No -----> Go to Question 33

32 (a) Does your employer offer help for child care either through an on-site centre or assistance with external suppliers or informal arrangements?

- <sup>1</sup>  Yes  
<sup>3</sup>  No -----> Go to Question 32 (b)

32 a)(i) Did you use this help within the past 12 months?

- <sup>1</sup>  Yes  
<sup>3</sup>  No

32 (b) Does your employer offer employee assistance such as counselling, substance abuse control, financial assistance, legal aid, etc.?

- <sup>1</sup>  Yes  
<sup>3</sup>  No -----> Go to Question 32 (c)

32 b)(i) Did you use these services within the past 12 months?

- <sup>1</sup>  Yes  
<sup>3</sup>  No

32 (c) Does your employer offer help with elder care services?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 32 (d)

32 c)(i) Did you use this help within the past 12 months?

- <sup>1</sup>  Yes
- <sup>3</sup>  No

32 (d) Does your employer offer fitness and recreation services (on-site or off-site)?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 32 (e)

32 d)(i) Did you use this service within the past 12 months?

- <sup>1</sup>  Yes
- <sup>3</sup>  No

32 (e) Does your employer offer other personal support or family services?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 33

32 e)(i) Could you please specify the type of service?

---

32 e)(ii) Did you use this service within the past 12 months?

- <sup>1</sup>  Yes
- <sup>3</sup>  No

## WORKER REPRESENTATION AND INDUSTRIAL RELATIONS

33. In your current job, are you a member of a union or covered by a collective bargaining agreement?

<sup>1</sup>  Yes

<sup>3</sup>  No

34. Is there a dispute, complaint, or grievance system in your workplace?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 35

34 (a) Have you had a dispute, complaint or grievance in the past 12 months?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 35

34 (b) What mechanisms were used to address your dispute, complaint, or grievance? (Check all that apply.)

<sup>1</sup>  Informally addressed by manager / supervisor

<sup>2</sup>  Management committee

<sup>3</sup>  Labour-management committee

<sup>4</sup>  Outside arbitrator

<sup>5</sup>  Other, specify \_\_\_\_\_

34 (c) Has the situation improved?

<sup>1</sup>  Yes

<sup>3</sup>  No







37 (a) Are you included in an employer-sponsored pension plan? (This does not include CPP/QPP or group RRSPs.)

<sup>1</sup>  Yes

<sup>3</sup>  No

37 (b) Are you included in a group RRSP?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 37 (c)

37 b)(i) Does your employer contribute to this plan?

<sup>1</sup>  Yes

<sup>3</sup>  No

37 (c) In your current job, are you included in a life and/or disability insurance plan?

<sup>1</sup>  Yes

<sup>3</sup>  No

37 (d) Are you included in a supplemental medical insurance plan?

<sup>1</sup>  Yes

<sup>3</sup>  No

37 (e) Are you included in a dental plan?

<sup>1</sup>  Yes

<sup>3</sup>  No

37 (f) Does your employer offer supplements to Employment Insurance benefits for maternity leave or lay-offs?

- <sup>1</sup>  Yes
- <sup>3</sup>  No

37 (g) In your current job, are you included in a stock purchase plan?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 37 (h)

37 g)(i) Does your employer contribute to this plan or offer discounts on stock purchases?

- <sup>1</sup>  Yes
- <sup>3</sup>  No

37 (h) Is participation in any of your company's benefit plans optional?

- <sup>1</sup>  Yes -----> Go to Question 37 (h) – (i)
- <sup>2</sup>  No -----> Go to Question 38
- <sup>3</sup>  Company does not have any benefit plans -----> Go to Question 38

Please specify if, in your company, each benefit is mandatory, optional or not available:

37 h)(i) Company pension plan

- <sup>1</sup>  Mandatory
- <sup>2</sup>  Optional
- <sup>3</sup>  Not available

37 h)(ii) Group RRSP

- <sup>1</sup> Mandatory
- <sup>2</sup> Optional
- <sup>3</sup> Not available

37 h)(iii) Life or disability insurance plan

- <sup>1</sup> Mandatory
- <sup>2</sup> Optional
- <sup>3</sup> Not available

37 h)(iv) Supplemental medical insurance plan

- <sup>1</sup> Mandatory
- <sup>2</sup> Optional
- <sup>3</sup> Not available

37 h)(v) Dental plan

- <sup>1</sup> Mandatory
- <sup>2</sup> Optional
- <sup>3</sup> Not available

37 h)(vi) Supplements to Employment Insurance Plan

- <sup>1</sup> Mandatory
- <sup>2</sup> Optional
- <sup>3</sup> Not available

38. Considering all aspects of this job, how satisfied are you with the job? Would you say that you are:

- <sup>1</sup> very satisfied?
- <sup>2</sup> satisfied?
- <sup>3</sup> dissatisfied?
- <sup>4</sup> very dissatisfied?

39. Considering the duties and responsibilities of this job, how satisfied are you with the pay and benefits you receive? Would you say that you are:

- <sup>1</sup> very satisfied?
- <sup>2</sup> satisfied?
- <sup>3</sup> dissatisfied?
- <sup>4</sup> very dissatisfied?

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## WORK HISTORY / TURNOVER

40. Considering all jobs you have held, how many years of full-time working experience do you have?

[ ][ ] • [ ] years

40 (a) In the past five years, have you worked for any other employers, including yourself?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 41

40 (b) How many other employers have you worked for in the past five years, including self-employment?

[ ][ ]

40 (c) In that period, were you ever without work more than two weeks when you were actively looking for work and not attending school on a full-time basis?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 40 (e)

40 (d) During the past five years how many months, in total, have you been unemployed?

[ ][ ] • [ ] months

40 (e) Thinking about the last job you held before coming to work for your current employer, what was the main reason you left that job?

- <sup>1</sup>  Left for better pay, hours or career opportunities at current job
- <sup>2</sup>  Moved, immigrated, spouse relocated
- <sup>3</sup>  Returned to school
- <sup>4</sup>  Quit for any other reason
- <sup>5</sup>  Laid off: plant closure or business failure
- <sup>6</sup>  Laid off: business slowdown, restructuring, other reasons
- <sup>7</sup>  End of contract, seasonal or temporary position
- <sup>8</sup>  Left self-employment (sold business, own business failed, etc.)
- <sup>9</sup>  Other, specify \_\_\_\_\_

If you have worked for this employer for 12 months or more, please go to Question 41.

40 (f) What was your job title?

---

---

40 (g) In that last job, what were your most important activities or duties?

---

---

40 (h) How many months did you work for that employer?

[ ][ ][ ] • [ ] months

40 (i) About how many hours did you usually work per week in that job (including overtime)?

[ ][ ][ ] • [ ] hours





41. Immediately before starting with your present employer, were you:

- <sup>1</sup>  Working at another job -----> Go to Question 42
- <sup>2</sup>  Looking for work
- <sup>3</sup>  Going to school -----> Go to Question 42
- <sup>4</sup>  Working at home, raising family, etc. -----> Go to Question 42
- <sup>5</sup>  Recuperating from illness or disability -----> Go to Question 42
- <sup>6</sup>  Other, specify \_\_\_\_\_ -----> Go to Question 42

41 (a) How many weeks were you looking for work?

[ ] [ ] [ ] [ ] • [ ] weeks

42. Do you currently do any paid work other than your job with this employer?

NOTE:

This includes self-employed work.

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 43

42 (a) How many hours a week do you usually work at that (these) job(s)?

[ ] [ ] [ ] [ ] • [ ] hours

[ ] [ ] [ ] [ ] • [ ] hours

42 (b) What are your approximate weekly earnings in that (these) job(s)?

Job 1 \$ [ ] [ ] [ ] [ ] [ ] [ ] [ ] • [ ] [ ] [ ]

Job 2 \$ [ ] [ ] [ ] [ ] [ ] [ ] [ ] • [ ] [ ] [ ]

Finally, we would like to ask some general questions about you and your family.

43. In what year were you born?

Year [ ] [ ] [ ] [ ]

44. SEX

<sup>1</sup>  Male

<sup>2</sup>  Female

45 (a) What language do you most often use at work?

<sup>1</sup>  English

<sup>2</sup>  French

<sup>3</sup>  Other, specify \_\_\_\_\_

45 (b) What language do you most often speak at home?

<sup>1</sup>  English

<sup>2</sup>  French

<sup>3</sup>  Other, specify \_\_\_\_\_

46. Were you born in Canada?

<sup>1</sup>  Yes -----> Go to Question 47

<sup>2</sup>  No

46 (a) In what year did you immigrate to Canada?

Year [ ] [ ] [ ] [ ]

46 (b) From what country did you emigrate?

Country: \_\_\_\_\_

47. What is the highest grade of elementary or high school (secondary school) that you have completed?

Please report the highest grade, not the year when it was completed.

[ ] [ ]

48. Did you graduate from high school (secondary school)?

<sup>1</sup>  Yes

<sup>3</sup>  No

49. Have you received any other education?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 51

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50. What was that education? (Check all that apply.)

**Trade-vocational:**

<sup>01</sup>  Trade or vocational diploma or certificate

**College:**

<sup>02</sup>  Some college, CEGEP, institute of technology or nursing school

<sup>03</sup>  Completed college, CEGEP, institute of technology or nursing school

**University:**

<sup>04</sup>  Some university

<sup>05</sup>  Teachers' college

<sup>06</sup>  University certificate or diploma below bachelor level

<sup>07</sup>  Bachelor or undergraduate degree or teachers' college (e.g. B.A., B.Sc., B.A.Sc, 4-year B.Ed.)

<sup>08</sup>  University certificate or diploma above bachelor level

<sup>09</sup>  Master's degree (M.A., M.Sc., M.Ed., MBA, MPA and equivalent)

<sup>10</sup>  Degree in medicine, dentistry, veterinary medicine, law, optometry or theology (M.D., D.D.S., D.M.D., D.V.M., LL.B., O.D., M.DIV.) or 1-year B.Ed. after another bachelor's degree

<sup>11</sup>  Earned doctorate

**Other:**

<sup>12</sup>  Industry certified training or certification courses

<sup>13</sup>  Other, specify \_\_\_\_\_

51. What is your current legal marital status?

- <sup>1</sup>  Legally married (and not separated) -----> Go to Question 53
- <sup>2</sup>  Legally married and separated
- <sup>3</sup>  Divorced
- <sup>4</sup>  Widowed
- <sup>5</sup>  Single (never married)

52. Are you currently living with a common-law partner?

- <sup>1</sup>  Yes
- <sup>3</sup>  No

53. Do you have any dependent children?

- <sup>1</sup>  Yes
- <sup>3</sup>  No -----> Go to Question 54 (a)

53 (a) Please indicate their ages, starting with the youngest. If any children are less than one year old, record age as "01"

<sup>1</sup> [ ][ ]   <sup>2</sup> [ ][ ]   <sup>3</sup> [ ][ ]   <sup>4</sup> [ ][ ]  
<sup>5</sup> [ ][ ]   <sup>6</sup> [ ][ ]   <sup>7</sup> [ ][ ]   <sup>8</sup> [ ][ ]

53 (b) Are any of your children in childcare (in the care of someone other than you or another legal guardian)? Please do not include regular school hours.

- <sup>1</sup>  Yes
- <sup>3</sup>  No



Group B

- 5  Arab (from Egypt, Jordan, Lebanon, Iraq, etc.)
- 6  Black (from Africa, Caribbean, Haiti, U.S.A., Canada, etc.)
- 7  Chinese
- 8  East Indian (from India, Pakistan, East Africa, etc.)
- 9  Filipino
- 10  Inuit (Eskimo)
- 11  Japanese
- 12  Korean
- 13  Latin American (from Mexico, Central America or South America)
- 14  Métis
- 15  North American Indian (First Nations, Aboriginal persons, Native Peoples)
- 16  North African (from Egypt, Morocco, Algeria, etc.)
- 17  South East Asian (from Burma, Cambodia, Laos, Viet Nam, etc.)
- 18  West Asian (from Syria, Turkey, Afghanistan, Iran, etc.)
- 19  Other, specify \_\_\_\_\_

If you have checked off any of the choices from 5-19, continue on to Question 56 (a); otherwise go to Question 57.

56 (a) Does your employer have any recruitment or career programs for minority groups?

- 1  Yes
- 3  No -----> Go to Question 57

56 (b) Have you ever participated in these programs?

- 1  Yes
- 3  No

57. Are you limited in the kind of activity that you can do because of a long-term physical condition, mental condition or health problem?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 58

57 (a) Are you limited at home?

<sup>1</sup>  Yes

<sup>3</sup>  No

57 (b) Are you limited at work?

<sup>1</sup>  Yes

<sup>3</sup>  No

57 (c) Are you limited in other activities such as transportation to work or in leisure activities?

<sup>1</sup>  Yes

<sup>3</sup>  No

58. Do you have any long-term disabilities or handicaps?

<sup>1</sup>  Yes

<sup>3</sup>  No

If you answered "Yes" to Question 57 or to Question 58, please continue with Question 59, otherwise go to Question 60.



59. Does your employer have any recruitment or career programs for employees with disabilities?

<sup>1</sup>  Yes

<sup>3</sup>  No -----> Go to Question 60

59 (a) Have you ever participated in these programs?

<sup>1</sup>  Yes

<sup>3</sup>  No

59 (b) Do you need altered facilities or equipment aids to help accommodate your condition?

<sup>1</sup>  Yes

<sup>3</sup>  No

59 (c) Does your employer provide these altered facilities, equipment or aids to you?

<sup>1</sup>  Yes

<sup>3</sup>  No

60. In case we have difficulty in reaching you next year, could you please give us the name and telephone number of someone we could call to obtain your telephone number.

Last name \_\_\_\_\_

Given name \_\_\_\_\_

Telephone number (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

On behalf of Statistics Canada, I'd like to thank you for taking the time to answer this survey. If you have any questions or comments, please feel free to contact

\_\_\_\_\_ at (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Name of interviewer

COMMENTS:

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Please use this list if you know the name of the application but you are not sure under which category it falls. The numbers correspond to the numbers to the left of the circles in Question 22 (c).

Access (database)	3
Access (programming)	7
Adabas (database)	3
Adabas (programming)	7
Ami Pro	1
Basic	7
C	7
C++	7
Clipper	7
COBOL	7
Communications	6
CompuServe	6
Computer Aided Design	11
Corel Draw	10
Crystal Reports	4
Data Analysis	9
Databases	3
DB-2	3
dBase (database)	3
dBase (programming)	7
DELPHI	7
Desktop Publishing	4
Developer	12
Development tool	7
E-mail systems	6
Easycase	12
Excel	2
Excellerator	12
Expert Systems	13
Extra!	6
FAME	9
Form Design	4
Fortran	7
Foxpro (database)	3
Foxpro (programming)	7
Framemaker	4
Freelance	10
GML	1
Graphics and presentation	10
Harvard Graphics	10
HTML (communications)	6

HTML (programming)	7
Internet	6
Intranet	6
JAVA (communications)	6
JAVA (programming)	7
Jetform	4
Lotus Smart Suite Integration	4
Lotus 1-2-3	2
Management applications	5
Microsoft Office	4
Microsoft Project	5
MS-QUERY	9
MS-Write	1
Net Bui	6
Oracle (database)	3
Oracle (programming)	7
Other	14
OutsideIn	6
Pagemaker	4
Paradox (database)	3
Paradox (programming)	7
PCTCP	6
PerForm Pro	4
PL/1	7
PM-Work Bench	5
Power Builder	7
Power Play	9
Powerpoint	10
Programming language	7
Quattro Pro	2
SAS (data analysis)	9
SAS (programming)	7
SGML	1
SmallTalk	7
Specialized Office	8
Spreadsheets	2
SPSS	9
SQL	7
SQL Server	3
SQL Windows	7
Statgraphics	9
StatPac	9
STP	12
SUDAAN	9
Sybase	3

For information only

Systems Architect	12
Timeline	5
Turbo Pascal	7
Ventura	4
Visual Basic	7
Word	1
Wordperfect	1
Wordpro	1
Wordprocessors	1

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