

Employer Engagement Survey 2015



**Australian
Aid** 

APTC 
AUSTRALIA-PACIFIC
TECHNICAL COLLEGE
CREATING SKILLS FOR LIFE

Table of Contents

1.	Introduction and Methods	3
2.	Survey Administration and Feedback	4
3.	General Employer Information	5
3.1	Primary Operations	5
3.2	Organisation Type	5
3.3	Number of Employees employed by an Employer	6
3.4	APTC Graduates Currently Employed	6
4.	Employer Assessment of Graduates	7
4.1	Technical Development	7
4.1.1	<i>Graduates demonstrate the ability to perform to the expectations of your workplace.</i>	7
4.1.2	<i>Graduates are able to use relevant skills and technology in workplace tasks.</i>	7
4.1.3	<i>Graduates demonstrate a working knowledge of the industry.</i>	8
4.1.4	<i>Graduates are fluent in relevant technical vocabulary.</i>	8
4.1.5	<i>Graduates work effectively with minimal supervision.</i>	8
4.1.6	<i>Graduates are able to take on increased responsibility.</i>	9
4.1.7	<i>Graduates are able to solve common work related problems.</i>	9
4.1.8	<i>Graduates communicate effectively with supervisor, co-workers and clients/ customers.</i>	9
4.2	Personal and Professional Development	10
4.2.1	<i>Graduates are motivated and show initiative.</i>	10
4.2.2	<i>Graduates display an appropriate attitude and aptitude to work, are reliable and professional.</i>	10
4.3	Employer Satisfaction	11
4.3.1	<i>Overall Satisfaction with APTC Training Program.</i>	11
4.3.2	<i>APTC graduates have shared their new skills with other workers in their company?</i>	11
4.3.3	<i>Have the APTC graduates been promoted or given greater responsibilities?</i>	11
4.3.4	<i>Impact on overall productivity or business performance.</i>	12
4.3.5	<i>Would the employer employ another APTC graduate or work placement student.</i>	12
4.3.6	<i>Would the employer recommend APTC courses to other people or businesses?</i>	13
4.3.7	<i>Would the employer be interested in supporting other employees to attend APTC courses?</i>	13
4.3.8	<i>Details of other courses required by employer.</i>	13
4.4	Labour Market Information	14
4.4.1	<i>Does the organisation currently have any job vacancies?</i>	14
4.4.2	<i>Details of job vacancies by Employer</i>	14
4.4.3	<i>Do Employers anticipate that the organisation will experience job vacancies over the next 12 months?</i>	15
4.4.4	<i>Details of job vacancies by Employer over the next 12 months</i>	15

4.4.5 How have the job vacancies in the organisation come about?.....	16
4.4.6 Do you employ people from other countries?.....	16
4.4.7 Details of countries where organisations employ staff.....	16
4.4.8 Details of organisation positions where people from other countries are employed.	17
5. Conclusion.....	18
Annex A – Free Text Comments.....	19
Impact on overall productivity or business performance.....	19
Would the employer employ another APTC graduate or work placement student?	20
Would the employer recommend that other people or business employ APTC graduates?	21
Would the employer be interested in supporting other employee/s to attend APTC courses?.....	22

1. Introduction and Methods

This report summarises the feedback obtained from surveys of employers of APTC graduates 6-12 months after leaving APTC, allowing sufficient time for them to re-join the work force and demonstrate the outcomes of their training. The information summarised in this report was gathered by administering the “APTC Employer Questionnaire”. The survey focused on gathering information from those companies or individuals that have employed or still employ APTC graduates before and after their study.

In addition to surveying remote participants (e.g. Tonga, Kiribati, Marshall Islands) via post, email and online using Qualtrics, APTC officers also visited local area employers at their premises to administer the survey which proved to be the most successful survey method. Many surveys were conducted by telephone where possible.

The data gathered focuses on basic evidence about the employee and placement within their industry. The information focuses on:

- ▶ General employer information
- ▶ Employer assessment of graduates in terms of:
 - technical development
 - personal and professional development

Information contained within this report augments data gathered via the APTC student tracer studies to provide a broader view on the effects that APTC training has on students and on their industry.

2. Survey Administration and Feedback

The survey was administered between 1st March and 1st April, 2016. The survey population was comprised of 488 employers based on the principle that each employer is allocated only one survey regardless of the number of employees who graduated from APTC in the past 6-12 months. The total number of graduates relevant to the survey was 1101. A total of 197 completed surveys were collected by APTC staff which represents a rate of return of 40%. Table 1 below provides a listing of the surveys administered and the returns from each country.

It should be noted that the efficient administration and return of surveys was affected by the remote locations of respondents, and on the transient employment of students – many had left their place of employment between their graduation and the survey implementation.

Table 1: Surveys Administered and Returned by Country

Survey Country	Surveys Administered	Completed Returns	Returns Percentage
Fiji	116	44	29%
Kiribati	19	12	63%
Marshall Islands	4	-	-
Nauru	8	-	-
PNG	105	53	50%
Samoa	43	18	42%
Solomon Islands	69	20	29%
Tonga	22	7	32%
Tuvalu	8	5	62%
Vanuatu	92	38	41%
Others	2	-	-
Total	488	197	40%

3. General Employer Information

3.1 Primary Operations

Employers were asked to select the primary type of work undertaken by their organisations from a provided list of industrial classifications. Table 2 below summarises the responses received for this survey.

Table 2: Primary Operation Type

Primary Industry	Frequency	Percentage
Agriculture, Fisheries & Forestry	1	0.51%
Business Services	6	3%
Construction	20	10%
Education & Training	57	29%
Electricity, Gas & Water Supply	5	3%
Fishing	1	0.51%
Health Services	7	4%
Manufacturing	10	5%
Mining & Quarrying	2	1%
Tourism & Hospitality	46	23%
Transport & Communications	10	5%
Other	30	15%
No Data	2	1%
Total	197	100%

The highest percentage of employers responding to the survey were from the Education and Training sectors (29%) followed by Tourism & Hospitality (23%).

3.2 Organisation Type

The table below summarises the type of organisation; private, public or NGO/Not for Profit, represented by the employers of the APTC graduates for this survey.

Table 3: Type of Organisation

Organisation Type	Frequency	Percentage
NGO/Not for Profit	27	14%
Private Sector	109	55%
Public Sector	61	31%
Total	197	100%

The majority of the employers (55%) were from the private sector; 31% from the Public Sector and 14% were from an NGO/Not for Profit organisation.

3.3 Number of Employees employed by an Employer

Table 4 summarises the number of employees employed by an employer.

Table 4: Number of employees in the organisation

Number of Employee	Frequency	Percentage
1 -10	44	22%
11-50	53	27%
51-100	35	18%
101-500	38	19%
501 – 1000	15	8%
Over 1000	12	6%
Total	197	100%

Most of the organisations surveyed employed between 11-50 people with 27% followed by those between 101-500 people with 19%.

3.4 APTC Graduates Currently Employed

A summary of the APTC Graduates currently employed by Employer is presented in Table 5 below:

Table 5: Number of APTC graduates employed by employer

Number of Employees	Frequency	Percentage
1- 5	140	71%
5-10	31	16%
10-15	11	6%
15-20	-	-
More than 20	8	4%
None	7	4%
Total	197	100%

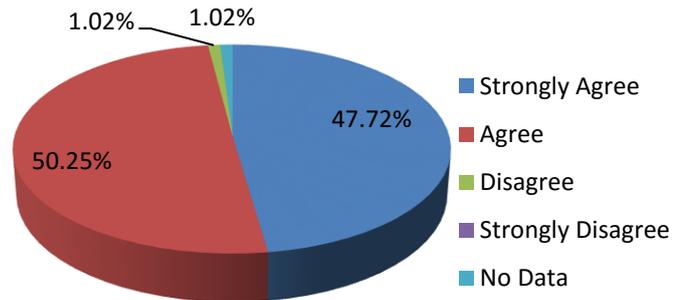
4. Employer Assessment of Graduates

4.1 Technical Development

Employers were asked to provide their assessment of the technical development of their employees as a result of undergoing training with APTC. Employers were given a scale: *Strongly Agree, Agree, Disagree and Strongly Disagree* and asked to choose the option that best described their experience with the APTC graduates in the workplace since the completion of their training. The summary of the responses received for each statement and the respective graphical representations are provided below.

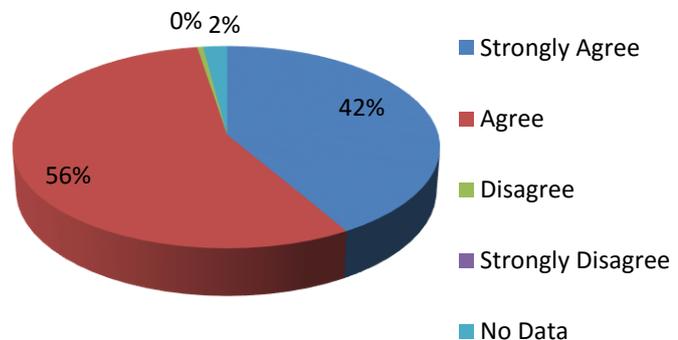
4.1.1 Graduates demonstrate the ability to perform to the expectations of your workplace.

Response	Frequency
Strongly Agree	94
Agree	99
Disagree	2
Strongly Disagree	
No Data	2
Grand Total	197



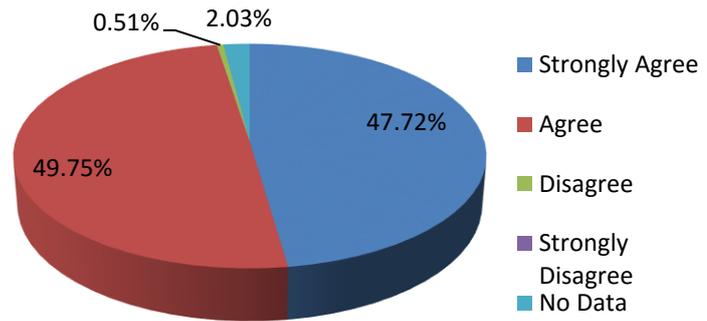
4.1.2 Graduates are able to use relevant skills and technology in workplace tasks.

Response	Frequency
Strongly Agree	82
Agree	110
Disagree	1
Strongly Disagree	
No Data	4
Grand Total	197



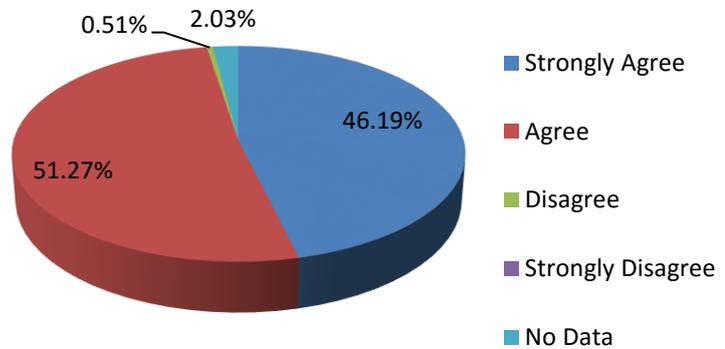
4.1.3 Graduates demonstrate a working knowledge of the industry.

Response	Frequency
Strongly Agree	94
Agree	98
Disagree	1
Strongly Disagree	
No Data	4
Grand Total	197



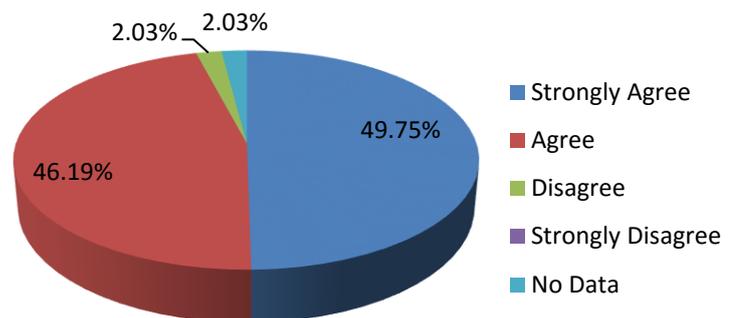
4.1.4 Graduates are fluent in relevant technical vocabulary.

Response	Frequency
Strongly Agree	91
Agree	101
Disagree	1
Strongly Disagree	
No Data	4
Grand Total	197



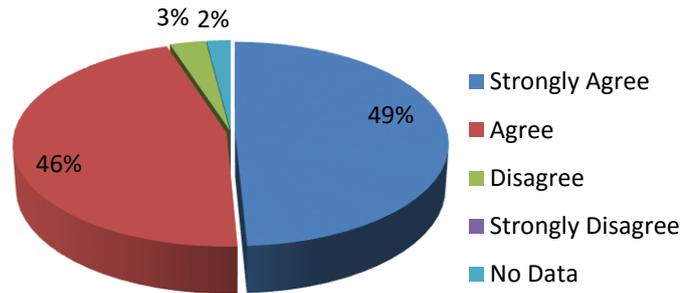
4.1.5 Graduates work effectively with minimal supervision.

Response	Frequency
Strongly Agree	98
Agree	91
Disagree	4
Strongly Disagree	
No Data	4
Grand Total	197



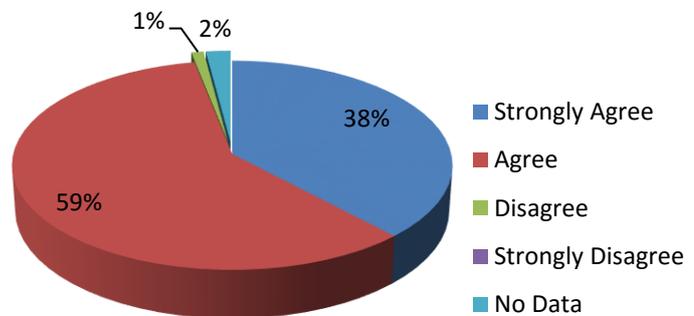
4.1.6 Graduates are able to take on increased responsibility.

Response	Frequency
Strongly Agree	97
Agree	90
Disagree	6
Strongly Disagree	
No Data	4
Grand Total	197



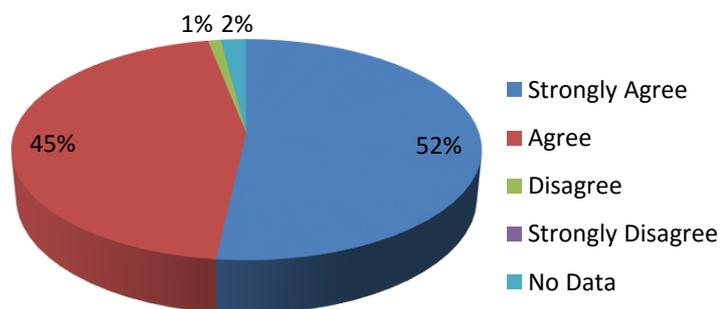
4.1.7 Graduates are able to solve common work related problems.

Response	Frequency
Strongly Agree	75
Agree	116
Disagree	2
Strongly Disagree	
No Data	4
Grand Total	197



4.1.8 Graduates communicate effectively with supervisor, co-workers and clients/ customers.

Response	Frequency
Strongly Agree	102
Agree	89
Disagree	2
Strongly Disagree	
No Data	4
Grand Total	197



Technical Development Results:

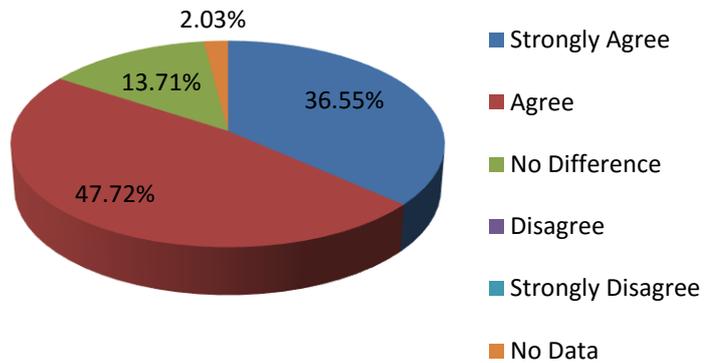
- ✓ For every statement on 'Technical Development' over 97% of employers strongly agreed or agreed that APTC training had a positive impact on the technical development of their employees.

4.2 Personal and Professional Development

Employers were asked to provide their assessments on the personal and professional development of their employees as a result of undergoing training with APTC. They were asked to choose from a given scale: *Strongly Agree*, *Agree*, *No Difference*, *Disagree* and *Strongly Disagree*, for the option that best describes the change in their employee's attitude and work ethic since graduating from APTC. The summary of the responses received for each statement and the respective graphical representations are provided below.

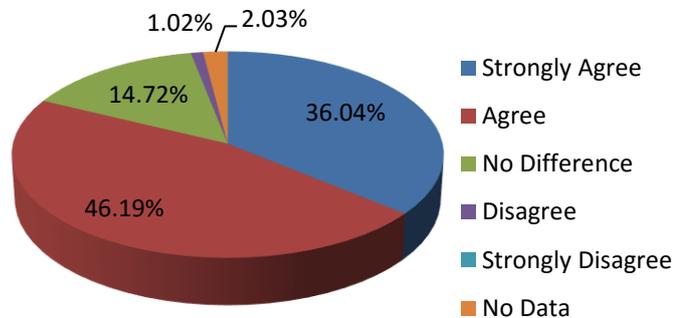
4.2.1 Graduates are motivated and show initiative.

Response	Frequency
Strongly Agree	72
Agree	94
No Difference	27
Disagree	
Strongly Disagree	
No Data	4
Grand Total	197



4.2.2 Graduates display an appropriate attitude and aptitude to work, are reliable and professional.

Response	Frequency
Strongly Agree	71
Agree	91
No Difference	29
Disagree	2
Strongly Disagree	
No Data	4
Grand Total	197



Personal & Professional Development Results:

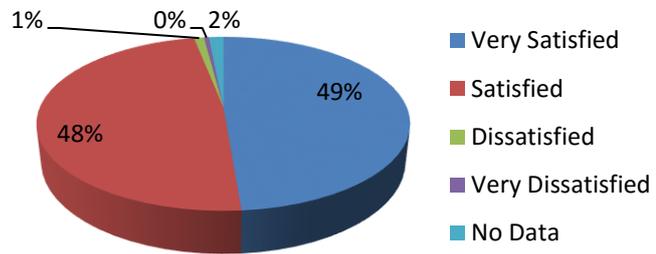
- ✓ For every statement on 'Personal & Professional Development' 83% of employers agreed that APTC training had a positive impact on the personal and professional development of their employees.

4.3 Employer Satisfaction

4.3.1 Overall Satisfaction with APTC Training Program.

Employers were asked to report their 'Overall Satisfaction' with the APTC course that their employees attended. They were asked from a given scale: Very Satisfied, Satisfied, Dissatisfied and Very Dissatisfied; the results are displayed below.

Response	Frequency
Very Satisfied	96
Satisfied	95
Dissatisfied	2
Very Dissatisfied	1
No Data	3
Grand Total	197

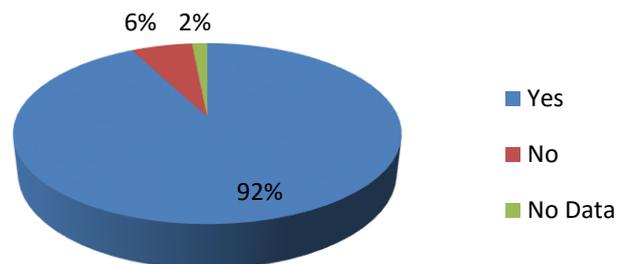


Overall Employer Satisfaction:

- ✓ 97% of the employers reported that they were either 'satisfied' or 'very satisfied' with the APTC course that their employee had undertaken.

4.3.2 APTC graduates have shared their new skills with other workers in their company?

Response	Frequency
Yes	182
No	12
No Data	3
Grand Total	197



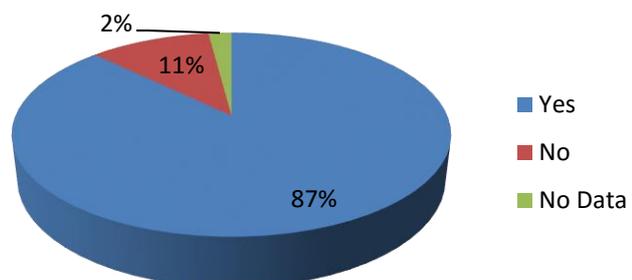
Overall Employer Satisfaction:

- ✓ 92% of the employers reported that they felt that their APTC graduate employees had helped other workers improve their work standards and/or productivity.

4.3.3 Have the APTC graduates been promoted or given greater responsibilities?

Employers were asked if they had promoted or given greater responsibilities to their employees after successfully completing their APTC course. Their responses are summarised below.

Response	Frequency
Yes	172
No	21
No Data	4
Grand Total	197



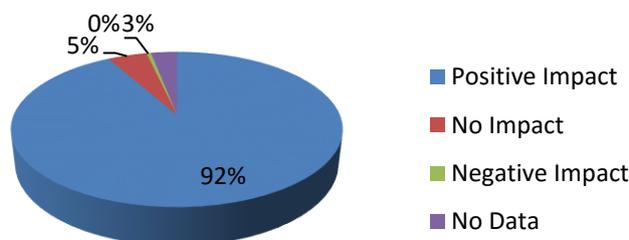
Overall Employer Satisfaction:

- ✓ 87% of the employers reported that they had either promoted or given greater responsibilities to their employees once they had graduated from an APTC course and returned to work.

4.3.4 Impact on overall productivity or business performance.

Employers were asked to assess whether the APTC graduates had any impact on the productivity or overall performance of the business and to rate the impact. Their responses are summarised below.

Response	Frequency
Positive Impact	181
No Impact	9
Negative Impact	1
No Data	6
Grand Total	197



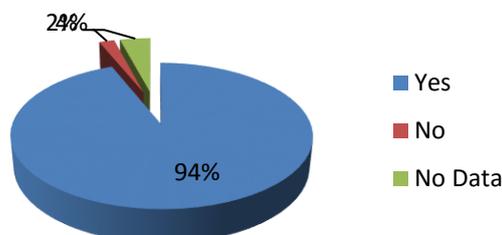
Overall Employer Satisfaction:

- ✓ 92% of the employers reported that APTC graduates had a positive impact on productivity and/or business performance.

4.3.5 Would the employer employ another APTC graduate or work placement student.

Employers were asked if they would employ another APTC graduate or work placement student. The results are summarised below.

Response	Frequency
Yes	185
No	4
No Data	8
Grand Total	197



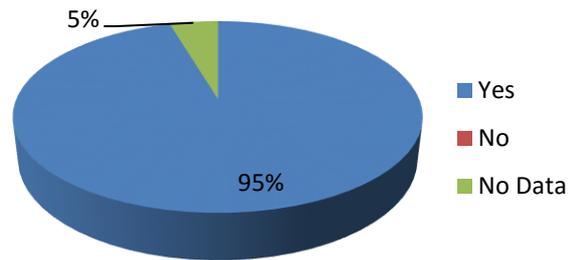
Overall Employer Satisfaction:

- ✓ 94% of the employers reported that they would employ another APTC graduate or work placement student.

4.3.6 Would the employer recommend APTC courses to other people or businesses?

Employers were asked if they would recommend APTC courses to other people or businesses. The results are summarised below.

Response	Frequency
Yes	188
No	
No Data	9
Grand Total	197



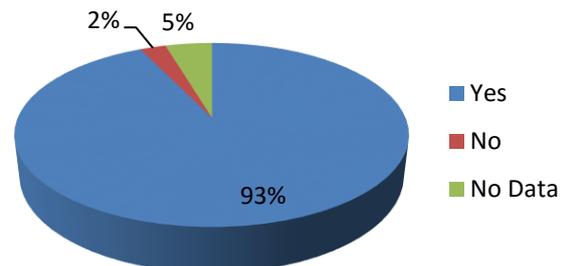
Overall Employer Satisfaction:

- ✓ 95% of the employers reported that they would recommend APTC courses to other people and businesses.

4.3.7 Would the employer be interested in supporting other employees to attend APTC courses?

Employers were asked if they would consider supporting other employees to attend training with APTC in future. The results are summarised below.

Response	Frequency
Yes	183
No	5
No Data	9
Grand Total	197



Overall Employer Satisfaction:

- ✓ 93% of the employers reported that they would consider supporting other employees to attend training at APTC. See Annex 1 for full free text explanations for employers' responses.

4.3.8 Details of other courses required by employer.

Employers were asked to provide details of other courses they would like APTC to provide for their workforce. The list provided by the employers is summarised below.

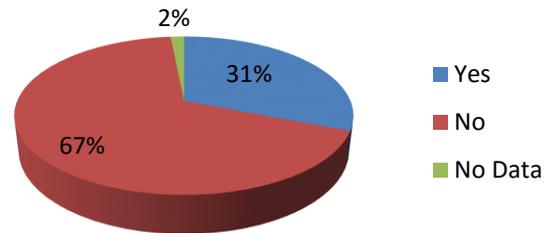
- Leadership & Management
- Mechanical Trade Courses
- Staff skills training
- Training of Trainers
- Accounts & Finance
- Project Management & OHS
- Marine & Civil Engineering
- Counselling
- Administration
- Human resources
- Professional development
- Customer services
- Computing
- Time management
- Health & Sanitation
- Furniture & Cabinet making

4.4 Labour Market Information

4.4.1 Does the organisation currently have any job vacancies?

Employers were asked if they have any job vacancies with their company. The results are summarised below.

Response	Frequency
Yes	61
No	133
No Data	3
Grand Total	197



4.4.2 Details of job vacancies by Employer

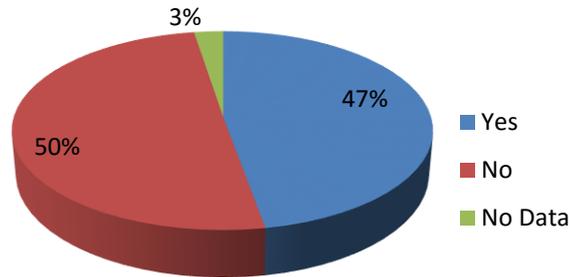
Employers were asked to provide details of jobs that are available within their company. The list provided by the employers is summarised below.

- Trainers
- Leading Hand
- Mechanic
- Hairdresser
- Youth & Community Workers
- Managers
- Human Resource Officer
- Chefs
- Field Worker
- Cashier
- Masseurs
- Customer Service
- Welder
- Housekeeping
- Legal Officer
- Duty Manager
- Sales Rep
- Auto CAD
- Purchasing Officer/Manager
- Education Officer
- Youth Program Officers
- Teachers
- Waitress/Waiter
- Plumber
- Technician
- Clerks
- Machinist
- Bursar
- Security Officers
- Correctional Officers
- Kitchen Hand
- Project Officers
- Quality System Improvement Officer
- Administration Officers
- Electrician
- Pharmacists
- Probation Officers
- Porters
- Housekeeping
- Front Office
- Carpenters
- Tutor

4.4.3 Do Employers anticipate that the organisation will experience job vacancies over the next 12 months?

Employers were asked if they would anticipate that the organisation will experience job vacancies over the next 12 months. The results are summarised below.

Response	Frequency
Yes	93
No	99
No Data	5
Grand Total	197



4.4.4 Details of job vacancies by Employer over the next 12 months

Employers were asked to provide details of jobs that would be available over the next 12 months. The list provided by the employers is summarised below.

- Trainers
- Maintenance Staff
- Mechanic
- Hairdresser
- Youth & Community Workers
- Managers
- Human Resource Officer
- Chefs
- Field Worker
- Cashier
- Masseurs
- Front Desk attendant
- Welder
- Housekeeping
- Tour Guide
- Head of departments
- Machine Operators
- Gardener
- Sales clerk
- Apprentice
- Painters
- Fire & Rescue Services
- Teachers
- Waitress/Waiter
- Plumber
- Technician
- Clerks
- Machinist
- Bursar
- Security Officers
- Probation Officers
- Kitchen Hand
- Project Officers
- Leading Hand
- Administration Officers
- Electrician
- Tutor
- Doctors
- Fish Processing Worker
- Casuals
- Consultant specialist
- Reservations officer
- Carpenters
- All-rounder/Handyman

4.4.5 How have the job vacancies in the organisation come about?

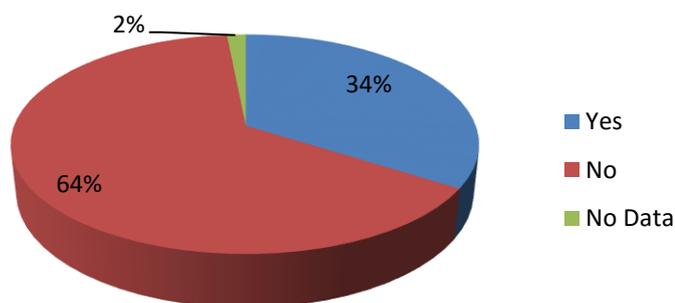
Employers were asked how the job vacancies in the organisation came about. The results are summarised below.

Response	Count	Frequency
Experienced staff have or are about to retire	64	20%
Experienced staff have left	87	27%
Unable to attract new entrants to industry	10	3%
Additional staff required to meet business growth	103	32%
A change in skill requirement of staff needed	48	15%
Other	11	4%
Grand Total	323	100.00

4.4.6 Do you employ people from other countries?

Employers were asked if they employ people from other countries. The results are summarised below.

Response	Frequency
Yes	67
No	127
No Data	3
Grand Total	197



4.4.7 Details of countries where organisations employ staff

Employers currently employ staff from the following countries:

- PNG
- India
- Solomon Is
- USA
- Cook Is
- Tonga
- China
- Indonesia
- Australia
- Philippines
- New Zealand
- Fiji
- Germany
- South Africa
- Canada
- Regional countries

4.4.8 Details of organisation positions where people from other countries are employed.

Employers were asked if they employ people from other countries, and which positions they hold. The list provided by employers is summarised below.

- Technical Instructor
- Country Manager
- Human Resource
- Administrations Manager
- General Manager
- Senior Technical posts
- Project Manager
- CEO
- Financial Controller
- Mechanic
- Head of Departments
- Therapists
- Captain/Superintendent
- Gender Advisor
- Spray painter
- Executive Positions
- Marketing
- Chef
- Principal works officer
- Teacher/Trainers
- School Quality Officer
- Fleet Manager
- Judges
- Surgeon
- Technical experts (Agriculture)
- Surf Specialists
- Reservations Consultant
- Librarian
- Anaesthetists
- Senior Accountant

5. Conclusion

Overall, 97% of the employers were either satisfied or very satisfied with the APTC training provided to their employees, indicating a high acceptance of APTC's training programs within industries in the various PIF countries.

92% of the employers reported that APTC graduates had a positive impact on productivity and/or business performance, which indicates that APTC graduates are making significant contributions in their organisations towards improving overall business performance.

93% of the employers reported that they would consider supporting other employees to attend training at APTC. 94% of the employers said that they would employ another APTC graduate or work placement student.

Collectively, the survey results indicate that employers are very satisfied with the training being provided by APTC and that this training has led to significant positive impacts in business and employee performance.