Employer Tracer Survey Report

APTC
AUSTRALIA-PACIFIC
TECHNICAL COLLEGE

2013

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1. Introduction and Methods

This report summarises the feedback obtained from surveys of employers of APTC graduates 6-12 months after they completed their studies with APTC. This timeframe allows graduates time to re-join the work force and demonstrate the outcomes of their training. The information in the report was gathered by administering the "APTC Employer Questionnaire", and focused on gathering information from those companies or individuals who have employed or still employ APTC graduates before and/or after their study.

Employers included in the survey were identified from the application forms returned by applicants wishing to study with APTC. Surveying remote participants in areas such as Marshall Islands, Kiribati, and Niue) was conducted via post and through emails. In addition, APTC officers also visited local area employers at their premises to administer the survey the method of data collected has proven to be the most successful survey method.

The data gathered focuses on basic evidence about the employee and placement within their industry. The survey questions seek information 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 Graduate Student Tracer survey to provide a broader view on the effects of APTC training on students and their industries.

2. Survey Administration and Feedback

The survey was distributed between 1 February and 30 April 2013. The survey collection period ended 31 July 2013. The survey population consisted of 343 employers, based on the principle that each employer was allocated only one survey regardless of the number of the APTC graduates in their employ. The total number of graduates relevant to the survey was 835. A total of 123 completed surveys were collected by APTC staff. 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.

Survey Country	No. of Surveys Administered	No. of Completed Returns	Percentage Returns
Fiji	82	33	40%
Kiribati	6	6	100%
Marshall Islands	1	1	100%
Nauru	3	0	0%
Niue	1	0	0%
PNG	67	19	28%
Samoa	30	10	33%
Solomon Islands	79	17	22%
Tonga	7	2	29%
Tuvalu	4	0	0%
Vanuatu	63	38	60%

3. General Employer Information

3.1 Primary Operations

Employers were asked to select the primary type of work undertaken by their organisation from a list of industrial classifications. The table below summarises the responses received.

Primary Industry	Frequency	Percentage
Agriculture, Fisheries & Forestry	2	2%
Construction	12	10%
Education & Training	24	19%
Electricity, Gas & Water Supply	7	6%
Fishing	1	1%
Government & Civil Service	10	8%
Manufacturing	1	1%
Other Business Services	11	9%
Retail & Wholesale	8	6%
Tourism & Hospitality	45	36%
Transport & Communications	5	4%
Total	**126**	**100%**

The highest percentage of respondents were from the Tourism and Hospitality sector (36%) followed by Education and Training (19%) and Construction (10%).

3.2 Organisation Type

This table summarises the type of organisation; private, public or NGO/Not for Profit, represented by the employers of the APTC graduates in this survey. The majority of the employers (73%) came from the private sector.

Organisation Type	Frequency	Percentage
NGO/Not for Profit	6	5%
Private Sector	92	73%
Public Sector	28	22%
Total	**126**	**100%**

3.3 Geographical Location of Organisations

Table 4 summarises the geographical locations (city, town, rural, etc.) of the responding organisations employing APTC graduates.

Geographical Location	Frequency	Percentage
Capital / Major City	77	61%
Other Urban (Village/Town)	40	32%
Rural/Outer Island	6	5%
ND	3	2%
Total	**126**	**100%**

More than half of the employers completing the survey were based in either the capital or one of the major cities in their respective countries. A further 32% were based in towns or urban centres whilst only 5% had rural bases of operations.

3.4 Representative Position in Organisation

Summary of the employer representatives who completed the surveys is presented in the table below:

Position of Person Completing Survey	Frequency	Percentage
Business Owner	25	20%
Manager	37	29%
Other	62	49%
ND	2	2%
Total	**126**	**100%**

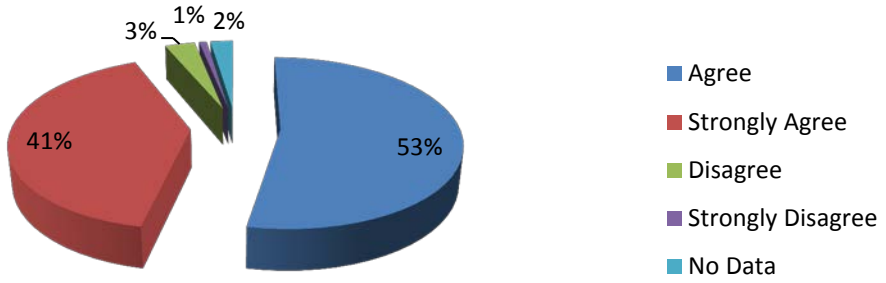
4. Employer Assessment of Graduates

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: *Agree, Strongly Agree, Disagree and Strongly Disagree* and asked to choose the option that best described their experience with 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.

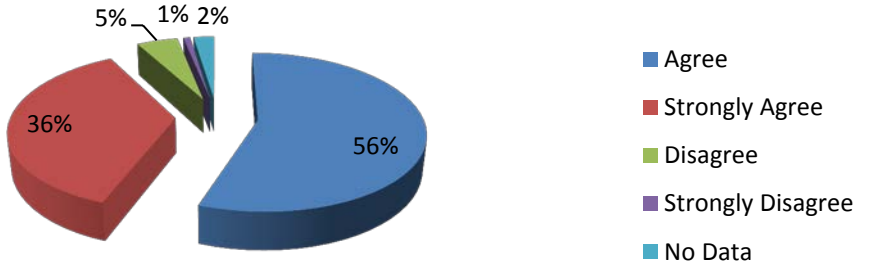
4.1.1 Graduates demonstrate the ability to perform to the expectations of your workplace.

Response	Frequency
Agree	67
Strongly Agree	51
Disagree	4
Strongly Disagree	1
No Data	3
Grand Total	**126**



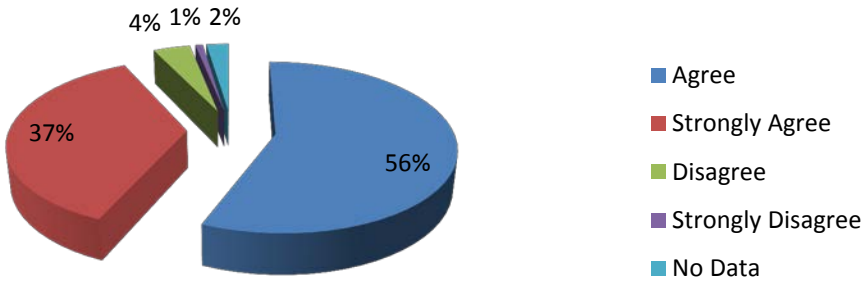
4.1.2 Graduates are able to use relevant skills and technology in workplace tasks.

Response	Frequency
Agree	70
Strongly Agree	46
Disagree	6
Strongly Disagree	1
No Data	3
Grand Total	**126**



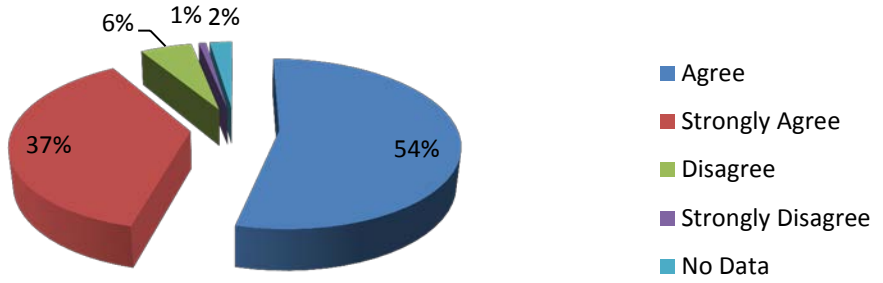
4.1.3 Graduates demonstrate a working knowledge of the industry.

Response	Frequency
Agree	71
Strongly Agree	46
Disagree	5
Strongly Disagree	1
No Data	3
Grand Total	**126**



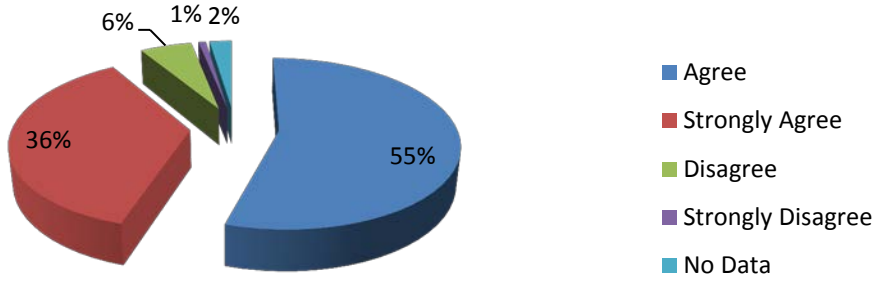
4.1.4 Graduates are fluent in relevant technical vocabulary.

Response	Frequency
Agree	68
Strongly Agree	47
Disagree	7
Strongly Disagree	1
No Data	3
Grand Total	**126**



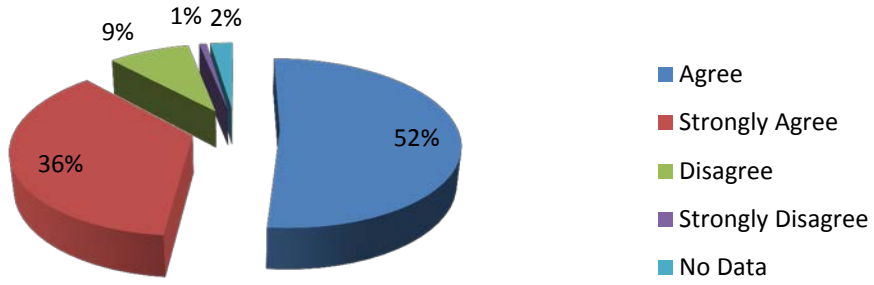
4.1.5 Graduates work effectively with minimal supervision.

Response	Frequency
Agree	69
Strongly Agree	46
Disagree	7
Strongly Disagree	1
No Data	3
Grand Total	**126**



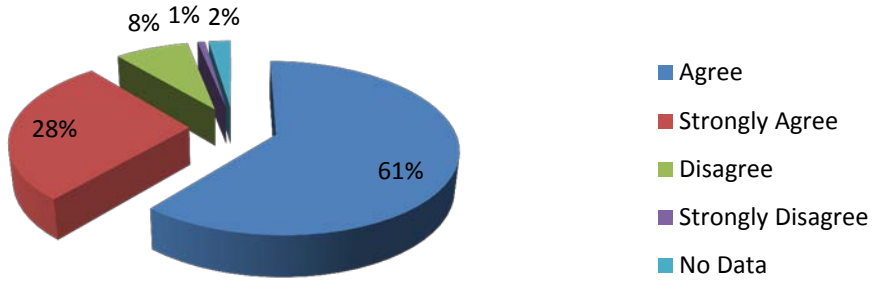
4.1.6 Graduates are able to take on increased responsibility.

Response	Frequency
Agree	65
Strongly Agree	46
Disagree	11
Strongly Disagree	1
No Data	3
Grand Total	**126**



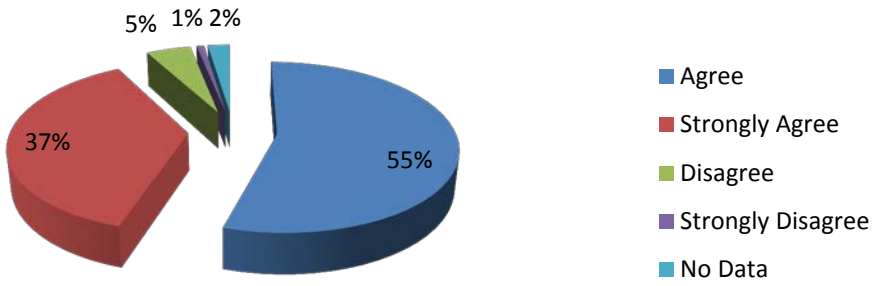
4.1.7 Graduates are able to solve common work related problems.

Response	Frequency
Agree	77
Strongly Agree	35
Disagree	10
Strongly Disagree	1
No Data	3
Grand Total	**126**



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

Response	Frequency
Agree	69
Strongly Agree	47
Disagree	6
Strongly Disagree	1
No Data	3
Grand Total	**126**

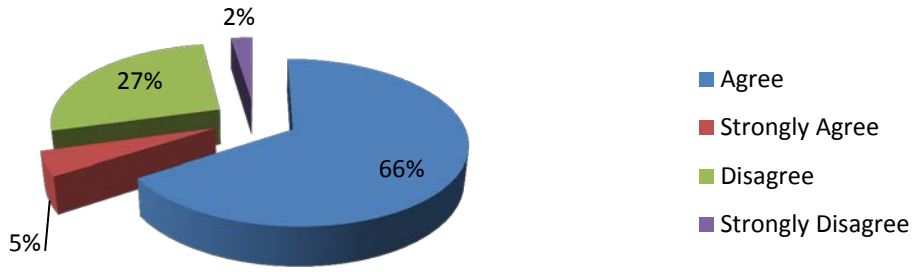


4.2 Personal and Professional Development

Employers were asked to provide their assessments on the personal and professional development of their employees as a result of undergoing training with APTC. Employers were asked to choose from a given Scale; *Agree, Strongly Agree*, *Disagree and Strongly Disagree,* and the option that best described 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.

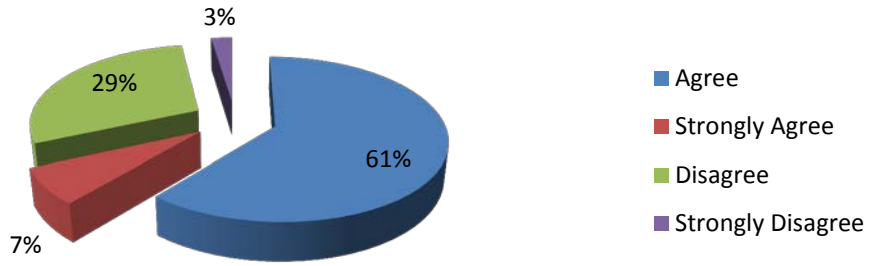
4.2.1 Graduates are motivated and show initiative.

Response	Frequency
Agree	83
Strongly Agree	34
Disagree	6
Strongly Disagree	3
Grand Total	**126**



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

Response	Frequency
Agree	77
Strongly Agree	37
Disagree	9
Strongly Disagree	3
Grand Total	**126**

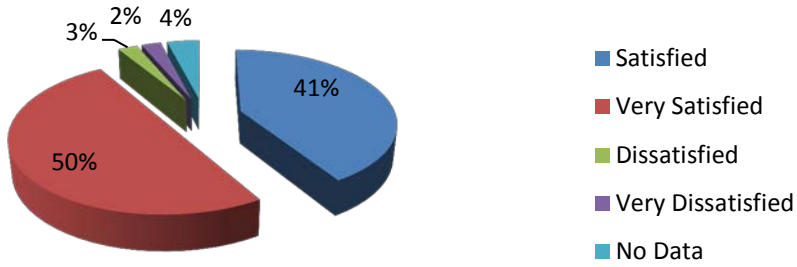


4.3 Comments and Suggestions

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: *Satisfied, Very Satisfied, Dissatisfied,* and *Very Dissatisfid*the results are displayed below.

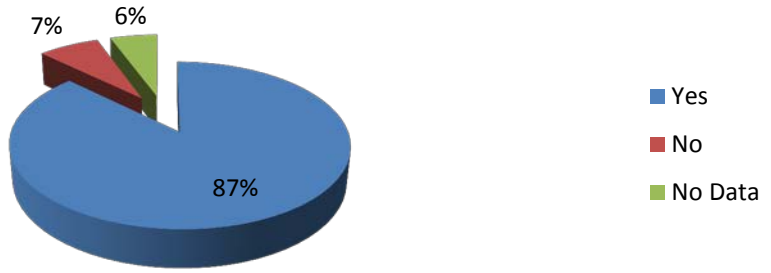
Response	Frequency
Satisfied	52
Very satisfied	63
Dissatisfied	3
Very dissatisfied	3
No Data	5
Grand Total	**126**



4.3.2 APTC graduates have helped improve work standards/productivity of other workers

Employers were asked to assess whether the APTC graduates that they employed had helped improve the work standards and/or productivity of the other workers they employ. Their responses are summarised below.

Response	Frequency
Yes	110
No	9
No Data	7
Grand Total	**126**

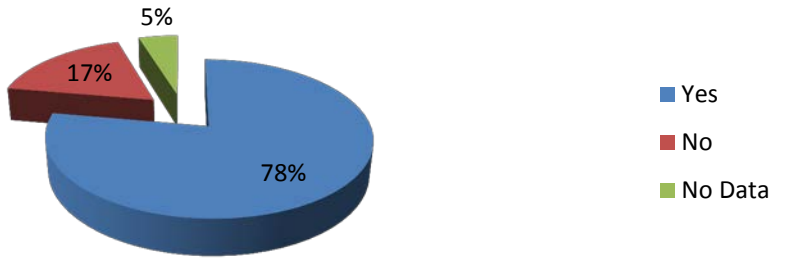


87% of the employers reported that they felt that their APTC graduate employees had helped other workers improve their work standards and/or productivity.

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

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

Response	Frequency
Yes	98
No	22
No Data	6
Grand Total	**126**

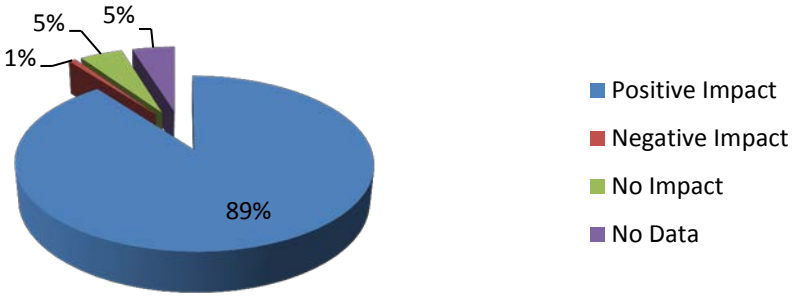


78% of the employers reported that they had either promoted or given greater responsibilities to their employees once they had graduated from an APTC course and returned to work.

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 describe the nature of any impact. Their responses are summarised below.

Response	Frequency
Positive Impact	113
No Impact	6
Negative Impact	1
No Data	6
Grand Total	**126**

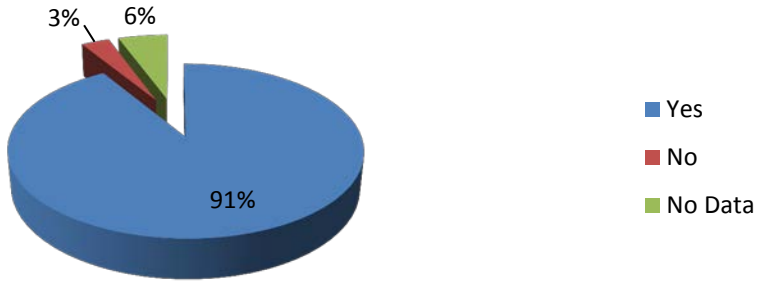


89% of the employers reported that APTC graduates had a positive impact on productivity and/or business performance. See Annex 1 for free text comments from employers.

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 and to explain the reasons for their response. The results are summarised below.

Response	Frequency
Yes	115
No	4
No Data	7
Grand Total	**126**

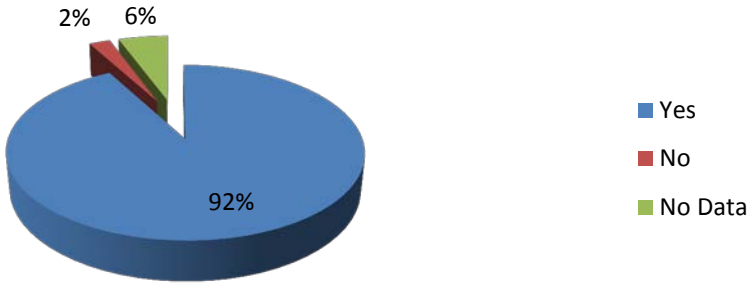


91% of the employers reported that they would indeed employ another APTC graduate or work placement student. See Annex 1 for full free text explanations for employers' responses.

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 and to explain the reasons for their response. The results are summarized below.

Response	Frequency
Yes	116
No	3
No Data	7
Grand Total	**126**

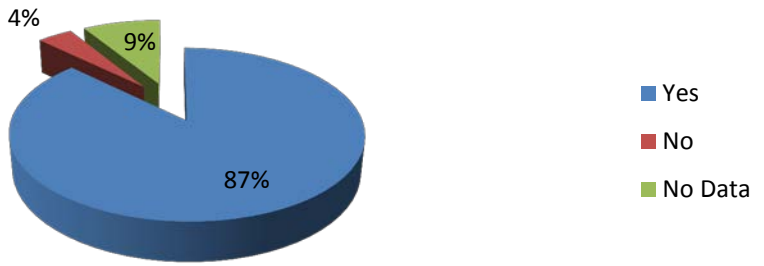


92% of the employers reported that they would recommend APTC courses to other people and businesses. See Annex 1 for full free text explanations for employers' responses.

4.3.7 Would the employer send the APTC graduate for further training with APTC?

Employers were asked if they would consider sending the APTC graduate that they employ for further training with APTC in future and provided explanations for their responses. The results are summarized below.

Response	Frequency
Yes	110
No	5
No Data	11
Grand Total	**126**



87% of the employers reported that they would consider sending their APTC graduates for further 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 summarized below.

- Diploma in TAE
- All sections of hospitality
- Certificate IV Electrotechnology
- AUTO CAD or similar drafting training
- Auto Electronics
- Business Management
- Basic Engineering course
- Cake decoration
- Certificate IV in Carpentry
- Human resource management
- Financial management
- Communications management
- Computer skills
- Customer services
- Diploma in Tourism & Management
- Handyman/gardener/plumbing/housekeeping
- Maintenance and basic skills in cleaning
- Innovative strategies in implementing lessons
- Diploma in management
- Management in Business
- Marine engineers, hydraulic courses
- Office management, report writing skills, planning skills
- OHS, First Aid courses
- Panel beating
- Quality control, project management and quality assurance
- Sales and marketing/catering/customer services

4.3.9 Major skills shortages

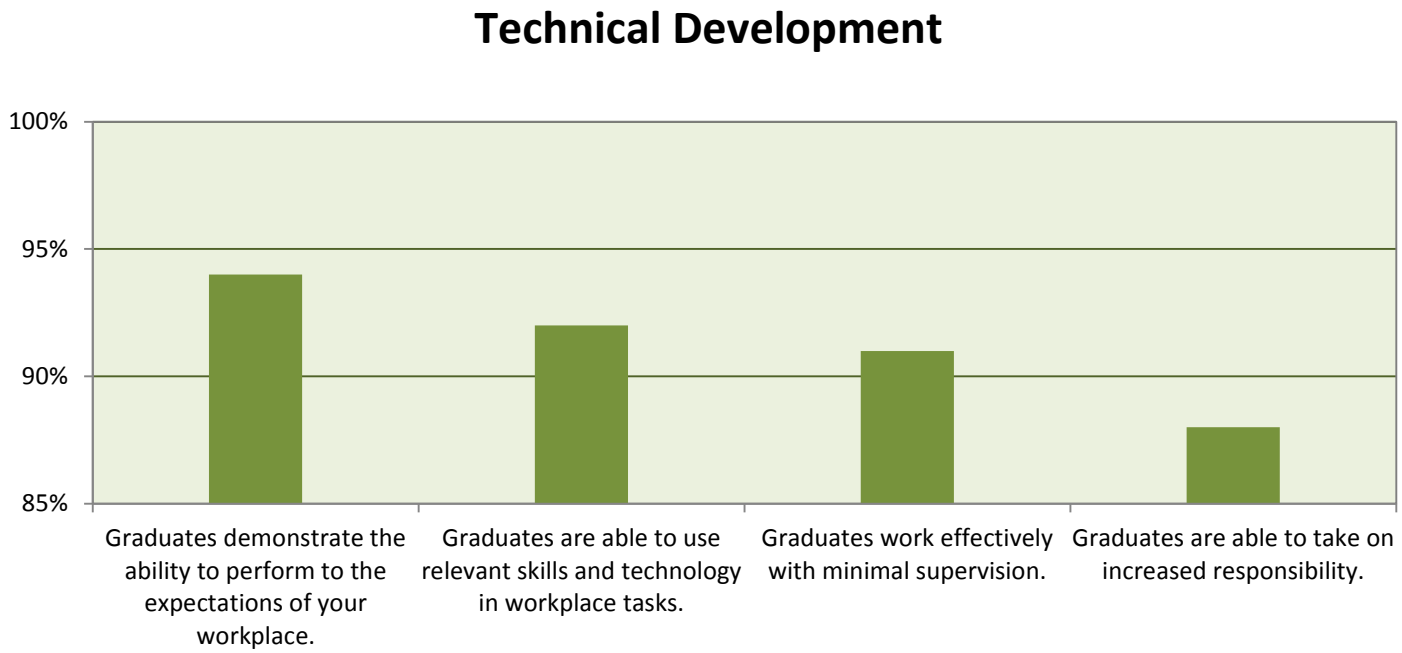
Employers were asked to list the major skills shortages in their business sectors.

- Aircraft Maintenance, quality assurance in Aircraft maintenance
- Auto electronic/maintenance of heavy duty
- Boson/captain/crew/fishing masters
- Business & Finance Management
- Carpentry/joiner/tiling
- Child care training
- Civil Engineering, architecture and interior designing
- Communication skills - spoken English, team work
- Communication/Housekeeping/management/cooking
- Computer skills
- Planning and developing plans such as strategic and annual plans
- Customer Service
- Early childhood
- Electrical/heavy machine mechanic
- Electricians
- Electronic control, motor rewinding
- Executive Chef
- Financial Management/Communications/Project management
- Fitting/Machining/Electrical/Panel Beater
- Food & Beverage Service Staff
- Hair Dressing
- Heavy machines mechanics, instrumentation engineer, power system analysis
- Management/Supervision
- Motor mechanics, Auto Electricians, panel beater and welders
- Multi storey construction knowledge and civil carpentry works
- Pastry chef and experienced bakers
- Physiotherapist, speech therapists, sign language teachers, blind student teachers
- Pilot/Engineering
- Quality control
- Shortages linesman, power station workers
- Skilled Food & Beverage people
- Tourism and Hospitality management
- Waitress/Waiter skills

4.3.10 Further Comments

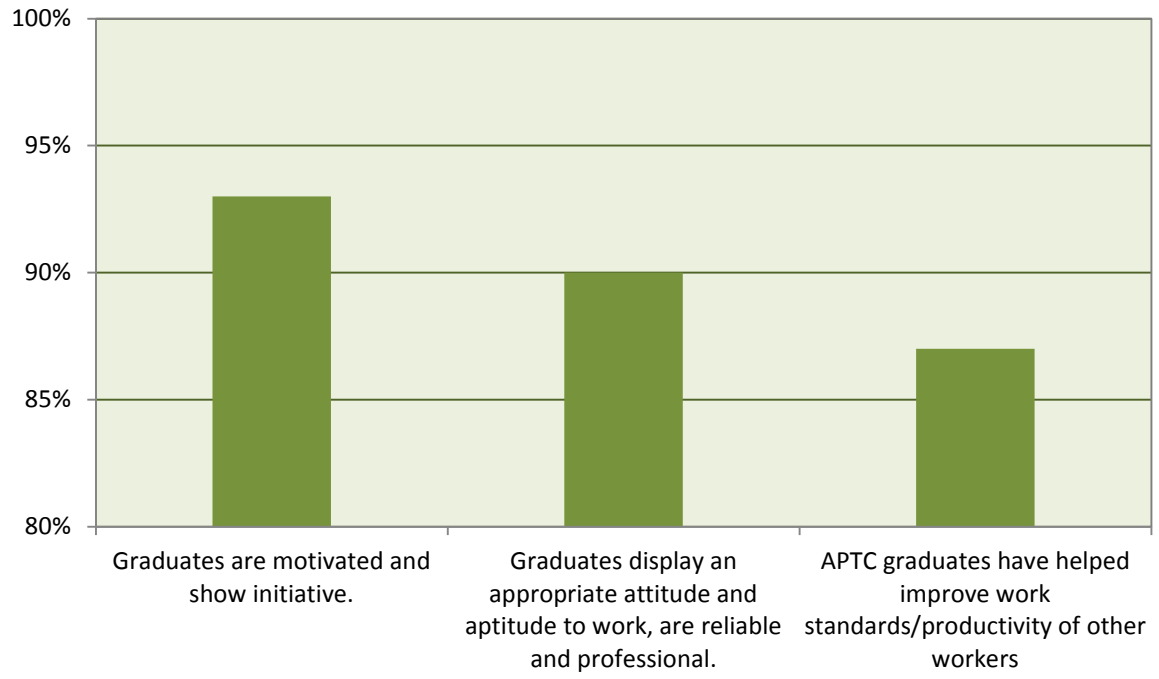
See Annex A for further comments by employers regarding the survey.

5. Conclusions



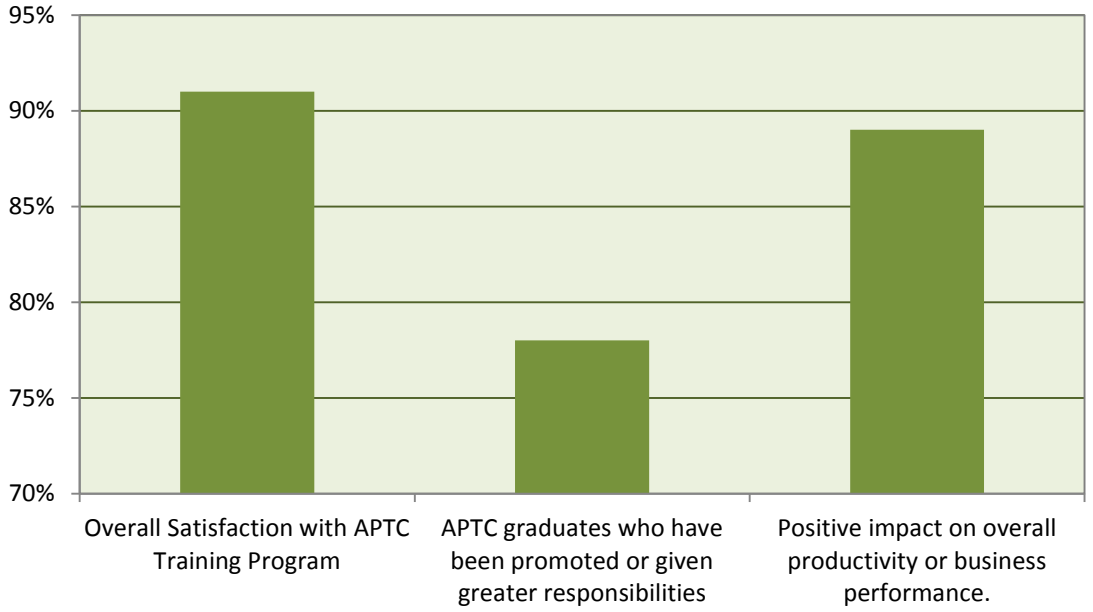
Over 90% of the employers reported APTC graduates had undergone significant technical, personal and professional development in comparison with before training commenced.

Personal and Professional Development



APTC training reflects in students' workplace development with regard to increased levels of motivation, attitudes and productivity. A very high percentage (87%) of the employers reported that APTC graduates had improved the work standards of other employees or improved the productivity in their organisation. This indicates that APTC graduates are making significant contributions towards improving overall business performance in their organisations.

Impact of Training



Overall, 91% of the employers were satisfied with the training APTC provided to their employees, indicating a high acceptance of APTC's training programs within industries in the various PIF countries.