

Employer Engagement Survey 2016



**Australian
Aid** 

APTC 
AUSTRALIA-PACIFIC
TECHNICAL COLLEGE
CREATING SKILLS FOR LIFE

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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 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, emails and online using Qualtrics survey platform, 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 1 Oct and 25 November, 2016. The survey population was comprised of 451 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 1160. A total of 451 completed surveys were received either online via the survey platform or on hard copy, which represented a rate of return of 39%. 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	No. of Surveys Administered	No. of Completed Returns	Percentage Returns
Fiji	306	197	64%
Kiribati	35	9	26%
Marshall Islands	5	0	0%
Nauru	6	0	0%
Niue	2	0	0%
PNG	227	87	38%
Samoa	178	34	19%
Solomon Islands	136	64	47%
Tonga	54	1	2%
Tuvalu	13	3	23%
Vanuatu	198	56	28%
Total:	1160	451	39%

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 survey.

Table 2: Primary Operation Type

Primary Industry	Freq	%
Agriculture, Fisheries & Forestry	7	2%
Business Services	24	5%
Construction	36	8%
Education & Training	107	24%
Electricity, Gas & Water Supply	21	5%
Finance & Banking	1	0%
Fishing	7	2%
Government & Civil Service	17	4%
Health Services	11	2%
Manufacturing	27	6%
Mining & Quarrying	6	1%
Retail & Wholesale	13	3%
Tourism & Hospitality	107	24%
Transport & Communications	17	4%
Other	57	13%
Total:	451	100%

The highest percentage of employers responding to the survey were from the Education and Training sectors (24%) and by Tourism & Hospitality (24%), followed by Other at (13%).

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	Freq	%
NGO/Not for Profit	36	8%
Private Sector	307	68%
Public Sector	108	24%
Total:	451	100%

The majority of the employers (68%) were from the private sector; 24% from the Public Sector and 8% 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	Freq	%
1 -10	111	25%
11-50	146	32%
51-100	63	14%
101-500	84	19%
501 – 1000	27	6%
Over 1000	19	4%
Total:	450	100%

Most of the organisations surveyed employed between 11-50 people (32%), followed by those between 1-10 people (25%).

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 Employee	Freq	%
1- 5	354	79%
5-10	44	10%
10-15	13	3%
15-20	9	2%
More than 20	15	3%
None	12	3%
Total:	447	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	Count	%
Strongly Agree	212	47%
Agree	225	50%
Disagree	5	1%
Strongly Disagree	9	2%
Grand Total:	451	100%

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

Response	Count	%
Strongly Agree	208	47%
Agree	229	52%
Disagree	5	1%
Strongly Disagree	0	0%
Grand Total:	442	100%

4.1.3 Graduates demonstrate a working knowledge of the industry.

Response	Count	%
Strongly Agree	226	51%
Agree	211	48%
Disagree	7	2%
Strongly Disagree	0	0%
Grand Total:	444	100%

4.1.4 Graduates are fluent in relevant technical vocabulary.

Response	Count	%
Strongly Agree	210	47%
Agree	227	51%
Disagree	6	1%
Strongly Disagree	0	0%
Grand Total:	443	100%

4.1.5 Graduates work effectively with minimal supervision.

Response	Count	%
Strongly Agree	223	50%
Agree	209	47%
Disagree	10	2%
Strongly Disagree	2	0%
Grand Total:	444	100%

4.1.6 Graduates are able to take on increased responsibility.

Response	Count	%
Strongly Agree	209	47%
Agree	216	49%
Disagree	17	4%
Strongly Disagree	1	0%
Grand Total:	443	100%

4.1.7 Graduates are able to solve common work related problems.

Response	Count	%
Strongly Agree	189	43%
Agree	240	54%
Disagree	13	3%
Strongly Disagree	1	0%
Grand Total:	443	100%

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

Response	Count	%
Strongly Agree	211	48%
Agree	218	49%
Disagree	12	3%
Strongly Disagree	2	0%
Grand Total:	443	100%

Technical Development Results:

For every statement on 'Technical Development' over 95% 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 Agreed, Agree, No Difference, Disagree and Strongly Disagree*, for 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	Count	%
Strongly Agree	179	40%
Agree	196	44%
No Difference	61	14%
Disagree	6	1%
Strongly Disagree	0	0%
Grand Total:	442	100%

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

Response	Count	%
Strongly Agree	189	43%
Agree	182	41%
No Difference	67	15%
Disagree	6	1%
Strongly Disagree	0	0%
Grand Total:	444	100%

Personal & Professional Development Results:

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

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	Count	%
Very Satisfied	204	46%
Satisfied	232	52%
Dissatisfied	9	2%
Very Dissatisfied	0	0%
Grand Total:	445	100%

Overall Employer Satisfaction:

98% 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	Count	%
Yes	402	91%
No	42	9%
Grand Total:	444	100%

91% 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	Count	%
Yes	369	83%
No	76	17%
Grand Total:	445	100%

83% 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	Count	%
Positive Impact	395	90%
Negative Impact	3	1%
No Impact	40	9%
Grand Total:	438	100%

90% 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 summarized below.

Response	Count	%
Yes	422	97%
No	14	3%
Grand Total:	436	100%

97% 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 summarized below.

Response	Count	%
Yes	422	97%
No	14	3%
Grand Total:	436	100%

97% 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	Count	%
Yes	416	97%
No	15	3%
Grand Total:	431	100%

97% 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 summarized below.

- *Accounting, administration, business management*
- *Advanced plumbing*
- *Advanced mechanical engineering*
- *Copper gas fittings, underwater and aluminium welding*
- *Customs*
- *Digital pattern making*
- *Diploma in Mechanical engineering, further studies at Diploma level*
- *Finance and banking, health services*
- *Heavy machinery, spray painting, panel beating*
- *Hairdressing, beauty therapist, beautician*
- *Innovation and creativity*
- *Interpreter, sign language training*
- *Language, literacy and numeracy*
- *Logistics and costing*
- *Water supply engineering*
- *Marine engineering*
- *Mining-related courses*
- *Health and safety, safety practices*
- *Analysis, planning and investigation*
- *Pre-vocational training*
- *Printing trade*
- *Quality training*
- *Renewable energy*
- *Sales and marketing*
- *Server training*
- *Short courses on soft skills*
- *Surveying, estimations*
- *Training for brewery industries*
- *Training of trainers*
- *Workplace training and OHS*

4.4 Labour Market Information

4.4.1 Does Organisation currently have any job vacancies?

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

Response	Count	%
Yes	115	27%
No	317	73%
Grand Total:	432	100%

4.4.2 Details of job vacancies by Employer

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

- *Accounts, Accountant*
- *Administration Officer/Assistant, Administrator, Secretary*
- *Air Con Technician*
- *Bartender, Bakers, Chef, Cooks, F&B attendant, Kitchen hand*
- *Auto Electrician, Auto mechanic*
- *Boatman*
- *Caregiver, child-care educator, ECE teacher*
- *Carpenter*
- *Disaster Officer*
- *Driver*
- *Firefighter, Field Officer*
- *Fabricators*
- *Fitter Machinist*
- *Flight Attendant*
- *Instructor*
- *Landscaper*
- *Mechanic*
- *Maintenance Workers, Operators*
- *Marketing manager*
- *Night Auditor*
- *Nurses, Ward Assistants*
- *Painters*
- *Plumber*
- *Plant engineer*
- *Product Development Officer*
- *Production Manager*
- *Refrigeration Technician*
- *Social worker, Youth Coordinator*
- *Teachers, trainers, team leaders, teaching assistants, tutors, VTA*
- *Welder*
- *Technical Operator*
- *Technicians*
- *Youth development officers*

4.4.3 Do Employers anticipate that they 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	Count	%
Yes	229	54%
No	198	46%
Grand Total:	427	100%

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 summarized below.

- Accounts, Administration, Secretary, Managers
- Air conditioning Technician
- Auto Mechanic, Auto Electrician
- Bartender, Waitress, Food Handler
- Beautician
- Boat Captain
- Chef, Cooks, Cookery/Pastry Trainer, Kitchen hands
- Designers
- Drivers
- Electrician, Engineer, Maintenance/RAC Technician
- Fitter Machinist, Foreman, Machinist, Mechanic
- Hairdresser
- Housekeeping
- Security Officer
- Meteorological Technician
- Industrial Engineer, Metal Fabricator, Welder
- Painter, Plumber, Tiler
- Pharmacist
- Police officer
- Support Staff, Quality Officer
- Instructor, Training Assistants, Trainer, Tutor
- Events Coordinator
- Sales representative
- Youth worker
- Trade Assistant
- Special Education Teacher
- Nursing Services Manager
- School Gardner

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	%
Experienced staff have or are about to retire	109	18%
Experienced staff have left	149	25%
Unable to attract new entrants to industry	24	4%
Additional staff required to meet business growth	214	36%
A change in skill requirement of staff needed	78	13%
Other	26	4%

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	Count	%
Yes	134	32%
No	286	68%
Grand Total:	420	100%

4.4.7 Details of countries where organisations employ people from

Employers were asked if they employ people from another country. The list provided by the employers is summarized below.

- *Asia*
- *Australia*
- *Bangladesh*
- *Belgium*
- *Brunei*
- *Cambodia*
- *Canada*
- *China*
- *Croatia*
- *Europe*
- *Fiji*
- *France*
- *Germany*
- *Great Britain*
- *Hawaii*
- *India*
- *Indonesia*
- *Italy*
- *Korea*
- *Malaysia*
- *Mexico*
- *New Caledonia*
- *New Zealand*
- *Peru*
- *Philippines*
- *PNG*
- *Portugal*
- *Samoa*
- *South Africa*
- *Sri Lanka*
- *USA*
- *Vanuatu*

5. Conclusion

Overall, 98% 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.

90% of the employers reported that APTC graduates had 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

97% of the employers reported that they would consider supporting other employees to attend training at APTC. 97% of the employers also reported 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.