

Washington Employer Survey

A survey of employer needs and practices

Survey Results



January 2013

Workforce Training and Education Coordinating Board

128 10th Avenue SW, PO Box 43105, Olympia, 98504-3105

Workforce Training and Education Coordinating Board
Employer Needs and Practices Survey 2012

Has your firm/organization hired any new employees in the last twelve (12) months?		
Q1	# of Employers (est.)	Percent
Yes	89,868	51%
No	87,343	49%

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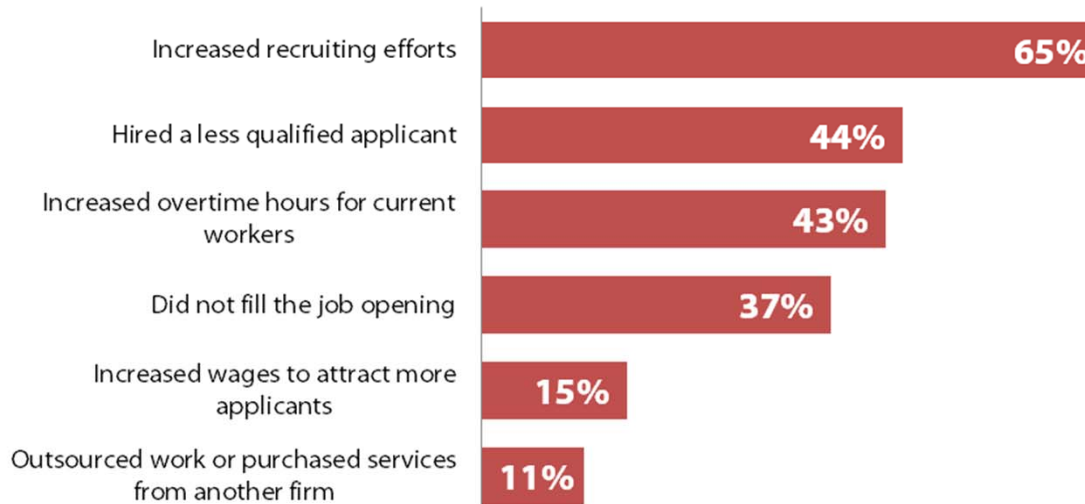
In the last 12 months, did your firm/organization have any difficulty finding qualified applicants for any of the jobs you were trying to fill?		
<i>Among those who hired in the last 12 months</i>		
Q2	# of Employers (est.)	Percent
Yes	18,902	21%
No	70,957	79%

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How did your firm respond to the difficulty finding qualified applicants?		
<i>Among those with difficulty finding qualified applicants</i>		
	<i>Percent</i>	Number of Firms (Est)
Did not fill the job opening	37%	6,530
Hired a less qualified applicant	44%	7,971
Outsourced work or purchased services from another firm	11%	1,751
Increased overtime hours for current workers	43%	7,128
Increased recruiting efforts	65%	11,750
Increased wages to attract more applicants	15%	2,494

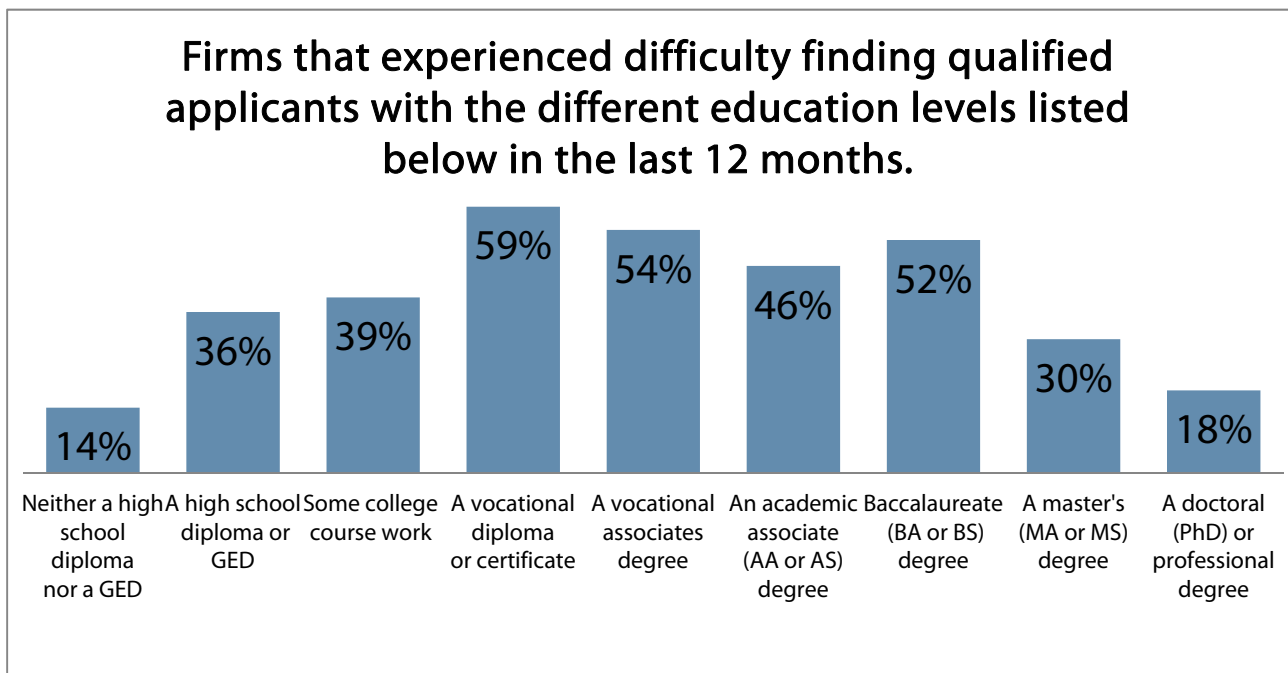
What has resulted from your firms difficulty finding qualified applicants?

Among those with difficulty finding qualified applicants



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How much difficulty has your firm/organization experienced in the last 12 months finding qualified applicants with the different education levels listed below?			
<i>Among those with difficulty finding qualified applicants</i>			
	Much Difficulty	Some Difficulty	No Difficulty
Neither a high school diploma nor a GED	6%	8%	86%
A high school diploma or GED	5%	30%	64%
Some college course work	5%	34%	61%
A vocational diploma or certificate	12%	48%	41%
A vocational associates degree	11%	43%	46%
An academic associate (AA or AS) degree	21%	25%	54%
Baccalaureate (BA or BS) degree	23%	29%	48%
A master's (MA or MS) degree	13%	16%	70%
A doctoral (PhD) or professional degree	10%	9%	82%



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How much difficulty has your firm/organization had finding employees with the following skills?			
<i>Among those with difficulty finding qualified applicants</i>			
	Much Difficulty	Some Difficulty	No Difficulty
Occupation specific skills	46%	39%	15%
Work habits	18%	45%	37%
Problem solving	13%	49%	38%
Communication	19%	34%	47%
Adaptability	15%	33%	52%
Customer service	8%	37%	55%
Accepts supervision	6%	38%	57%
Computer	8%	33%	58%
Team work	8%	32%	61%
Writing	10%	23%	67%
Math	7%	19%	74%
Reading	10%	14%	76%

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Which of the following has resulted from your firm's difficulty finding qualified applicants?		
<i>Among those with difficulty finding qualified applicants</i>		
	Percent	# of Employers (est.)
Lowered overall productivity	32%	5,628
Reduced product or service quality	36%	6,120
Reduced production output or sales	33%	5,783
Prevented your firm from expanding its facilities	26%	4,291
Prevented your firm from developing new products or services	13%	1,357
Caused your firm to move some operations out of Washington	3%	314

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In the last 6 months how much difficulty has your firm/organization experienced with entry-level workers demonstrating the following skills?			
<i>Among those with difficulty finding qualified applicants</i>			
	Much Difficulty	Some Difficulty	No Difficulty
Speak so others can understand	6%	23%	71%
Listen actively	7%	34%	60%
Read with understanding	9%	23%	68%
Observe critically	8%	30%	62%
Cooperate with others	6%	27%	67%
Resolve conflict and negotiate	5%	33%	62%
Use math to solve problems and communicate	5%	26%	69%
Solve problems and make decisions	10%	40%	50%
Take responsibility for learning	16%	28%	57%
Use information and communications technology	6%	29%	65%
Interact well with customers	3%	25%	72%

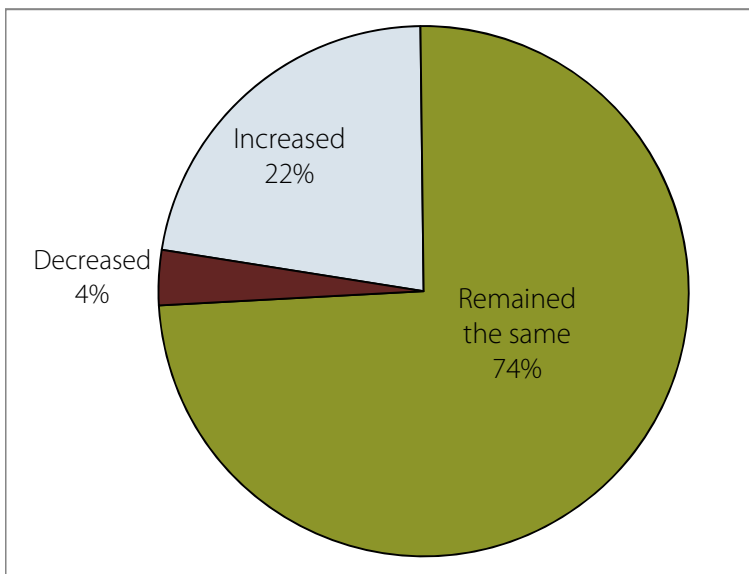
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How will your firm's need for employees with each of the types of education listed below change in the next five years?						
<i>Among those with difficulty finding qualified applicants</i>						
	Increase		Stay about the same		Decrease	
	%	# of Employers (est.)	%	# of Employers (est.)	%	# of Employers (est.)
Neither a high school diploma or GED	3%	1,457	94%	53,420	4%	2123
A high school diploma or GED	8%	7,993	91%	93,073	1%	1,310
Some college course work beyond high school	14%	10,291	84%	60,082	2%	1,326
A vocational diploma or certificate	23%	16,229	72%	50,089	4%	2,774
A vocational associate degree	21%	10,394	74%	37,741	5%	2,564
An academic Associate (AA or AS) degree	16%	8,332	82%	43,219	2%	1,052
Baccalaureate (BA or BS) degree	18%	9,472	81%	43,321	2%	885
A master's (MA or MS) degree	14%	4,672	83%	28,129	3%	943
A doctoral (PhD) or professional degree	9%	2,242	88%	22,503	3%	872

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In the last three years, have the skills required to adequately perform production or support jobs (primary or front-line services or support jobs) increased, decreased, or remained the same?

Q10	# of Employers (est.)	Percent
Increased	38,812	22%
Remained the same	129,307	74%
Decreased	5,833	3%



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Did your firm provide or pay for any classroom training, workshops, or seminars (lasting at least four hours) for any employees in the last 12 months?		
Q11	# of Employers (est.)	Percent
Yes	66,082	38%
No	109,558	62%

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For each type of employee listed below, approximately what percentage received classroom training, workshops, or seminars (lasting at least 4 hours) in the last 12 months?	
<i>Among those who provide or pay for training, workshops, or seminars.</i>	
Professional occupations	42%
Managerial and administrative occupations	40%
Technical and paraprofessional occupations	37%
Service occupations	35%
Production, construction, operation, maintenance, and material-handling occupations	33%
Clerical and administrative support occupations	30%
Marketing and sales	23%
Agricultural, forestry, fishing, and related occupations	6%

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Approximately what percent of your current employees would you say need further college level training in a formal program in order to reach the current level of productivity and competence that your company needs?	
<i>Among those who provide or pay for training, workshops, or seminars.</i>	
Community and technical colleges	Four-year colleges and universities
7%	2%

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<p>In the last three years, has the percentage of your employees who receive classroom training, workshops, or seminars of some kind increased, decreased, or stayed about the same?</p>	
<p><i>Among those who provide or pay for training, workshops, or seminars.</i></p>	
Q14	Percent
Decreased	3%
Increased	21%
Remained the same	76%

<p>Which of the following are reasons for your increase in training?</p>	
<p><i>Among those who increased training in the last three years.</i></p>	
To promote the personal or career development of employees	85%
Need to improve the quality of output	73%
To develop a more flexible and versatile workforce	71%
Changes in technology	64%
Need to improve worker productivity	61%
Changes in the organization of work	60%
To improve the morale of employees	55%
Changes in products or services you provide	55%
To keep up with competitors at home	54%
Legal requirements forced us to increase training	46%
To help employees develop more positive attitudes and work habits	40%
New hires did not have necessary skills	39%
To keep up with competition from foreign countries	5%

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To meet your classroom training needs, do you primarily utilize:		
<i>Among those who provide or pay for training, workshops, or seminars.</i>		
Q16	# of Employers (est.)	Percent
In-house staff	5,203	55%
Industry, business or professional organizations	2,591	28%
Private training businesses	1,108	12%
4-year college or universities	231	2%
Community or technical colleges	190	2%
Private career schools or colleges	71	1%

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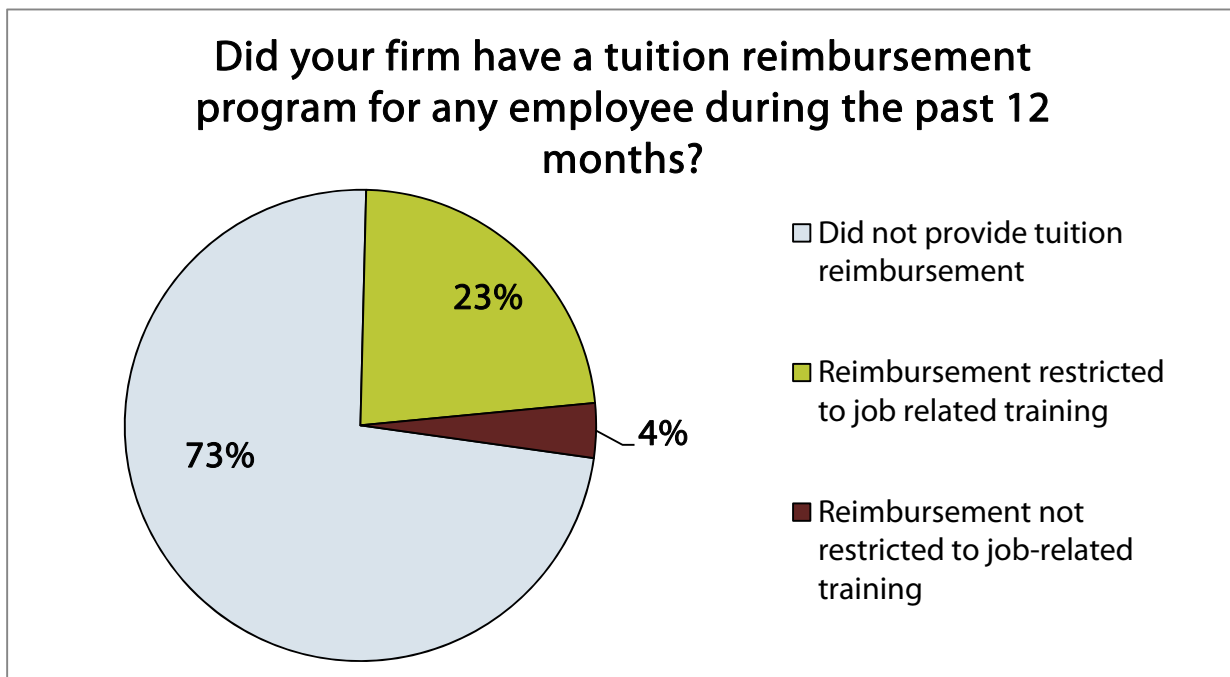
Has your firm ever had an arrangement with a community or technical college to provide education and training services to your employees?		
<i>Among those who provide or pay for training, workshops, or seminars.</i>		
Q17	# of Employers (est.)	Percent
Yes	4,272	9%
No	43,402	91%

How satisfied are you with the training you have obtained for your employees from the community or technical colleges?		
<i>Among those who provide or pay for training, workshops, or seminars.</i>		
Q18	# of Employers (est.)	Percent
Mostly dissatisfied	293	7%
Somewhat dissatisfied	19	0.4%
Somewhat satisfied	906	21%
Very satisfied	3,008	71%

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Did your firm/organization have a tuition reimbursement program for any employee during the past 12 months?		
<i>Among those who provide or pay for training, workshops, or seminars.</i>		
Q20	# of Employers (est.)	Percent
Yes	17,600	27%
No	48,118	73%
Total	65,718	100%

Was your tuition reimbursement program restricted to job-related training only?		
<i>Among those who provide or pay for training, workshops, or seminars.</i>		
Q21	Percent of those who have a tuition reimbursement program	Percent of those provide or pay for training
No	14%	4%
Yes	86%	23%



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Did your firm provide at least 4 hours of on-the-job training that was described in a written plan or agreement for any employees in the last 12 months?

Q22	# of Employers (est.)	Percent
No	91,708	69%
Yes	40,378	31%

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For each type of employee listed below, approximately what percentage received on-the-job training in the last 12 months?	
<i>Among those who provided at least 4 hours of on-the-job training.</i>	
Managerial and administrative occupations	48%
Professional occupations	49%
Technical and paraprofessional occupations	48%
Marketing and sales	39%
Clerical and administrative support occupations	42%
Service occupations	42%
Production, construction, operation, maintenance, and material-handling occupations	25%
Agricultural, forestry, fishing, and related occupations	0%

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What percent of your firm's/organization's current employees are in jobs that require each of the educational levels listed below?	
Neither a high school diploma nor a GED	19%
A GED or high school diploma	44%
Some college course work or training beyond high school	6%
A vocational diploma or certificate	9%
A vocational associate degree	3%
An academic associate (AA or AS) degree	5%
Baccalaureate (BA or BS) degree	11%
A master's (MA or MS) degree	2%
A doctoral (PhD) or professional degree	1%

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What percentage of your non-supervisory employees use computers in their jobs

67%
