

<b>Labour Market Survey 2016</b>	Interviewer ID#:
Resp. ID #:	Team Leader ID#:
Coder ID#:	Start time: <span style="float: right;">End time:</span>
Enterer ID#:	Date: dd/ mm/ yy/

The information you provide is strictly for statistics and research purposes only. Your organisation's information will not be identified in the survey. We ask that you spare us a few moments of your time to complete this questionnaire. We expect that it will take about 15 to 20 minutes to be completed in its entirety.

### Section I – Organisation Profile

I will begin by asking you a few questions about this organisation, just so we may put you into groups of respondents.

Q1.1 What is your current position? **READ OUT**

- |   |   |
|---|---|
| Organisation Owner/CEO/General Manager                    | 1 |
| HR Manager/HR Director/COO                                | 2 |
| Administrative Director/Office Manager/Operations Manager | 3 |
| Other (specify) _____                                     |   |

Q1.2 If respondent is organization owner/CEO/General Manager record sex from observation. If respondent is not organisation owner/CEO/General Manager ask:

What is the sex of the head or person in charge of this organisation?

- |      |   |        |   |
|------|---|--------|---|
| Male | 1 | Female | 2 |
|------|---|--------|---|

Q1.3. How many years has your organisation been in operation?

[ \_\_\_\_\_ ] **RECORD A SINGLE NUMBER NOT A RANGE**

Q1.4a. Is your business registered with the Companies Office of Jamaica?

- |     |           |    |               |
|-----|-----------|----|---------------|
| Yes | 1 → Q1.4b | No | 2 → TERMINATE |
|-----|-----------|----|---------------|

Q1.4b. What is the legal status of your organisation? **READ OUT.**

- |                           |   |
|---------------------------|---|
| Sole Trader/Proprietor    | 1 |
| Limited Liability Company | 2 |
| Partnerships              | 3 |
| Other (specify) _____     |   |

Q1.5 Which of the following best describes your primary organisation activity? **READ OUT (SR)**

Industry Group		Industry Group	
Agriculture, Forestry, Fishing, Mining & Quarry	1	Finance	8
Manufacturing	2	Real Estate, Renting & Organisation Activities	9
Electricity, Gas, Water Supply	3	Government	10
Construction	4	Education	11
Wholesale & Retail Trade, Repair of Motor Vehicles & Personal household goods	5	Health & Social Work	12
Hotels & Restaurants	6	Community, Social & Personal Services	13
Transport, Storage & Communication	7		

Q1.6 What is the main product or service offered by your organisation? **(SR)**

## Section II – Human Capital

**Interviewer this section of the questionnaire is not to be asked of sole traders that do not employ persons on a full time basis. Skip to Section III.**

- Q2.1 How many workers, including yourself and any other family members, work in your organisation including paid and unpaid workers and full time and part time workers? **RECORD A SINGLE NUMBER NOT A RANGE.**
- Q2.2 How many of these workers are males and how many are females? An estimate will be fine. **RECORD A SINGLE NUMBER NOT A RANGE. NUMBERS MUST ADD TO NUMBER GIVEN AT Q2.1**
- Q2.3 How many workers work in your organisation on a full time basis, that is, persons who work 30 or more hours per week? **RECORD A SINGLE NUMBER NOT A RANGE.**
- Q2.4 How many of these full time workers are males and how many are females? **RECORD A SINGLE NUMBER NOT A RANGE. NUMBERS MUST ADD TO NUMBER GIVEN AT Q2.3**
- Q2.5 How many persons work on a part-time basis, that is, persons who work less than 30 hours per week? **RECORD A SINGLE NUMBER NOT A RANGE.**
- Q2.6 How many of these part-time workers are males and how many are females? **RECORD A SINGLE NUMBER NOT A RANGE. NUMBERS MUST ADD TO NUMBER GIVEN AT Q2.5**
- Q2.7. How many persons are seasonal workers, that is, persons who are employed only at specific times during the year? **RECORD A SINGLE NUMBER NOT A RANGE.**
- Q2.8 How many of these seasonal workers are males and how many are females? **NUMBERS MUST ADD TO NUMBER GIVEN AT Q2.7**
- Q2.9 How many workers were recruited from the overseas market? Please do not include nationals from other countries who are now residents or citizens of Jamaica. **RECORD A SINGLE NUMBER NOT A RANGE.**
- Q2.10 How many of these workers from overseas markets are males and how many are females? **NUMBERS MUST ADD TO NUMBER GIVEN AT Q2.9**
- Q2.11 How many workers were recruited from the local market? **RECORD A SINGLE NUMBER NOT A RANGE.**
- Q2.12 How many workers from the local market are males and how many are females? **NUMBERS MUST ADD TO NUMBER GIVEN AT Q2.11**
- Q2.13 How many workers are living with a disability including hearing impaired, visually impaired, mentally impaired, physically impaired? **RECORD A SINGLE NUMBER NOT A RANGE.**
- Q2.14 How many workers living with a disability are males and how many are females? **NUMBERS MUST ADD TO NUMBER GIVEN AT Q2.13**

	Total	Males	Females
All Workers	Q2.1	Q2.2	Q2.2
Full-time Workers	Q2.3	Q2.4	Q2.4
Part-time Workers	Q2.5	Q2.6	Q2.6
Seasonal Workers	Q2.7	Q2.8	Q2.8
Foreigners	Q2.9	Q2.10	Q2.10
Locals	Q2.11	Q2.12	Q2.12
Persons with disabilities	Q2.13	Q2.14	Q2.14

**INTERVIEWER CHECK TOTALS IN ORDER TO ENSURE THEY ALL ADD BACK IN COLUMNS & ROWS.**

- Q2.15 **Ask all employing persons with a disability, if none skip to Q2.16:** Thinking now only of the persons living with disabilities employed by your organisation, which of the following positions do they work in? **READ OUT. COD ALL THAT APPLY.**

Professional/Technical	1
Managerial	2
Skilled workers in production or services	3
Unskilled workers in production or services	4
Other	6

Q2.16 Thinking now of **all** your workers, what percentage of your workers fall within each of the following age groups? If you do not know exactly your best estimate will be fine. **READ OUT**

18 to 24 years [ ] 45 to 54 years [ ]  
 25 to 34 years [ ] 55 to 64 years [ ]  
 35 to 44 years [ ] 65+ [ ]

Interviewer percentage must add to 100%

Q2.17 Thinking now specifically about the educational level of your workers, what percentage of them have completed each of the following levels of education as their highest education level to date. If you do not know exactly your best estimate will be fine?

No formal education [ ] Graduate Studies (Bachelors Degree) [ ]  
 Primary and lower [ ] Post Graduate Studies (Masters/higher) [ ]  
 Secondary up to 5<sup>th</sup> or 6<sup>th</sup> form [ ] Professional Certification (eg. ACCA etc.) [ ]  
 Vocational/Skill [ ]  
 Post Secondary Diplomas, Certificates,  
 Associate Degrees [ ]

Interviewer, percentage must add to 100%

Q2.18 **Showcard Worker Categories:** Considering this list of different categories of workers that I will read to you, please tell me which of these do you currently hire in your organisation whether full time or part time?

**Read Out one at a time and await an answer for each.**

Q2.19 What percentage of your workers falls in each of these categories?

Q2.20 And how do you hire each of these, full time, part-time or both?

Q2.21 Which of these positions do you outsource, that is, you pay them to use their service as a consultant or independent contractor to your organisation?

Q2.22 For which of these positions, do you currently have vacancies in your organisation?

Q2.23 Would persons living with a disability be considered for any of these positions? If so which positions?

Q2.24 Which of the following types of disabilities would you consider employing for the position of (**say first position coded at Q2.23**)? Visually impaired (VI), hearing impaired (HI), mentally impaired (MI) or physically impaired (PI)? (**Repeat for all other positions mentioned at Q2.23**)

Categories	Q2.18	Q2.19	Q2.20			Q2.21	Q2.22	Q2.23	Q2.24			
			Full time	Part time	Both				VI	HI	MI	PI
Professional/Technical	1		1	2	3	1	1	1→Q2.24	1	2	3	4
Managerial	2		1	2	3	2	2	2→Q2.24	1	2	3	4
Skilled workers in production or services	3		1	2	3	3	3	3→Q2.24	1	2	3	4
Unskilled workers in production or services	4		1	2	3	4	4	4→Q2.24	1	2	3	4
Persons living with disabilities	5		1	2	3	4	4	NA	NA			
None	6		1	2	3	4	4	4→Q2.25	NA			
Other (specify):	7		1	2	3	5	5	5→Q2.24	1	2	3	4

Q2.25 In the last 24 months, did you have any vacancies in any of these positions? If so which?

Q2.26 And which of these did you hire during the last 24 months?

Q2.27 Which positions remain vacant at this time?

Categories	Q2.25	Q2.26	Q2.27
Professional/Technical	1	1	1
Managerial	2	2	2
Skilled workers in production or services	3	3	3
Unskilled workers in production or services	4	4	4
Persons living with disabilities	5	5	5
None	6→Q2.29	6	4
Other (specify):	7	7	5

Q2.28 What were the main difficulties you encountered when hiring staff during the last 24 months? **DO NOT READ CODE ALL THAT APPLY.**

Difficulties	
Compensation demands	1
Under-qualified applicants	2
Over-qualified applicants	3
Applicants made bad impression during the interview	4
Lack of work experience	5
Lack of reliable information on qualification and experience	6
Unavailable expertise in recruitment and selection in the organisation	7
Shortage of required skill in Jamaica	8
Other (specify):	9

Q2.29 **Ask all and ask for each category of worker mentioned at Q2.18:** Thinking again about the different categories of workers that you hire, what is the average gross monthly salary of workers within each of these categories? If you do not know exactly, your best estimate will be fine.

	Gross Monthly Sal JA\$
Professional/Technical	
Managerial	
Skilled workers in production or services	
Unskilled workers in production or services	
Persons living with disabilities	
Other	

Q2.30 In the last 24 months, did you ever have the need to hire new staff but did not do so because of the firm's inability to afford doing so?

Yes                      1                      No                      2

Q2.31 When hiring workers for this organisation, what are the three most important factors that are considered for the selection of workers? Please rank in order of importance to your organisation. Starting with the most important factor. **PROBE FOR UP TO THREE RESPONSES**

Criteria	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
Physical Appearance	1	1	1
Knowledge and skills specific to the position	2	2	2
General and basic skills in reading, writing, numeracy and reasoning	3	3	3
Responsibility and commitment	4	4	4
Prior work experience	5	5	5
Level of formal education attained	6	6	6
Religion	7	7	7
Demographics – age, gender, social class	8	8	8
References and letter of recommendation	9	9	9
Wage/salary expectations	10	10	10
Other (specify):			

Q2.32 **Ask for each category hired at Q2.26:** Still thinking about the last 24 months, which of the following sources for hiring [worker category] staff did you rely on? **(MR)**

	Professional/ Technical	Managerial	Skilled workers in production or services	Unskilled workers in production or services	Persons living with disability
Newspaper Ads	1	1	1	1	1
Radio Ads	2	2	2	2	2
Television Ads	3	3	3	3	3
Universities & Colleges	4	4	4	4	4
Skills Training Institutions	5	5	5	5	5
Private employment agencies	6	6	6	6	6
Employment Websites	7	7	7	7	7
Internal Databases/Records	8	8	8	8	8
Informal Networks (friends, acquaintances, colleagues)	9	9	9	9	9
Other (specify):					

### Section III – Technology & Training

Q3.1 To what extent does this organisation use desktop computers, laptops, tablets or smart phones for the organisation purposes? For each that I read to you please tell me whether every day, most days, some days, rarely or never. **Repeat question for each item.**

	Desktop Computers	Laptops	Tablets	Smart Phones
Everyday	1	1	1	1
Most Days	2	2	2	2
Some Days	3	3	3	3
Rarely	4	4	4	4
Never	5	5	5	5

Q3.2 Do you use Internet for this organisation's purposes?

Yes 1 → Q3.3 No 2 → Q3.5

Q3.3 How many staff members use the internet connected to a computer in their daily work?

[ ] RECORD A SINGLE NUMBER NOT A RANGE

Q3.4 **Do not ask Government entities:** Is the internet used to carry out business in this organisation? That is, for the buying and/or selling of goods or services?

Yes 1 No 2

Q3.5 **Ask all:** Do you have a website or web page for this organisation?

Yes 1 No 2

Q3.6 Does this organisation use any specialised technology including any software (excluding Microsoft Office Suite) for any aspect of its operations?

Yes 1 No 2

Q3.7 To what extent does the use of specialised technology and software impact the organisation's ability to find qualified staff at different levels? Does it.....

Have a major impact 1  
Have a minor impact 2



Have no impact at all 3

Q3.8 Who in the organisation is responsible for identifying training needs of staff? **MR**

Managers 1  
 Supervisors 2  
 HR Department 3  
 Workers & Employees 4  
 External Consultants 5  
 Business owner/Directors 6  
 Other (specify)\_\_\_\_\_

Q3.9 Ask for each category mentioned at Q2.18: Thinking again about the different categories of staff working in this organisation; what is the approach to training for each of these?

	Professional/ Technical	Managerial	Skilled workers in production or services	Unskilled workers in production or services	Persons living with disabilities
Assess the training requirements on a regular basis or at specific time intervals	1	1	1	1	1
Identified only when the use of new equipment, systems, software are added to their job functions	2	2	2	2	2
Training requirements are not evaluated regularly but are determined based on their performance of specific tasks	3	3	3	3	3

Q3.10 Which of these staff categories, if any, received training in the year 2015? **MR**

Professional/Technical 1  
 Managerial 2  
 Skilled workers in production or services 3  
 Unskilled workers in production or services 4  
 Persons living with disabilities 5  
 None 97→Q4.1a

Q3.11 Which of the sources for training did you mostly rely on in 2015? **READ OUT. ONE ANSWER ONLY.**

Only internal agents at the organisation 1  
 Only external agents eg. consultants & institutions 2  
 Both 3

Q3.12 What were the areas of training delivered to staff in 2015? **READ OUT. CODE ALL THAT APPLY**Q3.13 And based on your organisation's ongoing needs, what do you see as the training needs of the organisation in the years to come? **MR**

	Q3.12	Q3.13
Job/occupational specific training	1	1
Training in basic skills – reading, writing, numeracy etc.	2	2
Training due to the introduction of new systems, Software, technology	3	3
Behavioral skills training – responsibility, commitment, Critical thinking	4	4
Other (specify)_____		

<b>Section IV – Demand Assessment</b>
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Q4.1a Which, if any, of the following activities has your organization ever engaged in? **READ OUT. MR**

Q4.1b. Which of these activities, if any, has your organization engaged in, in the last 24 months? **READ OUT.**  
**CHECK FOR CONSISTENCY WITH Q4.1a**

	Q4.1a	Q4.1b
Improve the quality of products and services offered	1	1
Grow the customer base of the organization	2	2
Carry out research and development into new areas	3	3
Retool & improve equipment and machinery	4	4
Research & Development for innovation	5	5
Improve efficiency through the use of technology	6	6
Improve operations to be more environmentally friendly	7	7
Obtained product/service certifications in order to meet external quality control standards	8	8
None	98→Q4.2	
Other (specify):		

Q4.2 Do you have any investment plans such as plans to expand its operations in the next three to five years?

Yes            1            No            2

Q4.3 Which of the following, if any, best describes the outlook for this organization within the next 3 years?  
**READ LIST CODE AN ANSWER FOR EACH.**

<b>Organisation Outlook</b>	<b>Yes</b>	<b>No</b>
Plans to improve the quality of products and services offered	1	2
Plans to grow the customer base of the organization	1	2
Plans to carry out research and development into new areas	1	2
Plans to retool & improve equipment and machinery	1	2
Plans for innovation following Research & Development	1	2
Plans to be become more efficient through the use of technology	1	2
Plans to be more environmentally friendly in its operations	1	2
Plans to meet external quality control standards through product/service certifications	1	2
Other (specify):		

Q4.4 Based on your organisation's outlook for the next 3 years, do you see a need to hire more staff or reduce the number of staff you hire on a full time or part time basis?

Hire more staff                    1→Q4.5            Reduce staff                    2→Q4.8  
 No change to staff needs        3→Q4.10

Q4.5 **If hire more staff ask:** What staff level do you anticipate increasing within the next 3 years time?  
**READ OUT**

<b>Categories</b>	<b>Q4.5</b>
Professional/Technical	1
Managerial	2
Skilled workers in production or services	3
Unskilled workers in production or services	4
Persons living with a disability	5
Other (specify):	

Q4.6 What specific job functions within these categories is your organisation most likely to increase or hire within the next 3 years?

Q4.7 What will be the main source for these workers? **READ OUT**

Local market	1	Both local and overseas	3
Overseas market	2		

Q4.8 **If reduce staff ask:** What staff level do you anticipate reducing within the next 3 years time?

Categories	Q4.8
Professional/Technical	1
Managerial	2
Skilled workers in production or services	3
Unskilled workers in production or services	4
Persons living with disabilities	5
Other (specify):	

Q4.9 What specific job functions within these categories is your organisation most likely to reduce within the next 3 years?

Q4.10 **Ask all:** To what extent would you say your organisation’s ability to hire the number of staff it really requires has been affected by the machinery, equipment and tools that it has? Would you say.....**READ OUT.**

Significantly	1	Not really	4
A lot	2	Not at all	5
Somewhat	3		

Q4.11. To what extent would you say your organisation’s ability to hire the skill level of staff it really needs been affected by the machinery, equipment and tools that it has? Would you say..... **READ OUT**

Significantly	1	Not really	4
A lot	2	Not at all	5
Somewhat	3		

Q4.12 And based on your organisation’ plans for the next 3 years time, what training needs do you anticipate? **MR**

Job/occupational specific training	1
Training in basic skills – reading, writing, numeracy etc.	2
Training due to the introduction of new systems, Software, technology, equipment, machinery	3
Behavioral skills training – responsibility, commitment, Critical thinking	4
Other (specify)_____	

Q4.13 Thinking about the future of your organisation, what occupations and/or skills are likely to emerge or become needed in your organisation? **Please be specific**



Q4.14 And what occupations and/or skills are becoming obsolete or declining? **Please be specific**

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Q4.15 Is your organisation engaged in flexible work arrangements for staff? If so, what types of flexible arrangements are allowed? **READ OUT**

Q4.16 **Ask for each flexible arrangement mentioned at Q4.15:** For which categories of workers is (say first type of flexible arrangement) allowed?

Flexible Arrangement	Q4.15	Q4.16				
		Professional/ Technical	Managerial	Skilled Workers in Production or Services	Unskilled Workers in production or services	Persons living with disabilities
Job sharing	1	1	2	3	4	5
Compressed work week	2	1	2	3	4	5
Staggered work hours	3	1	2	3	4	5
Flexi Time	4	1	2	3	4	5
Telecommuting	5	1	2	3	4	5
Reduced Hours	6	1	2	3	4	5
Other (specify):						
None	97					

### Section V – Perception & Awareness

Q5.0 Which of the following local education and training institutions did employees in your organisation receive training from? **READ OUT. MR.**

Q5.1 **Ask for each mentioned at Q5.0:** Based on what you know or have heard and generally speaking, how would you rate the quality of training provided to potential workers for your industry by these institutions? Would you say very good, good, indifferent/not sure, not so good, definitely not good?

Institutions	Q5.0	Q5.1				
		Very Good	Good	Indiff	Not so good	Def. Not good
UWI	1	5	4	3	2	1
UTECH	2	5	4	3	2	1
University College of the Caribbean	3	5	4	3	2	1
Northern Caribbean University	4	5	4	3	2	1
HEART Trust NTA	5	5	4	3	2	1
JAGAS	6	5	4	3	2	1
CASE	7	5	4	3	2	1
MIND	8	5	4	3	2	1
Maritime Institute	9	5	4	3	2	1
EXED	10	5	4	3	2	1
Portmore Community College	11	5	4	3	2	1
None	97 → Q5.2					
Other (specify):						

Q5.2 **Ask all:** What area of training is needed to be improved by education and training institutions in order to be of benefit to your organisation?

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Q5.3 Are you aware of the LMIS website in the Ministry of Labour & Social Security?

Yes 1 No 2 → Q5.7

Q5.4 **If yes:** Have you ever been on to the website?

Yes 1 → Q5.6 No 2 → Q5.5

Q5.5 **If no:** Why not? **PROBE FOR DETAILS**

Q5.6 **If yes:** What were your reasons for going on to the website? **MR**

- For general research and information 1
- Post job vacancies 2
- To look for skilled workers 3
- Other (specify) \_\_\_\_\_

Q5.7 **Ask all:** The LMIS is the official website of the Ministry of Labour that will allow for employers to post jobs, seek out potential employees and carry out general research. How interested would you be in utilizing the LMIS website to access labour market information and search for candidates? Would you be.....

- Very interested 5 Not really interested 2
- Somewhat interested 4 Not at all interested 1
- Indifferent 3

Q5.8. Why do you say so? **PROBE FOR DETAILS**

**Section VI – CLASSIFICATION & CLOSING**

Now just a few more questions about your organisation so we can place it into groups of companies.

QC1. What percentage of your workers are unionised?

[ \_\_\_\_\_ ] None 00

QC2. Please estimate what was your organisation’s turnover in 2015?

JA\$[ \_\_\_\_\_ ] **DO NOT ACCEPT A RANGE**

QC3. Within which of the broad categories did your organisation’s total revenue for the year 2015 (not including GCT) fall into? **INTERVIEWER READ OUT.**

- Less than JA\$3 million 1 \$20,000,001 - \$50,000,000 5
- \$3,000,000 – \$5,000,000 2 \$50,000,001 - \$100,000,000 6
- \$5,000,001 – \$10,000,000 3 Over \$100,000,000 7
- \$10,000,001 - \$20,000,000 4

**PARISH**

- Kingston & St. Andrew 1 Clarendon 8
- St. Catherine 2 Westmoreland 9
- St. Ann 3 St. Mary 10
- St. James 4 St. Thomas 11
- Hanover 5 Portland 12
- St. Elizabeth 6 Trelawny 13
- Manchester 7

This questionnaire was completed in:

One (1) visit with one person [ \_\_\_\_\_ ]

One (1) visit with more than one persons [ ]

More than 1 visit [ ]

**END TIME:** [ ]

Name of Respondent: \_\_\_\_\_ Tele #: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Name of Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Interview: \_\_\_\_\_ Date of validation: \_\_\_\_\_

Internal Validation: Y [ ] No [ ]

Internal Validator: \_\_\_\_\_

Special Comments: \_\_\_\_\_

**RECONTACT**

Thank you very much for your help. Sometimes we like to contact people more than once. You can be assured that this contact will never result in anyone trying to sell you anything. It's entirely your decision to take part. Would you be willing to be contacted again for another research or by the company carrying out this study?

Yes 1 No 2

**THANK YOU FOR THE TIME YOU TOOK TO TAKE PART IN OUR STUDY.**

*I ..... who work on behalf of MRSL, certifies that the present questionnaire was administered according to the instructions given during the briefing. Any change made intentionally to the methodology, the data collection or the questionnaire data will be ground for cancellation of that questionnaire, its payment and the payment of all work done for this survey. I hereby fully accept this responsibility.*

Signature of Interviewer

*I ....., Team Leader on behalf of MRSL, certifies that the present questionnaire was administered by the interviewer who signed above according to the instructions given during the briefing I certify that the information contained in this questionnaire is faithful. I have checked the entire document ensuring that there was no filling errors, no questions without answers or any logical inconsistencies that could in any way bias the results of this survey. If ever what I have certified above was detected to be incorrect during the validation process, I will assume full responsibility and this will be ground for cancellation of the particular questionnaire, its payment and the payment of all supervision work done for the survey.*

Signature of Team Leader

Type of supervision given: Infield Direct [ ] Infield Indirect [ ] Other [ ]