NATIONAL EMPLOYMENT AUTHORITY

EMPLOYER SKILLS SURVEY 2020

SECTION A –FIRMOGRAPHICS

1. Name of the establishment: ……

2. Main business activity of the company: …… …….

ISIC Code: |__|__|__|__| *(official use)*

3. Address of the establishment: ……**County**……

Street/road …….

4. Name of contact person/ interviewee ……...……

5. Position of contact person/ interviewee ……

6. Contact person/interviewee (Tel. no.) ……...……

7. Office Tel. no. ……..……

8. Contact person/interviewee (email) ……..……

A.2. when did your establishment start business? Month: |__|__| Year: |__|__|__|__|

A.3. The establishment is a/an:

Individual proprietorship	**1**
General partnership	**2**
Limited partnership	**3**
Private limited company	**4**
Public limited company	**5**
Subsidiary of a foreign company	**6**
Branch of a foreign company	**7**
Commercial representative office of a foreign company	**8**
Cooperative	**9**
State owned organization	**10**
Non-Governmental Organization	**11**
Others	**12**

SECTION B – STRUCTURE OF WORKFORCE/EMPLOYMENT

B.1. How many people are currently working for the establishment, including you?

……

B.2. Could you please indicate by **Current main occupation** the **number** of employees in your establishment in the following periods. (In case of more than one occupation, choose the **Main** one i.e. the one that takes up the greatest proportion of time):

Current main Occupation (Job title)	**KNOCS code** *(official use)*	**Range of Wage** (Ksh. per month)	**Number of people** ***(Please write 0 if not applicable)***					
			31/12/017		**31/12/018**		**31/12/019**	
			M	**F**	**M**	**F**	**M**	**F**

SECTION C – RECRUITMENT / RECRUITMENT DIFFICULTIES

C.1. In the last 3 years, has your company filled any vacant full-time or part-time positions?

Yes	1	Go to C.2
No	2	Go to C.7

C.2. could you please indicate the occupations (up to a maximum of five) in which your company has hired the highest number of people and the total number of people in the following periods (*in the case of people having been hired for more than one occupation, please choose the main one):*

Occupation (List up to five occupations)	**Approximate number of workforces hired**					
	01/01/2017 to 31/12/2017		01/01/2018 to 31/12/2018		01/01/2019 to 31/12/2019	
	M	**F**	**M**	**F**	**M**	**F**
Occ1:						
Occ2:						
Occ3:						
Occ4:						
Occ5:						
Total workforces hired						

C3. What was the minimum education level required for the most recent hires in occupations identified in C2?

Minimum requirement	Occupations with highest hiring				
	Occ1	**Occ2**	**Occ3**	**Occ4**	**Occ5**
None	**1**	**1**	**1**	**1**	**1**
Primary school leaver	**2**	**2**	**2**	**2**	**2**
High school leaver	**3**	**3**	**3**	**3**	**3**
Some postsecondary education	**4**	**4**	**4**	**4**	**4**
Trade certificate	**5**	**5**	**5**	**5**	**5**
College diploma	**6**	**6**	**6**	**6**	**6**
Undergraduate	**7**	**7**	**7**	**7**	**7**
Post graduate	**8**	**8**	**8**	**8**	**8**
Professional accreditation	**9**	**9**	**9**	**9**	**9**

C4. What kind of work experience was required for the 5 most recent hires identified in Question C2?

Work experience	Occupations with highest hiring				
	Occ1	**Occ2**	**Occ3**	**Occ4**	**Occ5**
Experience (e.g., with a specific machine or system or in a specific industry)	**1**	**1**	**1**	**1**	**1**
General work experience (e.g., sales or human resources management)	**2**	**2**	**2**	**2**	**2**
No experience required	**3**	**3**	**3**	**3**	**3**

C5. What was the minimum number of years of work experience required for the 5 most recent hires identified in Question C2? (*If no minimum number of years of work experience was required for a position, please report zero in the field below*)

	Occupations with highest hiring				
	Occ1	**Occ2**	**Occ3**	**Occ4**	**Occ5**
Number of years					

C.6. In the last 3 years has your company hired any first time jobseekers that were leaving secondary school; technical and vocational schools; or university?

Yes	1	Go to C.7
No	2	Go to C.10

C.7. Have any of these been....

	Yes	**No**
First time jobseekers coming from secondary school	**1**	**2**
First time jobseekers coming from technical and vocational school	**1**	**2**
First time jobseekers coming from university or other higher education institution	**1**	**2**

FOR EACH YES ANSWER IN C.7, GO TO C.8

C.8. How well did they prepare for work for each category?

	Very well prepared	Well prepared	Prepared	Poorly prepared	very poorly prepared
First time jobseekers coming from secondary school	**1**	**2**	**3**	**4**	**5**
First time jobseekers coming from technical and vocational school.	**1**	**2**	**3**	**4**	**5**
First time jobseekers coming from university or other higher education institution	**1**	**2**	**3**	**4**	**5**

IF THE PREPARATION FOR WORK OF THE NEWLY HIRED WAS EVALUATED 7 OR 8, GO TO C.9.

C.9. In which of the following areas was the preparation of the newly hired was lacking (*you can select all relevant fields for each group- multiple responses allowed):*

	First time jobseekers coming from secondary school	First time jobseekers coming from secondary school	First time jobseekers coming from university or other higher education institution
Lack required skills or competencies (e.g. technical or job specific skills, IT skills, problem solving skills, team working skills)	**1**	**1**	**1**
Literacy/numeracy skills	**2**	**2**	**2**
Poor education	**3**	**3**	**3**
Lack of common sense	**4**	**4**	**4**
Poor attitude / personality or lack of motivation (e.g. poor work ethic, punctuality, appearance, manners)	**5**	**5**	**5**

Lack of working world / life experience or maturity (including general knowledge)	**6**	**6**	**6**
Other (Please specify	**7**	**7**	**7**

C.10. In this moment do you have vacancies?

Yes(Number of vacancies_____)	1	Go to C11
No	2	Go to D.1

C.11. Could you please tell us in which occupations do you have the most vacancies (*please list up to five occupations):*

Occupation	**Approximate number of vacancies**
Occupation 1:	
Occupation 2:	
Occupation 3:	
Occupation 4:	
Occupation 5:	

C.12. Are any of these vacancies proving hard to fill?

Yes	1	Go to C13
No	2	Go to D.1

C.13. Could you please indicate how many vacancies are proving hard-to-fill? (*Up to five occupations*)

Occupation	**Approximate number of hard-to-fill vacancies**
Occupation 1:	
Occupation 2:	
Occupation 3:	
Occupation 4:	
Occupation 5:	

C.14. For each of the previous occupations (**in C13),** could you please indicate the reasons why they are hard to fill? (*You can select all relevant reasons for each occupation- multiple answers allowed*)

Reason	Occupations with hard-to-fill vacancies				
	Occ1	**Occ2**	**Occ3**	**Occ4**	**Occ5**
Too much competition from other employers	**1**	**1**	**1**	**1**	**1**
Not enough people interested in doing this type of job	**2**	**2**	**2**	**2**	**2**
Poor terms and conditions (e.g. pay) offered for post	**3**	**3**	**3**	**3**	**3**
Low number of applicants with the required skills	**4**	**4**	**4**	**4**	**4**
Low number of applicants with the required attitude, motivation or personality	**5**	**5**	**5**	**5**	**5**
Low number of applicants generally	**6**	**6**	**6**	**6**	**6**
Lack of work experience the company demands	**7**	**7**	**7**	**7**	**7**
Lack of qualifications the company demands	**8**	**8**	**8**	**8**	**8**
Poor career progression / lack of prospects	**9**	**9**	**9**	**9**	**9**
Job entails shift work / unsociable hours	**10**	**10**	**10**	**10**	**10**

Seasonal work	**11**	**11**	**11**	**11**	**11**
Remote location / poor public transport	**12**	**12**	**12**	**12**	**12**
Others	**13**	**13**	**13**	**13**	**13**

IF ANSWERS TO C.14 ARE OR 4 OR/AND 7 OR/AND 8 GO TO C.15; OTHERWISE GO TO C16

C.15. Could you please indicate which of the following skills were lacking (For each occupation you can select all the skills you think were lacking- multiple response allowed)

Skill type	Occupations with hard-to-fill vacancies				
	Occ1	**Occ2**	**Occ3**	**Occ4**	**Occ5**
Basic computer literacy / using IT	**1**	**1**	**1**	**1**	**1**
Advanced IT or software skills	**2**	**2**	**2**	**2**	**2**
Oral communication skills	**3**	**3**	**3**	**3**	**3**
Written communication skills	**4**	**4**	**4**	**4**	**4**
Customer handing skills	**5**	**5**	**5**	**5**	**5**
Team working skills	**6**	**6**	**6**	**6**	**6**
Foreign language skills	**7**	**7**	**7**	**7**	**7**
Problem solving skills	**8**	**8**	**8**	**8**	**8**
Planning and organization skills	**9**	**9**	**9**	**9**	**9**
Strategic Management skills	**10**	**10**	**10**	**10**	**10**
Numeracy skills	**11**	**11**	**11**	**11**	**11**
Literacy skills	**12**	**12**	**12**	**12**	**12**
Office admin skills	**13**	**13**	**13**	**13**	**13**
Technical or practical skills	**14**	**14**	**14**	**14**	**14**
Job specific skills	**15**	**15**	**15**	**15**	**15**
Any other skills	**16**	**16**	**16**	**16**	**16**

C.16. Are hard-to-fill vacancies causing this establishment to… (**You can select all relevant answers- multiple answers allowed)**

Effects on business	
Lose business or orders to competitors(Missed opportunities)	**1**
Delay developing new products or services	**2**
Have difficulties meeting quality standards	**3**
Experience increased operating costs	**4**
Have difficulties introducing new working practices	**5**
Increase workload for other staff	**6**
Withdraw from offering certain products or services altogether	**7**
Have difficulties meeting customer services objectives	**8**
Have difficulties introducing technological change	**9**
Outsource work	**10**
Higher expenses	**11**
Harder to compete	**12**
Unable to expand or grow	**13**
Less efficient	**14**
Less profitable	**15**
Lower productivity	**16**
None	**17**

C.17. What is your company doing to overcome the difficulties that you are having finding candidates to fill these hard-to-fill vacancies?(*You can select all relevant answers- multiple answers allowed*)

Increasing salaries	1
Increasing the training given to your existing workforce	2
Redefining existing jobs	3
Increasing advertising / recruitment spend	4
Increasing / expanding trainee programs	5
Using NEW recruitment methods or channels	6
Recruiting workers who are non-Kenyan nationals	7
Bringing in contractors to do the work, or contracting it out	8
Being prepared to offer training to less well qualified recruits	9
Other(specify)	10
Nothing	11

SECTION D – FUTURE HIRING

D.1. Do you think the number of people working in your company will increase in the next 12 months?

Yes(how many_____)	1	Go to D2
No	2	Go to E.1

D.2. Could you please indicate the occupations (if any) that will register the highest increase in the number of job positions in the next 12 months (Please indicate up to five occupations).

s/no	Occupation	Number of additional job positions in the next 12 months
1		
2		
3		
4		
5		

SECTION E: WORKFORCE TRAINING

E.1. Last year, did your employees participate in any external or internal training courses, completely or Partially financed by the company?

Yes	1	Go to E2
No	2	Go to F1

E.2. In which areas did your company finance the training?

Training fields

SECTION F– COMPANY 'S BUSINESS STRATEGY

F.1. Does your company plan to introduce new products, services, technologies or expand/switch to new markets?

Yes	1	Go to F2
No	2	End interview here

F.2. Linked to these plans; does your company plan to apply any of the following measures to address newly emerging tasks? (*Select all that apply – multiple response allowed)*

Training of available staff	1
Internal re-organization to better use available staff and competences	2
Recruitment of new staff	3
Other measures (Specify	4

Thank you very much for taking your time to answer all the questions!