



Survey of Employers' Usage of FÁS Services - 2007

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Executive Summary

This report presents the findings of a survey of private sector employers carried out on behalf of FÁS by RED C, an independent Irish market research company.

The aims of the research were to:

- Measure which FÁS services, if any, employers in Ireland are using.
- Determine how satisfied those using FÁS services are with the services used.
- Identify any issues with services that are of a concern to employers.
- Compare the results to the results of a similar survey undertaken 18 months previously in July 2005.

Research was conducted via telephone with 1,000 of the estimated 140,000 private sector businesses in Ireland. Interviews were conducted with the person responsible for selecting staff in each of the companies and interviewing was completed in the last two weeks of January 2007.

Quotas were applied on the sample to provide robust base sizes within small (1-9 employees), lower medium (10-50 employees), upper medium (51-100 employees) and large (100+ employees) companies. The final data was then weighted to ensure that the final sample was proportionally representative of companies in Ireland.

Some of the main findings of the survey are:

Awareness

Overall there was a high awareness of FÁS, with 96% of companies spontaneously aware of FÁS and all companies aware when prompted. The best known services were FÁS training courses for the unemployed, apprenticeship, recruitment services, traineeships and advice on training. However, many companies only recalled these services when prompted. Just under one-third were aware of disability support grants while about one in four companies were aware of Excellence Through People, EURES, and E-college on-line training. Fifteen percent of companies were aware of the One-Step-Up initiative.

Larger companies, those with over 50 employees, showed higher awareness of all services.

Usage

There was limited usage of FÁS services overall, with just over six in ten companies claiming to never have used any of the services listed. However, half of companies employing ten or more had used FÁS services and this proportion rose to two out of three for companies employing 100 or more. Usage remained similar to 2005 with recruitment services for employers followed by apprenticeship having highest usage, both ever and in the past 12 months. Those who used FÁS services rated them highly, with nearly half being very satisfied and another third being fairly satisfied. Only for recruitment services was there any significant level of dissatisfaction (8%). All ratings in 2007 were higher than in 2005.

Recruitment

The survey asked a number of questions about recruitment. Newspapers and ‘word of mouth’ were the most used normal methods of recruitment.

Almost two-thirds of companies had recruited externally in the previous 12 months and 21% of these had notified FÁS of a vacancy. FÁS filled a vacancy for half of these companies. Ten percent of companies said that they had been unable to fill at least one of their vacancies during the year. The main reasons why companies used FÁS was around the perceived service delivery – being able to provide suitable candidates and being easy to use.

Satisfaction with other recruitment methods was the main reason for non-use of FÁS for vacancies, but one third said that they just didn’t think of using FÁS. When compared with 2005, FÁS increased its rating compared to other recruitment methods for ‘speed of response’, ‘suitability of candidates’ and ‘understanding my business’.

Image

FÁS’ image as being knowledgeable, customer friendly and professional scored positively with increases against the 2005 scores. The increase in positive measures was mirrored by the decrease in negative attitudes, with FÁS less likely to be seen as inefficient and slow to change than in the previous survey.

Companies were asked if they had any suggestions for FÁS for additional or improved services they would like to see. ‘More information’ was the key requirement for companies but most companies had no suggestions.

Attitudes to Disability

A special set of questions on disability¹ found that almost one in four claimed to have sometime employed someone with a disability and, of those who said they had never employed someone with a disability, over a third would consider employing a disabled person. For the most part employers did not see disabled employees as impacting negatively on their costs or profits. There seemed to be some desire to employ a disabled person; one in four companies agreed strongly with liking the idea of employing someone with a disability. However, there was low awareness of the specific grants available for employing someone with a disability. Adaptation and Recruitment Grants received awareness scores of circa 15% with only one in ten aware of Retention Grants. Take-up was very low with only 1% of companies stating they had taken up the grants.

Conclusions

Companies that used FÁS services were generally satisfied with them and, overall, ratings had increased since the previous survey in 2005. However, many companies did not use FÁS services and, indeed, many did not seem to be aware of them. This would suggest that awareness raising and information provision might play an important role in improving FÁS' impact in providing services to employers.

¹ A full report on these questions is presented in 'Survey of Private Sector Employers' Attitudes to People with Disabilities', S. Conway, FÁS, 2007.

Background and Methodology

Employers are major clients of FÁS programmes and services. It is therefore important for FÁS to obtain feedback from employers about their awareness and usage of, and satisfaction with, FÁS services. A survey of employers was conducted in mid-2005. It was decided to undertake a similar survey and Planning and Research commissioned RED C to carry out the current survey which was conducted in January 2007.

The aims were to:

- Measure which FÁS services, if any, employers in Ireland are currently using.
- Determine how satisfied those using FÁS services are with the services used.
- Identify any issues with services that are of a concern to employers.
- Compare the results to those of the survey undertaken 18 months previously, in July 2005.

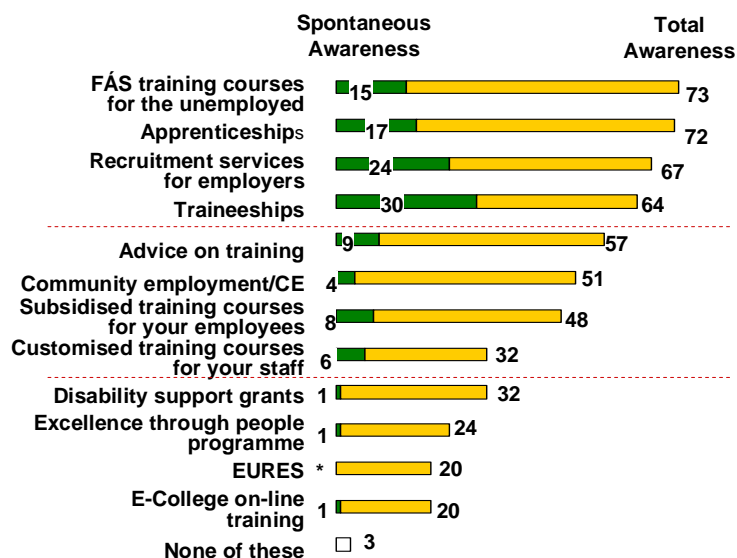
The research was conducted via telephone with 1,000 private sector businesses in Ireland. Interviews were conducted with the person responsible for selecting staff in each of the companies and the interviewing was completed in the last two weeks of January 2007.

Quotas were applied to the sample to provide enough responses for four size groups; small (1-9 employees), lower medium (10-50 employees), upper medium (51-100 employees) and large (100+ employees) companies. The final data was then weighted to ensure that the results are representative of (private sector) companies in Ireland (of which there are an estimated 140,000). The results are presented for these 'true' (weighted) results. It is important to note that the results, being based on a survey, are subject to error. Typically, any statistic relating to the percentage of all respondents has an error margin of plus or minus two percentage points. The margin of error is greater where the results are based on a smaller number of respondents. In some cases, this may have been increased by a lack of full knowledge by the respondent of their companies' interaction with FÁS.

Awareness, Usage and Satisfaction with FÁS Services

Overall there was a high awareness of FÁS, with 96% of companies spontaneously aware of FÁS and all companies aware when prompted. Companies were asked to name any FÁS services that they were aware of, and they were then read a list of 12 FÁS services and asked if they were aware of them. The former (open question) is shown in Figure 1 as ‘Spontaneous Awareness’ and the latter (which includes prompted and un-prompted responses) as ‘Total Awareness’.

Fig. 1. FÁS Service Awareness – Spontaneously Mentioned and Total Awareness



The most commonly spontaneously mentioned FÁS services were recruitment services for employers, apprenticeship, traineeship, FÁS training courses for the unemployed and advice on training. However, less than one third of employers mentioned any of these services spontaneously. Even when prompted, only three-quarters of employers stated that they were aware of FÁS training courses for the unemployed and apprenticeship and the percentage awareness of other programmes was less. Spontaneous awareness of some FÁS services was negligible, with prompted awareness also quite low. For example, just under one-third were aware of disability support grants while about one in four companies were aware of Excellence Through People, EURES, and E-college on-line training.

To assess employer awareness of a further set of FÁS services, specific questions were asked about the “National Contact/Call Centre (NCC) that you can freephone to advise of a job vacancy”, the “ Web Service where you can put up your job vacancy...”, the “European Recruitment Services where candidates from other EU countries can be sourced through, for example, overseas job fairs”, and the “One-Step-Up” initiative. The results are presented in Figure 2. The first two of these questions had also been asked in 2005.

One quarter of employers were aware of the NCC whereas nearly half were aware of the Web Service. (It is perhaps surprising that employers are aware of one but not the other of these FÁS recruitment services.) Fifteen percent of companies stated that they were aware of the European Recruitment Service. In respect of the One-Step-Up initiative 15% of companies were aware. Awareness was, again, greater among larger companies.

Fig. 2. Awareness of various FAS Services

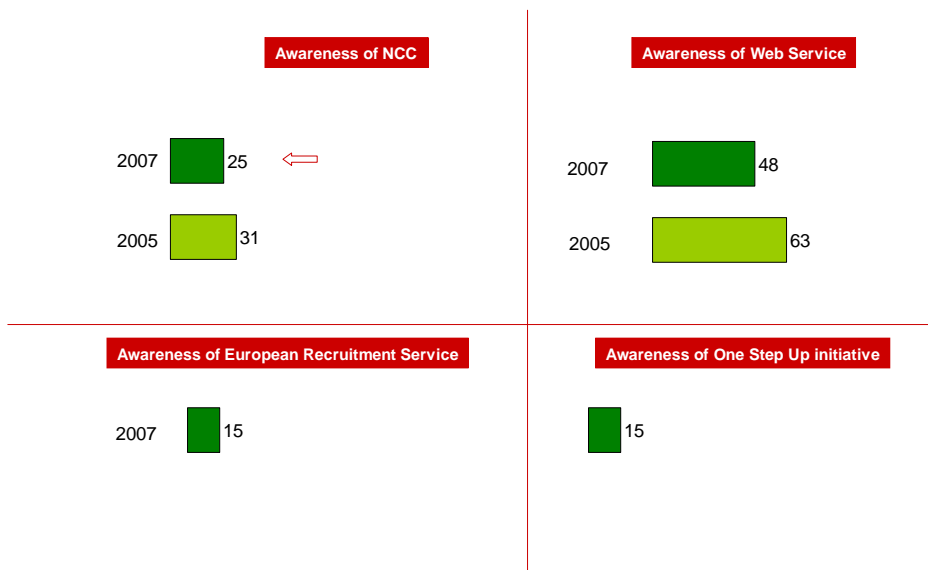
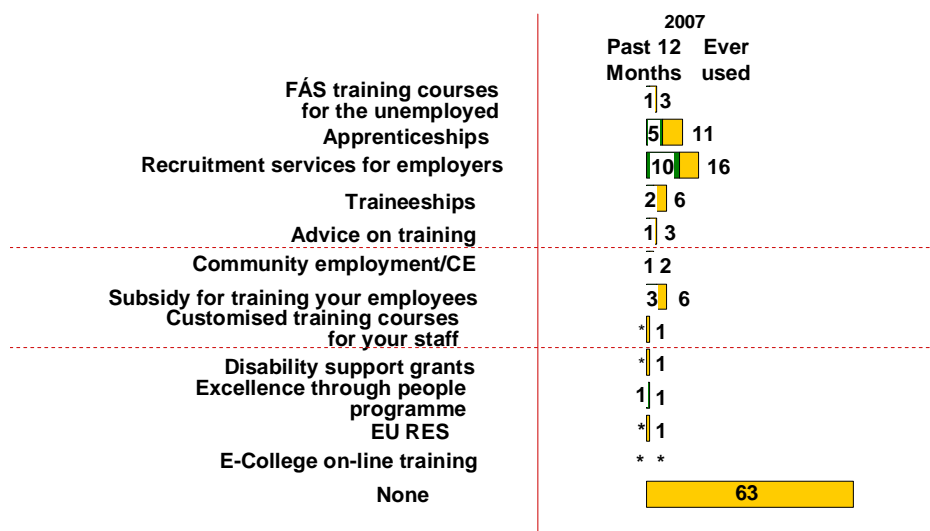


Fig. 3. FAS Services ever used and past 12 months' use



Companies were then asked about their usage of the 12 FÁS services (Figure 3). This question was divided into ‘ever used’ and during the ‘past 12 months’. Thirty-seven percent of companies stated that they had used some FÁS service. Conversely, 63% said they had never used any FÁS service.

The trend for service usage remained similar to mid 2005 with recruitment services for employers receiving the highest usage, both overall (16%) and in the past 12 months (10%). The other most-used service was apprenticeship with 11% of companies stating that they had ‘ever used’ and 5% used within the past 12 months. Usage of other FÁS services was lower with 6% using traineeships and subsidies for employee training and 3% receiving advice on training.

In considering these results it is worth noting that even a small percentage of companies represents a large number of companies. RED C quotes a figure of 140,000 companies in total. Applying this to, say, the 11% of companies using apprenticeship would mean about 15,400 companies. It is also important to note that many companies recruit persons who have attended FÁS training courses for the unemployed within explicitly recognising that they do so. Thus, the 1% figure shown for 2007 may underestimate the proportion of companies that, in fact, recruited persons who had completed FÁS training courses for the unemployed. As will be considered in more detail later, usage of FÁS services was greater for larger companies. Half

of companies employing 10 or more had used FÁS services while two in three of 100+ companies had used FÁS services.

Companies that had used FÁS services were asked to rate them overall, and then for each service they had used. Figure 4 shows that 47% were very satisfied overall in 2007 and another 31% fairly satisfied. Fourteen percent were neither satisfied nor dissatisfied with only 3% dissatisfied.

Compared to 2005, there were more very satisfied, and fewer dissatisfied, with more saying 'neither'. The mean score, based on a score from one to five, was higher in 2007 at 4.27, compared to 4.18 in 2005.

Figure 4. Overall satisfaction with FÁS

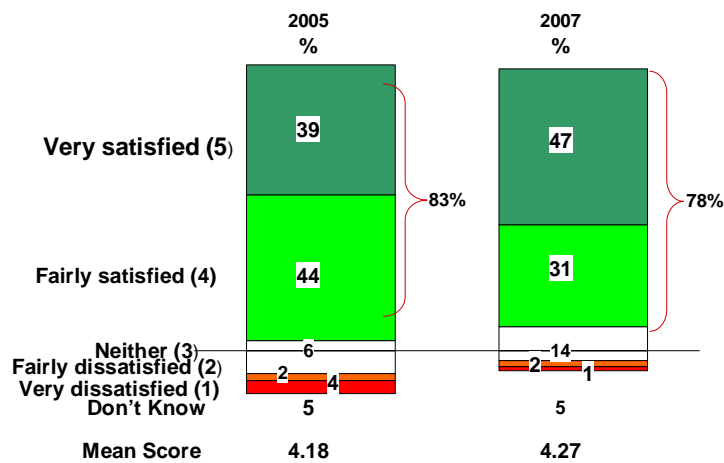


Fig. 5. Rating of Services those ever used

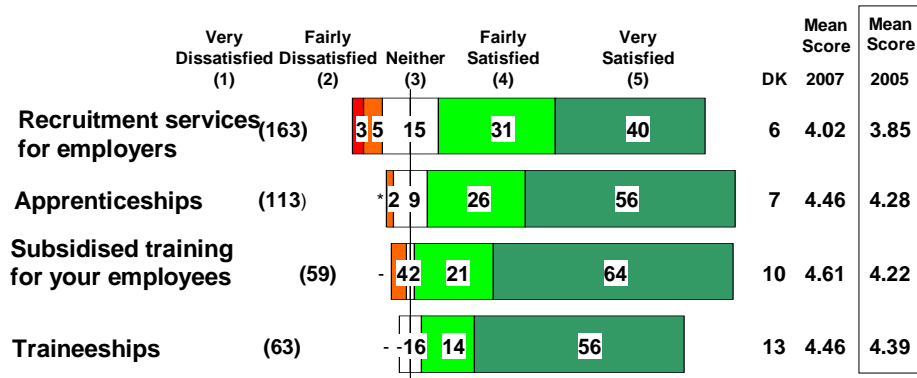
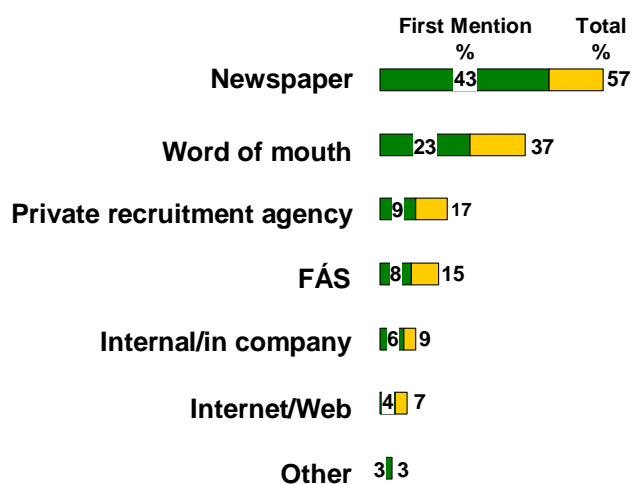


Figure 5 presents the ratings for the four most commonly-used services. In each case the services scored over 4 on a scale of 1 to 5 with subsidised training for employees receiving the highest average score (4.61). Apprenticeship and traineeship also scored very positively with average scores of 4.46 and very few negative comments. Satisfaction ratings for recruitment services were somewhat less with an average score of 4.02, 8% being dissatisfied and another 15% being neither satisfied or dissatisfied. The average scores for each of these four FÁS services were higher in 2007 than in 2005.

Recruitment

One of the key interests for the survey was in relation to recruitment. Companies were asked how they normally recruited staff. Figure 6 shows the results, also highlighting the first mentioned response of companies.

Fig. 6. How Staff are normally recruited



Newspapers were the normal tool for recruitment, receiving highest first mentions (43%) and total mentions (57%) among this sample.

FÁS was mentioned by one in seven (15%) companies overall, and by one in twelve (8%) as the first mentioned recruitment method. FÁS usage was higher among those in construction, with over one in five companies in these industries claiming usage of FÁS to recruit staff. The percentage referring to FÁS (15%) in the latest survey was somewhat higher than the 12% in 2005 (although within the margin of sampling error).

Companies were asked if they had filled vacancies from outside during the previous 12 months, if any of these had been notified to FÁS, and if they had been filled by FÁS. Sixty-two percent of companies had a vacancy they filled from outside. Twenty-one percent of these companies notified FÁS of a vacancy and FÁS filled a vacancy for just over half (53%) of these companies.

They were also asked to quantify their vacancy notification and filling; but these figures must be treated with very great caution.²

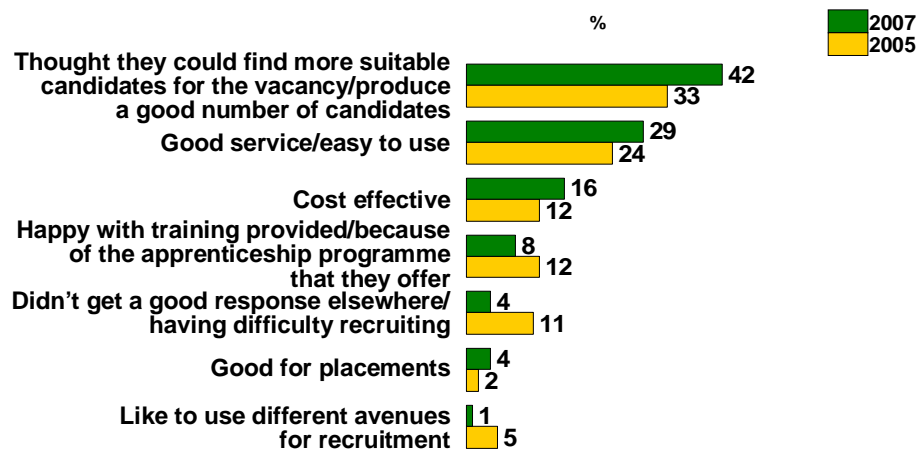
FÁS was notified of just under one-third (30%) of all filled vacancies in the previous 12 months. This was considerably higher than the figure of 18% in 2005. Companies stated that FÁS filled half of the filled vacancies they were notified about, as was the case in 2005.

Companies were also asked if they had been unable to fill some vacancies during the previous 12 months. Ten percent of companies said 'yes' to this question and this represented 5.8% of all vacancies that they had tried to fill.

Companies that had notified FÁS of vacancies were asked why they had done so. The results, for 2007 and 2005, are shown in Figure 7.

² Sampling error is particularly high in respect of vacancy numbers as a small number of companies, with a large number of vacancies, dominate the total numbers as given in the survey.

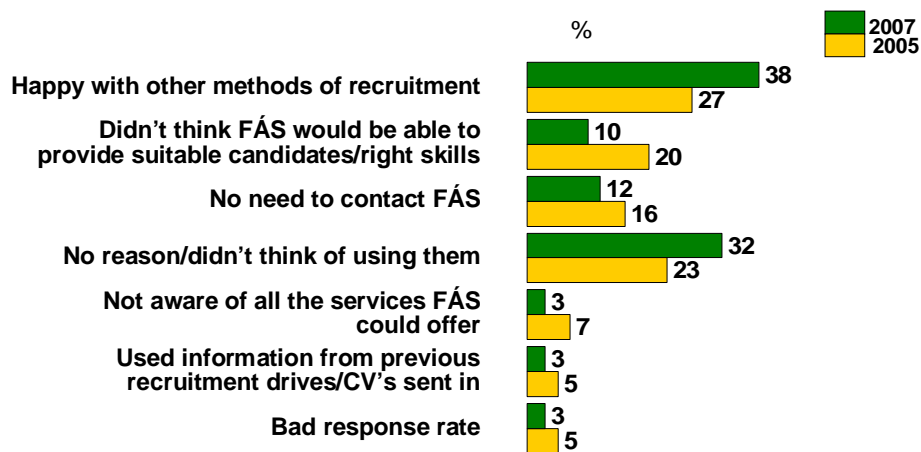
Figure 7. Why FÁS was used for some Vacancies



The main reasons why companies used FÁS were around the perceived service delivery – being able to provide suitable candidates and being easy to use. Both of these reasons increased significantly since 2005. The number stating that they used FÁS as a second alternative declined with just 4% mentioning difficulties in recruiting elsewhere as the reason for using FÁS.

Companies that had recruited but not used FÁS were asked for their reasons. These are presented in Figure 8.

Figure 8 Why FÁS was not used for some Vacancies



Note: All other responses below 5%

Satisfaction with other recruitment methods was the key reason for non-use of FÁS for vacancies, with an increase on 2005 scores. Ten percent gave the negative reason that they didn't think FÁS would be able to provide suitable candidates. This is a reduction from the 20% who gave this reason in 2005. One-third said that there was no particular reason for not using FÁS – they didn't think of using FÁS.

All companies, whether they had recruited or not, and whether they had used FÁS or not, were asked for their impression of FÁS recruitment services compared to other methods of recruitment. This question was asked in respect of four features of a recruitment service on a scale from 1 (a lot worse) to 5 (a lot better). These results are presented in Figure 9.

Fig. 9 Rating of FÁS Compared to Other Recruitment Methods

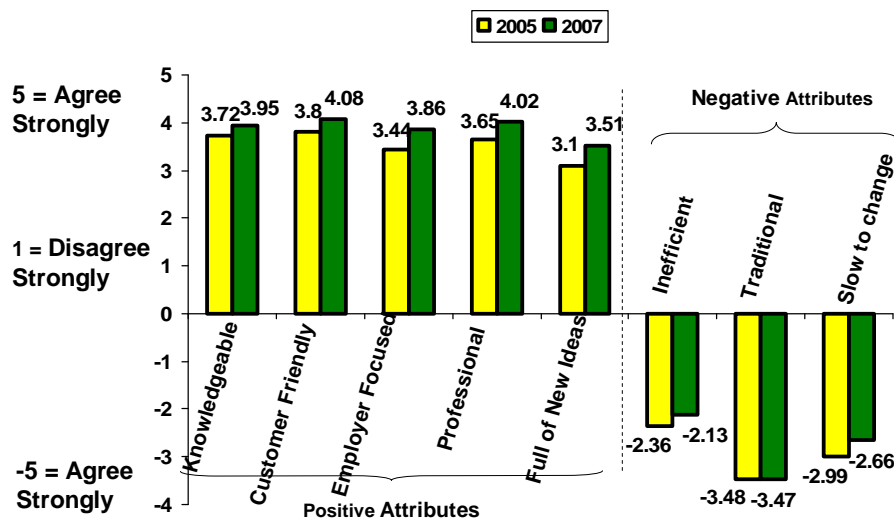


FÁS scored above average (3) on all four criteria with ‘value for money’ (3.8), ‘speed of response’ (3.64) and ‘understanding my business’ (3.48) the three highest scoring features. Indeed, the percentage of negative responses in relation to these features was very low. ‘Suitability of candidates’ scored a little lower (3.21), although still positive, with 10% of companies giving a negative rating to this aspect. However, this score was significantly better than the 2.8 average in the 2005 survey and indeed, overall, the ratings were higher than in 2005.

FÁS Image and Companies' Suggestions

Companies were asked to disagree or agree on a scale of 1 to 5 with eight hypothetical statements about FÁS. These included both positive and negative statements. The average scores for 2007 and 2005 for each statement are presented in Figure 10. (Note that 3 on the scale represents the neutral point, so over 3 means agree, and less than 3 disagree).

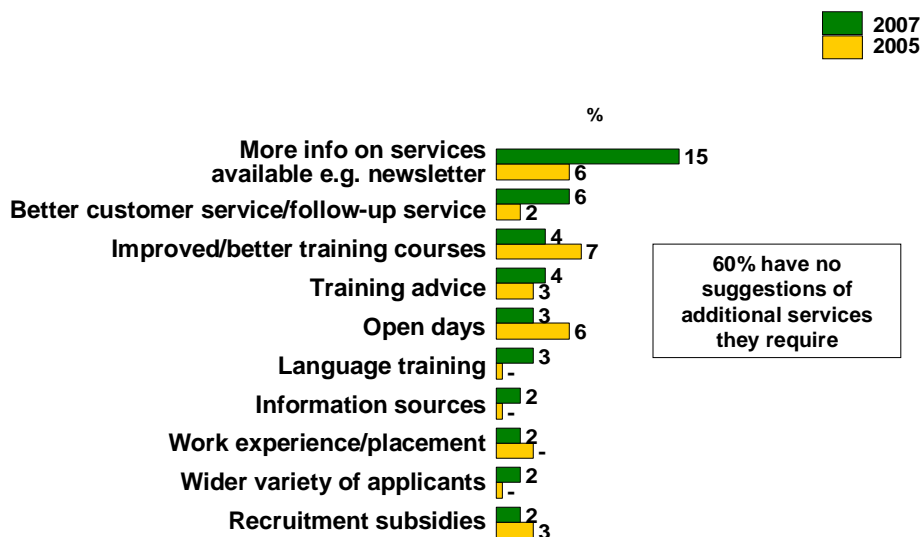
Fig. 10 Current FÁS Image



FÁS' image as being knowledgeable (3.95), customer friendly (4.08) and professional (4.02) was scored positively with increases against the 2005 scores. 'Employer focused' also increased its positive rating (from 3.44 to 3.86) while 'full of new ideas', which had only been marginally positive (3.1) in 2005, was 3.51 in the current survey. The increase in positive measures was endorsed by the decrease in the negative measures with FÁS less likely than previously to be seen as inefficient (2.13) and slow to change (2.66).

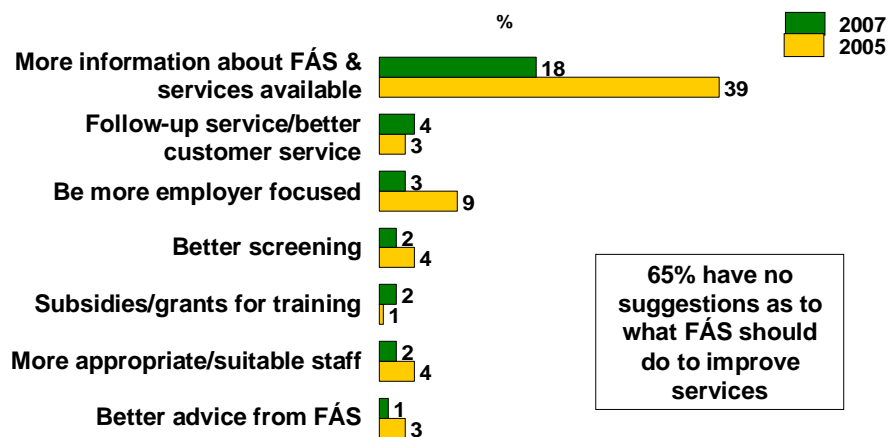
Companies were asked if they had any suggestions for other FÁS services that they would like to see (Figure 11).

Fig. 11 Other Services Companies would like to see



There were few suggestions for new services. However, more information on FÁS services was the most common request by companies, with customer service/follow-up the next most-mentioned point. Although small, a new suggestion in 2007 was language training – suggested by 3% of companies.

Figure 12 What FÁS could do to improve Services



(Q.16)

In addition, companies were asked what could be done to improve FÁS services (Figure 12). Additional information provision was the key suggestion provided (18%), highlighting again the need to increase awareness of services available. This suggestion, however, was much less commonly made in 2007 than in 2005. Indeed, most companies made no suggestions for change.

Sub-Analyses of Results

The results of the survey were broken down by sector, region and company size-group. However, only in the case of company size group were there sufficient responses to warrant further, reliable, analysis. This section refers to some of the findings in respect of size groups.

As might be expected, usage of FÁS services was greater among larger companies with only one in three larger (100) companies stating that they had used no FÁS services compared to two in three of small (less than 10 employees) companies. Indeed, more than half of companies employing 10 or more people had used FÁS services. However, awareness of some FÁS services was disappointingly low even for larger companies. For example, only one in five companies employing 50 or more said that they had heard of the One-Step-Up initiative, 30% had heard of E-college on line training, 45% had heard of disability support grants and half had heard of Excellence Through People.

As would be expected, nearly all larger companies (employing 50 or more) had recruited from outside during the previous 12 months. Forty-two percent of these companies had notified FÁS of these vacancies – double the proportion of companies of all sizes. Two-thirds of these companies had filled through FÁS. Interestingly, however, larger companies also used other sources of recruitment more, so the proportion of vacancies notified to, and filled by, FÁS is actually lower in respect of larger companies.

Attitudes to People with Disabilities

A special set of questions on attitudes to the employment of persons with a disability was included in the survey this year at the request of the FÁS Social Inclusion Department. The full results are presented in a separate report (S. Conway, Survey of Private Sector Employers' Attitudes to Recruiting People with Disabilities, April 2007, FÁS). The main results are presented below.

Almost one in four companies claimed to have ever employed someone with a disability and of those who said they have never employed someone with a disability, over a third would consider employing a disabled person.

Six possible statements that employers might make about employing persons with a disability were given to companies and they were asked to respond on a scale from disagree strongly (1) to agree strongly (5). The results are presented in Figure 13.

For the most part employers did not see disabled employees as impacting negatively on their costs or profits. There seemed to be some desire to employ a disabled person, one in four agreed strongly with liking the idea of employing someone with a disability but felt that they didn't know how to go about it. Although only a minority, 27% expressed concern about the legal or other implications if the recruitment did not work out and 35% felt that they didn't know enough about different disabilities. Finally, in relation to financial supports, there was a high level of ignorance (26%) and 20% felt that the financial supports were not sufficient.

Figure 13 Attitudes to Employing People with disabilities



Companies were asked specifically about their awareness and usage of Adaptation, Recruitment and Retention Grants. There was low awareness of the specific grants available for employing someone with a disability. Adaptation and Recruitment Grants received awareness scores of circa 15% with only one in ten aware of Retention Grants. Take-up was very low with only 1% of companies stating they had taken up the grants.

Conclusions

Companies that used FÁS services were generally satisfied with them and, overall, ratings had increased since the previous survey in 2005. However, many companies did not use FÁS services and, indeed, many did not seem to be aware of them. This would suggest that awareness raising and information provision might play an important role in improving FÁS' impact in providing services to employers.

APPENDIX

FÁS BUSINESS SURVEY QUESTIONNAIRE

Good morning, afternoon, evening, my name is _____ and I work for the independent market research company, RED C Research. We are currently conducting a short survey in the area of staff recruitment, employment support and skills training.

Q.A Could I please speak to the person in your company who is responsible for selecting staff?

- Person available now 1
 Person not available now (arrange suitable time for call back) 2
 Person at another location (record new contact details) 3

REPEAT INTRODUCTION TO TARGET RESPONDENT AND ADD

- The survey will take about 15 minutes to complete

Q.B Can I just verify that you are the person in your company who is responsible for human resources & staff?

Yes	1
No	2

IF RESPONDENT IS NOT RESPONSIBLE FOR HUMAN RESOURCES REPEAT Q.A AND Q.B UNTIL CORRECT PERSON IS LOCATED.

Q.C First of all, can I just check how many employees your company has, including yourself?

Record exact and code	<input type="text"/>	<input type="text"/>	<input type="text"/>
1 – 9.....	1		
10 – 49.....	2		
50 – 99.....	3		
100+.....	4		

Q.C2 And could you tell me which of the following categories best describes your business?

READ OUT. ROTATE. SINGLE CODE

Manufacturing/Production.....	1
Construction	2
Transport/storage	3
Agriculture/Forestry/Fishing (primary not production)	4
Health	5
Education.....	6
Wholesale.....	7
Retail	8
Financial	9
Hotels & Restaurants (including bars)	10
Other Services _____(specify)	11

Q.1a Are you aware of FÁS, or not?	Yes	1	
	No	2	
	Don't know/not sure.....	3	

Q.1b IF NO @Q1a, ASK: FÁS is Ireland's national training and employment authority – have you heard of them?	Yes	1	
	No	2	
	Don't know/not sure.....	3	

Q.2a) And which services that FÁS provide can you think of? **PROBE TO PRECODES**

Q.2b) I am now going to read out a list of services provided by FÁS. For each one, please tell me if you have ever heard of, or are aware of that service before now or not? **ROTATE AND READ OUT. CODE ALL THAT APPLY.**

Q.2c) And which of these services has your company ever used? **READ OUT ALL CODED AT Q.2b**

Q.2d) And which has your company used in the past 12 months? **READ OUT ALL CODED AT Q.2c**

	Q.2a) Spontaneous	Q.2b) Prompted	Q.2c) Ever Use	Q.2d) Past 12 Months
Apprenticeships	1	1	2	3
Traineeships	2	2	2	3
Excellence through People Programme	3	3	2	3
E-college on-line training.....	4	4	4	4
Disability support grants	5	5	5	5
Recruitment services for employers	6	6	6	6
Advice on Training.....	7	7	7	7
Subsidised training courses for your employees	8	8	8	8
Community Employment/CE	9	9	9	9
FAS training courses for the unemployed	10	10	10	10
Specially customised training courses for your staff	11	11	11	11
FÁS overseas recruitment/EURES (EU Recruitment Employment Services)	13	13	13	13
None/have not heard of any (DNRO)	12	12	12	12

ASK ALL

Q.2e Have you heard of the following FÁS initiative?	One Step Up.....	1	
	Yes		
	No		
	Don't Know		

ASK FOR EACH SERVICES USED @Q.2c OTHERS GO TO Q.7

Q.3	And how satisfied would you say you are with _____? Would you say that you are very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied or very dissatisfied? SINGLE CODE.	Very satisfied	1	
		Fairly satisfied.....	2	
		Neither satisfied nor dissatisfied.....	3	
		Fairly dissatisfied	4	
		Very dissatisfied	5	
		Don't know	6	

ASK IF ANY SERVICES USED @Q.2c OTHERS GO TO Q.7

Q.4	And taking everything into consideration, in your opinion, how would you rate the service that FÁS provides for you overall? Would you say that you are very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied or very dissatisfied? SINGLE CODE.	Very satisfied	1	
		Fairly satisfied.....	2	
		Neither satisfied nor dissatisfied.....	3	
		Fairly dissatisfied	4	
		Very dissatisfied	5	
		Don't know	6	

ASK ALL CODE 1 or 2 (all satisfied) for each service at Q.3

Q.5) You say you are satisfied with _____, what has driven this satisfaction with FAS?
PROBE FULLY

<p>X – Nothing V – Don't Know</p>	
--	--

ASK ALL CODE 4 or 5 (All dissatisfied) for each service at Q.3

Q.6) You say you are dissatisfied with _____, for what reason are you dissatisfied?
PROBE FULLY

<p>X – Nothing V – Don't Know</p>	
--	--

ASK ALL

Q.7a How do you normally recruit staff?
RECORD FIRST MENTION AND OTHERS, MULTICODE ALLOWED, PROBE FULLY

Q.7b Which, if any, methods have you used to recruit staff in the past 12 months?

	Q.7a.....	Q.7b
Newspaper	1.....	1
Word of Mouth	2.....	2
Private recruitment agency	3.....	3
Internal/in company	4.....	4
FÁS	5.....	5
Internet/web	6.....	6
Other (SPECIFY _____)	7.....	7
None used	n/a.....	8

Q.8a) How many vacancies have you filled from outside in the past 12 months? **IF UNSURE:** Can you estimate the number

Q.8b) How many, if any, of those vacancies did you notify FÁS about?

<p>Q.8a) Number of vacancies</p> <table style="width: 100%; text-align: center;"> <tr> <td style="border: 1px solid black; width: 30px; height: 20px;"></td> <td style="border: 1px solid black; width: 30px; height: 20px;"></td> <td style="border: 1px solid black; width: 30px; height: 20px;"></td> </tr> </table>				
<p>Q.8b) Number notified FÁS about?</p> <table style="width: 100%; text-align: center;"> <tr> <td style="border: 1px solid black; width: 30px; height: 20px;"></td> <td style="border: 1px solid black; width: 30px; height: 20px;"></td> <td style="border: 1px solid black; width: 30px; height: 20px;"></td> </tr> </table>				

ASK IF Q.8b IS MORE THAN 00

Q.9a) And how many of those vacancies have been filled through FÁS? **IF UNSURE:** Can you estimate the number

<p>Q.9a) Number filled by FÁS</p> <table style="width: 100%; text-align: center;"> <tr> <td style="border: 1px solid black; width: 30px; height: 20px;"></td> <td style="border: 1px solid black; width: 30px; height: 20px;"></td> <td style="border: 1px solid black; width: 30px; height: 20px;"></td> </tr> </table>				

ASK IF Q.8A IS MORE THAN Q.8B

Q.10a) Why did you not notify FÁS of some or all of your vacancies? DO NOT PROMPT, PROBE TO PRE-CODES

Happy with other methods of recruitment.....	1	
No reason/Didn't think of using them.....	2	
Didn't think FAS would be able to provide suitable candidates/right skills	3	
No need to contact FAS	4	
Not aware of all the services FAS could offer.....	5	
Used information from previous recruitment drives/CV's sent in	6	
Bad/poor response rate	7	
Other _____(specify)	8	

ASK IF Q.8B IS MORE THAN 00

Q.10b) Why did you use FÁS for some of your vacancies? DO NOT PROMPT, PROBE TO PRE-CODES

Thought FAS could find more suitable candidates for the vacancy/produce a good number of candidates	1	
Good service/easy to use	2	
Cost Effective	3	
Happy with the training provided/ because of the apprenticeship programme they offer	4	
Didn't get a good response elsewhere/having difficulty recruiting	5	
Like to use different avenues for recruitment	6	
Good for placements	7	
Other _____(specify)	8	

ASK ALL

Q.11) How many vacancies did you have in the past 12 months that you failed to fill at all? **IF UNSURE:** Can you estimate the number

Q.9b) Number of vacancies not filled at all

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ASK ALL

Q.12 Using a scale of 1 to 5, where "1" is "a lot worse" and "5" is "a lot better", how would you rate FÁS for the following aspects of recruitment, compared to other methods of recruitment that you may use? Please answer for each aspect of recruitment, regardless of whether or not you have ever used FÁS – it is your overall impression that we are interested in?

	A Lot Worse				A Lot Better		Don't Know
	1	2	3	4	5	6	
Suitability of candidates.....	1.....	2.....	3.....	4.....	5.....	6	
Speed of response	1.....	2.....	3.....	4.....	5.....	6	
Understanding my business	1.....	2.....	3.....	4.....	5.....	6	
Value for Money	1.....	2.....	3.....	4.....	5.....	6	

Q.13 FAS provides a number of recruitment services. Which if any of the following are you aware of...

- A National Contact/Call Centre that you can freephone to advise of a job vacancy
- B Web Service where you can put up your job vacancy directly on the FAS website
- C European Recruitment Services - where candidates from other EU countries can be sourced through, for example, overseas job fairs

A - NCC	
Aware	1
Unaware	2
B – Web Service	
Aware	3
Unaware	4
C – European Recruitment Services	
Aware	3
Unaware	4

Q.14 Here are some words people have used to describe FÁS. Using a scale of 1 to 5, where 5 is agree strongly and 1 is disagree strongly, how strongly do you agree or disagree with these descriptions of FAS?

	Disagree Strongly				Agree Strongly
	1	2	3	4	5
Customer friendly	1	2	3	4	5
Employer Focused	1	2	3	4	5
Professional and well managed	1	2	3	4	5
Full of new ideas	1	2	3	4	5
Inefficient	1	2	3	4	5
Traditional	1	2	3	4	5
Knowledgeable	1	2	3	4	5
Slow to change	1	2	3	4	5

Q.15 What other services would you like to see FÁS offer to employers?
PROBE TO PRECODES OR WRITE IN. RECORD FIRST MENTION AND OTHERS What else?

Training advice	1
Best practice advice	2
Benchmarking advice	3
Open days	4
Information Sessions	5
Exhibitions	6
Seminars/Workshops	7
Work Experience Placement	8
Language Training.....	9
Aptitude Training	10
Recruitment Overseas.....	11
Training Consultancy.....	12
Industrial Relations	13
Recruitment Subsidies.....	14
Improved/better training courses	15
More information on services available e.g. newsletter	16
Wider variety of applicants	17
Better customer service/follow up service	18
Other (WRITE IN _____)	99

Q.16 What could FÁS do to improve its services? **DO NOT READ OUT**

Subsidies/grants for training	1
Advisor support.....	2
Better screening	3
Problem line/helpline	4
More appropriate staff/suitable staff	5
Service that's more focused	6
More Flexible Apprenticeships	7
Improve quality of training courses.....	8
Better advice from FAS	9
Work permit system.....	10
Hours of opening	11
E-Learning more accessible	12
Be more employer focused.....	13
More information about FAS & Services available.....	14
Follow up services/better customer service.....	15
Other _____ (specify	16

ASK ALL

Q.17) Have you ever employed someone with a disability

Yes	
No	
Don't Know	

ASK ALL NO/DON'T KNOW AT Q17

Q.18) Have you ever considered employing someone with a disability

Yes No Don't Know	
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ASK ALL Yes at Q18

Q.19) Why have you not employed someone with a disability to date? **RECORD VERBATIM**

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ASK ALL No at Q18

Q.20) Why have you not considered employing someone with a disability? **RECORD VERBATIM**

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ASK ALL

Q.21) Here are some things other people have said about employing people with disabilities. How much do you agree or disagree with each of the following statements? Please use a scale of agree strongly, agree slightly, neither, disagree slightly, disagree strongly.

ROTATE STATEMENTS

	Disagree Strongly	Agree Strongly
The potential legal consequences or implications for the company, if the recruitment of a disabled person does not work out, concerns me	1	5
I don't know enough about different disabilities to employ someone with a disability	1	5
I like the idea of employing someone with a disability but don't know how to go about it ..	1	5
Employing someone with a disability would make my business less productive.....	1	5
There are sufficient financial supports in place to allow me to employ someone with a disability.....	1	5
Employing someone with a disability would increase my costs	1	5

ASK ALL

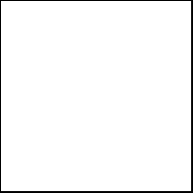
Q.22 There are a number of grants available when you employ someone with a disability. Which, if any, of these grants are you aware of? **READ OUT, ROTATE**

Adaptation grants – where financial assistance is provided to adapt the workplace for a disabled employee	1
Recruitment grants – where wage subsidies are provided when companies employ a disabled person.....	2
Retention Grants – where a grant is provided to assist employers to retain at work employees who become disabled during their employment through illness or injury	3

ASK FOR ALL GRANTS AWARE OF AT Q22

Q.23 And which, if any, of these grants have you ever have availed of?

Adaptation grants.....	1
Recruitment grants	2
Retention grants	3



CLASSIFICATION SECTION

And now just a few final questions about your company to help us to group our answers.

C1	In which county is your company based?	County list (for classification into eight regional divides)	
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C2	How long has your business been operating in Ireland? SINGLE CODE	Less than 1 year 1 1 – 3 years 2 4 – 5 years 3 6 – 10 years 4 10+ years 5	
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C3	Do you have a dedicated human resource department, function or an individual whose job/role is human resource manager either full or part time?	Yes 1 No 2	
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THANK AND CLOSE