



Survey of Employers' Usage of FÁS Services

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Summary:

This report presents the findings from a survey carried out by REDC on behalf of FÁS.

The aims of this research were to:

- Measure the FÁS services which employers in Ireland are currently using.
- Determine how satisfied those using FÁS services are.
- Identify any issues with services that are of a concern to employers.
- Estimate FÁS' vacancy market share.

Some previous research has been undertaken, specifically with regard to employers' attitudes to, and usage, of FÁS services. The FÁS/tnsmrbi survey was conducted in 2004. Its aim was to establish the level of awareness and services provided by FÁS. That research covered three distinct audiences, of which business users were one. Three hundred interviews were conducted with a sample of companies with 3 or more employees. Thirty per cent of businesses surveyed had used FÁS recruitment service for employers. A survey of 1000 companies each with at least 10 employees (FÁS/IMS 1996) concentrated on the manufacturing and construction sectors.

This 2005 survey was conducted via telephone with a representative sample of private sector businesses in Ireland. One thousand interviews were conducted in the last two weeks of July 2005. The survey was conducted using CATI (Computer Assisted Telephone Interviewing). Where possible, standard classifications were used. This allows cross referencing with other data sources. Quotas were applied on the sample to provide robust data within small, lower medium, upper medium and large companies. The final data was then weighted to ensure that the final sample was proportionally representative of all companies in Ireland.

Some of the main findings of the survey are

Awareness: Overall there is a high awareness of FÁS, with 97% spontaneously aware and almost total awareness when prompted. When looking at Service Awareness, Recruitment Services for Employers receives the highest spontaneous mention by companies, followed by Advice on Training. However, when prompted, it is the Training Services for the Unemployed and Apprenticeships that receive the highest total awareness. Just over one-third are aware of Disability Support Grants while one in four companies are aware of the Excellence Through People programme, EURES, and e-College on-line training. Larger companies, those with over 50 employees, show higher awareness of all services. Only one in five companies claim awareness of the National Call Centre facility, while 49% of companies are aware of FÁS recruitment web services.

Usage: Respondents were asked which FÁS Services they had ever used, and which FÁS Services they had used over the previous 12 months? Six in ten companies surveyed never use any of the FÁS services listed. Recruitment Services for Employers receives highest usage overall, having ever been used by one in four companies, and by one in eight companies in the past 12 months. However, some services are not equally applicable to all companies, for example 30% of construction and manufacturing companies use Apprenticeship services.

Six in ten of the companies who use Recruitment Services do so less than once a year, while six in ten of Apprenticeship companies do so yearly or more often (i.e. continually). Those who use FÁS services rate them highly, with 83% being very or fairly satisfied. Subsidy for Training Employees has the highest rating at 88%, followed by Apprenticeship (78%). Recruitment Services rates third among the top services ever used and receives a reasonable satisfaction score (77%), most of the dissatisfaction is attributed to unsuitable candidates being forwarded to them.

Companies use FÁS Recruitment Services because there is a good service delivery; FÁS is seen as being able to provide suitable candidates and being easy to use. However, one in ten use FÁS Recruitment Services as an alternative when other methods are proving unsuccessful. Satisfaction with other recruitment methods is the key reason claimed for non-use of FÁS for vacancy filling. Not being foremost in mind is also a reason for non-use for almost one in four who had vacancies.

Recruitment: One of the considerations for FÁS is how it compares as a recruitment tool versus the other options currently available to employers.

Newspapers are the primary tool for recruitment, receiving highest first mentions (42%) and total mentions (57%), followed by Word of Mouth (first mentions 29%, total mentions 47%), Private Recruitment (8%,18%) and then FÁS (7%,12%).

Usage is higher among those in manufacturing or construction, with over one in five companies in these industries claiming usage of FÁS to recruit staff.

Market Share: It is important to identify market share for FÁS. This can be looked at in two ways: by companies and by vacancies.

Two thirds of companies surveyed had vacancies last year. Of these, only one in four companies notify FÁS of the vacancies they have. FÁS fills vacancies for three out of four companies who notify it of vacancies.

The number of company vacancies filled over the year equates to 24% of employment. FÁS is notified of just under one in five of all filled vacancies. FÁS fills half of the filled vacancies they are notified about.

Of the occupation categories notified to FÁS, 'Administrative and secretarial' proves most numerous, being notified by 28% of companies who had vacancies. There is minimal usage of this service for higher ranking positions, with 'Managers and senior officials' being notified by less than 1% of companies to FÁS.

When compared to other recruitment methods (Newspapers, Word of Mouth, Private Recruitment Agency) FÁS falls behind with regard to the provision of suitable candidates. FÁS is slightly ahead on value for money.

Image: Currently among companies FÁS has a positive image and is seen as being knowledgeable, customer friendly, and professional with scores of 3.7-3.8 on a five point scale. However, FÁS scores a little lower as being employer focused (3.5) and full of new ideas (3.2) and is also seen by some to be inefficient. Those in manufacturing/production show a more positive attitude to FÁS overall.

Suggestions: Companies were also asked if they had any suggestions regarding additional services FÁS could provide. A number of suggestions for new services are given. Information sessions, improved training courses, and more information on training services are the main suggestions.

1. Background & Objectives

FÁS endeavours to maximise awareness and use of its services by employers and to continually enhance those services. To this end the Employment Services Division asked Planning and Research to commission a survey into the awareness and usage of FÁS services. This survey was conducted by RED C.

The aims of this research were to:

- Measure which FÁS services, if any, employers in Ireland are currently using.
- Determine how satisfied those using FÁS services are with the individual services used.
- Identify any issues with services that are of a concern to employers.
- Estimate FÁS' vacancy market share.

Some previous research has been undertaken, specifically with regard to employers' attitudes to, and usage of, FÁS services. Each of the surveys has slightly different slants to the sample being interviewed.

The most recent survey (FÁS/tnsmrbi 2004) was conducted in 2004, in order to establish awareness and services provided. The research covered three distinct audiences, of which business users were one. 300 interviews were conducted with a random representative sample of companies with 3 or more employees. 30% of businesses surveyed had used FÁS recruitment services for employers.

A survey of 1000 companies each with at least 10 employees (FÁS/IMS 1996) concentrated on the manufacturing and construction sectors.

2. Research Methodology

This survey was conducted via telephone with a representative sample of private sector businesses in Ireland. 1,000 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 July 2005. The survey was conducted using CATI (Computer Assisted Telephone Interviewing).

The questionnaire was designed to take 15 minutes. Where possible standard classifications were used e.g. first digit NACE for business sector questions and first digit SOC for occupation questions, this allows cross referencing with other data sources.

Quotas were applied on the sample to provide robust base sizes within small (1-9 employees, 400 interviews), lower medium (10-50 employees, 200 interviews), upper medium (51-100 employees, 200 interviews) and large (100+ employees, 200 interviews) companies.

Final data was then weighted to ensure that the final sample was proportionally representative of all companies in Ireland. The data is available at national, regional, and at sectoral level. A copy of the questionnaire is attached Appendix A. Regional data where used in the report may be subject to statistical error due small sample sizes within each region. This report presents primarily national data.

This report looks at the awareness of FÁS in companies, the FÁS services available to companies, the frequency of FÁS services used by companies and how companies rated FÁS services.

This report also looks at company recruitment activity, and their attitudes towards recruitment. Companies were asked to compare FÁS recruitment services with other recruitment methods.

Finally this report looks at the FÁS image in companies and whether FÁS should provide other services to companies.

RESEARCH RESULTS

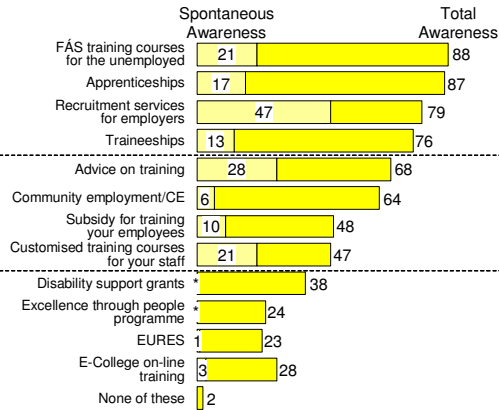
3. Awareness of FÁS and the Services Available

Overall there is high awareness of FÁS, with 97% spontaneously aware and almost full awareness when prompted.

When looking at Service Awareness, Recruitment Services for Employers receives highest spontaneous mention by companies, followed by Advice on Training. However, when prompted it is the Training Services for the Unemployed and Apprenticeships that receive the highest total awareness. Just over one third are aware of Disability Support Grants while circa one in four companies are aware of the Excellence Through People programme, EURES, and E-College on-line training.

FÁS Service Awareness – Spontaneously Mentioned and Total Mentions

(Base: All Businesses – 1,000)



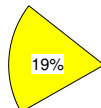
(Q.2a/d)

Larger companies, those with over 50 employees, show higher awareness of all services suggesting the need to further promote FÁS services among companies with fewer employees.

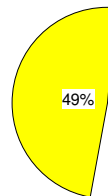
Awareness of various FAS facilities

(Base: All Businesses – 1,000)

Awareness of National Call Centre



Awareness of Web Service

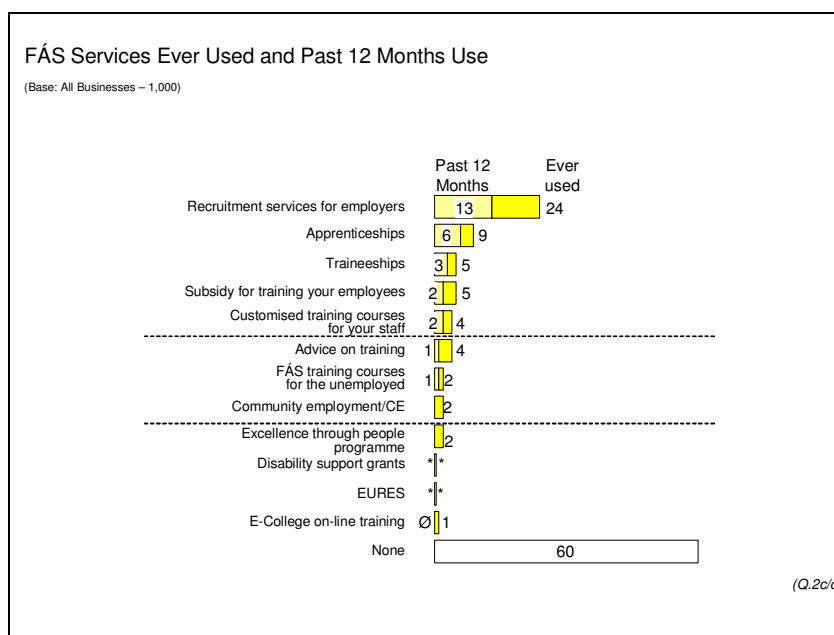


(Q.12)

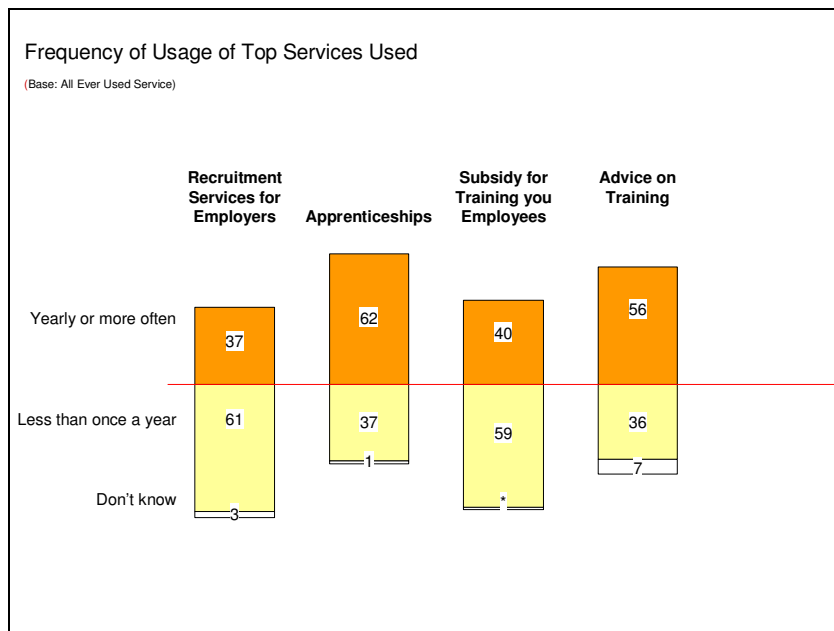
Only one in five companies claim awareness of the National Call Centre facility, while half of companies are aware of FÁS recruitment web services.

4. Services Used and Frequency of Usage

Respondents were given a list of FÁS services and asked which they had ever used and which they had used over the previous 12 months? There is limited usage of FÁS services overall, with six in ten claiming to never have used any of the services listed.



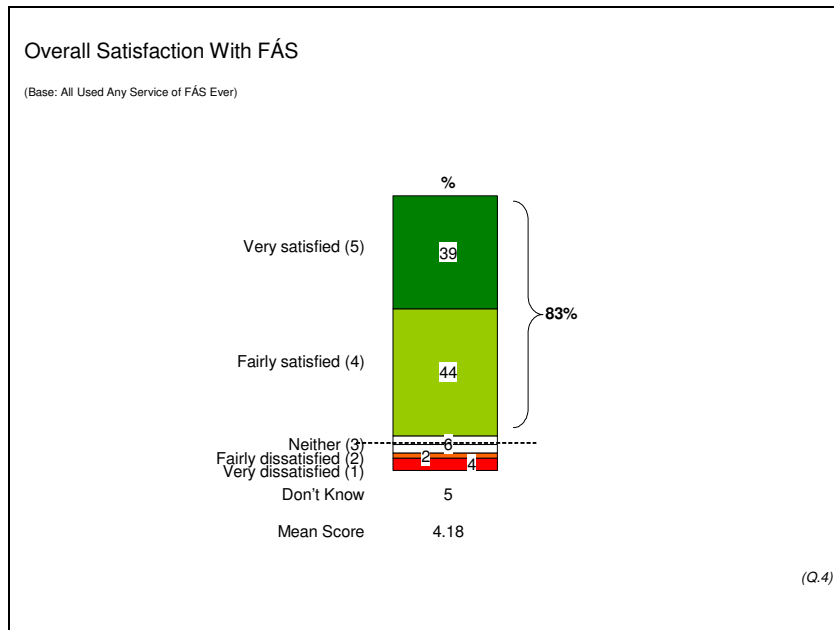
Recruitment Services for Employers receives highest usage overall, having ever been used by one in four companies, and by one in eight companies in the past 12 months. However, one must bear in mind that some services are not applicable to various companies, for example apprenticeships. Within the construction and manufacturing industries, with usage by almost three in ten companies, usage of apprenticeships is three times higher than that for all companies.



Frequency of usage varies among the services with Apprenticeships and Advice on Training receiving most frequent usage among those who ever used the service. Six in ten of the companies who had used Recruitment Services use these services less than once a year.

5. Rating of FÁS Services Ever Used

Those who use FÁS services rate them highly, with over four out of five companies who ever use FÁS being very or fairly satisfied with FÁS overall.



Overall satisfaction with FÁS is consistently high. There are regional variations in satisfaction level, Dublin scores 89% and all other regions exceed 75%. Levels of dissatisfaction vary from 1% to 15%. At regional level small sample sizes may give a sampling error.

Satisfaction by FÁS Region

	Dublin	North East	North West	South West	West	Midlands	South East	Midwest
Very/Fairly Satisfied	89%	77%	83%	83%	79%	78%	78%	78%
Very/Fairly Dissatisfied	2%	10%	15%	4%	14%	9%	1%	9%
*Other								

*Other neither satisfied nor dissatisfied or don't know

There are variations in satisfaction levels between sectors. Wholesale has a satisfaction level of 89%, Retail has a satisfaction level of 69%. Dissatisfaction levels vary up to 15%.

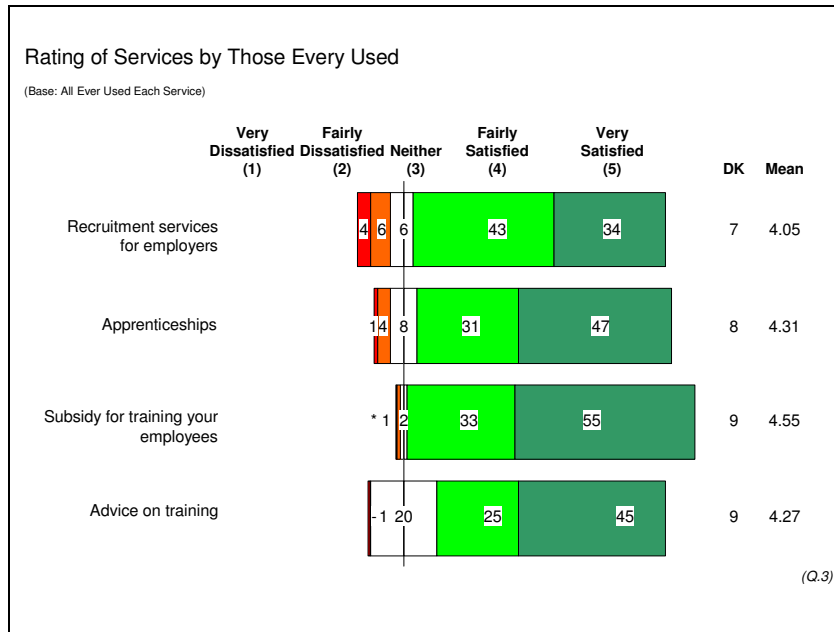
Satisfaction by Industry Sector

	Manufacture /Production	Constr uction	Whole sale	Retail	Hotels & Restaurants	Transport /Storage	Financial	Other Services
Very/Fairly Satisfied	77%	83%	89%	69%	69%	77%	82%	87%
Very/Fairly Dissatisfied	12%	10%	3%	15%	11%	10%	0%	3%

There is a small variation in satisfaction levels and dissatisfaction levels for different company sizes.

Satisfaction by Number of Employees in Company

	1-9	10-49	50-99	100+
Very/Fairly Satisfied	84%	77%	79%	79%
Ver/Fairly Dissatisfied	7%	3%	2%	8%



User companies were asked to score their satisfaction with FÁS services. The four most used FÁS services are Subsidy for Training Employees, Recruitment Services, Apprenticeship, and Advice on Training.

The Subsidy for Training Employees has the highest satisfaction score (88%) followed by Apprenticeships (78%).

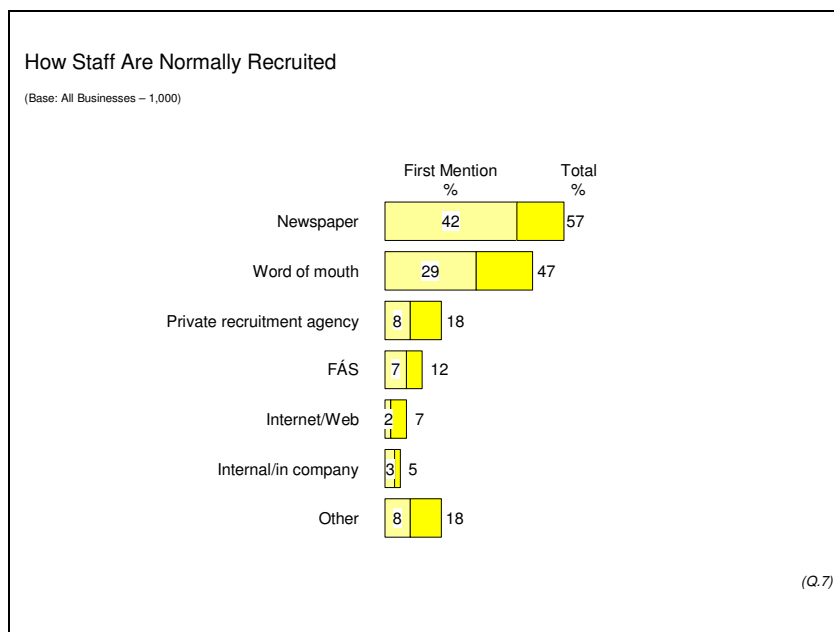
Recruitment Services rates third highest among the top services ever used. However, even this service receives a satisfaction score for three out of four of service users. Those who claim dissatisfaction with this service primarily attribute it to unsuitable candidates suggesting a need for additional screening or filtering of candidates provided to companies.

Advice on Training rates fourth among top services ever used, this service receives a good satisfaction score for eight out of ten service users.

When Don't Knows are excluded both Recruitment Services for Employers and Apprenticeships have a satisfaction rating of 84%.

6. Recruitment Activity

One of the key considerations for FÁS is how it compares as a recruitment tool versus the other options currently available.



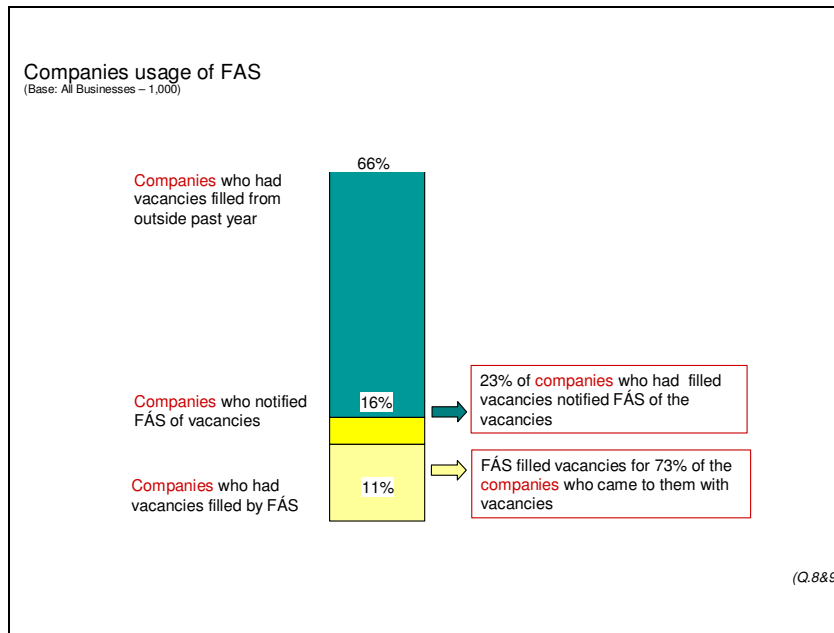
Newspapers are the most used tool for recruitment, receiving highest first mention and total mentions among this sample. Word of mouth is also very important, being the first mentioned method by three in ten companies and being used by almost half overall.

Private recruitment agencies have seen an increased role since FÁS last conducted research in 2004, now exceeding FÁS as a recruitment tool used. However, FÁS is still the first mention for one out of fourteen companies, and is used by just under one in eight companies as a recruitment method.

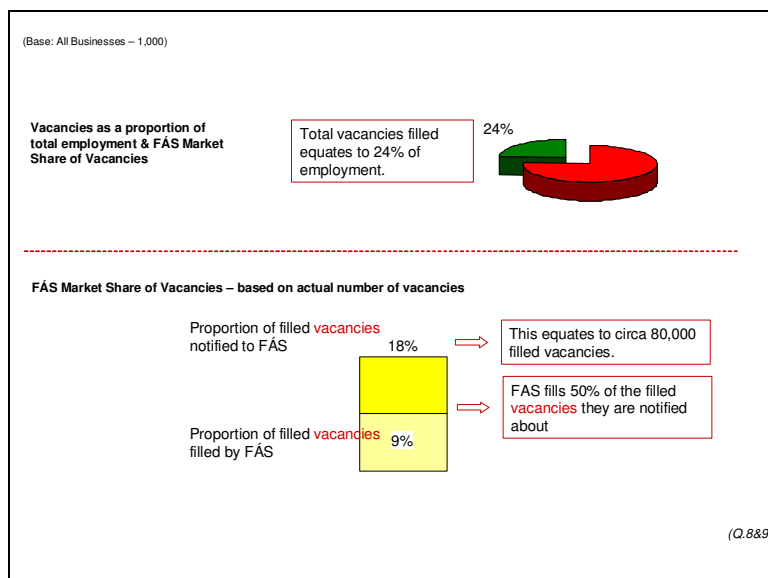
Usage is higher among those in manufacturing or construction, with over one in five companies in these industries claiming they normally use FÁS to recruit staff.

7. Role of FÁS in Recruitment

It is important to determine the role of FÁS in recruitment and to identify market share for FÁS. This can be looked at in two ways: by companies and by vacancies.

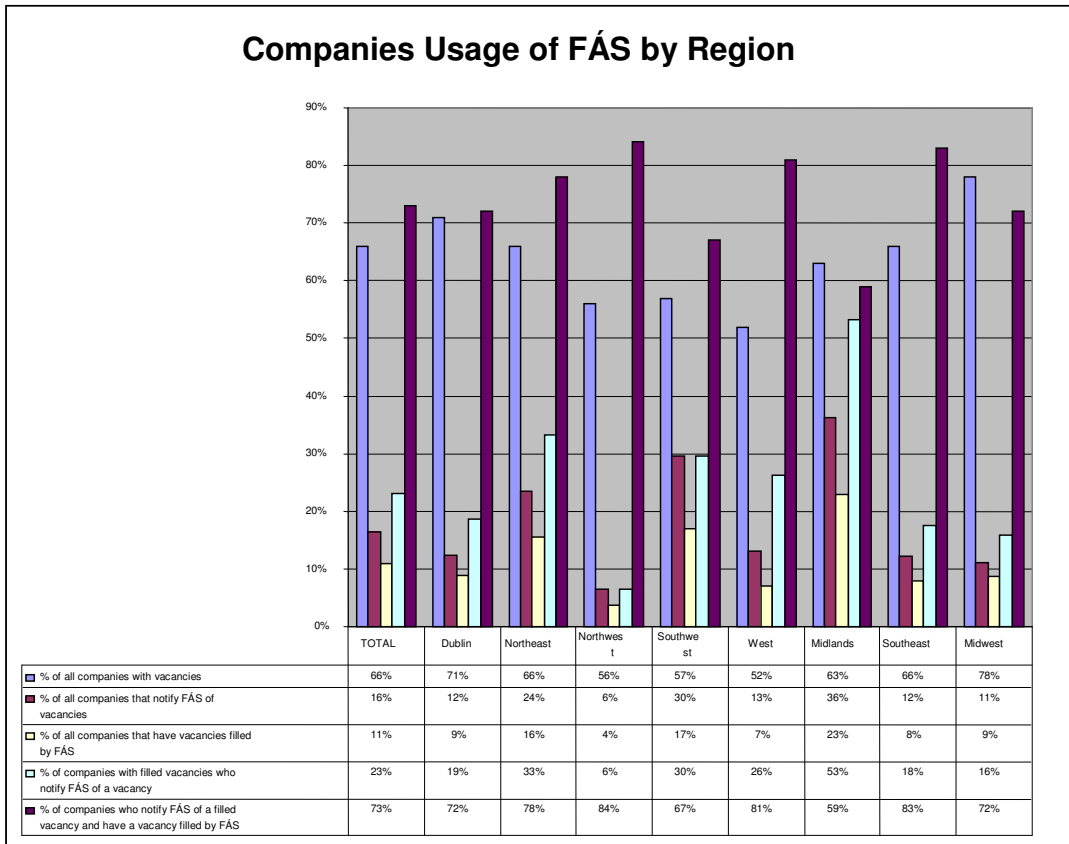


Two thirds of companies surveyed had vacancies that they had filled from outside in the previous 12 months, of these, only one in four of these companies notified FÁS of the vacancies they had in the past year. FÁS fills vacancies for three out of four companies who notify FÁS of vacancies.

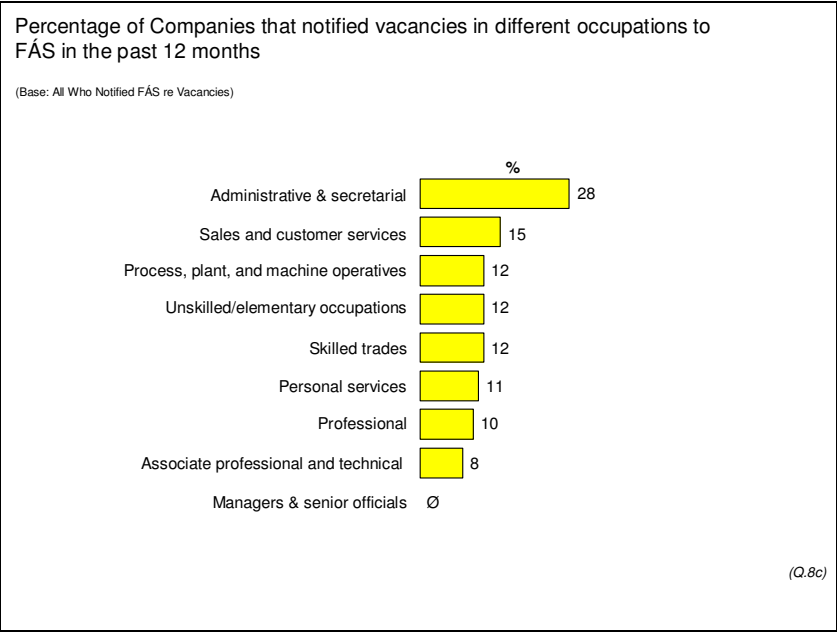


The number of vacancies actually filled equates to 24% of employment. FÁS is notified of just under one in five of all filled vacancies. FÁS fills half of the filled vacancies they are notified about.

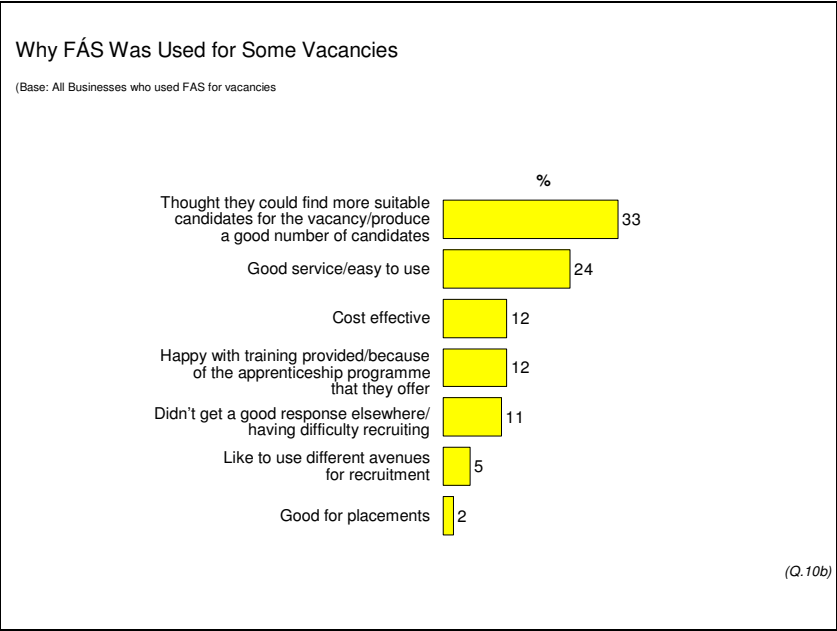
Companies Usage of FÁS by Region



This data is also available on a regional basis, some of the regional variation can be explained by statistical anomalies due to small sample sizes especially in small regions. Despite FÁS' success rate (59% to 84% of companies who notify FÁS of a vacancy, have a vacancy filled by FÁS) and a high level of companies with vacancies (52% - 78%), only a small percentage of all companies (6% - 36%) notify FÁS of vacancies.

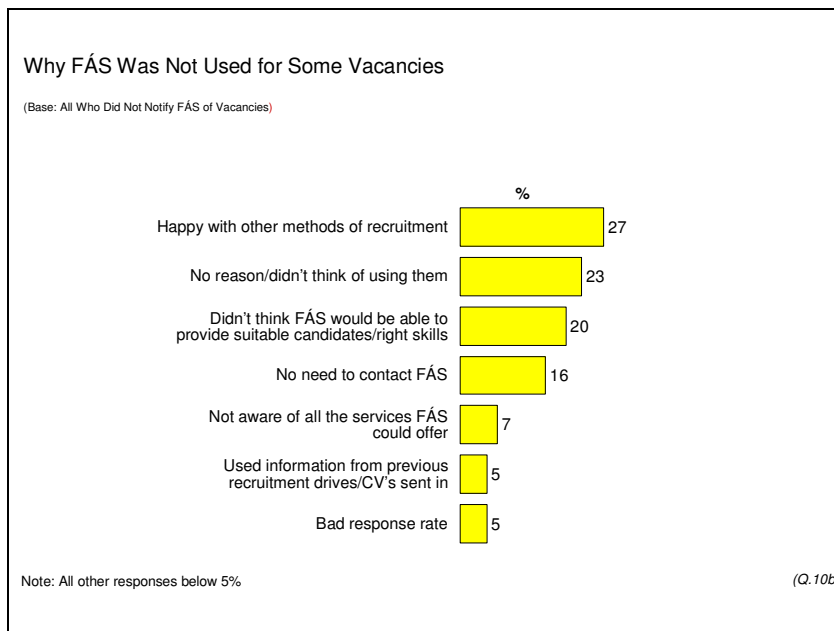


Of the occupation categories notified to FÁS administrative and secretarial proved most popular, being notified by almost three in ten companies who had notified FÁS of vacancies. There is minimal usage for higher ranking positions with managers and senior officials receiving less than one percent notification to FÁS.

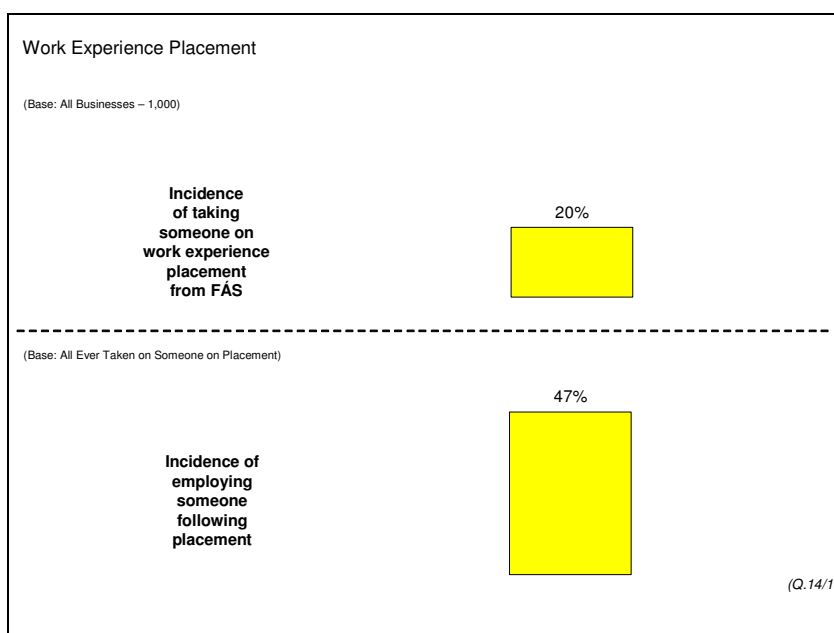


Companies that use FÁS do so because there is a good service delivery, FÁS is seen as being able to provide suitable candidates and being easy to use. However, one in ten of those who use the service claim to use it as a second alternative

using the service when they didn't get a good response elsewhere or when they were having difficulty recruiting.



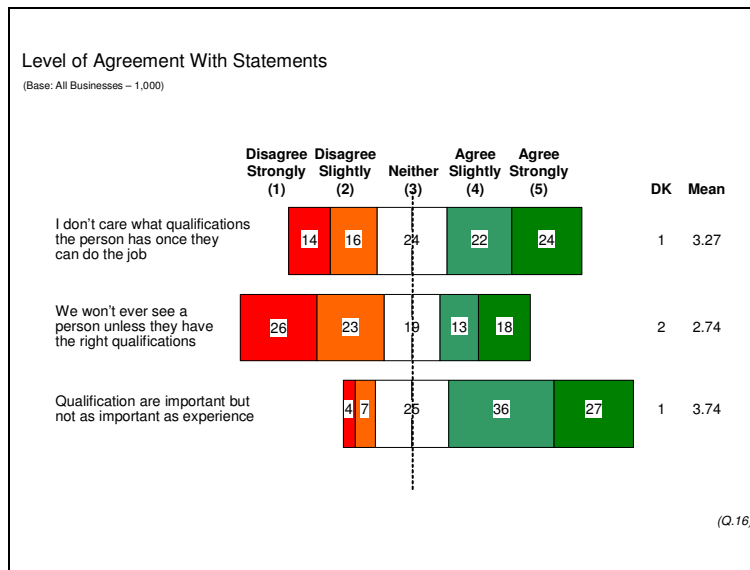
Satisfaction with other recruitment methods is the key claimed reason for non-use of FÁS for some or all vacancies. Not being top of mind is also a reason for non-use for almost one in four who had vacancies.



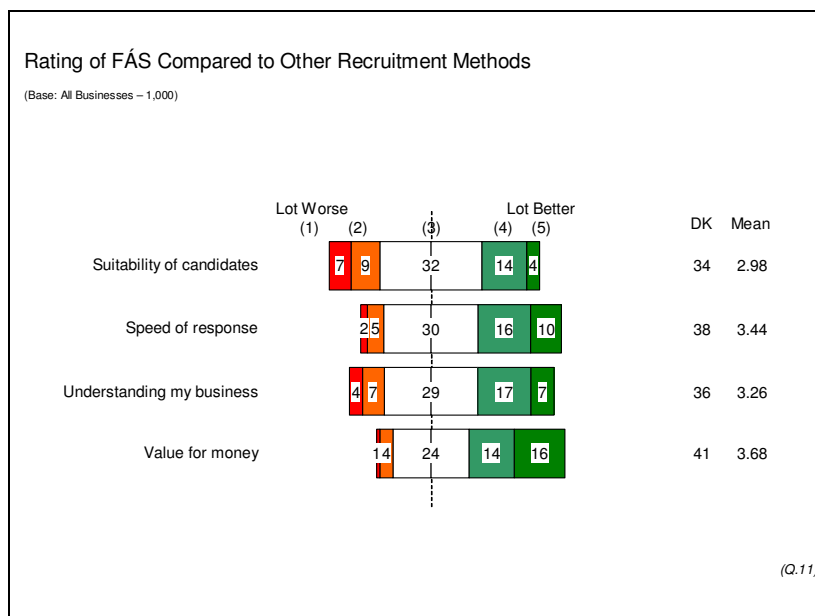
One in five companies claim to have taken someone on work experience placement from FÁS, with almost half of these companies claiming to have employed someone following placement.

8. Attitudes to Recruitment & Rating of FÁS in Recruitment Services

Often there is the debate between the importance of qualifications versus experience and so we asked companies for their level of agreement with a range of statements.



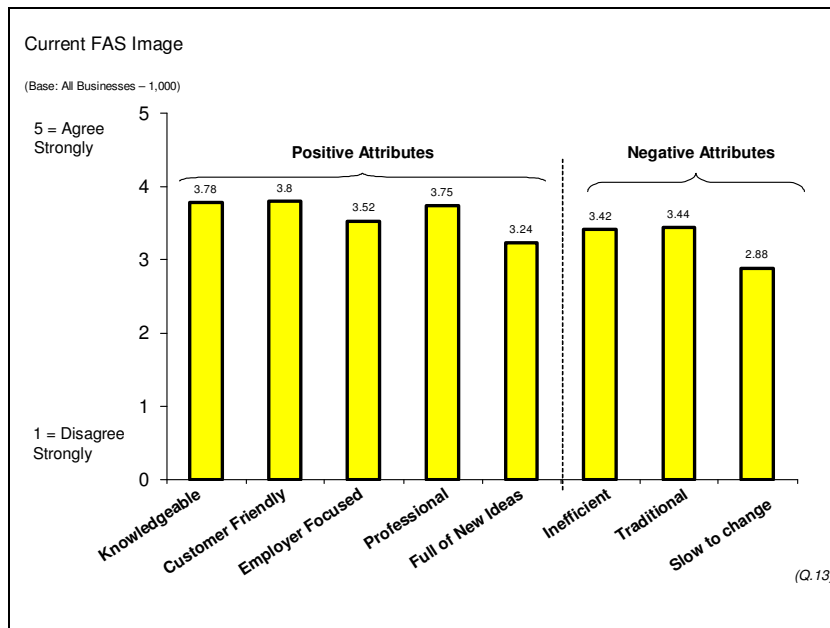
While the importance of qualifications is recognised, experience is valued more than qualifications for most of these companies.



Respondents were asked to rate FÁS with respect to Suitability of Candidates, Speed of Response, Understanding my Business and Value for Money. Over one third of companies do not have any knowledge of how FÁS rates. When compared to other recruitment methods FÁS falls back on suitability of candidates. The organisation is slightly ahead on value for money. However, perhaps this would have been expected to be higher as FÁS provides a free service whereas most others are pay services. This suggests that value for money is not only rated on the cost consideration but may involve other criteria such a suitability of candidates and the time taken to evaluate candidates.

9. FÁS Image

FÁS also wanted to evaluate its image among companies. Respondents were asked to use a five point scale to describe how strongly they agreed with different descriptions of FÁS.

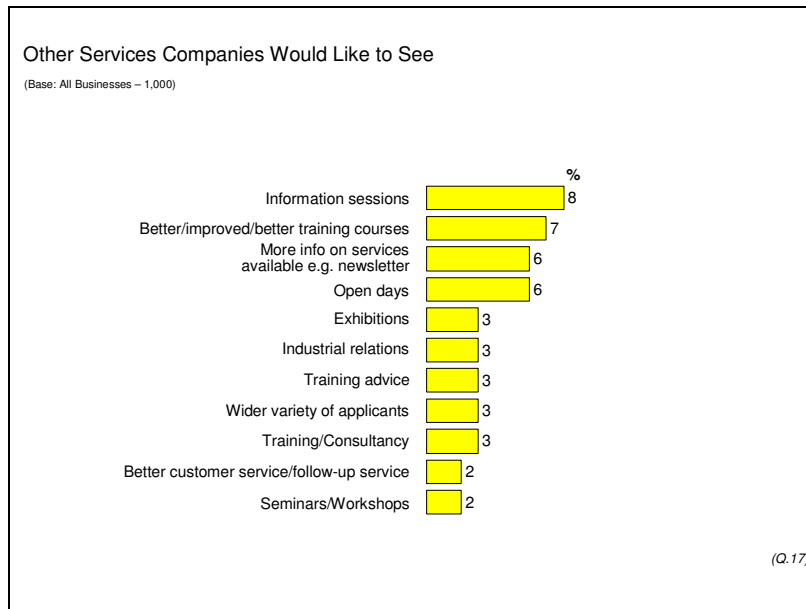


FÁS shows a positive image as being knowledgeable, customer friendly, and professional. However, FÁS scores somewhat lower though still positive as being employer focused (3.52) and full of new ideas (3.24). Those in the manufacturing/production industry show a more positive image overall.

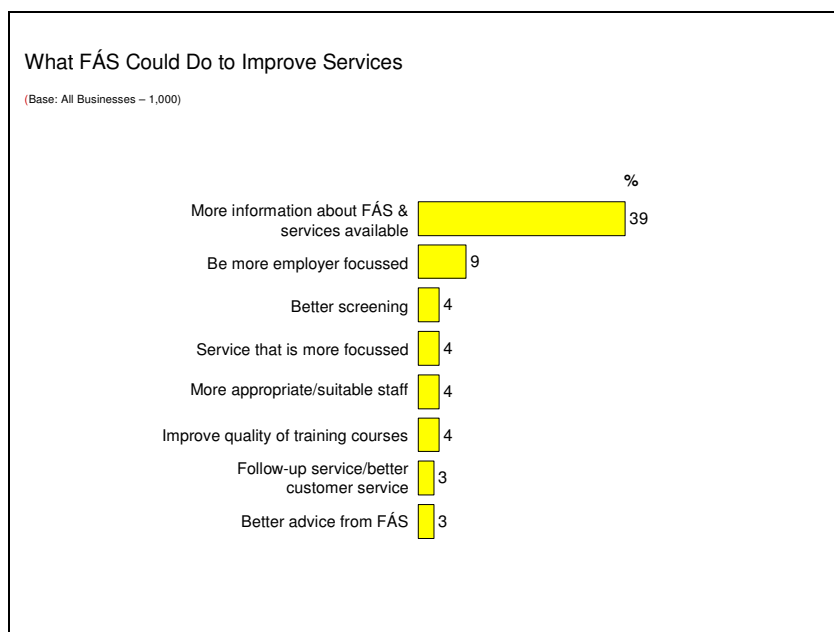
FÁS shows a negative image as being inefficient (3.42) and traditional (3.44), to a lesser extent FÁS is perceived as being slow to change (2.88).

10. Suggestions to FÁS

Companies were also asked if they had any suggestions for FÁS for other services they would like to see.



A number of suggestions for new services are given e.g. Industrial Relations, Training/Consultancy. However, information sessions, improved training courses, and more information on training services were the key suggestions.



In addition, companies were asked what could be done to improve services. Additional information provision is the key suggestion provided, highlighting the need to increase awareness of services available. However, there may be a need to tailor these services to match company needs.

APPENDIX

Questionnaire

04505
(Col 1-5)

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Q'aire No.
(col 6-8)

CARD ONE COL

9/(1)

04/04/06

FÁS BUSINESS SURVEY

FINAL 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	<table border="1" style="display: inline-table;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> </table>				
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
Subsidy for training 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
EURES (EU Recruitment Employment Services) ...	13	13	13	13
None/have not heard of any (DNRO)	12	12	12	12

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

Q.2e How often do you use _____ services?

All the Time	0
At least once a month.....	1
Once every two to three months.....	2
Once every three to six months	3
Once every six to nine months.....	4
Once a year.....	5
Less often.....	6

**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

X – Nothing V – Don't Know	
-------------------------------	--

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

X – Nothing V – Don't Know	
-------------------------------	--

ASK ALL

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

Newspaper	1
Word of Mouth	2
Private recruitment agency	3
Internal/in company	4
FÁS	5
Internet/web.....	6
Other (SPECIFY _____)	7

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

Q.8a)	Number of vacancies	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Q.8b) How many, if any, of those vacancies did you notify FÁS about?

Q.8b)	Number notified FÁS about?	<input type="text"/>	<input type="text"/>	<input type="text"/>
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ASK IF Q.8b IS MORE THAN 00

Q.8c) Which of the following types of jobs, if any, did you notify FÁS about past 12 months? **READ OUT AND ROTATE. MULTI CODING**

Managers.....	1
Professional (e.g. Engineer, Accountant)	2
Technicians (e.g. Computer analysts, lab tech, underwriters)	3
Administrative (e.g.. Accounts clerks, cashiers, secretaries)4	
Crafts (e.g. carpenters/joiners, fitters)	5
Personal services (e.g. waiter, chefs, care assistants)	6
Retail Sales (e.g. sales assistants, sales reps)	7
Operatives (e.g. assemblers, goods drivers, courier)	8
Unskilled (e.g. builder labourer, catering assistant, cleaner/domestics)	9

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

Q.9a)	Number filled by FÁS	<input type="text"/>	<input type="text"/>	<input type="text"/>
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ASK IF Q.8b IS MORE THAN 00

Q.9b) What proportion of the vacancies you notified FÁS about were in relation to requiring a work permit?

Q.9b)	Proportion	<input type="text"/>	<input type="text"/>	<input type="text"/>
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ASK IF Q.8A IS MORE THAN Q.8B

Q.10a) Why did you not notify FÁS of some or all of your vacancies?

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ASK IF Q.8B IS MORE THAN 00

Q.10b) Why did you use FÁS for some or your vacancies?

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ASK ALL

Q.11 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.12 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

A - NCC
 Aware 1
 Unaware 2

B Web Service where you can put up your job vacancy directly on the FAS website

B – Web Service
 Aware 3
 Unaware 4

Q.13 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.14 Has your company taken someone on a work experience placement from FAS?

Yes 1
 No 2

ASK ALL YES AT Q.13, OTHERS SKIP TO Q.15

Q.15 Has your company ever employed someone following a FAS work experience placement?	Yes	1	
	No.....	2	

Q.16 Here are some things people have said about the importance of qualifications or accreditations when choosing a candidate. Using a scale of 1 to 5, where 5 is agree strongly and 1 is disagree strongly, how much do you agree or disagree with these statements?

ROTATE STATEMENTS	Disagree Strongly				Agree Strongly
	1	2	3	4	5
I don't care what qualifications the person has once they can do the job.....	1	2	3	4	5
We won't even see a person unless they have the right qualifications	1	2	3	4	5
Qualifications are important but not as important as experience	1	2	3	4	5

Q.17 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	
	Other (WRITE IN _____ _____	15	

Q.18 And finally 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	
Other..... (specify.....	15	

CLASSIFICATION SECTION

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	

C3 Do you have a dedicated human resource department, function or an individual whose job/role is human resource manger either full or part time?

Yes.....	1	
No.....	2	

THANK AND CLOSE