

**NATIONAL SURVEY OF INFORMATION
TECHNOLOGY OCCUPATIONS, 2002**

CONCEPTS DEFINITIONS

A

Activities or duties

A set of actions or assigned tasks performed by an employee to achieve a specific purpose.

Applications software training

Instruction to teach employees specialized skills and knowledge needed to use computer software.

B

Benefit

Compensation given to an employee in addition to a wage or salary. May include non contributory pensions, private health arrangements, subsidised meals, cars, vacation pay, paid sick leave, paid holidays, insurance benefits, etc.

Bonus

An allowance made to an employee as extra payment, separate from his/her salary or wage, to compensate for working outside normal hours on shifts, on holidays, or under dangerous or unpleasant conditions. It may also be a monetary reward, in addition to salary, for attaining specific goals or for outstanding performance.

C

Communication or interpersonal skills training

Instruction to help employees improve their communication and interpersonal relations. This training may focus on such issues as self-disclosure, expression of feelings, listening skills, non-verbal communication, transmission of ideas, conflict resolution, etc.

Company-sponsored training

Training that is fully or partially paid for or provided by the employer. The training may take place at the company's location or outside the workplace. Company-sponsored training is usually provided to improve job performance and productivity.

Competency or skills upgrading training

Training that is necessary in order for an employee to adequately perform his/her required job duties.

Computer hardware training

Instruction to teach employees specialised skills and knowledge needed to design, produce, modify and repair physical components that are part of a computer or information processing system.

Computer language and/or programming training

Instruction to teach employees specialised skills and knowledge needed to use various languages to express a detailed set of instructions to a computer.

Contract worker

Workers hired on contract are either employed by another company or are self-employed and a lump sum of money is paid for their services for a specified project or period of time.

E

Employee

Any person receiving pay for services rendered in Canada or for paid absence, and for whom you are required to complete a Canada Customs and Revenue Agency T4 Form.

Employer

A person or firm having control over the employment of workers and the payment of their wages.

F

Financial incentive

Any monetary compensation, other than salary, directly related to the performance or production turned out by an individual or group. This may include stock options, profit sharing, productivity gain-sharing, bonuses, commissions and merit pay.

Flexible working hours

Employees may choose their own arrival and departure times for their work, within certain limits.

Formal training

Training that is intended to develop an employee's skills or knowledge through a structured format, whether it takes place inside or outside the company's location.

Full-time employee

Employee who works 30 hours or more per week.

G

Government employment centres

An employment counselling and job-search assistance centre operated by Human Resources Development Canada to help people find employment.

H

Head Hunter or Personnel Agency

A private recruitment agency contracted to recruit employees, usually professionals or specialised staff.

Hiring

The act of taking on an employee for a designated position and period of time.

I

Informal networking

Creating and using networks of relations between co-workers, colleagues, friends, family, neighbours, and acquaintances to assist in finding employment.

Informal training

Training that is acquired as part of doing the job and can provide the employee with information, skills and aptitudes. Informal or on-the-job training does not use a structured format, rather it may involve mentoring, self-study and networking.

Information technology

Computer, telecommunications and video technology used to acquire, process, store and disseminate information (vocal, pictorial, textual or numerical).

Information technology occupations

For the purpose of this survey, information technology occupations are those whose primary functions are the management, design, development, analysis, implementation or maintenance of computer and telecommunications hardware, software, networks or information systems.

J

Job fair

An employment convention in which potential employees, professionals and students meet with managers and personnel recruiters from diverse employers to discuss current or future career openings.

L

Landed immigrant

A landed immigrant is a person who has been granted the right to live in Canada permanently by immigration authorities.

Leading-edge technology

New and innovative computer systems or technology.

Location

The physical site occupied by a business or organisation that is engaged in economic activity. The physical location can be identified by specific cues such as street address, lot number, building description.

M

Management training

Training intended to develop employee skills or knowledge needed to assume management responsibilities such as planning and working toward the accomplishment of stated goals, objectives and mission of a group, organisation or institution.

N

Non-permanent resident

Refers to people from another country who had an employment authorisation, a student authorisation, or a Minister's permit, or who were refugee claimants at the time of the census, and family members living here with them.

Non-salary benefit

Any non-monetary offering that is meant to promote or improve the well-being of the employee. This may include such things as on-site recreation facilities, club memberships, day-care facilities, and flexible working hours, etc.

O

On-the-job training

Training that is acquired as part of doing the job and can provide the employee with information, skills and aptitudes. Informal or on-the-job training does not use a structured format, rather it may involve mentoring, self-study and networking.

Overtime

The number of hours worked in excess of the number set out in a collective agreement or in federal or provincial labour laws. Employees must be paid a higher rate of pay, usually one and a half times the normal hourly rate, for the overtime hours they work.

P

Part-time employee

Employee who works less than 30 hours per week.

Permanent employee

Employee who has no set termination date.

Piecework payment

A method of payment that depends in part on the number of items produced by each individual worker. While no employer can pay less than minimum wage, an employer can tie wages above the minimum wage or other base rate to actual production.

Profit-sharing

A plan in which employees receive a share of the company's profits.

R

Recruitment

The process of searching for and enticing prospective employees to apply for a job in the organisation.

Region

A large urban area (known as the urban core) together with adjacent urban and rural areas (known as urban and rural fringes) that have a high degree of social and economic integration with the urban core.

S

Self-employed

Independent worker who works on his own, independently of an employer, and whose remuneration usually results from contracts with clients.

Software Human Resource Council (SHRC)

The Software Human Resource Council (SHRC) is a non-profit sectoral council that speaks for software professionals throughout the Canadian economy. SHRC is a catalyst for change, pushing for innovations that will provide labour market intelligence, life-long career development and quality education and training for Canadians active in software fields.

Stock option and/or share

A contract giving the holder the right to buy or sell a stated number of shares of a particular security at a fixed price within a predetermined period.

Survey material

Survey material includes an introductory letter, a CD-ROM, a list of definitions and instructions on how to participate in the survey.

Systems software training

Instruction to teach employees specialised skills and knowledge needed to use software to operate a computer or information processing system.

T

Temporary employee

An employee who has a set termination date. This does not include contract workers.