



Small Business and Special Surveys Division

National Survey of Information Technology Occupations, 2002: Employee Survey (Public Sector)

In all correspondence concerning this questionnaire, please quote the QID and Case ID numbers listed below.

Confidential when completed

Collected under the authority of Statistics Act, Revised Statutes of Canada, 1985, Chapter S-19.

Si vous préférez recevoir une version française de ce questionnaire, veuillez nous appeler au numéro de téléphone sans frais 1-866-888-0379.

The purpose of this survey

Statistics Canada is conducting this survey on behalf of the Software Human Resource Council to collect statistical information on employment trends in information technology (IT) occupations.

As you may know, many employers have reported having difficulty finding skilled labour and have raised concerns about whether there are sufficient numbers of employees in these occupations to meet the demand. At the present time, there is very little data available to determine the nature and extent of this problem.

This survey will provide government and businesses with up-to-date labour-market information for IT occupations within various industries and regions. The results will be used to help shape policies relating to this important group of occupations.

The data you are reporting are confidential

Statistics Canada is prohibited by law from publishing or releasing any statistics that reveal information obtained from this survey relating to any identifiable individual or business without the consent of that individual or business. The data reported on the questionnaire will be treated in strict confidence, used for statistical purposes and released in aggregated form only.

Your participation is important

Participation in this survey is voluntary. However, your co-operation is important in order for the survey results to be reliable. The information you provide will help shape current and future programs and policies.

Please complete and return this questionnaire within 10 days of receipt.

Please send the completed questionnaire in the enclosed postage-paid envelope or if you wish to send it by facsimile, our FAX number is 1-866-222-6023.

Statistics Canada advises you that there could be a risk of disclosure during the facsimile or other electronic transmission. However, upon receipt of your information, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the Statistics Act.

If you require assistance in the completion of the questionnaire or have any questions regarding this survey, please contact:

Small Business and Special Surveys
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SECTION A - OCCUPATIONAL HISTORY

The following questions ask about your current and previous work positions. For the purpose of this survey, a position refers to a job with a specific set of duties, performed for a specific employer.

For the purposes of this survey, an organization can be a government agency, department or ministry.

1. Including your current organization, how many different companies or organizations have you worked for **as an employee** within the last five years?

Please, do not consider a change of ownership in a company or organization as a different employer.

- 1 ☐ One
 2 ☐ Two
 3 ☐ Three
 4 ☐ Four
 5 ☐ Five or More

YOUR CURRENT POSITION

2. Which of the following information technology (IT) occupations best describes your **current position**? (Mark only ONE)

If you perform more than one function, then the occupation for which you spend the MOST number of hours should be assigned.

- 01 ☐ Computer and information systems manager
 02 ☐ IT Project manager
 03 ☐ E-commerce manager
 04 ☐ Electrical and electronics engineer, except computer engineer
 05 ☐ Computer and telecommunications hardware engineer
 06 ☐ Network systems and data communication engineer
 07 ☐ Information systems business analyst and consultant
 08 ☐ Systems security analyst
 09 ☐ Information systems quality assurance analyst
 10 ☐ Systems auditor
 11 ☐ Database analyst
 12 ☐ Data administrator
 13 ☐ Software engineer
 14 ☐ Computer programmer
 15 ☐ Interactive media developer
 16 ☐ Web designer and developer
 17 ☒ Electrical and electronics engineering technologist and technician
 18 ☐ Computer and network operator
 19 ☐ Web technician
 20 ☐ User support technician
 21 ☐ Systems testing technician
 22 ☐ IT Trainer
 23 ☐ Technical writer
 24 ☐ Graphic designer
 25 ☐ Illustrator
 26 ☐ Other, please specify

3. What is the title of your current position?

4. List the **most important** duties or activities of your current position?

5. Since you began in your current position, have the duties of this position changed:
(Mark only ONE)

- 1 ☐ a great deal?
2 ☐ slightly?
3 ☐ not at all?

6. How long have you been working at this current position?

- 1 ☐ Less than one year
2 ☐ One to two years
3 ☐ Three to four years
4 ☐ Five years or more

7. Is your current position indeterminate or term?

- 1 ☐ Indeterminate (*no set termination date*)
2 ☐ Term (*a set termination date*)

8. **Not counting overtime**, how many **paid** hours, on average, do you work per week at this position?

- 1 ☐ Less than 30 hours
2 ☐ 30 - 35 hours
3 ☐ 36 - 40 hours
4 ☐ 41 - 45 hours
5 ☐ More than 45 hours

9. In your current position, during the past year, have you worked **overtime**?

- 1 ☐ Yes ➡ **Go to Question 10**
2 ☐ No ➡ **Go to Question 13**

10. How are you compensated for your overtime?
(Mark ALL that apply)

- 1 ☐ Paid at straight time (*at your regular rate of pay*)
2 ☐ Paid at overtime rate (*at a higher rate of pay than your regular rate*)
3 ☐ Given time off at straight time (*the amount of time off is the same as the number of extra hours worked*)
4 ☐ Given time off at overtime rate (*the amount of time off is greater than the number of extra hours worked*)
5 ☐ Informal arrangement (*leaving for appointments, child care, etc.*)
6 ☐ Not compensated

➡ **Go to Question 11**

➡ **Go to Question 12**

11. How many hours of **paid overtime**, on average, do you work per week?

- 1 ☐ None
2 ☐ 1 - 5 hours
3 ☐ 6 - 10 hours
4 ☐ More than 10 hours

12. How many hours of **unpaid overtime**, *on average*, do you work per week?

- 1 ☐ None
- 2 ☐ 1 - 5 hours
- 3 ☐ 6 - 10 hours
- 4 ☐ More than 10 hours

13. In your current position, what is your annual salary before taxes and other deductions?
(Please **DO NOT** include bonuses or overtime.)

- 1 ☐ Less than \$30,000
- 2 ☐ \$30,000 - \$39,999
- 3 ☐ \$40,000 - \$49,999
- 4 ☐ \$50,000 - \$59,999
- 5 ☐ \$60,000 - \$69,999
- 6 ☐ \$70,000 - \$79,999
- 7 ☐ \$80,000 - \$89,999
- 8 ☐ \$90,000 - \$99,999
- 9 ☐ \$100,000 or more

14. In the last 12 months, what were your estimated earnings from **overtime** payments, shift premiums or piecework payments for your current position?

- 1 ☐ \$0
- 2 ☐ \$1 - \$4,999
- 3 ☐ \$5,000 - \$9,999
- 4 ☐ \$10,000 or more

15. Which of the following financial incentives does your employer provide to you?
(Mark **ALL** that apply)

- 1 ☐ Bonuses
- 2 ☐ Terminable allowances
- 3 ☐ Other, please specify

4 ☐ None

→ Go to Question 17

→ Go to Question 16

16. In the last 12 months, what were your estimated total earnings from any bonuses or terminable allowances?

- 1 ☐ \$0
- 2 ☐ \$1 - \$4,999
- 3 ☐ \$5,000 - \$9,999
- 4 ☐ \$10,000 - \$14,999
- 5 ☐ \$15,000 - \$19,999
- 6 ☐ \$20,000 or more

17. Which of the following non-salary benefits does your employer fully or partially pay for and provide to you?

(Mark ALL that apply)

- 01 ☐ Life or disability insurance
- 02 ☐ Medical or dental plan
- 03 ☐ Extended health care plan (vision, massage, physio, etc.)
- 04 ☐ Pension plan (not including CPP/QPP or group RRSPs)
- 05 ☐ Employment insurance supplements for maternity leave or layoffs
- 06 ☐ RRSP contribution plan / RRSP matching
- 07 ☐ Training Cost / Paid Courses
- 08 ☐ Car Allowances / Car Loans
- 09 ☐ Subsidy to purchase computer
- 10 ☐ Other non-salary incentives, **please specify**
- 11 ☐ None

18. Which of the following other benefits does your employer provide to you?

(Mark ALL that apply)

- 01 ☐ Recreation facilities and / or memberships
- 02 ☐ Professional memberships
- 03 ☐ Day care facilities and / or support
- 04 ☐ Flexible working hours
- 05 ☐ Organized social activities
- 06 ☐ Possibility to work from outside the office and may provide Internet access, computer, cellular phone, etc.
- 07 ☐ Free or reduced parking fee or mass transit subsidy
- 08 ☐ Complimentary beverages and food
- 09 ☐ Other non-financial benefits, **please specify**
- 10 ☐ None

19. What are your 3 main sources of information on job availability and market conditions.

(Mark only THREE)

- 01 ☐ Help wanted ads (print media)
- 02 ☐ Informal networking
- 03 ☐ University, college or IT institute recruitment programs
- 04 ☐ Job fairs
- 05 ☐ IT specialized magazines
- 06 ☐ Internet recruiting agency
- 07 ☐ Internet jobs and ads Web sites
- 08 ☐ Government Web sites
- 09 ☐ Government employment centres
- 10 ☐ User groups and professional associations e-mail list
- 11 ☐ Other, **please specify**

20. Many people in information technology advance their careers by acquiring new technical skills. How effective do you find the information available to you, from all sources, in enabling you to determine what technical skills you will need to advance your career?

- 1 ☐ Very effective
- 2 ☐ Somewhat effective
- 3 ☐ Not effective
- 4 ☐ Not applicable

PREVIOUS POSITIONS

21. Immediately before working at your current position, were you **mainly**:
(Mark only ONE)

1 ☐ working as a paid employee?

2 ☐ self-employed?

3 ☐ going to school?

4 ☐ unemployed?

5 ☐ Other, please specify

Go to
Question 24

Go to
Question 22

22. Did you work as a paid employee or were you self-employed *at any time prior* to obtaining your current position?

1 ☐ Yes ➡ Go to Question 23

2 ☐ No ➡ Go to Question 33

23. How much time was there between your LAST position and your CURRENT position?
Your LAST position is the job you held before your current position.

1 ☐ 0 - 3 months

2 ☐ 4 - 6 months

3 ☐ 7 - 9 months

4 ☐ 10 - 12 months

5 ☐ More than 12 months

YOUR LAST POSITION

The next questions ask about your last position. Your LAST position is the job you held before your current position.

24. Which of the following occupations best describes your **last position**? (Mark only ONE)

If you performed more than one function, then the occupation for which you spent the MOST number of hours should be assigned.

01 ☐ Non-IT occupation, please specify

02 ☐ Computer and information systems manager

03 ☐ IT Project manager

04 ☐ E-commerce manager

05 ☐ Electrical and electronics engineer, except computer engineer

06 ☐ Computer and telecommunications hardware engineer

07 ☐ Network systems and data communication engineer

08 ☐ Information systems business analyst and consultant

09 ☐ Systems security analyst

10 ☐ Information systems quality assurance analyst

11 ☐ Systems auditor

12 ☐ Database analyst

13 ☐ Data administrator

14 ☐ Software engineer

15 ☐ Computer programmer

16 ☐ Interactive media developer

17 ☐ Web designer and developer

18 ☐ Electrical and electronics engineering technologist and technician

19 ☐ Computer and network operator

20 ☐ Web technician

21 ☐ User support technician

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- 22 ☐ Systems testing technician
- 23 ☐ IT Trainer
- 24 ☐ Technical writer
- 25 ☐ Graphic designer
- 26 ☐ Illustrator
- 27 ☐ Other IT occupation, **please specify**

25. What were the **most important** duties or activities of your LAST position?

26. Was your LAST position in Canada?

- 1 ☐ Yes
- 2 ☐ No

27. Was your LAST position in the public service?

- 1 ☐ Yes
- 2 ☐ No

28. How long were you working in your LAST position?

- 1 ☐ Less than 1 year
- 2 ☐ 1 - 2 years
- 3 ☐ 3 - 4 years
- 4 ☐ 5 years or more

29. What was (were) the **main reason(s)** for leaving your LAST position? *(Please choose up to **three** reasons.)*

- 01 ☐ Better salary, incentives or benefits
- 02 ☐ Better opportunities for career development or growth
- 03 ☐ More challenging or interesting projects
- 04 ☐ The opportunity to use leading-edge technology
- 05 ☐ Quality of management
- 06 ☐ Change of ownership
- 07 ☐ Better working hours
- 08 ☐ Wanted to change occupation
- 09 ☐ Better working environment
- 10 ☐ Leaving self-employment
- 11 ☒ Downsizing, company (organization) closed down
- 12 ☐ Lay-off
- 13 ☐ Go back to school, education
- 14 ☐ Moving to another location
- 15 ☐ Immigration to Canada
- 16 ☐ Temporary / contractual work (co-op term, summer job, etc)
- 17 ☐ Other, **please specify**

YOUR FIRST IT OCCUPATION

30. Was your first IT position your first job after completing your education?

- 1 ☐ Yes
- 2 ☐ No

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31. Is your first IT position...

- 1 ☐ your CURRENT position? ➡ Go to Question 33
- 2 ☐ your LAST position? ➡ Go to Question 33
- 3 ☐ prior to your LAST position? ➡ Go to Question 32

32. Which of the following occupations best describes your **first IT position**? (Mark only ONE)

If you performed more than one function, then the occupation for which you spent the MOST number of hours should be assigned.

- 01 ☐ Computer and information systems manager
- 02 ☐ IT Project manager
- 03 ☐ E-commerce manager
- 04 ☐ Electrical and electronics engineer, except computer engineer
- 05 ☐ Computer and telecommunications hardware engineer
- 06 ☐ Network systems and data communication engineer
- 07 ☐ Information systems business analyst and consultant
- 08 ☐ Systems security analyst
- 09 ☐ Information systems quality assurance analyst
- 10 ☐ Systems auditor
- 11 ☐ Database analyst
- 12 ☐ Data administrator
- 13 ☐ Software engineer
- 14 ☐ Computer programmer
- 15 ☐ Interactive media developer
- 16 ☐ Web designer and developer
- 17 ☐ Electrical and electronics engineering technologist and technician
- 18 ☐ Computer and network operator
- 19 ☐ Web technician
- 20 ☐ User support technician
- 21 ☐ Systems testing technician
- 22 ☐ IT Trainer
- 23 ☐ Technical writer
- 24 ☐ Graphic designer
- 25 ☐ Illustrator
- 26 ☐ Other IT occupation, please specify

33. How did you get your first IT position? (Mark only ONE)

- 01 ☐ Directly recruited by employer
- 02 ☐ Help wanted ads (print media)
- 03 ☐ Personal initiative
- 04 ☐ Word-of-mouth
- 05 ☐ Informal networking
- 06 ☐ University, college or IT institute recruitment
- 07 ☐ Job fair
- 08 ☐ Internet recruiting agency
- 09 ☐ Internet jobs and ads Web sites
- 10 ☐ Government Web site
- 11 ☐ Government employment centres
- 12 ☐ Head-hunter or personnel agency
- 13 ☐ User groups and professional associations e-mail list
- 14 ☐ Started or co-started a company

- 15 ☐ Found position through a co-op term or a summer job
- 16 ☐ You were transferred from within the company or organization
- 17 ☐ Public sector official staffing procedures
- 18 ☐ Other, **please specify**

SECTION B - EDUCATION

The following questions ask about your educational background.

34. Excluding education from a private business school or other private training institute, what is the **highest level** of education that you have completed?
(Mark only ONE)

- 1 ☐ Below high school or secondary school level
- 2 ☐ Some high school or secondary school education
- 3 ☐ A high school or secondary school diploma
- 4 ☐ Some community college or CEGEP education
- 5 ☐ A community college or CEGEP diploma or certificate
- 6 ☐ Some university education
- 7 ☐ A university certificate, diploma or degree
- 8 ☐ Other, **please specify**

Go to Question 45

Go to Question 40

Go to Question 35

UNIVERSITY EDUCATION

35. Were you enrolled in a university co-op program?

- 1 ☐ Yes
- 2 ☐ No

36. Which of the following university certificates, diplomas or degrees have you received?
(Mark ALL that apply)

- 1 ☐ University certificate or diploma (below the Bachelor's level)
- 2 ☐ Bachelor's degree
- 3 ☐ Diplôme d'études supérieures spécialisées (DESS)
- 4 ☐ Master's degree
- 5 ☐ Earned Doctorate (Ph.D., D.Sc. or D.Ed.) or Degree in medicine, dentistry, veterinary medicine or Optometry (M.D., D.D.S., D.M.D., D.V.M., O.D.)
- 6 ☐ No certificate, diploma or degree

Go to Question 39

Go to Question 37

Go to Question 39

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37. What was (were) your **main** field(s) of study for each of these university levels (*mark ALL that apply*) and indicate the year of completion of the highest level?

	Bachelor's Level	Master's Level (including DESS)	Doctorate Level	Year of completion of highest degree
Arts, Education, Humanities or Social Sciences	01 <input type="radio"/>	01 <input type="radio"/>	01 <input type="radio"/>	<input type="text"/>
Business, Commerce, Management and Administrative Studies	02 <input type="radio"/>	02 <input type="radio"/> MBA 03 <input type="radio"/> MPA 04 <input type="radio"/> Others	02 <input type="radio"/>	<input type="text"/>
Computer Science	03 <input type="radio"/>	05 <input type="radio"/>	03 <input type="radio"/>	<input type="text"/>
Computer Engineering	04 <input type="radio"/>	06 <input type="radio"/>	04 <input type="radio"/>	<input type="text"/>
Systems Engineering	05 <input type="radio"/>	07 <input type="radio"/>	05 <input type="radio"/>	<input type="text"/>
Electrical or Electronic Engineering	06 <input type="radio"/>	08 <input type="radio"/>	06 <input type="radio"/>	<input type="text"/>
Software Engineering	07 <input type="radio"/>	09 <input type="radio"/>	07 <input type="radio"/>	<input type="text"/>
Other Engineering, please specify <input type="text"/>	08 <input type="radio"/>	10 <input type="radio"/>	08 <input type="radio"/>	<input type="text"/>
Health	09 <input type="radio"/>	11 <input type="radio"/>	09 <input type="radio"/>	<input type="text"/>
Natural Sciences	10 <input type="radio"/>	12 <input type="radio"/>	10 <input type="radio"/>	<input type="text"/>
Mathematics and Pure and Applied Sciences (except Computer Science)	11 <input type="radio"/>	13 <input type="radio"/>	11 <input type="radio"/>	<input type="text"/>
Other, please specify <input type="text"/>	12 <input type="radio"/>	14 <input type="radio"/>	12 <input type="radio"/>	<input type="text"/>

38. Where did you receive your most recent university education at each of these levels? (*Mark ALL that apply*)

	Bachelor's Level	Master's Level (including DESS)	Doctorate Level
In Canada	1 <input type="radio"/>	1 <input type="radio"/>	1 <input type="radio"/>
In the United States	2 <input type="radio"/>	2 <input type="radio"/>	2 <input type="radio"/>
In Europe	3 <input type="radio"/>	3 <input type="radio"/>	3 <input type="radio"/>
In Asia	4 <input type="radio"/>	4 <input type="radio"/>	4 <input type="radio"/>
Other, please specify <input type="text"/>	5 <input type="radio"/>	5 <input type="radio"/>	5 <input type="radio"/>

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COMMUNITY COLLEGE OR CEGEP EDUCATION
(excluding private schools and other private training institutes)

39. Have you received:

- 1 ☐ a community college or CEGEP diploma or certificate?
- 2 ☐ some community college or CEGEP education?
- 3 ☐ no community college or CEGEP education?

Go to Question 40

Go to Question 45

40. How long was the college or CEGEP program that you were enrolled in?
 (Mark only ONE)

- 1 ☐ Less than 1 year
- 2 ☐ 1 to 2 years
- 3 ☐ 3 to 4 years
- 4 ☐ 5 or more years

41. Were you enrolled in a co-op program during your community college or CEGEP education?

- 1 ☐ Yes
- 2 ☐ No

42. What was (were) your **main** field(s) of study at community college or CEGEP?
 (Mark ALL that apply)

- 1 ☐ Pure and Applied Sciences (except Computer Science and Engineering)
- 2 ☐ Arts, Humanities and Social Sciences
- 3 ☐ Business and Commerce
- 4 ☐ Computer Science
- 5 ☐ Software Engineering Technology
- 6 ☐ Other Engineering Technology
- 7 ☐ Health and Natural Sciences
- 8 ☐ Other fields of study, please specify

43. In what year did you complete your most recent community college or CEGEP education?

44. Where did you receive your most recent community college or CEGEP education?
 (Mark only ONE)

- 1 ☐ In Canada
- 2 ☐ In the United States
- 3 ☐ In Europe
- 4 ☐ In Asia
- 5 ☐ Other, please specify

**PRIVATE BUSINESS SCHOOL AND OTHER PRIVATE TRAINING INSTITUTE
EDUCATION**

45. Have you earned a certificate or diploma from a private business school or other private training institute? *(Please include industry certification programs.)*

- 1 ☐ Yes **⇒ Go to Question 46**
2 ☐ No **⇒ Go to Question 50**

46. What was (were) your **main** field(s) of study at private business schools or other private training institutes?
(Mark ALL that apply)

- 1 ☐ Pure and Applied Sciences (except Computer Science and Engineering)
2 ☐ Arts, Humanities and Social Sciences
3 ☐ Business and Commerce
4 ☐ Computer Science
5 ☐ Software Engineering Technology
6 ☐ Other Engineering Technology
7 ☐ Health and Natural Sciences
8 ☐ Other fields of study, **please specify**

47. In what year did you receive this certificate or diploma from a private business school or other private training institute?
(If you have received more than one certificate or diploma, please consider the most recent.)

48. Were you enrolled in a co-op program in this private business school or other private training institute?

- 1 ☐ Yes
2 ☐ No

49. Where did you receive your most recent certificate or diploma?
(Mark only ONE)

- 1 ☐ In Canada
2 ☒ In the United States
3 ☐ In Europe
4 ☐ In Asia
5 ☐ Other, **please specify**

CERTIFICATIONS AND PROFESSIONAL DESIGNATIONS

50. Which of the following certifications do you have?

(Mark ALL that apply)

- 1 ☐ Certified Lotus Professional (CLP)
- 2 ☐ Certified Novell Administrator (CNA)
- 3 ☐ Certified Novell Engineer (CNE)
- 4 ☐ Cisco Certified Network Administrator (CCNA)
- 5 ☐ Microsoft Certified Systems Engineer (MCSE)
- 6 ☐ Microsoft Certified Professional (MCP)
- 7 ☐ Microsoft Certified Systems Developer (MCSD)

8 ☐ Other, please specify

9 ☐ None

51. Which of the following professional credentials or designations do you have?

(Mark ALL that apply)

- 01 ☐ Applied Science Technologist (AscT)
- 02 ☐ Certified Engineering Technician (CET)
- 03 ☐ Certified Engineering Technologist (CET)
- 04 ☐ Certified Technician (C Tech)
- 05 ☐ Engineer or Member in Training (EIT, MIT)
- 06 ☐ Information Systems Professional (ISP)
- 07 ☐ Information Technology Professional (ITP)
- 08 ☐ Professional Engineer (P.Eng.)
- 09 ☐ Registered Engineering Technologist (RET)
- 10 ☐ Technologue professionnel (TP) (Quebec only)

11 ☐ Other, please specify

12 ☐ None

SECTION C - Training

The following are questions about the training that you have received in the last 12 months.

FORMAL TRAINING

For the purpose of this survey, FORMAL TRAINING includes all types of training intended to develop your skills or knowledge through a STRUCTURED FORMAT, whether it takes place inside or outside your work place. It EXCLUDES computer-based training and on-line courses.

52. In the last 12 months, did you receive any **formal** training related to your position while being employed?

- 1 ☐ Yes ➡ Go to Question 53
- 2 ☐ No ➡ Go to Question 58

53. In the past 12 months, how many days of **formal** training did you receive?

- 1 ☐ 1 to 4 days
- 2 ☐ 5 to 9 days
- 3 ☐ 10 to 14 days
- 4 ☐ 15 to 19 days
- 5 ☐ 20 to 24 days
- 6 ☐ 25 days or more

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54. Which of the following types of **formal** training did you receive within the last 12 months?
(Mark ALL that apply)

- 01 ☐ Management
 02 ☐ Systems software
 03 ☐ Applications software
 04 ☐ Telecommunication or computer network
 05 ☐ Computer language and/or programming
 06 ☐ Computer hardware
 07 ☐ Communication or interpersonal skills
 08 ☐ Government program delivery / product
 09 ☐ Language (i.e. French, English, etc.)
 10 ☐ Other training, **please specify**

55. Where was the **formal** training received in the last 12 months?
(Mark ALL that apply)

- 1 ☐ In Canada
 2 ☐ In the United States
 3 ☐ In Europe
 4 ☐ In Asia
 5 ☐ Other, **please specify**

56. Who paid for the **formal** training received in the last 12 months?
(Mark ALL that apply)

- 1 ☐ You only ➡➡➡ Go to Question 58
 2 ☐ Your employer only ➡➡➡ Go to Question 58
 3 ☐ Another organization ➡➡➡ Go to Question 58
 4 ☐ Shared costs with employer or another organization ➡➡➡ Go to Question 57
 5 ☐ Other, **please specify** ➡➡➡ Go to Question 58

57. For your last formal training period, what percentage of the training cost was paid by each of the following:

- 1 ☐ You %
 2 ☐ Your employer %
 3 ☐ Another organization %
 4 ☐ Other %
 100%

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INFORMAL OR ON-THE-JOB TRAINING

*For the purpose of this survey, **INFORMAL** or **ON-THE-JOB TRAINING** is acquired as part of doing the job and can provide the employee with information, skills and aptitudes. **INFORMAL** or **ON-THE-JOB TRAINING** may involve conferences, mentoring, self-study, networking and computer-based or on-line training.*

58. In the past 12 months, have you had any **informal** or **on-the-job** training?

- 1 ☐ Yes ➡ **Go to Question 59**
 2 ☐ No ➡ **Go to Question 60**

59. What methods of **informal** or **on-the-job** training did you use in the last 12 months?

(Mark ALL that apply)

- 1 ☐ Networking with colleagues or mentoring
 2 ☐ Computer-based training or on-line courses
 3 ☐ Self-study
 4 ☐ Conferences, seminars or informal presentations
 5 ☐ Work assignment
 6 ☐ Other, please specify

SECTION D - SKILLS

The following questions ask about the skills you need for your **CURRENT POSITION**.

60. For each of the following IT skills, indicate the level of importance and whether you require training in these areas for your **current position**.

	Level of importance for your CURRENT POSITION				Do you need training in this area?	
	Very Important	Somewhat Important	Less Important	Not Required	Yes	No
Analytical	01 <input type="radio"/>	01 <input type="radio"/>	01 <input type="radio"/>	01 <input type="radio"/>	01 <input type="radio"/>	01 <input type="radio"/>
Design	02 <input type="radio"/>	02 <input type="radio"/>	02 <input type="radio"/>	02 <input type="radio"/>	02 <input type="radio"/>	02 <input type="radio"/>
Programming	03 <input type="radio"/>	03 <input type="radio"/>	03 <input type="radio"/>	03 <input type="radio"/>	03 <input type="radio"/>	03 <input type="radio"/>
Maintenance	04 <input type="radio"/>	04 <input type="radio"/>	04 <input type="radio"/>	04 <input type="radio"/>	04 <input type="radio"/>	04 <input type="radio"/>
Documentation (technical writing)	05 <input type="radio"/>	05 <input type="radio"/>	05 <input type="radio"/>	05 <input type="radio"/>	05 <input type="radio"/>	05 <input type="radio"/>
Quality assurance (validation, release)	06 <input type="radio"/>	06 <input type="radio"/>	06 <input type="radio"/>	06 <input type="radio"/>	06 <input type="radio"/>	06 <input type="radio"/>
System operation	07 <input type="radio"/>	07 <input type="radio"/>	07 <input type="radio"/>	07 <input type="radio"/>	07 <input type="radio"/>	07 <input type="radio"/>
System administration	08 <input type="radio"/>	08 <input type="radio"/>	08 <input type="radio"/>	08 <input type="radio"/>	08 <input type="radio"/>	08 <input type="radio"/>
Technical support	09 <input type="radio"/>	09 <input type="radio"/>	09 <input type="radio"/>	09 <input type="radio"/>	09 <input type="radio"/>	09 <input type="radio"/>
Sales and marketing	10 <input type="radio"/>	10 <input type="radio"/>	10 <input type="radio"/>	10 <input type="radio"/>	10 <input type="radio"/>	10 <input type="radio"/>
Testing	11 <input type="radio"/>	11 <input type="radio"/>	11 <input type="radio"/>	11 <input type="radio"/>	11 <input type="radio"/>	11 <input type="radio"/>
Training	12 <input type="radio"/>	12 <input type="radio"/>	12 <input type="radio"/>	12 <input type="radio"/>	12 <input type="radio"/>	12 <input type="radio"/>
Project management	13 <input type="radio"/>	13 <input type="radio"/>	13 <input type="radio"/>	13 <input type="radio"/>	13 <input type="radio"/>	13 <input type="radio"/>
Communication	14 <input type="radio"/>	14 <input type="radio"/>	14 <input type="radio"/>	14 <input type="radio"/>	14 <input type="radio"/>	14 <input type="radio"/>
Research	15 <input type="radio"/>	15 <input type="radio"/>	15 <input type="radio"/>	15 <input type="radio"/>	15 <input type="radio"/>	15 <input type="radio"/>
Client support	16 <input type="radio"/>	16 <input type="radio"/>	16 <input type="radio"/>	16 <input type="radio"/>	16 <input type="radio"/>	16 <input type="radio"/>
Other IT skills, please specify						
<input type="text"/>	17 <input type="radio"/>	17 <input type="radio"/>	17 <input type="radio"/>	17 <input type="radio"/>	17 <input type="radio"/>	17 <input type="radio"/>

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61. For your **current position**, in which of the following areas do you work?
(Mark ALL that apply)

- 01 ☐ Database
 02 ☐ Web, Internet, Intranet
 03 ☐ Software
 04 ☐ Hardware
 05 ☐ Network (excluding Web)
 06 ☐ Systems (excluding systems security)
 07 ☐ Systems Security
 08 ☐ E-commerce
 09 ☐ Interactive Digital Media
 10 ☐ Other, please specify

62. For each of the following business or management skills, indicate the level of importance and whether you need training in these areas for your **current position**.

	Level of importance for your CURRENT POSITION				Do you need training in this area?	
	Very Important	Somewhat Important	Less Important	Not Required	Yes	No
Financial management	01 <input type="radio"/>	01 <input type="radio"/>	01 <input type="radio"/>	01 <input type="radio"/>	01 <input type="radio"/>	01 <input type="radio"/>
People management	02 <input type="radio"/>	02 <input type="radio"/>	02 <input type="radio"/>	02 <input type="radio"/>	02 <input type="radio"/>	02 <input type="radio"/>
Time management	03 <input type="radio"/>	03 <input type="radio"/>	03 <input type="radio"/>	03 <input type="radio"/>	03 <input type="radio"/>	03 <input type="radio"/>
Planning	04 <input type="radio"/>	04 <input type="radio"/>	04 <input type="radio"/>	04 <input type="radio"/>	04 <input type="radio"/>	04 <input type="radio"/>
Project management	05 <input type="radio"/>	05 <input type="radio"/>	05 <input type="radio"/>	05 <input type="radio"/>	05 <input type="radio"/>	05 <input type="radio"/>
Client / vendor relations	06 <input type="radio"/>	06 <input type="radio"/>	06 <input type="radio"/>	06 <input type="radio"/>	06 <input type="radio"/>	06 <input type="radio"/>
E-commerce	07 <input type="radio"/>	07 <input type="radio"/>	07 <input type="radio"/>	07 <input type="radio"/>	07 <input type="radio"/>	07 <input type="radio"/>
Product release	08 <input type="radio"/>	08 <input type="radio"/>	08 <input type="radio"/>	08 <input type="radio"/>	08 <input type="radio"/>	08 <input type="radio"/>
Negotiation	09 <input type="radio"/>	09 <input type="radio"/>	09 <input type="radio"/>	09 <input type="radio"/>	09 <input type="radio"/>	09 <input type="radio"/>
Cost estimation	10 <input type="radio"/>	10 <input type="radio"/>	10 <input type="radio"/>	10 <input type="radio"/>	10 <input type="radio"/>	10 <input type="radio"/>

63. For each of the following personal / interpersonal skills, indicate the level of importance and whether you need training in these areas for your **current position**.

	Level of importance for your CURRENT POSITION				Do you need training in this area?	
	Very Important	Somewhat Important	Less Important	Not Required	Yes	No
Written communication	1 <input type="radio"/>	1 <input type="radio"/>	1 <input type="radio"/>	1 <input type="radio"/>	1 <input type="radio"/>	1 <input type="radio"/>
Oral communication	2 <input type="radio"/>	2 <input type="radio"/>	2 <input type="radio"/>	2 <input type="radio"/>	2 <input type="radio"/>	2 <input type="radio"/>
Team work	3 <input type="radio"/>	3 <input type="radio"/>	3 <input type="radio"/>	3 <input type="radio"/>	3 <input type="radio"/>	3 <input type="radio"/>
Leadership	4 <input type="radio"/>	4 <input type="radio"/>	4 <input type="radio"/>	4 <input type="radio"/>	4 <input type="radio"/>	4 <input type="radio"/>
Presentation	5 <input type="radio"/>	5 <input type="radio"/>	5 <input type="radio"/>	5 <input type="radio"/>	5 <input type="radio"/>	5 <input type="radio"/>

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64. How did you acquire the IT skills that are needed for your **current position**?
(Mark ALL that apply)

- 1 ☐ Self learning (manuals, books, on-line tutorials, etc.)
- 2 ☐ Previous work experience
- 3 ☐ Formal training
- 4 ☐ On-the-job or informal training (co-workers, supervisors, resource people, friends)
- 5 ☐ Private business school or training institute
- 6 ☐ Community college, CEGEP or university
- 7 ☐ Other, please specify

65. In which languages can you do IT work?
(Mark ALL that apply)

- 1 ☐ French
- 2 ☐ English
- 3 ☐ Other, please specify

SECTION E - DEMOGRAPHIC INFORMATION

The next few questions ask for basic demographic information.

66. What is your age?

- 01 ☐ Under 20 years
- 02 ☐ 20 to 24 years
- 03 ☐ 25 to 29 years
- 04 ☐ 30 to 34 years
- 05 ☐ 35 to 39 years
- 06 ☐ 40 to 44 years
- 07 ☐ 45 to 49 years
- 08 ☐ 50 to 54 years
- 09 ☐ 55 to 59 years
- 10 ☐ 60 years and over

67. What is your gender?

- 1 ☐ Male
- 2 ☐ Female

68. What is your mother tongue?
(Mark only ONE)

- 1 ☐ French
- 2 ☐ English
- 3 ☐ Other, please specify

69. What is your citizenship status?

- 1 ☐ Canadian citizen
- 2 ☐ Landed immigrant
- 3 ☐ Non-permanent resident

*

"Persons with disabilities" includes people who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who consider themselves to be disadvantaged in employment by reason of that impairment, or believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment, and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.

71. Are you an Aboriginal person (that is, North American Indian / First Nations, Métis, Inuit)?

- 1 ☐ Yes
- 2 ☐ No

"Visible minority groups" include someone (other than an Aboriginal person) who is non-white in colour / race, regardless of place of birth. For example, Black, Chinese, Filipino, Japanese, Korean, South Asian / East Indian, Southeast Asian, non-white West Asian, North African or Arab, non-white Latin American, person of mixed origin (with one parent in one of the visible minority groups in this list), or other visible minority group.

- 1 ☐ Yes
- 2 ☐ No

CONTACT PERSON:

This information will only be used if we need to clarify the information that you have provided.

Name of person completing this questionnaire:

1 ☐ Mr. 2 ☐ Mrs. 3 ☐ Miss 4 ☐ Ms.

First name

Last name

Business telephone number: ()

Extension:

E-mail:

COMMENTS:

Thank you for your participation