

This questionnaire is used on a national level in an yearly investigation of bottleneck problems on the labour market. The investigation is carried out through telephoned interviews with a large number of enterprises.

Questionnaire

This questionnaire is specific for private enterprises. There is a similar questionnaire for public enterprises, only with different job categories.

Introduction

1. Do you want to participate?

- Yes Go to question 3
- No Go to question 2

2. Cause of drop out

- The enterprise cannot be found
- There are no employees in the enterprise
- The enterprise doesn't want to participate
- Branch/enterprise where it doesn't give meaning to ask to ask to recruitment
- It isn't possible to get in contact with the enterprise within the frame of this investigation (min. 4 calls)
- The enterprise has been phoned earlier in this investigation
- Problems with language
- Other causes, name them _____

Introduction to the contact person in the enterprise:

The following questions are about your experiences with recruitment within the last month. The type of labour force we ask about is as a starting point the type, that the enterprise wanted to recruit on ordinary terms, that is without public grants and for more than one week.

If your enterprise is a subbranch of a larger group you are only meant to answer for your subbranch.

If your enterprise is in the middle of a recruitment, we ask for the most likely result.

Recruitment A:

Enterprises who have been on the look-out for, but haven't found, manpower

3. Has the enterprise within the last month tried to recruit manpower without getting any result?

- Yes
- No Go to Recruitment B
- Don't know Go to Recruitment B

4. Which categories of manpower was the enterprise looking for:

- Leaders
- Higher educated persons (not leaders)
- Skilled workers
- Unskilled workers
- Don't know

More specific information about the wanted manpower:

4.1. Leaders:

Number

- Manager _____
- Head of production _____
- Warehouse keeper _____
- Foreman _____
- Inspector _____
- Project manager _____
- Head of department _____
- Head of an office _____
- Deputy head _____
- Head of a shop _____
- Sales manager _____
- Financial manager _____
- Head of service _____
- Data-processing manager _____
- Lawyer _____
- Others: Please name them: _____

4.2. Higher educated:

- Correspondent _____
- Bachelor of Commerce _____
- Economist _____
- Biologist, chemist, physicist, mathematician etc. _____
- IT-personnel (systemconsultant / designer, IT programmer
Webdesigner, applicationsdesigner, usersupport,
IT-salesperson) _____
- Master of Arts _____
- Engineer _____
- Journalist _____
- Architect _____
- Librarian _____
- Chartered surveyor _____
- Pharmacist _____
- Psychologist _____
- Others: Please name them: _____

4.3. Which kinds of **higher educated IT-personnel** and how many have you been looking for within the last month? **Number**

- Systemconsultant _____
- Programmer _____
- Webdesigner _____
- applicationsdesigner _____
- usersupport _____
- IT-salesperson _____

4.4. Which kinds of **engineers** and how many have you been looking for within the last month?

- | | Number |
|---|---------------|
| <input type="radio"/> Constructional engineer | _____ |
| <input type="radio"/> Export engineer | _____ |
| <input type="radio"/> Electronics engineer | _____ |
| <input type="radio"/> Graduate electrical engineer | _____ |
| <input type="radio"/> Chemical engineer | _____ |
| <input type="radio"/> B.Sc. in Food Science | _____ |
| <input type="radio"/> Mechanical engineer | _____ |
| <input type="radio"/> Naval architect | _____ |
| <input type="radio"/> Others, Please name them: _____ | _____ |

4.5. Which kinds of **skilled workers** and how many have you been looking for within the last month?

- | | Number |
|---|---------------|
| <input type="radio"/> Person with knowledge within information technology | _____ |
| Trade and office: | |
| <input type="radio"/> Office worker or administrator | _____ |
| <input type="radio"/> Retail trade | _____ |
| <input type="radio"/> Wholesale trade | _____ |
| <input type="radio"/> Skilled shop assistant | _____ |
| Iron and metal: | |
| <input type="radio"/> Smith | _____ |
| <input type="radio"/> Mechanic | _____ |
| <input type="radio"/> Fitter | _____ |
| <input type="radio"/> Electro technician | _____ |
| <input type="radio"/> Tool maker | _____ |
| <input type="radio"/> Others within iron and metal | _____ |
| Building | |
| <input type="radio"/> Bricklayer | _____ |
| <input type="radio"/> Painter | _____ |
| <input type="radio"/> Carpenter or joiner | _____ |
| <input type="radio"/> Electrician | _____ |
| <input type="radio"/> Plumber | _____ |
| <input type="radio"/> Others within building | _____ |
| <input type="radio"/> The graphic industries | _____ |
| <input type="radio"/> Service trade | _____ |
| Food: | |
| <input type="radio"/> Food industry | _____ |
| <input type="radio"/> Skilled slaughterhouse worker | _____ |
| <input type="radio"/> Butcher | _____ |
| <input type="radio"/> Baker | _____ |
| <input type="radio"/> Transport and communication | _____ |
| Hotel and restaurant | |
| <input type="radio"/> Cook and kitchen staff | _____ |
| <input type="radio"/> Waiter etc. | _____ |
| <input type="radio"/> Others Please name them: _____ | _____ |

4.6 Which kinds of **unskilled workers** and how many have you been looking for within the last month?

	Number
o Unskilled office worker	_____
o Unskilled gardener	_____
o Unskilled kitchen assistant	_____
o Unskilled assistant in café, cafeteria, bar etc.	_____
o Unskilled worker in metal industry	_____
o Bricklayer's assistant	_____
o Unskilled assistant in process industry	_____
o Caretaker's assistant	_____
o Driver	_____
o Cleaner	_____
o Unskilled slaughterhouse worker	_____
o Unskilled shop assistant	_____
o Messenger	_____
o Others. Please name them: _____	_____

4.7. Has the enterprise within the last month given up orders or a new activity on account of the lack of the manpower you were looking for?

- Yes _____
- No _____
- Don't know _____

Recruitment B:

Enterprises who lacks manpower but have omitted to look-out for it

5. Has the enterprise within the last month had vacant jobs, which it has omitted to fill only because it expects that the manpower can't be found?

- Yes _____
- No Go to recruitment C _____
- Don't know Go to recruitment C _____

6. Which categories of manpower was the enterprise looking for:

- Leaders
- Higher educated persons (not leaders)
- Skilled workers
- Unskilled workers
- Don't know

More specific information about the wanted manpower:

6.1. Leaders:

	Number
o Manager	_____
o Head of production	_____
o Warehouse keeper	_____

- Foreman _____
- Inspector _____
- Project manager _____
- Head of department _____
- Head of an office _____
- Deputy head _____
- Head of a shop _____
- Sales manager _____
- Financial manager _____
- Head of service _____
- Data-processing manager _____
- Lawyer _____
- Others: Please name them: _____

6.2. Higher educated:

- Correspondent _____
- Bachelor of Commerce _____
- Economist _____
- Biologist, chemist, physicist, mathematician etc. _____
- IT-personnel (systemconsultant / designer, IT programmer
Webdesigner, applicationsdesigner, usersupport,
IT-salesperson) _____
- Master of Arts _____
- Engineer _____
- Journalist _____
- Architect _____
- Librarian _____
- Chartered surveyor _____
- Pharmacist _____
- Psychologist _____
- Others: Please name them: _____

6.3. Which kinds of **higher educated IT-personale** and how many have you been looking for within the last month? **Number**

- Systemconsultant _____
- Programmer _____
- Webdesigner _____
- applicationsdesigner _____
- usersupport _____
- IT-salesperson _____

6.4. Which kinds of **engineers** and how many have you been looking for within the last month? **Number**

- Constructional engineer _____
- Export engineer _____
- Electronics engineer _____
- Graduate electrical engineer _____
- Chemical engineer _____

- o B.Sc. in Food Science _____
- o Mechanical engineer _____
- o Naval architect _____
- o Others, Please name them: _____

6.5. Which kinds of **skilled workers** and how many have you been looking for within the last month?

- | | Number |
|---|---------------|
| o Person with knowledge within information technology | _____ |
| Trade and office: | |
| o Office worker or administrator | _____ |
| o Retail trade | _____ |
| o Wholesale trade | _____ |
| o Skilled shop assistant | _____ |
| Iron and metal: | |
| o Smith | _____ |
| o Mechanic | _____ |
| o Fitter | _____ |
| o Electro technician | _____ |
| o Tool maker | _____ |
| o Others within iron and metal | _____ |
| Building | |
| o Bricklayer | _____ |
| o Painter | _____ |
| o Carpenter or joiner | _____ |
| o Electrician | _____ |
| o Plumber | _____ |
| o Others within building | _____ |
| o The graphic industries | _____ |
| o Service trade | _____ |
| Food: | |
| o Food industry | _____ |
| o Skilled slaughterhouse worker | _____ |
| o Butcher | _____ |
| o Baker | _____ |
| o Transport and communication | _____ |
| Hotel and restaurant | |
| o Cook and kitchen staff | _____ |
| o Waiter etc. | _____ |
| o Others Please name them: _____ | _____ |

6.6. Which kinds of **unskilled workers** and how many have you been looking for within the last month?

- | | Number |
|-------------------------------|---------------|
| o Unskilled office worker | _____ |
| o Unskilled gardener | _____ |
| o Unskilled kitchen assistant | _____ |

- o Unskilled assistant in café, cafeteria, bar etc. _____
- o Unskilled worker in metal industry _____
- o Bricklayer's assistant _____
- o Unskilled assistant in process industry _____
- o Caretaker's assistant _____
- o Driver _____
- o Cleaner _____
- o Unskilled slaughterhouse worker _____
- o Unskilled shop assistant _____
- o Messenger _____
- o Others. Please name them: _____

6.7. Has the enterprise within the last month given up orders or a new activity on account of the lack of the manpower you were looking for?

- Yes _____
- No _____
- Don't know _____

**Recruitment C:
The recruitment succeeded**

7. Has the enterprise within the last month *hired* new employees?

- Yes _____
- No Go to general questions _____
- Don't know Go to general questions _____

Have there in connection with these recruitments been special problems due to lack of qualified manpower in the area around the enterprise?

Question	Yes	No	Don't know
8. Has it been necessary to raise the wage in proportion to what you expected in order to attract the manpower you need?			
9. Has it taken longer time than you expected to find manpower with the right qualifications?			
10. Has it been necessary to lower your demands for professional qualifications?			
11. Has it been necessary to lower your demands for personal qualifications?			
12. Has it been necessary to change the substance or the field of responsibility in the vacant job?			

13.
6. Which categories of manpower was the enterprise looking for:

- Leaders
- Higher educated persons (not leaders)
- Skilled workers
- Unskilled workers
- Don't know

More specific information about the wanted manpower:

13.1. Leaders:	Number
<input type="radio"/> Manager	_____
<input type="radio"/> Head of production	_____
<input type="radio"/> Warehouse keeper	_____
<input type="radio"/> Foreman	_____
<input type="radio"/> Inspector	_____
<input type="radio"/> Project manager	_____
<input type="radio"/> Head of department	_____
<input type="radio"/> Head of an office	_____
<input type="radio"/> Deputy head	_____
<input type="radio"/> Head of a shop	_____
<input type="radio"/> Sales manager	_____
<input type="radio"/> Financial manager	_____
<input type="radio"/> Head of service	_____
<input type="radio"/> Data-processing manager	_____
<input type="radio"/> Lawyer	_____
<input type="radio"/> Others: Please name them: _____	_____

13.2. Higher educated:	
<input type="radio"/> Correspondent	_____
<input type="radio"/> Bachelor of Commerce	_____
<input type="radio"/> Economist	_____
<input type="radio"/> Biologist, chemist, physicist, mathematician etc.	_____
<input checked="" type="radio"/> IT-personnel (systemconsultant / designer, IT programmer Webdesigner, applicationsdesigner, usersupport, IT-salesperson)	_____
<input type="radio"/> Master of Arts	_____
<input type="radio"/> Engineer	_____
<input type="radio"/> Journalist	_____
<input type="radio"/> Architect	_____
<input type="radio"/> Librarian	_____
<input type="radio"/> Chartered surveyor	_____
<input type="radio"/> Pharmacist	_____
<input type="radio"/> Psychologist	_____
<input type="radio"/> Others: Please name them: _____	_____

13.3. Which kinds of **higher educated IT-personale** and how many have you been looking for within the last month?

	Number
<input type="radio"/> Systemconsultant	_____
<input type="radio"/> Programmer	_____

- o Webdesigner _____
- o applicationsdesigner _____
- o usersupport _____
- o IT-salesperson _____

13.4. Which kinds of **engineers** and how many have you been looking for within the last month?

Number

- o Constructional engineer _____
- o Export engineer _____
- o Electronics engineer _____
- o Graduate electrical engineer _____
- o Chemical engineer _____
- o B.Sc. in Food Science _____
- o Mechanical engineer _____
- o Naval architect _____
- o Others, Please name them: _____

13.5. Which kinds of **skilled workers** and how many have you been looking for within the last month?

Number

- o Person with knowledge within information technology _____
- Trade and office:**
- o Office worker or administrator _____
- o Retail trade _____
- o Wholesale trade _____
- o Skilled shop assistant _____
- Iron and metal:**
- o Smith _____
- o Mechanic _____
- o Fitter _____
- o Electro technician _____
- o Tool maker _____
- o Others within iron and metal _____
- Building**
- o Bricklayer _____
- o Painter _____
- o Carpenter or joiner _____
- o Electrician _____
- o Plumber _____
- o Others within building _____
- o **The graphic industries** _____
- o **Service trade** _____
- Food:**
- o Food industry _____
- o Skilled slaughterhouse worker _____
- o Butcher _____
- o Baker _____

- o **Transport and communication** _____
- o **Hotel and restaurant** _____
- o Cook and kitchen staff _____
- o Waiter etc. _____
- o **Others** Please name them: _____

13.6. Which kinds of **unskilled workers** and how many have you been looking for within the last month?

- | | Number |
|--|---------------|
| o Unskilled office worker | _____ |
| o Unskilled gardener | _____ |
| o Unskilled kitchen assistant | _____ |
| o Unskilled assistant in café, cafeteria, bar etc. | _____ |
| o Unskilled worker in metal industry | _____ |
| o Bricklayer's assistant | _____ |
| o Unskilled assistant in process industry | _____ |
| o Caretaker's assistant | _____ |
| o Driver | _____ |
| o Cleaner | _____ |
| o Unskilled slaughterhouse worker | _____ |
| o Unskilled shop assistant | _____ |
| o Messenger | _____ |
| o Others. Please name them: _____ | _____ |

13.7. Has the enterprise within the last month given up orders or a new activity on account of the lack of the manpower you were looking for?

- Yes _____
- No _____
- Don't know _____

General questions

In the following we ask a number o questions concerning the your general evaluation of and attitude to taking on new employees.

14. Why has it been difficult for the enterprise to get manpower? (Only if the enterprise earlier has answered yes to question 3 or 5 tried without results or omitted)

Question	Yes	No	Don't know / not relevant
14.1 The applicants couldn't live up to our demands for personal qualifications (for instance interpersonal skills and flexibility)			
14.2 The applicants couldn't live up to our demands for professional qualifications			
14.3 The applicants couldn't live up to our			

demands for relevant vocational experience			
14.4 The working hours in the enterprise makes it difficult to attract the right applicants			
14.5 The wage rates in the enterprise makes it difficult to attract the right applicants			
14.6 The image of the sub branch / the area makes it difficult to attract the right applicants			

15. Has the enterprise contacted the public employment service in order to solve the recruitment problem?

- Yes
- No
- Don't know

16. Which channels does the enterprise usually use to recruit manpower?

- Advertisements in news papers
- The internet
- The public employment service (the PES refers applicants)
- The public employment service (notice on Jobnet (www.jobnet.dk) or at the employment office)
- Trade unions / unemployment benefit office
- Municipalities
- Private consultants / employment services
- Uninvited applications / waiting list
- Employees
- Directly from another enterprise
- Trade journals
- Other: _____
- Don't know

17. Which Internet facilities did the enterprise use?

(Only if "Internet" in question 16)

- The self-service facility at the public employment service
- Other job banks
- Own homepage at the internet
- Don't know

18. How does the enterprise estimate the possibilities for recruitment of manpower at the present compared to the situation one year ago?

- Much easier to recruit today
- Easier today
- The same
- More difficult today
- Much more difficult today
- Don't know

19. Has the enterprise within the last six-month solved problems with lack of manpower with the right qualifications by supplementary training of the employees?

- Yes
- No
- Don't know

20. Has the enterprise within the last six-month solved problems with lack of manpower with the right qualifications by reshuffling the employees?

- Yes
- No
- Don't know

21. Who do you find has the main responsibility for at lack of manpower with the right qualifications can occur on the private labour market?

- The politicians
- The education centers
- The enterprises
- The organizations on the labour market
- The public employment service
- The unemployed persons
- Don't know

22. To which extend will the enterprise take part of the responsibility to solve the problems, if there is a lack of manpower

(Part of responsibility: For instance Hire more trainees, give education to unskilled adult workers, spread the recruitment of manpower)

- Very much
- To a high extend
- To some extend
- A little
- Not at all
- Don't know

23. If there are problems with recruiting - Will the enterprise then employ persons, who have the right qualifications but at the same time are:

	Very much	To a high extend	To some extend	A little	Not at all	Don't know
Long term unemployed						
Immigrant / refugee						
Senior (more than 50)						
Disabled						

Reduced working capacity						
--------------------------	--	--	--	--	--	--

24. If there are problems with recruiting - Will the enterprise then employ persons, whose professional qualifications not quite as good as demanded:

- Very much
- To a high extend
- To some extend
- A little
- Not at all
- Don't know

25. How does the enterprise estimate the possibilities for recruitment of manpower in a years time compared to the situation at present?

- Much easier to recruit today
- Easier today
- The same
- More difficult today
- Much more difficult today
- Don't know

26. How many persons are employed in the enterprise at present?

- Number ____ (please indicate your best estimate)
- Don't know

27. How many persons do you expect will be employed in the enterprise in six-month time?

- Number ____ (please indicate your best estimate)
- Don't know

28. Is the expected development in the number of employees in particular due to normal seasonal fluctuations?

- Yes
- No
- Don't know

29. Compared to the present – will the enterprise have less or more employees in a year?

- More
- About the same number
- Fewer
- Don't know

30. How many employees were in the enterprise a year ago?

- Number ____ (please indicate your best estimate)
- Don't know

31. Which share of business comes from export?

- Percentage ____ (please indicate your best estimate)

- Don't know / don't wish to inform