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Upper Rio Grande at Work Client Satisfaction Survey 2007

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Upper Rio Grande at Work Employer Satisfaction Survey 2007

The Institute for Policy and Economic Development (IPED) at the University of Texas at El Paso (UTEP) was contracted by the Upper Rio Grande Workforce Development Board (URGWDB) to conduct a client satisfaction survey as one component of a larger evaluation project. For purposes of this survey, "client" refers to businesses that have used URGWDB's services such as job posting and job fair assistance. Client satisfaction as defined in this survey includes how well job seekers were matched with potential jobs and the customer service clients received from URGWDB staff. The goal of this research is to assess the performance of URGWDB as an organization whose mission is to provide employers with qualified workers and has the processes in place to adapt and implement change to improve.

Survey questions were designed to determine respondents' perceptions on quality of job candidates as well as the training those candidates received, if any. The questions also provide insight on employers' feelings on the services provided and received compared to the employers' ideal vision of those services. Respondents were also asked about their overall satisfaction with the services received.

Methodology

The survey instrument was developed by IPED and URGWDB staff. The survey consisted primarily of multiple choice questions, with one question asking respondents how many weeks it took for URGWDB to respond to their initial inquiry. The survey was distributed via telephone to employers in June 2007. In July 2007, businesses not reached via telephone were mailed the survey. Contacting respondents via both postal mail and telephone is a common method in survey research used to increase response rates and improve the probability that the results accurately represent the target population. Over the two-month period, 310 URGWDB clients responded to the survey, 32% of total employers contacted, which provides a margin of error of 5.7 % (+ or -). Response rates in the region for similar surveys hover at between 9-20%. Given the variety of employers and the varying number of job seekers with whom they may have come into contact, IPED specifically sought a high response rate.

Overview of Survey Responses¹

The majority of those responding to the survey:

- ✓ Indicated satisfaction with the components of URGWDB's services covered by this survey, as in almost all cases the majority of responses were above the midpoint (5);
- ✓ Hired candidates sent by URGWDB;
- ✓ Received a response to their initial inquiry within 1 week;
- ✓ Rated the services 7 or higher in comparison to the ideal set of services;
- ✓ Used URGWDB's job posting service.

The 5 types of businesses that responded most-often were:

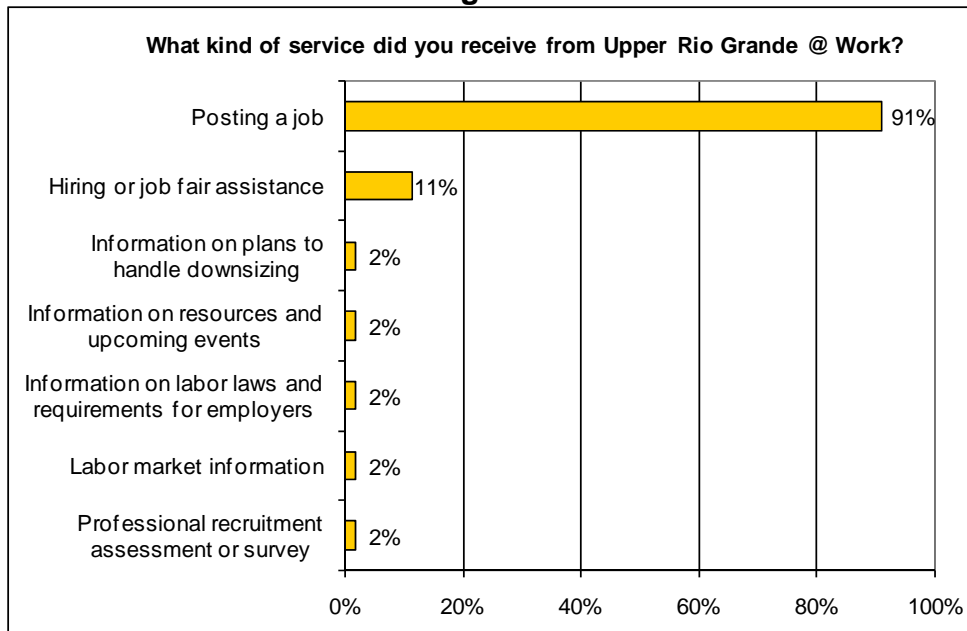
1. Other services (except Public Administration) 26%
2. Construction 14%
3. Manufacturing 10%
4. Health Care and Social Assistance 9%
5. Accommodation and Food Services 8%

¹ The survey can be found in Appendix A; the statistical results reference can be found in Appendix B.

URGWDB Services Used by Employers

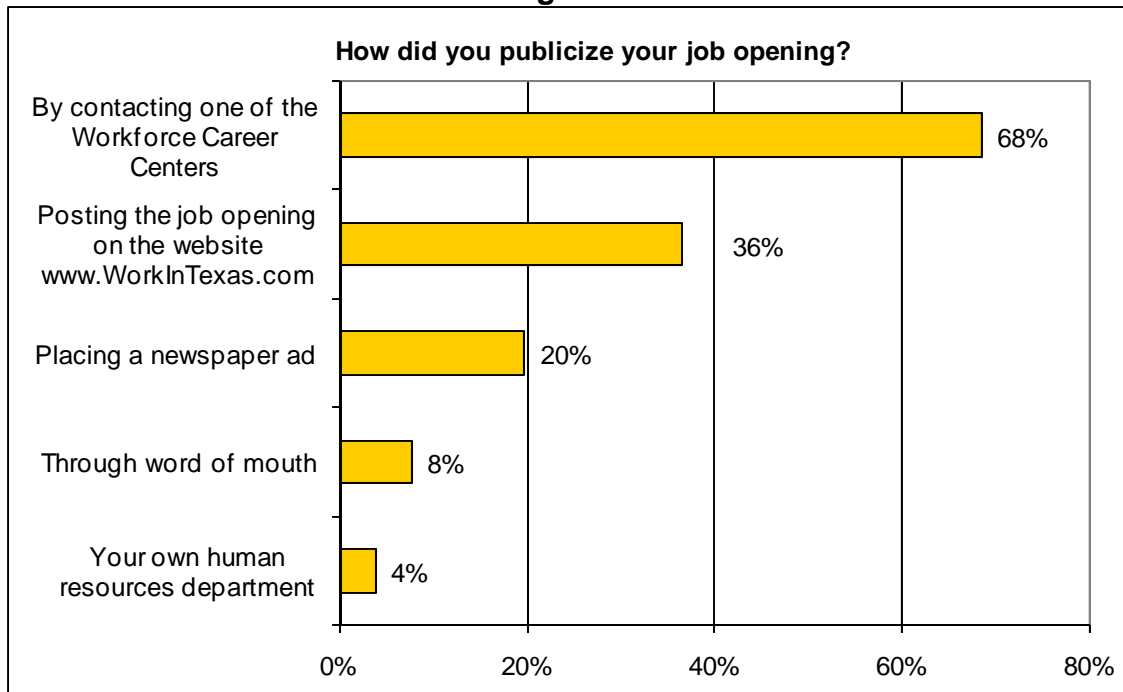
Of the various services offered by URGWDB, the most commonly used by respondents are posting a job and hiring/job fair assistance, which are being used by 91% and 11% of respondents, respectively. Other services listed were used by 2% (or less) of respondents. The relatively low use of most services compared to job posting and hiring/job fair assistance may suggest that employers are not aware of such services or do not realize the value of such services. The usage of URGWDB's services by respondents is provided in Figure 1 (does not show services used by less than 2% of respondents).

Figure 1



While nearly 9 out of 10 respondents use URGWDB's job posting service, the organization is aware that businesses have other options for posting jobs, such as newspaper ads. That said, the survey asked respondents what method they use to publicize job openings, 2 of which are services offered by URGWDB (Figure 2). Nearly 7 out of 10 (68%) respondents indicated contacting a Workforce Career Center to post a job, and over one-third (36%) posted jobs on www.WorkInTexas.com.

Figure 2



Quality of Services

A crucial component of client satisfaction is overall satisfaction with services provided. Most of those responding were satisfied with URGWDB services for businesses. The survey asked respondents to rate their “overall satisfaction” with services from the 1) URG @ Work, 2) www.WorkInTexas.com, and 3) the staff of the Workforce Career Centers. Ratings were given using a 10-point scale with 1 being “very dissatisfied” and 10 being “very satisfied.”

Over 60% of respondents rated their satisfaction with all three services above the midpoint (6 or higher). Fifty-five per cent of respondents rated their satisfaction with services provided by URG @ Work 8 or higher (Figure 3). Almost one-half of respondents rating services from www.WorkInTexas.com (Figure 4) and the Workforce Career Centers’ staff (Figure 5) gave ratings of 8 or higher (49% and 48%, respectively).

A crosstab analysis revealed that businesses in construction, manufacturing, health care and social assistance, and “other” services accounted for the majority of responses. Construction businesses were most likely to rate their satisfaction with all 3 services a 7 or higher. By contrast, nearly 1 in 5 businesses in manufacturing, health care and social assistance, and “other” provided satisfaction ratings of 3 or lower for URG @ Work’s services. Nearly 2 out 5 “other” types of businesses rated their satisfaction with www.WorkInTexas.com’s services a 3 or lower. About 1 of 3 manufacturing businesses rated their satisfaction with services provided from the Workforce Career Centers’ staff a 3 or lower.

Figure 3

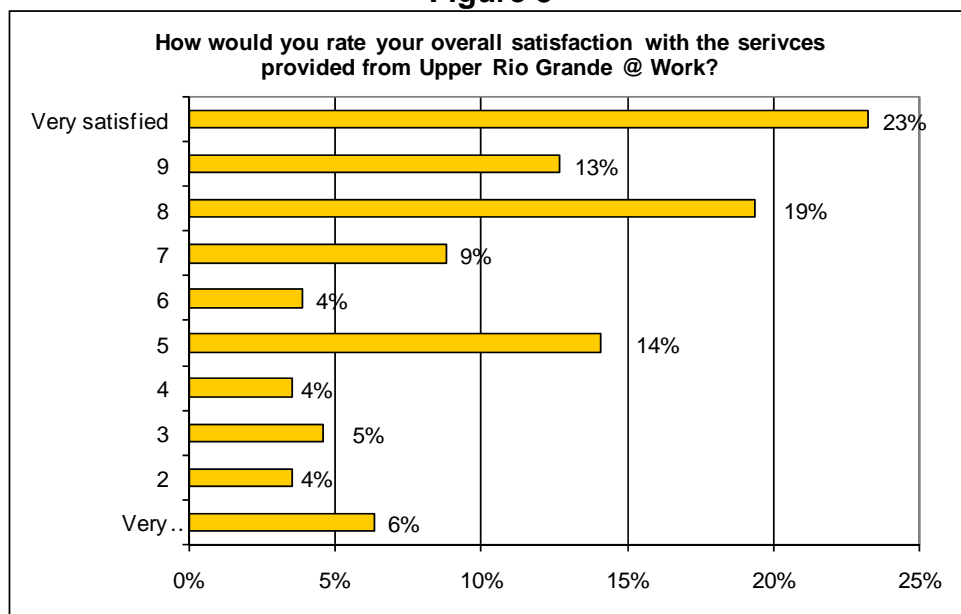


Figure 4

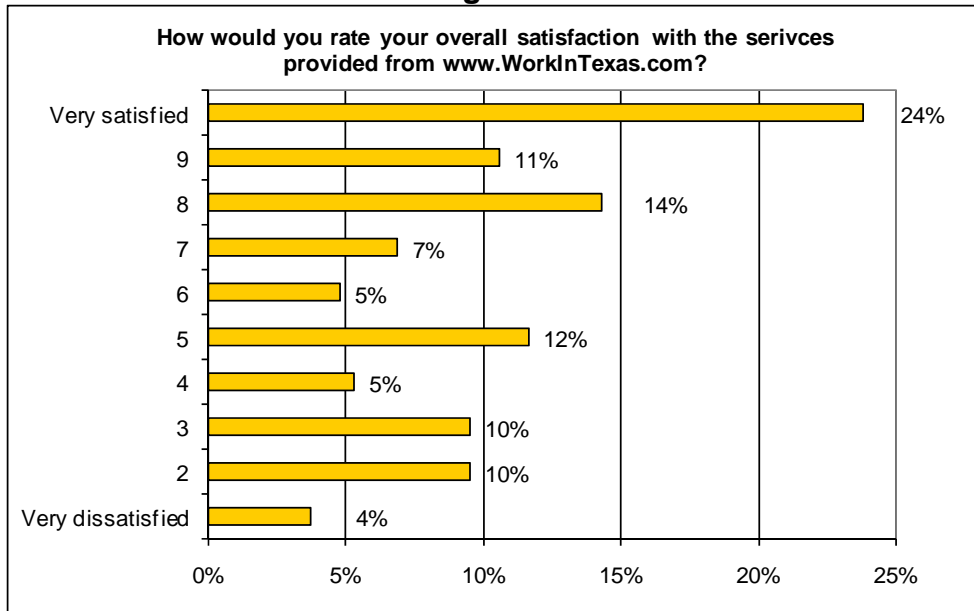
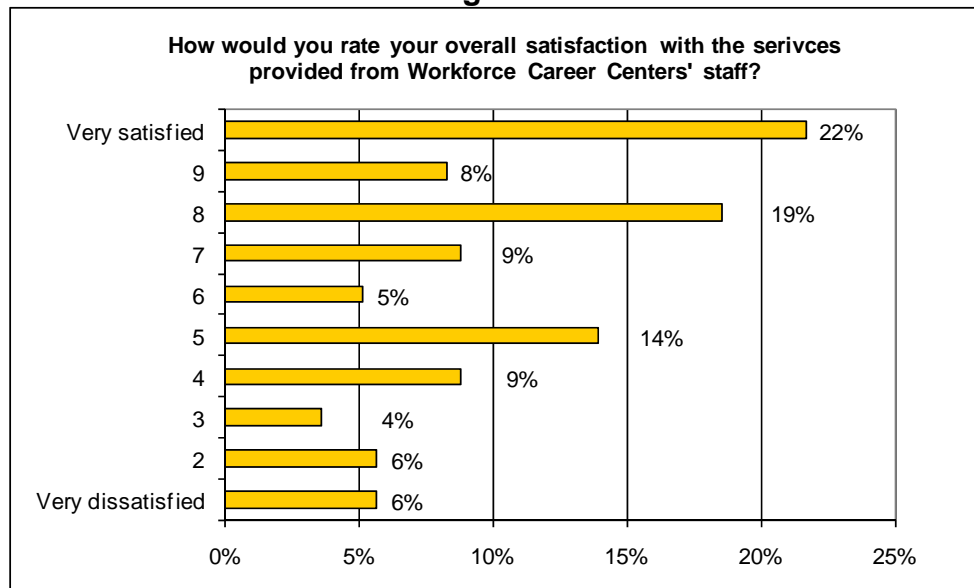


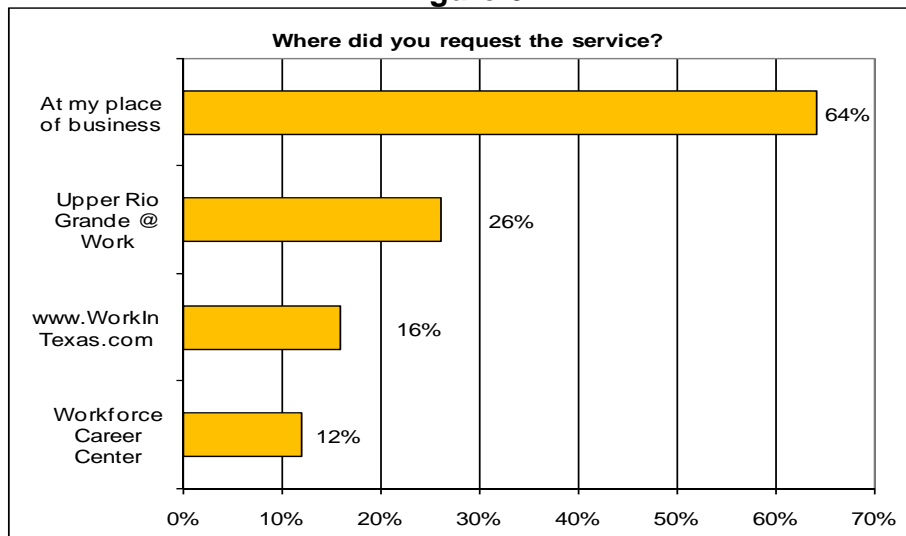
Figure 5



Request and Delivery of Service

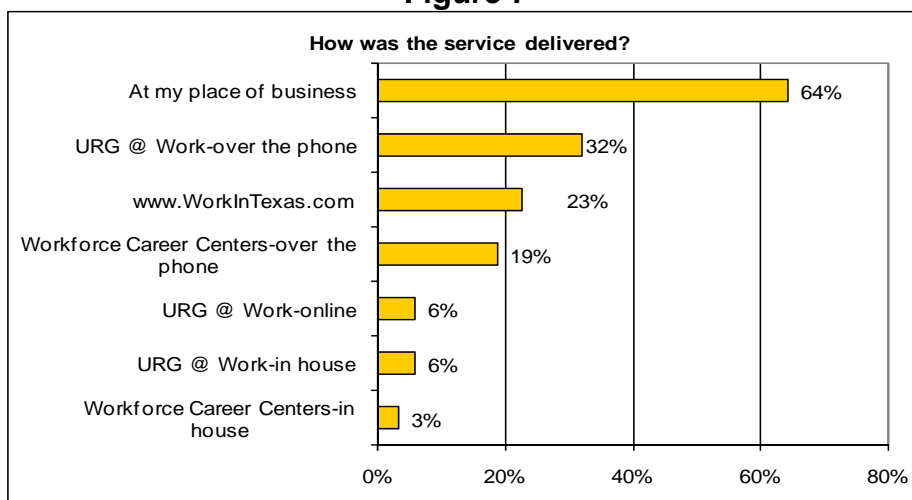
As part of URGWDB’s mission to make their services accessible to employers, the survey asked employers how they requested services from URGWDB (Figure 6). More than 3 out of 5 employers (64%) indicated requesting the service at their place of business. One-quarter of respondents (26%) indicated requesting service at URG @ Work. Since employers may have requested service through more than one of the avenues listed, percentages in Figures 6 and 7 do not add up to 100%.

Figure 6



Respondents were next asked about where the service was delivered (Figure 7). Similar to place of request, place of business was the most common place for service delivery, and selected by 64% of respondents. The second most common method of delivery was over the phone, used by nearly one-third (32%) of respondents.

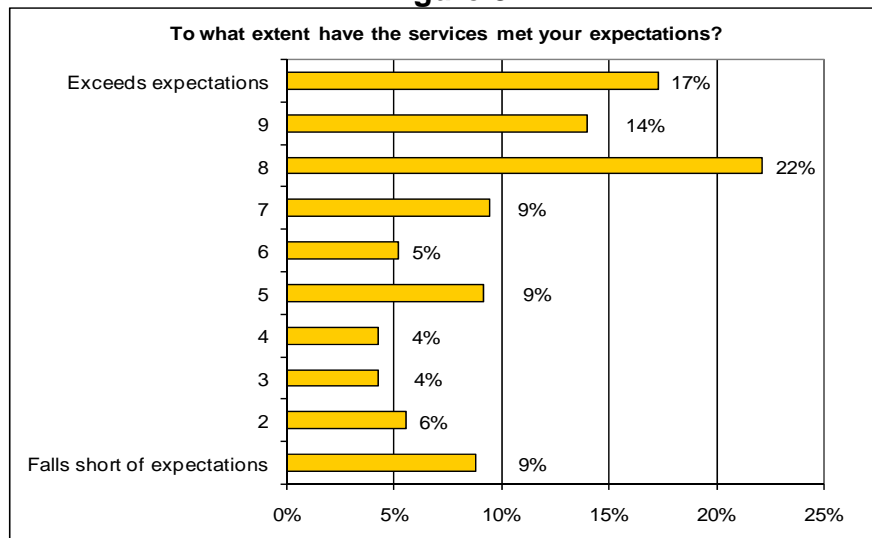
Figure 7



Expectations of Service

Respondents were next asked about how the services received compare to their expectations (Figure 8). On a 10 point scale where 1 indicates that the service “falls short of expectations” and a 10 indicates that the service “exceeds expectations,” over one-half of respondents (53%) rated the service between 8 and “exceeds expectations.” Above midpoint ratings accounted for 67% of responses. This leaves, however, roughly 1 in 3 employers rating the services below the midpoint, and 1 in 10 providing the lowest rating possible.

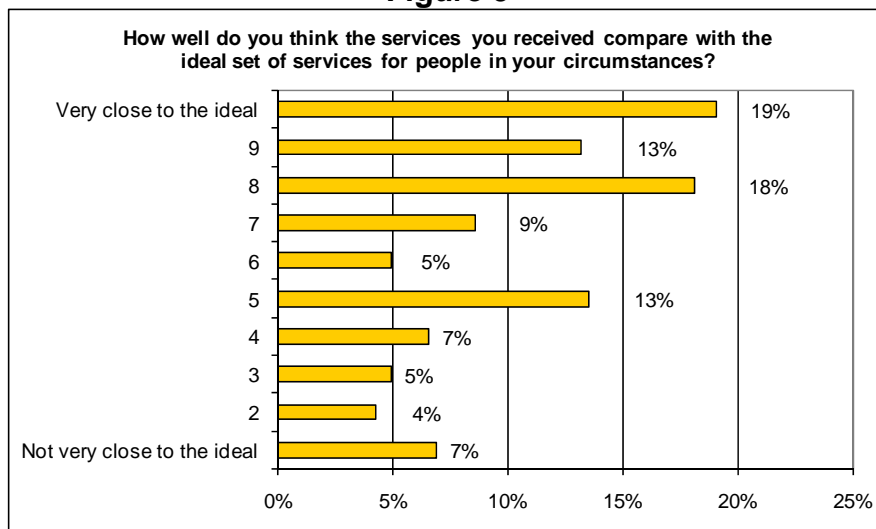
Figure 8



A crosstab analysis showed that at least one-half of all but two types of businesses rated URGWDB'S services' ability to meet their expectations a 7 or higher. The two exceptions were agricultural businesses and those categorizing themselves as accommodation and food services. Nearly 3 out of 4 construction businesses (77%), which provided the second most responses to this question, gave ratings between 7 and “exceeds expectations.” The most responses came from employers describing themselves as “other services;” over one-half of these employers (58%) gave ratings of 7 or higher.

When asked how close to the ideal (for people in their circumstances) the services were, respondents were given a similar 10-point scale with 1 being “not very close to the ideal” and 10 being “very close to the ideal” (Figure 9). Almost one in five respondents rated the services “very close to the ideal.” Ratings of 8 or higher were given by one-half of respondents. More than 1 in 3 respondents, however, gave ratings below the midpoint.

A crosstab analysis revealed similar responses to the question on expectations. Nearly 3 of 4 employers in construction (72%) and 3 of 5 employers in “other services” (57%) rated the services they received between 7 and “very close to the ideal.”

Figure 9

Not surprisingly, the responses for these two questions were very similar. Different question stems are often used in attempt to illicit different responses, particularly in an effort to have the respondent take a different view on a particular question, as in this case. For both, more than one-half of respondents rated the URGWDB's services 8 or higher. While these responses are a good indicator of success for URGWDB, the number of responses below the midpoint, over 1 in 4, serve as a reminder that the employers feel the services could improve.

Job Seekers from URGWDB

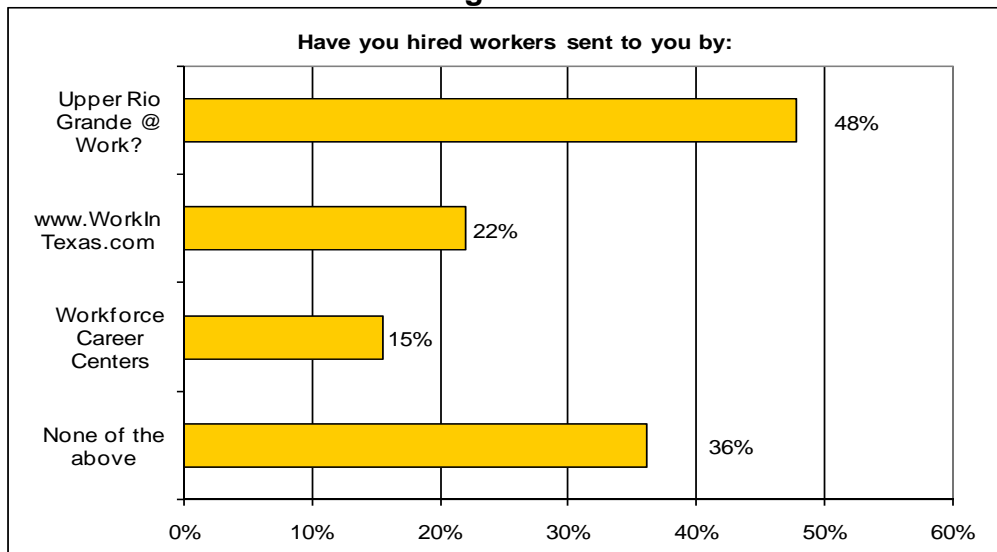
While part of URGWDB's mission is to provide employers with employees, URGWDB wants to ensure that the employees it refers are well-qualified for the job. To aid in this, the survey instrument asked employers if they had ever hired workers from URGWDB and if so, to rate the quality of those workers.

Workers from URG @ Work and www.WorkInTexas.com were hired by 48% and 22% of respondents, respectively (Figure 10). Respondents who indicated hiring workers from URGWDB were then asked to rate their satisfaction with the skills and/or abilities of those workers. Roughly one-third of employers (38%) rated their satisfaction an 8 or higher on the 10-point scale, where 1 was "very dissatisfied" and 10 "very satisfied" (Figure 11). Further, another 19% rated their satisfaction a 7.

With the exception of employers identified in 1) arts, entertainment and recreation and 2) professional, scientific and technical services, all employers made more of their hires from Upper Rio Grande @ Work than from www.WorkInTexas.com and Workforce Career Centers.

While employer “satisfaction” is one component of URGWDB’s mission, matching qualified job seekers to employers is another component. The next question sought to measure how well job seekers were matched to employers by asking about candidates’ qualifications for available jobs. Similar to the respondents’ satisfaction with workers, 56% responded that the candidates were either “fully” qualified or qualified “with some additional training” (Figure 12). Nearly one-third of respondents (32%) indicated that candidates either required “too much additional training” or were “not properly matched or fully unqualified/unprepared” for the available position. This may indicate that URGWDB’s matching process can be improved or another type of systematic problem in the referral process exists.

Figure 10



Note: Since employers may hire from more than 1 URGWDB avenue listed above, percentages do not add up to 100%

Figure 11

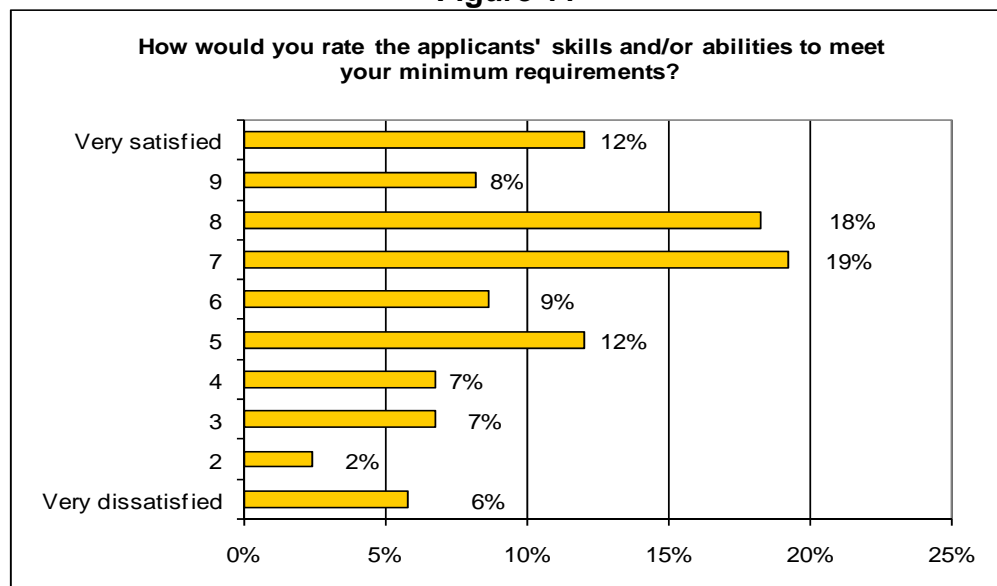
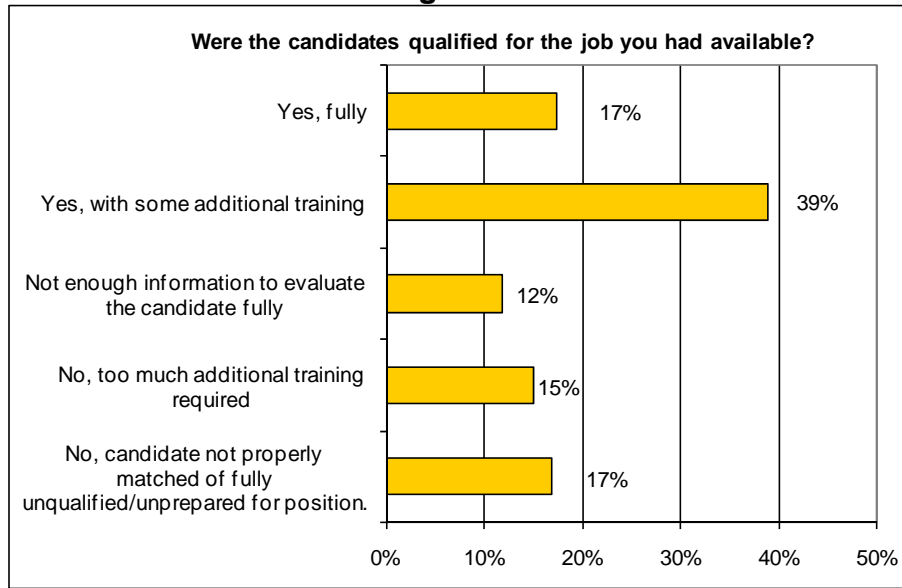


Figure 12



One service that URGWDB provides is job-specific training. Since the quality of that training can affect how job candidates perform when referred to an employer, the survey also included questions on this topic. The survey first asked if candidates were enrolled in a specific job training program. Only 18% of respondents answered “yes” and close to one-quarter of the respondents (27%) responded “unsure” (Figure 13). To assess the training, the 18% of respondents who answered “yes” were then asked to rate the quality of that job training. The majority of respondents (67%) rated the training an 8 or higher on a 10-point scale (Figure 14).

Figure 13

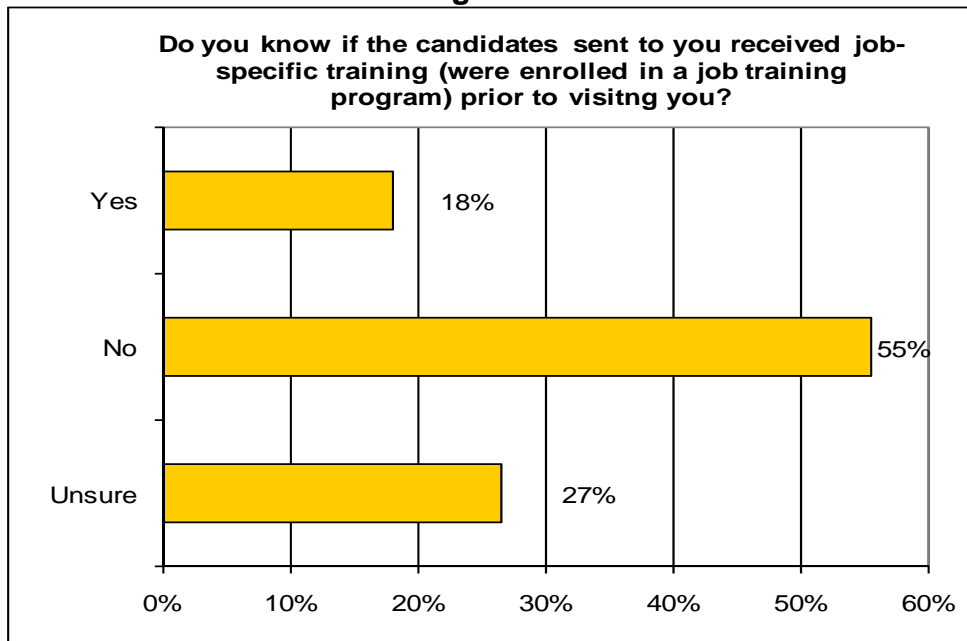
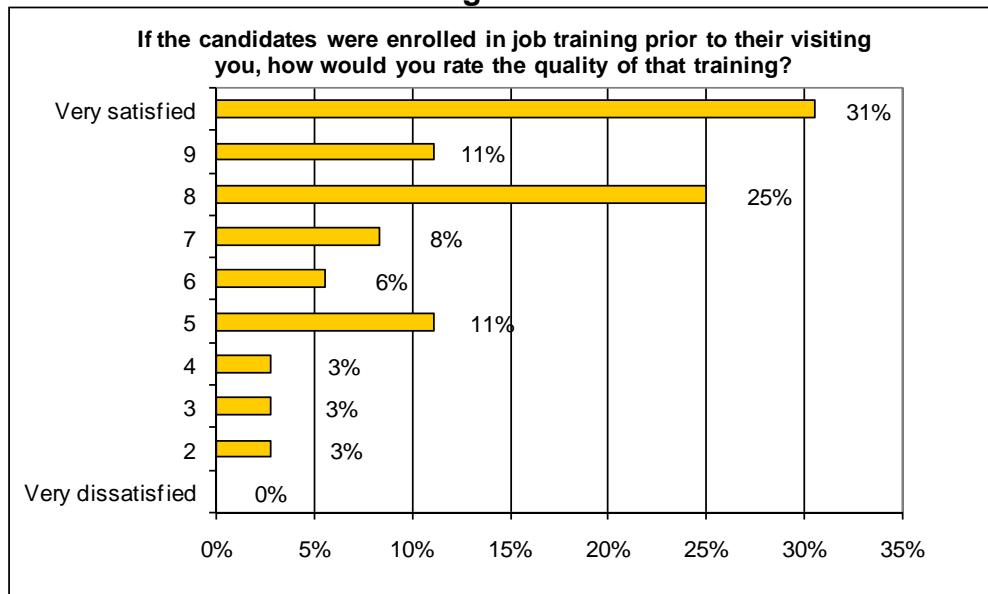


Figure 14

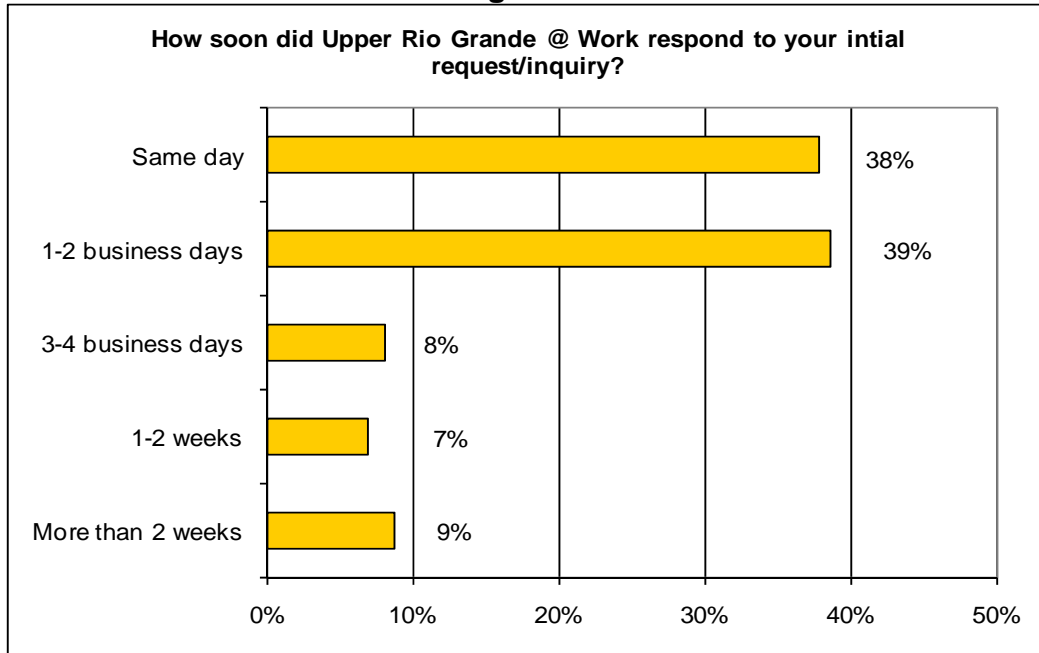


Note: figures do not add up to 100% due to rounding.

Performance of URGWDB

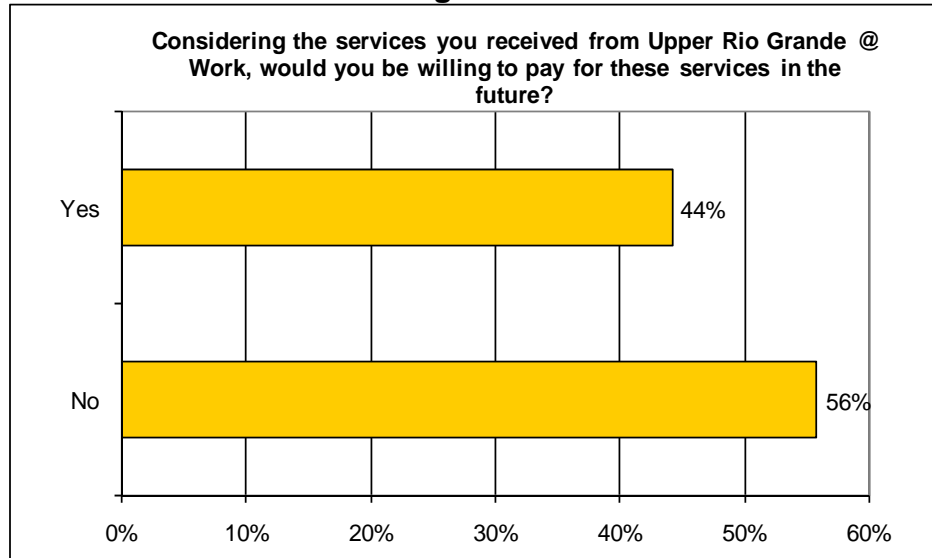
Respondents were asked how long it took for URGWDB to respond to their initial request. Nearly 8 in 10 respondents indicated hearing back from URGWDB within 2 business days (77%), with 38% hearing back the same day (Figure 15). One in ten requests/inquiries (9%) was not responded to within 2 weeks. While most businesses hear back from URGWDB fairly quickly, 1 in 10 businesses are not being responded to in an adequate manner.

Figure 15



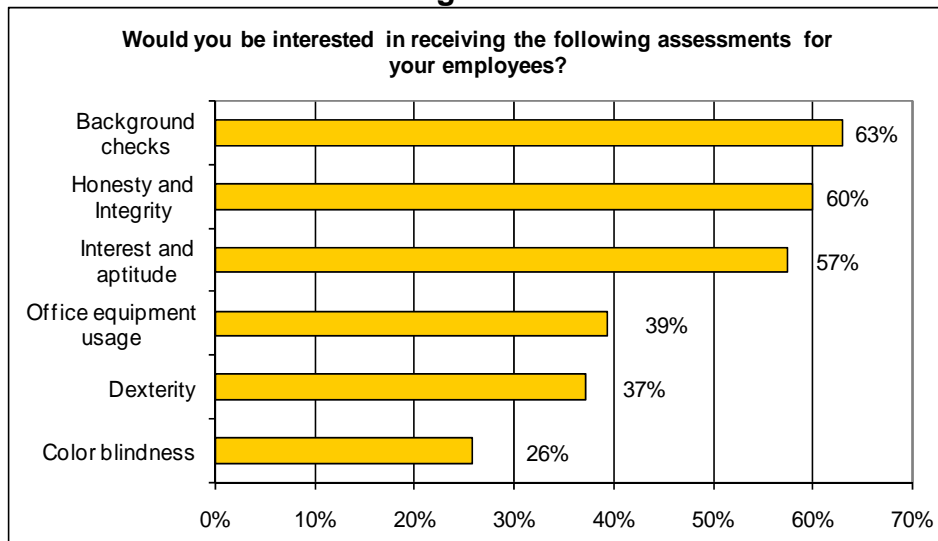
The next set of questions sought to gauge whether employers would be willing to pay for URG @ Work's services. Slightly more than half of the respondents (56%) said "no" (Figure 16). These employers may feel that another agency could provide these services provided by URG @ Work more efficiently. A crosstab analysis revealed that employers who provided higher ratings on the questions about how well the services met their expectations and felt the services were close to ideal appear more likely to be willing to pay for URG @ Work's services.

Figure 16



Lastly, respondents were next given a list of assessments and asked if they would be interested in receiving those assessments for potential employees. The background check, already done by several employers, was the most popular assessment (63%) (Figure 17).

Figure 17



Appendix A

Survey

Survey 3: Survey of Participating businesses

1. What kind of service did you receive from Upper Rio Grande @ Work? (please select all that apply)
 - a. Posting a job
 - b. Professional recruitment assessment or survey
 - c. Job market and economic data (labor pool information by occupation)
 - d. Wage analysis information
 - e. Labor market information U.S. Bureau of Labor Statistics & Texas Workforce Commission
 - f. Information on labor laws and requirements for employers
 - g. Hiring or job fair assistance
 - h. Private interviewing or testing facilities
 - i. Information on welfare to work or work opportunity tax credits
 - j. Information on starting or expanding a business (capital access)
 - k. Information on resources and upcoming events
 - l. Information on plans to handle downsizing
 - m. Other (please specify)_____

2. How did you publicize your job opening?
 - a. By contacting one of the Workforce Career Centers
 - b. Posting the job opening on the website www.WorkInTexas.com
 - c. Placing a newspaper ad
 - d. Through word of mouth
 - e. Your own human resources department
 - f. Other: _____

3. On a scale of 1 to 10 with “1” being “very dissatisfied” and “10” being “very satisfied,” how would you rate your overall satisfaction with the services provided from:
 - a. Upper Rio Grande @ Work (Workforce Development Board)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----
 - b. www.WorkInTexas.com

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----
 - c. Workforce Career Centers’ staff?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

4. Where did you request the service? Choose all that apply.

a. At my place of business	Yes	No
b. Upper Rio Grande @ Work (Workforce Development Board)	Yes	No
c. www.WorkInTexas.com	Yes	No
d. At one of the Workforce Career Centers	Yes	No

5. How was the service delivered? Please circle your answers to each question.
 - a. At my place of business
 - b. Upper Rio Grande @ Work (Workforce Development Board)

Over the phone	In House	Online
----------------	----------	--------
 - c. www.WorkInTexas.com

Over the phone	Online (only)	
----------------	---------------	--
 - d. At one of the Workforce Career Centers

Over the phone	In House	
----------------	----------	--

6. On a scale of 1 to 10 with “1” being “falls short of expectations” and “10” being “exceeds expectations,” to what extent have the services met your expectations?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

7. On a scale of 1 to 10 with “1” being “not very close to the ideal” and “10” being “very close to the ideal,” how well do you think the services you received compare with the ideal set of services for people in your circumstances?

- d. Construction
- e. Manufacturing
- f. Wholesale Trade
- g. Retail Trade
- h. Transportation
- i. Information
- j. Finance and Insurance
- k. Real Estate and Rental and Leasing
- l. Professional, Scientific, and Technical Services
- m. Management of Companies and Enterprises
- n. Administrative and Support and Waste Management and Remediation Services
- o. Educational Services
- p. Health Care and Social Assistance
- q. Arts, Entertainment, and Recreation
- r. Accommodation and Food Services
- s. Other Services (except Public Administration)
- t. Public Administration

Appendix B

Frequency Tables

Question #1 – Pages 21-23

Question #2 – Pages 23-24

Question #3 – Pages 24-25

Question #4 – Page 26

Question #5 – Pages 26-28

Question #6 – Page 28

Questions #7-8 – Page 29

Questions #9-10 – Page 30

Questions #11-13 – Page 31

Question #14 – Page 32

Question #15 – Pages 32-33

Question #16 – Pages 34

**Q1a. What kind of service did you receive from Upper Rio Grande @ Work?
Posting a job**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	282	91.0	100.0	100.0
Missing System	28	9.0		
Total	310	100.0		

**Q1b. What kind of service did you receive from Upper Rio Grande @ Work?
Professional recruitment assessment or survey**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	1.6	100.0	100.0
Missing System	305	98.4		
Total	310	100.0		

**Q1c. What kind of service did you receive from Upper Rio Grande @ Work?
Job market and economic data (labor pool information by occupation)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	4	1.3	100.0	100.0
Missing System	306	98.7		
Total	310	100.0		

**Q1d. What kind of service did you receive from Upper Rio Grande @ Work?
Wage analysis information**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	4	1.3	100.0	100.0
Missing System	306	98.7		
Total	310	100.0		

**Q1e. What kind of service did you receive from Upper Rio Grande @ Work?
Labor market and economic information U.S. Bureau of Labor Statistics &
Texas Workforce Commission**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	1.6	100.0	100.0
Missing System	305	98.4		
Total	310	100.0		

**Q1f. What kind of service did you receive from Upper Rio Grande @ Work?
Information on labor laws and requirements for employers**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	1.6	100.0	100.0
Missing System	305	98.4		
Total	310	100.0		

**Q1g. What kind of service did you receive from Upper Rio Grande @ Work?
Hiring or job fair assistance**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	35	11.3	100.0	100.0
Missing System	275	88.7		
Total	310	100.0		

**Q1h. What kind of service did you receive from Upper Rio Grande @ Work?
Private interviewing or testing facilities**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	4	1.3	100.0	100.0
Missing System	306	98.7		
Total	310	100.0		

**Q1i. What kind of service did you receive from Upper Rio Grande @ Work?
Information on welfare to work or work opportunity tax credits**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	3	1.0	100.0	100.0
Missing System	307	99.0		
Total	310	100.0		

**Q1j. What kind of service did you receive from Upper Rio Grande @ Work?
Information on starting or expanding a business (capital access)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	2	.6	100.0	100.0
Missing System	308	99.4		
Total	310	100.0		

**Q1k. What kind of service did you receive from Upper Rio Grande @ Work?
Information on resources and upcoming events**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	1.6	100.0	100.0
Missing System	305	98.4		
Total	310	100.0		

**Q1l. What kind of service did you receive from Upper Rio Grande @ Work?
Information on plans to handle downsizing**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	1.6	100.0	100.0
Missing System	305	98.4		
Total	310	100.0		

**Q2a. How did you publicize your job opening? By contacting one of the
Workforce Career Centers**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	212	68.4	100.0	100.0
Missing System	98	31.6		
Total	310	100.0		

**Q2b. How did you publicize your job opening? Posting the job opening on the
website www.WorkInTexas.com**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	113	36.5	100.0	100.0
Missing System	197	63.5		
Total	310	100.0		

Q2c. How did you publicize your job opening? Placing a newspaper ad

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	61	19.7	100.0	100.0
Missing System	249	80.3		
Total	310	100.0		

Q2d. How did you publicize your job opening? Through word of mouth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	7.7	100.0	100.0
Missing	System	286	92.3		
Total		310	100.0		

Q2e. How did you publicize your job opening? Your own human resources department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	3.9	100.0	100.0
Missing	System	298	96.1		
Total		310	100.0		

Q3a. On a scale of 1 to 10 with "1" being "very dissatisfied" and "10" being "very satisfied," how would you rate your overall satisfaction with the services provided from: Upper Rio Grande @ Work (Workforce Development Board)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	18	5.8	6.3	6.3
	2	10	3.2	3.5	9.9
	3	13	4.2	4.6	14.4
	4	10	3.2	3.5	18.0
	5	40	12.9	14.1	32.0
	6	11	3.5	3.9	35.9
	7	25	8.1	8.8	44.7
	8	55	17.7	19.4	64.1
	9	36	11.6	12.7	76.8
	Very satisfied	66	21.3	23.2	100.0
	Total	284	91.6	100.0	
Missing	System	26	8.4		
Total		310	100.0		

Q3b. On a scale of 1 to 10 with "1" being "very dissatisfied" and "10" being "very satisfied," how would you rate your overall satisfaction with the services provided from: www.WorkInTexas.com?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	7	2.3	3.7	3.7
	2	18	5.8	9.5	13.2
	3	18	5.8	9.5	22.8
	4	10	3.2	5.3	28.0
	5	22	7.1	11.6	39.7
	6	9	2.9	4.8	44.4
	7	13	4.2	6.9	51.3
	8	27	8.7	14.3	65.6
	9	20	6.5	10.6	76.2
	Very satisfied	45	14.5	23.8	100.0
	Total	189	61.0	100.0	
Missing	System	121	39.0		
Total		310	100.0		

Q3c. On a scale of 1 to 10 with "1" being "very dissatisfied" and "10" being "very satisfied," how would you rate your overall satisfaction with the services provided from: Workforce Career Centers' staff?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	11	3.5	5.7	5.7
	2	11	3.5	5.7	11.3
	3	7	2.3	3.6	14.9
	4	17	5.5	8.8	23.7
	5	27	8.7	13.9	37.6
	6	10	3.2	5.2	42.8
	7	17	5.5	8.8	51.5
	8	36	11.6	18.6	70.1
	9	16	5.2	8.2	78.4
	Very satisfied	42	13.5	21.6	100.0
	Total	194	62.6	100.0	
Missing	System	116	37.4		
Total		310	100.0		

Q4a. Where did you request the service? At my place of business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	199	64.2	99.5	99.5
	No	1	.3	.5	100.0
	Total	200	64.5	100.0	
Missing	System	110	35.5		
Total		310	100.0		

Q4b. Where did you request the service? Upper Rio Grande @ Work (Workforce Development Board)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	26.1	100.0	100.0
Missing	System	229	73.9		
Total		310	100.0		

Q4c. Where did you request the service? www.WorkInTexas.com

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	15.8	100.0	100.0
Missing	System	261	84.2		
Total		310	100.0		

Q4d. Where did you request the service? At one of the Workforce Career Centers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	11.9	100.0	100.0
Missing	System	273	88.1		
Total		310	100.0		

Q5a. How was the service delivered? At my place of business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	199	64.2	81.9	81.9
	Not applicable	44	14.2	18.1	100.0
	Total	243	78.4	100.0	
Missing	System	67	21.6		
Total		310	100.0		

Q5b. How was the service delivered? Upper Rio Grande @ Work (Workforce Development Board)-over the phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Over the phone	99	31.9	100.0	100.0
Missing	System	211	68.1		
Total		310	100.0		

Q5b. How was the service delivered? Upper Rio Grande @ Work (Workforce Development Board)-in house

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	In house	18	5.8	100.0	100.0
Missing	System	292	94.2		
Total		310	100.0		

Q5b. How was the service delivered? Upper Rio Grande @ Work (Workforce Development Board)-online

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Online	18	5.8	100.0	100.0
Missing	System	292	94.2		
Total		310	100.0		

Q5c. How was the service delivered? www.WorkInTexas.com

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	70	22.6	100.0	100.0
Missing	System	240	77.4		
Total		310	100.0		

Q5d. How was the service delivered? At one of the Workforce Career Centers-over the phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Over the phone	58	18.7	100.0	100.0
Missing	System	252	81.3		
Total		310	100.0		

Q5d. How was the service delivered? At one of the Workforce Career Centers-in house

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	In house	10	3.2	100.0	100.0
Missing	System	300	96.8		
Total		310	100.0		

Q6. On a scale of 1 to 10 with "1" being "falls short or expectations" and "10" being "exceeds expectations," to what extent have the services met your expectations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Falls short of expectations	27	8.7	8.8	8.8
	2	17	5.5	5.5	14.3
	3	13	4.2	4.2	18.6
	4	13	4.2	4.2	22.8
	5	28	9.0	9.1	31.9
	6	16	5.2	5.2	37.1
	7	29	9.4	9.4	46.6
	8	68	21.9	22.1	68.7
	9	43	13.9	14.0	82.7
	Exceeds expectations	53	17.1	17.3	100.0
	Total	307	99.0	100.0	
Missing	System	3	1.0		
Total		310	100.0		

Q7. On a scale of 1 to 10 with "1" being "not very close to the ideal" and "10" being "very close to the ideal," how well do you think the services you received compare with the ideal set of services for people in your circumstances?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not very close to the ideal	21	6.8	6.9	6.9
	2	13	4.2	4.3	11.2
	3	15	4.8	4.9	16.1
	4	20	6.5	6.6	22.7
	5	41	13.2	13.5	36.2
	6	15	4.8	4.9	41.1
	7	26	8.4	8.6	49.7
	8	55	17.7	18.1	67.8
	9	40	12.9	13.2	80.9
	Very close to the ideal	58	18.7	19.1	100.0
	Total	304	98.1	100.0	
Missing	System	6	1.9		
Total		310	100.0		

Q8a. Have you hired workers sent to you by: Upper Rio Grande @ Work (Workforce Development Board)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	148	47.7	100.0	100.0
Missing	System	162	52.3		
Total		310	100.0		

Q8b. Have you hired workers sent to you by: www.WorkInTexas.com?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	68	21.9	100.0	100.0
Missing	System	242	78.1		
Total		310	100.0		

Q8c. Have you hired workers sent to you by: Workforce Career Centers?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	15.5	100.0	100.0
Missing	System	262	84.5		
Total		310	100.0		

Q9. On a scale of 1 to 10 with "1" being "very dissatisfied" and "10" being "very satisfied," how would you rate the applicants' skills and/or abilities to meet your minimum requirements?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	12	3.9	5.8	5.8
	2	5	1.6	2.4	8.2
	3	14	4.5	6.7	14.9
	4	14	4.5	6.7	21.6
	5	25	8.1	12.0	33.7
	6	18	5.8	8.7	42.3
	7	40	12.9	19.2	61.5
	8	38	12.3	18.3	79.8
	9	17	5.5	8.2	88.0
	Very satisfied	25	8.1	12.0	100.0
	Total	208	67.1	100.0	
Missing	System	102	32.9		
Total		310	100.0		

Q10. Were the candidates qualified for the job you had available?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, fully	37	11.9	17.4	17.4
	Yes, with some additional training	83	26.8	39.0	56.3
	Not enough information to evaluate the candidate fully	25	8.1	11.7	68.1
	No, too much additional training required	32	10.3	15.0	83.1
	No, candidate not properly matched or fully unqualified/unprepared	36	11.6	16.9	100.0
	Total	213	68.7	100.0	
Missing	System	97	31.3		
Total		310	100.0		

Q11. Do you know if the candidates sent to you received job-specific training (were enrolled in a job training program) prior to the visiting you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	38	12.3	18.0	18.0
	No	117	37.7	55.5	73.5
	Unsure	56	18.1	26.5	100.0
	Total	211	68.1	100.0	
Missing	System	99	31.9		
Total		310	100.0		

Q12. If the candidates were enrolled in job training prior to their visiting you, how would you rate the quality of that training on a scale of 1 to 10, with "1" being "poor" and "10" being "exceptional?"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.6	4.3	4.3
	2	1	.3	2.1	6.4
	3	2	.6	4.3	10.6
	4	2	.6	4.3	14.9
	5	5	1.6	10.6	25.5
	6	4	1.3	8.5	34.0
	7	5	1.6	10.6	44.7
	8	10	3.2	21.3	66.0
	9	5	1.6	10.6	76.6
	Exceptional	11	3.5	23.4	100.0
	Total	47	15.2	100.0	
Missing	System	263	84.8		
Total		310	100.0		

Q13. How soon did Upper Rio Grande @ Work (Workforce Development Board) respond to your initial request/inquiry?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Same day	104	33.5	37.8	37.8
	1-2 business days	106	34.2	38.5	76.4
	3-4 business days	22	7.1	8.0	84.4
	1-2 weeks	19	6.1	6.9	91.3
	More than 2 weeks	24	7.7	8.7	100.0
	Total	275	88.7	100.0	
Missing	System	35	11.3		
Total		310	100.0		

Q14. Considering the services you received from Upper Rio Grande @ Work (Workforce Development Board), would you be willing to pay for these services in the future?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	118	38.1	44.2	44.2
	No	149	48.1	55.8	100.0
	Total	267	86.1	100.0	
Missing	System	43	13.9		
Total		310	100.0		

Q15a. Would you be interested in receiving the following assessments for your potential employees? Honesty and integrity assessment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	186	60.0	68.6	68.6
	No	85	27.4	31.4	100.0
	Total	271	87.4	100.0	
Missing	System	39	12.6		
Total		310	100.0		

Q15b. Would you be interested in receiving the following assessments for your potential employees? Interest and aptitude

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	178	57.4	65.0	65.0
	No	96	31.0	35.0	100.0
	Total	274	88.4	100.0	
Missing	System	36	11.6		
Total		310	100.0		

Q15c. Would you be interested in receiving the following assessments for your potential employees? Office equipment usage (e.g. typing, keyboarding)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	122	39.4	46.0	46.0
	No	143	46.1	54.0	100.0
	Total	265	85.5	100.0	
Missing	System	45	14.5		
Total		310	100.0		

Q15d. Would you be interested in receiving the following assessments for your potential employees? Dexterity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	115	37.1	44.1	44.1
	No	146	47.1	55.9	100.0
	Total	261	84.2	100.0	
Missing	System	49	15.8		
Total		310	100.0		

Q15e. Would you be interested in receiving the following assessments for your potential employees? Color blindness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	80	25.8	30.2	30.2
	No	185	59.7	69.8	100.0
	Total	265	85.5	100.0	
Missing	System	45	14.5		
Total		310	100.0		

Q15f. Would you be interested in receiving the following assessments for your potential employees? Background checks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	195	62.9	70.4	70.4
	No	82	26.5	29.6	100.0
	Total	277	89.4	100.0	
Missing	System	33	10.6		
Total		310	100.0		

Q16. Please specify the type of business you operate/own

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agriculture, Forestry, Fishing and Hunting	3	1.0	1.0	1.0
	Construction	40	12.9	13.5	14.5
	Manufacturing	29	9.4	9.8	24.3
	Wholesale Trade	15	4.8	5.1	29.4
	Retail Trade	18	5.8	6.1	35.5
	Transportation	14	4.5	4.7	40.2
	Information	1	.3	.3	40.5
	Finance and Insurance	9	2.9	3.0	43.6
	Real Estate and Rental and Leasing	3	1.0	1.0	44.6
	Professional, Scientific, and Technical Services	10	3.2	3.4	48.0
	Administrative and Support and Waste Management and Remediat	2	.6	.7	48.6
	Educational Services	13	4.2	4.4	53.0
	Health Care and Social Assistance	27	8.7	9.1	62.2
	Arts, Entertainment, and Recreation	2	.6	.7	62.8
	Accomodation and Food Services	23	7.4	7.8	70.6
	Other Services (except Public Administration)	77	24.8	26.0	96.6
	Public Administration	10	3.2	3.4	100.0
	Total	296	95.5	100.0	
Missing	System	14	4.5		
Total		310	100.0		