

SATCC Employer Survey

January
2020

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Introduction & Methodology

The Employer Study was conducted to examine employer satisfaction with services provided by the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) and satisfaction with apprentice quality.

- The objectives of this study include:
 - Measure employer satisfaction with apprentice quality
 - Determine employer satisfaction with SATCC services
- The Employer Study was conducted using both phone and online methodologies
- Data for the most recent wave were collected between September 11th and October 19th, 2019.
- In total, 368 completed responses were obtained (203 by phone, 165 online) from 1411 contacted employers. Overall, the 2019 response rate is 29% compared to 15% in 2017. The margin of error is ± 4.3 percentage points. Given the nature of the population, a margin of error of under 5 percentage points can be considered statistically reliable.
- Sample for this study was provided by SATCC.

Reporting Notes

- Results have been tracked with previous studies where applicable and where data was available.
- Due to rounding, percentages may not sum to 100%. Questions in which more than one response can be selected will result in totals of more than 100%.
- Statistical Significance Testing:
 - Significance testing has been done between results from previous years where possible.
 - Testing between industries, within the same year, has also been performed in the demographics section.
 - Symbols ▲ and ▼ indicate if a result is statistically significantly higher (▲) than another result (▼) at the 95% confidence interval (Comparisons made between all displayed years of data).
 - Note that when comparing results with smaller base sizes, larger gaps are required for differences to be statistically significant.
 - In some cases, base sizes may be too small for testing.
- Sampling Margin of Error:
 - The Sampling Margin of Error for this study is ± 4.3 percentage points at the 95% confidence interval (finite population correction factor applied).
 - A Sampling Margin of Error is a measurement of possible sampling error and can only be applied to results from the same survey.

Summary of Key Findings

Summary of Key Findings - Satisfaction

Satisfaction – Statement Agreement

Somewhat and Strongly Agree	2013	2015	2017	2019
Overall, I am satisfied with the apprentice's ability to contribute to the success of my company	97% ▲	93%	91% ▼	96% ▲
Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected	91% ▼	89% ▼	91% ▼	95% ▲
Overall, I am satisfied with the quality of the journey person when they complete an apprenticeship.*	84% ▼	87%	92% ▲	91% ▲
Overall, I am satisfied with the quality and breadth of technical training provided to my apprentice (s) by the technical training provider	81% ▼	81% ▼	84%	87% ▲

*This metric is included on the Board's Balanced Scorecard and the 90% target for 2019 has been achieved.

Process and Potential – Statement Agreement

Somewhat & Strongly Agree	2015	2017	2019
I understand the apprenticeship process and earning potential involved with careers in skilled trades	98% ▲	95% ▼	98% ▲

Staff Satisfaction – Statement Agreement

Somewhat & Strongly Agree	2013	2015	2017	2019
Staff are friendly and courteous	86% ▼	84% ▼	96% ▲	96% ▲
Staff are knowledgeable	83% ▼	80% ▼	91% ▲	94% ▲
Staff are helpful	83% ▼	83% ▼	95% ▲	94% ▲

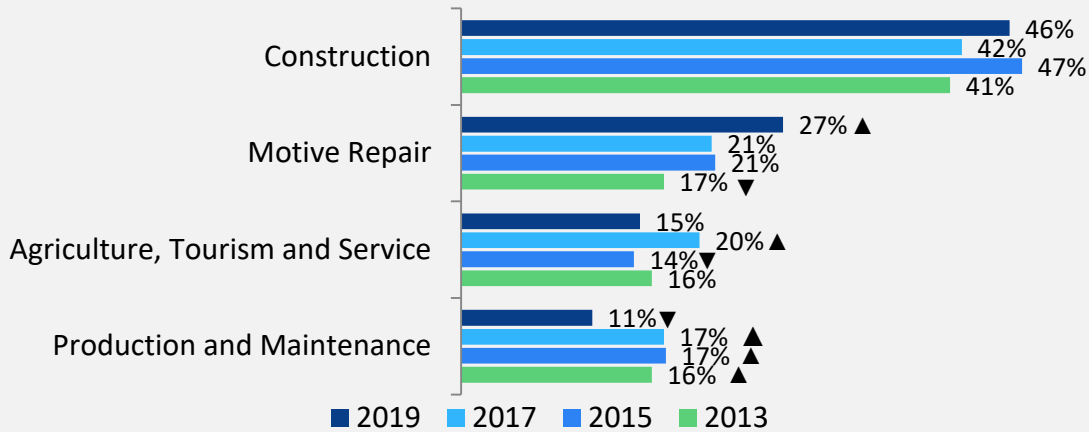
SATCC Service Ratings*

Average + Above Average + Exceptional	2013	2015	2017	2019
Verified trade time	91%	96%	96%	95%
Registered an apprentice	96%	93%	96%	95%
Fee payment processed quickly and accurately	93%	95%	96%	95%
Verified credentials	93%	96%	95%	95%
Updated business information	92%	92%	94%	95%
Replaced lost documents	88%	93%	92%	90%

* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.

Summary of Key Findings – Communications and Profile

Industry Sector



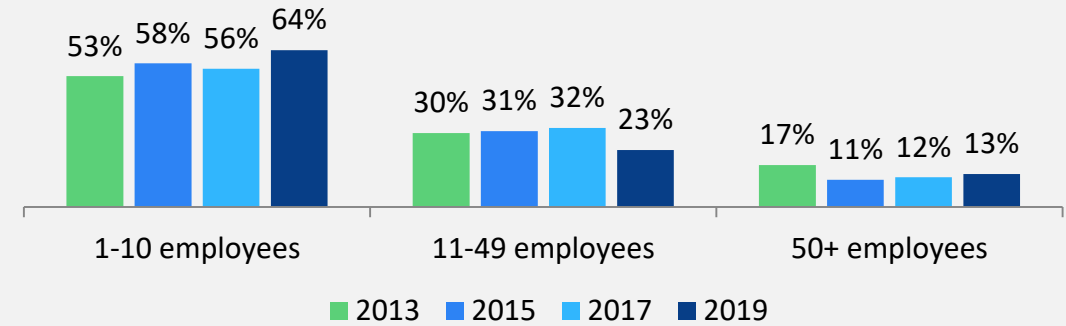
Top Preferred Online Services

	2013	2015	2017	2019
Verify trade time	88%▲	86%	88%▲	82%▼
Register for apprenticeship	83%	83%	85%	81%
Update business information	77%▼	82%	85%▲	80%
General information about apprenticeship or certification	81%▼	88%▲	88%▲	77%▼

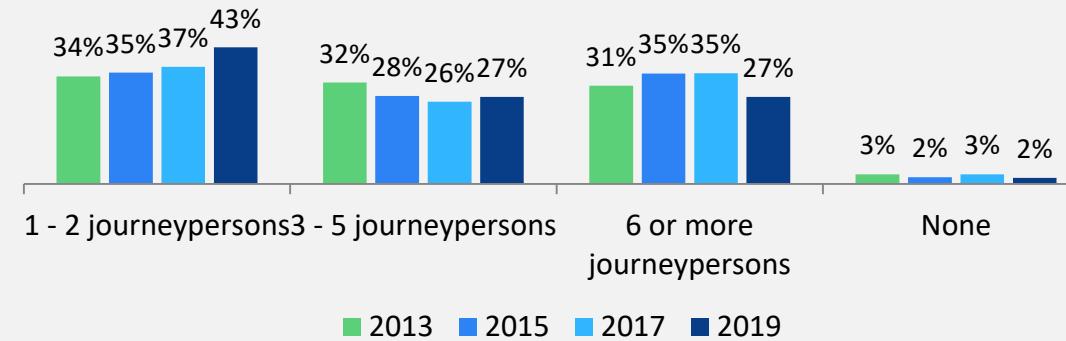
Top Information Preferences

	2013	2015	2017	2019
E-mail	69%	67%	67%	67%
Letter	18%▼	22%	25%▲	28%▲

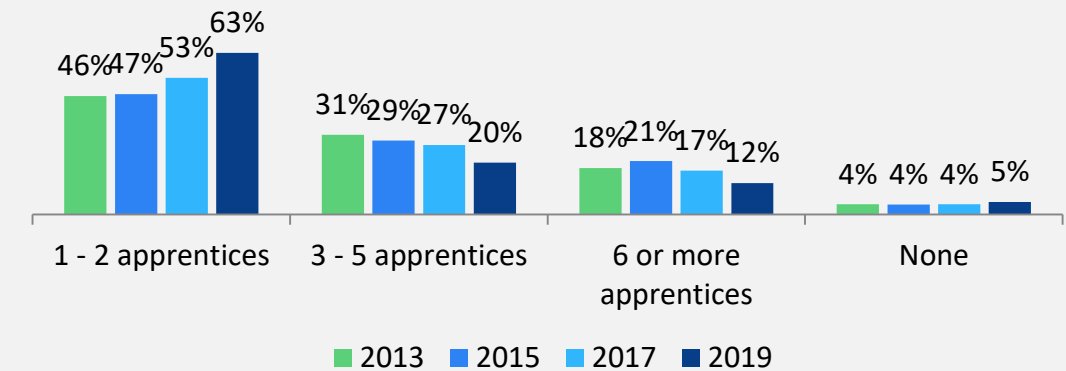
Number of Employees



Number of Journey-persons

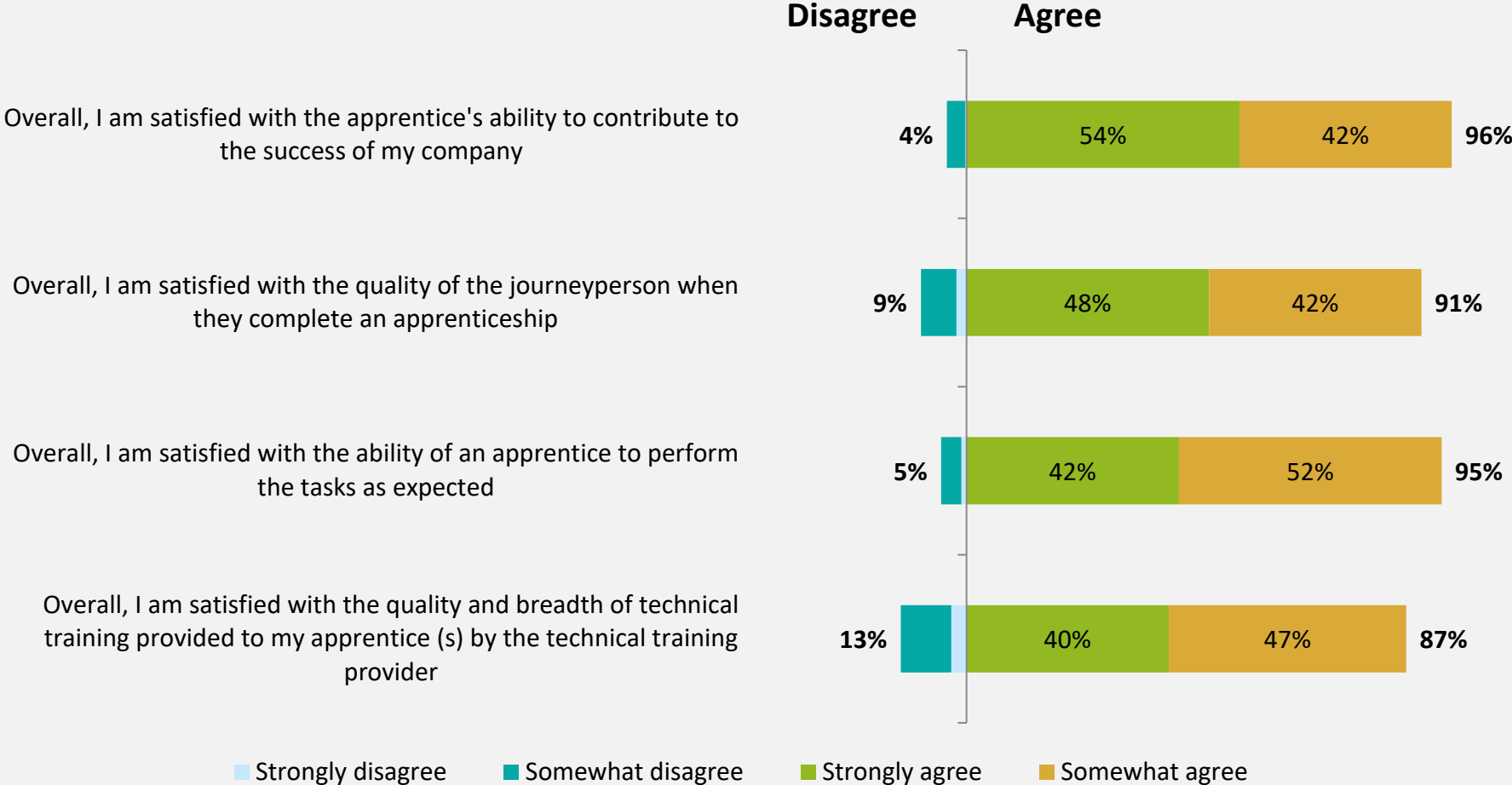


Number of Apprentices



Satisfaction

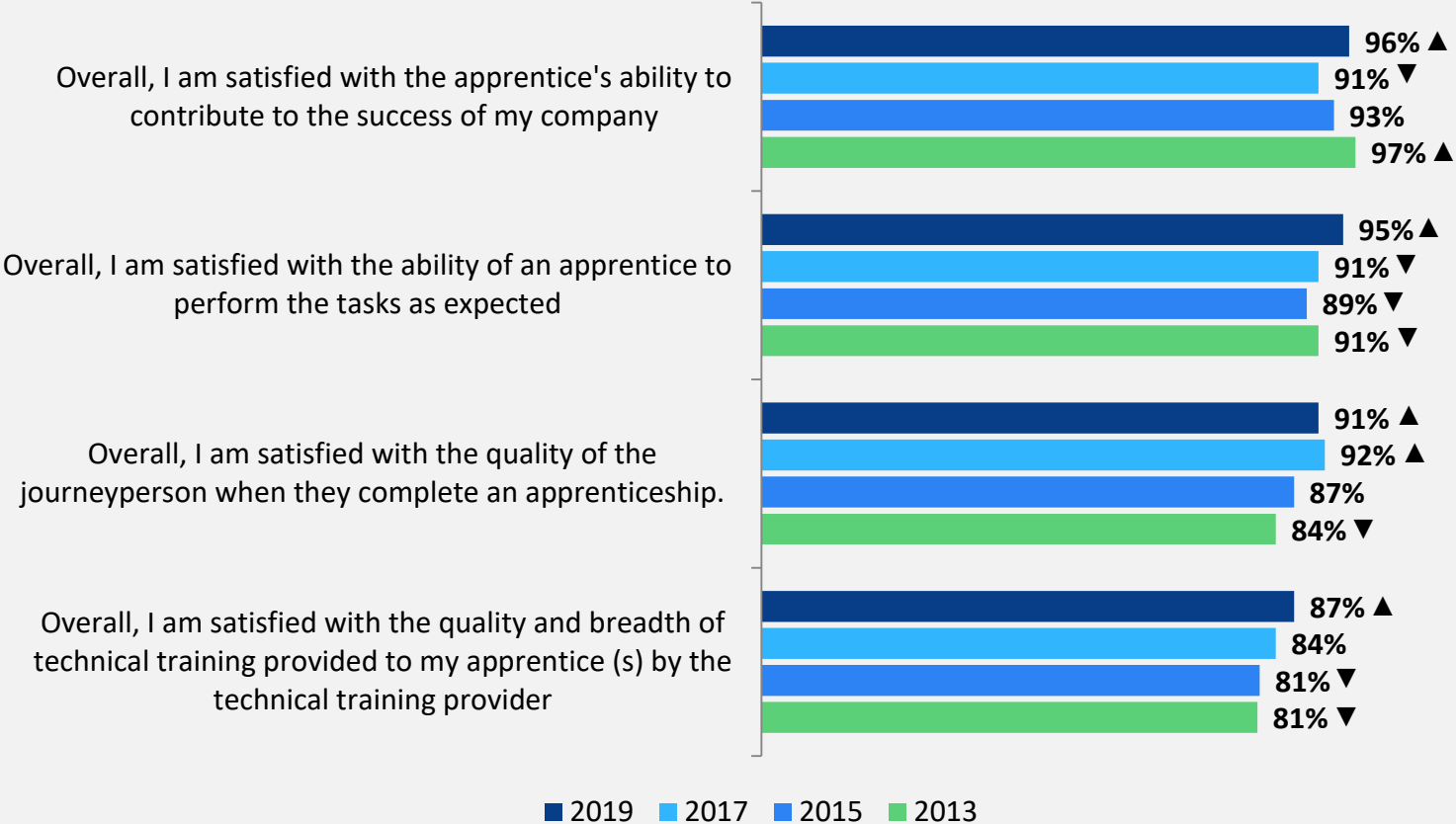
Most employers are very satisfied with all measured aspects of apprentices.



Q13 to Q16. Please indicate if you agree or disagree with the following statements. Base: All respondents excluding "Don't know", n=351-363.

Increased or stable satisfaction is noted in each tracked area.

Satisfaction with Apprentices (Somewhat and Strongly Agree)



Q13 to Q16. Please indicate if you agree or disagree with the following statements. Base: All respondents excluding "Don't know", n=351-363 (2019), n=339 (2017), n=338 (2015), n=360 (2013).

Reasons for Dissatisfaction of the Quality of Journeyperson

School training very poor and students do not have the knowledge to match the pay.

Your question assumes that the education they get from the apprenticeship program is what makes them a good journeyman when in my opinion it makes very little difference.

They have the basic knowledge but are lacking in some of the areas that we feel they should have covered in school for the theory portion. We are finding that many of the apprentices do not understand the science or physics of plumbing, air flow, hot water heating etc.

The levels and standards have been lowered to a level that I feel this whole journeyman level is a bit of a joke. I feel there needs to be more taught in the school before they reach the salon! Need to fail them before they hit the salon. Not at the journeyman exams!

Technically, we have not completed any Journey person status to date...The individuals in the system are struggling to complete level 3 & 4 or JM Status, based on a variety of reasons in the Electrical and other trade areas...A lot of the issues stems from reading and writing, industry has a lot of lay offs, and no ability to move around from company to company

Training is too generic.

I don't find that they have the necessary skills and experience required for the job.

I just find that the newer generation they just are not that caring anymore, I feel like they almost need 6 years to get their Journeymen.

Because the schools that are teaching them are real world scenarios, even the basics like, they are not teaching them the basics well enough for agriculture, when it was called Kelsey they learned more, but now that its poly tech they don't learn as much and I would like to speak the head person that teaches that class.

Not just myself, I think they pass an exam but can not complete a task at work.

The apprenticeship does not seem to prepare them so they can pass the journeyman exam. We have people who have completed all levels of apprenticeship but unable to get their journeyman's.

Because the Journeyperson can do oil change for 4 years and come out as a Journeyperson.

What I have seen, too easy, to be a journeymen you need to be able to do all aspects.

Well I have had 2 here that have gone through apprenticeship program and they can not diagnosis properly.

Book smart. Real world stupid.

Quite often they come with just one skill set, I have hired journey persons before and can not do the tasks that are given.

Cause it has everything to do with the individual I and the journey person.

I think they are pushed too fast through the schooling, when they come out they don't get enough hands on, they should only go to school once a year not twice in one year.

Continued on next slide...

Q13a. Why are you not satisfied with the quality of the journeyperson when they complete an apprenticeship?. Base: Those not satisfied, n=32.

Reasons for Dissatisfaction of the Quality of Journeyperson (continued)

We have had some that can't correctly complete a man's cut.

90% of our apprentices go on to become our competitors and they cut corners and forget what they have learned, do shabby work in order to bid lower to get the job away from us. This has happened to the last 3 of our apprentices, they stayed employed with us just long enough to get their certificate. There should be a ruling that they need to give a year or 2 back to the employer after completion of certificate or not work in the same community that he has apprenticed.

I feel our in-house training program provides about 90 % of training, we have no control over when an apprentice goes back for next level of training even if they are not ready. The only thing we can do is lay them off !!

Their skill set is weak, If we get the person and train them our way from day 1 they are way better journeymen that if we get them part way thru their apprenticeship or hire as a journeyman off the street.

A lot of the material in school is outdated especially in the first and second years.

Their knowledge and ability to perform on the services they should be providing are no where near my standards and yet they pass their practical.

I never give a perfect score, there's always little things that happen. I've employed different journeyman over the years and some are good and some are terrible. Some of them don't know how to read a tape so you have to shake your head as to how the training went.

Because the journeyperson generally comes away from the apprenticeship without specific knowledge to our specialty trade.

They don't have enough time on the tools.

They do not have the skill set required or the knowledge. i.e. Journeyman welder can not even set their own welding machine for a simple CWB test.

I feel that the students are not up to today's standards of repair. Not trained on New tools that are required to repair modern vehicles. In the auto body in Regina there are old cars to work on and that is not what is expected when they enter the workforce.

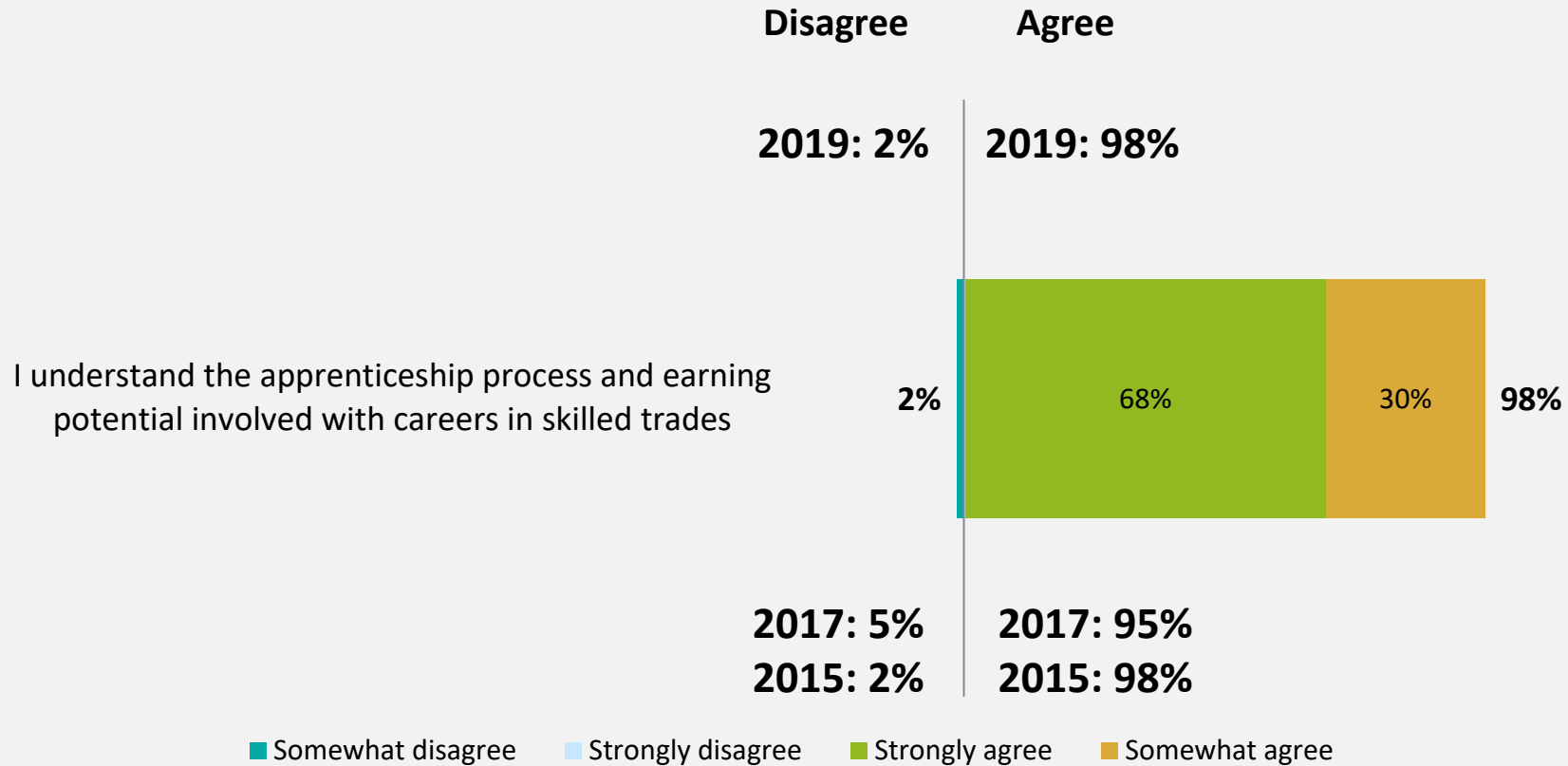
I find that our apprentices and journey people are under educated in pretty much every field. I find our apprenticeship program is geared in the wrong direction and I find in their 1st, 2nd years, the stuff required in the field they don't learn until their third or fourth levels, I find that backward. Example they do are breaks, alignments, suspension and that's the bulk of our work and they should be trained in that and that's what I learned when I went and what they are required to do.

Completing the apprenticeship does not mean they will understand how the job works, and how much care is involved, meaning caring about the job and the resources, and I have a top journeymen supervising journeymen supervising the apprentices.

Poor service skills for Plumbing Trade. No electrical diagnosis given. Schooling in plumbing is good for construction but not focused on the service industry.

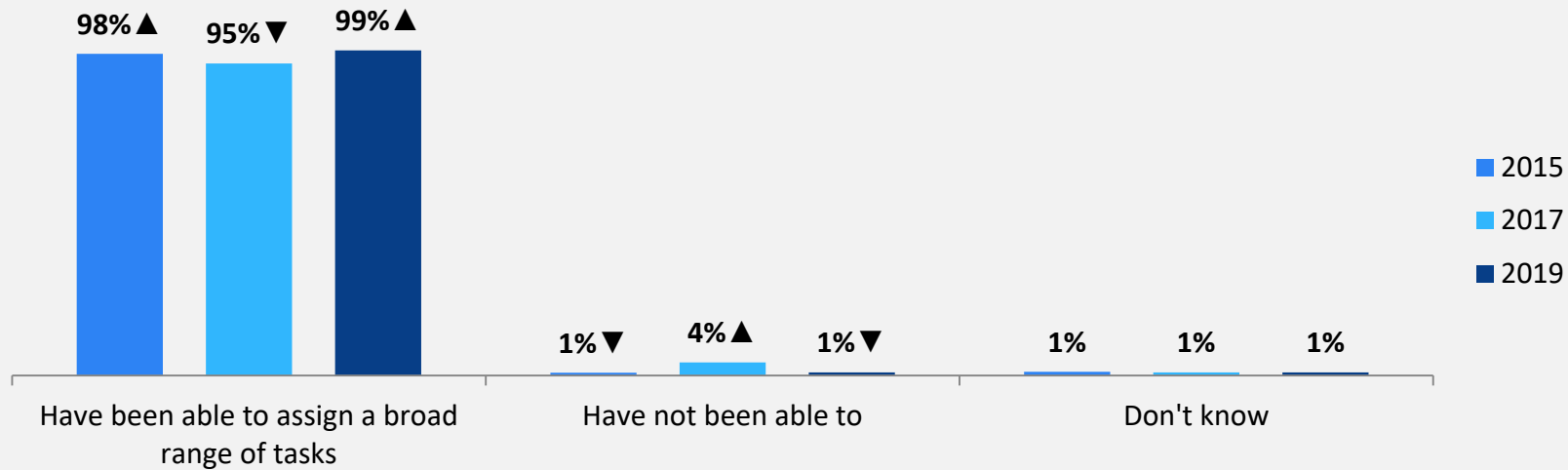
Q13a. Why are you not satisfied with the quality of the journeyperson when they complete an apprenticeship?. Base: Those not satisfied, n=32.

Similar to previous years, almost all employers say they understand the apprenticeship process and earning potential involved with careers in skilled trades.



Q17. I understand the apprenticeship process and earning potential involved with careers in skilled trades. Base: All respondents excluding "Don't know", n=360 (2019), n=339 (2017), n=338 (2015).

Nearly all employers report assigning a broad range of tasks to apprentices. This compares to 88% of apprentices who believe they are assigned a broad range of tasks in the Apprenticeship Survey.



2019 Reasons for Not Having Been Able to Assign a Broad Range of Tasks

Some apprentices have strong skills in some areas and weak skills in others.

Q10. Employers are expected to provide as broad a range of tasks as possible to each apprentice. Have you been able to assign a broad range of tasks to each apprentice? Base: All respondents, n=368 (2019), n=339 (2017), n=338 (2015).

Q10a. Why have you not been able to assign a broad range of tasks to each apprentice? Base: Respondents not assigning a broad range of tasks who chose to leave a response, n=1.

Services and Staff Ratings

Consistent with 2017, the highest rated services received over the past 12 months include verifying trade time, verifying credentials and registering an apprentice.

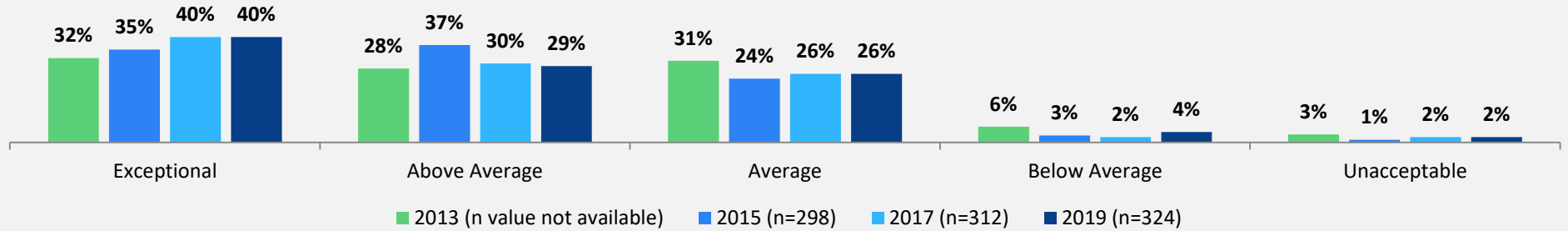
SATCC Service Ratings (Scale: 1 to 5)	2015		2017		2019	
	Count	Average Rating	Count	Average Rating	Count	Average Rating
Verified trade time	298	4.0	312	4.0	324	4.0
Verified credentials	242	3.9	276	3.9	262	4.0
Registered an apprentice	291	3.8	301	4.0	318	3.9
Fee payment processed quickly and accurately	225	3.8	271	3.9	265	3.9
Updated business information	184	3.8	219	3.9	211	3.9
Replaced lost documents	132	3.7	158	3.6	156	3.7

**Overall Service Average:
2015: 3.8; 2017: 3.9 ; 2019: 3.9**

Q18. Using a scale of 1 to 5, where '1' means unacceptable, '3' means average and '5' means exceptional, please rate the following SATCC services you received in the last twelve months. Base: All respondents, excluding 'don't know', n=156 to 324 (2019), n=158 to 312 (2017), n=132 to 298 (2015).

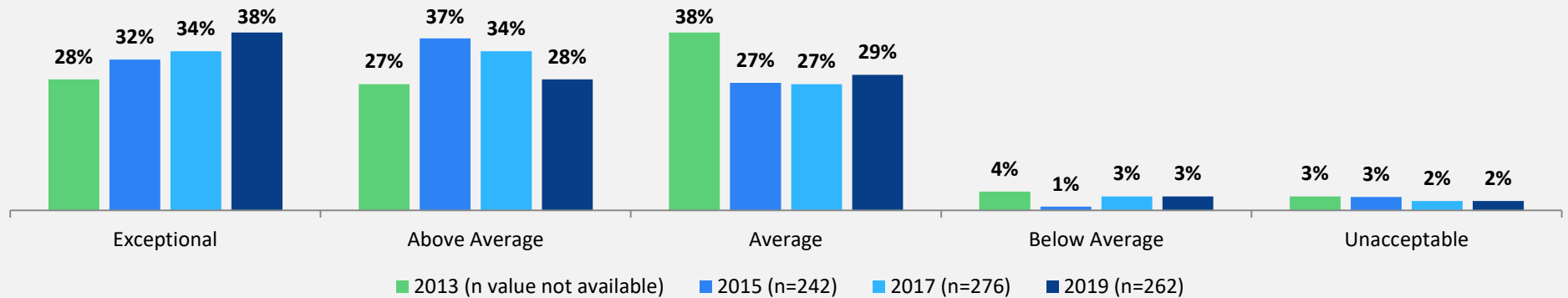
Verified Trade Times*

Average/Above
Average/Exceptional
2019: 95%
2017: 96%
2015: 96%
2013: 91%



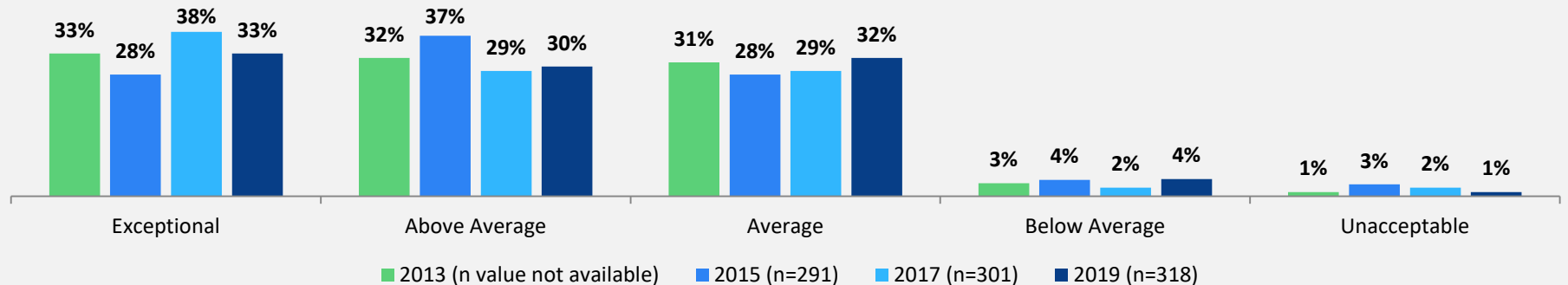
Verified Credentials*

Average/Above
Average/Exceptional
2019: 95%
2017: 95%
2015: 96%
2013: 93%



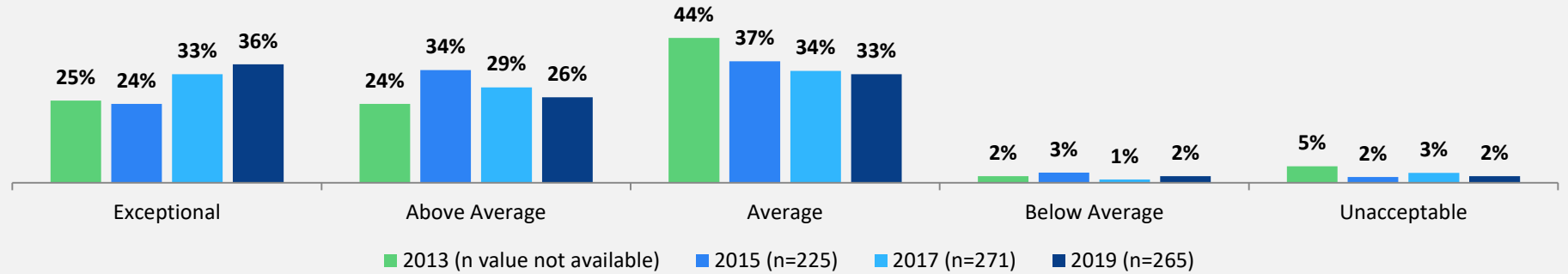
Registered an Apprentice*

Average/Above
Average/Exceptional
2019: 95%
2017: 96%
2015: 93%
2013: 96%



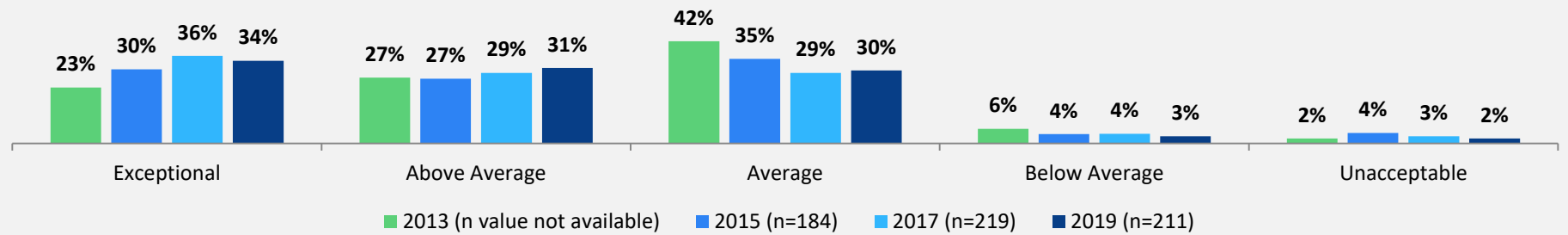
* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.

Fee Payment Processed Quickly and Accurately*



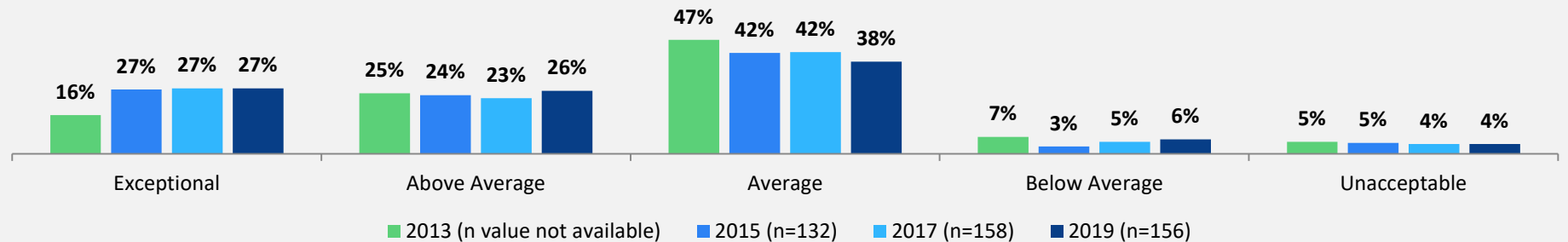
Average/Above
Average/Exceptional
2019: 95%
2017: 96%
2015: 95%
2013: 93%

Updated Business Information*



Average/Above
Average/Exceptional
2019: 95%
2017: 94%
2015: 92%
2013: 92%

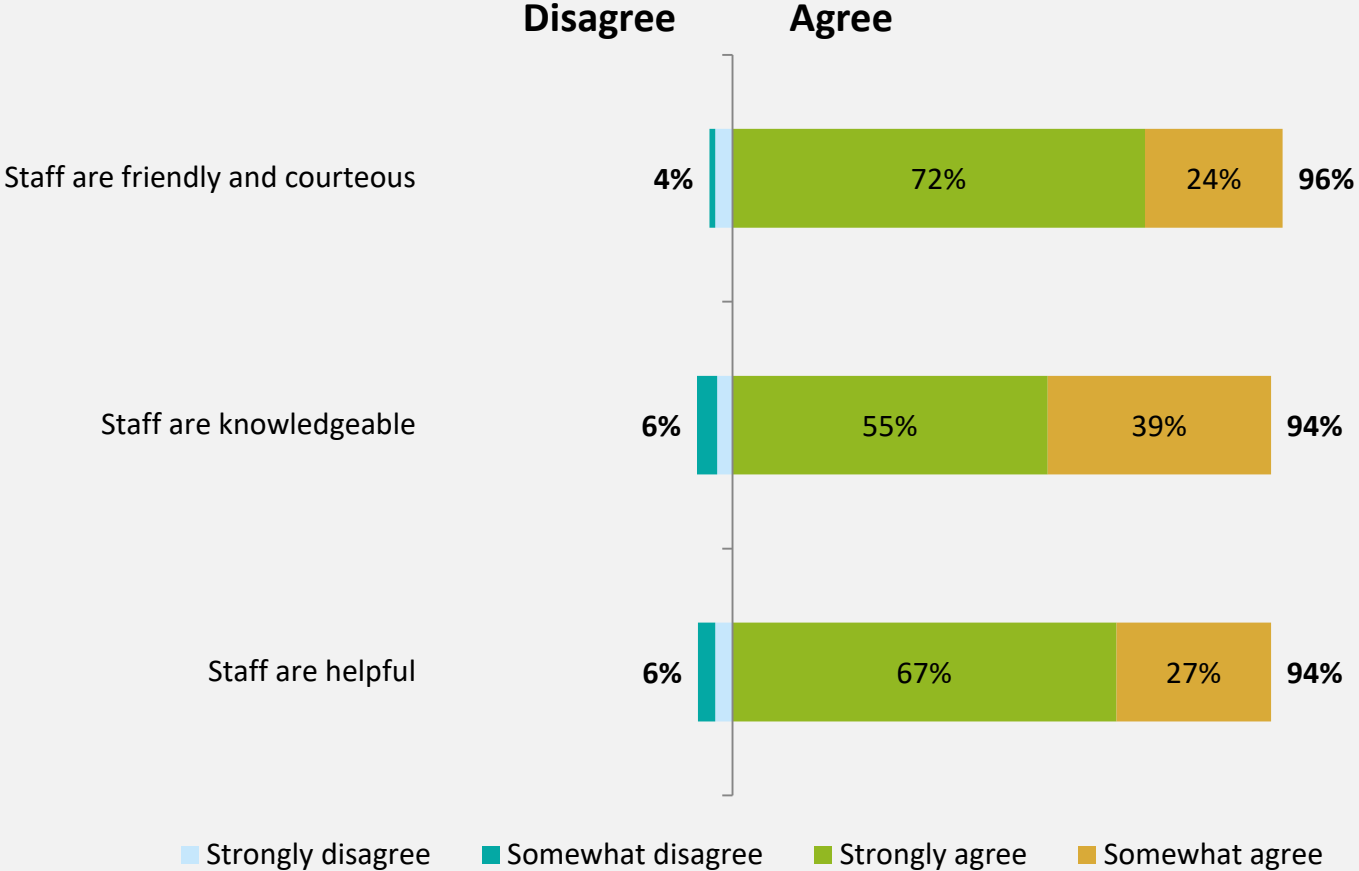
Replaced Lost Documents*



Average/Above
Average/Exceptional
2019: 90%
2017: 92%
2015: 93%
2013: 88%

* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.

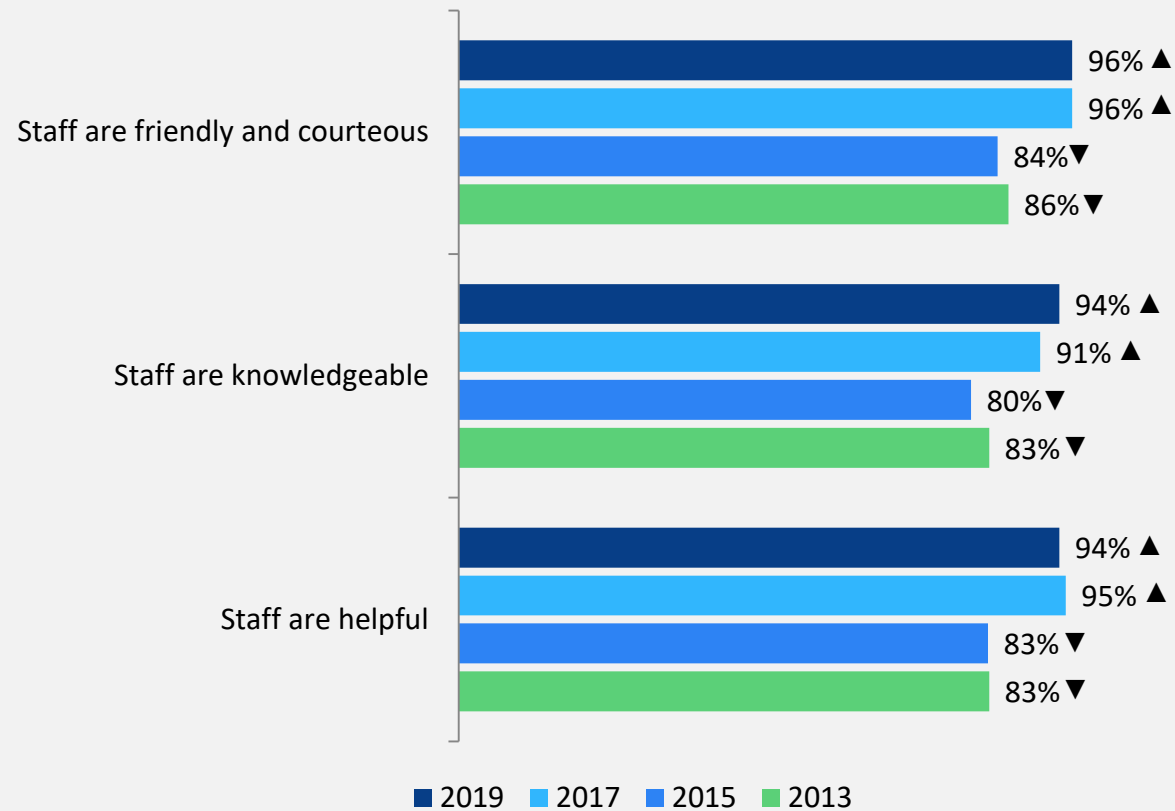
Almost all employers agree that SATCC staff are courteous, knowledgeable and helpful. These results are similar to results from the Apprentice Survey, although apprentices report slightly lower agreement in each area.



Q20. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents excluding "Don't know", n=341.

Employer satisfaction with SATCC staff holds steady with 2017 results.

Satisfaction with SATCC Staff (Somewhat and Strongly Agree)

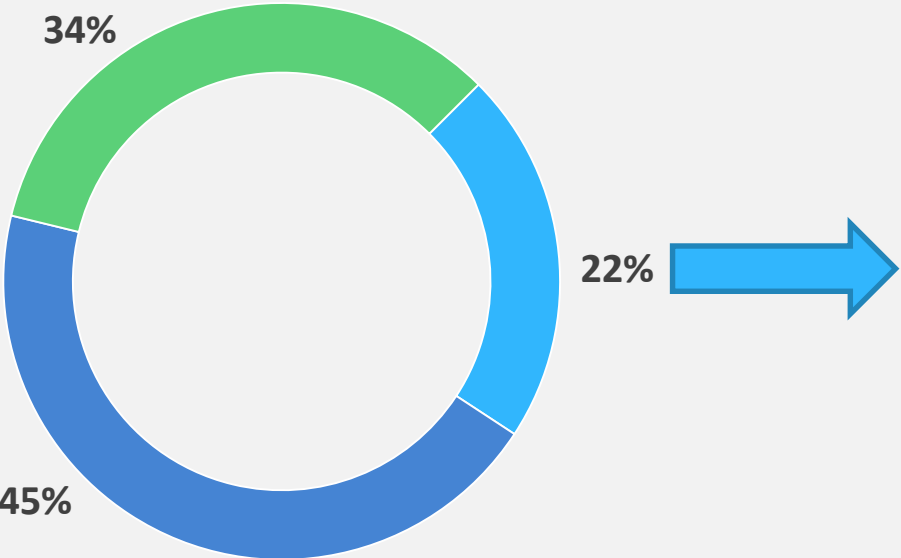


Q20. Do you agree or disagree with the following statements regarding your experience with SATCC staff?
Base: All respondents excluding "Don't know", n= 341 (2019), n=339 (2017), n=338 (2015), n=360 (2013).

SYA Graduates

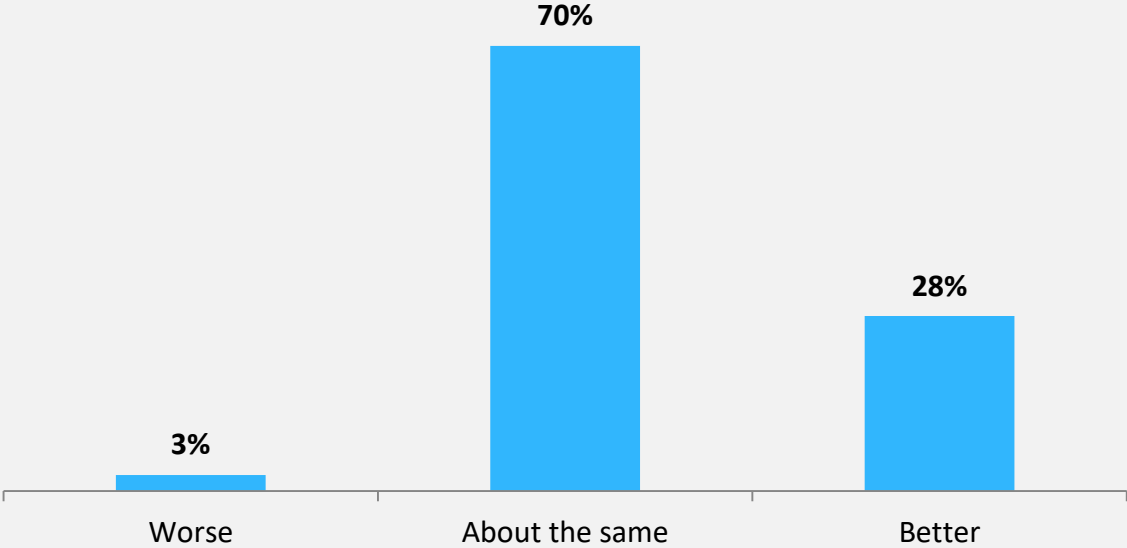
Overall, relatively few employers are aware that some of their apprentices or journeypersons are SYA graduates. Among these employers, a majority feel these graduates perform at the same skill level as other graduates, while the remainder mostly believe they perform better.

Awareness that Apprentices or Journeypersons are SYA Graduates



■ Aware that apprentices or journeypersons may be SYA graduates ■ Not aware ■ Don't know

Performance of SYA Graduates Compared to Others



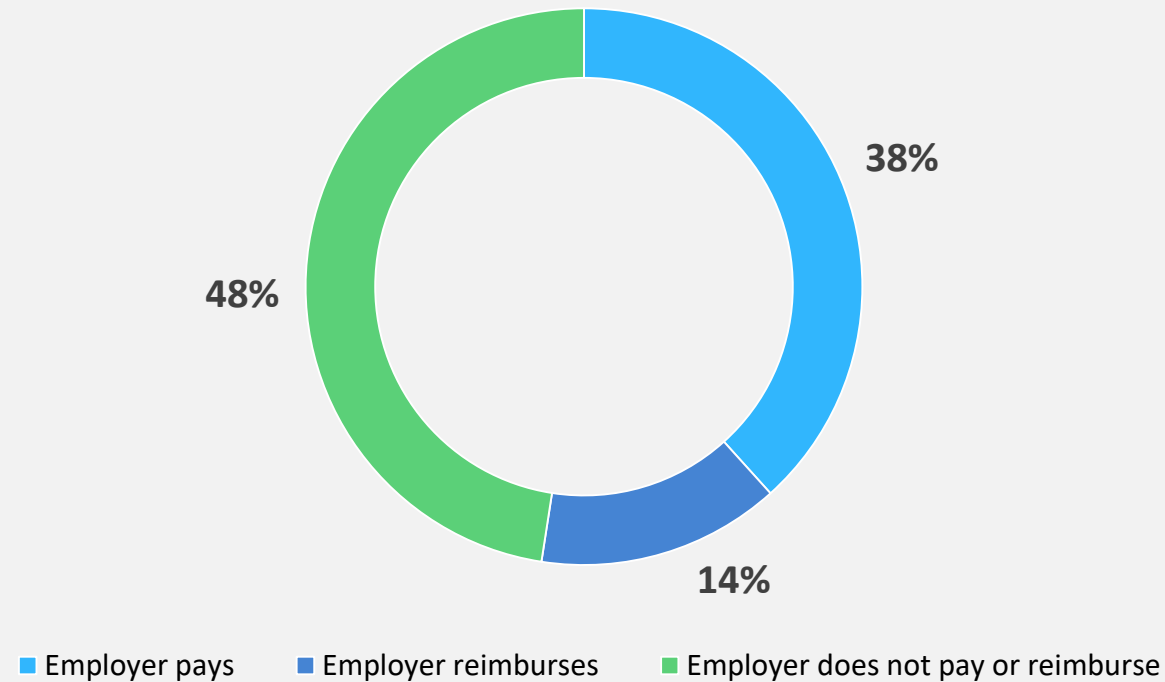
Q9a. Are any of your apprentices or journeypersons SYA graduates? Base: All respondents, n=368.

Q9b. Did you find those apprentices were better/worse/about the same skill level as any other apprentice? Base: Those aware of SYA graduates, n=80.

Tuition

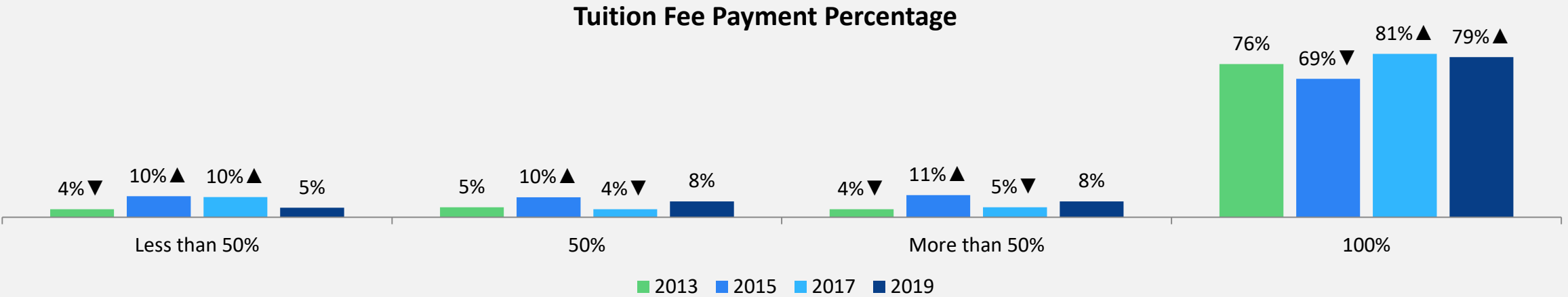
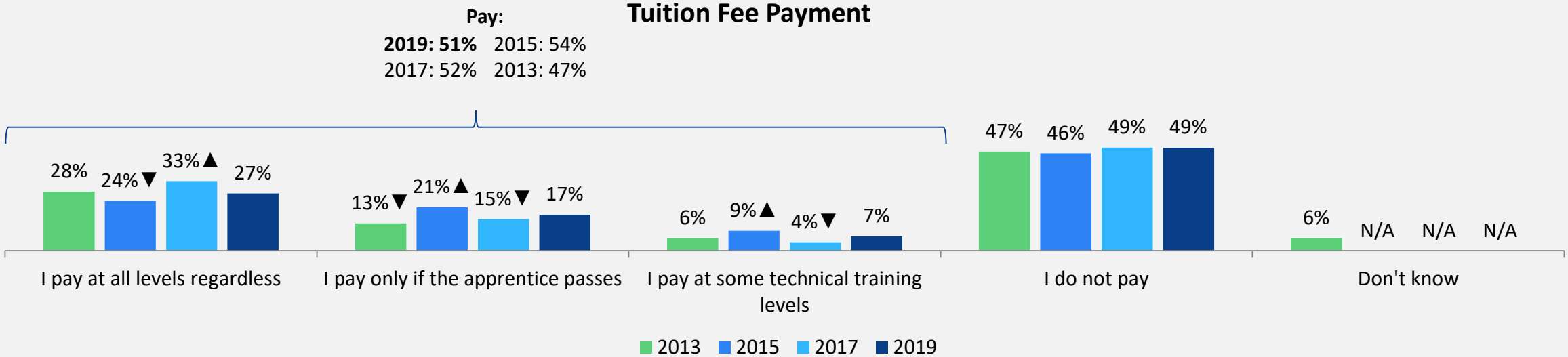
Just over half of employers (52%) say they pay or reimburse the cost of the fee for registering the Contract of Apprenticeship with the SATCC.

Employer Pay or Reimburse Fee for Registering the Contract of Apprenticeship



10b. Please indicate if you pay or reimburse the fee for registering the Contract of Apprenticeship with the SATCC: Base: All respondents, n=368.

Just over half of employers continue to say they pay tuition fees for apprentices, with about half of these attaching conditions to this payment. While a lower proportion of apprentices indicate their employer pays, this difference is likely due to the proportion of apprentices who are unsure and those who will later be reimbursed. Among employers that contribute, most say they pay the full tuition amount.

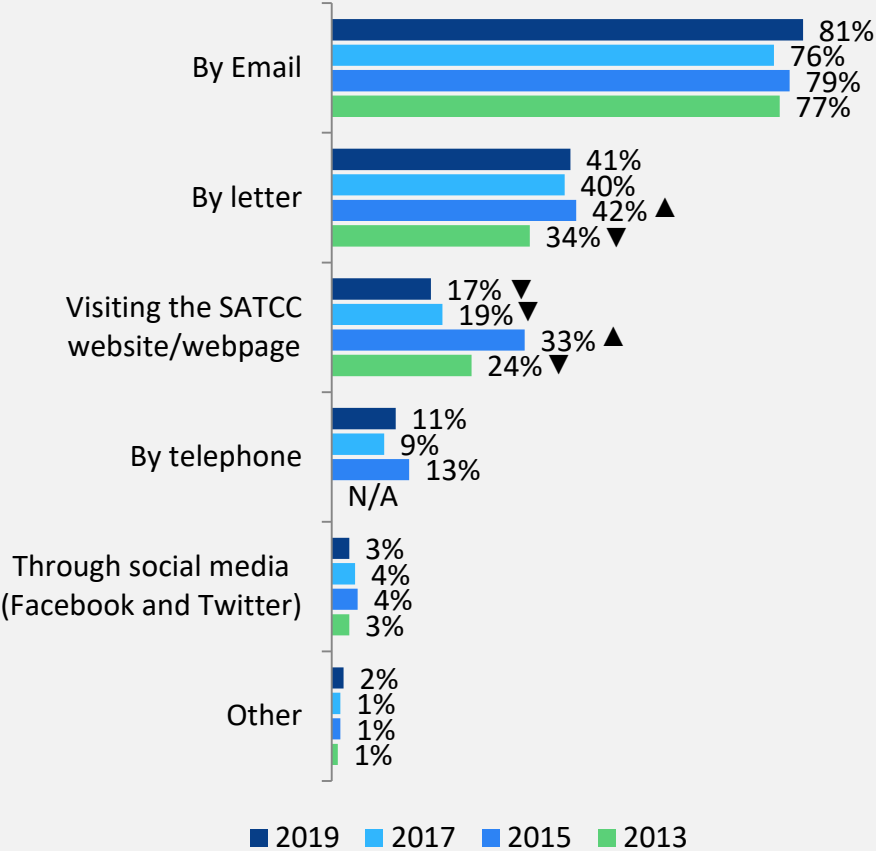


Q11. Please indicate the extent to which you pay tuition fees for apprentices? Base: All respondents, n=368 (2019), n=339 (2017), n=338 (2015), n=360 (2013).
 Q12. Please indicate the percentage of tuition fees you pay. Base: Respondents that pay tuition fees, n=189 (2019), n=174 (2017), n=182 (2015), n=169 (2013).

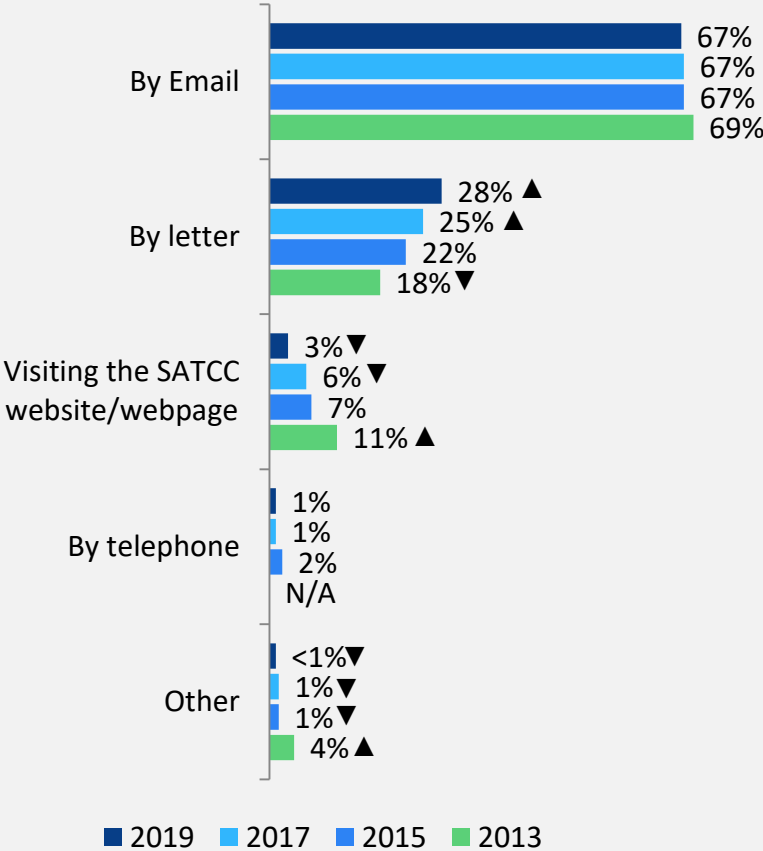
Communications and Information

Consistent since 2013, email remains the most preferred method of receiving information from the SATCC. The proportion of employers choosing letter as their top choice continues to increase, while fewer employers prefer visiting the SATCC website.

Information Preferences - General



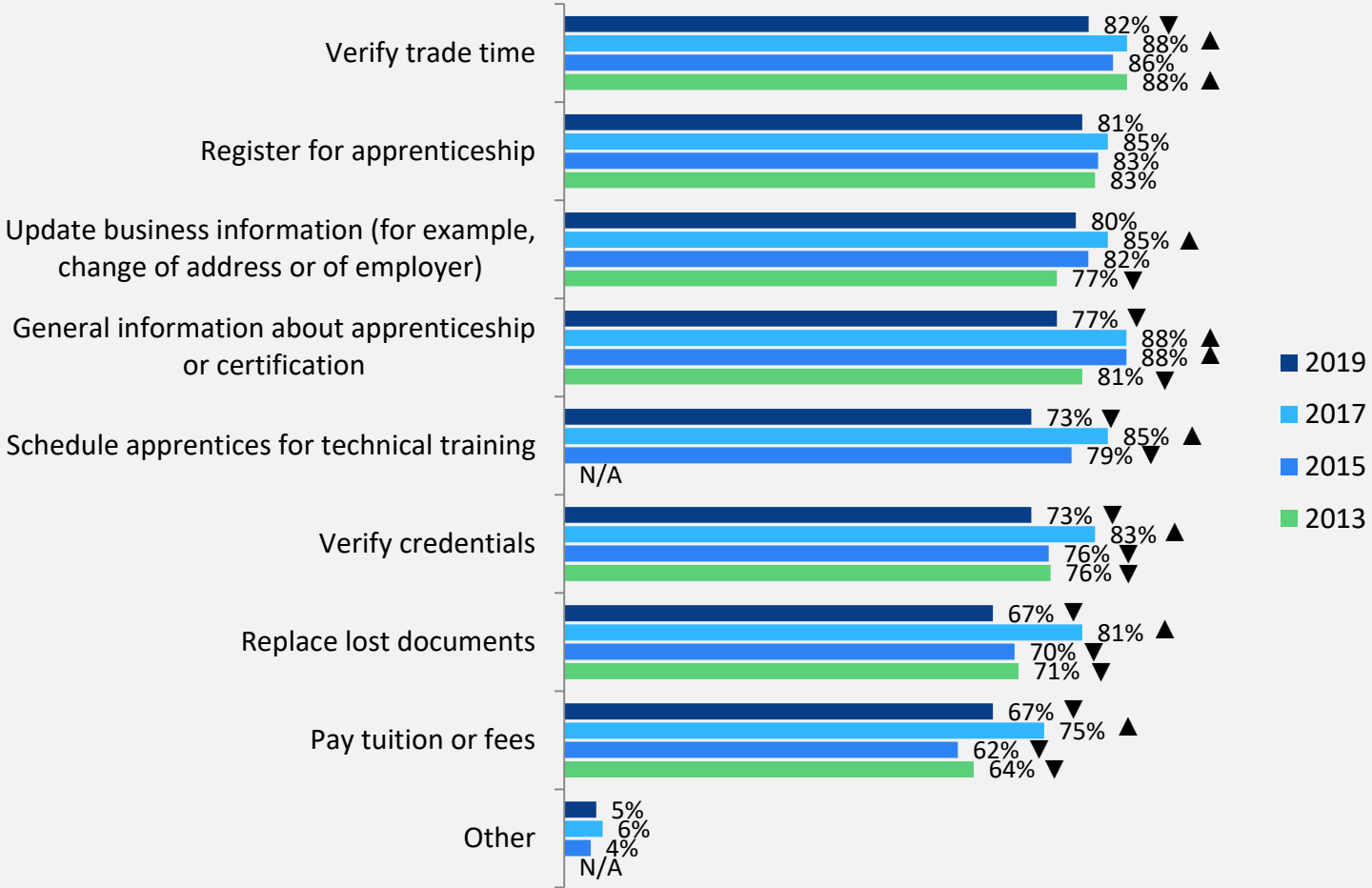
Information Preferences - Top Choice



Q23. How would you like to receive information from the SATCC? Base: All respondents, n=368 (2019), n=339 (2017), n=338 (2015), n=360 (2013).
 Q24. What would be your preferred method of receiving information from the SATCC? Base: All respondents, n=368 (2019), n=339 (2017), n=338 (2015), n=360 (2013).

The top four online services employers would like to be able to complete online are verifying trade time, registering, updating information about the business and finding general information about the program. While this top four has remained the same since 2013, a lower number of employers mention each service this year.

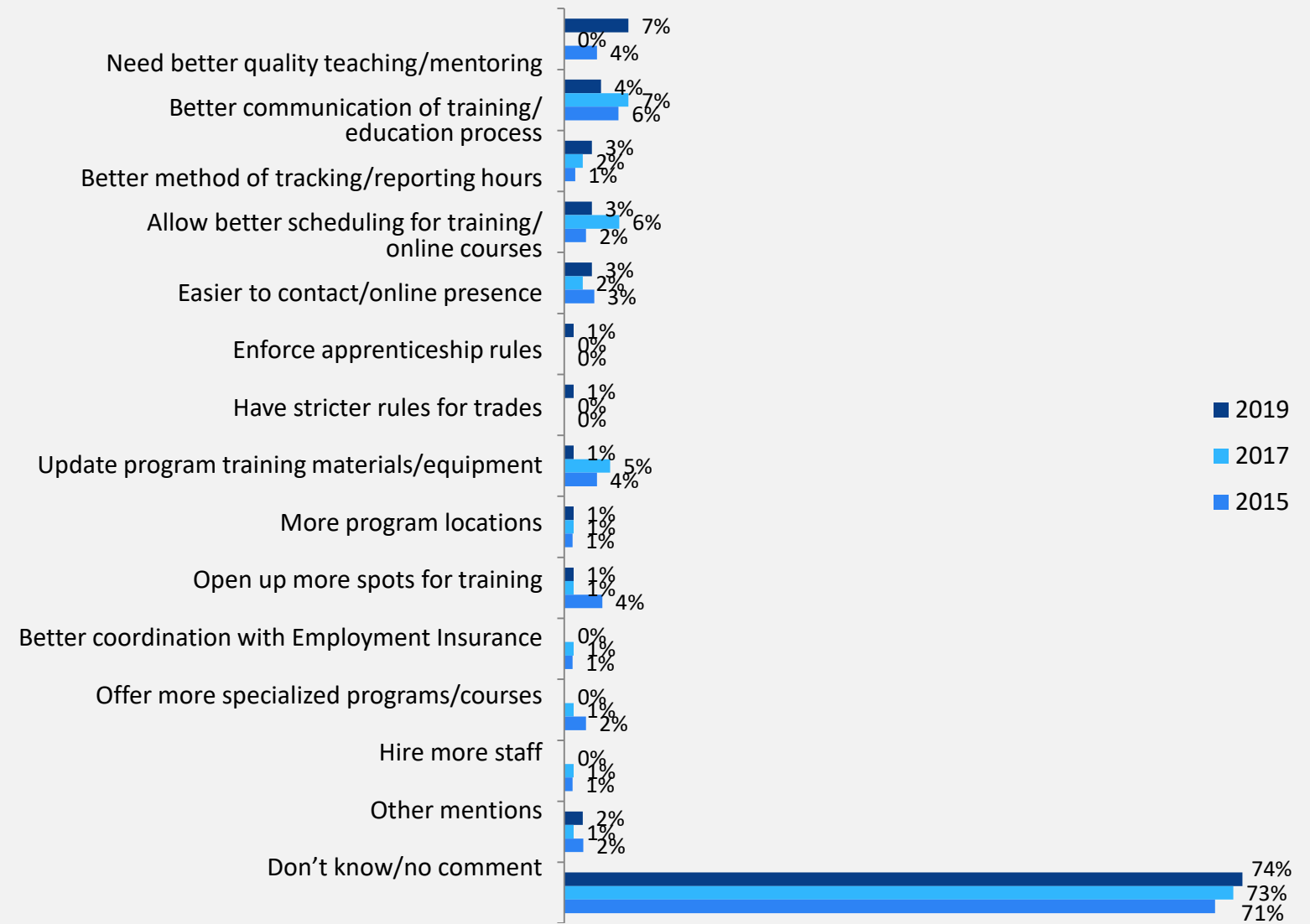
Preferred Online Services



Q25. Which of the following services would you like to be able to complete online? Base: All respondents, n=368 (2019), n=339 (2017), n=338 (2015), n=360 (2013).

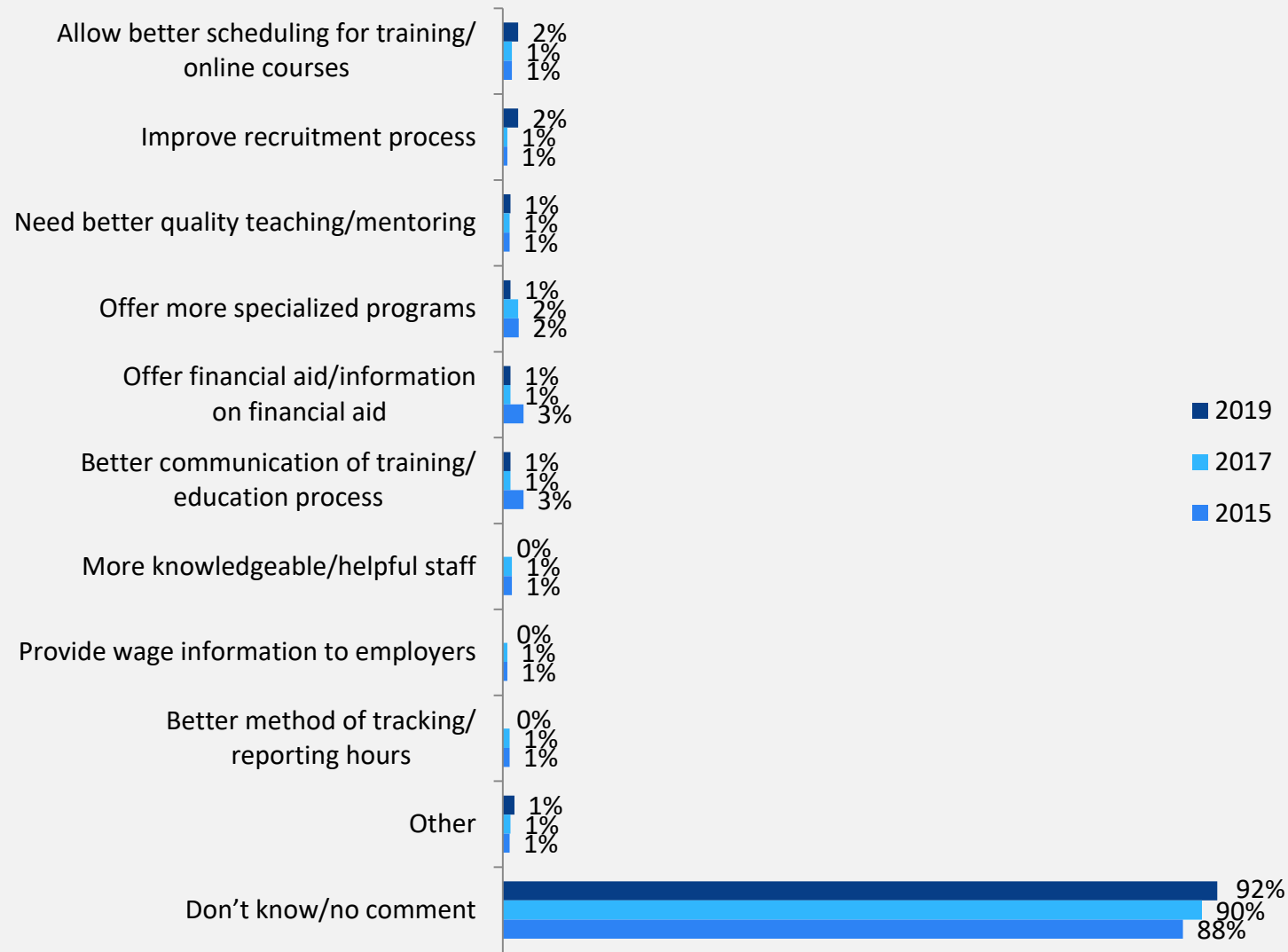
General Comments

What could the SATCC do better?



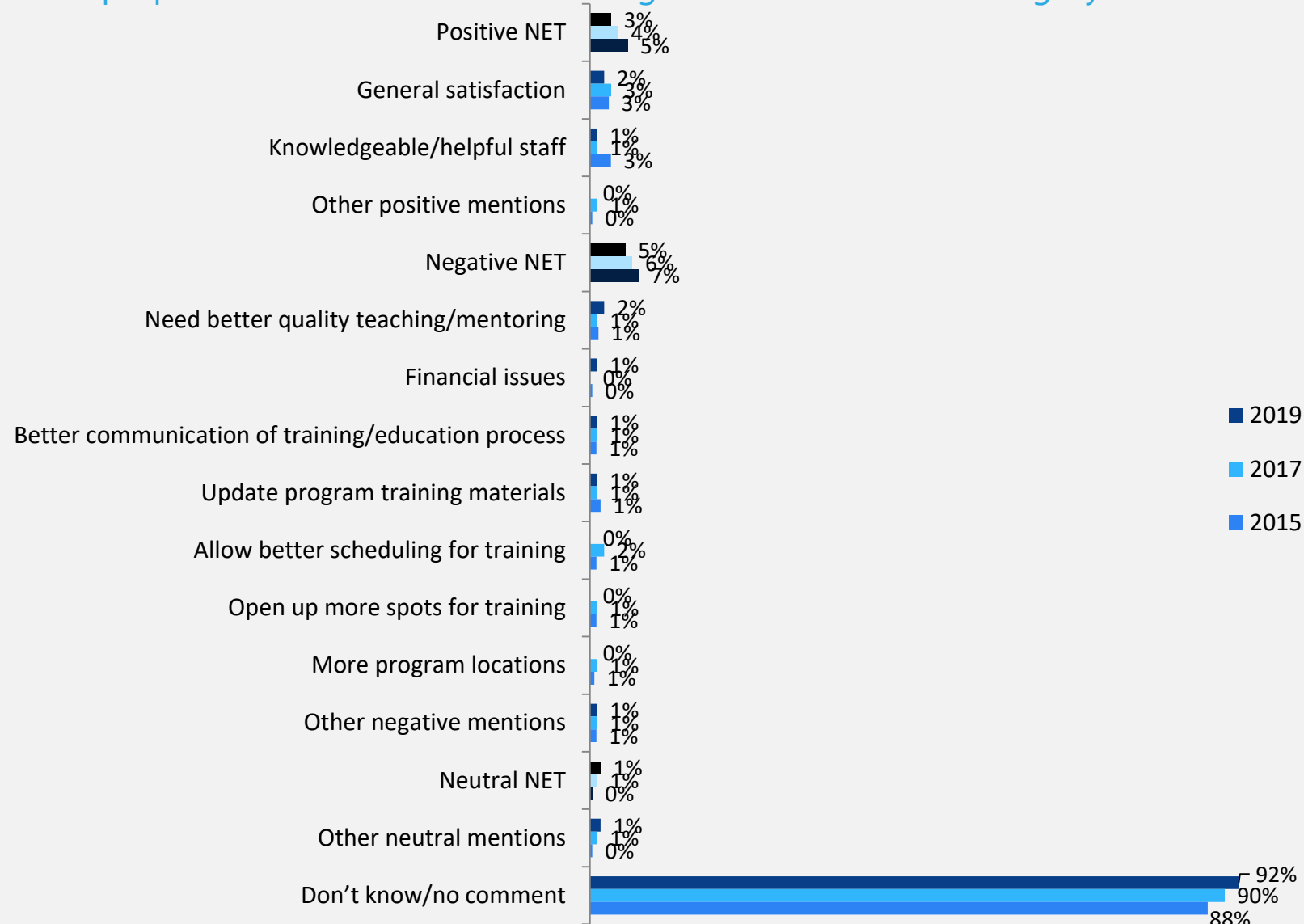
Q26. Is there anything else the Saskatchewan Apprenticeship and Trade Certification Commission could do better? Base: All respondents, n=368 (2019), n=339 (2017), n=338 (2015).

Suggested Additional SATCC Services



Q27. Are there any other services that SATCC could provide to employers or apprentices? Base: All respondents, n=368 (2019), n=339 (2017), n=338 (2015).

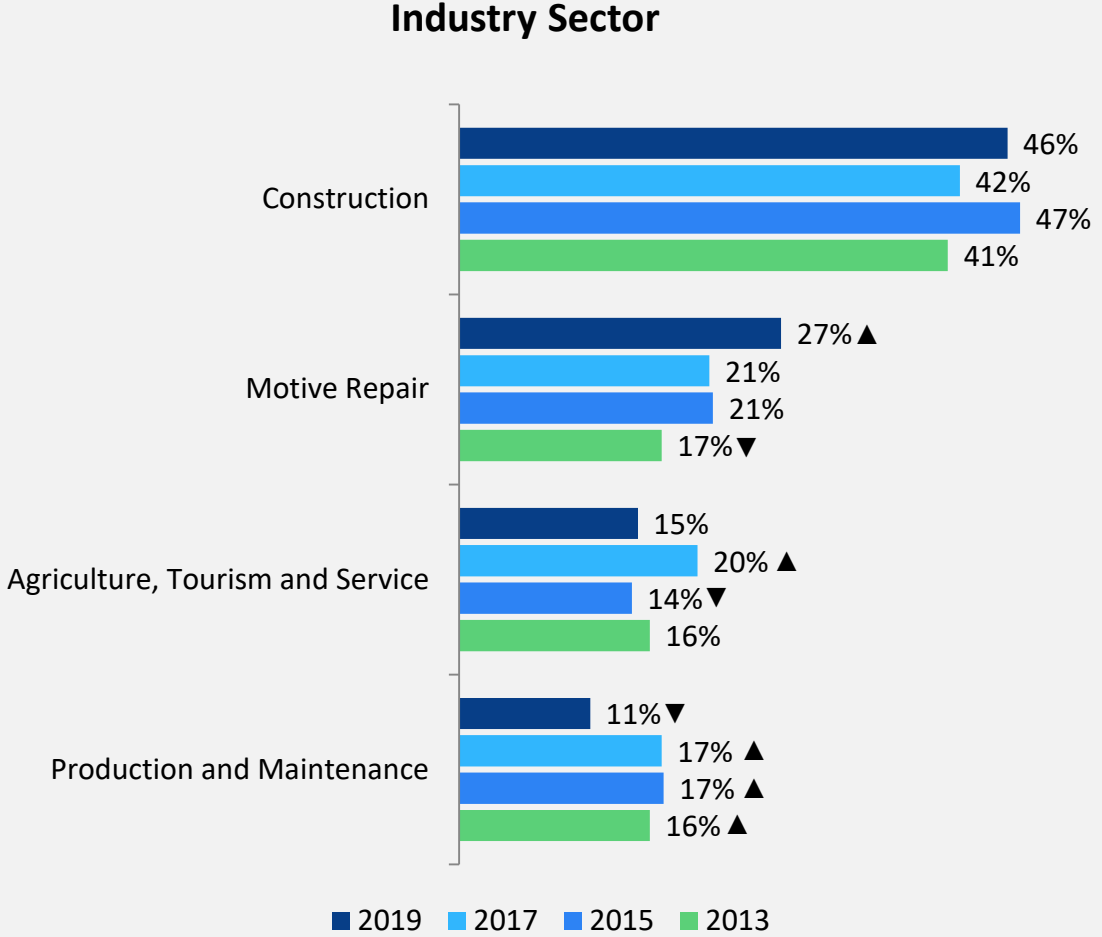
Final Comments- The "Nets" below are aggregates of the comments below the Nets. Please note that the comments may sum to more than the "net" proportions due to comments fitting into more than one category.



Q28. Do you have any additional comments or anything you would like to add? Base: All respondents, n=368 (2019), n=339 (2017), n=338 (2015).

Demographics

Demographics



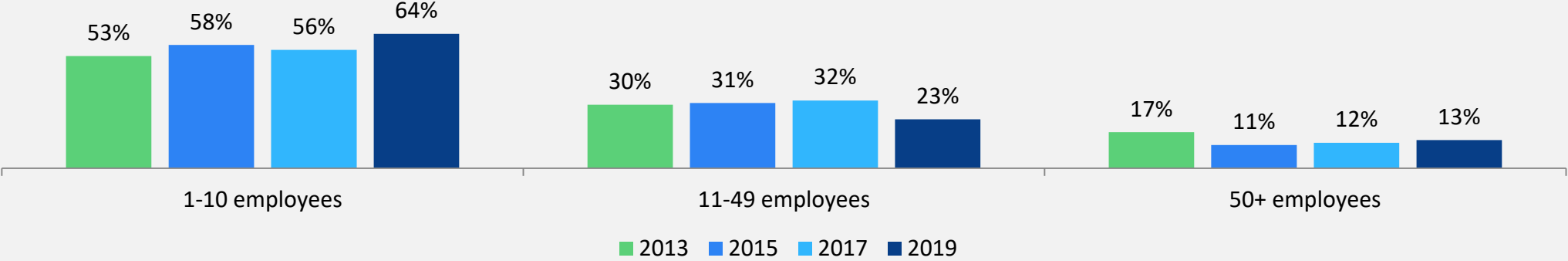
Q2. Which of the following industry sectors best describes the nature of your business? Base: All respondents, n=368 (2019), n=339 (2017), n=338 (2015), n=360 (2013).

Demographics

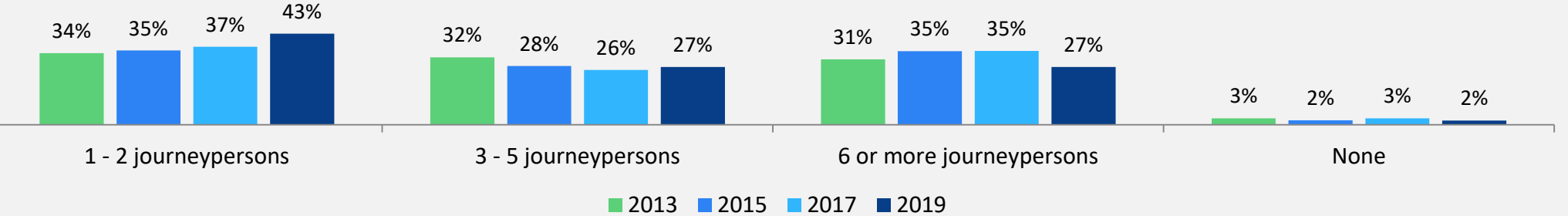
		Agriculture, Tourism and Service	Construction	Production and Maintenance	Motive Repair
Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected	% Agree	91%	96%	95%	95%
	Count	51	161	37	95
Overall, I am satisfied with the apprentice's ability to contribute to the success of my company.	% Agree	95%	95%	100%	97%
	Count	53	160	39	97
Overall, I am satisfied with the quality and breadth of technical training provided to my apprentice (s) by the technical training provider.	% Agree	75%▼	90%▲	87%	90%▲
	Count	43	147	34	90
I understand the apprenticeship process and earning potential involved with careers in skilled trades.	% Agree	95%	99%	97%	99%
	Count	54	163	38	99

Demographics

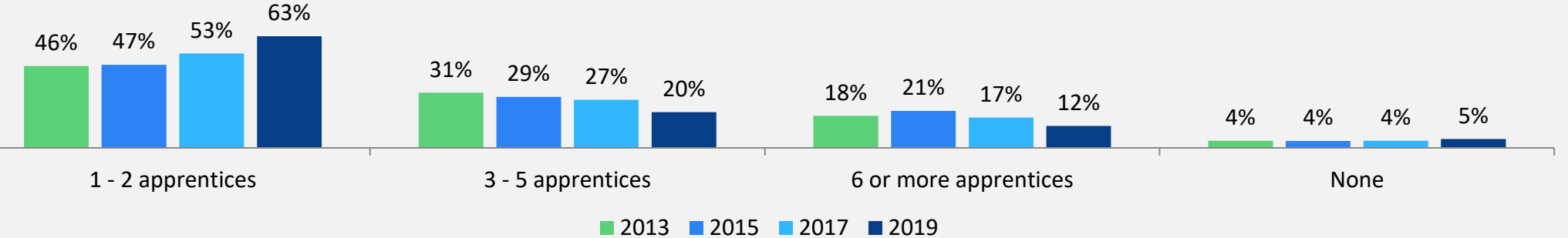
Number of Employees



Number of Journeypersons



Number of Apprentices



Demographics

Method of Contact by Industry

	Phone		Online	
	Count	%	Count	%
Agriculture, Tourism and Service	36	18%	21	13%
Construction	100	49%	70	42%
Production and Maintenance	17	8%	23	14%
Motive Repair	50	25%	51	31%
Total	203	100%	165	100%

Demographics

Employees, Journeypersons, and Apprentices by Industry

		Agriculture, Tourism and Service	Construction	Production and Maintenance	Motive Repair
Number of Employees	1 - 10 employees	56%	67%▲	45%▼	69%▲
	11 - 49 employees	30%	21%	30%	20%
	50 + employees	14%	12%	25%	11%
Number of Journeypersons	1 - 2 journeypersons	37%	44%	30%	50%
	3 - 5 journeypersons	37%	25%	33%	24%
	6 or more journeypersons	25%	28%	38%	24%
	None	2%	2%	0%	2%
Number of Apprentices	1 - 2 apprentices	58%▼	59%▼	50%▼	77%▲
	3 - 5 apprentices	25%	19%	28%	16%
	6 or more apprentices	12%	15%▲	18%▲	5%▼
	None	5%	6%	5%	2%