

# SATCC Employer Survey

November  
2017

# Report Outline

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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:
  - Measuring employer satisfaction with apprentice quality
  - Determine employer satisfaction with SATCC services
- The Employer Study was conducted using both phone and online methodologies
- Data were collected between October 5<sup>th</sup> and November 6<sup>th</sup>, 2017
- In total, 339 completed responses were obtained (230 by phone, 109 online). Overall, the response rate is 15%. With this response rate, the margin of error is  $\pm 4.6$  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.
- Statistical Significance Testing:
  - Significance testing has been done between results from 2017, 2015 and 2013.
  - 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.
  - Please see slide 39 for an example of differences that are not statistically significant.
- Sampling Margin of Error:
  - The Sampling Margin of Error for this study is  $\pm 4.6$  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 & Strongly Agree   | 2013 | 2015 | 2017 |
|---|------|------|------|
| Overall, I am satisfied with the quality of the journeyperson when they complete an apprenticeship.   | 81%  | 87%  | 92%  |
| Overall, I am satisfied with the apprentice's ability to contribute to the success of my company  | 97%▲ | 93%▼ | 91%  |
| Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected  | 91%  | 89%  | 91%  |
| Overall, I am satisfied with the quality and breadth of technical training provided to my apprentice (s) by the technical training provider | 84%  | 81%  | 84%  |

## Process and Potential– Statement Agreement

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

## Staff Satisfaction – Statement Agreement

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

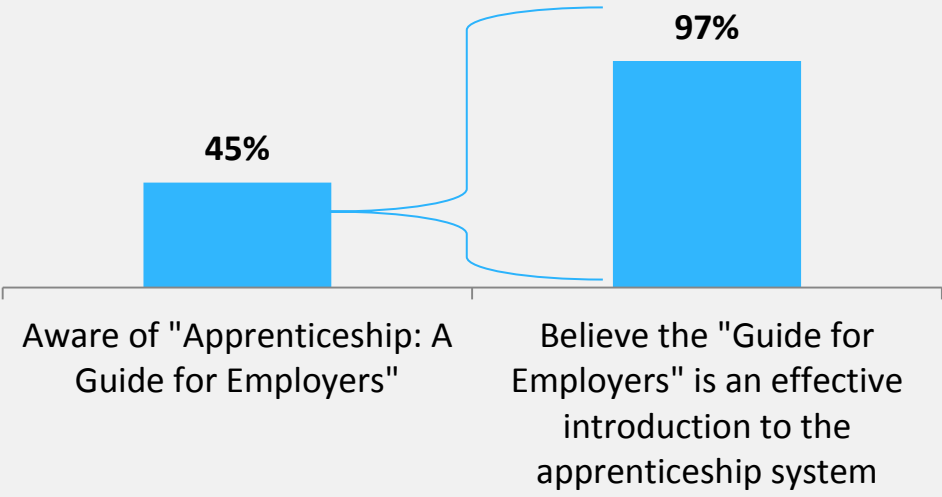
## SATCC Service Ratings\*

| Average + Above Average + Exceptional                     | 2013 | 2015 | 2017 |
|---|------|------|------|
| Verified trade time                                       | 91%  | 96%  | 96%  |
| Registered an apprentice                                  | 96%  | 93%  | 96%  |
| Fee payment processed quickly and accurately              | 93%  | 95%  | 96%  |
| Verified credentials                                      | 93%  | 96%  | 95%  |
| Updated business information                              | 92%  | 92%  | 94%  |
| General information about apprenticeship or certification | N/A  | N/A  | 94%  |
| Replaced lost documents                                   | 88%  | 93%  | 92%  |

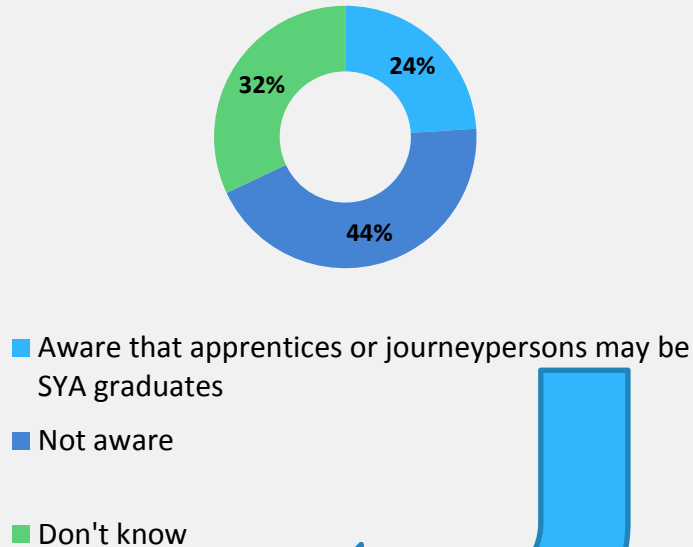
\* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.

# Summary of Key Findings— A Guide for Employers and SYA Graduates (New Sections for 2017)

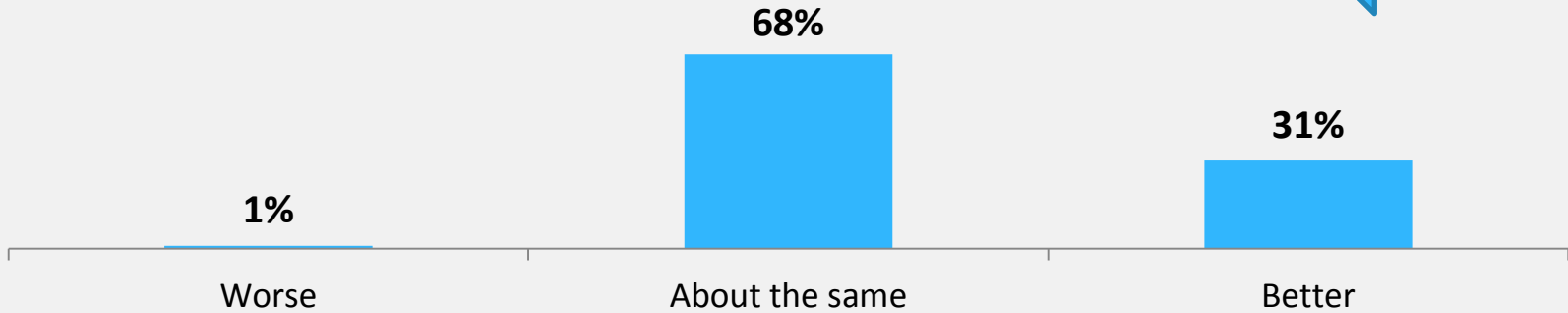
## Training Guide Awareness & Perceptions



## Aware of SYA Graduates

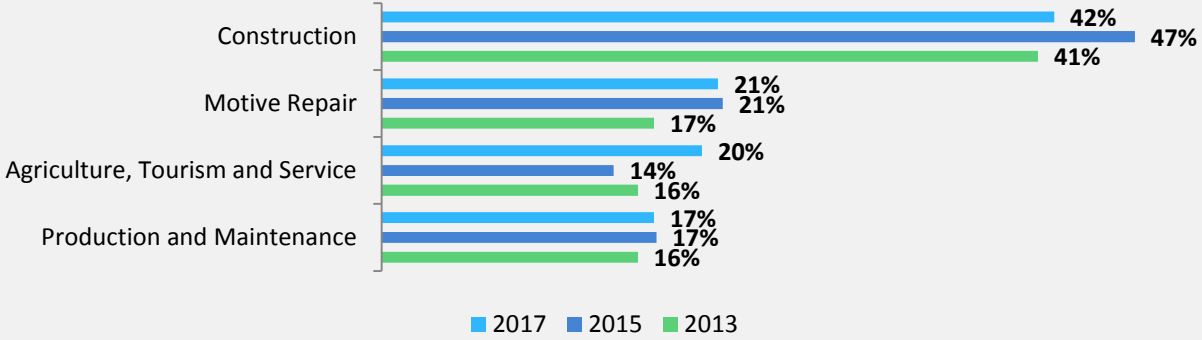


## Performance of SYA Graduates Compared to Others



# Summary of Key Findings – Communications and Profile

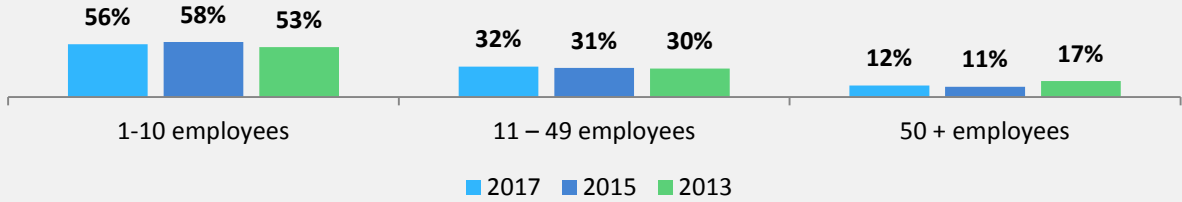
## Industry Sector



## Top Preferred Online Services

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

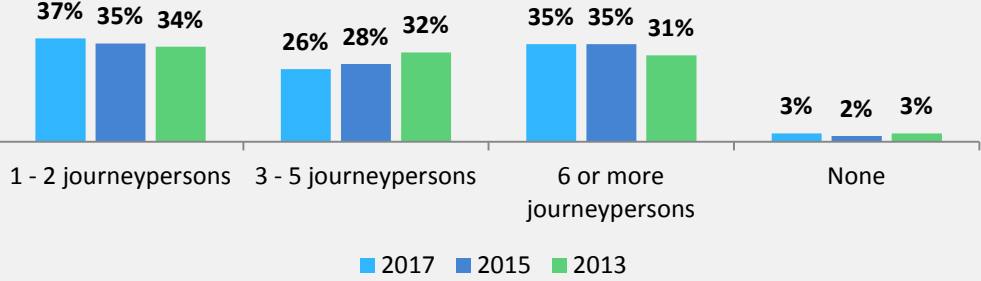
## Number of Employees



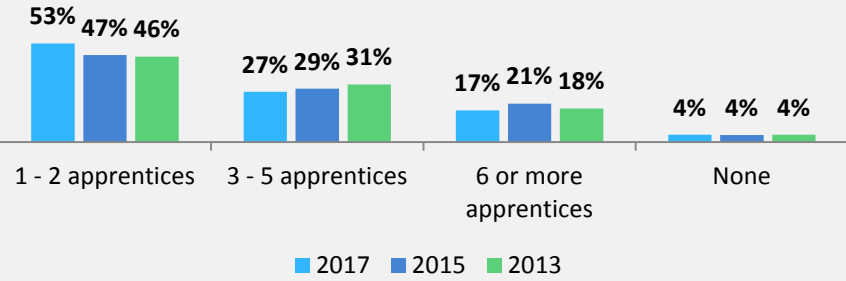
## Top Information Preferences

|        | 2013 | 2015 | 2017 |
|--------|------|------|------|
| E-mail | 69%  | 67%  | 67%  |
| Letter | 18%  | 22%  | 25%  |

## Number of Journeypersons



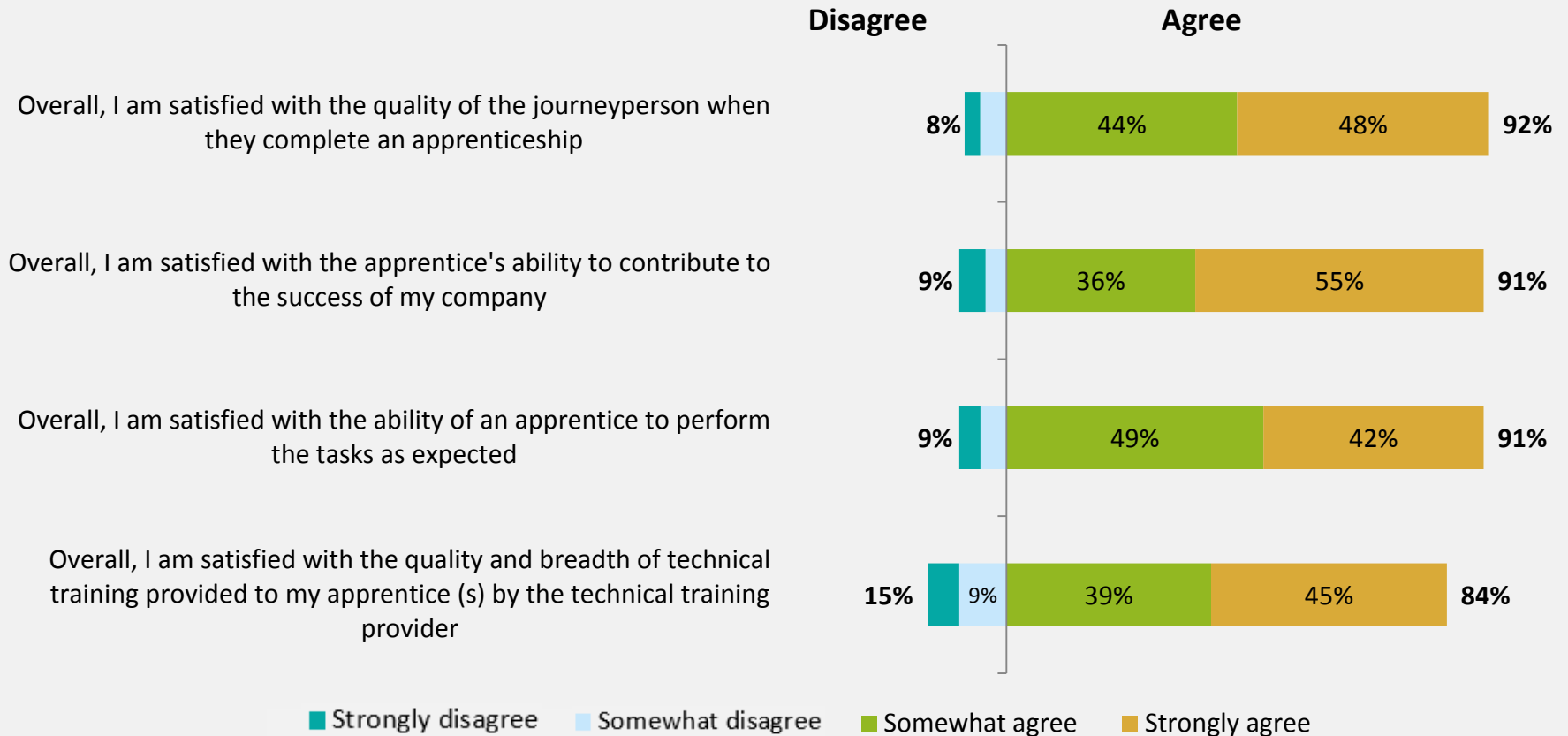
## Number of Apprentices





# Satisfaction

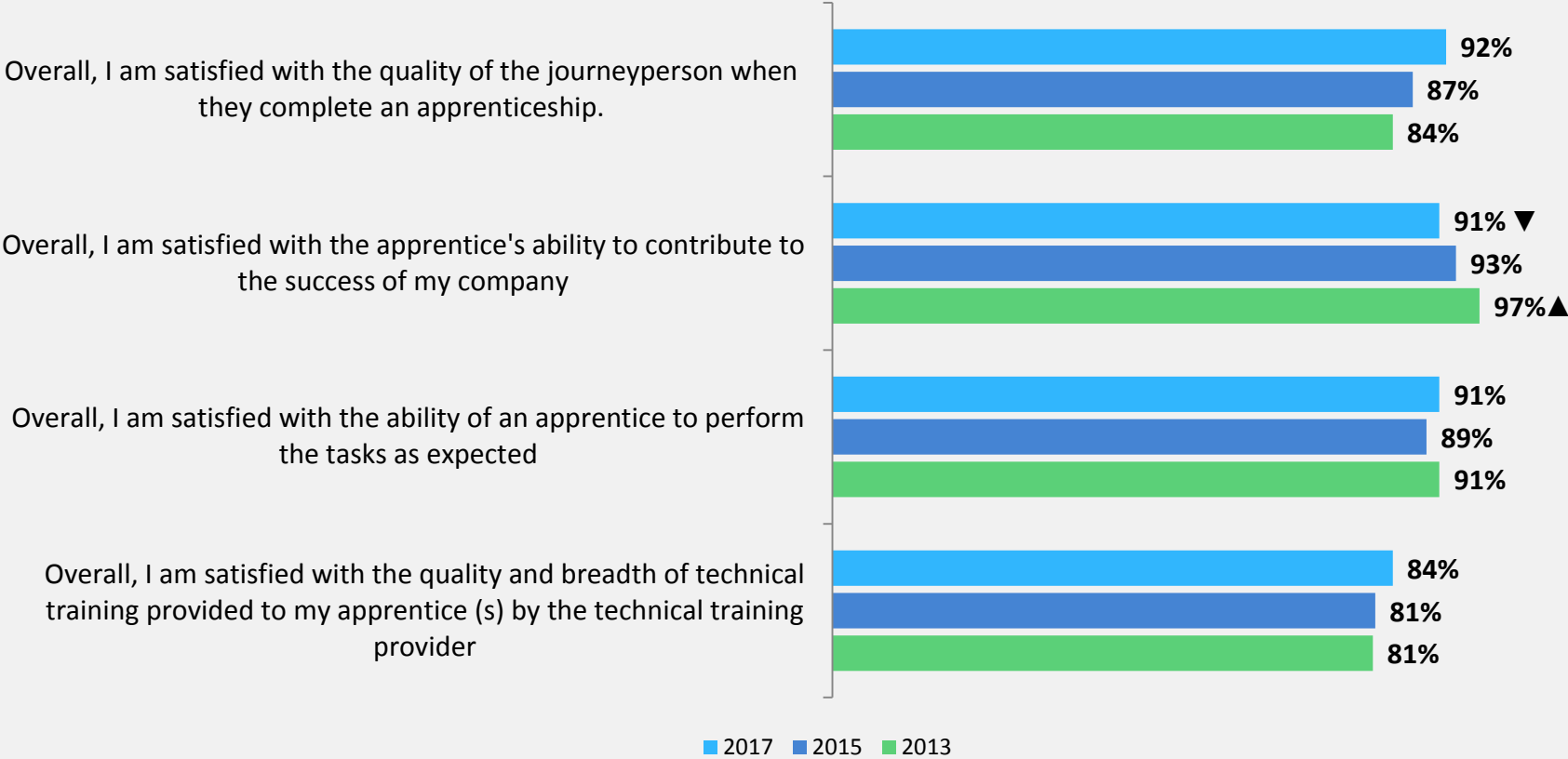
# Most employers are very satisfied with all measured aspects of apprentices.



Q13 to Q16. Please indicate if you agree or disagree with the following statements. Base: All respondents, n=339.

Continuing the strong performance since 2015, employers are very satisfied with apprentices (all results are over 80%).

### Satisfaction with Apprentices (Somewhat and Strongly Agree)



Q13 to Q16. Please indicate if you agree or disagree with the following statements. Base: All respondents, n=339 (2017), n=338 (2015), n=360 (2013).

## Reasons for Dissatisfaction of the Quality of Journeyperson

|  |
|--|
| Apprentices are only exposed to our product when going through the program. After they are done the program their ability is somewhat limited.   |
| As a journeyperson within our company, employees are expected to manage projects. As a regulated trade they often do not get any experience at being accountable. This problem has become common through the past busy years in which our trade has been flooded with unqualified people.  |
| Delivery of program. You have to deliver a good solid program, and I don't think they do. I don't think they keep things up to date, and they are giving them a ticket.  |
| Depends on the person, but they are lacking skills. Need more focus on plans and blueprints. Hands on skills and fire alarm. Less on the math  |
| Government needs to put a stop to employers having no power against employees. We see lots of lazy journeymen who don't care. They come through the system and just wing it on company time. We have incurred many losses due to stupidity or because guys don't care. We been told many times that they will just go across the street and get another job. They work unsafe lots of the times. No matter how much instruction we are always as employee in the wrong.  |
| I believe that too much emphasis is put on the books and not enough technical training. The journeyman's that are coming out of there, unless I train them. They are not at a first year apprentice level. Along with the academic part of our schooling, our guys should be tested to see if they can actually do the work. The employer should have more say if the apprentice is ready for his next level of training especially his fourth year level. You basically graduate someone who is not ready to be a journeyman. |
| I don' feel their skills had advanced through the process  |
| I don't think that the program in Saskatchewan is sufficient.  |
| I feel there should be more education or focus on safety.  |
| I have lots of apprentice that their teacher not doing their job. Everybody seems to pass no matter what.  |
| I just find that some of the theory skills are lacking. They don't really know how to read to code book that well.   |
| I think we need to prepared the apprentice for today's technology and practices but also for the items coming up and items that are already here like fiber, solar, electric vehicles  |
| not enough training on automotive air conditioning repair  |
| Okay when they come to me they have their paper work they are not street smart, they need to be trained in the industry and the school blows up their heads they think they know everything, but they don't . Do you want to call it entitlement and if they make a mistake they suffer consequences. Even if they got their journeyman they don't know everything, just via school and after their journeyman some of them quite because of the pressure. I've been doing this for 50 years and had my salon for 30 years an  |

Q13a. Why are you not satisfied with the quality of the journeyperson when they complete an apprenticeship?. Base: Those not satisfied, n=24.

## Reasons for Dissatisfaction of the Quality of Journeyman (Continued)

Over time apprenticeship has cut many things from our trade (plumbing), they have dropped it from a 5 year apprenticeship to a 4 year apprenticeship. The focus of S.A.T.C. seems to be focused on meeting the demand rather than producing quality people.

Some of the apprentice do not take the trade seriously. They view it as a well paying job and not a career now a day, the pride they should have is not there anymore. The overall lack of knowledge is becoming to great. Companies are not providing training in all aspects of the trade. Some apprentices are great at one task and have no clue how to do other tasks. It needs to be clearer that employers need to move the apprentices around more to do other tasks as opposed to the same thing over and over. There i

There is two aspects to this, on my apprentices I am okay but on general apprentices on trade they have no practical examinations or training . There is no practical it's all book, based on passed experiences apprentices have not been employed by me are not qualified journeyman, due to no practical examination. It's all written exams, on my opinion just because you can write something on a piece of paper does not mean they can run a crane.

They are week and not comprehensive to the jobsite at hand.

They just learned on the book. No work practices.

They think they know more than they do. It's that millennial generation the mind set that drives me nuts, I won't hire anybody under 30 and they need to move out of their parents basement, their single life and they need to grow up and live in the real world. Their to used to being spoiled by their parents and they expect me to do the same thing, it doesn't happen in the real world.

We have had journeymen that got their training doing one task (e.g. installing plugins on big jobs). We hire them and they can't even change a service - who checks that they are getting experience in all aspects of being an electrician?

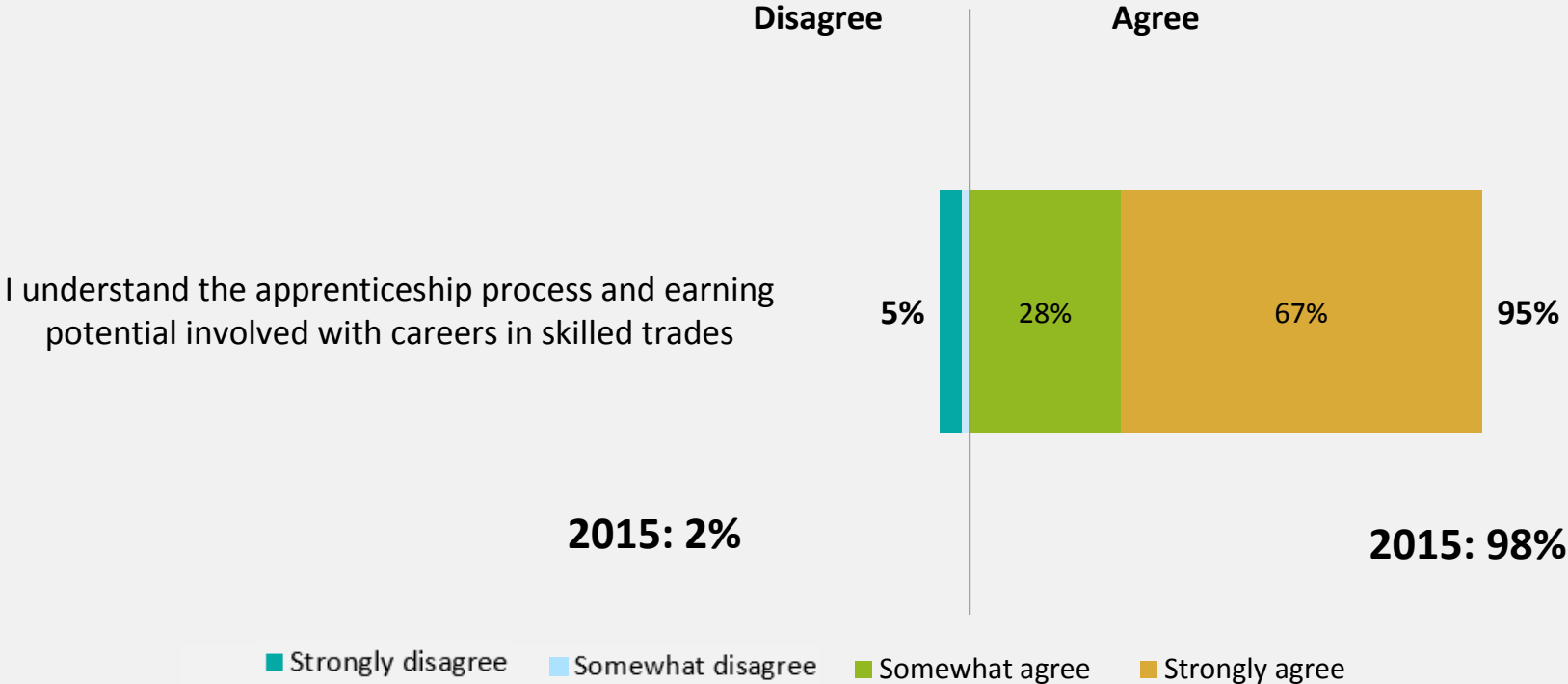
We pay for this man to go, they have short hours they don't give enough training and don't give up to date training. We pay for him to go full time schooling. Let's give them hands on.

We train our apprentice's on our own. Having them go to the final examination for a journey person hairstylist and have the instructor who is marking them on their skills comments on how they are a better stylist and has won more awards than the apprentice. How fair is that? Been very unimpressed by Sask Apprentice for many years.

When they have completed a level they do not seem competent or have a good understanding of what they have learned to do the job - more hands on needed

Q13a. Why are you not satisfied with the quality of the journeyman when they complete an apprenticeship?. Base: Those not satisfied, n=24.

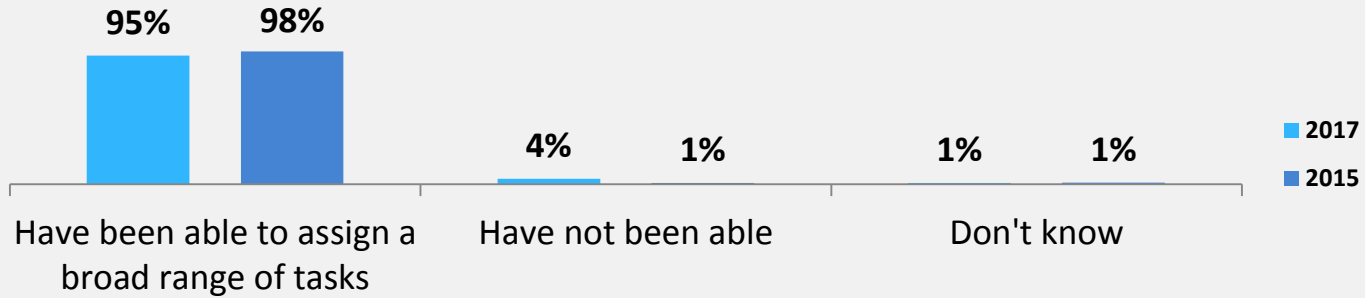
Similar to 2015, almost all employers (95%) say they understand the apprenticeship process and earning potential involved with careers in skilled trades.



Q17. I understand the apprenticeship process and earning potential involved with careers in skilled trades. Base: All respondents, n=339 (2017), n=338 (2015).

Similar to 2015, almost all employers say they have been able to provide a broad range of tasks to apprentices. This compares to 84% of apprentices who suggest they are assigned a broad range of tasks from the Apprenticeship Survey.

### Apprentice Task Assignment



| 2017 Reasons for Not Having Been Able to Assign a Broad Range of Tasks  |
|---|
| Because it's a specific field.  |
| Flat rate technicians reluctant to train.   |
| He just got back from school a week ago. He just finished his first segment. I have rearrange the positioning in my shop. Its in my plan.                                   |
| I am a businessman, I am not there to make sure he is well trained. I am not going to go out of my way, to cost me any money, to make sure he has a broader range of tasks. |
| I do not have any apprentice.   |
| Just never ever done it.  |
| No communication with the apprenticeship work.  |
| our cook positions are very specific; they cook for healthcare industry   |
| She was not here long enough.   |
| We do our best, however the trades are to diverse and we do not work on all the different areas or specialties  |
| We only do one stage of construction. Basically all we do is framing, we don't do any finishing or siding.  |

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=339 (2017), n=338 (2015).

Q10a. Why have you not been able to assign a broad range of tasks to each apprentice? Base: Respondents who have not been able to assign a broad range of tasks, n=11.

# Services and Staff Ratings



Consistent with 2015, the highest rated services received in the past 12 months include verifying trade time (4.0), registering an apprentice (4.0) and verifying credentials (3.9).

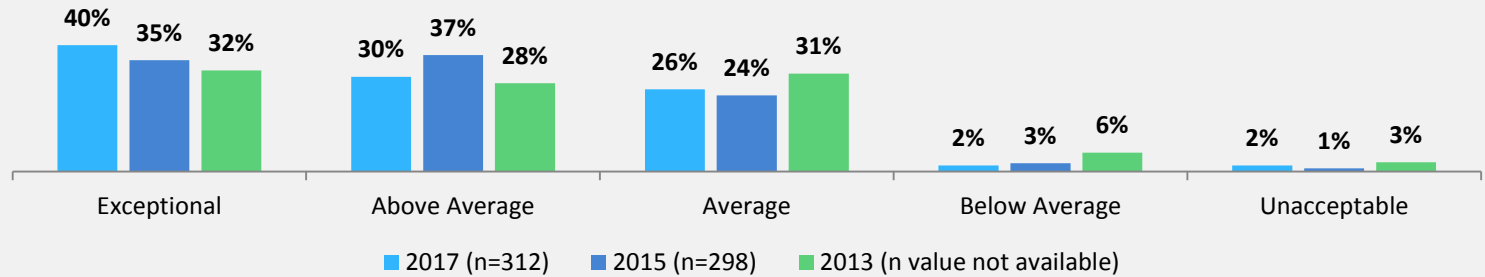
| SATCC Service Ratings (Scale: 1 to 5)                     | 2015  |                | 2017  |                |
|---|-------|----------------|-------|----------------|
|   | Count | Average Rating | Count | Average Rating |
| Verified trade time                                       | 298   | 4.0            | 312   | 4.0            |
| Registered an apprentice                                  | 291   | 3.8            | 301   | 4.0            |
| Verified credentials                                      | 242   | 3.9            | 276   | 3.9            |
| Fee payment processed quickly and accurately              | 225   | 3.8            | 271   | 3.9            |
| Updated business information                              | 184   | 3.8            | 219   | 3.9            |
| General information about apprenticeship or certification | N/A   | N/A            | 219   | 3.8            |
| Replaced lost documents                                   | 132   | 3.7            | 158   | 3.6            |

**Overall Service Average:**  
**2015: 3.8; 2017: 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=158 to 312 (2017), n=132 to 298 (2015).

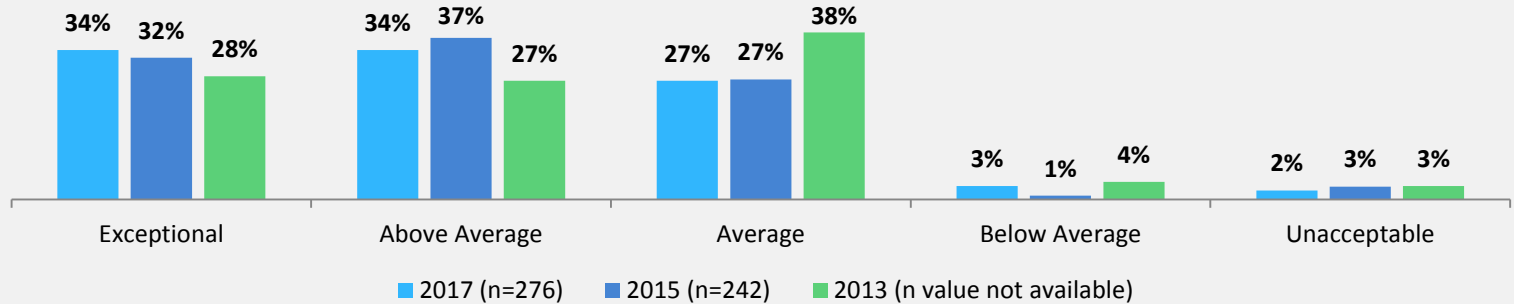
## Verified Trade Time\*

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



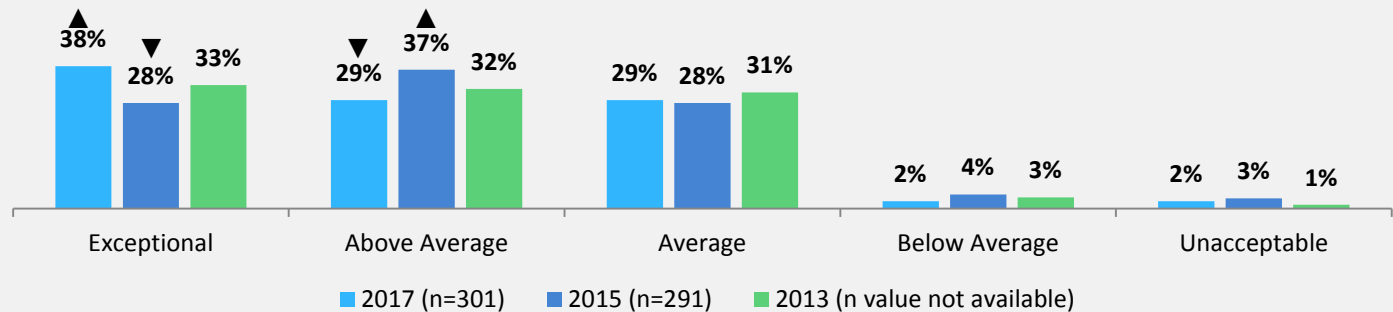
## Verified Credentials\*

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



## Registered an Apprentice\*

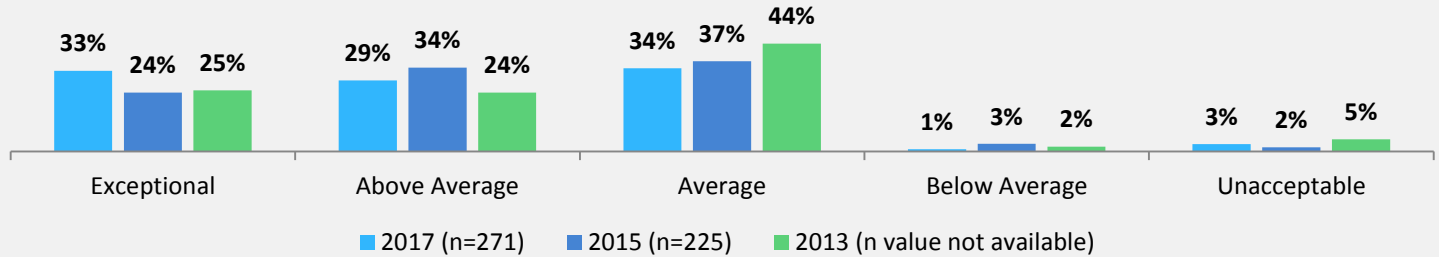
Average/Above  
Average/Exceptional  
2017: 96%  
2015: 93%  
2013: 96%



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

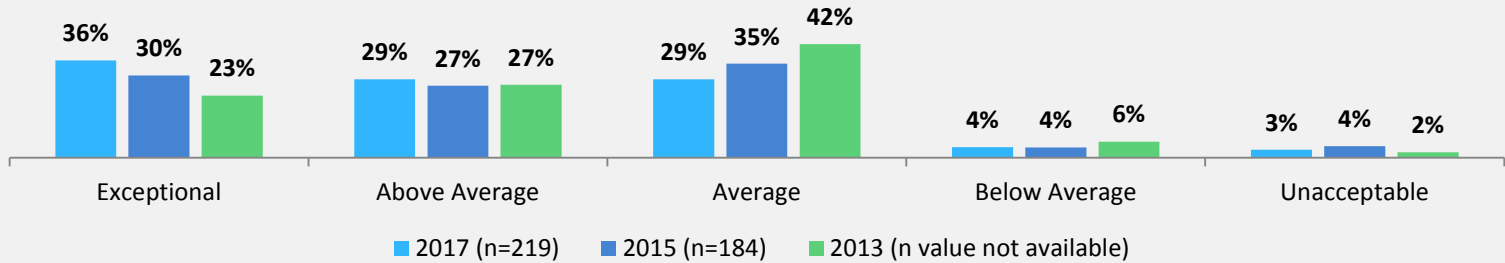
## Fee Payment Processed Quickly and Accurately\*

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



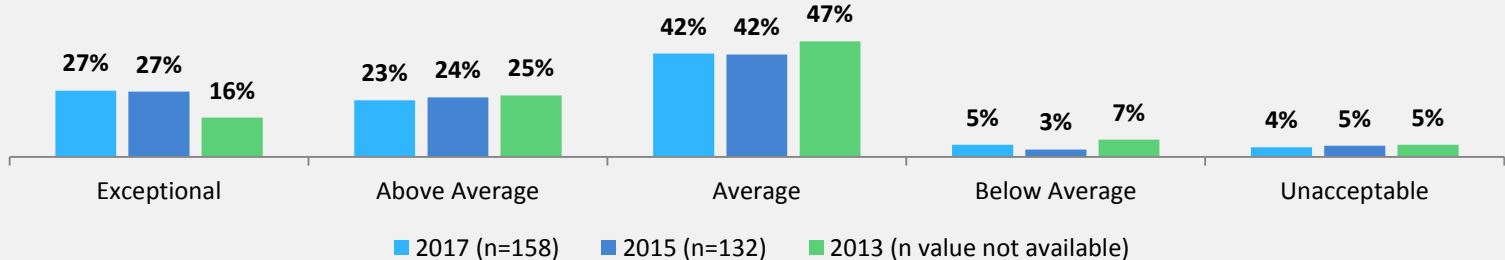
## Updated Business Information\*

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



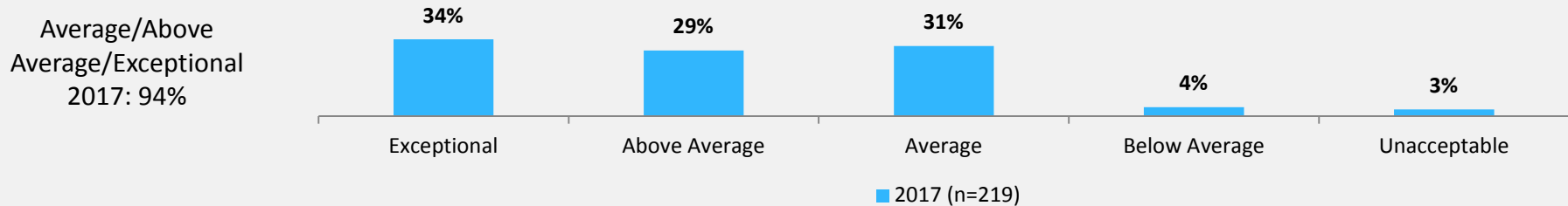
## Replaced Lost Documents\*

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



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

## General Information about Apprenticeship or Certification\*



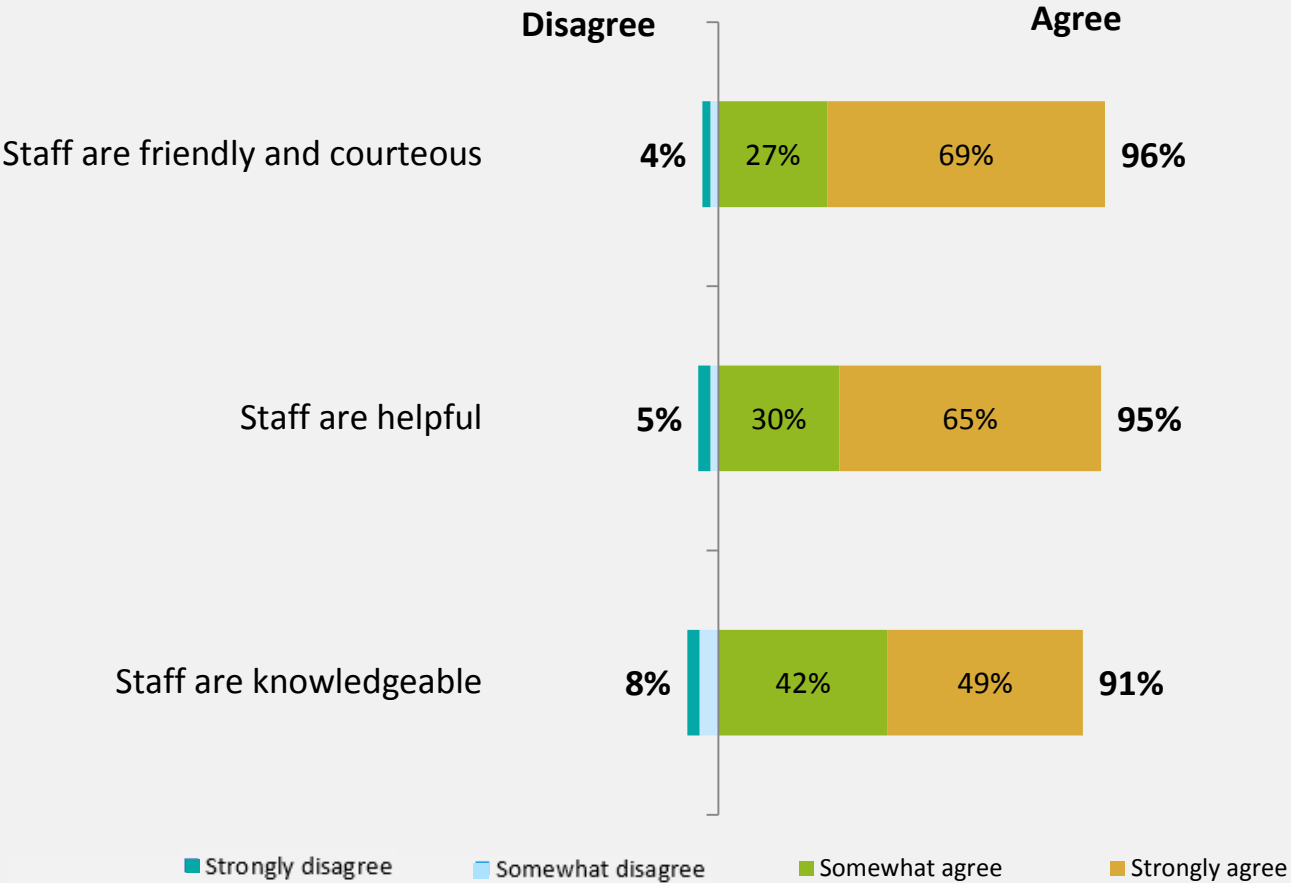
\* New for 2017

## Additional Services Received in Past 12 Months

|   |
|---|
| Applying for exam   |
| ASEP  |
| Don't lose emails when they have been acknowledged -- Have a backup system check -- Re: [XX] Application  |
| Scheduling of technical training.   |
| Statement for claiming indentured as apprentices.   |
| They evaluated a new program for industrial mechanics at our facility.  |
| We are supposed to have someone who comes around and checks in from time to time to keep employers up to date and examinations etc... and we have no one. |

Q19. Are there any other services you received in the last twelve months that we may have missed? Base: Respondents that left comments, n=7.

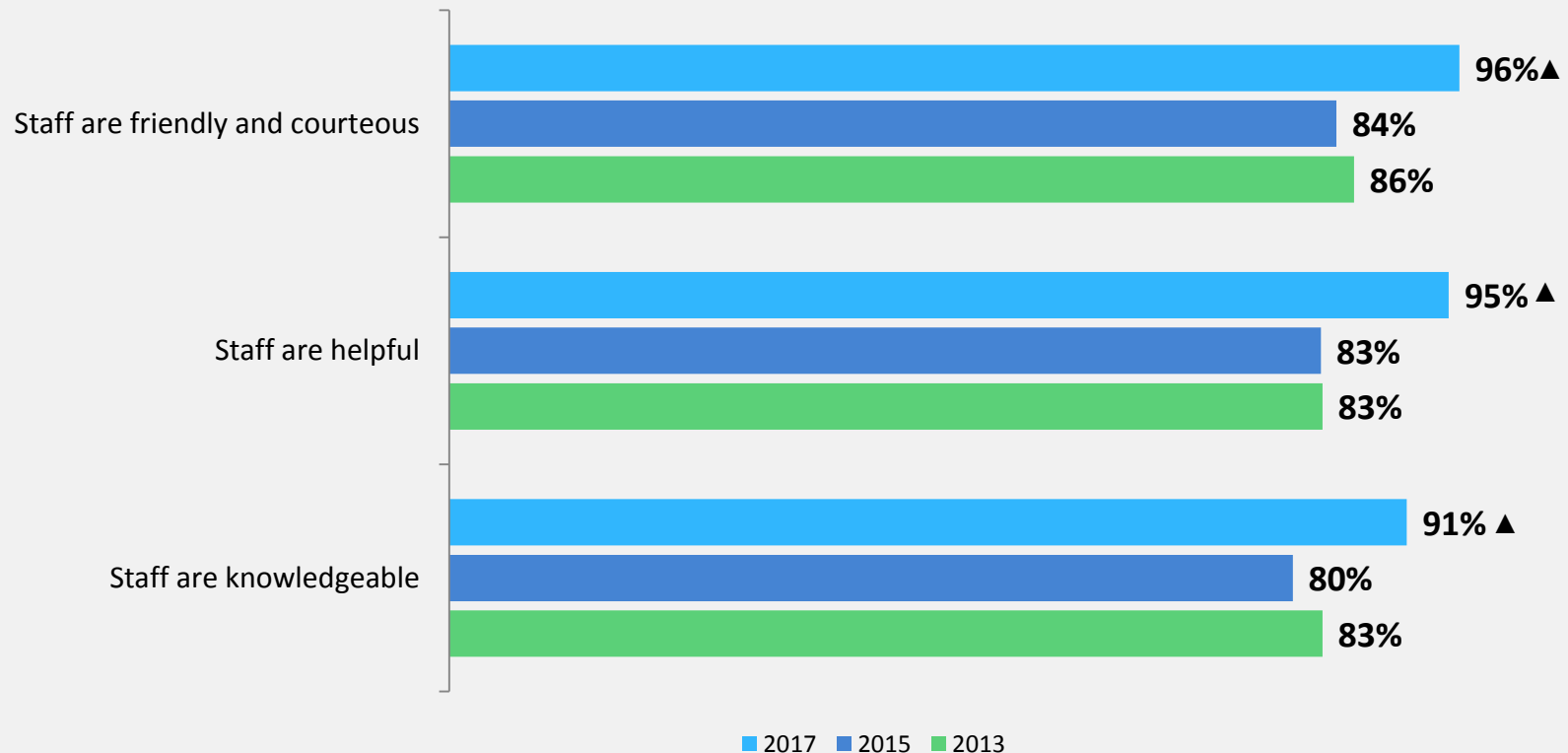
More than nine in ten employers agree that SATCC staff are courteous (96%), helpful (95%) and knowledgeable (91%). Note that this is very similar to results from the Apprentice Survey, although apprentices report slightly lower agreement levels.



Q20. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents, n=339.

Now at its highest point on record, employer satisfaction with SATCC staff has increased since 2015.

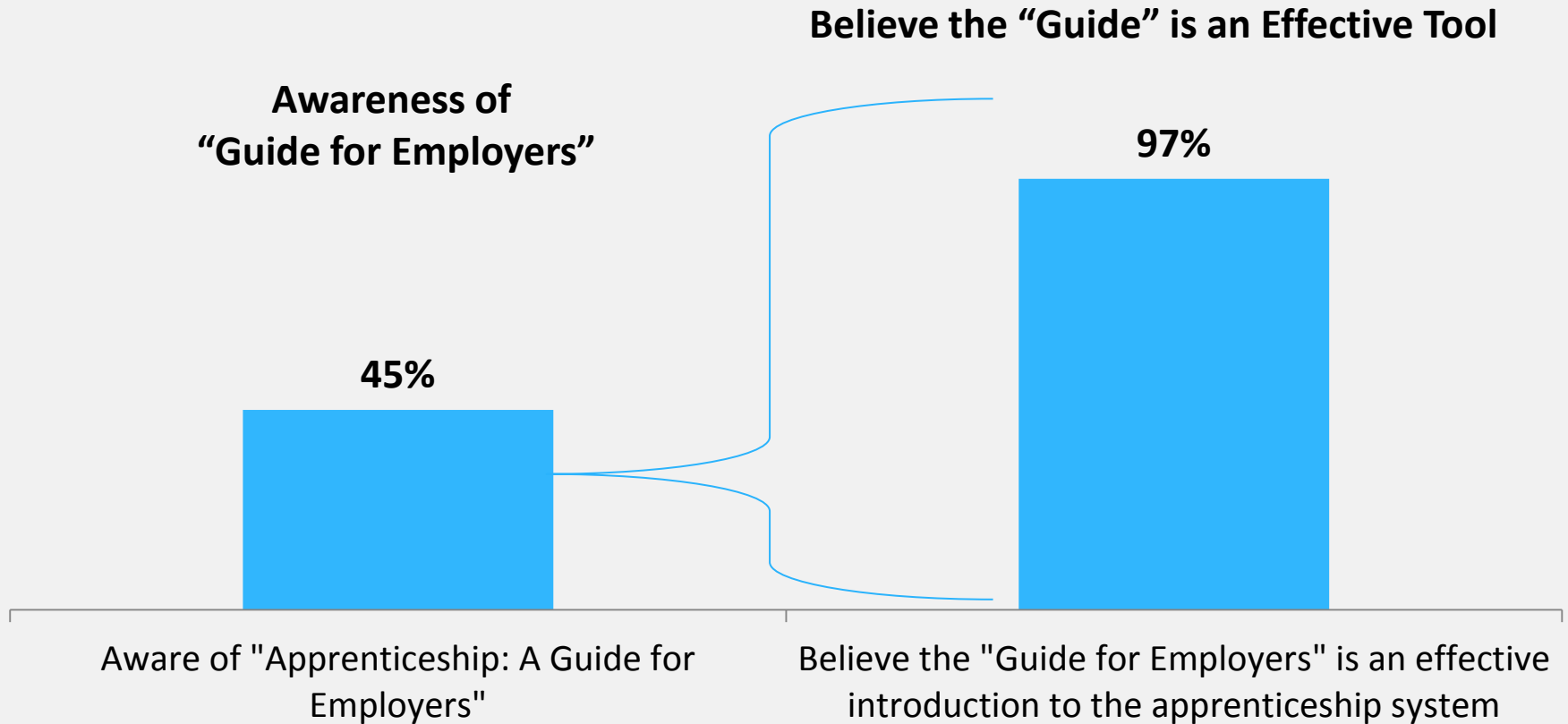
### Satisfaction with SATCC Staff (Somewhat and Strongly Agree)



Q20. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents, n=339 (2017), n=338 (2015), n=360 (2013).

# *Guide for Employers and SYA* Graduates

Nearly one-half of employers (45%) are aware of the pamphlet, "Apprenticeship: A Guide for Employers." Among them, nearly all agree that the "Guide" is an effective introduction to the apprenticeship system.



Q9a. Are you aware of the pamphlet "Apprenticeship: A Guide for Employers"? Base: All respondents excluding don't know, n=331.

Q9b. Do you believe "The Guide for Employers" is an effective introduction to the apprenticeship system? Base: Those aware of the guide excluding don't know, n=142.



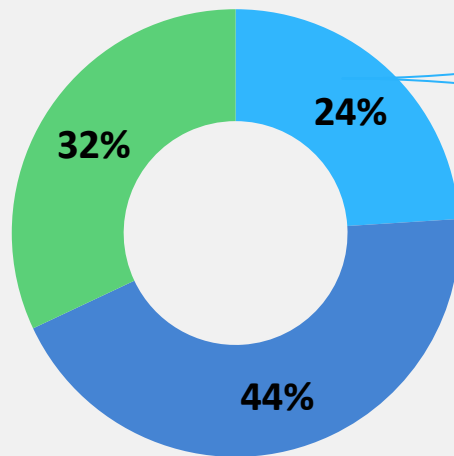
## Additional Comments on the *Guide for Employers*

|  |
|--|
| Although it provides information and is a good reference, the multitude of processes needed to work with apprenticeship takes experience.  |
| Apprentices need to be treated in a stricter manor. Most don't care now a days or have no background in these fields. Many end up costing companies money no a days because the work ethic is not there. Employers have no say or advantage in any situations. |
| Everybody has a potential.   |
| Excellent program and it really help the stylists.   |
| Have not read through it.  |
| I just to reach out and say thank you I can't remember the gentleman's name off hand he was very helpful. The apprenticeship programs are there to help you, couldn't be happy.  |
| I like how easy to be use. It helps people know where to start.  |
| I mostly get my information from the representatives for apprenticeship.   |
| Informative and answers most of my questions.  |
| It could be more comprehensive and more information on it.   |
| It gives a good idea on what is required or expected of an employer, in order to train an apprentice.  |
| It was good enough and any question answered for apprenticeship.   |
| It's a good tool to introduce to our apprentices.  |
| It's just kind of like when they go to do their exams, like I have guy going on Monday, there's not a lot of information, I think it involves a colour but it doesn't say it does. More specifics I guess, it just says industry finish.                       |
| It's working fine.   |
| Never spent enough time looking at it.   |
| No, everything seems to go smoothly.   |
| None.  |
| Our apprentices attend SaskPower Apprenticeship Training Center. The pamphlets, I don't really pay any attention to them because I don't have much interest in them.   |
| Should be circulated more.   |
| Sometimes it's not very field specific. We have sub-traders (Boom Truck Operator A) and things aren't clear or don't necessarily apply to our industry.  |
| They need to be more straightforward. Give the information and concise as possible.  |
| Very standard.   |
| We're changing to website.   |

Q9c. Please leave any comments you have on the *Guide for Employers*: Base: All respondents who left comments, n=24.

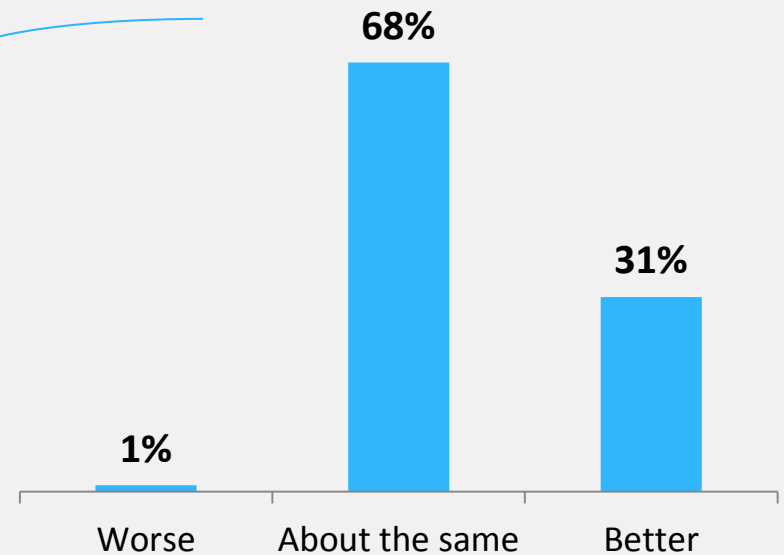
Overall, about a quarter of employers (24%) are aware that some of their apprentices or journeypersons are SYA graduates. Among them, most feel these graduates perform at the same skill level as other graduates. Three in ten say they perform better.

### Awareness that Apprentices or Journeypersons are SYA Graduates



- Aware that apprentices or journeypersons are SYA graduates
- Not aware
- Don't know

### Performance of SYA Graduates Compared to Others



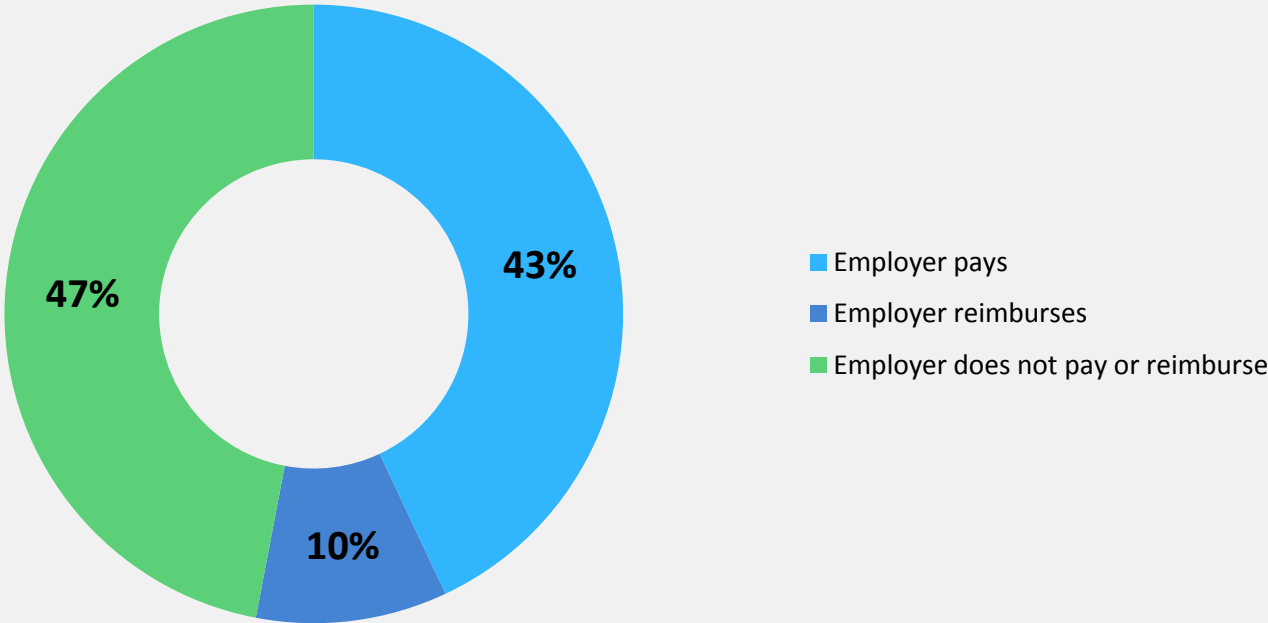
Q9d. Are any of your apprentices or journeypersons SYA graduates? Base: All respondents, n=339.

Q9e. Did you find those apprentices were better/worse/about the same skill level as any other apprentice? Base: Those aware of SYA graduates, n=81.

# Tuition

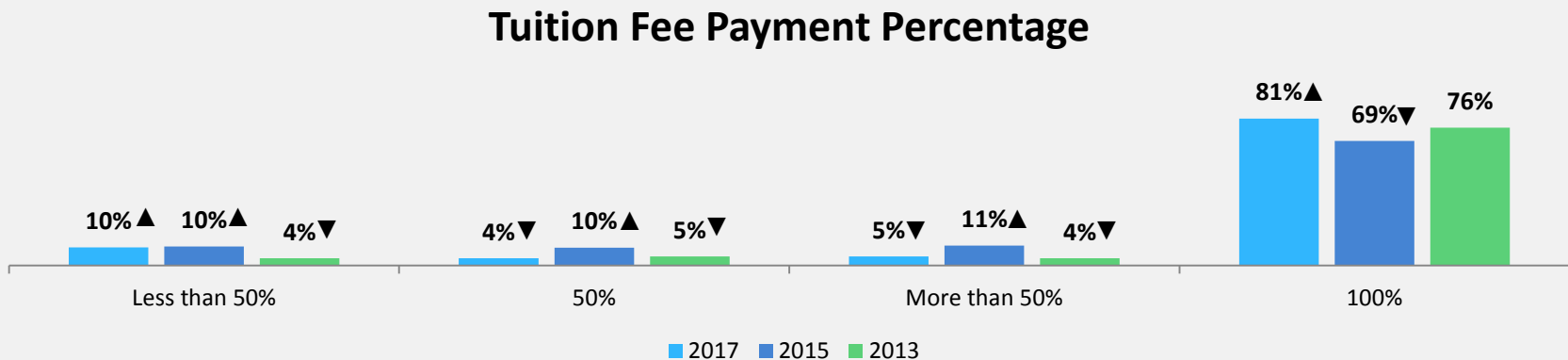
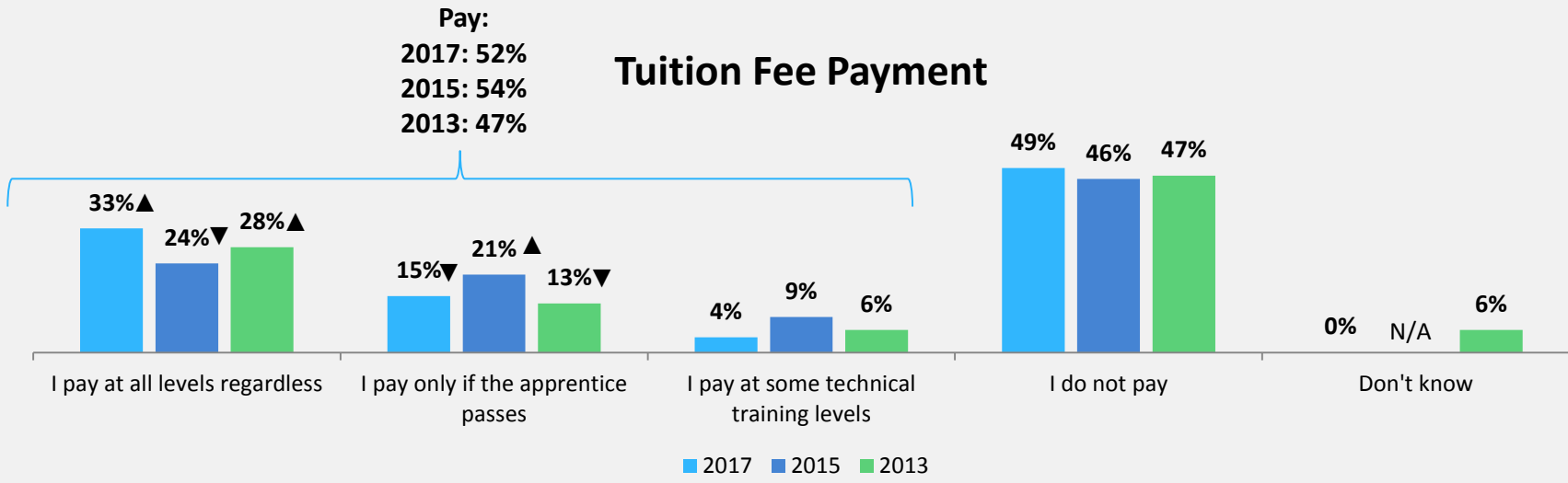
Just under half of employers (43%) say they pay or reimburse the cost of the fee for registering the Contract of Apprenticeship with the SATCC. Results from the Apprentice Survey are consistent where 39% of apprentices state the employer pays the fee.

### 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=339.

Just over half of employers (52%) continue to say they pay tuition fees for apprentices, although with some conditions. Interestingly, apprentices indicate that a lower amount of employers (39%) contribute to tuition. Among employers that contribute, most (81%) say they pay the full tuition and this is up from 69% in 2015.



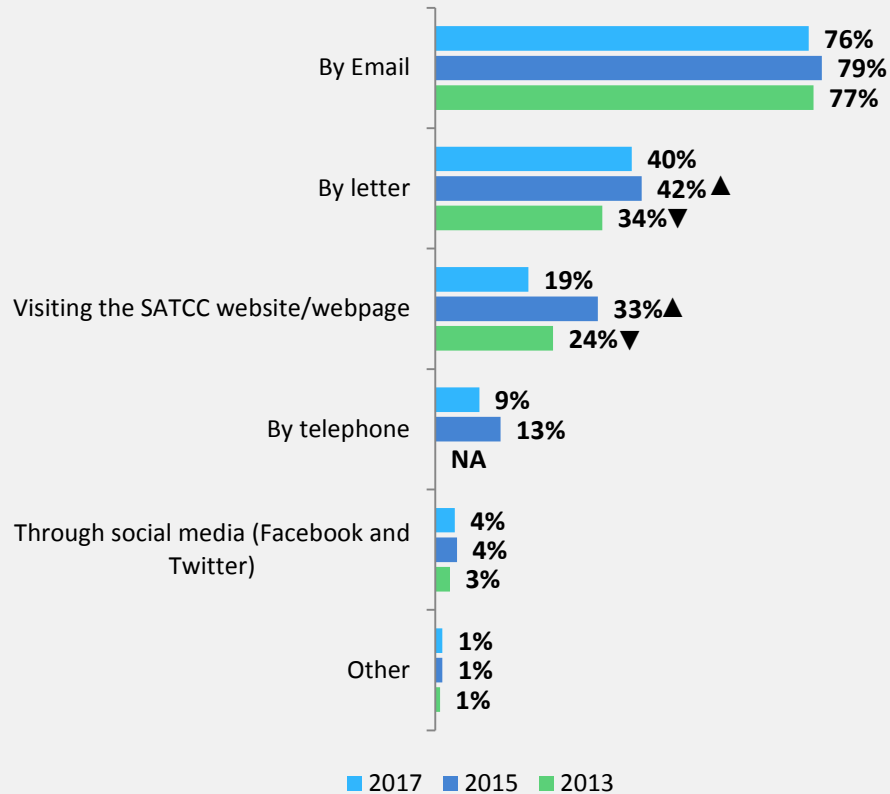
Q11. Please indicate the extent to which you pay tuition fees for apprentices? Base: All respondents, n=339 (2017), n=338 (2015), n=360 (2013).

Q12. Please indicate the percentage of tuition fees you pay. Base: Respondents that pay tuition fees, n=174 (2017), n=182 (2015), n=169 (2013).

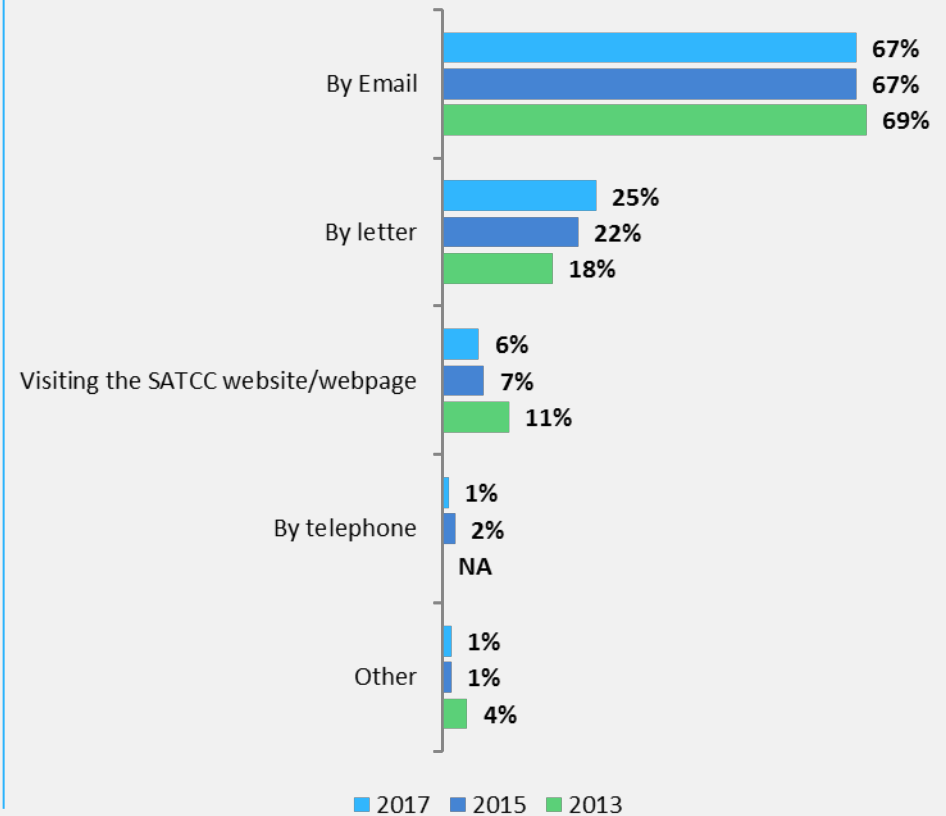
# Communications and Information

Consistent since 2013, email remains the most preferred method of receiving information from the SATCC.

### Information Preferences - General



### Information Preferences - Top Choice

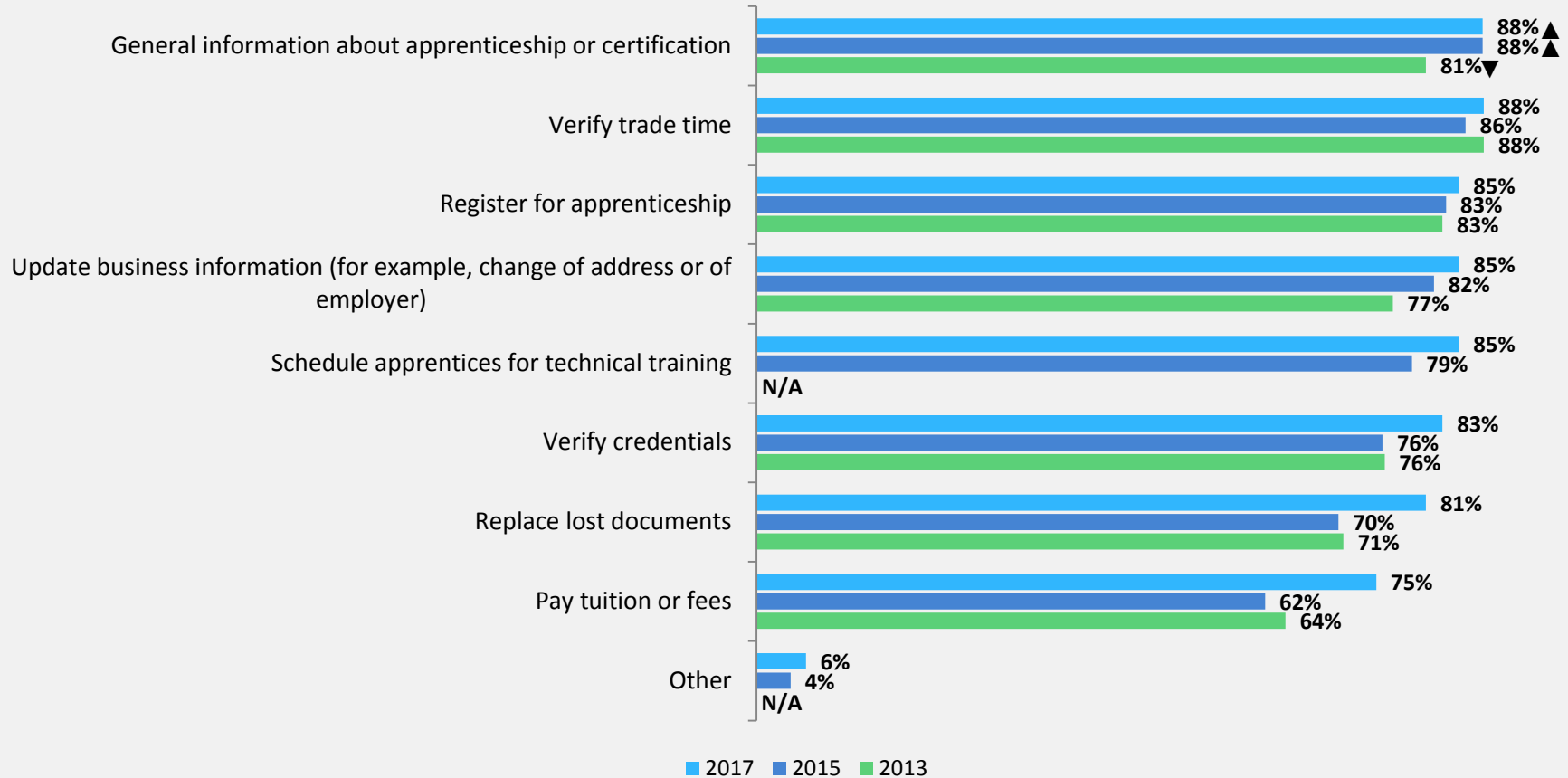


Q23. How would you like to receive information from the SATCC? Base: All respondents, n=339 (2017), n=338 (2015), n=360 (2013).

Q24. What would be your preferred method of receiving information from the SATCC? Base: All respondents, n=339 (2017), n=338 (2015), n=360 (2013).

The top four online services employers would like to be able to complete online remain consistent since 2013. They include finding general information about the program (88%), verifying trade time (88%), registration (85%), and being able to update information about the business (85%).

### Preferred Online Services

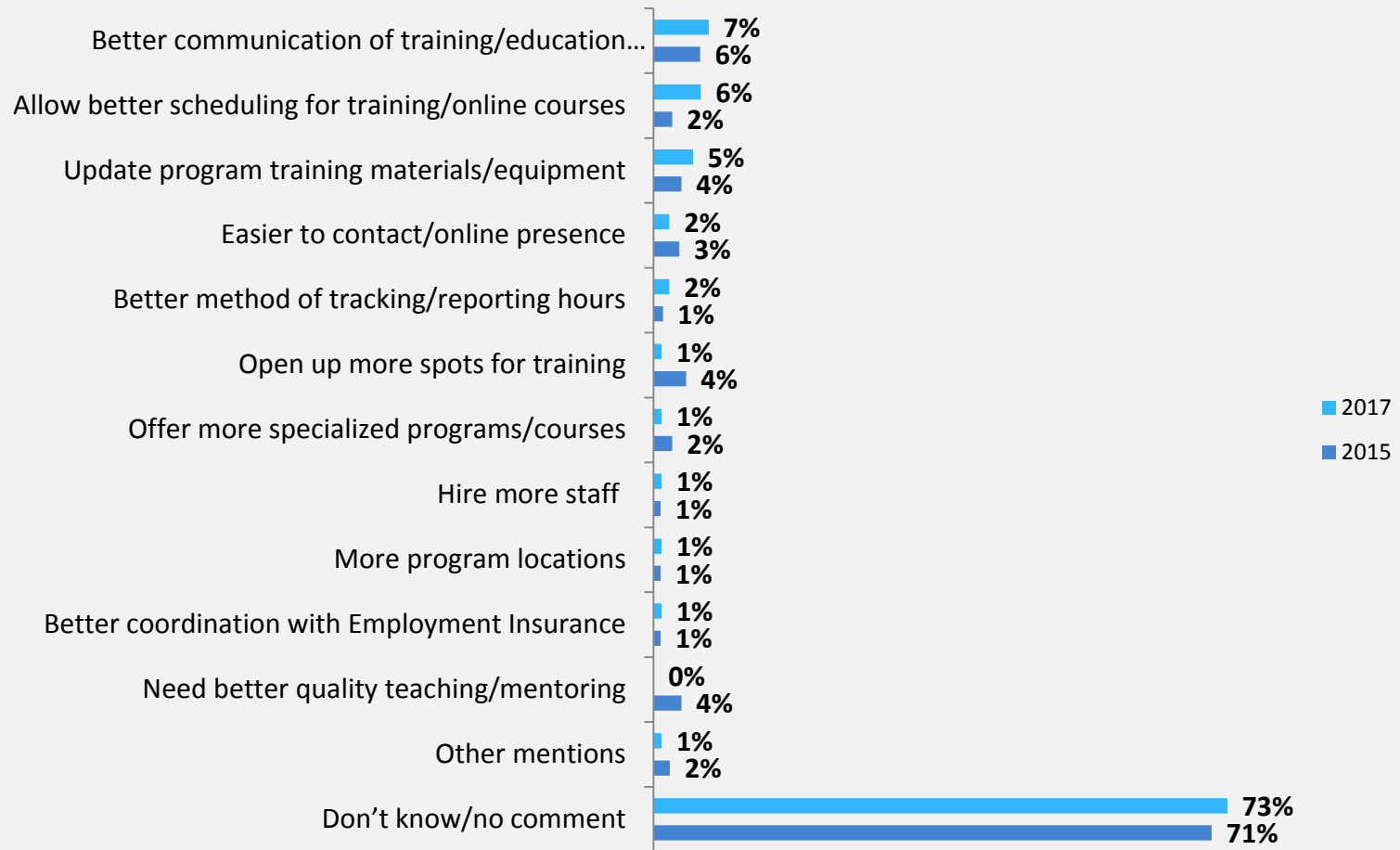


Q25. Which of the following services would you like to be able to complete online? Base: All respondents, n=339 (2017), n=338 (2015), n=360 (2013).



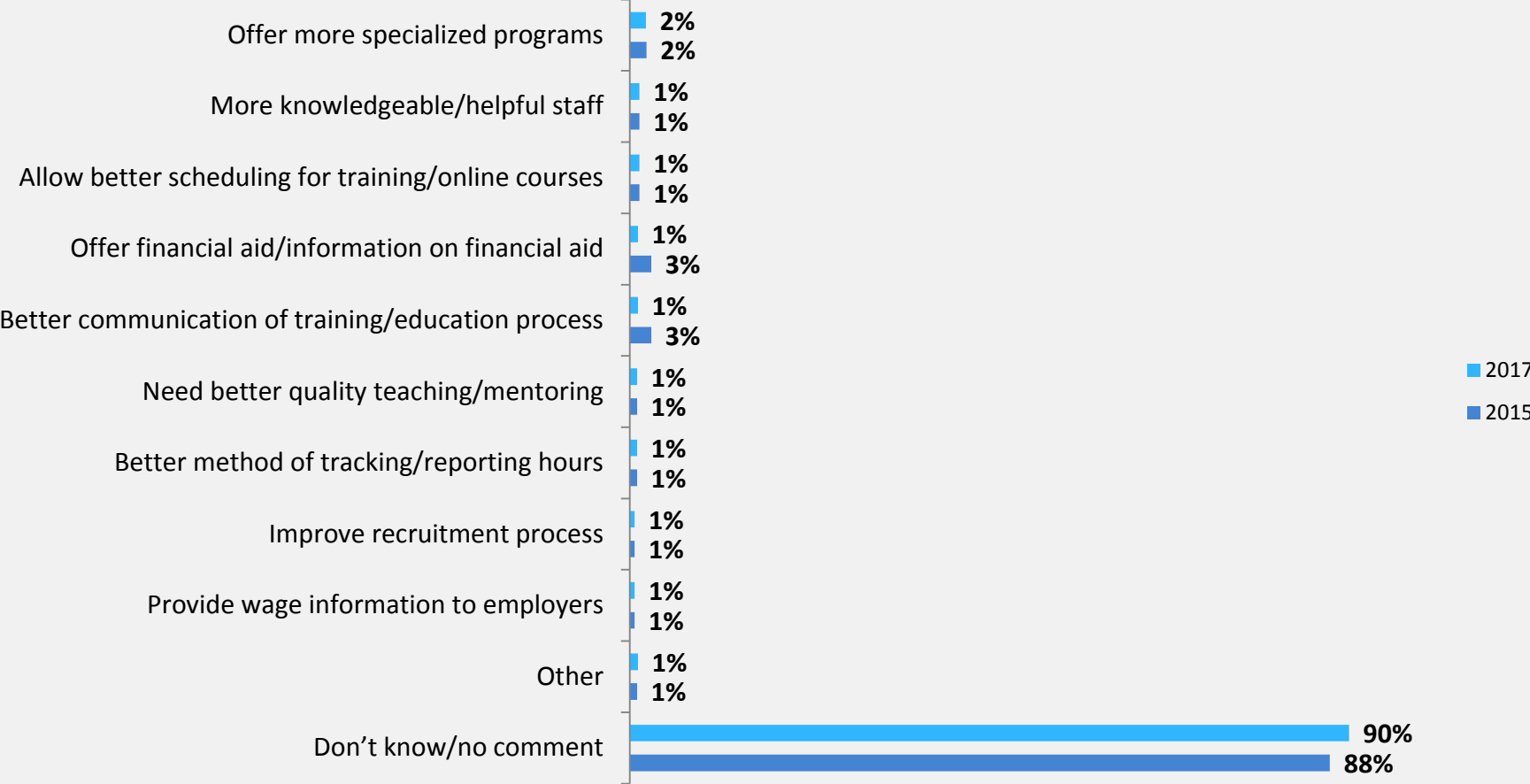
# General Comments

# What could the SATCC do better?



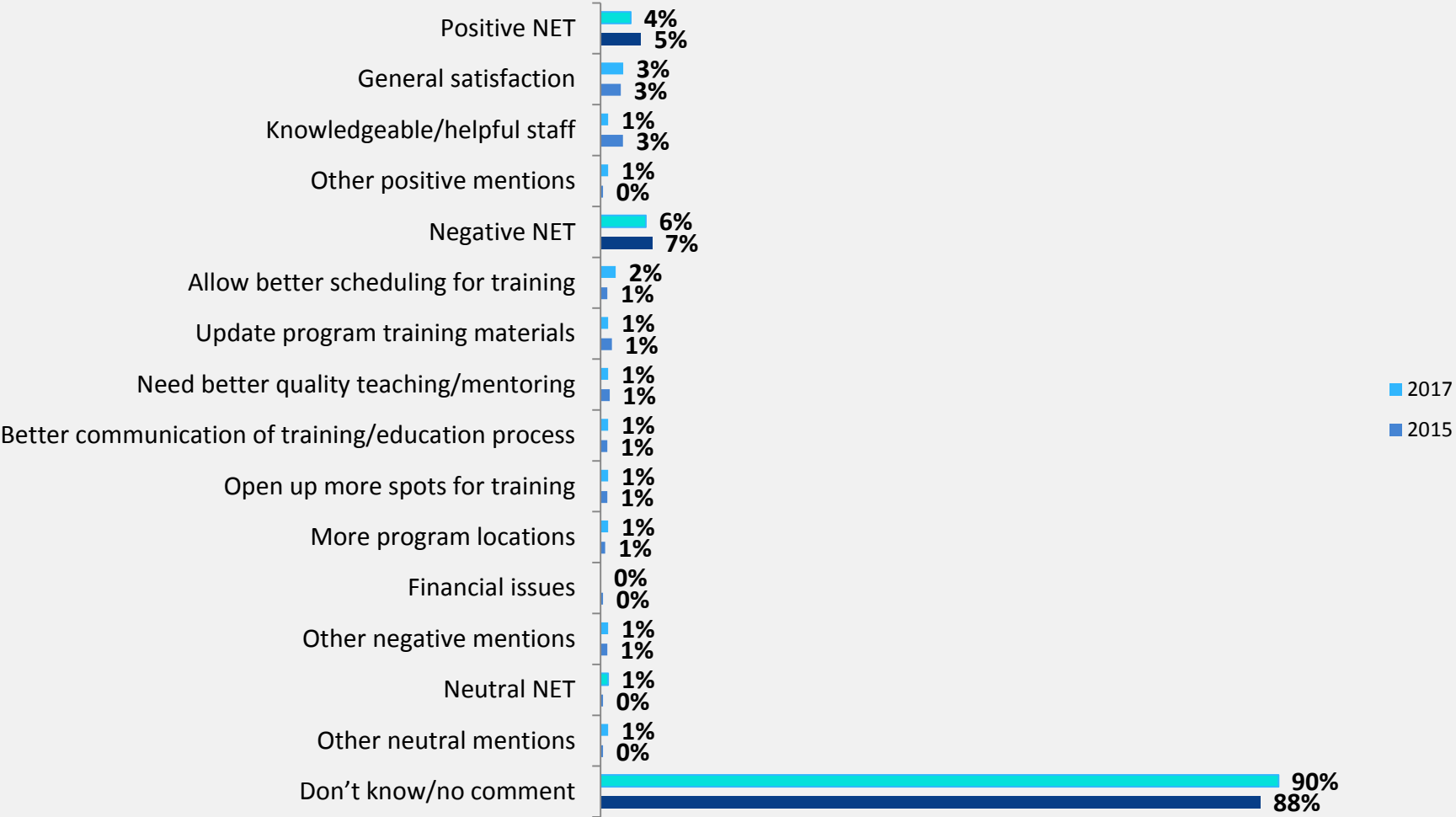
Q26. Is there anything else the Saskatchewan Apprenticeship and Trade Certification Commission could do better? Base: All respondents, n=339 (2017), n=338 (2015).

# Suggested Additional SATCC Services



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

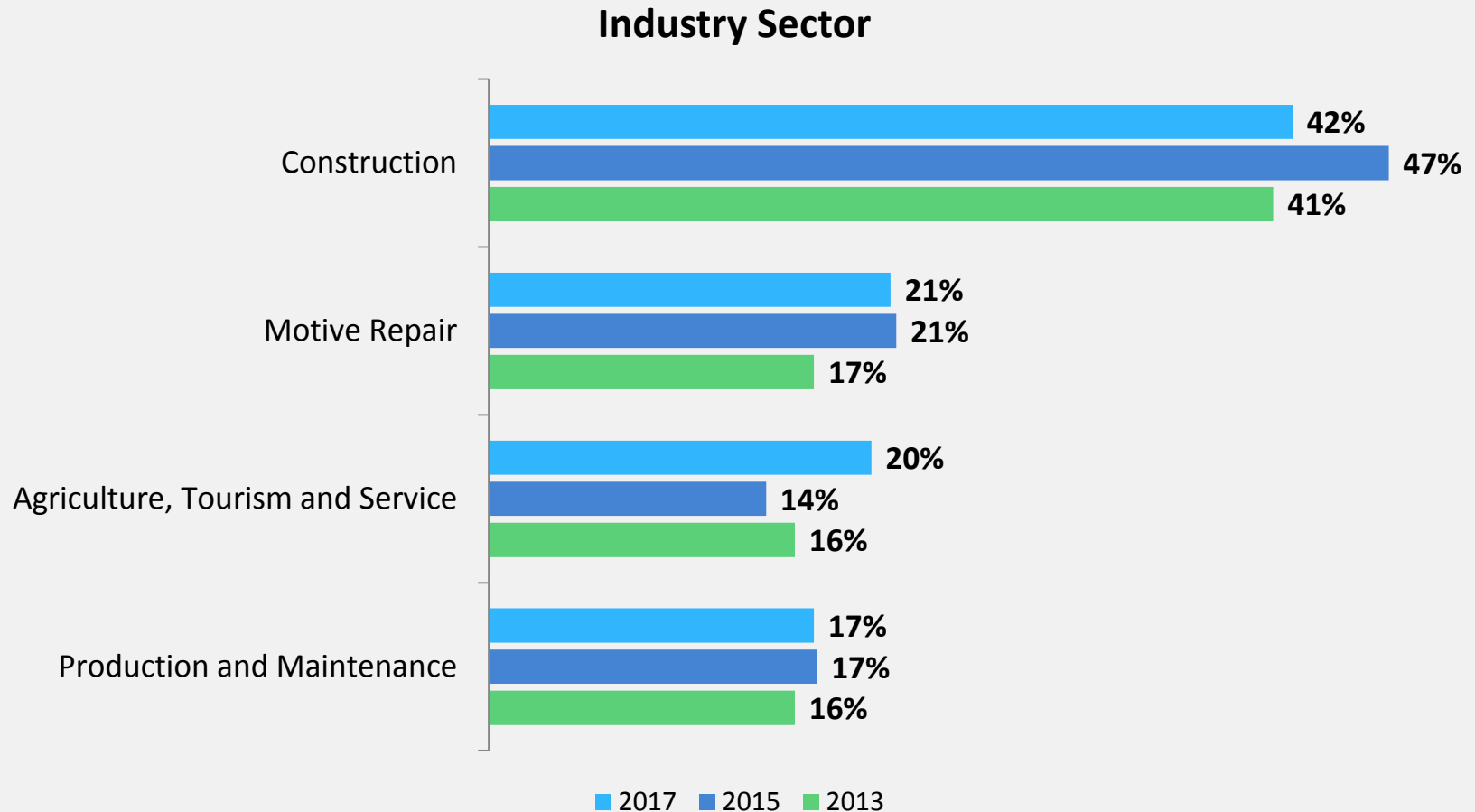
Final Comments- The "Nets" below are aggregates of the comments below the Nets. Please note that the comments may sum to more than the "net" proportions due to comments fitting into more than one category. For example, the Positive NET in 2017 is 4% but the categories below it sum to 5%.



Q28. Do you have any additional comments or anything you would like to add? Base: All respondents, 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=339 (2017), n=338 (2015), n=360 (2013).

# Demographics

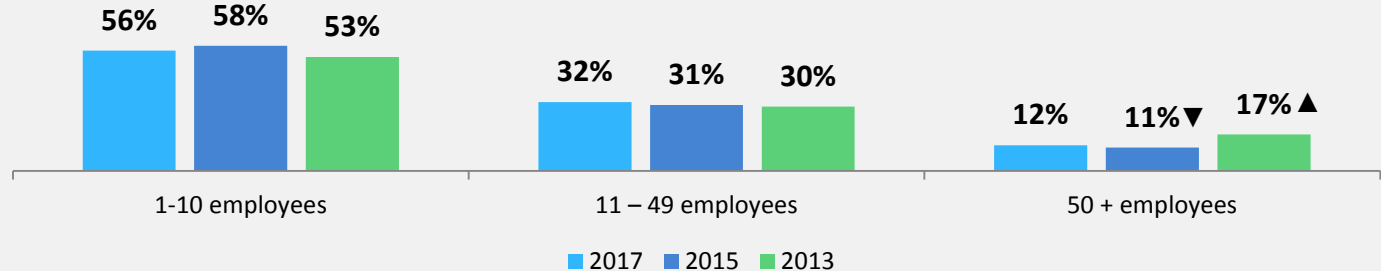
## Satisfaction by Industry

|  |       | Agriculture,<br>Tourism and<br>Service | Construction | Production and<br>Maintenance | Motive Repair |
|--|-------|--|--------------|-------------------------------|---------------|
| Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected.  | Count | 59                                     | 130          | 46                            | 68            |
|  | %     | 88%                                    | 91%          | 81%                           | 94%           |
| Overall, I am satisfied with the apprentice's ability to contribute to the success of my company.  | Count | 60                                     | 132          | 48                            | 66            |
|  | %     | 90%                                    | 92%          | 84%                           | 92%           |
| Overall, I am satisfied with the quality and breadth of technical training provided to my apprentice (s) by the technical training provider. | Count | 53                                     | 122          | 44                            | 60            |
|  | %     | 79%                                    | 85%          | 77%                           | 83%           |
| Overall, I am satisfied with the quality of the journeyperson when they complete an apprenticeship.  | Count | 59                                     | 126          | 48                            | 67            |
|  | %     | 94%                                    | 90%          | 96%                           | 94%           |

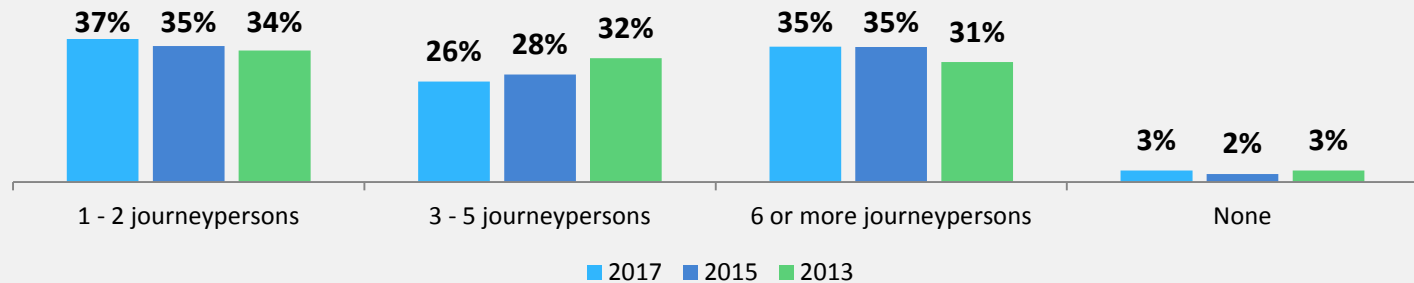
# Demographics

## Number of Employees

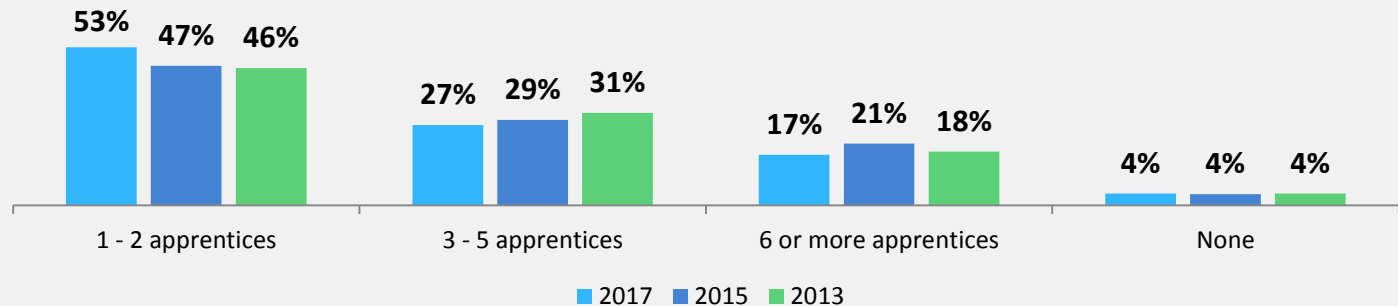
Number of Employees



Number of Journeypersons



Number of Apprentices



Q3. Please indicate the total number of employees, certified journeypersons and apprentices currently employed. Base: All respondents, n=339 (2017), n=338 (2015), n=360 (2013).



# Demographics

## Method of Contact by Industry

|                                  | Phone      |             | Online     |             |
|----------------------------------|------------|-------------|------------|-------------|
|                                  | Count      | %           | Count      | %           |
| Agriculture, Tourism and Service | 54         | 23%         | 13         | 12%         |
| Construction                     | 102        | 44%         | 41         | 38%         |
| Production and Maintenance       | 31         | 13%         | 26         | 24%         |
| Motive Repair                    | 43         | 19%         | 29         | 27%         |
| <b>Total</b>                     | <b>230</b> | <b>100%</b> | <b>109</b> | <b>100%</b> |

# Demographics

## Employees, Journeypersons, and Apprentices by Industry

|                          |                          | Agriculture, Tourism and Service | Construction | Production and Maintenance | Motive Repair |
|--------------------------|--------------------------|----------------------------------|--------------|----------------------------|---------------|
| Number of Employees      | 1-10 employees           | 61%▲                             | 60%▲         | 37%▼                       | 57%▲          |
|                          | 11 – 49 employees        | 34%                              | 27%          | 44%                        | 32%           |
|                          | 50 + employees           | 5%▼                              | 13%          | 19%▲                       | 11%           |
| Number of Journeypersons | 1 - 2 journeypersons     | 33%▲                             | 40%▲         | 19%▼                       | 47%▲          |
|                          | 3 - 5 journeypersons     | 30%                              | 24%          | 23%                        | 28%           |
|                          | 6 or more journeypersons | 33%▼                             | 31%▼         | 56%▲                       | 25%▼          |
|                          | None                     | 4%                               | 4%           | 2%                         | 0%            |
| Number of Apprentices    | 1 - 2 apprentices        | 51%                              | 55%          | 35%▼                       | 63%▲          |
|                          | 3 - 5 apprentices        | 28%                              | 24%          | 33%                        | 26%           |
|                          | 6 or more apprentices    | 15%                              | 19%          | 26%▲                       | 7%▼           |
|                          | None                     | 6%                               | 1%           | 5%                         | 4%            |