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**UK COMMISSION FOR
EMPLOYMENT AND SKILLS**

Engaging low skilled employees in workplace learning

**Technical Report
February 2012**

Intelligence›Investment›Impact

Engaging low skilled employees in workplace learning

Technical Report

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1 Appendix 1: Care and Hotel Sectors

1.1 Care and hotel sectors

As table 1 shows (see below), among Standard Industrial Classification (SIC) sectors, the incidence of skills gaps is highest in Hotels and Catering (26 per cent), Education (25 per cent), Health and Social Work and Public Administration and Defence (both 23 per cent) (Shury *et al.*, 2010). The density of skills gaps in the Hotels and Catering sector is also higher than average (11 per cent compared to the all-sector average of 7 per cent) and its share of all skills gaps (10 per cent) is considerably higher than its share of employment (6 per cent). Among elementary occupations skills gaps are more prevalent in absolute and relative terms in Hotels and Catering with some 63 per cent of Elementary staff suffering skills gaps (Shury *et al.*, 2010). Skill gaps are reported most commonly in larger (200-499 or 500+ employees) firms (10 per cent and 9 per cent respectively) while they are also common in firms with 5-99 employees (7 per cent) (Shury *et al.*, 2010). In absolute terms gaps were fairly evenly distributed among all firm sizes (above 5 employees).

Elementary occupations have the lowest percentage of employees undergoing training in the previous 12 months (47 per cent compared to 71 per cent for Personal Services employees, 55 per cent for sales and customer service employees and 49 per cent for managers) (Shury *et al.* 2010: 169). Training activity measured both by proportion of establishments and by proportion of employment was most common amongst those SIC sectors dominated by public service establishments: Education (92 per cent of establishments provided training to 69 per cent of their staff), Health and Social Work (88 per cent of establishments and 73 per cent of their staff) and Public Administration and Defence (87 per cent of establishments and 63 per cent of staff). Hotels and Catering have relatively low levels of training activity.

Table A1.1   Distribution of skills gaps by occupation within sector

	Number of skills gaps (000s)	Managers	Professionals	Associate professionals	Administrative	Skilled trade	Personal service	Sale and customer service	Machine operative	Elementary
		Row percentages								
Overall	1, 072	14	9	7	13	9	9	18	7	17
Agriculture	18	15	2	2	7	29	*	2	13	30
Mining and quarrying	2	13	39	4	7	16	0	1	18	2
Manufacturing	204	13	7	8	8	18	*	8	24	14
Electricity, gas and water	9	26	4	6	20	22	0	11	9	1
Construction	77	16	4	5	11	44	*	3	5	12
Retail and wholesale	293	11	1	2	7	8	*	50	5	16
Hotels and catering	165	9	1	*	3	5	1	17	1	63
Transport, storage and communications	89	13	5	4	11	3	1	22	27	13
Financial intermediation	82	14	10	12	25	*	*	38	*	1
Business services	298	20	15	13	17	7	1	14	4	10
Public administration and defence	59	22	9	21	30	3	4	7	1	2
Education	110	11	36	9	12	2	19	2	*	9
Health and social work	212	12	9	7	18	2	42	2	2	5
Other services	92	14	5	6	20	8	11	15	2	19

Source: Shury et al., 2010

Base: Number of skills gaps per sector. Note:* denotes above 0 but below 0.5%. There are considerable effects of rounding, especially in overall totals, so rows may not add up to 100. Occupations refer to one digit SOCs.

1.2 Skills and low skilled employees: care and hospitality sector

There are 782,099 people working in the care sector in England, 40,061 in the north east of England. The majority work as care workers – 509,984 in England as a whole and 20,813 in the north east of England (see table A1.2).

Table A1.2   Employees: Care sector 2011

Total Number Employees	Total	Registered Manager	Senior Care Worker	Care Worker	Other Job Roles
England	782,099	13,943	45,041	509,984	213,131
North East	40,061	655	2,556	20,813	16,037

Source: National Minimum Data Set for Social Care

Base: Employees in Care sector

Data for England in 2007 showed that that 71 per cent of care workers were women (Skills for Care, 2007). In north east England the majority are also women with 78 per cent of care workers being female (see Table A1.3).

Table A1.3   Employees: Care sector - England and North East 2011

			Total	Registered Manager	Senior Care Worker	Care Worker	Other Job Roles
England	Not recorded	No.	45,881	738	2,823	26,588	15,732
		%	7%	7%	7%	7%	7%
	Male	No.	96,843	1,637	4,988	51,473	38,745
		%	16%	16%	12%	14%	19%
	Female	No.	472,513	8,056	32,552	286,164	145,741
		%	76%	77%	81%	78%	72%
	Unknown	No.	3,482	24	38	2,402	1,018
		%	1%	0%	0%	1%	1%
	Total	No.	618,719	10,455	40,401	366,627	201,236
		%	100%	100%	100%	100%	100%
North east	Not recorded	No.	2,847	50	163	1,769	865
		%	7%	10%	8%	8%	5%
	Male	No.	6,258	65	244	3,112	2,837
		%	15%	13%	11%	14%	18%
	Female	No.	31,677	404	1,746	17,823	11,704
		%	78%	78%	81%	78%	76%
	Unknown	No.	79	1	8	46	24
		%	0%	0%	0%	0%	0%
	Total	No.	40,861	520	2,161	22,750	15,430
		%	100%	100%	100%	100%	100%

Source: National Minimum Data Set for Social Care

Base: Employees in Care sector

Data from England in 2007 showed that 24 per cent of the care sector workforce were aged under 35, 51 per cent aged between 35 and 54, and 25 per cent aged 55 or over (Skills for Care, 2007).

Data for England shows that social care has comparatively high vacancy rates, although only 12 per cent are due to skills shortages, compared to 16 per cent in all industrial, commercial and public sector activities in England. Skills shortages were also the result of high staff turnover (Eborall *et al.*, 2010). In the north east of England the total vacancy rate is 3.4 per cent and the turnover rate is 14.3 per cent. The highest turnover rate is among care workers at 17.8 per cent (see Table A1.4).

Table A1.4   Vacancies and Turnover Care Sector 2011

		Total	Registered Manager	Senior Care Worker	Care Worker	Other Job Roles
England	**Vacancies**	19,808	196	907	12,034	6,671
	Vacancy Rate	2.5%	1.4%	2.0%	2.4%	3.1%
	Turnover Rate	14.3%	10.9%	10.8%	15.1%	13.2%
North east	**Vacancies**	1,376	4	45	659	668
	Vacancy Rate	3.4%	0.6%	1.8%	3.2%	4.2%
	Turnover Rate	14.3%	10.7%	8.8%	17.8%	10.7%

Source: National Minimum Data Set for Social Care
Base: Jobs in care sector

Data for England shows that 63 per cent of those aged 45 years old and over did not think that they would progress in the next two years, and 64 per cent of all care workers were happy at their current level and were not seeking promotion (Skills for Care, 2007). Only 15 per cent of care workers were seeking promotion in the next two years. Those who were not were either unable to do so because of a lack of a progression structure or were unwilling as they did not want to take on more responsibility (Skills for Care, 2007). The presence of progression routes has been identified as a key factor in recruiting and retaining staff (Skills for Care, 2009).

In the north east 42 per cent have achieved at least a level 2 qualification and 10 per cent are currently undertaking training. Rates of training are highest in care home services without nursing (see Table A1.5).

Table A1.5   Employee Qualifications - Care workers with highest qualification level 2 or higher and Care workers working towards a level 2 qualification or higher 2011

		Total	Care home services with nursing	Care home without nursing	Domiciliary care services (Adults)	Other adult services	All other services
England	Achieved	32	32	38	29	32	28
	In Progress	11	12	11	11	9	6
North east	Achieved	42	37	49	42	43	34
	In Progress	10	10	11	10	8	3

Source: National Minimum Data Set for Social Care

Care workers who have achieved qualifications have been asked why they did so. For 50 per cent it was a requirement of their employer and 29 per cent wanted to be ready for changes to the sector. Some 22 per cent did so at the suggestion of their employer even though it was not compulsory. Only 10 per cent did so to get a promotion, and only 9 per cent to get a pay rise (Skills for Care, 2007).

In Great Britain there are 146,000 businesses in the hospitality, leisure, travel and tourism sector, providing 7 per cent of all UK jobs (1,887,700 workers) (People 1st, 2010b). 255,400 people work in the hotel sector throughout the UK (People 1st, 2011a).   8 per cent of those working in the sector work in Yorkshire and Humberside (People 1st, 2011c). Across the sector 43 per cent work in large businesses (employing more than 250 people) and 77 per cent in SMEs. The largest occupational groups are: kitchen and catering assistants; chefs and cooks; waiting staff and bar staff (People 1st, 2009). Businesses position themselves either at the high end market (10 per cent), the mid-market (42 per cent) or the budget market (14 per cent).   A further 28 per cent occupy a combination of markets (People 1st, 2009).

Table A1.6 shows that of all those in employment in Yorkshire and Humberside, 19.6 per cent work in distribution, hotels and restaurants. A greater proportion of all women than of all men in employment in Yorkshire and Humberside, work in distribution, hotels and restaurants.

Table A1.6   Employees Characteristics: Distribution, hotels and restaurant sector, Yorkshire and Humberside, (2009-2010)

% all in employment who work in distribution, hotels and restaurants (SIC 2007)	19.6
% men in employment who work in distribution, hotels and restaurants (SIC 2007)	18.7
% women in employment who work in distribution, hotels and restaurants (SIC 2007)	20.6

Source: Annual Population Survey, NOMIS
Base: Employees Distribution, hotels & restaurants

The investment in training in the sector is high with employers spending £2,575 per employee per annum, compared to an average of £1,725 per employee per annum across all sectors (People 1st, 2010b). Two–thirds (67 per cent) of the workforce is qualified to Level 2 or above. This stood at only 60 per cent in 2003-2004 (People 1st, 2010b). However, not all employees receive equal investment in their training. 81 per cent of employers provide training to supervisors and 80 per cent to customer service staff. There is a big difference between the eighth and ninth occupational groups most likely to receive training. Some 72 per cent of employers provide training to kitchen assistant but only 62 per cent to room attendants or cleaners (People 1st, 2010c).

Despite investment the skills gap is growing. In 2008 19 per cent of employers reported that their employees lacked the skills required. This rose to 26 per cent in 2010. In Yorkshire and Humberside 4.2 per cent of businesses have hard to fill vacancies, compared to 3.3 per cent across all sectors; 2 per cent have skills shortage vacancies, compared to 2.5 per cent across all sectors; and 8.2 per cent have employees with skills gaps, compared to 6.4 per cent across all sectors (People 1st, 2011c).

Across the sector the most common skills gap was in customer service, with 65 per cent of businesses reporting a skills gap in this area, compared to 58 per cent in 2007 (People 1st, 2010b; People 1st, 2009). Although previous research has highlighted that customer service training is needed across an organisation few organisations take this approach, instead focusing on maintaining brand standards (People 1st, 2010a).

The sector has the highest rate of labour turnover of all sectors because of a reliance on transient employees (People 1st, 2009). Labour turnover in the hotel industry is 28 per cent, compared to 31 per cent for the sector as a whole (People 1st, 2011a). High levels of labour turnover can make development of the workforce difficult and this in turn fuels turnover. Clear pathways are needed to attract people who wish to develop a long term career in the sector (People 1st, 2010a). However, not all employers see high turnover as a problem (People 1st, 2009).

Issues that are anticipated to affect skills in the future include: the economic recession and reduced consumer spending; the ageing population may impact on staff retention; and changes to immigration policy may affect the number of chefs coming to the UK for work (People 1st, 2010a).

1.3   Employer Sample Characteristics

Chapter 3 in the main report provides an overview of the employee sample and how respondents were identified. This section focuses on the employer sample because employers were initially identified and then appropriate employees were selected as respondents.

1.3.1 Care Providers

Twelve care providers participated in the project: eleven care homes and one domiciliary care provider. All but two of the care homes provided nursing care, and all were privately owned. The number of residents/service users ranged from 26 to 100, and the number of employees from 36 to 200 (see Table A1.7). NHS health care assistants studying for NVQ3 and carers on the 'Train to Gain' scheme who were studying for an NVQ2 also participated.

Table A1.7   Employer Characteristics: Care sector

Employer	Type of care home/support provided	Type of owner	Number of residents/ service users	Number of employees
A	Care home with nursing	Private	26	36
B	Nursing home and 12 bed residential unit for EMI[1]	Private	46	75
C	EMI Nursing and Residential	Private	44	63
D	Nursing EMI	Private	49	44
E	Nursing	Private	56	65
F	Care home with nursing	Private	75	31
G	Nursing	Private	58	64
H	Dual – Nursing and residential	Private	48	60
I	Residential and dementia	Private	30	42
J	EMI residential, general residential, general nursing and dementia care nursing	Private	80	60
K	Residential social care and EMI residential social care	Private	41	46
L	Domiciliary support for people with learning disabilities	Private	100	200

Source: Employer Survey
Base: Care sector employers

All staff had to participate in compulsory or mandatory training. Numerous courses were mentioned reflecting the different needs of the client groups, but six were common to all providers: First aid; Health and safety; Food hygiene; Moving and handling; Infection control; and Fire.

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[1] Elderly mentally infirm

The length of the training varied depending on the course, but did not take any longer than one day. Staff had to take refresher courses every few years. The training was provided on and off site by internal and external providers. Some staff had to undertake the training in their own time depending on rotas and staffing levels.

The majority of the managers did not have any staff vacancies, although there were some hard to fill positions. One manager had had problems recruiting senior carers because other care homes in the area offered a higher hourly rate. Another had problems recruiting night staff because of the unsociable working hours.

1.3.2 Hotels

Twelve hotels participated in the research. They varied in size with between 25 and 151 bedrooms and 17 to 275 employees[2]. They had a range of facilities, but all had a bars and restaurants, and most had meeting/conference facilities (Table A1.8).

Staff had to participate in compulsory training such as, health and safety, fire, customer service and training specific to their departments e.g. food handling, personal liquor licenses, handling machinery. For some of this training staff had to attend because of legal requirements, other courses were mandatory because of company policy. This training was undertaken during work hours and the majority was provided in-house. The managers identified that their hotels had participated in some joint training with sister hotels, other hotels in their group if they were part of a chain, and their tourist board. One manager mentioned that he was a member of an hoteliers association and there was sharing of information about training between members.

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[2] Please note that some also hotels take on additional staff in busy periods.

Table A1.8   Employer Characteristics: Hotel sector

Employer	Number bedrooms	Number of employees	Facilities	Hotel Star Rating
M	135	115	Gym, function room, beauty room, bar and restaurant	4
N	124	60	Restaurant, bar, conference and ain-door swimming pool	3
O	80	38	Brasserie, bar and five meeting rooms	3
P	37	45	Fine dining restaurant, more informal cafe/bistro, two private function rooms and a bar	4
Q	112	20[3]	Two meeting rooms, a bar and evening meals served four nights per week	3
R	78	42	Bar, restaurant and seven conference rooms	3
S	140	36	Small conference room	3
T	89	50	Conference facilities, bar and restaurant	3
U	89	70-100	Bar, restaurant, leisure facilities, conference facilities, room service and weddings	4
V	151	275	Spa, leisure, golf, golf bar, hotel bar, fine dining restaurant, brasserie, hairdresser on site and conference facilities	5
W	49	17	Bar and serve breakfast in the morning	2
X	25	30-60[4]	Restaurant and champagne bar	4

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[3] Housekeeping is contracted out
[4] Approximately half of the staff are casual employees and do not always necessarily work at the hotel on a regular basis

2 Appendix 2: Stated Preference Technique

2.1 Stated Preference

In order to better understand drivers for training amongst employees stated preference method was used. Stated preference methods when combined with other methods can assist in understanding the value and importance of goods and services that are difficult to analyse through the investigation of markets and prices. In this study stated preference methods are used to measure the preferences of people and it also takes account of some unobserved differences, or heterogeneity, among the respondents in terms of their attitudes towards different scenarios presented to them. Stated preference allows the respondent to choose between options and so gives a more 'realistic' set of choices to them and identifies the balance of weights given to different factors. A Stated Preference method gives people hypothetical choices about goods or services, in this case 'training' and then asks them to choose among the options presented. The individual may state their preference by giving a monetary value and a score or by selecting or ranking one option over all other options, depending on how the question is framed. By examining how people respond to a range of choices it is possible to estimate their preference for a particular characteristic of the training (e.g. when it is carried out) by using choice modelling. A related technique more commonly used in marketing is called 'conjoint analysis'. This is very similar except in terms of some detailed technical assumptions and the detailed theoretical underpinning. It is usually more restricted as typically responses refer to one configuration of attributes, which the respondents is asked to rate, whereas stated preference involve eliciting preferred choice between two or more scenarios.

2.2 Stated Preference Scenarios

The stated preference approach involved asking interviewees to consider nine hypothetical workplace learning situations. The stated preference approach was used to identify the values (both positive and negative) that influence workers' decisions to participate in workplace learning. The choice sets asked the respondent for his/her preference between training options that required them to commit different amounts of time, linked to different potential returns in terms of job satisfaction, responsibility or increased wages. In the interview the respondent is asked to choose between two scenarios i.e. between two hypothetical jobs each with a different set of training, job satisfaction and pay characteristics (see below). The design used in this study is presented in Table A2.1.

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Table A2.1   Choice Experimental Design

Scenario Number	Job characteristics	Pay characteristics	Time (when training carried out)
1	Satisfaction	No pay rise	Own time
2	Satisfaction	Small pay rise	Work time
3	Satisfaction	Substantial pay rise	Half in own time, half in work time
4	Security	No pay rise	Work time
5	Security	Small pay rise	Half in own time, half in work time
6	Security	Substantial pay rise	Own time
7	Responsibility	No pay rise	Half in own time, half in work time
8	Responsibility	Small pay rise	Own time
9	Responsibility	Substantial pay rise	Work time

Different combinations of the levels are formed into a fractional factorial experimental design to produce a set or orthogonal experiments, which allows untested combinations to be predicted. The questionnaire used presented the scenarios in random order to the respondents at three points in the questionnaire. Three choices were presented at each intervention in the questionnaire. At each 'choice' the respondent had to choose between two scenarios and the fixed choice of no training. Employees chose from scenarios each with three types of factors that could result from the training: changes to job satisfaction, security or responsibility; changes to pay; and differences in when the training was carried out (in the employer's and/or employee's time). This approach was used to help facilitate choice. An example of one of the scenario questions is shown in Figure A2.1.

Figure A2.1   Example of choice card shown to respondents

TRAINING PREFERENCES 2

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

Choice A	*Choice B*
•Increased Job Satisfaction •Small pay rise •In work time	•Increased Job Security •Substantial pay rise •Half in work time half in your own time

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

Source: Employee Survey

In this study respondents expressed the degree of preference for a particular scenario on a 1 to 3 scale, so this can be generalised into a multinomial logit model. This is archived by utilising a general linear model in SPSS. Here ordinal logistic regression is selected with a multinomial probability distribution and a cumulative logit link function.

2.3   Stated Preference Model

Modelling was first done across both care and hotel sectors; then for each sector separately and then further broken down by level of NVQ (level 3 or more). This gives a total of seven models of employees' preference to undertake substantial training. The discrete levels of factor pay are also investigated as a continuous variable as respondents were asked what they considered a small and a substantial pay rise to be. Before going on to fit and interpret the models, the responses to the choice experiments were explored, for each sector, by the use of error bar plots. This is done for the respondent characteristics of gender, age and NVQ level (see chapter 4).

The data collected was inputted to SPSS and analysed using the following approach. The idea is to maximise utility (U) i.e.:

$$U_{in} = V_{in}(Z_i, S_n) + \varepsilon_{in}$$

U_{in} is the utility given by alternative i to subject n which is a function of the value attached to a vector of the i alternatives(Z) and the characteristics of the n respondents, (these will be gender, age and NVQ level of the respondents). ε_{in} is the unexplained component by the model or taken as random error.

The conditional logit model has often been employed in the analysis of choice experiments (see McFadden 1973 and Adamowicz *et al.* 1998). Using this model the probability of choosing alternative i can be formulated as:

$$P_{in} = \frac{e^{\alpha + \sum_k \beta_k X_{ki} + \sum_j \gamma_j S_{jn}}}{\sum_{i=1}^{i=I} e^{e^{\alpha + \sum_k \beta_k X_{ki} + \sum_j \gamma_j S_{jn}}}}$$

Where:

α = represents the utility of the fixed comparator,

i = 1…I, representing the selected alternative *i* within the set of alternatives k = 1…K, representing the attributes which characterise alternative j;

β_k = model parameter of attribute *k*;

X_{ki} = value of attribute *k* in alternative *i*;

γ_j = model parameter of respondent characteristic j

S_{jk} = value of respondents characteristic *j for respondent n*.

In the models preferences are accounted for by gender, age, sector and level of existing qualification (denoted by NVQ level 3 which equals 1 if existing qualifications are greater than NVQ level 2, otherwise set to zero). The results of a general model embracing all the control factors are displayed in Tables A2.2, A2.3 and A2.4.

Table A2.2   General model of preference scores

Tests of Model Effects

Source	Type III		
	Wald Chi-Square	Degree of freedom	Significance
Job	4.389	2	.111
Pay	29.623	2	.000
Time	6.226	2	.044
Gender	17.470	1	.000
Age	97.370	6	.000
Sector	13.233	1	.000
NVQ3	14.730	1	.000

Source: Employee Survey
Base: All Respondents

This suggests that the job outcome (e.g. increased job satisfaction or job security) has an insignificant effect, but both pay and when training is conducted have a significant (5% level) influence on preference (as does the control factors of gender, age, sector and NVQ level). In other words pay, in whose time training is carried out, gender, age and sector (care sector or hotels) all have a statistically significant effect on employees' preferences for training. Note that the effect of NVQ level 2 is discussed below.

Table A2.3   Coefficients and significances of the general model

Parameter	B	Std. Error	95% Wald Confidence Interval		Hypothesis Test		
			Lower	Upper	Wald Chi-Square	df	Sig.
Threshold [new_score=1.00]	-.336	.1858	-.700	.028	3.269	1	.071
[new_score=2.00]	2.261	.1935	1.882	2.640	136.564	1	.000
Job (v increased responsibility)							
increased responsibility	-.096	.1191	-.330	.137	.654	1	.419
Increased security	.108	.1099	-.108	.323	.962	1	.327
Pay (v no pay increase)							
Substantial pay rise	.776	.1538	.475	1.078	25.478	1	.000
Small pay rise	.387	.1412	.111	.664	7.528	1	.006
Time (v fully in own time)							
Half own time half work time	.254	.1496	-.039	.548	2.893	1	.089
Work time	.349	.1416	.072	.627	6.084	1	.014
Gender (v man)							
Female	-.440	.1052	-.646	-.234	17.470	1	.000
Age (v under 24 years old)							
65 yrs	2.018	.8295	.392	3.644	5.918	1	.015
55-64 yrs	.473	.1892	.102	.843	6.239	1	.012
50-54 yrs	1.553	.1774	1.205	1.900	76.663	1	.000
45-49 yrs	.691	.1441	.408	.973	22.969	1	.000
35-44 yrs	.868	.1204	.632	1.104	51.966	1	.000
25-34 yrs	.528	.1243	.284	.772	18.033	1	.000
Sector (v care sector)							
Hotels	.331	.0910	.153	.509	13.233	1	.000
NVQ (v under NVQ 3)	.333	.0867	.163	.503	14.730	1	.000
NVQ 3+	.333	.0867	.163	.503	14.730	1	.000

Source: Employee Survey

Base: All Respondents

Tables A2.3 shows that job characteristics are not statistically significantly related to employee's preferences for training; that compared to doing training all in their own time, people strongly prefer to do training in work time (and also prefer to do training half in work time and half in their own time); men more strongly prefer to do training; all age groups prefer training more strongly than those under 24 years; that hotel employees prefer training; and those with NVQ level 3+ qualifications also prefer training compared to those with lower qualifications.

Table A2.4   Goodness of Fit Statistics

	Value	df	Value/df
Deviance	1052.381	871	1.208
Scaled Deviance	1052.381	871	
Pearson Chi-Square	1045.326	871	1.200
Scaled Pearson Chi-Square	1045.326	871	
Log Likelihood	-936.300		
Akaike's Information Criterion (AIC)	1906.599		
Finite Sample Corrected AIC (AICC)	1906.871		
Bayesian Information Criterion (BIC)	2003.922		
Consistent AIC (CAIC)	2020.922		

Source: Employee Survey
Base: All Respondents

The information provided in table A2.4 indicates that statistically the model has adequately described the preference scores although it is slightly over-dispersed (ideally the figures in the value/df (degrees of freedom) column should be closer to 1). This means that the standard errors from which variable significance is determined might not be reliable. However, from Table A2.3 one can observe that variables which are significant (the sig column) appear are well under the 5% level so one can be safe in the interpretation of the meaning of this model. (The sig. column represents p values which can be thought of as the probability of the event occurring by chance and if the value is less than 0.05 (5%) then it is normal to conclude that statistical significance is indicated.)

2.4 Models for each sector

Separate multi-nomial logistic models are presented for the care and the hotel sectors in the following tables.

Table A2.5   Model of preference scores for each sector

Source	CARE			HOTEL		
	Type III			Type III		
	Wald Chi-Square	Df	Sig.	Wald Chi-Square	df	Sig.
Job	9.397	2	.009	.494	2	.781
Pay	11.264	2	.004	19.801	2	.000
Time	4.733	2	.094	1.655	2	.437
Gender	35.303	1	.000	.555	1	.456
Age	126.282	5	.000	18.574	6	.005
NVQ3	25.036	1	.000	.709	1	.400

Source: Employee Survey
Base: All Respondents

It is suggested that from this table that, in the care sector, all factors except the time when the training was conducted display significant differences and i.e. all of them except time significantly affect employees' preferences for doing training. In the hotel sector it seems that it is only pay and age that are significantly related to preferences for training. Hence there are differences between the two sectors with: job characteristics (satisfaction etc), pay, gender, age and qualifications levels all being significantly associated with preference for training in the care sector; but only age and pay being significantly associated with preferences for training in the hotel sector..

Table A2.6   Coefficients and significances of the general models of each sector

		CARE			HOTEL		
		Coefficient	S.E.	P	Coefficient	S.E.	P
Threshold	[new_score=1.00]	-.385	.2405	.110	-.634	.2856	.026
	[new_score=2.00]	2.250	.2501	.000	2.124	.2978	.000
Job							
Increased Responsibility		-.167	.1482	.261	-.036	.2055	.861
Increased Security		.207	.1357	.128	-.122	.1935	.528
Pay			.	.		.	.
Substantial Pay Rise		.586	.1887	.002	1.110	.2747	.000
Small Pay Rise		.283	.1726	.101	.552	.2540	.030
Time			.	.		.	.
Half in Own Time Half in Work Time		.270	.1838	.142	.201	.2653	.449
Work time		.371	.1725	.031	.315	.2564	.219
Gender			.	.		.	.
Female		-.849	.1430	.000	.122	.1640	.456
Age						.	.
65 yrs		-	-	-	1.684	.8383	.045
55-64 yrs		.685	.2105	.001	1.756	.7222	.015
50-54 yrs		2.324	.2180	.000	-.284	.3581	.428
45-49 yrs		1.002	.1877	.000	.381	.2409	.113
35-44 yrs		1.275	.1598	.000	.527	.1962	.007
24-34 yrs		.927	.1751	.000	.087	.1831	.636
NVQ 3+						.	.
NVQ 3 or more		.554	.1107	.000	.125	.1484	.400

Source: Employee Survey
Base: All Respondents

So the job attributes did not appear as significant for any sector. There is perhaps a slight preference to increased security in the care sector and increased satisfaction in the hotel sector. A substantial pay rises is a significant driver in both sectors and is the most important. A small pay rise appears as significant for those in the hotel sector but not those in the care sector. The preference is for training in work time, but this is only significant for the care sector.

Gender is only significant in the care sector where women have less preference for training than men. In the care sector there is a significant preference for training for all age groups compared to the 16 to 24 year olds. The strongest preference is amongst the 50 to 54 year old care workers. For those in the hotel sector the only group where there is a significant preference for training are the 35 to 44 and 55 to 64 year olds. For those with NVQ level 3 or more it is only in the care sector where a significant preference for training is expressed.

Table A2.7   Effects and importance's in each sector

Factor	CARE			HOTEL		
	Level	Effect	Importance	Level	Effect	Importance
Job	Increased Security	0.373	28.06%	Increased Satisfaction	0.122	7.89%
Pay	Substantial Rise	0.586	44.05%	Substantial Rise	1.110	71.76%
Time	Work Time	0.371	27.89%	Work Time	0.315	20.35%
	Total	1.331		Total	1.547	

Source: Employee Survey
Base: All Respondents

For both sectors a substantial pay rise is the most important factor, especially in the hotel sector. In the hotel sector doing training in work time is fairly important (20.35 per cent of the total importance of the three types of factor) but increased job satisfaction is relatively unimportant (7.89 per cent).   In the care sector there is little difference between job security and doing training in work time (both around 28 per cent).

Table A2.8   Goodness of fit for each sector

	CARE			HOTEL		
	Value	df	Value/df	Value	df	Value/df
Deviance	527.804	475	1.111	429.337	382	1.124
Scaled Deviance	527.804	475		429.337	382	
Pearson Chi-Square	509.813	475	1.073	431.204	382	1.129
Scaled Pearson Chi-Square	509.813	475		431.204	382	
Log Likelihood	-524.079			-364.601		
Akaike's Information Criterion (AIC)	1078.158			761.201		
Finite Sample Corrected AIC (AICC)	1078.487			761.907		
Bayesian Information Criterion (BIC)	1157.614			835.913		
Consistent AIC (CAIC)	1172.614			851.913		

Source: Employee Survey
Base: All Respondents

Both models fit well and satisfy statistical fit criteria (Table 2.8).

2.5   Controlling for NVQ level

The models fitted to each sector split by qualification level (NVQ level 3 and more and those who have less than NVQ level 3) are displayed in Table A2.9 and the coefficients of the variables and their significances are displayed in Table A2.10.

These indicate that for those with lower than NVQ level 3 in the care sector, only age shows significance at the 5 per cent level, while in the hotel sector pay, gender and age exhibit significant effects on the preference for training. For those with NVQ level 3+ job attribute, pay, gender and age have significant effects on the preference for training. In the hotel sector for those with NVQ level 3+ it is only pay which has a significant effect on the preference for training. Pay is the only consistently significant factor and in all cases the preference is for substantial pay rise. Attributes of the job only give rise to a significant relation to preference for training for those in the care sector with NVQ level 3 or more, where the preference is for increased security.

Time when the training is conducted does not appear to be significant, (except perhaps in the care sector with those who have less than NVQ level 3 where there is a preference for training in work time). In all models pay is the most important factor, however, for those who have NVQ level 3 or more in the sector increased security comes as fairly important but still not the most important. Gender is significant for those in the hotel sector with less than NVQ level 3 or those in the care sector with in NVQ level 3 or more. In these cases women prefer more and less training respectively. Age has significant effects for all but those in the hotel sector who have NVQ level 3 or more. Generally in the care sector those aged over 16 to 24 years prefer more training especially those age 50 to 54. For those in the hotel sector who have less than NVQ level 3 who are aged 50-54 prefer significantly less training.

Table A2.11 indicates that for those with less than NVQ level 3 a substantial pay rise is the most important driver in both sectors, but especially so for the hotel sector. This is also the case for those with NVQ level 3+. All the models fit reasonably well, although the hotel sector with NVQ level 3+ is slightly over-dispersed (Table A2.12).

Table A2.9   General model of preference scores for each sector and NVQ level

Source	Less than NVQ 3 level						NVQ level 3 or more					
	CARE			HOTEL			CARE			HOTEL		
	Type III			Type III			Type III			Type III		
	Wald Chi-Square	df	Sig.	Wald Chi-Square	df	Sig.	Wald Chi-Square	Df	Sig.	Wald Chi-Square	df	Sig.
Job	2.088	2	.352	.027	2	.986	8.263	2	.016	.947	2	.623
Pay	4.703	2	.095	11.273	2	.004	7.951	2	.019	10.574	2	.005
Time	4.981	2	.083	.647	2	.724	.576	2	.750	.986	2	.611
Gender	1.006	1	.316	7.656	1	.006	46.800	1	.000	2.049	1	.152
Age	94.473	5	.000	32.440	5	.000	50.006	5	.000	7.531	5	.184

Source: Employee Survey
Base: All Respondents

Table A2.10   Coefficients and significances of the general models of each sector controlling by NVQ level

| | Less than NVQ 3 | | | | | | More than NVQ 3 | | | | | |
| | CARE | | | HOTEL | | | CARE | | | HOTEL | | |
	Coefficicient	S.E.	P	Coefficicient	S.E.	P	Coefficicient	S.E.	P	Coefficicient	S.E.	P
Threshold	.049	.2956	.870	.174	.3641	.632	-1.249	.4107	.002	-1.745	.4595	.000
	2.841	.3127	.000	2.599	.3899	.000	1.182	.4162	.005	1.786	.4680	.000
Job												
Increased Responsibility	-.077	.1842	.677	.035	.2702	.898	-.315	.2579	.222	-.213	.3300	.519
Increased Security	.140	.1665	.402	-.001	.2505	.998	.288	.2420	.235	-.306	.3146	.331
Pay												
Substantial Pay Rise	.472	.2296	.040	1.103	.3461	.001	.863	.3422	.012	1.385	.4855	.004
Small Pay Rise	.236	.2078	.256	.573	.3136	.068	.423	.3209	.188	.730	.4578	.111
Time												
Half in Own Time Half in Work	.258	.2243	.250	-.018	.3360	.958	.242	.3322	.466	.450	.4650	.333
Work time	.441	.2080	.034	.148	.3137	.636	.227	.3179	.476	.438	.4665	.347
Gender												
Female	-.200	.1998	.316	.657	.2374	.006	-1.509	.2205	.000	-.348	.2428	.152
Age												
65 yrs	-	-	-	-	-	-	-	-	-	1.615	.8608	.061
55-64 yrs	.197	.2650	.457	1.790	.7246	.014	1.175	.3549	.001	-	-	-
50-54 yrs	2.403	.2701	.000	-2.301	.8577	.007	2.319	.3735	.000	-.131	.4384	.766
45-49 yrs	1.040	.2363	.000	.622	.2784	.025	.929	.3168	.003	-.291	.5113	.570
35-44 yrs	1.223	.1984	.000	1.128	.2635	.000	1.322	.2742	.000	-.310	.3091	.316
24-34 yrs	1.088	.2220	.000	.562	.2527	.026	.455	.2914	.119	-.443	.2818	.116

Source: Employee Survey
Base: All Respondents

Table A2.11   Effects and importance's in each sector and NVQ level

| | Less than NVQ 3 | | | | | | More than NVQ 3 | | | | | |
| | CARE | | | HOTEL | | | CARE | | | HOTEL | | |
Factor	Level	Effect	Importance	Level	Effect	Importance	Level	Effect	Importance	Level	Effect	Importance
Job	Increased Security	0.216	19.15%	Increased Rresponsibility	0.035	2.74%	Increased Security	0.602	35.61%	Increased Satisfaction	0.306	14.29%
Pay	Substantial Rise	0.472	41.80%	Substantial Rise	1.103	85.72%	Substantial Rise	0.863	51.00%	Substantial Rise	1.385	64.70%
Time	Work Time	0.441	39.04%	Work Time	0.148	11.53%	Work Time	0.227	13.39%	Half in Own Time Half in Work Time	0.450	21.01%
	Total	1.130		Total	1.287		Total	1.692		Total	2.141	

Source: Employee Survey
Base: All Respondents

Table A2.12   Goodness of fit for each sector and by NVQ level

| | Less than NVQ 3 | | | | | | More than NVQ 3 | | | | | |
| | CARE | | | HOTEL | | | CARE | | | HOTEL | | |
	Value	df	Value/df	Value	df	Value/df	Value	df	Value/df	Value	df	Value/df
Deviance	242.912	230	1.056	215.933	194	1.113	239.574	232	1.033	156.479	176	.889
Scaled Deviance	242.912	230		215.933	194		239.574	232		156.479	176	
Pearson Chi-Square	227.499	230	.989	231.622	194	1.194	246.846	232	1.064	184.712	176	1.049
Scaled Pearson Chi-Square	227.499	230		231.622	194		246.846	232		184.712	176	
Log Likelihood	-283.952			-196.184			-217.468			-139.954		
Akaike's Information Criterion (AIC)	595.903			420.368			462.936			307.908		
Finite Sample Corrected AIC (AICC)	596.345			421.385			463.785			309.126		
Bayesian Information Criterion (BIC)	664.128			477.196			522.218			362.314		
Consistent AIC (CAIC)	678.128			491.196			536.218			376.314		

Source: Employee Survey
Base: All Respondents

3 Appendix 3:Employee Questionnaire

IMPORTANT INFORMATION
INTERVIEWER:
DATE:
LOCATION:
SECTOR:

INFORMATION NEEDED IF INTERVIEWING COLLEGE STUDENTS
- LOCATION OF CARE HOME:
- TYPE OF CARE HOME *(e.g. nursing or residential)*:
- TYPE OF OWNER *(Please tick)*:

Private   [ ]   Voluntary   [ ]
National Health Service   [ ]   Local authority   [ ]
Other (specify)   [ ]

- NUMBER OF RESIDENTS:
- WHAT TYPE OF CARE DOES YOUR CARE HOME PROVIDE (e.g. specialises in dementia, mental health, stroke, old age/elderly)

Project outline *(TO BE READ TO PARTICIPANTS)*

My name is <Name>. I am from The Employment Research Institute at Edinburgh Napier University. We have been asked by the UK Commission for Employment and Skills to explore people's participation in work related training and to identify the factors that act as motivators and barriers to participation in workplace learning.

As part of this research we are conducting questionnaires with people working in the care sector.

There are no right or wrong answers – the best answer is the one that seems true to you. It should take about 15 or so minutes.

Participation is voluntary and I can assure you that our discussions will remain completely confidential. All responses are anonymous and you will not be identified in any output. You do not have to answer any questions that you do not wish to and whilst taking part in this research you may choose to withdraw at any time. All data will be kept in a secure location at the University.

[ ] Notes to interviewer

( ) Instructions to interviewer

GENERAL INDIVIDUAL/ DEMOGRAPHIC

1. Are you? *(DO NOT ASK)*

Man   [ ]   **0**
Woman   [ ]   **1**

2. What is your age? *(SHOW ANSWER CARD 1)*
A. Under 25 years old   [ ]   **1**
B. 25-34 years old   [ ]   **2**
C. 35-44 years old   [ ]   **3**
D. 45-49 years old   [ ]   **4**
E. 50-54 years old   [ ]   **5**
F. 55-64 years old   [ ]   **6**
G. 65+   [ ]   **7**

3. To which ethnic groups do you consider you belong? *(TICK ANSWER FROM LIST BELOW)*

White	[ ]	**1**
British	[ ]	**2**
Any other white background		
Mixed		
White and Black Caribbean	[ ]	**3**
White and Black African	[ ]	**4**
White and Asian	[ ]	**5**
Any other mixed background	[ ]	**6**
Asian or Asian British		
Indian		
Pakistani	[ ]	**7**
Bangladeshi	[ ]	**8**
Chinese	[ ]	**9**
Any other Asian background	[ ]	**10**
Black or Black British	[ ]	**11**
Caribbean		
African	[ ]	**12**
Any other Black background	[ ]	**13**
	[ ]	**14**
Any other ethnic group *(please specify)*	**Q3B**	

4. Where were you born?

UK *(GO TO Q. 6)*

If not UK, record country *(GO TO Q. 5)* [ ] **1** _____ **Q4B**

5. If not born in the UK, in what year did you first come to this country to live (even if you have spent time abroad since)

Enter year	[ ]
Don't know/refused	[ ]

5a Is English your first language?	**Yes/No**	**0 1**
5b If not are you reasonably fluent in English?	**Yes/No**	**0 1**

6. Do you consider yourself to be a disabled person?

Yes	[ ]	**0**
No	[ ]	**1**

7. Does your health limit the type of work or the amount of work you can do?
(include both paid and unpaid work)

Yes	[ ]	**0**
No	[ ]	**1**

8. Do you regularly look after children? E.g. own children, grandchildren. Do not include children that you look after as part of your job

Yes	[ ]	**0**
No	[ ]	**1**

If yes, relationship to these children:	**Q8B**	
Own children	[ ]	**1**
Grandchildren	[ ]	**2**
Other (please specify)	_____	

9. Is there anyone who is sick, disabled or elderly whom you look after or give special help to (whether living with you or not) (for example, a sick, disabled or elderly relative/husband/wife/friend, etc)? Do not include people that you look after as part of your job

Yes	[ ]	**0**
No	[ ]	**1**

10. Does your household own or rent your accommodation? *(SHOW ANSWER CARD 2)*

A. Owned/being bought on mortgage	[ ]	**1**
	[ ]	**2**
B. Private rented	[ ]	**3**
C. Council (local authority) rented	[ ]	**4**
D. Housing association (social landlord etc)	[ ]	**5**
E. Other (SPECIFY)		

A. 3 STATED PREFERENCE CARDS

Stated preference card number	Choice A			No training	Choice B		
	Very much prefer	Prefer	Slightly prefer		Slightly prefer	Prefer	Very much prefer

Education and Work history

11. How old were you when you left school?

Write in age	_____ years old	
Still at school	[ ]	**1**
Other	[ ]	**2**

12. Tell me how much you agree or disagree with the statement ...
I enjoyed school

1. Agree strongly	[ ]	**1**
2. Agree slightly	[ ]	**2**
3. Neither agree nor disagree	[ ]	**3**
4. Disagree slightly	[ ]	**4**
5. Disagree strongly	[ ]	**5**

13. What is your highest school and non school qualification? *(note down the number of qualifications e.g. 5 GCSES grades A-C)*

ENGLISH AND WELSH SCHOOL EXAMS

School Certificate or Matriculation	_____**1**
CSE grade 2-5	_____**2**
CSE grade 1	_____**3**

GCSE grades D-G _____ **4**

GCSE grades A-C _____ **5**

O level (obtained before 1975) _____ **6**

O level A-C (1975 or later) _____ **7**

O level D,E (1975 or later) _____ **8**

Higher School Certificate _____ **9**

A level _____ **10**

GNVQ _____ **11**

A/S level _____ **12**

SCOTTISH SCHOOL EXAMS

SCE Ordinary Grade bands D-E or 4-5 (1973 or later)**.** _____ **13**

SCE Ordinary Grade (pass or bands A-C or 1-3) _____ **14**

Standard Grade level 4-7 _____ **15**

Standard Grade level 1-3 _____ **16**

Higher Grade

Advanced Higher Grade **17** _____

_____ **18**

Certificate of 6th year studies _____ **19**

SLC: School Leaving Certificate - Lower Grade _____ **20**

SLC: School Leaving Certificate - Higher Grade _____ **21**

HIGHER AND VOCATIONAL

Youth training certificate/Skillseekers _____ **22**

Recognised trade / modern apprenticeship completed Clerical and commercial qualifications (eg typing/shorthand/book-keeping/commerce) _____ **23**

City & Guilds Certificate - Craft/Intermediate/Ordinary/Part I /or Scotvec National Certificate Modules / or NVQ1/SVQ1 _____ **24**

City & Guilds Certificate -

Advanced/Final/Part II /or Scotvec Higher National Units / or NVQ2/SVQ2	_____	**25**
City & Guilds Certificate - Full Technological/Part III /or Scotvec Higher National Units	_____	**26**
Ordinary National Certificate (ONC) or Diploma (OND), BEC/TEC/BTEC /Scotvec National Certificate or Diploma / or NVQ3/SVQ3	_____	**27**
Higher National Certificate (HNC) or Diploma (HND), BEC/TEC/BTEC /Scotvec Higher Certificate or Higher Diploma / or NVQ4/SVQ4	_____	**28**
Nursing qualifications (eg SEN, SRN, SCM, RGN)	_____	**29**
Teaching qualifications (not degree)	_____	**30**
University diploma / Foundation degree	_____	**31**
University First Degree (eg BA, B.Ed, BSc)	_____	**32**
University Higher Degree (eg MSc, PhD)	_____	**33**
Other technical, professional or higher qualifications	_____	**34**
OTHER	_____	**35**

<u>FOREIGN SCHOOL QUALIFICATIONS</u>

36	_____	
Upper Secondary School qualifications		
Vocational work qualifications		
37	_____	
Post-school college qualifications		
38	_____	
University level qualification		
Other		
39	_____	
NONE		
40	_____	
	_____	**99**

14. What is your current job? Please tell me the exact job title *[THIS REFERS TO THE JOB WITH THIS EMPLOYER]*

Enter job title: _____

30

15. How long have you been in your current job? *[OR IF IT IS AN AGENCY JOB, HOW LONG HAVE YOU BEEN WORKING FOR THIS AGENCY]*			
Years: or Months: or Weeks:	_____ _____ _____		

15a. How satisfied do you feel in your current job.

1. Very satisfied	[ ]	**1**
2. Satisfied	[ ]	**2**
3. Neutral/Not sure	[ ]	**3**
4. Dissatisfied	[ ]	**4**
5. Very dissatisfied	[ ]	**5**

16. Were you unemployed before you started this job? If yes, please tell me how long you were unemployed? *(IF IN EDUCATION ANSWER 'NO')*

No	[ ]	**0**
Yes	[ ]	**1**
Length of time:	_____**Q16B**	

17. Is this your only job?

Yes *(MOVE TO Q.19)*	[ ]	**0**
No	[ ]	**1**

18. If no, is this job your main job?

This is my main job	[ ]	**1**
My other job (s) is my main job	[ ]	**2**
All my jobs are equal	[ ]	**3**

19. Which of the statements below best describes your working life since leaving school? *(PLEASE TICK ONE BOX AND SEE ANSWER CARD 3)*

'I have spent most of my time in stable employment'	[ ]	**1**
'I have mostly been unemployed and seeking work'	[ ]	**2**
'I have moved between a number of jobs but with only short periods unemployment' (less than 4 weeks)	[ ]	**3**
'I have moved between a number of jobs with some long period periods of unemployment' (more than 4 weeks)	[ ]	**4**
'I have spent long periods caring for my family or claiming other benefits'	[ ]	**5**
'I have spent most of my time in full-time further/higher education'	[ ]	**6**

Other *(PLEASE SPECIFY)*

_____**Q19B**

B. 3 STATED PREFERENCE CARDS

Stated preference card number	Choice A			No training	Choice B		
	Very much prefer	Prefer	Slightly prefer		Slightly prefer	Prefer	Very much prefer

Current Job characteristics

20. Is this a permanent job?

Yes	[ ]	**0**
No	[ ]	**1**

21. How many hours do you normally work per week in this job? *(IF NO NORMAL HOURS NOTE THIS IN MARGIN AND ASK FOR AVERAGE)*

Hours	_____ hours	
Not applicable	[ ]	**1**
Don't know/ Refused	[ ]	**2**

22. What is your shift pattern? *(please tick pattern specified)*

No shifts (work all day)	[ ]	**1**
Varies/no usual pattern	[ ]	**2**
Daytime and evenings	[ ]	**3**
Mornings only	[ ]	**4**
Afternoons only	[ ]	**5**
During the day	[ ]	**6**
Evenings only	[ ]	**7**
At night	[ ]	**8**
Both lunchtime and evenings	[ ]	**9**
Split shifts	[ ]	**10**
Rotating shifts	[ ]	**11**
Other *(PLEASE SPECIFY)*	_____	**Q22B**

23. Do you regularly work weekends?

Yes	[ ]	**0**
No	[ ]	**1**

24. [Tell me how much you agree or disagree with the statement] ...
My job requires that I keep learning new things

01: Agree strongly	[ ]	**1**
02: Agree	[ ]	**2**
03: Disagree	[ ]	**3**
04: Disagree strongly	[ ]	**4**
Don't know	[ ]	**5**

25. [Tell me how much you agree or disagree with the statement]...
In my current job I have enough opportunity to use the knowledge and skills that I have already (SEE ANSWER CARD 4)

01: Agree strongly	[ ]	**1**
02: Agree	[ ]	**2**
03: Disagree	[ ]	**3**
04: Disagree strongly	[ ]	**4**
Don't know	[ ]	**5**

26. [Tell me how much you agree or disagree with the statement]...
I have picked up most of my skills through on-the-job experience (SEE ANSWER CARD 4)

01: Agree strongly	[ ]	**1**
02: Agree	[ ]	**2**
03: Disagree	[ ]	**3**
04: Disagree strongly	[ ]	**4**
Don't know	[ ]	**5**

27. [Tell me how much you agree or disagree with the statement]...
Compulsory training is required for my job (SEE ANSWER CARD 4)

01: Agree strongly	[ ]	**1**
02: Agree	[ ]	**2**
03: Disagree	[ ]	**3**
04: Disagree strongly	[ ]	**4**
Don't know	[ ]	**5**

28. [Tell me how much you agree or disagree with the statement] …
'I have difficulty with arithmetic' (SEE ANSWER CARD 4)

01: Agree strongly	[ ]	**1**
02: Agree	[ ]	**2**
03: Disagree	[ ]	**3**
04: Disagree strongly	[ ]	**4**
Don't know	[ ]	**5**

29. [Tell me how much you agree or disagree with the statement] …
'I have difficulty in understanding written English(SEE ANSWER CARD 4)

01: Agree strongly	[ ]	**1**
02: Agree	[ ]	**2**
03: Disagree	[ ]	**3**
04: Disagree strongly	[ ]	**4**
Don't know	[ ]	**5**

30. [Tell me how much you agree or disagree with the statement] …
'I have difficulty writing' (IF NOT A NATIVE SPEAKER, THEN SAY IN ENGLISH)

01: Agree strongly	[ ]	**1**
02: Agree	[ ]	**2**
03: Disagree	[ ]	**3**
04: Disagree strongly	[ ]	**4**
Don't know	[ ]	**5**

C. 3 STATED PREFERENCE CARDS

Stated preference card number	Choice A			No training	Choice B		
	Very much prefer	Prefer	Slightly prefer		Slightly prefer	Prefer	Very much prefer

SPA. In the stated preference cards a 'small pay rise' was referred to. What do you consider to be a small pay rise?

£ per hour: or	_____
£ per week: or	_____
£ per month: Or	_____
£ per year:	_____

SPB. In the stated preference cards a 'substantial pay rise' was referred to. What do you consider to be a substantial pay rise?

£ per hour: or	_____
£ per week: or	_____
£ per month: Or	_____
£ per year:	_____

Attitudes towards training (extrinsic and intrinsic)

31. When did you last undertake any work related training?

How long ago	_____years/**months**/weeks
Never *(MOVE TO Q. 36)*	[ ] **99**

32. Can you please describe this training

	1	
Induction	[ ]	**A**
Health and safety	[ ]	**B**
Fire awareness	[ ]	**C**
Customer care	[ ]	**D**
Production	[ ]	**E**
Technical	[ ]	**F**
Manual handling	[ ]	**G**
Forklift training	[ ]	**H**
Formal qualification *(please specify e.g. NVQ in…)*	_____	**I**
Other *(please specify)*	_____	**J**

33. Whose time was the training undertaken in? *(IF IN OWN TIME ASK IF THEY WERE PAID AND NOTE IN MARGIN)*

Company time – during working hours	[ ]	**1**
My time – outside working hours	[ ]	**2**
Joint company time and my time	[ ]	**3**
Other (please specify)	[ ]	**4**

34. Was this training mandatory/compulsory?

Yes	[ ]	**0**
No	[ ]	**1**

35. What did you expect to happen as a result of undertaking this training and did it actually happen?

	What expected to happen Q35A		What actually happened Q35B	
Got a new job	[ ]	**1**		
			[ ]	**1**
Got a more permanent job	[ ]	**2**		
			[ ]	**2**
Lead to a qualification/part of a qualification	[ ]	**3**		
			[ ]	**3**
Got more satisfaction out of my work	[ ]	**4**		
			[ ]	**4**
Changed to a different type of work	[ ]	**5**		
			[ ]	**5**
Learned new skills for the job I was doing at the time	[ ]	**6**		
			[ ]	**6**
Was able to do my job better	[ ]	**7**		
			[ ]	**7**
Stayed in my job, which I might have lost without this course	[ ]	**8**		
			[ ]	**8**
Earned more money	[ ]	**9**		
			[ ]	**9**
Got a promotion	[ ]	**10**		
			[ ]	**10**
Nothing happened – expected no gain from the training	[ ]	**11**		

Other *(please specify)*

_____**13**

None of the above   [ ]   **12**

---

36. Would you say that your job gives you
Question source: Individual Commitment to Lifetime Learning - Individuals' Attitudes, 1993

Very good opportunities for training	[ ]	**1**
Fairly good opportunities	[ ]	**2**
Not very good opportunities	[ ]	**3**
Opportunities for training not good at all	[ ]	**4**
Can't say	[ ]	**5**

---

37. [Tell me how much you agree or disagree with the statement]... *My employer encourages me to learn as much as I can about how I can do my job or how to do my job better? (SEE ANSWER CARD 4)*

01: Agree strongly	[ ]	**1**
02: Agree	[ ]	**2**
03: Disagree	[ ]	**3**
04: Disagree strongly	[ ]	**4**
05: Don't know	[ ]	**5**

---

38. How helpful is your supervisor or manager in...

Helping you to learn how to do your job better *(SEE ANSWER CARD 5)*

01: A great deal of help	[ ]	**1**
02: Quite a lot of help	[ ]	**2**
03: Of some help	[ ]	**3**
04: A little help	[ ]	**4**
05: Of no help at all	[ ]	**5**
06: Not applicable	[ ]	**6**
Don't know	[ ]	**7**

---

39. [Tell me how much you agree or disagree with the statement]......

My supervisor or manager encourages me to undertake non mandatory work related training *(SEE ANSWER CARD 5)*

01: A great deal of help	[ ]	**1**
02: Quite a lot of help	[ ]	**2**
03: Of some help	[ ]	**3**
04: A little help	[ ]	**4**
05: Of no help at all	[ ]	**5**
06: Not applicable	[ ]	**6**
Don't know	[ ]	**7**

---

40. Can you identify the 3 most important reasons (in order of importance) of why you would be unable or unwilling to undertake (further) work related training

1. _____
Q40A

2. _____
Q40B

3. _____**Q40C**

---

41. Are there any reasons that would make you unable or unwilling to undertake

(further) work related training? *(READ OUT AND TICK ALL MENTIONED)*

It wouldn't lead to promotion	[ ]	**41A**
It wouldn't help change the type of work I do	[ ]	**41B**
It wouldn't lead to a rise in my earnings	[ ]	**41C**
I can already do my job well with the skills I have	[ ]	**41D**
There is not enough time during the working day to undertake training	[ ]	**41F**
If it needed to be done in my own time, unpaid	[ ]	**41P**
I do not feel confident enough to undertake training	[ ]	**41H**
Health problems/disability		
Care giving responsibilities	[ ]	**41I**
No training available	[ ]	**41J**
Fees for the training	[ ]	**41K**
My employer is not supportive	[ ]	**41L**
Other *(please specify)*	[ ]	**41M**
_____		41N
None		
	[ ]	**41O**

42. To what extent do you agree or disagree that…
"employers hardly ever take notice of the learning, education or training you have done"
(SEE ANSWER CARD 6)

1. Agree strongly	[ ]	**1**
2. Agree slightly	[ ]	**2**
3. Neither agree nor disagree	[ ]	**3**
4. Disagree slightly	[ ]	**4**
5. Disagree strongly	[ ]	**5**

43. To what extent do you agree or disagree that…
"you are more likely to get a better job if you do some learning, training or education"
(SEE ANSWER CARD 6)

1. Agree strongly	[ ]	**1**
2. Agree slightly	[ ]	**2**
3. Neither agree nor disagree	[ ]	**3**
4. Disagree slightly	[ ]	**4**
5. Disagree strongly	[ ]	**5**

44. To what extent do you agree or disagree that…
"you need qualifications to get anywhere these days"
(SEE ANSWER CARD 6)

1. Agree strongly	[ ]	**1**
2. Agree slightly	[ ]	**2**
3. Neither agree nor disagree	[ ]	**3**
4. Disagree slightly	[ ]	**4**
5. Disagree strongly	[ ]	**5**

45. Are there any reasons why you could not progress to even higher level qualifications in the future? (higher level than you are currently training for)

_____

To sum up.

50. Why would you want to do training?

_____

51. What would stop you doing training?

_____

If you wish to discuss any aspect of the project with my supervisor please contact Professor Ron McQuaid on 0131 455 4312 or r.mcquaid@napier.ac.uk.

4   Appendix 4: Stated Preference Scenarios

TRAINING PREFERENCES 1

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

Choice A	_Choice B_
• Increased Job Satisfaction • No pay rise • In your own time	• Increased Job Security • Small pay rise • In work time

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

TRAINING PREFERENCES 2

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

Choice A	_Choice B_
• Increased Job Security • Substantial pay rise • Half in work time half in your own time	• Increased Job Satisfaction • Small pay rise • In work time

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

TRAINING PREFERENCES 3

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

<table>
<tr><td>

Choice A

- Increased Job Satisfaction
- No pay rise
- In your own time

</td><td>

Choice B

- Increased Job Security
- Substantial pay rise
- Half in work time half in your own time

</td></tr>
</table>

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

TRAINING PREFERENCES 4

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

<table>
<tr><td>

Choice A

- Increased Responsibility
- Small pay rise
- Half in work time half in your own time

</td><td>

Choice B

- Increased Job Security
- No pay rise
- In work time

</td></tr>
</table>

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

TRAINING PREFERENCES 5

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

**Choice A**	_**Choice B**_
• Increased Job Security • Small pay rise • In your own time	• Increased Responsibility • Substantial pay rise • Half in work time half in your own time

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

TRAINING PREFERENCES 6

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

**Choice A**	_**Choice B**_
• Increased Job Security • No pay rise • In your own time	• Increased Responsibility • Substantial pay rise • In work time

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

TRAINING PREFERENCES 7

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

Choice A	_Choice B_
• Increased job Satisfaction • No pay rise • In your own time	• Increased Responsibility • Small pay rise • Half in work time half in your own time

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

TRAINING PREFERENCES 8

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

Choice A	_Choice B_
• Increased Responsibility • Substantial pay rise • In work time	• Increased job Satisfaction • Small pay rise • In your own time

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

TRAINING PREFERENCES 9

Consider a job related training programme that lasts 2 years, takes approximately 2 hours per week and will lead to a qualification. Of the following two choices below which one do you prefer?

Choice A	_Choice B_
• Increased job Satisfaction • No pay rise • In work time	• Increased job Satisfaction • Substantial pay rise • Half in work time half in your own time

Very much Prefer	Prefer	Slightly Prefer	**No Training**	Slightly Prefer	Prefer	Very much Prefer

5 Appendix 5: Employer questionnaire

5.1 Employer Questionnaire: Care sector

1. Name of care home   Date:

2. Location of care home

3. Type of care home *(e.g. nursing or residential)*

4. Type of owner *(Please tick)*

Private   [ ]   Voluntary   [ ]

National Health Service   [ ]   Local authority   [ ]

Other   (specify)   [ ]

5. Number of residents

6. Number of employees (total PT, FT; of these, number of care assistants PT, FT)

7. Do your employees participate in any non-compulsory work related training? If yes, please provides details of this training and approximate percentages of employees who take part

8. Who provides this non-compulsory work related training and in whose time is it conducted?

9. Why do you think that your employees take part in this non-compulsory work related training?

10. Are there any reasons that you think would make your employees unable or unwilling to undertake non-compulsory work related training?

11. Do you actively encourage your employees to undertake non-compulsory work related training? If yes, how and why?

12. Are you part of Investors in People? If yes, what grade are you?

13. Current number of staff vacancies

14. Are you suffering from skill gaps i.e. in the skills of your existing workers?

15. Are you suffering any hard to fill vacancies?

16. Do your employees have to participate in any compulsory or mandatory training excluding induction? If yes, please provides details of this training

17. Please provide details of this training – length, how many staff participate, who provides this training, does it give a qualification and in whose time is it conducted?

18. What type of care does your care home provide (e.g. specialises in dementia, mental health, stroke, old age/elderly)

19. Are there any reasons why your employees could not progress to even higher level qualifications in the future? (higher level than what they are currently training for)

20. Do you think it is important that your employees undertake non-compulsory work related training?

5.2   Employer Questionnaire: Hotels

1. Name of hotel   Date:

2. Location of hotel

3. Number of rooms

4. Hotel facilities e.g. bar, restaurant, leisure facilities, conference facilities

5. Number of employees (total PT FT; of these, number of housekeeping, reception, bar, restaurant etc.)

6. Do your employees participate in any non-compulsory work related training? If yes, please provides details of this training and approximate percentages of employees who take part

7. Who provides this non-compulsory work related training and in whose time is it conducted?

8. Why do you think that your employees take part in this non-compulsory work related training?

9. Are there any reasons that you think would make your employees unable or unwilling to undertake non-compulsory work related training?

10. Do you actively encourage your employees to undertake non-compulsory work related training? If yes, how and why?

11. Are you part of Investors in People? If yes, what grade are you?

12. Do you do joint training with other hotels (in or outside your own company) or other organisations?

13. What is the role, if any, of your trade association in training?

14. Current number of staff vacancies

15. Are you suffering from skill gaps i.e. in the skills of your existing workers?

16. Are you suffering any hard to fill vacancies?

17. Do your employees have to participate in any compulsory or mandatory training excluding induction? If yes, please provides details of this training

18. Please provide details of this training – length, how many staff participate, who provides this training, does it give a qualification and in whose time is it conducted?

19. Are there any reasons why your employees could not progress to even higher level qualifications in the future? (higher level than what they are currently training for)

20. Do you think it is important that your employees undertake non-compulsory work related training?

6   Appendix 6: Additional Findings Employees

6.1   Expectations and Outcomes of Training

Figure A6.1   Differences between Expectations of training and actual Outcomes of last training course (%)
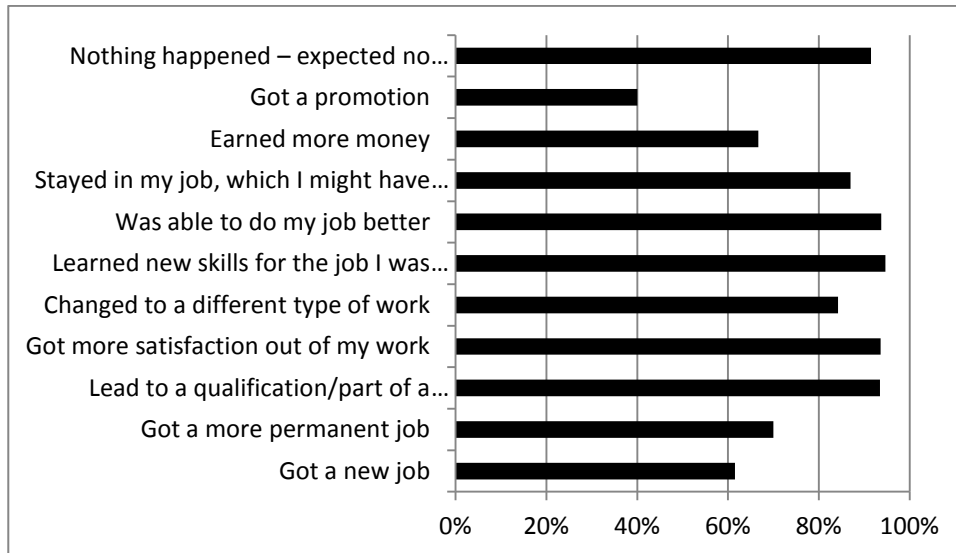
Source: Employee Survey

Base: All respondents.

Figure A6.2   Differences between Expectations of training and actual Outcomes of last training course by sector (%)
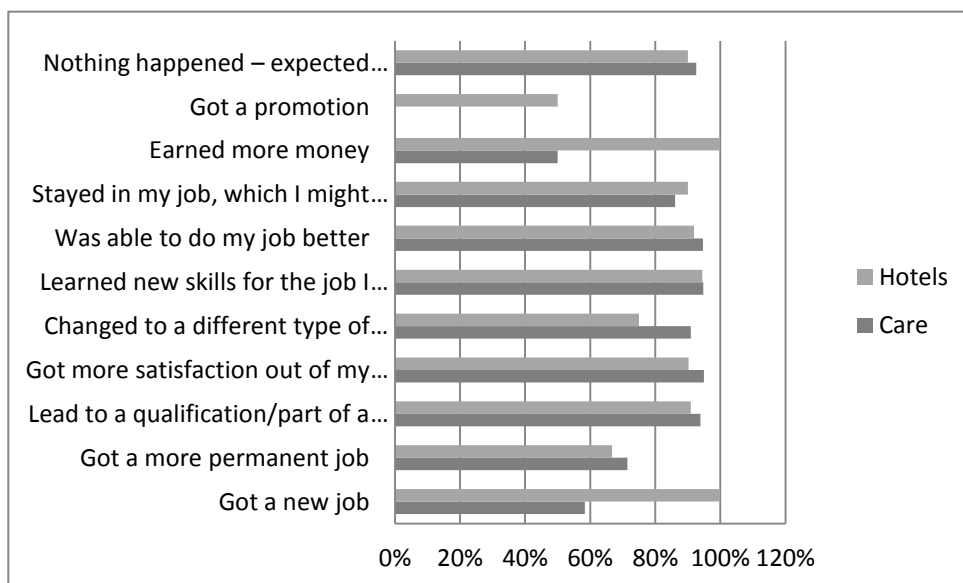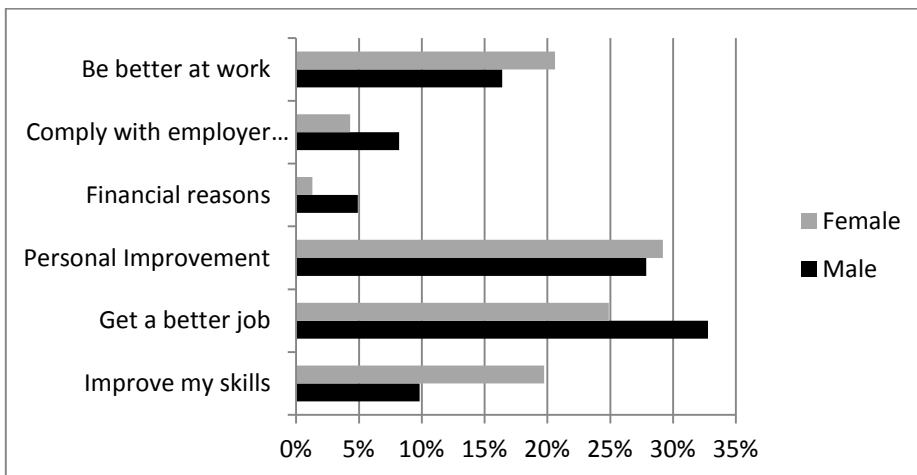

Source: Employee Survey

Base: All respondents.

Figure A6.3   Differences between Expectations of training and actual Outcomes of last training course by gender (%)
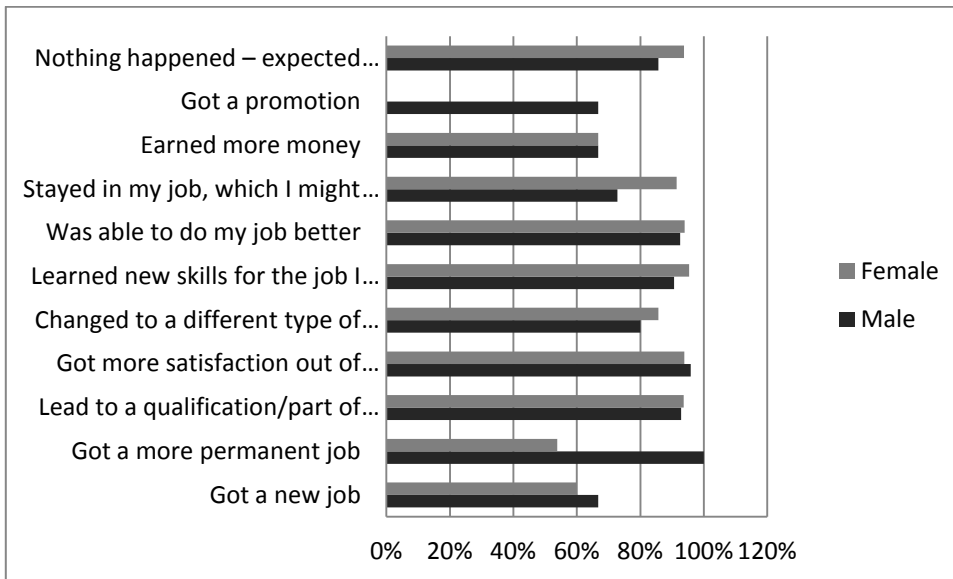
Source: Employee Survey

Base: All respondents.

Figure A6.4   Differences between Expectations of training and actual Outcomes of last training course by age (%)

Source: Employee Survey

Base: All respondents.

48
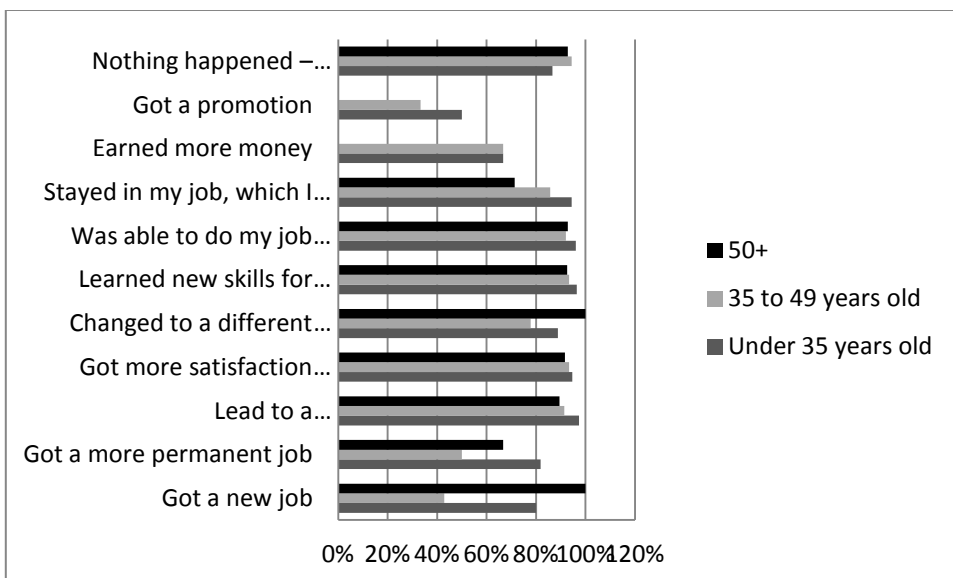
Figure A6.5   Differences between Expectations of training and actual Outcomes of last training course by qualification (%)

Source: Employee Survey

Base: All respondents.

6.2   Motivators of Training

Figure A6.6   Motivators for Training by gender

Source: Employee Survey

Base: All respondents

49

Figure A6.7   Motivators for Training by age
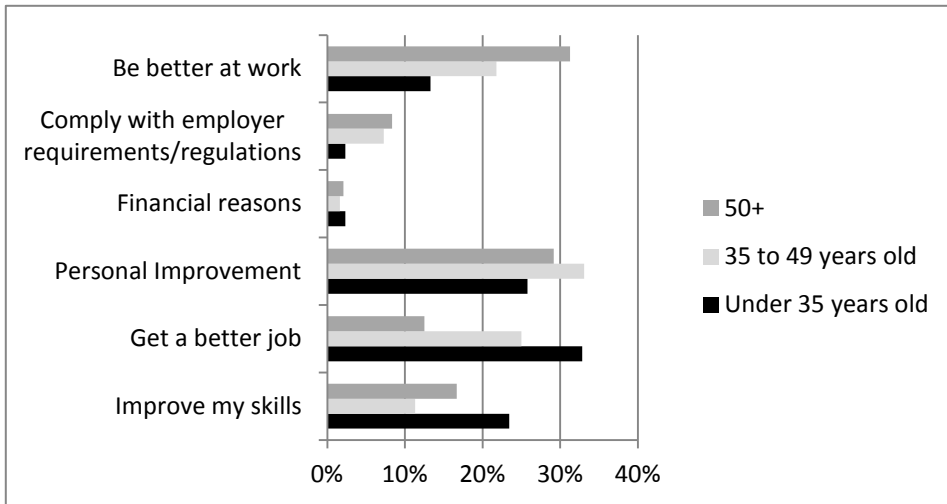
Source: Employee Survey

Base: All respondents.

Figure A6.8   Motivators for Training by qualification
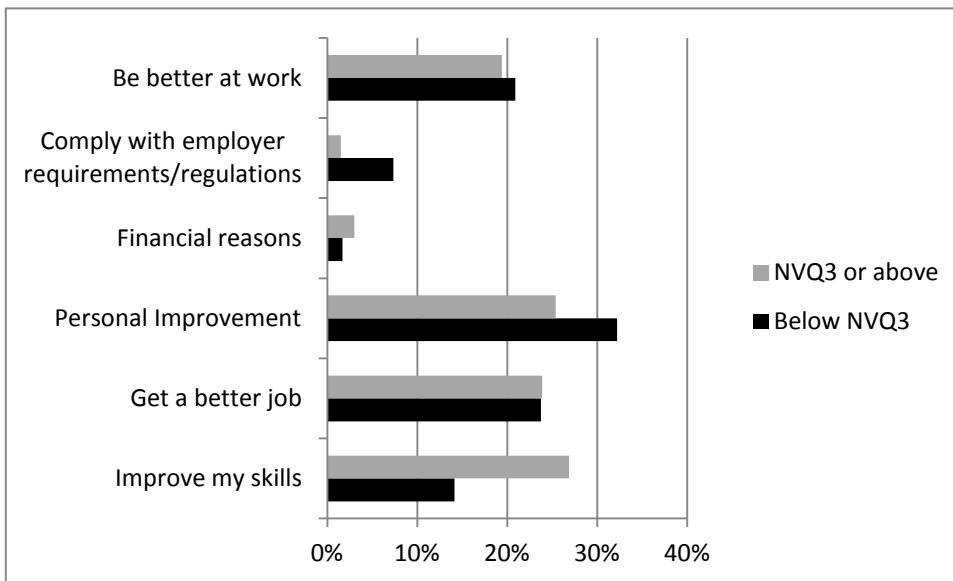
Source: Employee Survey

Base: All respondents.

Table A6.1   Motivations for Training (averages)

In the table below smaller numbers mean stronger support for that motivation.

		Job opportunities (1=Very good opportunities for training, 4= Opportunities for training not good at all)	Employer encourages to learn (1= Agree strongly, 4= Disagree strongly)	Helpful supervisor (1= A great deal of help, 5= Of no help at all)	Supervisor encourages training (1= A great deal of help, 5= Of no help at all)	Employers hardly ever take notice of the learning (1= Agree strongly, 5= Disagree strongly)	Better job if do training (1= Agree strongly, 5= Disagree strongly)	Need qualifications (1= Agree strongly, 5= Disagree strongly)
Total	Mean	1.79	1.75	2.16	2.57	3.67	1.74	1.99
Care	Mean	1.58	1.68	2.06	2.35	3.83	1.69	1.71
Hotels	Mean	2.20	1.89	2.35	3.06	3.34	1.83	2.53
Under 35 years old	Mean	1.82	1.74	2.27	2.70	3.59	1.65	2.28
35 to 49 years old	Mean	1.75	1.75	2.06	2.49	3.72	1.72	1.91
50+	Mean	1.81	1.78	2.15	2.44	3.74	1.96	1.50
Man	Mean	1.77	1.72	2.17	2.58	3.61	1.62	1.93
Female	Mean	1.78	1.77	2.18	2.59	3.68	1.78	1.99
Owned	Mean	1.78	1.79	2.21	2.72	3.64	1.72	1.87
Rented	Mean	1.76	1.65	2.06	2.34	3.76	1.70	2.11
Below NVQ3	Mean	1.70	1.71	2.05	2.50	3.69	1.79	2.05
NVQ3 or above	Mean	1.77	1.73	2.22	2.45	3.65	1.68	1.87

Source: Employee Survey
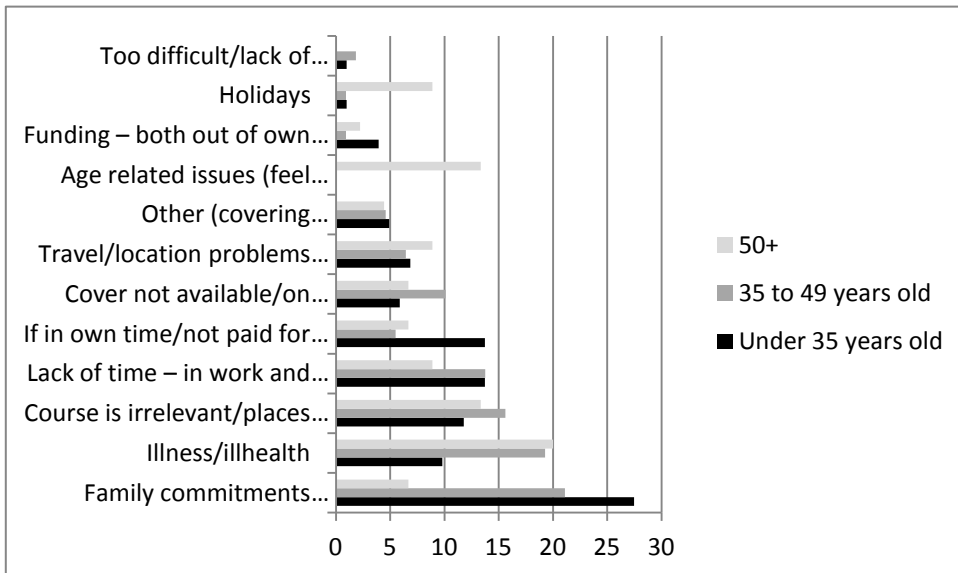
Base: All respondents.

Figure A6.9   Reasons for not undertaking training by sector
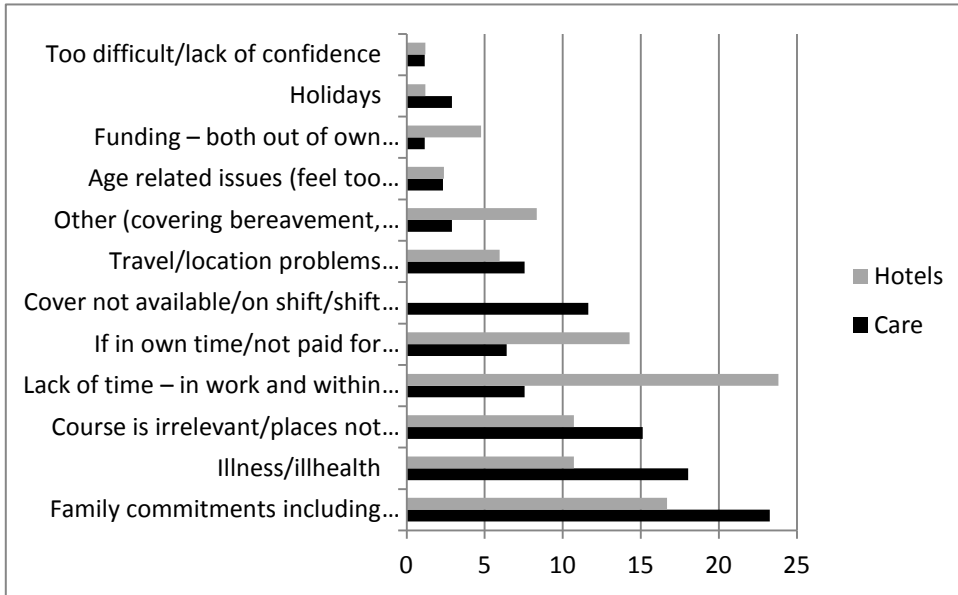
Source: Employee Survey

Base: All respondents.

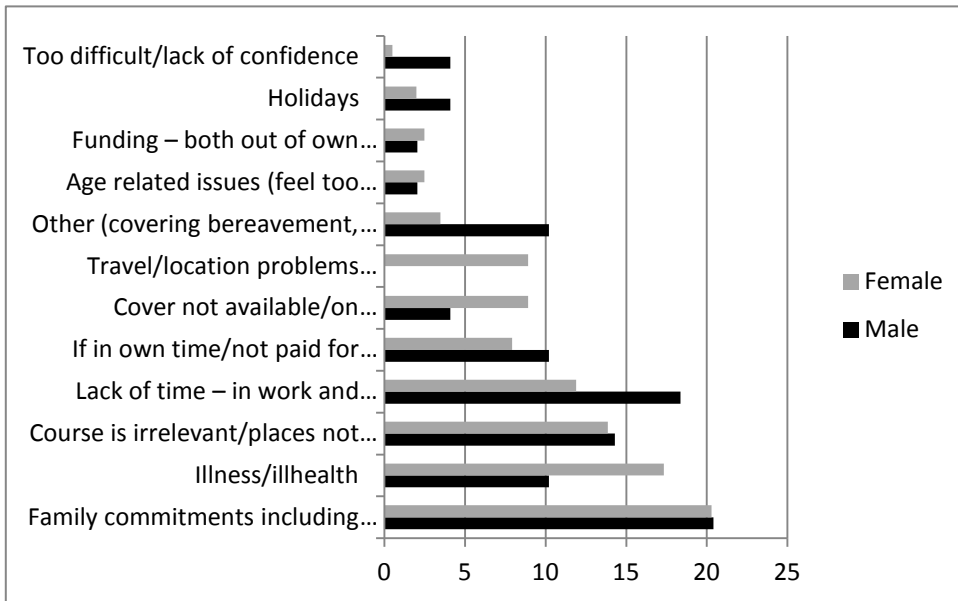**Figure A6.10   Reasons for not undertaking training by age**

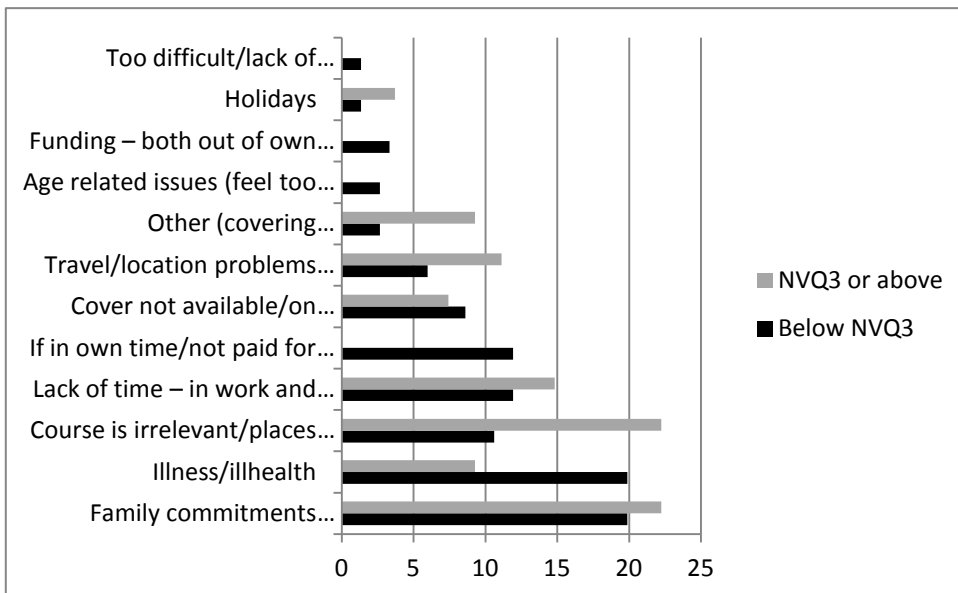*Source: Employee Survey*

Base: All respondents.

Figure A6.11   Reasons for not undertaking training by gender

Source: Employee Survey

Base: All respondents.

Figure A6.12   Reasons for not undertaking training by qualifications

Source: Employee Survey

Base: All respondents.

53

When drawing comparisons on the basis of gender and sector, in the hotel sector there are no significant differences between males and females, with both preferring more responsibility, a substantial pay rise and not to be trained in own time. However, in the care sector males exhibit stronger preferences than females. In the care sector increased job satisfaction is not a strong preference. A substantial pay rise is especially preferred for males and both sexes would rather not train in their own time.