

Employee's Survey

In the Erasmus +, “*Young people in Education and Studies working in Europe III*” Project, Action KA2, we ask you to support us in conducting a study, through the completion of the following survey. Our intention is to identify the employers' requirements concerning the graduates' competences, in order to ease the transition from school to the labour market. We state that the supplied data is anonymous and confidential and it will only be used for statistical purposes. The survey takes approximately 10 minutes to complete. Thank you!

1. How satisfied are you with the quality of the graduates that the preuniversity education provides? Rate 1-10

1	2	3	4	5	6	7	8	9	10
extremely dissatisfied	highly dissatisfied	very dissatisfied	slightly dissatisfied	dissatisfied	indifferent	satisfied	very satisfied	highly satisfied	extremely satisfied

2. What do you think are the requirements/competences that a young graduate should have nowadays? (multiple choices possible)

1. Communicating in mother tongue/official language	3. Basic Maths, Science, Technology competences	5. The ability to learn	7. Entrepreneurial competences
2. The ability to communicate using an international language	4. IT/PC competences	6. Social and civic competences	8. Intercultural competences

3. What type of studies are mostly on demand on the local labour market? Indicate a single corresponding answer – the most frequently demanded studies

a. minimum 8-10 grades	b. Professional School / Technical / Arts and Crafts -	c. Baccalauréate degree	d. Licence (graduated university)	e. Post-university degrees (master, PhD)	f. Professional development courses (degrees, certificates)	g. Degrees development courses, certificates do not matter
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4. To what extent do the teachings in schools correspond to the requirements of the society/company you represent?

1	2	3	4	5	6	7	8	9	10
Not at all	Very low	low	indecisive	do not know	moderate	high	very high	great	great extent

5. Which are the chances of getting a job at your company as a young graduate, in the near future (2017-2018)?

1	2	3	4	5	6	7	8
None	Very few	few	Indecisive	Do not know	moderate	high	Very high

6. How much importance do you think the youth lend to their professional career. Rate from 1-10: 10 ←← (rate in the blank).

7. Which do you think are the proper methods, in your opinion, through which young graduates try to find a job? (multiple choices possible)

1. Through visiting/contacting companies directly ✓	3. Through sending work requests (CV, Letter of application etc.); ✓	5. Through personal relationships; ✓
2. Through employment agents; ✓	4. Through studying labour market offers (newspapers, specialized sites etc.);	6. Other methods, <i>pro-activity applying</i> ✓

8. In which of the following labour fields could your company offer training stages, so as to hire students in the future? (multiple choices possible)

a. wholesale or retail trade;	f. manufacturing industry (manufacturing technology, assembly etc.);
b. constructions;	g. information and communication (post, shipment, IT, telephone);
c. tourism, hotels and restaurants;	h. service industry (transport, storage, repairs etc); ✓
d. food industry (production)	i. the production and supply of electric, thermal energy, hot water, natural gases;
e. extracting industry;	j. other (please specify) <i>Customer experience (Customer service)</i> ✓

9. State 3 moral qualities and 3 abilities a young graduate should have, in order to get a job at your company:

Moral qualities (young graduates)	Abilities (young graduates)
1. <i>dedication</i>	1. <i>curiosity</i>
2. <i>hard work</i>	2. <i>motivation</i>
3. <i>respectful</i>	3. <i>good communication skills</i>

10. Which might be the most important aspects to succeed in life, that you would pass on to young graduates? (circle one of the letter a-j, only one choice possible)

a. Money	c. Education ✓	e. Looks	g. Profession	i. Family
b. The practical competences acquired	d. Life experience ✓	f. Luck	h. Relationships ✓	j. Experience exchanges

Company Name TELUS International

Main field of activity: BPO; ITO; DS

Respondent data:

Gender: 1. Male 2. Female Age: | 2 | 3 | (in years)

Highest completed studies Bachelor Position: Talent Acquisition

Residence: 1. urban 2. rural Citizenship Bulgarian

JOB CENTRE QUESTIONNAIRE

In the Erasmus+ project „Yes Europe- Young people in Education and Studies working in Europe“, Action K2, we gently ask you to support the making of the study through the completion of the following questionnaire. Our intention is to identify the employers' requirements as far as the graduates' competences are concerned.

1. In which labour fields do you offer jobs in other European/EES countries?

BPO and ITO; DS

2. Does the job centre offer higher ranked job positions (e.g. manager)?

Yes

3. Is it allowed to hire employees from other European/EES countries? Are other European citizens allowed to do their apprenticeship in our country?

Yes

4. Which legal steps should future employees take if they want to go working in other European countries (document translation, working permission, school certificate recognition, etc)?

European format of CV; school or university diploma from EU institution.

5. What are the most requested skills and qualifications the employees should have?

none we do the training.

6. What measures do you take in order to realize the retraining/reskilling and the life long learning of the future employees?

Continuous trainings in different fields.

7. How do you cooperate with the web portal EURES?

Yes

8. In what ways do you get feedback information from the job seekers?

from them selfs.



9. What steps do you make for the involvement and further education of socially sensible groups?

TELUS days of giving

10. What would you suggest in order to improve the cooperation with schools?

Open conversation with the principals.

11. What kind of job and how many vacant jobs do you offer to job centre applicants who come from foreign countries?

200 per month

THANK YOU VERY MUCH!