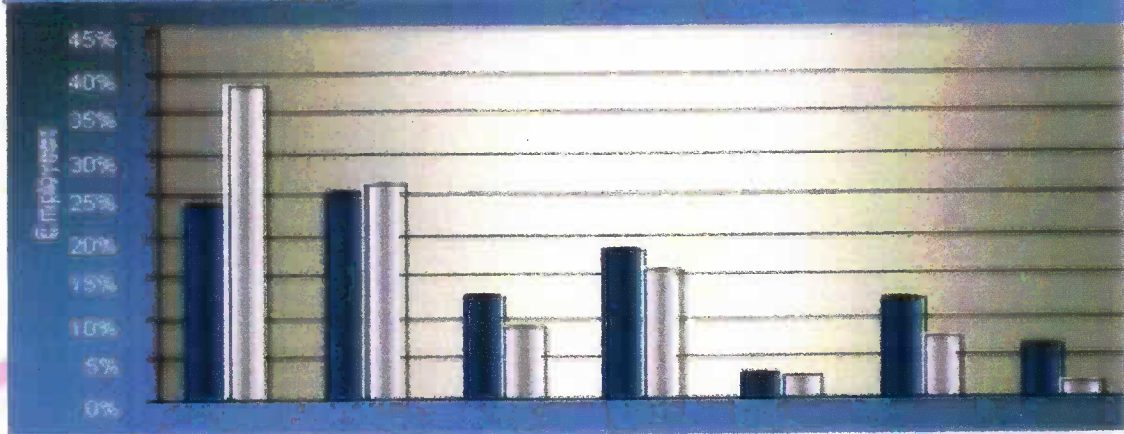




## 2008 EMPLOYER SATISFACTION SURVEY



TECHNICAL EDUCATION AND SKILLS  
DEVELOPMENT AUTHORITY

## FOREWORD

The generation of relevant TVET information is crucial in the formulation of policies and programs. The Planning Office embarks on the conduct of the Employer Satisfaction Survey to gauge the performance of the TVET graduates in the workplace from the end-user's perspective. The Employer Satisfaction Survey serves as a feedback mechanism on the quality of the training programs and graduates produced by the TVET sector.

As an initial attempt, the Planning Office has limited its coverage to PGMA Training for Work Scholarship Program (PGMA-TWSP) employed graduates. During the period of October-November 2008, survey instruments were farmed-out by the regional offices to solicit responses from the employers of PGMA-TWSP graduates.

It is noteworthy that majority of the employers has a high level of satisfaction on our graduates and provided positive views on the quality of our training. The detailed survey results are presented in this report.

We hope that this report will serve as a reference material for TVET policy makers, managers, providers and other stakeholders.



**MILAGROS DAWA-HERNANDEZ**  
Deputy Director General  
Sectoral TVET

# TABLE OF CONTENTS

## Executive Summary

I.	Background	1
II.	Objectives	2
III.	Methodology	2
IV.	Limitation of the Study	2
V.	Highlights of Results	
	a. <i>Profile of Establishments</i>	3
	b. <i>Satisfaction with Graduates Hired</i>	6
VI.	Conclusion and Recommendations	10

## APPENDICES

1. Acronyms and Glossary of Terms
2. Survey Questionnaire
3. Other Tables

## EXECUTIVE SUMMARY

The Employer Satisfaction Survey is a pilot study with the purpose of determining the level of satisfaction of employers on the competencies of PGMA-TWSP graduates in the identified industry priority sectors. This also serves as customer feedback mechanism on the quality of TVET graduates. The survey covered a limited sample of employers as of end of December 2007.

### **Profile of the Establishments**

A total of 52 out of 106 selected establishments responded to the survey at a response rate of 49.00%. In general, the establishments covered can be characterized as follows:

#### ***Geographic Location***

- Only 12 Regions are covered in the survey. These are Regions I, III, IV-A, V, VI, VII, VIII, X, XI, XII, Caraga and NCR.
- More than 50% are accounted by Region XII (23.08%), NCR (19.23%) and Region II (13.46%) combined.

#### ***Establishment Type***

- More than 90.00% of the sample respondents are private establishments.

#### ***Industry Sector***

- Information and Communication Technology (30.77%), Tourism (11.54%) and Metals and Engineering (11.54%) firms collectively account for more than half of the total sample. Other sectors covered are Processed Food and Beverages (7.69%), Agri-Fishery (7.69%), Construction (5.77%), Health (3.85%) and Maritime (1.93%).

#### ***Employment Size***

- Establishments employing 20 or more workers represent 71.50%; 10-19 workers, 9.62% and those with less than 10 workers, 19.23%.

#### ***Post-Secondary Degree as a Requirement for Employment***

- More than half of the establishments indicated that 51 to 100 percent of their positions require post-secondary degree (55.77%).

## Level of Satisfaction on the Graduates Hired

Overall, there is a high level of satisfaction with the skills and knowledge being possessed by the PGMA-TWSP employed graduates. The summary of the results categorized according to the proportion of satisfied respondents is presented in the following table.

### Skills Groups by Level of Satisfaction

Level of Satisfaction	Skill
Greater than 90%	<ul style="list-style-type: none"> <li>Accepts other jobs other than specified on the job description</li> <li>Enthusiasm on the job,</li> <li>Easily adapts on the work environment</li> <li>The ability to manage their time while working with little supervision</li> <li>Initiative needed to fully complete tasks</li> <li>The ability to work well in a group to achieve a goal</li> <li>The ability to learn new skills and knowledge on the job</li> <li>The individual listens to understand and learn</li> </ul>
86% to 89%	<ul style="list-style-type: none"> <li>The technical skills and knowledge needed for the job</li> <li>Understands and speaks the language in which business is conducted</li> <li>Has the ability to handle stress and pressure on the job</li> <li>Remain accountable for actions taken</li> </ul>
81% to 85%	<ul style="list-style-type: none"> <li>The ability to take a "big picture" perspective on the job</li> <li>The ability to communicate in speech and writing</li> <li>The ability to recognize and solve problems that arise on the job</li> </ul>

### Comments and Recommendations

Some of the comments and recommendations of the employers include the following: the need to focus on improving the communication skills of the trainees; the teaching of proper work values and ethics and confidence build-up should also be integrated in the training curriculum for the graduates to be able to handle stress and pressure that may arise on the job; and trainees should also have proper exposure during their training with the usage of modern equipment and new technologies

Many of the employers agreed that PGMA-TWSP responds to their needs by providing appropriate skills to graduates and ensuring adequate supply of skilled workers. Given the opportunity, almost all of the employers indicated that they would hire a PGMA-TWSP graduate again.

Based on the findings of the study, the following policy recommendations are presented:

- ***Provision of more jobs directed scholarship programs.*** Given the gains achieved by the PGMA-TWSP and the higher satisfaction of employers on its graduates, it is recommended that more scholarship programs that are purposive and directed to the competency requirements of the available jobs be implemented to ensure labor supply availability.
- ***More focused targeting of beneficiaries for the scholarship.*** Aside from having the necessary ability to learn technical skills and knowledge, prospective beneficiaries should also have the interest on TVET and should possess the right attitudes and positive values.
- ***Active Labor Market Intelligence should be pursued.*** Provision of training programs should always be anchored based on a relevant and timely LMI System to ensure that the graduates are linked to gainful employment after training. Data on local and overseas demand opportunities being provided by the Bureau of Local Employment (BLE) and Philippine Overseas Employment Authority (POEA) have been useful in directing training provision to demand.
- ***Stronger participation of the industry in the provision of training should be established.*** As recommended by the employers, graduates should also be exposed in actual work setting to familiarize themselves on the state of the art equipment and new technologies that maybe present only in an industry setup. The enterprise-based training modality, including dual training system, needs to be strengthened.
- ***Regular survey on employer's satisfaction should be pursued.*** To form part of the quality management system of TESDA, an annual employer satisfaction survey should also be institutionalized. TVET institutions, both public and private should also be encouraged to carry out their own employer satisfaction survey as a feedback mechanism on the relevance of their curriculum and the quality of training provision.

## Employer Satisfaction Survey

### I. Background

The goal of generating jobs for the Filipinos remains to be at the core of the government's development agenda. It is seen to be the key factor in alleviating poverty in the country. While job opportunities continue to be created by the economy, however, unemployment is still a major concern.

Studies have shown that one of the major causes of unemployment is the change in the composition of labor supply and demand. This has led to what is referred to as structural unemployment. There is a great number of available job opportunities but these could not be filled up by the existing manpower due to the mismatch between skills needed for available jobs, skills possessed by those seeking work, and the geographical mismatch between locations of job opening and job seekers.

Under this backdrop, DOLE initiated the conduct of the National Manpower Summit in March 2006. The Summit was able to identify demand-supply gaps in critical, emerging and highly in-demand jobs.

To address the structural unemployment under the BEST-JOB-FIT paradigm, the President Gloria Macapagal-Arroyo Training for Work Scholarship Program (PGMA-TWSP) was launched in 2006 to fund scholarship grants in business process outsourcing (BPO) and other industries which require highly critical skills, like aviation, metals and engineering, medical tourism, hotel and restaurant, agribusiness, and services.

Primarily, the scholarship program aims to provide skills and competencies to job seekers through appropriate training programs that are directly connected to existing jobs and immediate employment; and empower private and public TVET institutions to offer relevant training programs that meet job requirements.

After almost two years of implementation, the PGMA-TWSP has already produced 96,809 graduates in which approximately 36,000 are employed in different industries. To complement the regular monitoring of the employment status of the graduates, an employer's satisfaction survey for employed PGMA-TWSP graduates was conducted in 2008. The survey provides an assessment on how well did the graduates of the program meet the requirements of the industry.

Quality Management System has been enshrined in the implementation of TESDA programs and services. In line with this, the agency's Quality Policy states that: "We measure our worth by the satisfaction of the customers we serve." The Employer Satisfaction Survey is one measure by which the quality of TVET delivery can be measured based on the perception of the employers on the performance of TVET graduates in the workplace. The survey results also provides indications on the appropriateness of the program contents relative to the industry requirements as viewed by the employers being the end-users of skilled graduates.

## **II. Objectives**

The study aims to determine the level of satisfaction of the employers on the competencies of PGMA-TWSP graduates in the identified industry priority sectors. This also serves as customer feedback mechanism on the quality of TVET graduates.

## **III. Methodology**

The employer satisfaction survey used purposive sampling in selecting sample establishments. The validated list of employers employing PGMA-TWSP graduates as of end of December 2007 is the basis for the selection of sample establishments. The list of employers consists of 3,862 establishments in which 106 establishments are selected as samples. The number of selected establishments was proportionately allocated to the TVET qualification completed by the employed graduates. The completeness of establishment name, business address and contact details was also taken into consideration in selecting the samples.

Out of the 106 sample establishments, only 52 responded or a response rate of 49.0%.

The TVET qualifications covered in the survey include: animation, barista, call center services, caregiving, gas metal arc welding (GMAW,) sheet metal arc welding (SMAW), heavy equipment operation (HEO), household services, massage therapy, medical transcriptionist and slaughtering operation. The PGMA-TWSP only covers a limited number of priority qualifications during the 2006 to 2007 implementation.

The Provincial/Regional staff conducted personal interviews with the use of survey questionnaire to gather information from the sample establishments. For each establishment, they interviewed the: a) human resource manager to get information on the establishment profile/background and b) supervisor to get information on the performance of TVET graduates.



#### **IV. Limitation of the Study**

The employer satisfaction survey is meant to be a pilot run to serve as a spring board for future related researches. As a pilot, only a limited number of samples were selected. The results of the survey merely provide a glimpse on the level of satisfaction of the employers of PGMA-TWSP graduates covered in the survey as of end of December 2007.

#### **V. Highlights of Results**

##### **A. Profile of Establishments**

A total of 52 out of 106 selected establishments responded to the survey at a response rate of 49.00%. In general the establishments covered can be characterized as follows:

##### ***Geographic Location***

- Only 12 Regions are covered in the survey. These are Regions I, III, IV-A, V, VI, VII, VIII, X, XI, XII, Caraga and NCR.
- More than 50% are accounted by Region XII (23.08%), NCR (19.23%) and Region II (13.46%) combined.

##### ***Establishment Type***

- More than 90.00% of the sample respondents are private establishments.

##### ***Industry Sector***

- Information and Communication Technology (30.77%), Tourism (11.54%) and Metals and Engineering (11.54%) firms collectively account for more than half of the total sample. Other sectors covered are Processed Food and Beverages (7.69%), Agri-Fishery (7.69%), Construction (5.77%), Health (3.85%) and Maritime (1.93%).

##### ***Employment Size***

- Establishments employing 20 or more workers represent 71.50%; 10-19 workers, 9.62% and those with less than 10 workers, 19.23%.

##### ***Post-Secondary Degree as a Requirement for Employment***

- More than half of the establishments indicated that 51 to 100 percent of their positions require post-secondary degree (55.77%).

Table 1. Distribution of Establishment by Region

Region	No. of Establishment Surveyed	Percent
I	1	1.92
III	7	13.46
IV-A	4	7.69
V	3	5.77
VI	2	3.85
VII	5	9.62
VIII	1	1.92
X	3	5.77
XI	1	1.92
XII	12	23.08
Caraga	3	5.77
NCR	10	19.23
<b>Grand Total</b>	<b>52</b>	<b>100.00</b>

Table 2. Distribution of Establishment by Type of Institution

Type of Institution	No. of Establishment	Percent
Government	5	<b>9.62</b>
National	1	1.92
Provincial/Local	3	5.77
Government Controlled/ Owned Corporation	1	1.92
Private	47	<b>90.38</b>
Single Proprietorship	15	28.85
Corporation	28	53.85
Multinational	4	7.69
<b>Grand Total</b>	<b>52</b>	<b>100.00</b>

2008 Employer Satisfaction Survey Report

Table 3. Distribution of Establishment by Type of Industry/Sector

Type of Industry/Sector	No. of Establishment	No. of PGMA Graduates Employed for the Period 2006-2007	No. of PGMA Graduates Employed at the time of the Survey
Tourism	6	41	21
Agri-Fishery	4	4	2
Health	2	1	2
Information & Communication Technology	16	2,393	1,167
Processed Foods and Beverages	4	25	17
Metals and Engineering	6	54	152
Construction	3	155	53
Maritime	1	20	20
Others	10	65	48
<b>Grand Total</b>	<b>52</b>	<b>2,758</b>	<b>1,482</b>

Table 4. Distribution of Establishment by Size of Employment

Size of Employment	No. of Establishment	Percent
1 to 4 employees	6	11.54
5 to 9 employees	4	7.69
10 to 19 employees	5	9.62
20 or more employees	37	71.15
<b>Grand Total</b>	<b>52</b>	<b>100.00</b>

Table 5. Distribution of Establishment by Percentage of Position that Requires Post Secondary Degree

% of Position that Requires Post Secondary Degree	No. of Establishment	Percent
None	12	23.08
1 to 25 Percent	7	13.46
26 to 50 Percent	4	7.69
51 to 75 Percent	16	30.77
76 to 100 Percent	13	25.00
<b>Grand Total</b>	<b>52</b>	<b>100.00</b>

**2008 Employer Satisfaction Survey Report**

**B. Satisfaction with Graduates Hired**

The respondents consisting of human resources managers and supervisors were asked about their degree of satisfaction on the quality and performance of TVET graduates through a checklist of skills and personal qualities of a worker which are generally desired by the employers such as but not limited to communication skills, ability to work in a team, problem-solving skills and attitude towards work, among others..

Table 6. Number of Establishment by Degree of Satisfaction on PGMA Graduates Hired

Types of Skills and Personal Qualities	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
a. The technical skills and knowledge needed for the job	18	34.62	28	53.85	1	1.92	1	1.92	4	7.69	52	100
b. The ability to recognize and solve problems that arise on the job	10	19.23	33	63.46	4	7.69	1	1.92	4	7.69	52	100
c. Understands and speaks the language in which business is conducted	23	44.23	23	44.23	2	3.85	1	1.92	3	5.77	52	100
d. The ability to communicate in speech and writing	12	23.08	31	59.62	5	9.62	1	1.92	3	5.77	52	100
e. The individual listens to understand and learn	20	38.46	27	51.92	2	3.85			3	5.77	52	100
f. The ability to learn new skills and knowledge on the job	21	40.38	26	50.00	1	1.92	1	1.92	3	5.77	52	100
g. The ability to work well in a group to achieve a goal	23	44.23	24	46.15	2	3.85			3	5.77	52	100
h. Enthusiasm on the job	26	50.00	22	42.31	1	1.92			3	5.77	52	100
i. Initiative needed to fully complete tasks	19	36.54	28	53.85		0.00	2	3.85	3	5.77	52	100
j. The ability to manage their time while working with little supervision	18	34.62	29	55.77	2	3.85			3	5.77	52	100
k. Remain accountable for actions taken	16	30.77	29	55.77	2	3.85			5	9.62	52	100
l. The ability to take a "big picture" perspective on the job	11	21.15	33	63.46	3	5.77			5	9.61	52	100
m. Easily adopts to the work environment	22	42.31	25	48.08	1	1.92	1	1.92	3	5.77	52	100

## 2008 Employer Satisfaction Survey Report

Types of Skills and Personal Qualities	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
n. Has the ability to handle stress and pressure on the job	24	46.15	22	42.31	3	5.77			3	5.77	52	100.00
o. Accepts other jobs other than specified on the job description	18	34.62	30	57.69	1	1.92			3	5.77	52	100

In terms of technical skills and knowledge needed on the job, which is the first skill in the list, 88.47% of the employers/supervisors indicated that they are satisfied with the graduates. The satisfactory rating is given by 100% of the employers of graduates of animation, barista, caregiving, household services and massage therapy. For the other TVET qualifications, 75% to 88.88% of the employers were also satisfied.

It is to be noted that the TVET programs included in PGMA-TWSP are covered by Training Regulations, or at the least, competency standards prescribed by TESDA in consultation with industry. All the programs are also registered and compliant with the minimum standards defined in the Training Regulations. All these have contributed in ensuring quality training provision, and therefore, acquisition of relevant competencies by the graduates.

The second skill, "ability to recognize and solve problems that arise on the job" was also given satisfactory rating by a majority of the employers (82.69%). Similarly, all employers of graduates of animation, barista, caregiving, HEO and massage therapy provided positive responses.

The third, fourth and fifth skills relate to communication and comprehension-related category such as "understands and speaks the language in which business is conducted"; ability to communicate in speech and writing"; and "individual listens to understand and learn". All these also scored satisfactory ratings as reported by more than 80% of the employers. While the lowest percentage of 82.7% is noted in "ability to communicate in speech and writing", 9 out of 10 employers covered by the survey are satisfied with the trait of the graduate on listening to understand and learn.

Above 90.00% of the employers of PGMA-TWSP graduates indicated that they have satisfactory rating on the succeeding six skills. These are as follow:

- "The ability to learn new skills and knowledge on the job" (90.38%)
- "The ability to work well in a group to achieve a goal" (92.31%)
- "Enthusiasm on the job" (92.31%)
- "Initiative needed to fully complete tasks" (90.39%)
- "The ability to manage their time while working with little supervision" (90.39%)
- "Easily adopts to the work environment" (90.39%)

**2008 Employer Satisfaction Survey Report**

- “Accepts other jobs other than specified on the job description” (92.31%)

These traits of the graduates are good indications of positive work attitudes which could also be attributed to the contribution of the PGMA-TWSP TVET course they attended in the development of these skills.

Except for three employers who did not respond to these items and two gave unsatisfactory ratings, all the employers of the graduates in all TVET qualifications were satisfied with all the skills identified.

Most of the employers were also satisfied on the graduates’ ability to “remain accountable for actions taken”, “take a “big picture” perspective on the job”, and “handle stress and pressure on the job”. The proportion of employers of positive responses for these skills registered 86.54%, 84.61%, and 88.46%, respectively. It can be surmised that these skills / characteristics are generally possessed by more mature employees. Being new graduates and newly employed, it is expected that the graduates can acquire these on the job over time.

Table 7. Skills by Level of Satisfaction

Level of Satisfaction	Skill
Greater than 90%	“Accepts other jobs other than specified on the job description” “Enthusiasm on the job” “Easily adopts to the work environment” “The ability to manage their time while working with little supervision” “Initiative needed to fully complete tasks” “The ability to work well in a group to achieve a goal” “The ability to learn new skills and knowledge on the job” “The individual listens to understand and learn”
86% to 89%	“The technical skills and knowledge needed for the job” “Understands and speaks the language in which business is conducted” “Has the ability to handle stress and pressure on the job” “Remain accountable for actions taken”
81% to 85%	“The ability to take a “big picture” perspective on the job” “The ability to communicate in speech and writing” “The ability to recognize and solve problems that arise on the job”

## 2008 Employer Satisfaction Survey Report

All the employers who responded expressed satisfaction on the overall performance of the PGMA-TWSP graduates they hired. Approximately 42.00% of the establishments were very satisfied and 50% satisfied. Nobody among employers gave unsatisfactory ratings and four had not given any response to this question.

The positive feedback of the employers on the overall performance of the PGMA-TWSP graduates is a strong indication of the relevance of the program to the requirements of the employers. This indicates a clear basis for the continuance of the PGMA-TWSP.

Table 8. Level of Satisfaction of Employers on the Overall Performance of PGMA-TWSP Graduates

Level of Satisfaction	No. of Employers	%
Very Satisfied	22	42.31
Satisfied	26	50.00
Not Indicated	4	7.69
<b>Grand Total</b>	<b>52</b>	<b>100.00</b>

Generally, majority of the employers agree to the statement that the PGMA-TWSP provides adequate supply of graduates and also appropriate skills to the graduates. This was reported by approximately 83.00% and more than 90.00% of the employers, respectively.

Table 9. Response of the Establishment Whether They Agree with the Following Statements

Response	Strongly Agree		Agree		Disagree		Not Indicated		Grand Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Providing an adequate supply of graduates	16	30.77	27	51.92	5	9.62	4	7.69	52	100.00
Providing appropriate skills to graduates	23	44.23	24	46.15	2	3.85	3	5.77	52	100.00

**2008 Employer Satisfaction Survey Report**

Table 10. Response of the Employers If They Will Hire PGMA-TWSP Graduates in the Future

Course	YES		NO		Not Indicated	
	No.	%	No.	%	No.	%
Animation	2	100.00				
Barista	8	100.00				
Call Center Agent	6	75.00			2	25.00
Caregiving	2	100.00				
GMAW	4	100.00				
HEO	2	100.00				
Household Services	4	100.00				
Massage Therapy	1	100.00				
Medical Transcriptionist	6	85.71			1	14.29
Slaughtering Operation	5	100.00				
SMAW	9	100.00				
<b>Grand Total</b>	<b>49</b>	<b>94.23</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>5.77</b>

When asked if they will employ PGMA-TWSP graduates in the future almost all (94.23%) of the employers expressed that they will continue to hire PGMA-TWSP graduates again. This is a proof, once more, of the importance of the program to the employers. The rest of the employers did not indicate their preference.

## VI. Conclusion and Recommendations

The Employer Satisfaction Survey is a pilot project with the purpose of acquiring feedback from the employers of the PGMA-TWSP graduates.

The first part of the survey provides general information about the establishments where the PGMA-TWSP graduates are working. This information pertains to employment size, location, educational requirements for hiring, number of PGMA-TWSP graduates hired, date of last hiring, and in what type of industry/sector the establishment belongs. The results show that majority of the establishments are private. A good number of them are from the ICT, Tourism and Metals and Engineering sector and most of them employed 20 or more workers. More than half of the establishments indicated that 50 to 100% of their positions require post secondary degree.

Overall, there is a high level of satisfaction with the skills and knowledge being possessed by the PGMA-TWSP graduates. Most of the employers surveyed indicated that the graduates they employ are enthusiastic, accept other jobs other than specified on the job description, listen to understand and learn, have the ability to learn new skills and knowledge on the job, have the ability to work well in a group to achieve a goal, have the initiative needed to fully complete tasks, have the ability to manage their time while working with little supervision, and can easily adopt to the work environment. If the opportunity



were presented again, almost all of the establishments surveyed expressed that they will hire PGMA-TWSP graduates again.

To this end, many employers provided suggestions that would improve the curriculum of PGMA-TWSP that would help satisfy their needs. The employers recommended that PGMA-TWSP should focus on improving the communication skills of the trainees. The teaching of proper work values and ethics and confidence build-up should also be integrated in the training curriculum for the graduates to be able to handle stress and pressure that may arise on the job. Trainees should also have proper exposure during their training with the usage of modern equipment and new technologies.

Based on the findings of the study, the following policy recommendations are presented:

- **Provision of more jobs directed scholarship programs.** Given the gains achieved by the PGMA-TWSP program and the higher satisfaction of employers on its graduates, it is recommended that more scholarship programs that are purposive and directed to the competency requirements of the available jobs be implemented to ensure labor supply availability.
- **More focused targeting of beneficiaries for the scholarship.** Aside from having the necessary ability to learn technical skills and knowledge, prospective beneficiaries should also have the interest on TVET and should possess the right attitudes and positive values.
- **Active Labor Market Intelligence should be pursued.** Provision of training programs should always be anchored based on a relevant and timely LMI System to ensure that the graduates are linked to gainful employment after training. Data on local and overseas demand opportunities being provided by the Bureau of Local Employment (BLE) and Philippine Overseas Employment Authority (POEA) have been useful in directing training provision to demand.
- **Stronger participation of the industry in the provision of training should be established.** As recommended by the employers, graduates should also be exposed in actual work setting to familiarize themselves on the state of the art equipment and new technologies that maybe present only in an industry setup. The enterprise-based training modality, including dual training system, needs to be strengthened.
- **Regular survey on employer's satisfaction should be pursued.** To form part of the quality management system of TESDA, an annual employer satisfaction survey should also be institutionalized. TVET institutions, both public and private should also be encouraged to carry out their own employer satisfaction survey as a feedback mechanism on the relevance of their curriculum and the quality of training provision.

## Acronyms

BLE	-	Bureau of Local Employment
BPO	-	Business Process Outsourcing
DOLE	-	Department of Labor and Employment
GMAW	-	Gas and Metal Arc Welding
HEO	-	Heavy Equipment Operation
ICT	-	Information and Communications Technology
PGMA-TWSP	-	Pangulong Gloria Macapagal Arroyo – Training for Work Scholarship Program
POEA	-	Philippine Overseas Employment Authority
SMAW	-	Sheet and Metal Arc Welding
TVET	-	Technical Vocational Education and Training
TESDA	-	Technical Education and Skills Development Authority

## Glossary of Terms

### Assessment

the process of gathering and judging evidence in order to decide whether a person has achieved a standard of competency or competence objective.

### Employed

persons in the labor force who are reported either at work or with a job or business although not at work during the reference week. These include all those who, during the reference period are 15 years old and over as of and are reported either:

- At work – those who do any work even for one hour during the reference period for pay or work without pay on the farm or business enterprise operated by a member of the same or related blood, marriage or adoption; or
- With a job but not at work – those who have a job or business but are not at work be it temporary or temporary illness/injury, vacation or other reasons. Likewise, persons who expect to return or start operation of a farm or business enterprise within two weeks from the date of the enumerator's visit, are considered employed.

### Establishment

enterprise and/or service of agricultural, industrial, medical or business establishments.

### Graduate

a student or trainee who was enrolled in a particular course and has completed the requirements set for that course.

### Labor Market

the whole system where the demand for and the supply of labor interact.

### **On-the-Job Training**

the generic term for acquiring work exposure and experience in a particular occupation, profession and job to support in-school learning. The popular term is PRACTICUM as applied by most training providers; training undertaken in the workplace as part of the productive work of the learner.

### **Program**

an organized set of activities, projects, processes or services which is directed towards the attainment of similar or related objectives. A plan incorporating a set of actions designed to achieve certain outcomes; a set of training courses designed to achieve vocational outcome.

### **Qualification**

a group of competencies packaged from the supermarket of competency. It represents a clear meaningful set-up in the workplace and is aligned with the Philippine TVET Qualifications Framework Descriptor. Depending on the breath, depth and scope of competency; a qualification may fall under national certificate level I, II, III or IV.

### **Quality Management System**

the totality of an organization's management processes designed to meet identified quality standards.

### **Skill**

the acquired and practiced ability to carry out a task or job.

### **Task**

A clearly defined and measurable activity accomplished by individuals and organizations. It is the lowest behavioral level in a job or unit that is performed for its own sake. It must be specific; usually has a definite beginning and ending; may support or be supported by other tasks; has only one action and, therefore, is described using only one verb; generally is performed in a relatively short time; and it must be observable and measurable. The task title must contain an action verb and object and may contain a qualifier.

### **Technical Vocational Education and Training**

the education or training process where it involves, in addition to general education, the study of technologies and related sciences and the acquisition of practical skills relating to occupations in various sectors of economic life and social life, comprises formal and non-formal approaches.

### **Technology**

a tool that extends human capabilities to solve problems. It can be used to assist students in the acquisition of knowledge. The teacher becomes the facilitator of learning, and technology becomes one of the tools the students uses in learning. Technology empowers teachers and administrators to stimulate learning effectively and efficiently.

### **Trainee**

a person qualified to undergo the training system for the purpose of acquiring and developing job qualifications

**2008 Employer Satisfaction Survey  
PGMA Training For Work Scholarship Program  
(PGMA-TWSP)**

**Introduction**

Our records indicate that you've employed a graduate or graduates of PGMA-TWSP in your organization. As part of TESDA's ongoing assessment, we would like to evaluate the effectiveness of our programs, especially in preparing students for the workforce. We are most interested in the level of satisfaction with the skills, knowledge and behavior demonstrated by the graduate or graduates rather than an evaluation of any specific employee or employees. We want to know if the PGMA scholarship program is fulfilling its objective of providing the best possible education and training for its beneficiaries. Your response is of critical importance to the continued success of the programs we provide at TESDA. We will also appreciate any comments you may have. Your prompt response will be appreciated. Rest assured that all answers will be treated with strict confidentiality and shall not be used for any purpose except for this study. Thank you.

**Part I. Demographic Information (to be answered by the HR officer)**

A1. Name of Employing Company: \_\_\_\_\_

A2. Address:

\_\_\_\_\_

Street

\_\_\_\_\_

Barangay

\_\_\_\_\_

City/Municipality

\_\_\_\_\_

Province

A3. Phone/Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

A4. Type of Establishment

A. Government

B. Private

A1. National

B1. Single Proprietorship

A2. Provincial/Local

B2. Partnership

A3. Government Controlled/ Owned

B3. Corporation

Corporation

B4. Multinational

A4. Others, pls. specify \_\_\_\_\_

B5. Cooperative

B6. Others, pls. specify \_\_\_\_\_

Appendix 2: Survey Questionnaire

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A5. Type of Industry/Sector

- |  |                                |
|--|--------------------------------|
| 1. Tourism                                   | 9. Furniture and Fixtures      |
| 2. Agri-Fishery                              | 10. Construction               |
| 3. Health                                    | 11. Maritime                   |
| 4. Information & Communication<br>Technology | 12. Land Transport             |
| 5. Processed Foods and Beverages             | 13. Gifts, Toys and Housewares |
| 6. Garments                                  | 14. Jewelry                    |
| 7. Metals and Engineering                    | 15. Decorative Ceramics        |
| 8. Footwear                                  | 16. Others, pls. specify _____ |

A6. Main Activity/Product: \_\_\_\_\_

A7. Secondary Activity/Product: \_\_\_\_\_

A8. How many people does your organization employ?

1. 1 to 4 employees
2. 5 to 9 employees
3. 10 to 19 employees
4. 20 or more employees

A9. In general, what percentage of the positions in your organization requires a post-secondary degree, diploma or program certificate?

1. None
2. 1% to 25%
3. 26% to 50%
4. 51% to 75%
5. 76% to 100%

A10. How many PGMA-TWSP graduates has your organization hired in the last two (2) years? \_\_\_\_\_

A11. When did your organization last hire a PGMA-TWSP graduate (indicate month and year, for example, June 2008)? \_\_\_\_\_

A12. How many PGMA-TWSP graduates are still currently employed in your organization at the time of survey? \_\_\_\_\_

**Appendix 2: Survey Questionnaire**

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**Part II. Satisfaction with Graduates Hired (to be answered by the Supervisor)**

B1. The following is a list of various types of skills and personal qualities that PGMA-TWSP graduates may be expected to have. We prefer that you take a generalized or composite approach in framing your opinion. Please try to consider the graduate-employee(s) in terms of their level of preparedness as a new employee rather than one who has worked in the field for a number of years.

Rate the following skills of the PGMA-TWSP graduates under your employ using a scale from 1 to 4 where 1 is “very unsatisfactory”, 2 is “unsatisfactory”, 3 is “satisfactory”, 4 is “very satisfactory” and 8 is “don’t know”. Please encircle your answer.

1=very unsatisfactory	2=unsatisfactory	3=satisfactory	4=very satisfactory	8=don't know
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a. The technical skills and knowledge needed for the job	1	2	3	4	8
b. The ability to recognize and solve problems that arise on the job	1	2	3	4	8
c. Understands and speaks the language in which business is conducted	1	2	3	4	8
d. The ability to communicate in speech and writing	1	2	3	4	8
e. The individual listens to understand and learn	1	2	3	4	8
f. The ability to learn new skills and knowledge on the job	1	2	3	4	8
g. The ability to work well in a group to achieve a goal	1	2	3	4	8
h. Enthusiasm on the job	1	2	3	4	8
i. Initiative needed to fully complete tasks	1	2	3	4	8
j. The ability to manage their time while working with little supervision	1	2	3	4	8
k. Remain accountable for actions taken	1	2	3	4	8
l. The ability to take a “big picture” perspective on the job	1	2	3	4	8
m. Easily adapts on the work environment	1	2	3	4	8
n. Has the ability to handle stress and pressure on the job	1	2	3	4	8
o. Accepts other jobs other than specified on the job description	1	2	3	4	8

B2. Overall, how would you rate your level of satisfaction with the work and performance of the PGMA-TWSP graduate or graduates in your organization?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied



**Appendix 2: Survey Questionnaire**

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B3. Please indicate whether you strongly disagree, disagree, agree, or strongly agree with the following statements:

1=strongly disagree	2=disagree	3=agree	4=strongly agree	8=don't know
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TESDA's TVET providers respond to the needs of my company by:

a. providing an adequate supply of graduates	1	2	3	4	8
b. providing appropriate skills to graduates	1	2	3	4	8

B4. Based on your experience employing PGMA-TWSP graduates in your company, will you continue to hire them?

1. YES
2. NO

**Part III. Additional Comments (to be answered by the Supervisor)**

Please add any additional comments or suggestions you wish to make here. We are particularly interested in any qualities, characteristics, skills/knowledge that you particularly like about our graduate and his/her training. What could PGMA-TWSP do to prepare its graduates to meet your company's present and future needs?

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Thanks for completing the survey. Your participation is greatly appreciated.

Appendix 3: Other Tables

**Level of Satisfaction of Employers by TVET Qualification**

**a. The technical skills and knowledge needed for the job**

Table 6.a Rating on Technical Skills and Knowledge Needed for the Job by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	2	100.00									2	100.00
Barista	3	37.50	5	62.50							8	100.00
Call Center Agent	1	12.50	5	62.50					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW	1	25.00	2	50.00					1	25.00	4	100.00
HEO			2	100.00							2	100.00
Household Services	2	50.00	2	50.00							4	100.00
Massage Therapy			1	100.00							1	100.00
Medical Transcriptionist			6	85.71					1	14.29	7	100.00
Slaughtering Operation	4	80.00					1	20.00			5	100.00
SMAW	4	44.44	4	44.44	1	11.11					9	100.00
Grand Total	18	34.62	28	53.85	1	1.92	1	1.92	4	7.69	52	100.00

**b. The ability to recognize and solve problems that arise on the job**

Table 6.b Rating on The Ability to Recognize and Solve Problems that Arise on the Job by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	1	50.00	1	50.00							2	100.00
Barista	2	25.00	6	75.00							8	100.00
Call Center Agent	2	25.00	3	37.50	1	12.50			2	25.00	8	100.00
Caregiving			2	100.00							2	100.00
GMAW			3	75.00					1	25.00	4	100.00
HEO			2	100.00							2	100.00
Household Services	2	50.00	1	25.00	1	25.00					4	100.00
Massage Therapy			1	100.00							1	100.00
Medical Transcriptionist			6	85.71					1	14.29	7	100.00
Slaughtering Operation	3	60.00	1	20.00			1	20.00			5	100.00
SMAW			7	77.78	2	22.22					9	100.00
Grand Total	10	19.23	33	63.46	4	7.69	1	1.92	4	7.69	52	100.00

Appendix 3: Other Tables

**c. Understands and speaks the language in which business is conducted**

Table 6.c Rating on Understands and Speaks the Language in Which Business is Conducted by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	2	100.00									2	100.00
Barista	3	37.50	5	62.50							8	100.00
Call Center Agent	1	12.50	5	62.50					2	25.00	8	100.00
Caregiving			2	100.00							2	100.00
GMAW	2	50.00	1	25.00	1	25.00					4	100.00
HEO	1	50.00	1	50.00							2	100.00
Household Services	2	50.00	2	50.00							4	100.00
Massage Therapy	1	100.00									1	100.00
Medical Transcriptionist	3		3	42.86					1	14.29	7	100.00
Slaughtering Operation	4	80.00					1	20.00			5	100.00
SMAW	4	44.44	4	44.44	1	11.11					9	100.00
Grand Total	23	44.23	23	44.23	2	3.85	1	1.92	3	5.77	52	100.00

**d. The ability to communicate in speech and writing**

Table 6.d Rating on The Ability to Communicate in Speech and Writing by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	1	50.00	1	50.00							2	100.00
Barista	3	37.50	5	62.50							8	100.00
Call Center Agent	1	12.50	5	62.50					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW			3	75.00	1	25.00					4	100.00
HEO			2	100.00							2	100.00
Household Services	2	50.00	1	25.00	1	25.00					4	100.00
Massage Therapy			1	100.00							1	100.00
Medical Transcriptionist	1	14.29	5	71.43					1	14.29	7	100.00
Slaughtering Operation	2	40.00	2	40.00			1	20.00			5	100.00
SMAW	1	11.11	5	55.56	3	33.33					9	100.00
Grand Total	12	23.08	31	59.62	5	9.62	1	1.92	3	5.77	52	100.00

### Appendix 3: Other Tables

#### e. *The individual listens to understand and learn*

Table 6.e Rating on The Individual Listens to Understand and Learn by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	1	50.00	1	50.00							2	100.00
Barista	2	25.00	6	75.00							8	100.00
Call Center Agent	1	12.50	5	62.50					2	25.00	8	100.00
Caregiving	2	100.00									2	100.00
GMAW	3	75.00	1	25.00							4	100.00
HEO			2	100.00							2	100.00
Household Services	1	25.00	3	75.00							4	100.00
Massage Therapy	1	100.00									1	100.00
Medical Transcriptionist	3	42.86	3	42.86					1	14.29	7	100.00
Slaughtering Operation	2	40.00	2	40.00	1	20.00					5	100.00
SMAW	4	44.44	4	44.44	1	11.11					9	100.00
Grand Total	20	38.46	27	51.92	2	3.85	0	0.00	3	5.77	52	100.00

#### f. *The ability to learn new skills and knowledge on the job*

Table 6.f Rating on The Ability to Learn New Skills and Knowledge on the Job by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	2	100.00									2	100.00
Barista	2	25.00	6	75.00							8	100.00
Call Center Agent	4	50.00	2	25.00					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW	2	50.00	2	50.00							4	100.00
HEO	1	50.00	1	50.00							2	100.00
Household Services	1	25.00	3	75.00							4	100.00
Massage Therapy			1	100.00							1	100.00
Medical Transcriptionist	1	14.29	5	71.43					1	14.29	7	100.00
Slaughtering Operation	3	60.00	1	20.00	1	20.00					5	100.00
SMAW	4	44.44	4	44.44			1	11.11			9	100.00
Grand Total	21	40.38	26	50.00	1	1.92	1	1.92	3	5.77	52	100.00

Appendix 3: Other Tables

**g. The ability to work well in a group to achieve a goal**

Table 6.g Rating on The Ability to Work Well in a Group to Achieve a Goal by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	2	100.00									2	100.00
Barista	3	37.50	5	62.50							8	100.00
Call Center Agent	1	12.50	5	62.50					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW	1	25.00	3	75.00							4	100.00
HEO	1	50.00	1	50.00							2	100.00
Household Services	3	75.00	1	25.00							4	100.00
Massage Therapy	1	100.00									1	100.00
Medical Transcriptionist	2	28.57	4	57.14					1	14.29	7	100.00
Slaughtering Operation	2	40.00	2	40.00	1	20.00					5	100.00
SMAW	6	66.67	2	22.22	1	11.11					9	100.00
Grand Total	23	44.23	24	46.15	2	3.85	0	0.00	3	5.77	52	100.00

**h. Enthusiasm on the job**

Table 6.h Rating on Enthusiasm on the Job by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	2	100.00									2	100.00
Barista	4	50.00	4	50.00							8	100.00
Call Center Agent	1	12.50	5	62.50					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW	2	50.00	2	50.00							4	100.00
HEO	1	50.00	1	50.00							2	100.00
Household Services	2	50.00	2	50.00							4	100.00
Massage Therapy	1	100.00									1	100.00
Medical Transcriptionist	3	42.86	3	42.86					1	14.29	7	100.00
Slaughtering Operation	4	80.00			1	20.00					5	100.00
SMAW	5	55.56	4	44.44							9	100.00
Grand Total	26	50.00	22	42.31	1	1.92	0	0.00	3	5.77	52	100.00

**Appendix 3: Other Tables**

**i. Initiative needed to fully complete tasks**

Table 6.i Rating on Initiative Needed to Fully Complete Tasks by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	2	100.00									2	100.00
Barista	3	37.50	5	62.50							8	100.00
Call Center Agent	1	12.50	5	62.50					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW	1	25.00	3	75.00							4	100.00
HEO			2	100.00							2	100.00
Household Services	2	50.00	2	50.00							4	100.00
Massage Therapy			1	100.00							1	100.00
Medical Transcriptionist	1	14.29	5	71.43					1	14.29	7	100.00
Slaughtering Operation	3	60.00	1	20.00			1	20.00			5	100.00
SMAW	5	55.56	3	33.33			1	11.11			9	100.00
Grand Total	19	36.54	28	53.85	0	0.00	2	3.85	3	5.77	52	100.00

**j. The ability to manage their time while working with little supervision**

Table 6.j Rating on The Ability to Manage their Time While Working With Little Supervision by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	1	50.00	1	50.00							2	100.00
Barista	3	37.50	5	62.50							8	100.00
Call Center Agent	3	37.50	3	37.50					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW			4	100.00							4	100.00
HEO			2	100.00							2	100.00
Household Services	2	50.00	2	50.00							4	100.00
Massage Therapy			1	100.00							1	100.00
Medical Transcriptionist			6	85.71					1	14.29	7	100.00
Slaughtering Operation	4	80.00			1	20.00					5	100.00
SMAW	4	44.44	4	44.44	1	11.11					9	100.00
Grand Total	18	34.62	29	55.77	2	3.85	0	0.00	3	5.77	52	100.00

Appendix 3: Other Tables

**k. Remain accountable for actions taken**

Table 6.k Rating on Remain Accountable for Actions Taken by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	2	100.00									2	100.00
Barista	2	25.00	6	75.00							8	100.00
Call Center Agent	1	12.50	5	62.50					2	25.00	8	100.00
Caregiving	2	100.00									2	100.00
GMAW			3	75.00					1	25.00	4	100.00
HEO	1	50.00	1	50.00							2	100.00
Household Services	2	50.00	1	25.00					1	25.00	4	100.00
Massage Therapy			1	100.00							1	100.00
Medical Transcriptionist			5	71.43	1	14.29			1	14.29	7	100.00
Slaughtering Operation	3	60.00	1	20.00	1	20.00					5	100.00
SMAW	3	33.33	6	66.67							9	100.00
Grand Total	16	30.77	29	55.77	2	3.85	0	0.00	5	9.62	52	100.00

**l. The ability to take a "big picture" perspective on the job**

Table 6.l Rating on The Ability to Take a Big Picture Perspective on the Job by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	2	100.00									2	100.00
Barista	2	25.00	6	75.00							8	100.00
Call Center Agent			5	62.50	1	12.50					6	75.00
Caregiving	1	50.00	1	50.00					2	25.00	4	100.00
GMAW			3	75.00					1	25.00	4	100.00
HEO			2	100.00							2	100.00
Household Services	2	50.00	1	25.00					1	25.00	4	100.00
Massage Therapy			1	100.00							1	100.00
Medical Transcriptionist			6	85.71					1	14.29	7	100.00
Slaughtering Operation	2	40.00	2	40.00	1	20.00					5	100.00
SMAW	2	22.22	6	66.67	1	11.11					9	100.00
Grand Total	11	21.15	33	63.46	3	5.77	0	0.00	5	9.62	52	100.00

Appendix 3: Other Tables

**m. Easily adopts on the work environment**

Table 6.m Rating on Easily Adopts on the Work Environment by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	2	100.00									2	100.00
Barista	2	25.00	6	75.00							8	100.00
Call Center Agent	2	25.00	4	50.00					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW	2	50.00	2	50.00							4	100.00
HEO			2	100.00							2	100.00
Household Services	3	75.00	1	25.00							4	100.00
Massage Therapy	1	100.00									1	100.00
Medical Transcriptionist	2	28.57	4	57.14					1	14.29	7	100.00
Slaughtering Operation	3	60.00	1	20.00	1	20.00					5	100.00
SMAW	4	44.44	4	44.44			1	11.11			9	100.00
Grand Total	22	42.31	25	48.08	1	1.92	1	1.92	3	5.77	52	100.00

**n. Has the ability to handle stress and pressure on the job**

Table 6.n Rating on Has the Ability to Handle Stress and Pressure on the Job by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	1	50.00	1	50.00							2	100.00
Barista	4	50.00	4	50.00							8	100.00
Call Center Agent	2	25.00	4	50.00					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW	2	50.00	1	25.00	1	25.00					4	100.00
HEO	1	50.00	1	50.00							2	100.00
Household Services	4	100.00									4	100.00
Massage Therapy			1	100.00							1	100.00
Medical Transcriptionist	1	14.29	5	71.43					1	14.29	7	100.00
Slaughtering Operation	3	60.00	1	20.00	1	20.00					5	100.00
SMAW	5	55.56	3	33.33	1	11.11					9	100.00
Grand Total	24	46.15	22	42.31	3	5.77	0	0.00	3	5.77	52	100.00



Appendix 3: Other Tables

**o. Accepts other jobs other than specified on the job description**

Table 6.o Rating on Accepts Other Jobs Other Than Specified on the Job Description by Course

Course	Very Satisfactory		Satisfactory		Unsatisfactory		Very Unsatisfactory		Not Indicated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Animation	1	50.00	1	50.00							2	100.00
Barista	1	12.50	7	87.50							8	100.00
Call Center Agent	1	12.50	5	62.50					2	25.00	8	100.00
Caregiving	1	50.00	1	50.00							2	100.00
GMAW	3	75.00	1	25.00							4	100.00
HEO	1	50.00	1	50.00							2	100.00
Household Services	2	50.00	2	50.00							4	100.00
Massage Therapy	1	100.00									1	100.00
Medical Transcriptionist			6	85.71					1	14.29	7	100.00
Slaughtering Operation	2	40.00	2	40.00	1	20.00					5	100.00
SMAW	5	55.56	4	44.44							9	100.00
Grand Total	18	34.62	30	57.69	1	1.92	0	0.00	3	5.77	52	100.00